Metropolitan Transportation Commission

Meeting Agenda

Bay Area Metro Center
375 Beale Street
San Francisco, CA 94105

Policy Advisory Council Equity & Access Subcommittee

Veda Florez, Chair ***Anne Olivia Eldred, Vice Chair***

Members
Richard Burnett, Rick Coates, Christina Gotuaco,
Richard Hedges, Michelle Hernandez, Michael Lopez,
Rahmon Momoh, and Daisy Ozim
Alternates
Randi Kinman and Terry Scott

Monday, September 21, 2020 **10:05 AM** **Yerba Buena - 1st Floor (REMOTE)**

In light of Governor Newsom's State of Emergency declaration regarding the COVID-19 outbreak and in accordance with Executive Order N-29-20 issued by Governor Newsom on March 17, 2020 and the Guidance for Gatherings issued by the California Department of Public Health, the meeting will be conducted via webcast, teleconference, and Zoom for Equity and Access Subcommittee members who will participate in the meeting from individual remote locations. A Zoom panelist link for meeting participants will be sent separately to Equity and Access Subcommittee members.

The meeting webcast will be available at http://mtc.ca.gov/whats-happening/meetings Members of the public are encouraged to participate remotely via Zoom at the following link or phone number. Equity and Access Subcommittee Members and members of the public participating by Zoom wishing to speak should use the "raise hand" feature or dial *9. In order to get the full Zoom experience, please make sure your application is up to date.
Attendee Link: https://bayareametro.zoom.us/j/95492187687
Telephone (for higher quality, dial a number based on your current location):
US: +1 669 900 6833 or +1 408 638 0968 or +1 346 248 7799 or +1 253 215 8782 or +1 301 715 8592 or +1 312 626 6799 or +1 646 876 9923
Webinar ID: 954 9218 7687
International numbers available: https://bayareametro.zoom.us/u/a66DP9lXw
Detailed instructions on participating via Zoom are available at:
https://mtc.ca.gov/how-provide-public-comment-board-meeting-zoom

Members of the public may participate by phone or Zoom or may submit comments by email at info@bayareametro.gov by 5:00 p.m. the day before the scheduled meeting date. Please include the committee or board meeting name and agenda item number in the subject line. Due to the current circumstances there may be limited opportunity to address comments during the meeting. All comments received will be submitted into the record.

The Policy Advisory Council advises the Metropolitan Transportation Commission on transportation policies in the San Francisco Bay Area, incorporating diverse perspectives relating to the environment, the economy, and social equity.

1. Welcome

Veda Florez, Equity & Access Subcommittee Chair

2. Roll Call / Confirm Quorum

Quorum: A quorum of this committee shall be a majority of its regular non-ex-officio voting members (6).

3. Blue Ribbon Transit Recovery Task Force Update

Randi Kinman, Policy Advisory Council Chair

4. 20-1284 Approval of the July 30, 2020 Meeting Minutes

Action: Approval

Attachments: 04_E&A Minutes_Jul 30 2020.pdf

5. 20-1282 Clipper® START Pilot Program Delivery and Policy Expansion Update

Update on the Clipper START Pilot Program Delivery and Policy Expansion Update.

Action: Information

Presenter: Lysa Hale and Judis Santos

Attachments: 05_Clipper START Delivery and Policy Update.pdf

6. 20-1283 Draft 2020 MTC Title VI Program

Draft 2020 MTC Title VI Program.

Action: Information

Presenter: Michael Brinton

Attachments:
- 06i_Summary Sheet_Draft Title VI Triennial Report 2020.pdf
- 06ii_Attachment A_MTC Title VI 2020 final draft.pdf
- 06iii_Appendix A - RES-3931_approved.pdf
- 06iv_Appendix B-FTA Grant Direct Recipients.pdf
- 06v_Appendix C - Complaint Process_Form Final.pdf
- 06vi_Appendix D - Complaints_Final.pdf
- 06vii_Appendix E - MTC_2019_Plan_for_Providing_Special_Language_Service
- 06viii_Appendix F - Beneficiary Notifications.pdf
- 06ix_Appendix G - 2018 Public Participation Plan.pdf
- 06x_Appendix H - 2019 TIP Investment Analysis.pdf
- 06xi_1_Appendix J-1-Lifeline Transportation Program Grant Cycle 5.pdf
- 06xi_2_Appendix J-2-Lifeline Transportation Program Grant Cycle 6.pdf
- 06xii_Appendix K - Sched Subrecipient 2020 Tracking_Title VI_C&As_Final.pdf
- 06xiii_Appendix L - Clipper Outreach 7.2017 - 7.2020.pdf

7. New Business

Members of the subcommittee may bring up new business for discussion or addition to a future agenda.

8. Public Comments / Other Business

Note: The subcommittee will not take action on items not listed on today's agenda.

*Equity and Access Subcommittee Members and members of the public participating by Zoom wishing to speak should use the "raise hand" feature or dial *9.*

9. Adjournment / Next Meeting

The next meeting of the Policy Advisory Council Equity and Access Subcommittee will be held Thursday, October 29, 2020 at 2:05 p.m. remotely and by webcast as appropriate depending on the status of any shelter in place orders. Any changes to the schedule will be duly noticed to the public.

Public Comment: The public is encouraged to comment on agenda items at Committee meetings by completing a request-to-speak card (available from staff) and passing it to the Committee secretary. Public comment may be limited by any of the procedures set forth in Section 3.09 of MTC's Procedures Manual (Resolution No. 1058, Revised) if, in the chair's judgment, it is necessary to maintain the orderly flow of business.

Meeting Conduct: If this meeting is willfully interrupted or disrupted by one or more persons rendering orderly conduct of the meeting unfeasible, the Chair may order the removal of individuals who are willfully disrupting the meeting. Such individuals may be arrested. If order cannot be restored by such removal, the members of the Committee may direct that the meeting room be cleared (except for representatives of the press or other news media not participating in the disturbance), and the session may continue.

Record of Meeting: Committee meetings are recorded. Copies of recordings are available at a nominal charge, or recordings may be listened to at MTC offices by appointment. Audiocasts are maintained on MTC's Web site (mtc.ca.gov) for public review for at least one year.

Accessibility and Title VI: MTC provides services/accommodations upon request to persons with disabilities and individuals who are limited-English proficient who wish to address Commission matters. For accommodations or translations assistance, please call 415.778.6757 or 415.778.6769 for TDD/TTY. We require three working days' notice to accommodate your request.

可及性和法令第六章：MTC 根據要求向希望來委員會討論有關事宜的殘疾人士及英語有限者提供服務/方便。需要便利設施或翻譯協助者，請致電 415.778.6757 或 415.778.6769 TDD / TTY。我們要求您在三個工作日前告知，以滿足您的要求。

Acceso y el Titulo VI: La MTC puede proveer asistencia/facilitar la comunicación a las personas discapacitadas y los individuos con conocimiento limitado del inglés quienes quieran dirigirse a la Comisión. Para solicitar asistencia, por favor llame al número 415.778.6757 o al 415.778.6769 para TDD/TTY. Requerimos que solicite asistencia con tres días hábiles de anticipación para poderle proveer asistencia.

Attachments are sent to Committee members, key staff and others as appropriate. Copies will be available at the meeting.

All items on the agenda are subject to action and/or change by the Committee. Actions recommended by staff are subject to change by the Committee.

MTC's Chair and Vice-Chair are ex-officio voting members of all standing Committees.

375 Beale Street, Suite 800
San Francisco, CA 94105

Metropolitan Transportation Commission

Legislation Details (With Text)

File #:	20-1284	**Version:**	1	**Name:**	
Type:	Minutes			**Status:**	Committee Approval
File created:	8/13/2020			**In control:**	Policy Advisory Council Equity & Access Subcommittee
On agenda:	9/21/2020			**Final action:**	
Title:	Approval of the July 30, 2020 Meeting Minutes				
Sponsors:					
Indexes:					
Code sections:					
Attachments:	04_E&A Minutes_Jul 30 2020.pdf				

Date	Ver.	Action By	Action	Result

Subject:
Approval of the July 30, 2020 Meeting Minutes

Recommended Action:
Approval

Attachments:

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Metropolitan Transportation Commission

Meeting Minutes - Draft

Agenda Item 4

Bay Area Metro Center
375 Beale Street
San Francisco, CA 94105

Policy Advisory Council Equity & Access Subcommittee

Veda Florez, Chair ***Anne Olivia Eldred, Vice Chair***

Members
Richard Burnett, Rick Coates, Christina Gotuaco,
Richard Hedges, Michelle Hernandez, Michael Lopez,
Rahmon Momoh, and Daisy Ozim
Alternates
Randi Kinman and Terry Scott

Thursday, July 30, 2020 **1:05 PM** **Yerba Buena - 1st Floor (REMOTE)**

1. Welcome

2. Roll Call / Confirm Quorum

Present: 12 - Council Member Burnett, Council Member Coates, Chair Florez, Council Member Hedges, Council Member Lopez, Council Member Momoh, Council Member Ozim, Vice Chair Eldred, Council Member Gotuaco, Council Member Hernandez, (Alternate) Kinman and (Alternate) Scott

Council Member Blacksten submitted his resignation, effective immediately.

3. 20-1157 Policy Advisory Council Equity & Access Subcommittee Work Plan

Discussion of the Equity & Access Subcommittee 2020-2021 work plan.

Action: Information

Presenter: Kỳ-Nam Miller and Marti Paschal

Attachments: 03_2020-2021_Equity and Access_Work_Plan.pdf
03i_Correspondence Received_1_Workplan item request, equity and access subcommittee.pdf
03ii_Work Plan-Mural.pdf

Written public comment was received from: Adina Levin.

4. New Business

5. Public Comments / Other Business

Written public comment was received from: Jim Stallman

Aleta Dupree was called to speak.

Roland Lebrun was called to speak.

20-1158 Public Comment Received

Attachments: 05_Public Comment Received_Jim Stallman.pdf

6. Adjournment / Next Meeting

The next meeting of the Policy Advisory Council Equity and Access Subcommittee will be held at a time and place to be duly noticed.

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San Francisco, CA 94105

Metropolitan Transportation Commission

Legislation Details (With Text)

File #:	20-1282	**Version:**	1	**Name:**	
Type:	Report			**Status:**	Informational
File created:	8/13/2020			**In control:**	Policy Advisory Council Equity & Access Subcommittee
On agenda:	9/21/2020			**Final action:**	
Title:	Clipper® START Pilot Program Delivery and Policy Expansion Update Update on the Clipper START Pilot Program Delivery and Policy Expansion Update.				
Sponsors:					
Indexes:					
Code sections:					
Attachments:	05_Clipper START Delivery and Policy Update.pdf				

Date	Ver.	Action By	Action	Result

Subject:
Clipper® START Pilot Program Delivery and Policy Expansion Update

Update on the Clipper START Pilot Program Delivery and Policy Expansion Update.

Presenter:
Lysa Hale and Judis Santos

Recommended Action:
Information

Attachments:

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September 21, 2020 **Agenda Item 5**

Clipper® START Pilot Program Delivery and Policy Expansion Update

Subject: Update on the Clipper START Pilot Program Delivery and Policy Expansion Update.

Background: The Clipper START program is the first of its kind in the region, with the goals of improving transportation affordability and increasing access to opportunity for adult transit passengers who earn a lower income. The program is a 12- to 18-month pilot offering a 20 to 50 percent discount on single-ride fares for eligible adults who earn under 200 percent of the federal poverty level (approximately $52,000 for a family of four).

Four agencies are participating in the initial launch: the Bay Area Rapid Transit District (BART), offering a 20 percent discount; and the Peninsula Corridor Joint Power Board (PCJPB/Caltrain); Golden Gate Bridge, Highway and Transit District (GGBHTD); and San Francisco Municipal Transit Agency (SFMTA); each providing a 50 percent discount. MTC is subsidizing half of the 20% discount, with operators covering the remainder of the revenue loss. Operators providing more than a 20% discount will pay the difference for their remainder of revenue loss.

Program Delivery Update
The pilot program launched on July 15, 2020 and has seen promising results:

- As of August 19, 647 people had applied for a Clipper START card, and 585 were approved.
- As of August 17, those who have received Clipper START cards had taken 557 trips.
- Slightly more than half of the applications are from San Francisco, followed by Alameda and Contra Costa counties.
- Applicants skew female and younger (19-36).

Policy Expansion Update
In May 2018, the Commission adopted Resolution No. 4320, establishing the framework for the Regional Means-Based Transit Fare Pilot Program, otherwise known as Clipper START. This framework included the first Cohort of operators (BART, Caltrain, GGBHTD, and SFMTA).

In response to COVID-19, interest by the MTC Blue Ribbon Transit Recovery Task Force, and requests by transit operators, MTC Commission approved MTC Resolution No. 4420, which included approximately $5 million for the expansion of the pilot beyond the four original participating transit operators. Seventeen additional operators are interested in joining the program, as listed in Attachment A. Note that all large operators, with the exception of the Santa Clara Valley Transportation Authority (VTA), have indicated interest in joining the regional program. VTA currently offers two VTA specific means-based discount programs: UPLIFT and the Transit Assistance Program (TAP). While there is

conceptual agreement between MTC and agency staff, each agency's program participation is subject to their governing board approval. Agency launch dates will be staggered depending on transit operator board approvals and Title VI analysis.

Timeline

The anticipated timeline for the pilot expansion is as follows:

Action:	**Anticipated Date:**
MTC Commission action on the Expanded Regional Means-Based Transit Fare Pilot Program (Clipper START)	August 26, 2020
Transit agency boards consider and vote to approve participation in Clipper START (required prior to the agency's launch)	Ongoing beginning in July 2020
MTC program design and Clipper START changes to accommodate expansion	July 2020 – January 2021
Clipper START launch for additional transit operators (Cohort 2). Implementation will be staggered.	As early as November 2020

Attachments: Attachment A: List of Interested Transit Operators for Clipper START Pilot

List of Interested Transit Operators for Clipper® START Pilot (Cohort 2) FY2020-21 through FY2021-22

The table below lists transit operators *interested* in participating in the Clipper START Pilot. Operators may withdraw from the list; however, no new transit operators may be added. Actual participation in the Clipper START Pilot is contingent on transit operator Board approval, compliance with the Regional Means-Based Framework, and consistency with the current FTA Title VI requirements.

Table 1: Transit Operator Interest and Level of Discount Offering (As of August 20, 2020)

20% Discount	*50% Discount*
Alameda-Contra Costa Transit District (AC Transit)	Marin Transit
County Connection	Sonoma-Marin Area Rail Transit (SMART)
Fairfield and Suisun Transit (FAST)	San Francisco Bay Area Water Emergency Transportation Authority (WETA – San Francisco Ferry)
Livermore-Amador Valley Transit Authority (LAVTA)	
Napa VINE	
Petaluma Transit	
San Mateo County Transit District (SamTrans)	
Santa Rosa CityBus	
Solano County Transit (SolTrans)	
Sonoma County Transit	
Eastern Contra Costa Transit Authority (Tri Delta Transit)	
Union City Transit	
Vacaville – City Coach	
Western Contra Costa Transportation Authority (WestCAT)	
Subtotal: 14	**Subtotal: 3**
Total: 17	

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Metropolitan Transportation Commission

Legislation Details (With Text)

File #:	20-1283	**Version:**	1	**Name:**	
Type:	Report			**Status:**	Informational
File created:	8/13/2020			**In control:**	Policy Advisory Council Equity & Access Subcommittee
On agenda:	9/21/2020			**Final action:**	
Title:	Draft 2020 MTC Title VI Program Draft 2020 MTC Title VI Program.				
Sponsors:					
Indexes:					
Code sections:					
Attachments:	06i_Summary Sheet_Draft Title VI Triennial Report 2020.pdf 06ii_Attachment A_MTC Title VI 2020 final draft.pdf 06iii_Appendix A - RES-3931_approved.pdf 06iv_Appendix B-FTA Grant Direct Recipients.pdf 06v_Appendix C - Complaint Process_Form Final.pdf 06vi_Appendix D - Complaints_Final.pdf 06vii_Appendix E - 06viii_Appendix F - Beneficiary Notifications.pdf 06ix_Appendix G - 2018 Public Participation Plan.pdf 06x_Appendix H - 2019 TIP Investment Analysis.pdf 06xi_1_Appendix J-1-Lifeline Transportation Program Grant Cycle 5.pdf 06xi_2_Appendix J-2-Lifeline Transportation Program Grant Cycle 6.pdf 06xii_Appendix K - Sched Subrecipient 2020 Tracking_Title VI_C&As_Final.pdf 06xiii_Appendix L - Clipper Outreach 7.2017 - 7.2020.pdf				

Date	Ver.	Action By	Action	Result

Subject:
Draft 2020 MTC Title VI Program

Draft 2020 MTC Title VI Program.

Presenter:
Michael Brinton

Recommended Action:
Information

Attachments:

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Metropolitan Transportation Commission

Policy Advisory Council Equity & Access Subcommittee

September 21, 2020 **Agenda Item 6**

Draft 2020 MTC Title VI Program

Subject: Draft 2020 MTC Title VI Program.

Background: Attached is the Draft 2020 MTC Title VI Program (the "Program"), which MTC is required to submit periodically to the Federal Transit Administration (FTA), as well as the California Department of Transportation (Caltrans). The Program demonstrates how MTC is complying with federal requirements of nondiscrimination in its policies, programs and activities, and it is prepared in response to FTA Circular 4702.lB. The Program describes major efforts undertaken by MTC during the last three years that form the basis for assuring that its continuing planning and programming activities are nondiscriminatory on the basis of race, color, or national origin.

Staff will present the Program to the Administration Committee on October 7, 2020. Comments and requested changes from this Committee and the Administration Committee will be considered in preparing the final Program before it is presented to the Commission on October 28, 2020, for approval.

The Program describes:

- MTC's 2018 Public Participation Plan, which sets forth the steps MTC takes to inform diverse communities about, and involve those communities in, decisions affecting Bay Area transportation and land use policies and investments;
- MTC's Plan for Special Language Services to the Limited English Proficient Population, which documents the various services and procedures that MTC has in place to assist persons with limited proficiency in the English language;
- MTC's Policy Advisory Council membership and a description of efforts made to encourage minority participation in the Policy Advisory Council;
- MTC's procedures for identifying and considering the mobility needs of minority populations within the planning process, including an analysis of any disparate impact on the basis of race,color, or national origin of the distribution of state and federal funds in the aggregate for public transportation purposes;
- MTC's procedures for members of the public to file a Title VI discrimination complaint; and
- MTC's procedures for passing through FTA financial assistance in a nondiscriminatory manner and for monitoring its FTA funding subrecipients for compliance with Title VI.

Issues: None identified.

Recommendation: Information

Attachments: Attachment A: Draft 2020 Title VI Triennial Report.

METROPOLITAN
TRANSPORTATION
COMMISSION

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METROPOLITAN TRANSPORTATION COMMISSION
TITLE VI TRIENNIAL PROGRAM
IN RESPONSE TO
FEDERAL TRANSIT ADMINISTRATION CIRCULAR 4702.1B:

TITLE VI REQUIREMENTS AND GUIDELINES FOR FEDERAL TRANSIT ADMINISTRATION RECIPIENTS

November 2020

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https://metrotrans-my.sharepoint.com/personal/mbrinton_bayareametro_gov/Documents/Title VI Triennial Report 2020/MTC Title VI 2020 final draft .docx

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Appendix F: Beneficiary Notifications
Appendix G: Public Participation Plan
Appendix H: TIP Investment Analysis
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Appendix J: Lifeline Transportation Program Grant Cycle
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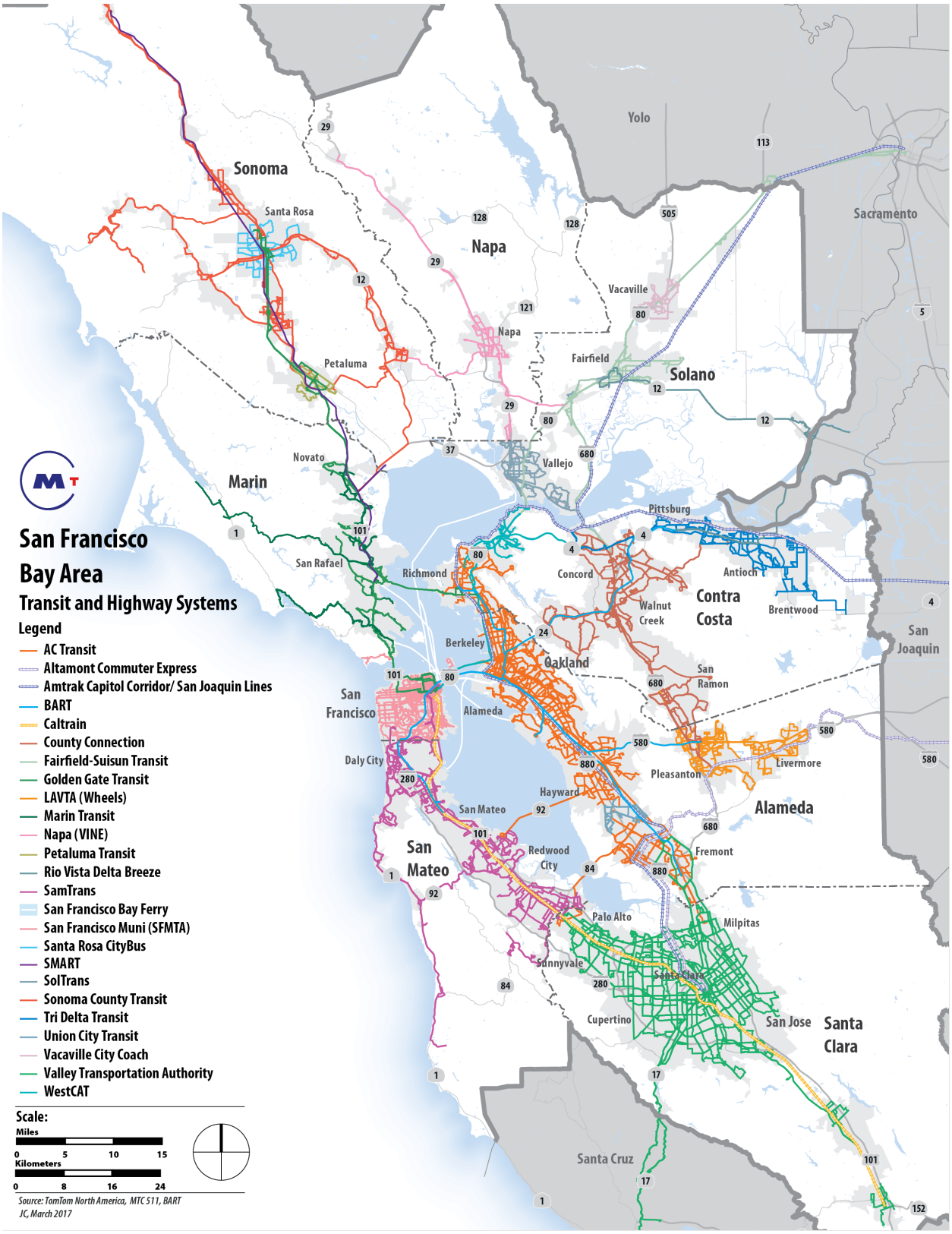
San Francisco
Bay Area
Transit and Highway Systems
Legend
AC Transit
Altamont Commuter Express
Amtrak Capitol Corridor/ San Joaquin Lines
BART
Caltrain
County Connection
Fairfield-Suisun Transit
Golden Gate Transit
LAVTA (Wheels)
Marin Transit
Napa (VINE)
Petaluma Transit
Rio Vista Delta Breeze
SamTrans
San Francisco Bay Ferry
San Francisco Muni (SFMTA)
Santa Rosa CityBus
SMART
SolTrans
Sonoma County Transit
Tri Delta Transit
Union City Transit
Vacaville City Coach
Valley Transportation Authority
WestCAT
Scale:
Miles
0 5 10 15
Kilometers
0 8 16 24
Source: TomTom North America, MTC 511, BART
JC, March 2017
Sonoma
Santa Rosa
Petaluma
Novato
Marin
San Rafael
Napa
Vacaville
Fairfield
Solano
Vallejo
Yolo
Sacramento
Pittsburg
Antioch
Brentwood
Contra Costa
Concord
Walnut Creek
Richmond
Berkeley
Oakland
San Ramon
San Francisco
Alameda
Daly City
Pleasanton
Livermore
Hayward
San Mateo
Redwood City
Fremont
Palo Alto
Milpitas
Sunnyvale
Santa Clara
Cupertino
San Jose
Santa Clara
San Joaquin
Santa Cruz

I. INTRODUCTION

This Title VI Triennial Program provides information and analyses bearing upon the Metropolitan Transportation Commission's (MTC) compliance with Title VI of the Civil Rights Act of 1964 regarding nondiscriminatory delivery of services and benefits under federally-funded programs or activities. This document has been prepared in response to Federal Transit Administration (FTA) Circular 4702.1B, dated October 1, 2012 (the Circular).

MTC last submitted a Title VI Triennial Program to FTA on October 3, 2017. This Title VI Triennial Program includes some information reported in the 2017 Title VI Report.

The Program begins with a profile of MTC as well as a description of the region, then responds to the general and program-specific reporting requirements of the Circular. Several appendices provide additional information.

II. METROPOLITAN TRANSPORTATION COMMISSION AND ITS REGION

A. Description/Profile of the Metropolitan Transportation Commission

Created by the state Legislature in 1970 (California Government Code § 66500 *et seq.*), MTC is the transportation planning, coordinating and financing agency for the nine-county San Francisco Bay Area. Over the years, the agency's scope has grown, and its Commissioners now govern three agencies: MTC, the Bay Area Toll Authority (BATA) (California Streets and Highways Code § 30950 *et seq.*), and the Metropolitan Transportation Commission Service Authority for Freeways and Expressways (SAFE) (California Streets and Highways Code § 2551 *et seq.*). In addition, MTC and BATA have combined to form two additional entities, the Bay Area Infrastructure Financing Authority (BAIFA) and the Bay Area Headquarters Authority (BAHA), which are joint powers authorities established pursuant to Chapter 5 of Division 7 of Title 1 of the California Government Code (§§ 6500-6599.3).

MTC's work is guided by a 21-member policy board, with 18 of the commissioners designated as voting members. Commissioners generally serve concurrent four-year terms, with a new chair elected every two years. The current term expires in February 2023.

Seventeen of the twenty-one MTC commissioners are local elected officials: county supervisors, mayors or city council members. MTC commissioners are selected in each of the nine counties, as follows:

DRAFT

- The two most populous counties, Alameda and Santa Clara, each have three representatives on MTC: the county board of supervisors selects one member; the mayors of the cities within the county collectively appoint another; and the mayors of the biggest cities in these two counties — Oakland in Alameda County and San Jose in Santa Clara County — each appoint a representative;
- The City and County of San Francisco is represented by three members, one appointed by the board of supervisors, one by the mayor, and a third selected by the Bay Conservation and Development Commission, or BCDC, whose representative is required by state law to be a San Francisco resident.
- San Mateo and Contra Costa counties each have two representatives, one appointed by the boards of supervisors and one by the mayors within each county; and
- The four least-populous counties of Marin, Napa, Sonoma, and Solano each have one member, appointed by the boards of supervisors.

In addition, two voting members represent regional agencies: the Association of Bay Area Governments (ABAG), which serves as the region's Council of Governments and land use planning agency, and the Bay Conservation and Development Commission (BCDC), which works to protect San Francisco Bay and encourage responsible and productive uses of the Bay. State legislation specifies that the BCDC representative must be a resident of San Francisco, effectively giving San Francisco a third voice on the MTC. Finally, three nonvoting members represent federal and state transportation agencies and the federal housing department.

In May 2016, MTC moved into its new headquarters, co-locating with partner regional agencies, including ABAG and the Bay Area Air Quality Management District (BAAQMD) in order to foster increased regional collaboration.

On May 24, 2017, MTC and ABAG voted to enter into a contract for services governing the terms related to a previously-approved consolidation of their staffs to improve coordination of regional transportation and land use planning and to better serve the residents of the nine-county Bay Area.[1] MTC and ABAG are jointly responsible for adopting the Bay Area's Sustainable Communities Strategy – a state-mandated regional transportation and land use plan for accommodating population and job growth while reducing growth in greenhouse gas emissions. The staff consolidation of MTC and ABAG is intended to create a more unified vision for the Bay Area, increase collaboration, and use taxpayer dollars more efficiently. Post consolidation MTC has approximately 290 staff headquartered at the Bay Area Metro Center in San Francisco, California.

1 See MTC Resolution 4245, adopted May 25, 2016, and ABAG Resolution 07-16, adopted May 19, 2016.

1. Planning for the Next Generation

MTC functions as both the regional transportation planning agency — a state designation — and, for federal purposes, as the region's metropolitan planning organization (MPO). As such, it is responsible for regularly updating the Regional Transportation Plan (RTP), a comprehensive blueprint for the development of mass transit, highway, airport, seaport, railroad, bicycle and pedestrian facilities. MTC also screens requests from local agencies for state and federal grants for transportation projects to determine their compatibility with the RTP.

The current RTP, Plan Bay Area 2040, was adopted in July 2017 and is referred to throughout this report. This was the first update to Plan Bay Area (adopted by MTC in 2013), the region's first long-range integrated transportation and land use/housing strategy required under California law (Senate Bill 375) with the goal of accommodating future population growth and reducing greenhouse gas emissions. An update to the regional plan, known as Plan Bay Area 2050, is underway and is slated to be adopted in September 2021. This will include an updated equity analysis report. At this time, Plan Bay Area 2040 remains in effect and therefore most analysis is done in reference to Plan Bay Area 2040.

Chapter V. (A.) uses updated demographics and highlights demographic changes since Plan Bay Area 2040's adoption. The vast majority of funds prioritized in Plan Bay Area 2040 are dedicated (by mode) to public transit and (by function) to operation and maintenance of existing facilities (see Figure 1 below).

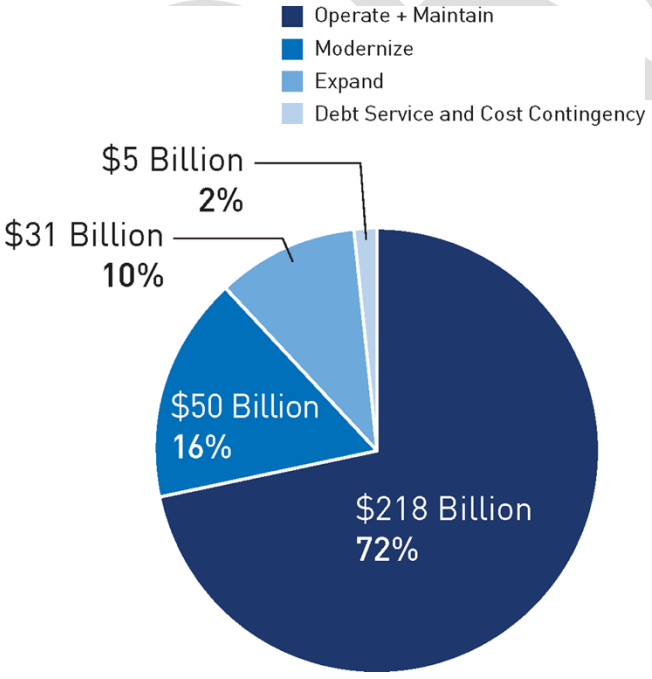

Figure 1. Plan Bay Area 2040 Funding Distribution

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In its role as MPO, MTC also prepares and adopts the federally required Transportation Improvement Program (TIP) at least once every two years. The TIP is a comprehensive listing of all Bay Area surface transportation projects that are to receive federal funding, are subject to a federally required action, or are considered regionally significant for air quality conformity purposes. The TIP covers a four-year period and must be financially constrained by year, meaning that the amount of funding committed to the projects (also referred as "programmed") must not exceed the amount of funding estimated to be available. The 2019 TIP was adopted by MTC on September 12, 2018 and received final federal approval from FTA and the Federal Highway Administration (FHWA) on December 17, 2018. The 2019 TIP, as adopted, included approximately 500 transportation projects with more than $13.6 billion of federal, state, regional, and local funds programmed in four fiscal years from FY 2018-19 through FY 2021-22.

MTC has played a major role in building regional consensus on where and when to expand the Bay Area transit network. A historic agreement forged by MTC with local officials as well as state and federal legislators in the late 1980s set forth a $4.1 billion program to extend a total of six rail lines in the Bay Area, adding 40 miles to the region's rail transit network and connecting the San Francisco Bay Area Rapid Transit District (BART) to San Francisco International Airport. In 2001, MTC laid out the next phase of major regional public transit investments in the Regional Transit Expansion Plan, or Resolution 3434. Plan Bay Area and Plan Bay Area 2040 continues these commitments to prioritize high-performing transit expansion projects, including the second phase of BART to Silicon Valley, electrification of the Caltrain corridor, the downtown extension of Caltrain to the Salesforce Transit Center, and construction of new bus rapid transit lines throughout the region.

2. Financing and Monitoring Roles Expand

Over the years, state and federal laws have given MTC an increasingly important role in financing Bay Area transportation improvements. At the federal level, the 1991 Intermodal Surface Transportation Efficiency Act (ISTEA) and its successors, the Transportation Equity Act for the 21st Century (TEA-21), the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), the Moving Ahead for Progress in the 21st Century Act (MAP-21), and the Fixing America's Surface Transportation (FAST) Act empowered MPOs like MTC to determine the mix of transportation projects best suited to meet their regions' needs.

Using the region's flexible federal highway dollars, which provide approximately $160 million per year, MTC has established several innovative grant programs. MTC's One Bay Area Grant (OBAG) County Program comprises the largest share of MTC's federal program at $386 million from FY 2018-2022. OBAG funds are distributed across the nine Bay Area counties using a combination of housing and population factors. Projects that best support the outcomes of

MTC's planning processes (Plan Bay Area 2040) are then selected for funding, with an emphasis on projects that support infill growth and reduced vehicle miles traveled.

The second largest area of focus for the region's federal highway funds is supplementing MTC's transit programs, the Transit Capital Priorities and Transit Performance Initiative programs, which are slated to receive a combined $189 million from FY 2018-2022. These priority transit programs help maintain and replace the region's aging transit fleet and improve speed and reliability of key transit routes. Federal highway funds also support a variety of efforts throughout the region to maximize utility and person-throughput on existing facilities using targeted capacity improvements, creative operational strategies, and technological solutions. These efforts include Clipper®, MTC's electronic transit fare card, and 511®, MTC's traveler information web, phone, and social media platforms, which harnesses technology to make traveling around the Bay Area easier. MTC also programs the region's federal funds to support a number of relatively smaller programs, including the Climate Initiatives Program, focused on reducing vehicle miles traveled and greenhouse gas emissions; Priority Conservation Area (PCA) Grant program' Freeway Performance Program; Bay Area Forward active operational management program; and the PDA and Community-Based Transportation planning programs.

In addition to programming certain federal funds, MTC administers state moneys, including those provided by the Transportation Development Act (TDA). Legislation passed in 1997 gives MTC and other regional transportation planning agencies increased decision-making authority over the selection of state highway projects and allocation of transit expansion funds for the State Transportation Improvement Program. In addition, MTC administers the State Transit Assistance (STA) program. A portion of STA funds is distributed directly to operators, while a portion is under MTC's discretion. Combined with some federal FTA Section 5307 Urbanized Area Formula funds, MTC has historically used STA funds for a Lifeline Transportation Program aimed at addressing the mobility needs of residents in low-income communities throughout the region. Since 2017, STA funds are reserved for programming to STA eligible operators by County Transportation Agencies (CTAs) in each of the nine-Bay Area counties as part of a STA Population-Based county Block Grant. This County Block Grant program allows each county to determine how best to invest in transit operating needs, including providing lifeline transit services. From time to time, MTC has augmented the Lifeline Transportation Program with other fund sources, such as state bond funds from Proposition 1B, the FHWA's Surface Transportation Block Grant Program (STP)/Congestion Mitigation and Air Quality Improvement Program (CMAQ) funds, funds from the discontinued Job Access Reverse Commute (JARC) Programs, and the State's Low Carbon Transit Operations Program (LCTOP). Since its inception in 2006, the Lifeline Transportation Program has funded approximately $250 million worth of improvements that range from bus stop and station enhancements to new buses to community shuttles and voucher programs. MTC is currently planning for the sixth cycle of the Lifeline Program.

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In April 2017, Senate Bill 1 (SB 1) – the Road Repair and Accountability Act of 2017 – was passed by a two-thirds majority in the California Legislature and signed into law by Governor Jerry Brown. As the largest transportation investment in California history, SB 1 is expected to raise $52.4 billion for transportation investments statewide through 2027.

In the Bay Area, most of that funding is directed to tackling the enormous backlog of maintenance and repairs for MTC's local streets, roads and public transit systems. Through other formula and competitive programs, funding is also available for mobility improvements and expanding bicycle and pedestrian access. The Bay Area is also well-positioned to benefit from the new statewide competitive grant programs to reduce congestion and improve freight movement along trade corridors.

Revenues to pay for SB 1 programs come from transportation-related fees and adjustments to state taxes on diesel fuel and gasoline. SB 1 effectively raised the state gas tax back where it used to be in the 1990's. In 1994, the base excise tax on gasoline was 18 cents per gallon, or around $3 dollars per tank of gas, as a result of the voter-approved gas tax increase in Proposition 111. That rate has been fixed for more than two decades even though $3 buys significantly less maintenance and construction than it did in the 1990's. SB 1 set the excise tax on gasoline at 30 cents per gallon – equivalent to what 18 cents in 1994 would be worth today.

The second part of the state gas tax is a price-based excise tax, which SB 1 set at 17.3 cents per gallon in 2019 – precisely where it was set when the gas tax swap was enacted in 2011. SB 1 eliminated the yearly adjustment based on the price of fuel, which has resulted in wild swings from a high of 21.5 cents per gallon in 2013-14 to a low of 9.8 cents per gallon today.

3. Asset Management and State of Good Repair

Through 2040, MTC estimates that the cost to rehabilitate and maintain the region's streets, roads and transit capital assets will approach $100 billion. Even with the bulk of the region's funding dedicated to maintaining and operating the existing system, a sizeable capital shortfall of roughly $30 billion remains to achieve an optimal state of good repair. MTC has dedicated significant resources and efforts, in concert with its partner agencies, to identify the capital asset needs and to prioritize the investments that will be most cost-effective in maintaining the capital infrastructure.

For streets and roads, MTC has developed and maintains a pavement asset management program that is used by nearly all of the Bay Area jurisdictions. The MTC Pavement Management Program, StreetSaver®, is a computer-assisted decision-making tool designed to help cities and

counties prevent pavement problems through judicious maintenance, and to diagnose and repair existing problems in a timely, cost-effective manner.

For transit, MTC has developed and maintains a regional transit capital inventory that details the transit capital assets for the region's twenty-plus transit operators. The transit capital inventory work has been developed closely with the transit operators and is currently used to calculate current and future replacement and rehabilitation needs and costs. Future enhancements will add asset condition information to allow better prioritization of asset replacement and rehabilitation projects in a constrained funding environment. Additionally, MTC is coordinating and working closely with transit operators to be in compliance with the Transit Asset Management (TAM) Rule published by FTA to establish a TAM system in accordance with MAP-21. MTC has been engaged in asset management activities at the regional level for many years and views the TAM Rule as an opportunity to refine and expand TAM efforts in the region. MTC has also been active in FTA roundtables on State of Good Repair and state-level work on transit asset management and capital planning. MTC is eager to continue partnering to advance the region's data and analytical framework for asset management. Through longstanding policy, MTC dedicates nearly all of its FTA formula funds to rehabilitation and replacement capital projects.

4. Taming Traffic and Smoothing Regional Travel

MTC sponsors a number of transportation technology programs to address the region's transportation challenges. The 511® program disseminates regional traveler information via the phone (511), web and mobile devices (511.org), and other channels, including electronic real-time transit displays, Caltrans' changeable message signs, digital voice assistants, and social media. The 511® program provides real-time traffic, and transit information services, as well as data to 3rd Party developers and consumers through Application Programming Interfaces (APIs).

SAFE, a partnership of MTC, the California Highway Patrol (CHP), and the California Department of Transportation (Caltrans), oversees the maintenance and operation of call boxes along Bay Area freeways. SAFE also teams up with these two state agencies to administer the Freeway Service Patrol (FSP), a roving tow truck service designed to quickly clear incidents from the region's most congested roadways. Both call box maintenance and FSP have received FHWA funding.

As active operators of the region's highway, arterial and transit systems, MTC continues to invest in near-term operational investments that increases passenger throughput, smooth traffic flows at key bottlenecks, and support mode shift towards transit, vanpooling and carpooling. MTC's Forward Initiatives are multi-benefit and multi-modal programs that apply these principles to provide congestion relief and shared mobility in congested corridors such as the San Francisco-Oakland Bay Bridge, State Route 37, and I-680 corridors. Congestion relief strategies

such as bus on shoulder, adaptive ramp metering, high-occupancy lanes and policies, transit signal priorities and queue jump lanes, congestion pricing, and employer-based commute management technology are examples of strategies implemented via the Forward Initiatives. We also pilot innovative technologies through our MTC Innovative Deployment to Enhance Arterials that focuses on signal systems and Connected and Autonomous vehicles. MTC delivers these operational strategies in partnership and in coordination with Caltrans, county transportation authorities, transit agencies, cities/counties, and numerous stakeholders and the general public.

MTC also oversees the implementation and operations of Clipper® — a regional fare payment system that can currently be used to pay fares electronically on 21 of the Bay Area's transit systems. The Clipper® program processes over 20,000,000 transactions per month, achieving MTC's goal to have Clipper® become the primary transit fare payment system in the Bay Area. A separate discussion of the Title VI implications of Clipper to MTC appears in Section VI of this Program.

In October 2011, the California Transportation Commission deemed 270 miles of Bay Area Express Lanes, shown in Figure 2 below, eligible for development and operation by MTC. MTC's express lanes will be located in Alameda, Contra Costa and Solano counties and will work in coordination with express lanes operated by partner agencies on SR-237 and US-101 in Santa Clara County, US-101 in San Mateo County, and on I-580 and I-680 in Alameda County. Express lanes are specially designated highway lanes that are free for carpools, vanpools, buses and other eligible vehicles, just like existing High Occupancy Vehicle lanes. To ensure the greatest use of the space in these lanes while keeping them flowing better than neighboring general-purpose lanes, express lanes also are managed to allow solo drivers to pay tolls to use the lanes. MTC delegated its express lanes responsibilities to BAIFA in April 2013. In this role, BAIFA makes policy and operational decisions including setting toll rates. BAIFA opened the I-680 Contra Costa Express Lanes in October 2017. The I-880 Express Lanes in Alameda County is scheduled to open fall 2020, followed closely by a southbound extension north of the I-680 Contra Costa Express Lanes in partnership with the Contra Costa Transportation Authority. Lastly, BAIFA has worked in two other areas: 1) BAIFA and the Solano Transportation Authority designed the I-80 express lanes in Solano County and will build the system upon securing future funding; and 2) BAIFA partnered in 2020 with the newly formed San Mateo County Express Lanes Joint Powers Authority to implement an express lane on US-101 in San Mateo County (phase 1 go-live: fall 2022; phase 2: beginning of 2024) and run its operations. All work on the BAIFA express lanes has been locally funded.

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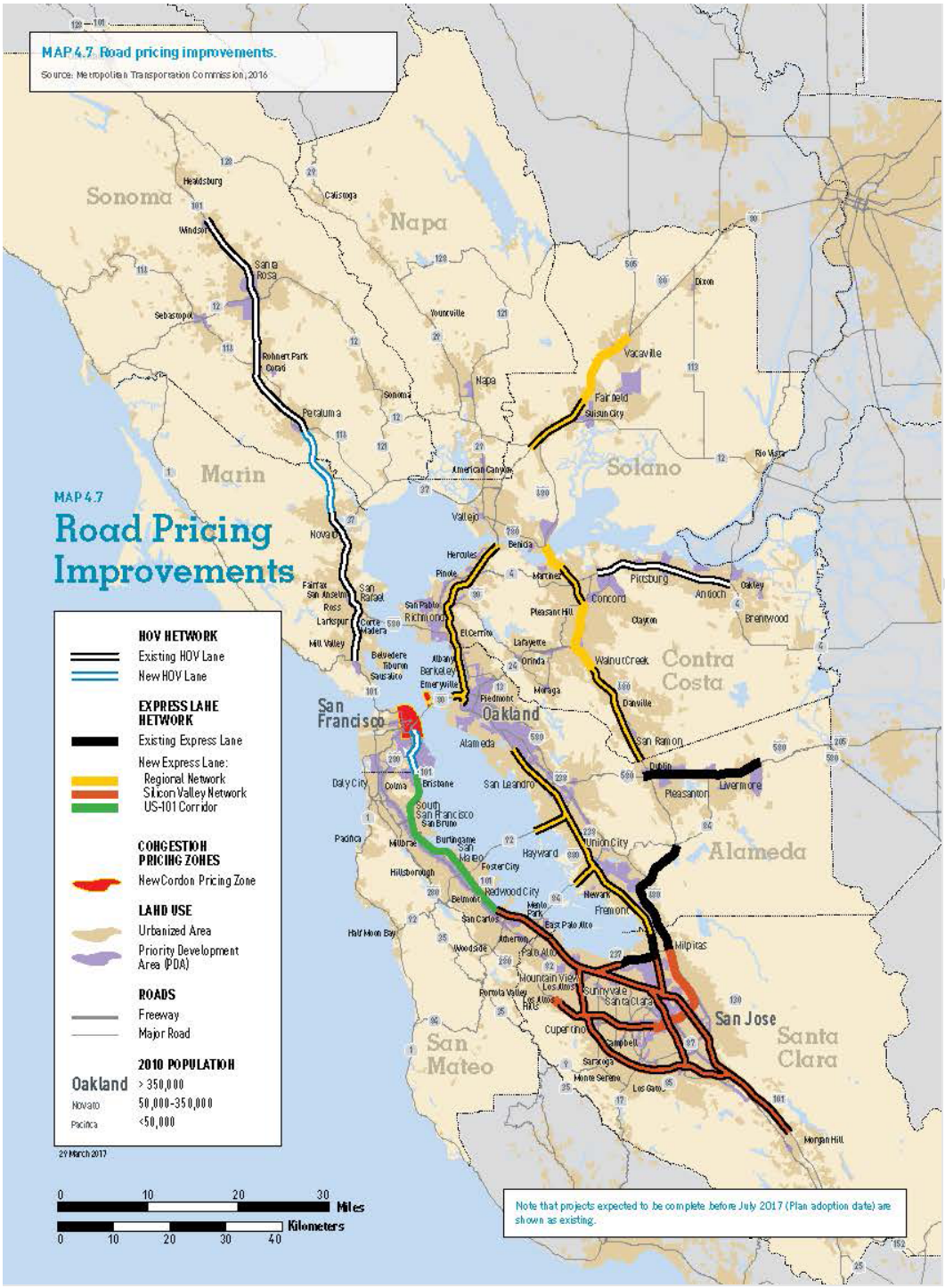
Figure 2, Bay Area Express Lanes



B. Description of the San Francisco Bay Area

The region MTC serves is unique in that there are eight primary public transit systems as well as numerous other local transit operators, which together carry nearly 500 million passengers per

year. The region's varied geography has given rise to a diverse range of public transit modes: antique cable cars and historic streetcars; high-speed ferries; diesel commuter rail and electric-powered rapid transit rail; diesel and natural gas buses; and electric trolley buses. The combined annual operating budget of the transit agencies is $2.3 billion, placing the Bay Area among the top transit centers in the nation. In addition, there are numerous specialized services for elderly and disabled travelers (referred to as paratransit service), nearly 20,000 miles of local streets and roads, 1,400 miles of highway, six public ports and three major commercial airports.

The Bay Area is comprised of the nine counties that touch San Francisco Bay (Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, Santa Clara, Solano, and Sonoma) and includes 101 municipalities. Nearly 7.4 million people reside within its approximately 7,000 square miles. The region's population is diverse, with no single ethnic group holding a majority of the population, and the total combined minority ethnic groups representing 59 percent of the Bay Area's population.[2]

C. MTC Policy Advisory Council

MTC values citizen advisors to support an ongoing dialogue with individuals representing a range of interests and viewpoints, and MTC has a long history of utilizing citizen advisory committees to ensure public participation in its planning process.

Created in April 2010 by MTC Resolution No. 3931, MTC's Policy Advisory Council advises MTC on a range of dynamic topics including regional planning efforts linking transportation, housing and land use plans to reduce greenhouse gas emissions; the special mobility issues affecting the elderly and persons with disabilities; equitable transportation services, programs and benefits in relation to low-income individuals and communities of color; public transit service productivity improvements; cost-effectiveness measures for the region's transportation system; and strategies to secure new revenues for transportation in the Bay Area, among other issues.

Based on its governing resolution, a minimum of one-third of the 27-member Council represents the perspective of low-income communities and communities of color, one-third represents the elderly and persons with disabilities, and one-third represents the environmental and business communities. The Council serves a four-year term and vacancies are filled as needed. General recruitment, as well as vacancy recruitment, is broad, allowing enough time for interested citizens in the region to apply. The four-year term of the Council coincides with the four-year planning cycle of the update of the regional transportation plan (Plan Bay Area) in order to maximize education and input from the advisors. See Appendix A, for a list of the advisors serving on the Council for the term of November 2017 through July 2021. The next full

[2] US Census American Community Survey, 2010-2014 5-year average

recruitment of the Policy Advisory Council is scheduled for spring/summer of 2021, and the new group of advisors will be seated in the fall of 2021. Vacancies will be filled with individuals representing the constituency of the individual being replaced.

Typically during recruitment, the announcement and the online application are posted to MTC's web site, and a press release is sent out with follow-up conversations with several local newspapers and reporters. In addition, display ads are placed in community and minority-focused publications such as: Bay Area Reporter, Crónicas, East County Times (in print and online), El Tecolote, Korea Daily, La Voz, Santa Rosa Press Democrat (in print and online), Sing Tao, and Visión Hispana. An announcement is also included in MTC's e-newsletter that has a distribution list of over 30,000, and a postcard is mailed to those on MTC's mailing list who do not have an email address on file.

D. Financial Assistance from the Federal Transit Administration

As the MPO, MTC has a varying level of administrative oversight and programming responsibilities for FTA funds that flow to the Bay Area. For the majority of formula funds, MTC serves as the designated recipient of the FTA funds and selects projects in cooperation with the region's transit operators that are consistent with the planning priorities set forth in the RTP. Table 1 summarizes oversight responsibilities. The table does not include FTA earmark/discretionary funds. The funding amounts are shown for FY 2017-18however, MTC's website includes the FTA program of projects for other years covered by this Program (FY 2013-14 through FY 2019-20): ***http://mtc.ca.gov/our-work/fund-invest/investment-strategies-commitments/fix-it-first/transit-capital-priorities/fta***

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Table 1. MTC Oversight Resposibilities				
Funding Source	**Grant Recipient (i.e., Direct Recipient)**	**MTC Subrecipients FY2017-18**	**FY2017-18 Amount ($ millions)**	**Percentage of FTA Funds**
MTC is Designated Recipient				
Urbanized Area Formula Program (Section 5307)	Transit Operators	None	$ 223.4	39.9%
State of Good Repair Formula Program (Section 5337)	Transit Operators	None	$ 238.13	42.5%
Bus & Bus Facilities Formula Program (Section 5339)	Transit Operators	None	$ 16.86	3.0%
Surface Transportation Block Grant Program (STP)/ Congestion Mitigation and Air Quality Improvement Program (CMAQ)[1]	Transit Operators	None	$ 71.95	12.8%
State (Caltrans) is Designated Recipient				
Metropolitan Transportation Planning Program (Section 5303)	Caltrans	Transit Operators[2]	$ 3.37	0.6%
Enhanced Mobility of Seniors & Individuals with Disabilities (Section 5310)	Caltrans	None	$ 4.90	0.9%
Rural Area Formula Program (Section 5311)	Caltrans	None	$ 1.56	0.3%
Total			**$ 560.13**	
Notes:				
1) The amount for the STP and CMAQ programs represents funds transferred from FHWA to FTA and/or obligated in grants in that year.				
2) MTC is a subrecipient to Caltrans for these funds. Of the amount MTC recieves, approximately $300,000 is dedicated to helping fund operators' develop of Short-range Transit Plans (SRTPs).				

1. Designated Recipient: Supplemental Agreements with Grant Recipients and Direct Grants to Transit Operators

As shown in Table 1, MTC's role is limited to programming and project selection for roughly 99% of the funding, including: FTA Urbanized Area Formula Program (Section 5307); State of Good Repair Formula Program (Section 5337); Bus & Bus Facilities Formula Program (Section 5339); and FHWA flex funds (Surface Transportation Block Grant Program (STP)/Congestion Mitigation and Air Quality Improvement Program (CMAQ)).

MTC is generally the designated recipient for these funds in large urbanized areas in the Bay Area (Antioch, Concord, San Francisco-Oakland, San Jose and Santa Rosa). Starting in FY 2012-13, Caltrans became the designated recipient for Section 5307 and 5339 funds apportioned to small urbanized areas (Fairfield, Gilroy-Morgan Hill, Livermore, Napa, Petaluma, Vacaville and Vallejo). However, MTC and Caltrans staff, working with FTA Region IX, reached an agreement for MTC to continue to develop the program of projects for Section 5307 and 5339 small urbanized area funds, and to execute supplemental agreements to FTA grants on behalf of Caltrans. As of FY2016-17, separate supplemental agreements executed by MTC were no longer required by FTA.

MTC generally relies on MTC Resolution No. 4242 (and its predecessor and successor resolutions), the San Francisco Bay Area Transit Capital Priorities Process and Criteria, to select projects that replace and rehabilitate the region's transit capital assets. MTC programs the funds

and amends the projects and funding into the TIP. Once a grant is approved for these funds, the responsibility for administration and oversight is transferred to FTA either via a direct grant relationship or through the execution of a supplemental agreement. According to the FTA supplemental agreement entered into by MTC, FTA and each grant recipient for Section 5307, and STP/CMAQ funds that are transferred to FTA, MTC as designated recipient is relieved of the responsibility of ensuring compliance with FTA grant requirements, which are fully assumed by the grant recipient. Following the discontinuation of the supplemental agreements, the transfer of administration and oversight responsibility occurs immediately upon grant award by FTA and execution of the grant by the direct recipient. The language transferring those obligations is included in the grant agreements between FTA and the grant recipient. A list of all transit operators that receive FTA grants as direct recipients within MTC's geographical area and the various categories of FTA grants received by each is provided in Appendix B.

2. Designated Recipient: Job Access Reverse Commute and New Freedom Large Urbanized Area Programs

MTC previously served as the direct recipient for non-FTA grantee transit operators, public entities, and non-profits that are competitively selected for the Job Access Reverse Commute (JARC) and New Freedom programs. In MAP-21, the JARC and New Freedom programs were eliminated as stand-alone programs, and JARC functions and funding were combined with the Urbanized Area Formula (Section 5307) and the Non-Urbanized Area Formula (Section 5311) programs starting in FY 2012-13. MTC has historically used JARC funds apportioned to large urbanized areas to support the Lifeline Transportation Program and plans to continue to set aside Section 5307 funds apportioned by the JARC formula (approximately 3% of the Section 5307 appropriations) for the Lifeline Transportation Program. The New Freedom program was merged with the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities program, for which Caltrans is the designated recipient and the direct recipient. See Section D.3 below for details about Caltrans-administered FTA programs.

MTC continues to administer and monitor funds allocated under the previous JARC (FTA Section 5316) and New Freedom (FTA Section 5317) programs for Title VI compliance.

3. Other Funds (Section 5303, Section 5311, Section 5310, Federal Earmarks)

For federal earmark and other FTA discretionary funds such as New Starts, Small Starts, and Section 5309 Bus and Bus Facilities, MTC's role is to ensure consistency with the RTP and, after completing that consistency review, to amend the funds into the TIP. Once that role is satisfied, the transit operators work directly with FTA as direct recipients. For three FTA formula programs, Caltrans serves as the designated and direct recipient of the funds. For the Enhanced Mobility of Seniors and Individuals with Disabilities program (FTA Section 5310) and the Rural

Area program (FTA Section 5311), MTC assists with calls for projects and/or project selection under a cooperative relationship with Caltrans. MTC is not a grant recipient or subrecipient for 5311 funds and is a subrecipient to Caltrans of 5310 funds for mobility management planning activities only; MTC does not pass through 5310 funds to other recipients. MTC is a subrecipient to Caltrans for Metropolitan Planning funding (Section 5303) and passes through some of these funds to transit operators annually for Short Range Transit Plan development.

III. GENERAL REPORTING REQUIREMENTS

This Section III addresses MTC's compliance with the general requirements for MPOs set forth in Chapters III and VI of the Circular.

A. Monitoring Subrecipients

Chapter III, Section 12 of the Circular requires primary recipients to monitor their subrecipients for compliance with the US DOT Title VI regulations. MTC was the primary recipient for the terminated JARC and New Freedom funding programs and continues to monitor subrecipients with continuing JARC and New Freedom activities.

B. Title VI Complaint Procedures and Complaint Form

As required by Chapter III, Section 6 of the Circular, MTC has in place a Title VI complaint procedure, which outlines a process for local disposition of Title VI complaints, and which is consistent with the guidelines found in the Circular. MTC's complaint procedures include five steps: 1) Submission of Complaint; 2) Referral to Review Officer; 3) Request for Reconsideration; 4) Appeal; and 5) Submission of Complaint to the Federal Transit Administration.

A detailed description of MTC's complaint procedures and MTC's complaint form are attached as Appendix C, and posted on the MTC website at: *https://mtc.ca.gov/about-mtc/access-everyone/civil-rights-act-file-complaint*.

The complaint form is posted in English, Spanish and Chinese. In addition the English version of the complaint form includes translation of the following statement: "If information is needed in another language, contact (415) 778-6757 or (415) 778-6769 for TDD/TTY," in all language(s) spoken by LEP populations that meet the Safe Harbor Threshold in MTC's service area/region.

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C. Record of Investigations, Complaints and Lawsuits

1. Lawsuits

There were no Title VI related lawsuits to report for the period of November 1, 2017 through July 31, 2020.

2. Record of Investigations and Complaints

A listing of all Title VI investigations, complaints received, and correspondence submitted in response to the complaints for the period of November 1, 2017 through August 31, 2020 is attached to this Program as Appendix D.

D. Meaningful Access to Limited English Proficient (LEP) Persons

Executive Order 13166 requires federal agencies to implement measures to ensure that people who speak limited English have meaningful access to federally conducted and federally-funded programs and activities, consistent with Title VI. Both the U.S. Department of Transportation (US DOT) and FTA have implemented guidance or directives in furtherance of Executive Order 13166. In compliance with these directives, MTC is committed to taking reasonable steps to ensure that all persons have meaningful access to its programs, services, and information, at no additional cost to individuals making the requests. In June 2019, the MTC adopted a revised *Plan for Special Language Services to Limited English Proficient (LEP) Populations*. It documents the various services and procedures that MTC has in place to assist persons with limited proficiency in the English language.

MTC staff conducted a Four-Factor Analysis or LEP needs assessment based on the US DOT LEP guidance, to determine what reasonable steps should be taken to ensure meaningful access by LEP persons. The Four-Factor Analysis is provided within Appendix E on pages 11 thru 30.

See Appendix E, for a copy of the *Final Revised Plan for Special Language Services to Limited English Proficient (LEP) Populations.*

MTC performs periodic checks of translated materials to ensure they are interpreted correctly and requires translators and interpreters to meet MTC's competency standards. MTC also monitors requests for language assistance and will update its *Final Revised Plan for Special Language Services to Limited English Proficient (LEP) Populations*, as needed, to ensure meaningful access to its programs and services by LEP persons.

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MTC requires staff and all new hires to complete on-line Title VI training, including information on how to provide language assistance to an LEP caller or visitor. MTC staff who routinely field telephone calls from the public developed protocols for assisting non-English speakers (including MTC's Spanish and Chinese language lines as well as how to refer people to MTC's on-call translations vendor for assistance.)

E. Beneficiary Notifications

Consistent with Chapter III, Section 5, of the Circular, MTC informs members of the public of their rights under Title VI in a number of ways, including notification on MTC's website and in the MTC-ABAG Library, which is open to the public. The Beneficiary Notifications are posted at the MTC offices in English, Spanish and Chinese, and on the MTC website in English with instructions in Spanish and Chinese on how to obtain translation of the notification into each of those languages. MTC incorporates notice of the availability of language assistance into its existing outreach materials. This includes routine use of language on printed or electronic announcements for public meetings and public workshops on key planning efforts that alert interested individuals on how to request translation services. A similar notice is posted at the reception desk and at MTC meetings and workshops. For special projects, such as the region's long-range transportation plan, MTC works with community-based organizations and other stakeholders to inform LEP individuals of available services, including the availability of language assistance services. MTC also uses notices in local newspapers in languages other than English as well as providing notices on non-English-language radio and television stations about the available language assistance services and how to get them.

See Appendix F, *Beneficiary Notifications*, for a sampling of MTC's written notices and website information.

F. Inclusive Public Participation

Consistent with Chapter III, Section 8 of the Circular, MTC seeks out and considers the viewpoints of minority, low-income and LEP populations in the course of conducting public outreach and involvement activities. This section describes methods used by MTC to inform minority communities of planning efforts and how minority persons are afforded an opportunity to participate in decision-making processes.

1. Public Participation Plan

MTC's most recent federal Public Participation Plan (PPP) was adopted in June 2018, in advance of updating its long-range transportation plan. The PPP lays out the steps MTC takes to involve residents in decisions affecting Bay Area transportation and land use policies and investments. It

is periodically reviewed and updated based on MTC's experiences and the changing circumstances of the Commission and the community it serves.

In advance of the PPP's most recent update, MTC requested input from partners, stakeholders and the public using in-person, telephone and online outreach, including via the following methods:

- Conducted an online survey that was promoted via news release, email, through MTC's partners and stakeholders, as well as digital advertising, social media and on MTC's website. The survey was translated into Spanish and Chinese;
- Surveyed seven Metropolitan Planning Organizations and partner agencies across the nation and within the region on outreach methods for their planning processes;
- Conducted six focus groups with community-based organizations representing communities of color and low-income communities and agency working groups to garner input on our current outreach methods and request ideas for new/innovative outreach methods; and
- Gave presentations to and requested input from MTC's Policy Advisory Council and the Regional Advisory Working Group (RAWG).

MTC released a Draft PPP for 45-day public comment period on March 23, 2018.

The Revised PPP outlines how the public can participate in MTC's key policy and funding decisions. Additionally, information is included on how MTC, in conjunction with the Association of Bay Area Governments (ABAG), will involve the public in developing Plan Bay Area 2050, scheduled for adoption in mid-2021.

Key Messages Heard

MTC received nearly 34 comments, including several from MTC's Policy Advisory Council and the RAWG. A memo, including a summary of comments and responses as well as the adopted Public Participation Plan, can be found at this link: *https://mtc.legistar.com/MeetingDetail.aspx?ID=606385&GUID=313B7B1E-B948-4713-9E34-22899568C117&Options=info|&Search=*

Comments fell into the following themes:

Vary traditional public outreach

In order to increase public participation, commenters stressed a desire to hold outreach meetings at different locales during commute times or traditional work hours, including at park-and-ride lots, office parks, rail stations, etc. Commenters also requested remote access to meetings via the

web. The Revised Draft PPP calls for a variety of innovative outreach methods, including alternative meeting types, to ensure that the greatest number of people can participate in our outreach process. MTC added the possibility of holding meetings remotely via the web to the PPP.

Broaden communities reached

Another theme included a request to increase the number of groups reached during our public engagement process. This includes groups in underserved communities to ensure that those who do not have a voice are represented. In addition, a few comments asked for us to include a focus on seniors and persons with disabilities in our outreach, which MTC added to the PPP.

Communicate simply and clearly

Many commenters requested that MTC communicate in the simplest and clearest terms in order for the public to understand complex topics and to make it easier for the public to provide input. MTC was told that government tends to overwhelm citizens with text, data, and graphics, when fewer words, simple graphics and consolidation of topics would help. MTC strives to make the complex simple by using fewer acronyms and jargon but will work harder to simplify our information.

Focus on equity

Members of the RAWG and the Policy Advisory Council asked how MTC intended to address issues related to the equity analysis when developing Plan Bay Area 2050. During the development of the Plan, MTC intends to seek input on the equity analysis from RAWG and the Policy Advisory Council. Additionally, more detailed information and requests for input will go to the Policy Advisory Council's Equity and Access Subcommittee on an as-needed basis.

The final PPP was adopted by the Commission as MTC Resolution No. 4174, Revised, on June 27, 2018. Revisions to the Draft provided requested clarification or expanded upon public participation opportunities, as described above.

The 2018 PPP includes five guiding principles:

- Public participation is a dynamic activity that requires teamwork and commitment at all levels of the MTC organization.
- One size does not fit all — input from diverse perspectives enhances the process.
- Effective public outreach and involvement requires relationship building local governments, stakeholders, and advisory groups.
- Engaging interested persons in ‘regional’ transportation issues is challenging, yet possible, by making it relevant, removing barriers to participation, and communicating in clear, compelling language and visuals.

- An open and transparent public participation process empowers low-income communities and communities of color to participate in decision making that affects them.

The PPP is available in English, Spanish and Chinese on MTC's website at ***http://mtc.ca.gov/about-mtc/public-participation*** and attached as Appendix G.

2. Public Participation in *Plan Bay Area 2040*, the San Francisco Bay Area's Regional Transportation Plan and Sustainable Communities Strategy

An essential component of developing Plan Bay Area 2040 was reaching out to and engaging the public, stakeholders and partners in the alternative scenarios and associated policy choices. The multi-phased public participation process for Plan Bay Area 2040 spanned over three years and built on the values, needs and priorities that MTC heard from the public during development of the *2015 Public Participation Plan for the San Francisco Bay Area*.

For Plan Bay Area 2040, the proposed approach was to conduct a limited and focused update, building off the core framework established by the Plan adopted in 2013. One key difference between the 2013 Plan Bay Area and Plan Bay Area 2040 is that the latter does not require adoption of a Regional Housing Needs Allocation (RHNA), which was required in 2013. Work on the next RHNA is currently underway with an anticipated adoption in late 2021.

Notable aspects of Plan Bay Area 2040 public engagement activities included:

A robust advisory committee structure, with active consultation of MTC's Policy Advisory Council — which includes representatives from low-income communities and communities of color throughout the region — the Regional Advisory Working Group and the Regional Equity Working Group.

Partnerships with Community-Based Organizations working in low-income communities and communities of color to engage local residents via surveys and focus groups. MTC contracted with nonprofit groups selected through a competitive procurement to consult with underserved communities on range of transportation and housing issues.

Open Houses, Focus Groups and Online Comment Opportunities, including an interactive, multilingual game called "Build A Better Bay Area" that highlighted trade-offs associated with the Plan Bay Area 2040 planning scenarios. Open Houses in all nine Bay Area counties were held at major plan development milestones.

For a complete list of Plan Bay Area 2040 public engagement activities, please refer to the *Plan Bay Area 2040 Public Engagement Report*, available at this link:

http://2040.planbayarea.org/sites/default/files/2017-03/Public_Engagement_DPBA2040_Supplemental%20Report_3-2017_0.pdf

3. Public Participation in the TIP

MTC's PPP also guides public outreach for and participation in review of the TIP. Generally, once the draft TIP has been developed, it is then released for a 30-day public review and comment period. As part of the public review process, the draft document is made available on the MTC website. Physical copies of the document are available at the MTC offices and is sent to major libraries throughout the Bay Area upon request. Notices are also sent to an extensive list of interested parties including transportation agencies, other state, federal and tribal agencies and other transportation interests with the objective to continue the consultation process for transportation planning and investments in the Bay Area. The draft TIP is submitted for intergovernmental review, via ABAG's Regional Clearinghouse, which notifies all local agencies in the Bay Area and receives their comments. At least one public hearing is also conducted to solicit public comment, and notice of that hearing is published in regional newspapers, including newspapers directed at Spanish- and Chinese-language readerships. After the close of the public comment period, MTC's response to significant comments is compiled into an appendix of the TIP.

To facilitate public participation in the TIP adoption process, MTC has developed a short guide to the TIP. This booklet, "A Guide to the San Francisco Bay Area's Transportation Improvement Program," has been updated for the release of each TIP, was last updated in September 2018, and is available at the MTC offices, or online at ***https://mtc.ca.gov/sites/default/files/Guide_to_the_2019_TIP.pdf***.

As part of the 2019 TIP update process, the draft 2019 TIP and accompanying Transportation-Air Quality Conformity Analysis were released for public review and comment on June 18, 2018, with a public hearing held on July 18, 2018. The 2019 TIP and accompanying Transportation-Air Quality Conformity Analysis were adopted by the MTC on September 12, 2018 and approved by the FTA and the FHWA on December 17, 2018. More details about the public notices and hearing specific to the TIP are found in Appendix A-61 of the 2019 TIP, available online at https://mtc.ca.gov/sites/default/files/Public_Notifications_2019_TIP.pdf**.**

To further assist in the public assessment of the TIP, and specifically to address the equity implications of the proposed TIP investments, MTC conducts an investment analysis with a focus on low-income and minority populations, seniors and persons with disabilities. The purpose of the analysis is to help the public understand whether low-income and minority populations, seniors and persons with disabilities are sharing equitably in the TIP's financial investments. The 2019 TIP Investment Analysis is included in full in Appendix H of this

document and is also available online at https://mtc.ca.gov/sites/default/files/A-03_2019_TIP_InvestmentAnalysis.pdf. A discussion of the equity analysis of the TIP with respect to minority residents is in Section V.B.1.b.

IV. PROGRAM-SPECIFIC REQUIREMENTS FOR DESIGNATED RECIPIENTS OF JOB ACCESS AND REVERSE COMMUTE AND NEW FREEDOM PROGRAMS

As noted in Sections II.D.2 and III.A above, MTC directly administers JARC and New Freedom grants, which were discontinued by MAP 21 in FY 2012-13. MTC continues to administer allocated JARC and New Freedom funds in accordance with FTA program guidance (FTA Circulars 9050.1 and 9045.1, respectively), which require MTC to administer JARC and New Freedom grants according to a Program Management Plan (PMP).

MTC's PMP specifically states, "MTC complies with all provisions prohibiting discrimination on the basis of race, color, or national origin on Title VI of the Civil Rights Act of 1964, as amended (42 U.S.C. § 2000d et seq.); U.S. D.O.T. regulations, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation— Effectuation of Title VI of the Civil Rights Act' (49 C.F.R. Part 21), and the Circular. MTC specifically requires in all third party contracts and funding agreements that the subrecipient/contractor at any tier complies with all requirements of Title VI. Failure to do so is considered to be a breach of contract."

Please see Appendix J, for the entire PMP for FTA 5316 JARC and 5317 New Freedom Programs. The PMP can also be viewed at ***http://mtc.ca.gov/sites/default/files/Res%203986%20JARC%20and%20New%20Freedom%20Program%20Management%20Plan.pdf***

Program-specific activities are described below.

A. Lifeline Transportation Program

Prior to MAP-21, MTC's policy was to direct JARC funds to support implementation of MTC's Lifeline Transportation Program, which includes projects that address mobility and accessibility needs in low income communities throughout the region. The Lifeline Transportation Program continues to exist with other fund sources, including Section 5307. Each Lifeline Transportation Program grant cycle in place during the reporting period, program guidelines and programs of projects are provided in Appendix J.

MTC has delegated many aspects of the administration of the Lifeline Transportation Program to CTAs or other designated county-wide agencies as follows:

County	Lifeline Transportation Program Administrator
Alameda	Alameda County Transportation Commission
Contra Costa	Contra Costa Transportation Authority
Marin	Transportation Authority of Marin
Napa	Napa Valley Transportation Authority
San Francisco	San Francisco County Transportation Authority
San Mateo	City/County Association of Governments of San Mateo County
Santa Clara	Santa Clara Valley Transportation Authority and Santa Clara County
Solano	Solano Transportation Authority
Sonoma	Sonoma County Transportation Authority

Lifeline Program administrators are responsible for soliciting projects for the Lifeline Program. This requires a full commitment to a broad, inclusive public involvement process and using multiple methods of public outreach, as described in MTC's PPP. Methods of public outreach include, but are not limited to, highlighting the program and application solicitation on the CMA website; sending targeted postcards and e-mails to local community-based organizations, city departments, and non-profit organizations (particularly those that have previously participated in local planning processes); and contacting local elected officials and their staffs. Further guidance for public involvement is contained in MTC's PPP.

The Lifeline Program administrators are also responsible for oversight of projects funded under the county programs and ensuring that projects meet MTC obligation deadlines and project delivery requirements. In addition, Lifeline Program administrators are to ensure, at a minimum, that projects substantially carry out the scope described in the grant applications.

For the selection of projects involving federal funds, Lifeline Program administrators must also consider fair and equitable solicitation and selection of project candidates in accordance with federal Title VI requirements, i.e. funds must be distributed without regard to race, color and national origin.

Since the last Title VI Program submission in 2017, MTC, through the Lifeline Program administrators, has conducted one call for projects for the Lifeline Program in 2018 and used State Transit Assistance, and FTA Section 5307 Urbanized Area Formula funds to support eligible projects. Additionally, a call of projects for the Lifeline Program was underway in 2020 at the time of the completion of this report.

B. Assistance and Monitoring

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MTC included the following language in all contracts with subrecipients of JARC and New Freedom programs: "Recipient agrees to comply with all the requirements imposed by Title VI of the Civil Rights Act of 1964 (47 U.S.C. § 2000(d)) and the regulations of the Department of Transportation issued thereunder (49 CFR Part 21)."

In addition to the above, MTC ensures the following, with respect to its monitoring and assistance process as enumerated below:

1. Monitoring:

In the PMP, MTC documents its process for ensuring that all subrecipients are complying with the general Title VI reporting requirements, as well as other requirements that apply to the subrecipient. Consistent with the PMP, MTC collected Title VI programs from JARC and New Freedom subrecipients with the submission of the standard agreement and annually thereafter with submission of the annual FTA certifications and assurances. MTC reviewed each Title VI program for compliance with the federal guidelines. The schedule of subrecipient Title VI programs is included in Appendix K.

2. Assistance:

MTC provided assistance to potential subrecipients applying for JARC and/or New Freedom funding, including applicants that would serve predominantly minority populations. The assistance included:

- MTC maintained an extensive database of contacts, including all agencies and organizations that MTC comes into contact with that serve senior, disabled, and low-income populations and/or are interested in transportation issues related to those populations. MTC used these contact lists to distribute the MTC-administered calls for projects, and, upon request, made contact lists available to external agency program administrators for their countywide calls for projects.

- MTC presented the program guidelines to the PAC's Equity and Access Subcommittee and asked the subcommittee members to notify any organizations that may be interested, including organizations that serve predominantly minority populations.

- MTC provided instructions to prospective applicants on how to collect pertinent demographic information from the U.S. Census Bureau website in order to answer the civil rights question in the grant application, and applicants were also given the option of contacting MTC for assistance with collecting the demographic data.

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The following is a description of the assistance that MTC provided to JARC and New Freedom subrecipients after they were awarded funding:

- MTC hosted a workshop or provided one-on-one technical assistance with subrecipients to explain the invoicing and reporting procedures, and to explain the various federal requirements, including those related to Title VI, DBE, procurements, etc. At the workshops, subrecipients were given an overview of the PMP, Title VI and the Circular (FTA Circular 4702.1A in April 2011 and FTA Circular 4702.1B in January 2013).

- Subrecipients were provided with one-on-one consultation, as requested, of their responsibilities to assure effective Title VI implementation and enforcement, as well as requirements for public participation and providing meaningful access to LEP persons. Subrecipients were provided sample forms, notices and procedures. If requested, MTC provided demographic information on race and English proficiency of residents served by subrecipients.

V. PROGRAM-SPECIFIC REQUIREMENTS FOR METROPOLITAN PLANNING ORGANIZATIONS

This Section V addresses MTC's compliance with program-specific requirements for MPOs set forth in Chapter VI of the Circular.

A. Demographic Profile of the Metropolitan Area

The Bay Area officially became a "majority minority" region in 2000,[3] and like the rest of California and the United States, its population is expected to become even more diverse over time. At a neighborhood level, between 2000 and 2018, the minority population increased in almost every community in the region, with the notable exceptions of West and North Oakland, Emeryville, and West Berkeley, where the minority population declined significantly (see Map 4b below).

Minority populations include persons who identify as any of the following groups defined by the Census Bureau[4] in accordance with guidelines provided by the U.S. Office of Management and Budget (OMB):

- American Indian or Pacific Islander Alone (non-Hispanic/non-Latino);
- Asian Alone (non-Hispanic/non-Latino);

[3] U.S. Decennial Census, 2000.

[4] For Census Bureau's definitions for race and ethnicity, see:
http://www.census.gov/topics/population/race/about.html.
https://www.census.gov/topics/population/race/about.html = working link

- Black or African-American Alone (non-Hispanic/non-Latino);
- Hispanic or Latino of Any Race;
- Native Hawaiian or Pacific Islander Alone (non-Hispanic/non-Latino); and
- Other (Some Other Race, Two or More Races).

All residents who identify as Hispanic or Latino, even if they also identify with another race, are considered Hispanic or Latino. The "Non-minority" population therefore consists of persons who identify as non-Hispanic whites or "white alone."

In 2018, there were approximately 3.1 million whites in the Bay Area, or 41.4 percent of the total population. Between 1990 and 2018, the white population declined by 608,016 (-17 percent). During the same time, the Black or African American population declined by 60,555 (-12 percent); the Asian population increased by 874,244 (+99 percent); and the Latino/a/x or Hispanic population increased by 820,348 (+89 percent). During the same time period, the total Bay Area population increased by 22 percent, from approximately 6.0 million to 7.4 million.

Table 2: Bay Area Population by Race, 1990-2018

Race/Ethnicity	**1990**	**2000**	**2009-2013 Average[5]**	**2014-2018 Average**	**% Change 1990-2018**	**% Change 2009-2013 to 2014-2018**
White only	3,658,300	3,392,200	3,047,300	3,046,000	-17%	0%
Asian only[6]	884,500	1,278,500	1,704,800	1,969,500	+123%	16%
Black only	516,400	497,200	456,900	446,900	-13%	-2%
Latinx, any race	923,600	1,315,200	1,711,200	1,810,700	+96%	6%
Other[7]	40,700	300,700	337,300	402,600	-	19%

[5] Plan Bay Area 2040's Equity Analysis Report uses ACS 2010-2014 data. The 2009-2013 is used in this context for statistical accuracy given the overlap of 2010-2014 and 2014-2018 5-year estimates.
[6] Asian was combined with Pacific Islander in the 1990 census, subsequently Pacific Islander is under 'Other'
[7] Includes Native Hawaiian & Pacific Islander (after 1990), American Indian or Alaska Native, some other race or two or more races (after 1990). The large increase in 2000 is primarily due to the introduction of 'two or more races' category

All	6,023,600	6,783,800	7,257,500	7,675,800	+27%	6%

Source: 1990 Census data from NHGIS.ORG Code ET2, Census 2000 Table P8, American Community Survey 2009-2013 and 2014-2018 Table B03002

While all nine counties experienced a decline in their white population between 1990 and 2018, the steepest declines occurred in Alameda (-23 percent), San Mateo (-23 percent) and Santa Clara (-29 percent) counties. In 2018, the largest share of the white population in the region lived in Santa Clara County (20 percent) followed by Alameda and Contra Costa counties (17 percent each). While the white population declined at the regional level, it increased in the Mission District and Presidio in San Francisco; West Berkeley, West Oakland, Oakland Chinatown, and the city of Emeryville in the East Bay; and parts of the cities of St. Helena and Napa in the North Bay.[8] Areas where the white population increased between 2000 and 2018 also experienced a decline in their share of low-income population, indicating that at least some of this shift occurred due to rising housing costs in transit-accessible areas in bayside communities.

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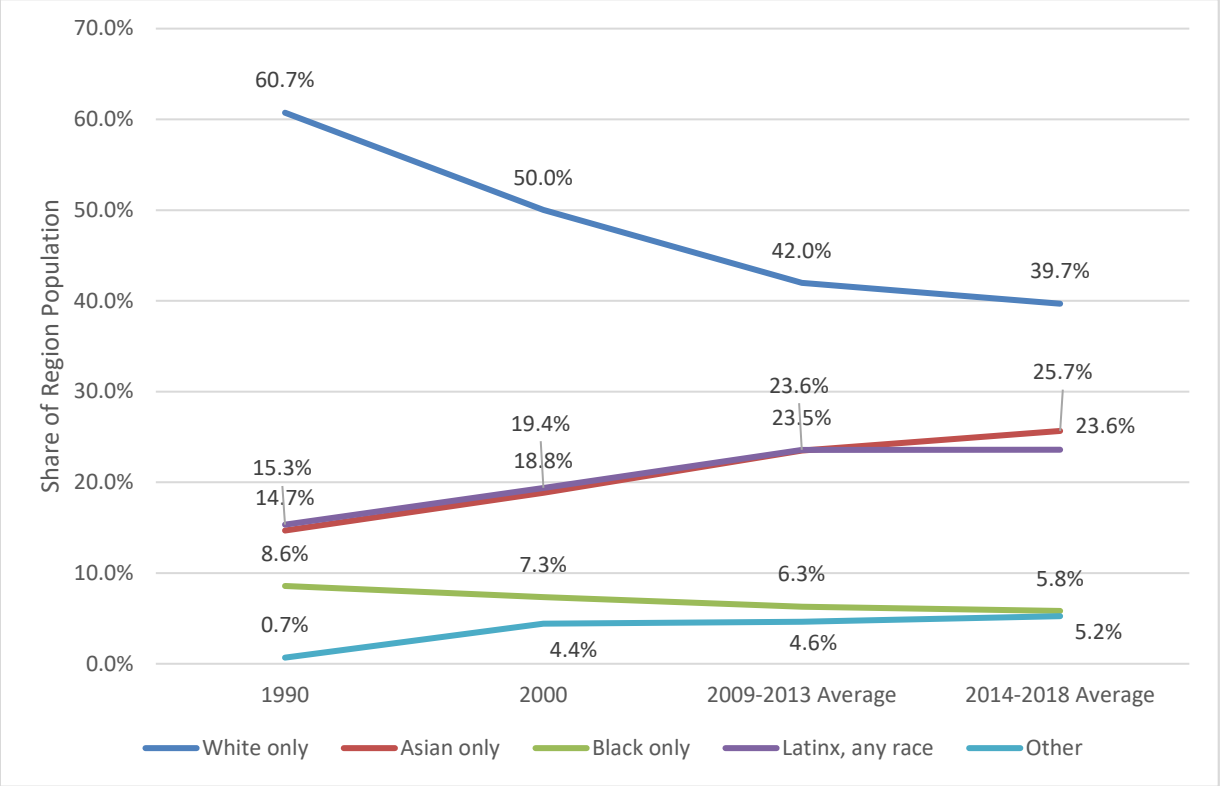
[8] US Decennial Census 2000 and American Community Survey 2014-2018 5-year average.

Chart 1: Share of Bay Area Population by Race, 1990-2018



Source: 1990 Census data from NHGIS.ORG Code ET2, Census 2000 Table P8, American Community Survey 2009-2013 and 2014-2018 Table B03002

Between 1990 and 2018, the steep declines for Black or African American populations occurred in Alameda (-23 percent), San Francisco (-43 percent), San Mateo (-50 percent) and Santa Clara (-14 percent) counties. Marin County also experienced a decline, but from a smaller baseline population. The Black or African American population increased in Contra Costa (+29 percent) and Solano (+36 percent) counties. Napa and Sonoma counties also experienced a gain, but from a smaller baseline population. In 2018, the largest share of the Black or African American population lived in Alameda County (39 percent) followed by Contra Costa County (21 percent).

At a neighborhood level, between 2000 and 2018, the Black or African American population declined substantially in West Oakland, North Oakland, East Oakland, West Berkeley, the unincorporated community of North Richmond and the Iron Triangle neighborhood in the city of Richmond. The Black or African American population also declined in the cities of East Palo Alto and Dublin, in the Hunters Point and Mission District neighborhoods in San Francisco, and in parts of the city of Vallejo (see Map 6).[9] At the same time, the Black or African American

[9] Ibid.

population increased substantially in the communities of Pittsburg, Antioch and Oakley in East Contra Costa County – areas where the share of low-income residents also increased between 2000 and 2018.

Comparing the most recent American Community Survey data and Plan Bay Area 2040, the Bay Area continues to become more diverse as shown previously in Table 2. The White population remains roughly the same while the Black population decreased by roughly 2%. The Black population shrank in the major cities – San Francisco, Oakland and San Jose, with more living in the exurban areas. The Asian population increased by 16% in the 5-year period while the Latinx population grew by 6%. The 'Other' category's growth is primarily driven by an increase in population identifying as two or more races.

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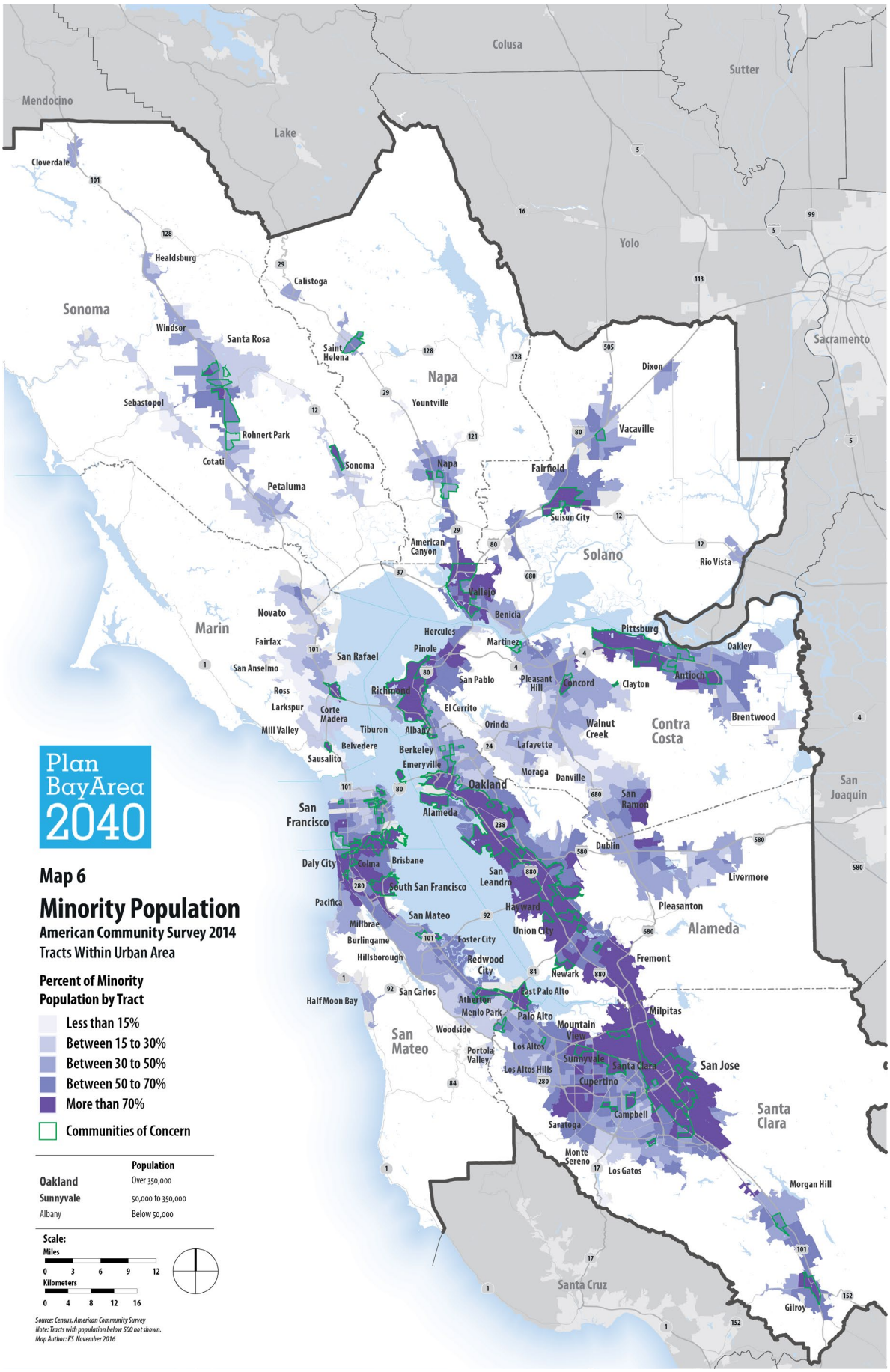

Plan BayArea 2040

Map 6

Minority Population

American Community Survey 2014
Tracts Within Urban Area

Percent of Minority Population by Tract

- Less than 15%
- Between 15 to 30%
- Between 30 to 50%
- Between 50 to 70%
- More than 70%
- Communities of Concern

	Population
Oakland	Over 350,000
Sunnyvale	50,000 to 350,000
Albany	Below 50,000

Scale:

Miles: 0 3 6 9 12

Kilometers: 0 4 8 12 16

Source: Census, American Community Survey
Note: Tracts with population below 500 not shown.
Map Author: KS November 2016

Between 1990 and 2018, all nine counties experienced an increase in their Asian and Latino or Hispanic populations. Steep increases for the Asian populations occurred in Alameda (+161 percent), Contra Costa (+147 percent), San Francisco (+43 percent), San Mateo (+101 percent) and Santa Clara (+172 percent) counties. Similar to the Asian population, the Latino or Hispanic population also increased in Alameda (+103 percent), Contra Costa (+216 percent), San Francisco (+32 percent), San Mateo (+65 percent) and Santa Clara (+58 percent) counties. For both the Asian and the Latino or Hispanic populations, Marin, Napa, Solano and Sonoma counties also experienced a gain, but from a smaller baseline population.

At a neighborhood level, between 2000 and 2018, the Hispanic population grew in almost all the communities in the region, and especially in the cities of Redwood City and Palo Alto in the Peninsula; San Jose, Mountain View and Gilroy in the South Bay; Richmond, Pinole, Oakland and Hayward in the East Bay; Pittsburg, Antioch and Concord in East Contra Costa County; and San Rafael, Santa Rosa, Napa, Vallejo and Fairfield in the North Bay.[10]

Significantly, the Hispanic population declined substantially in the Mission District in San Francisco, West and South San Jose, the Great Mall area in the city of Milpitas, and the cities of Brentwood, Napa and St Helena. During the same time, the Asian and Pacific Islander population increased significantly in the South Bay (Palo Alto to Cupertino and Milpitas), inner East Bay (Alameda, Hayward and Fremont), and the Tri Valley area (San Ramon, Dublin and Pleasanton).[11]

B. A Description of the Procedures by Which the Mobility Needs of Minority Populations Are Identified and Considered within the Planning Process

MTC undertakes both analytical and public-outreach efforts to identify and consider the needs of minority populations within the planning process. General agency efforts related to public participation in the planning process are described in detail in Section III.F of this Program, while this section describes more specific planning research and analysis efforts MTC undertakes to fulfill its Title VI obligations throughout the metropolitan planning process.

Discussion in this section focuses specifically on consideration of populations protected by Title VI, which is related but not equivalent to numerous other efforts MTC undertakes more broadly to fulfill its two Environmental Justice Principles, which were adopted by the MTC in 2006, as recommended by MTC's Minority Citizens Advisory Committee, and members of the Bay Area Partnership:

[10] Ibid.
[11] Ibid.

- **Principle #1 —** *Create an open and transparent public participation process that empowers low-income communities and communities of color to participate in decision making that affects them.*
- **Principle #2 —***Collect accurate and current data essential to understanding the presence and extent of inequities in transportation funding based on race and income.*

In furtherance of these principles, MTC continues to pursue major efforts to assure that MTC's planning and programming activities are nondiscriminatory and involve a wide range of stakeholders. This commitment is reflected in the varied work products described herein and further detailed on MTC's website using the links provided.

1. Identifying the Mobility Needs of Minority Populations

As part of the planning process, MTC identifies the needs of minority populations in several key ways, including both research efforts and ongoing public involvement of minority communities.

a) Plan Bay Area 2040

Key aspects of identifying the mobility needs of minority populations in the Plan Bay Area process involved both input from the Regional Equity Working Group (as described in Section V.B.2 below) and conducting regional research to identify commute trends for specific minority populations.

Minority populations have somewhat similar travel behavior compared to the broader population. But there are still some notable differences. This section describes the travel patterns of minority populations, with an emphasis on commute to work.

Minority populations in the region account for 59 percent of the total population, 61 percent of transit trips, 52 percent of roadway trips and 52 percent of all trips (transit and roadway). It is unclear why the total number of trips taken by minority populations is lower than their share of the total population, but some of the difference is a result of using multiple data sources. While the demographic data is derived from the U.S. Census Bureau, roadway trips are summarized from the California Household Travel Survey and transit trips from both MTC's transit passenger survey and previous data collected by each transit operator.

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Table 3: Share of Bay Area Population and Mode of Transportation, 2014

Population Subgroup	Share of Population	Share of Transit Trips	Share of Roadway Trips	Share of All Trips
Minority Population	59%	61%	52%	52%

Source: U.S. Census American Community Survey 2010-2014, 2012/2013 California Household Travel Survey, 2012-2015 MTC Transit Surveys, Multiple Transit Operator Surveys

While minority populations have a higher reliance on transit (compared to their share of the population), this dependence varies widely among different operators and counties. Of the 27 transit operators in the Bay Area, AC Transit, BART, San Francisco Muni and Santa Clara Valley Transportation Authority (VTA) account for around 90 percent of all transit trips by minorities. Notably, Muni accounts for about 42 percent of all transit trips for minority populations, confirming the role of land use (higher-density, mixed-use, walkable communities) in supporting not just higher transit ridership but also access and mobility for transit-dependent populations.

AC Transit and VTA also carry some of the highest shares of minority populations in the region. 78 percent of AC Transit's riders are minorities. Similarly, 76 percent of VTA's riders are minorities. Of the larger transit operators, Golden Gate Transit and the ferry service have the smallest shares of minority riders, at 29 and 38 percent, respectively.

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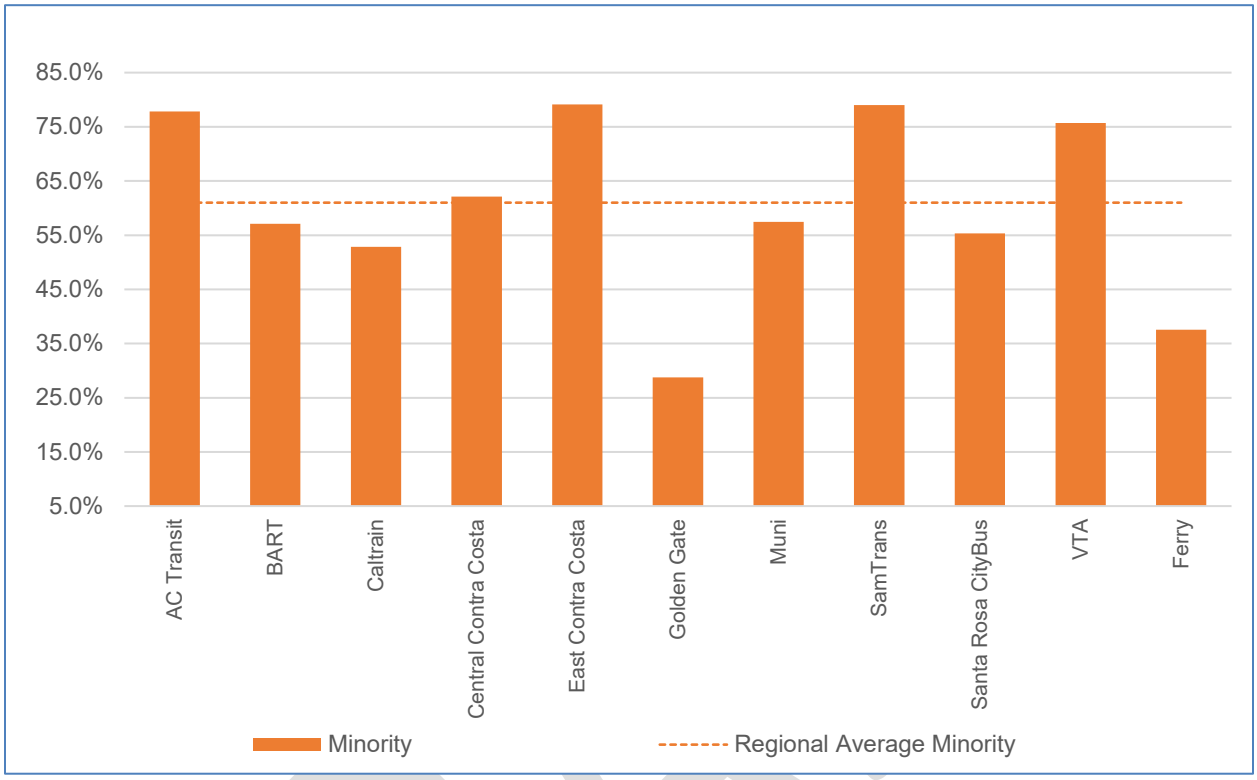
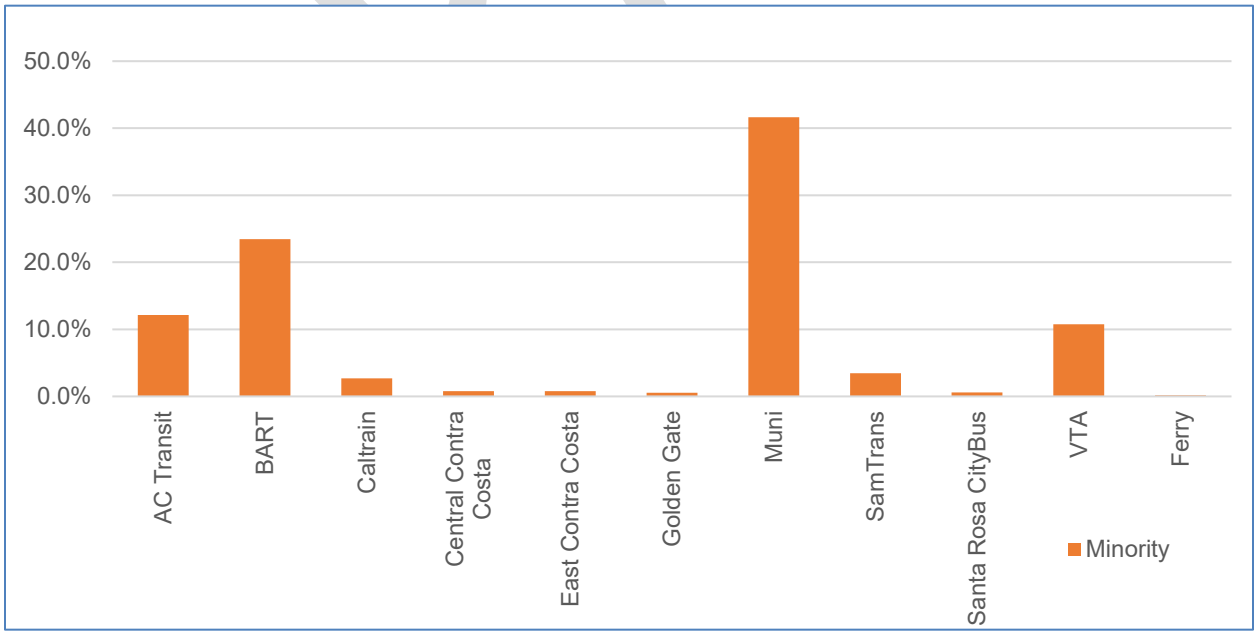
Chart 2: Minority Ridership as a Share of Total Transit Ridership by Operator in the Bay Area



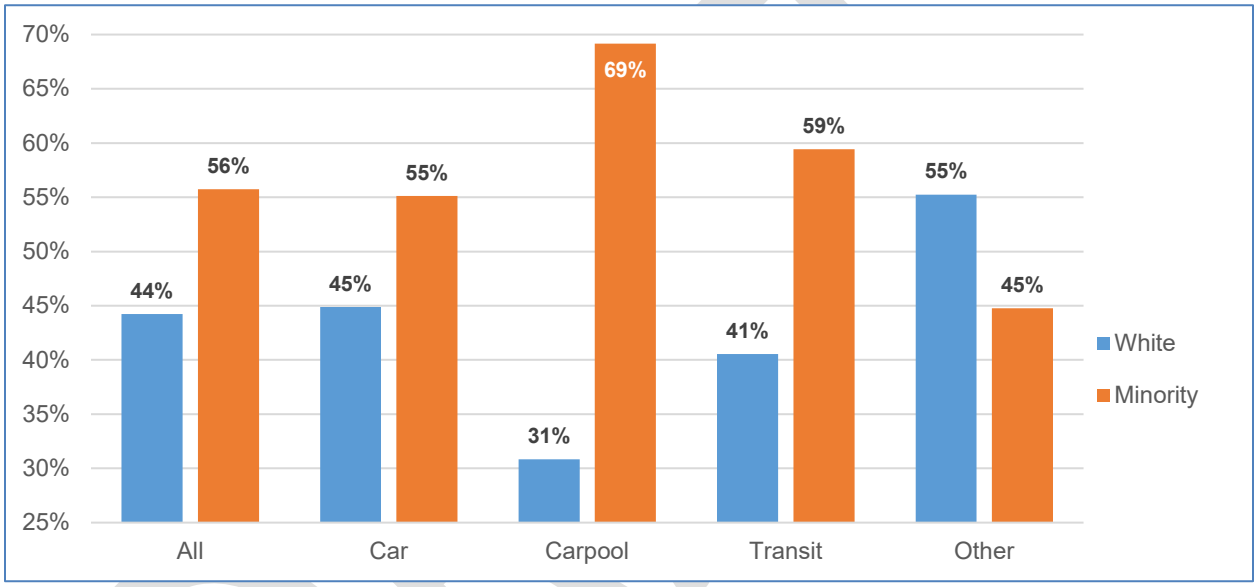
Source: 2012-2015 MTC Transit Surveys, Multiple Transit Operator Surveys Chart 3: Share of Minority Riders on all Transit Systems in Bay Area



Source: 2012-2015 MTC Transit Surveys, Multiple Transit Operator Surveys

Travel behavior for minorities varies by mode and county of residence. While minorities are 56 percent of the workforce, they comprise 69 percent of workers who carpool to work and 59 percent who take transit. These shares vary somewhat among various racial/ethnic groups. Ten percent of Hispanic/Latino and white workers take transit to work, compared to 13 percent for Asians and 17 percent for African Americans/Blacks. About 80 percent of Asian and Hispanic/Latino workers drive alone or carpool to work, compared to about 74 percent for African Americans/Blacks and whites. With 12 and 14 percent of workers who carpool to work, Asian and Hispanic/Latino workers have the highest rates of carpooling.

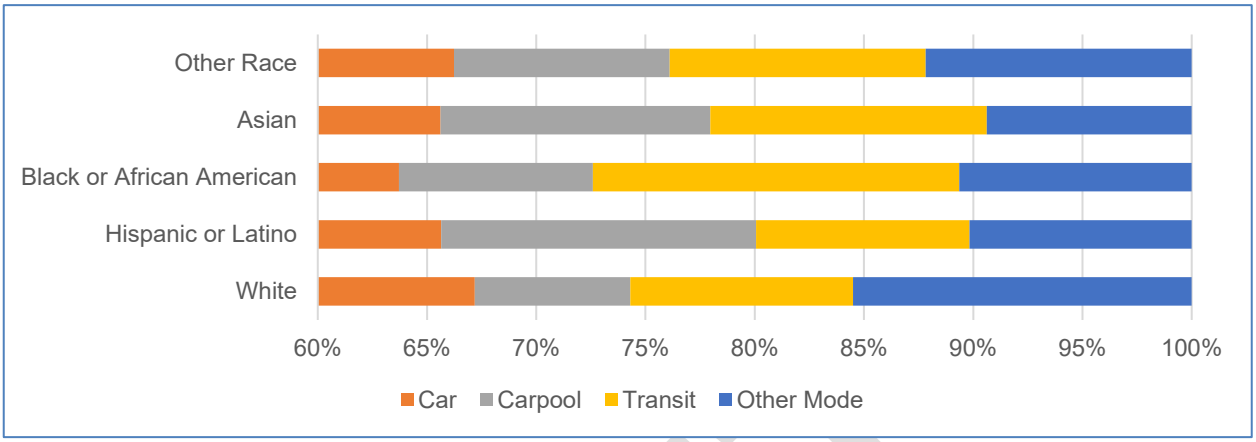
Chart 4: Means of Transportation to Work (16 Years and Over), White and Minority, Bay Area 2015



Source: U.S. Census American Community Survey, 2011-2015, 5-Year Average

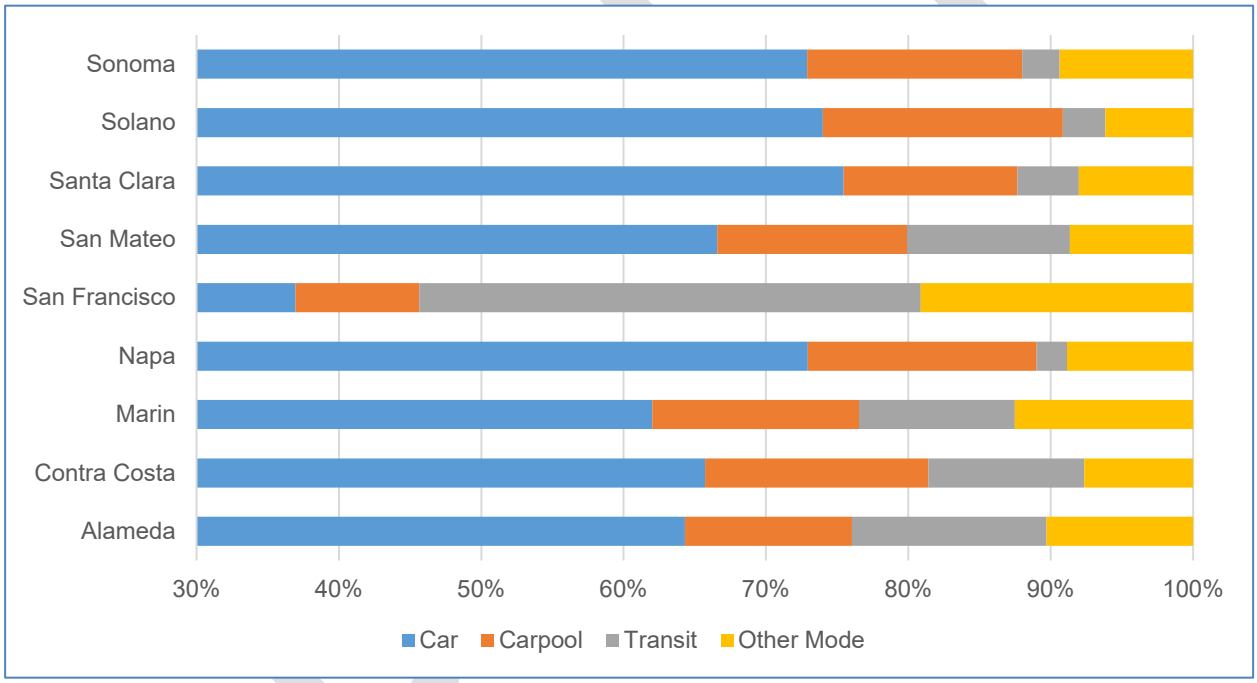
As with low-income workers, only 46 percent of minority workers in San Francisco drive alone or carpool, a much lower rate than in any other county. In comparison, 88 percent of the minority workers in Sonoma, 91 percent in Solano, 87 percent in Santa Clara and 89 percent in Napa drive alone or carpool to work. The share of minority residents who ride transit was highest in San Francisco, at 35 percent, followed by 14 percent in Alameda and 11 percent each in San Mateo, Marin and Contra Costa counties.

Chart 5: Means of Transportation to Work (16 Years and Over), by Race/Ethnicity, Bay Area, 2015



Source: U.S. Census American Community Survey, 2011-2015, 5-Year Average

Chart 6: Means of Transportation to Work, Minority Workers (16 Years and Over), Bay Area, 2015



Source: U.S. Census American Community Survey, 2011-2015, 5-Year Average

b) 2019 TIP Investment Analysis

One purpose of the TIP Investment Analysis is to understand whether minority populations are sharing equitably in the TIP's financial investments. The analysis calculates the shares of 2019 TIP investments flowing to the identified communities and compares those shares with the proportional size of this group's population and trip-making, relative to that of the general population. Understanding travel patterns of minority populations is therefore a key

underpinning of this analysis and a key part of informing the metropolitan planning process as to the mobility needs of minority populations.

Figure 3 shows the distribution by mode of total regional trip making for all Bay Area travelers, compared to the share of trips by mode for minority travelers shown in Figure 4. For complete information and discussion of these trends in the context of the 2019 TIP Investment Analysis, see the full report in Appendix I.

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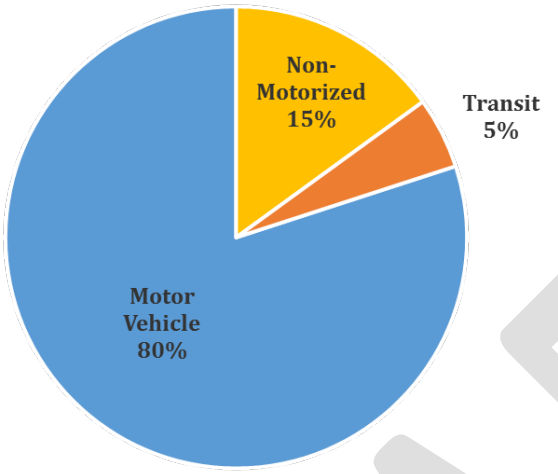
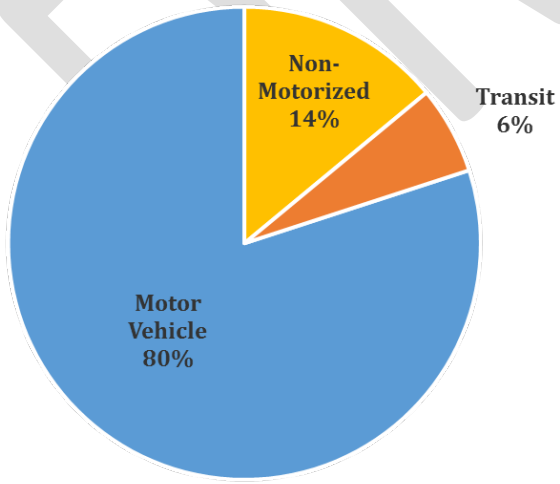
Figure 3. Share of Trips by Mode:
Total Population



Source: Tabulation based on 2012 California Household Travel Survey.

Figure 4. Share of Trips by Mode:
Minority Population



Source: Tabulation based on 2012 California Household Travel Survey.

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c) Community-Based Transportation Planning (CBTP) Program

MTC's CBTP Program evolved out of work done for the 2001 RTP that identified transit needs in low-income communities of concern throughout the San Francisco Bay Area and recommended community-based transportation planning as a first step in addressing these gaps. Because most of these communities of concern are also communities with high concentrations of minority residents, the CBTP Program also helps inform MTC of the mobility needs of minority populations throughout the region. MTC allocated funds for local planning efforts as a way to involve minority and low-income residents in the transportation decision-making process.

Each community-based planning process is a collaborative effort that involves the participation of residents, community-based organizations providing services within low-income and minority neighborhoods, local transit operators, CTAs, and MTC. The outcome of each planning process is a transportation plan that contains community-prioritized transportation needs, as well as solutions to address them. Solutions could include fixed-route transit service or other transportation services such as community shuttles, auto-oriented solutions or bicycle options. Recommendations outlined in the plans are forwarded to transit policy boards and other local agencies for consideration and subsequent incorporation into their planning, funding and implementation decisions.

MTC initially identified 41 low-income communities of concern throughout the Bay Area designated for Community-Based Transportation Planning. Following a pilot phase in 2002 that funded 23 CBTPs ($60,000 was granted for completing each CBTP), in 2008, MTC approved another $1,080,000 to complete the remaining 18 plans. In 2016, MTC approved an additional $1.5 million to update CBTPs that are in some cases more than five years old.

For more information see ***http://mtc.ca.gov/our-work/plans-projects/other-plans/community-based-transportation-plans***.

d) Regional Survey Products

As part of MTC's regional planning responsibilities, MTC oversees two major regional surveys to inform the planning process with respect to demographic characteristics and travel behavior for various populations within the region.

1. Bay Area Transit Passenger Demographic Survey

In 2012, MTC began a program of collecting consistent demographic and trip data from Bay Area transit passengers. Since then, passengers from 15 transit agencies have been surveyed. Subject to on-going impacts of the COVID-19 pandemic, the next surveys are anticipated over

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2021-2022. MTC works with transit operators to collect consistent demographic and travel-activity data across all transit systems surveyed.[12] In order to make best use of available funding and resources to support these extensive survey efforts, surveys are being conducted for different systems on a serial basis over time.

Data collected include geographic detail of the transit trip taken and passenger race/ethnicity, age, fare payment information, household income and household vehicle availability. Results of this survey are used in the Transportation Investment Analysis[13] to determine transit-investment benefits to low-income and minority populations based on these groups' share of transit use on individual systems and across the region as a whole. The Transit Passenger Demographic Survey also informs the Title VI analysis of PBA 2040 by establishing a consistent demographic profile of the region's overall transit ridership across all systems by minority and non-minority status.

2. Bay Area Household Travel Survey 2012/2013

The Bay Area Travel Survey (BATS) is MTC's periodic regional household travel survey, most recently completed in 2012-2013, and conducted in concert with the California Department of Transportation's statewide California Household Travel Survey (CHTS). The CHTS is an activity-based travel survey that collects information on all in-home and out-of-home activities, including all trips, over a one-day period for approximately 10,000 Bay Area households. The survey provides detailed information on many trip characteristics such as trip purpose, mode, origins and destinations, as well as household demographic and socioeconomic characteristics, and informs development of the regional travel model. In this Program, data on usage of the regional transportation system, the share of trip-making on the region's road and highway system, and different demographic groups comes from CHTS. Subject to on-going impacts of the COVID-19 pandemic, the next survey is anticipated to occur over 2021-2022.

3. Considering Mobility Needs of Minority Populations in the Planning Process

This section describes involvement and consideration of minority populations specifically in the equity analysis of Plan Bay Area 2040 and the Investment Analysis of the 2019 TIP. More general discussion of the involvement of minority populations in the planning process and MTC's Public Participation Program can be found in Section III.F of this Program.

[12] Surveys are being conducted on all transit systems claiming funds under the Transportation Development Act (TDA), consistent with those included in MTC's annual Statistical Summary of Bay Area Transit Operators.

[13] Operator-collected data was used when recent MTC-collected data was not available, including surveys collected by San Francisco Municipal Transportation Agency and Santa Clara Valley Transportation Authority. Data from MTC's 2007 Transit Passenger Demographic Survey provided information for the remaining six operators. Where appropriate, the 2015 MTC Statistical Summary of Bay Area Transit Operators was used to provide current ridership totals for regional comparisons.

a) The Regional Equity Working Group

In spring 2015, MTC and ABAG staff solicited participation by members of MTC's Policy Advisory Council and the MTC/ABAG Regional Advisory Working Group in the formation of a Regional Equity Working Group (REWG). The group first convened in May 2015 and has met frequently throughout the planning process. The primary purpose of the REWG is to advise MTC and ABAG staff on the development of the equity analysis, including identifying equity measures, defining communities of concern and developing the methodology for assessment. The REWG brought together stakeholders from around the region representing low-income and minority communities; seniors and persons with disabilities; staff representing local jurisdictions, transit agencies and county CTAs; public health departments; and community-based organizations and advocacy groups. All REWG meetings are open to the public.

b) MTC Policy Advisory Council

The Policy Advisory Council's Equity and Access Subcommittee (which includes representatives of minority communities within the region) reviewed and commented on staff's proposed methodology for the 2019 TIP Investment Analysis in April 2018, prior to the analysis being carried out and the draft released for public review as part of the overall TIP adoption process.

C. Demographic Maps, Funding Analysis, and Impact Assessment

1. Background

As part of the metropolitan planning process, MTC analyzed both Plan Bay Area and the 2019 TIP investment programs to identify the distribution of Federal and State funds in the aggregate between minority and non-minority populations, and analyzed the distribution for any potential disparate impact prior to final adoption. This section describes the methodology and results of these analyses as required by the Circular. Further discussion of these topics and analyses can be found in the Plan Bay Area 2040 Equity Analysis Report[14] and the 2019 Transportation Improvement Program Investment Analysis Report.[15]

2. Methodology

In addition to modeling travel and socioeconomic outcomes, based on various land use and transportation investments using equity measures, MTC carried out an off-model analysis of Plan Bay Area 2040's overall transportation investment strategy. This analysis illustrates the

[14] See http://2040.planbayarea.org/reports

[15] See http://mtc.ca.gov/our-work/fund-invest/transportation-improvement-program-tip/2017-tip

distribution of the proposed Regional Transportation Plan investments relative to different population subgroups and communities in the region. In an ongoing effort to ensure equity in the metropolitan transportation planning process, MTC has also carried out similar analyses of previous RTPs and TIPs.

The Transportation Investment Analysis serves three key functions, including:

- Complying with Title VI regulations (per FTA Circular 4702.1B, issued in October 2012) by conducting an assessment with "charts that analyze the impacts of the distribution of State and Federal funds in the aggregate for public transportation purposes…" and "an analysis of impacts … that identifies any disparate impacts on the basis of race, color, or national origin…";
- Complying with Executive Order 12898, *Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations,* which directs each federal agency to "make achieving environmental justice part of its mission by identifying and addressing, as appropriate, disproportionately high and adverse human health or environmental effects of its programs, policies, and activities on minority populations and low-income populations…"; and
- Complying with MTC's own adopted Environmental Justice Principles.

To carry out these functions, the Transportation Investment Analysis relies on three different methodologies described in this section to determine whether Plan Bay Area 2040's investments are shared equitably among low-income and minority populations, and to determine whether there is any disparate impact at the regional level on the basis of race, color or national origin. No specific federal standard exists for conducting an environmental justice assessment. Similarly, FTA's Title VI requirements for MPOs do not provide any specific guidelines or benchmarks for MPO Title VI analyses. Finally, there are no established best practices or approved comparative analyses available against which MTC can measure its findings. Therefore, for this analysis, MTC builds on its prior work undertaken in previous analyses.

Population/Use-Based Analysis

The population/use-based investment analysis compares the estimated share of investments that benefit low-income and minority populations to the share of their respective use of the transportation system (roadways and transit) and to their respective share of the regional population.

As an example, if a higher share of low-income populations rely disproportionately on the transit system for their access and mobility needs, and if the RTP invests a higher share of revenues in the transit system, then the low-income population will accrue a bigger share of the benefits.

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This scenario would therefore be considered equitable to low-income populations. In the aggregate, the analysis measures transit and motor vehicle trips using the 2012 CHTS and various transit passenger demographic surveys (TPDSs). The steps involved in conducting the population/use-based analysis include:

1. Using Census data, determine the share of low-income (L0) and minority (M0) population in the region.
2. Using the CHTS and TPDS data, calculate the share of all roadway trips by county and all transit trips by transit operator for low-income (L1 and L2) and minority (M1 and M2) populations.
3. Using the Draft Plan transportation project list, tally the total investments in roadways by county (RR) and transit by operator (TT).
4. For roadway investments, for each county, assign a share of the investment (refer to RR above) to the low-income population (L3) based on their share of roadway trips (refer to L1 above) for that county. Repeat for minority population (M3).
5. For transit investments, for each transit operator, assign a share of the investment (refer to TT above) to the low-income population (L4) based on their share of transit trips (refer to L2). Repeat for minority population (M4).
6. Total the investments (roadway and transit) that were assigned to low-income (L5) and minority (M5) populations.
7. Compare the share of population (L0 and M0) and trips by mode (L1/L2 and M1/M2) to the share of assigned investments (L5 and M5) to assess the level of benefit accrued to low-income and minority populations.

Table 4: Population/Use-Based Analysis

Population	**Share of Regional Population**	**Share of Roadway Trips**	**Share of Transit Trips**	**Share of Roadway Investments**	**Share of Transit Investments**	**Share of Total Investments**
Low-Income	L0	L1	L2	L3	L4	L5
Minority	M0	M1	M2	M3	M4	M5

At a regional level, while this approach takes advantage of the available data on trips for low-income and minority populations by county and transit operator, it is still a coarse analysis that has the following limitations:

- The analysis does not account for benefits and burdens at the project level. While a roadway project may benefit all users of that facility, the benefits may not necessarily accrue at the same proportion to each population group as their share of all trips in a county where the facility is located.

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- The analysis also assumes that the share of trips by mode by a particular population group remains the same in future years, regardless of investments that improve efficiency, safety, capacity or access.
- The analysis does not adjust for the relative size of populations in future years. For example, the share of low-income population in 2040 may or may not be the same compared to 2014.
- Lastly, pedestrian and bicycle projects are assigned to local streets and roads due to a lack of sufficient data on use by income and race/ethnicity, and some regional programs such as the climate initiative were not included in the assessment since they do not fit the roadway or transit categories.[16]

The Title VI analysis is a subset of the population/use-based analysis, which only considers public transit projects that are funded through federal and state sources (described in more detail below).

Project Mapping Analysis

To supplement the population/use-based analysis described above, MTC mapped all roadway and transit projects to show the spatial distribution of projects relative to communities of concern (CoCs) and census tracts with a concentration of minority populations. This analysis only presents data visually. It does not use a metric to estimate the potential benefit or burden of each project on disadvantaged communities. It also does not include projects that cannot be mapped. For example, a substantial share of total funding in the RTP is dedicated to transit operations, but this investment cannot be mapped as a project because each transit operator serves a fairly large geographic area rather than a point on a map.

This qualitative assessment involves examining the distribution of projects for any indication of systematic exclusion of CoCs or minority communities in the distribution of benefits. It also involves examining the distribution of projects for any systematic imbalances within the distribution of projects between CoCs and the remainder of the region, or between minority and non-minority communities. The analysis for minority populations satisfies one component of the Title VI analysis of the Draft Plan, as described below.

Title VI Compliance

Federal Transit Administration (FTA) released updated guidance in October 2012 specifying how MPOs such as MTC must demonstrate compliance with Title VI of the Civil Rights Act of 1964 and DoT's Title VI regulations in the metropolitan planning process. This section

[16] For example, the Sonoma-Marin Area Rail Transit service will start in mid-2017, so there is no usage data currently available, even though the plan allocates future funding for the project.

describes the methodology for conducting the analysis that demonstrates compliance with these requirements, including the methodology for conducting a disparate impact analysis.

Table 5: FTA Requirements for Title VI Analysis

FTA Requirement	Related Plan Bay Area 2040 Analysis
"Demographic maps that overlay the percent minority and non-minority populations as identified by Census or ACS data …"	Project mapping analysis that overlays projects that can be mapped over above-regional-average concentrations of minority residents.
"[C]harts that analyze the impacts of the distribution of State and Federal funds in the aggregate for public transportation purposes…"	Population/use-based analysis of public transit investments using state and federal funding sources.
"An analysis of impacts identified in paragraph [above] that identifies any disparate impacts on the basis of race, color, or national origin"[17]	Disparate impact analysis comparing Plan Bay Area 2040 investments per capita and per rider for minority and non-minority populations.

Because the plan covers a long time horizon and includes many types of fund sources the disparate impact analysis shows all transit investments overlaid against minority tracts, regardless of fund source. MTC will continue to investigate the feasibility of updating future RTP project databases and/or travel model parameters to include more specific fund source information in light of these FTA requirements. MTC does have the data to distinguish between public transportation investments that receive state and federal funds for the population/use-based analysis.

The state and federal fund sources included in the Title VI analysis are:

- *Transit Operating* – State Transit Assistance (revenue- and population-based), FTA Sections 5307 and 5311, Low Carbon Transit Operations Program (Cap and Trade);
- *Transit Capital (Replacements)* – FTA Sections 5307, 5340, 5311, 5337, and 5339, FHWA Ferry Boat Program, FTA Passenger Ferry Grant Program, FTA Bus and Bus Facilities Discretionary Program, STBGP/CMAQ; and

[17] FTA Circular 4702.1B, page VI-2. See: https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/FTA_Title_VI_FINAL.pdf.

- *Transit Capital (Expansions)* – FTA Section 5309, STBGP/CMAQ, Transit and Intercity Rail Program (Cap and Trade), Affordable Housing and Sustainable Communities Program (Cap and Trade), High Speed Rail, Anticipated.

To conduct the disparate impact analysis, the results of the population/use-based analysis of public transit investments using state and federal funds are assigned to minority and non-minority populations on a per capita and per-rider basis. A comparison of the per capita and per-rider investments for the two groups determines whether there is any disparate impact.

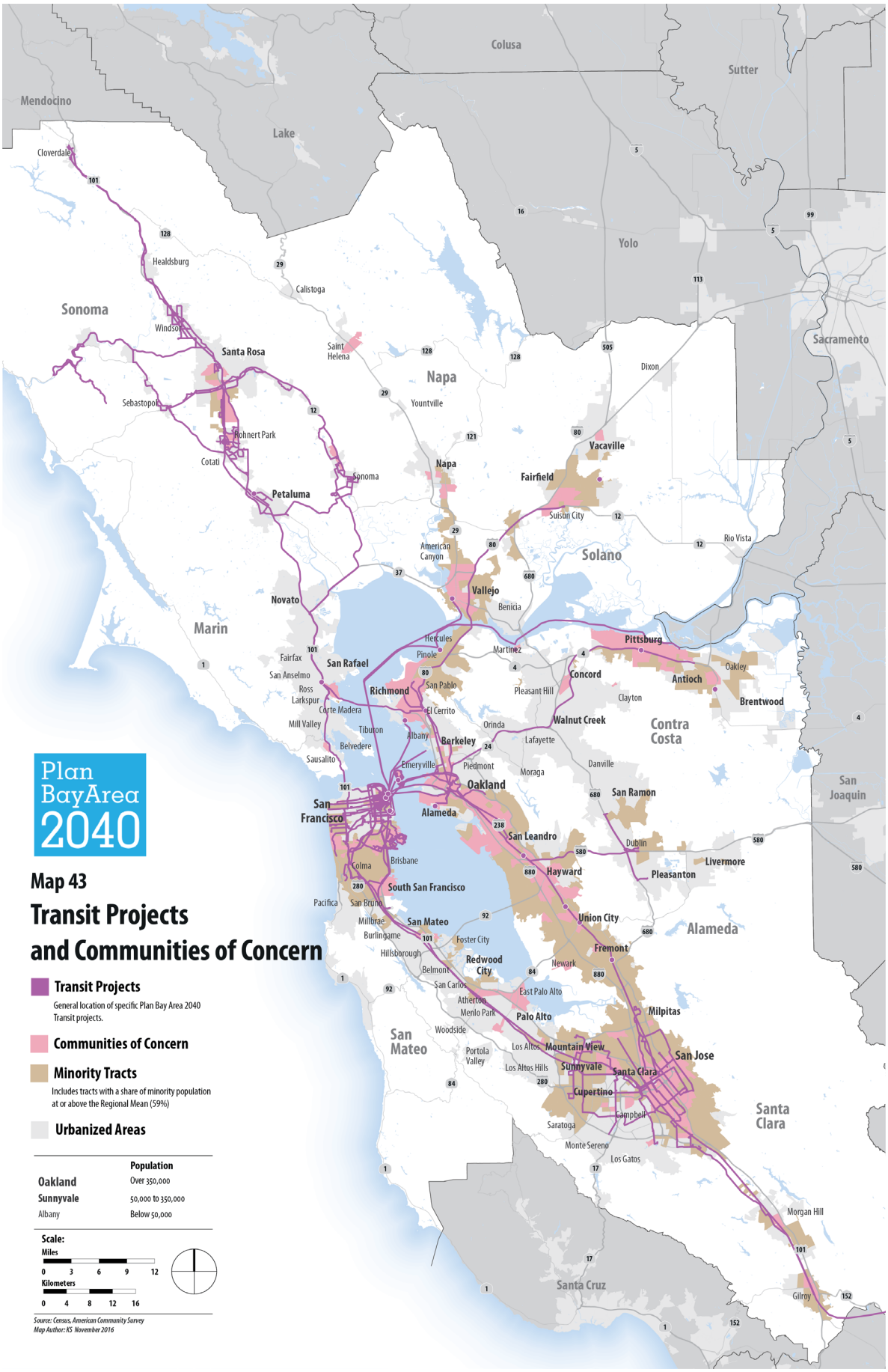
Although FTA does not provide specific guidance or standard benchmarks for MPOs to use in the metropolitan planning process to determine whether any given result represents a disparate impact, a general practice in disparate impact analysis is to use the percentage result to determine whether any differences between benefits for minority or non-minority populations may be considered statistically significant. If a disparate impact is found to be statistically significant, consideration must then be given to "whether there is a substantial legitimate justification for the policy that resulted in the disparate impacts, and if there are alternatives that could be employed that would have a less discriminatory impact."[18]

3. Results: Demographic Mapping Analysis

The second part of the investment analysis is to map the location of transit and roadway projects included in the RTP, overlaid with census tracts that are designated as CoCs and have a higher-than-regional-average (>59 percent) concentration of minority populations. The purpose of this analysis is to qualitatively assess the spatial distribution of projects for any apparent systematic exclusion of CoCs or minority populations at a regional level, or for any apparent systematic imbalances between the distribution of projects between CoCs and the remainder of the region, or between minority and non-minority populations. This assessment is intended to provide a regional-level analysis of the RTP's investments. Individual projects will be subject to their own Title VI and environmental justice analyses during implementation, as required under federal and state laws.

For the analysis of minority populations, the project layers from Maps 43 and 44 are overlaid with census tracts in the region that have a higher-than-regional-average (>59 percent) concentration of minority populations. As with the CoC analysis, there is a strong relationship between the spatial distribution of investments in the Draft Plan and minority tracts. Based on this assessment, there does not appear to be any systematic exclusion of communities from Plan investments on the basis of minority status, or imbalances in the distribution of projects between minority and non-minority communities.

[18] Ibid.



Plan BayArea 2040

Map 43

Transit Projects and Communities of Concern

Transit Projects
General location of specific Plan Bay Area 2040 Transit projects.

Communities of Concern

Minority Tracts
Includes tracts with a share of minority population at or above the Regional Mean (59%)

Urbanized Areas

	Population
Oakland	Over 350,000
Sunnyvale	50,000 to 350,000
Albany	Below 50,000

Scale:

Miles: 0 3 6 9 12

Kilometers: 0 4 8 12 16

Source: Census, American Community Survey
Map Author: KS November 2016

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Map 44

Roadway Projects and Communities of Concern

Roadway Projects
General location of specific Plan Bay Area 2040 Roadway projects.

Communities of Concern

Minority Tracts
Includes tracts with a share of minority population at or above the Regional Mean (59%)

Urbanized Areas

	Population
Oakland	Over 350,000
Sunnyvale	50,000 to 350,000
Albany	Below 50,000

Scale:

Miles: 0 3 6 9 12

Kilometers: 0 4 8 12 16

Source: Census, American Community Survey
Map Author: KS November 2016

4. Results: Charts That Analyze the Impacts of the Distribution of State and Federal Funds in the Aggregate for Public Transportation Purposes

To create charts illustrating the impacts of the distribution of State and Federal funds in the aggregate for public transportation purposes, a population/use-based analysis was carried out on both Plan Bay Area 2040 and the 2019 TIP. This section provides the results of those analyses.

a) Results: Plan Bay Area 2040

The first step in the analysis is to identify the combined share of federal and state transit investments in Plan Bay Area 2040 (see table below). The investments included in the plan total $303.5 billion over a 24-year period, for a wide range of projects that include express lanes, freight improvements, active transportation programs and transit operations. Of the total plan investments, $203.5 billion are allocated to transit operations, maintenance, modernization and expansion. Transit is by far the largest investment made in Plan Bay Area 2040. Of the total transit investments, 18 percent (or $53.4 billion) comes from various federal and state sources. The Title VI analysis in this Program is conducted on this amount (i.e., $53.4 billion).

Table 6: Sources of Funding by Mode of Transportation, Plan Bay Area 2040

	Total	Federal and State		Local / Other	
	$ million	$ million	%	$ million	%
Roadway / Bridge	$88,701	$29,220	33%	$59,482	67%
Bicycle and Pedestrian	$5,150	$1,325	26%	$3,825	74%
Freight	$2,743	$1,938	71%	$805	29%
Other Programs	$3,401	$1,072	32%	$2,329	68%
Public Transit	**$203,449**	**$53,362**	**26%**	**$150,087**	**74%**
Plan Bay Area 2040 Investments	$303,445	$86,917	29%	$216,528	71%

Source: MTC Analysis of Plan Bay Area 2040 Investments

Since this analysis relies on ridership data by race/ethnicity for each transit operator, the assessment is further limited to only those operators for whom this information is available through a transit passenger survey (either conducted by the transit operator or MTC). This subset of the total federal and state transit funding for which data is available is $43.6 billion, or 82 percent of the total.

Next, federal and state investments in transit are allocated to minority and non-minority populations using the same methodology used in the transportation investment analysis (the

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population/use-based analysis) outlined in Chapter 5 of the Plan Bay Area 2040 Equity Analysis Report. Essentially, federal and state investments are broken out by transit operator and allocated to minority or non-minority populations, based on their respective shares of ridership on that particular transit system. The allocations by transit operator are then added to provide the total federal and state funding that is allocated to minority and non-minority populations. This allocation of funding to minority and non-minority populations based on their use of various transit systems constitutes "benefit." The results for each subgroup are compared to estimate the relative benefit accrued to minority and non-minority populations.

Table 7: Summary of Population/Use-Based Analysis for Federal and State Transit Funding

Population	Share of Population	Share of Transit Ridership	Investments ($ million)		Share of Investments (%)	
			PBA 2040	Federal/State Transit	PBA 2040	Federal/State Transit
Minority	**59%**	**62%**	**$117,386**	**$25,797**	**61%**	**59%**
Non-Minority	41%	38%	$76,557	$17,850	39%	41%

Source: 2010-2014 American Community Survey, 2012-2015 MTC Transit Surveys, Multiple Transit Operator Surveys, MTC's Analysis of Plan Bay Area Investments

Finally, investments are distributed on a per capita and a per-rider basis, so that investment benefits allocated to the region's minority populations and riders can be compared to investment benefits allocated to the region's non-minority populations and riders. The results from this analysis are summarized in the tables below.

Following FTA guidance, MTC's disparate impact analysis of plan investments reveals that, on a per-capita basis, minority populations in the region would receive 59 percent of Plan Bay Area 2040's investment benefits for public transit using federal and state sources, compared to 41 percent for non-minority populations. The share of investment benefits based on a per capita basis is proportional to the share of minority (59 percent) and non-minority (41 percent) populations in the region. On a transit-ridership basis, minority transit riders would again receive 59 percent of the benefit, compared to 41 percent for non-minority transit riders. The share of investment benefits based on a per-rider basis is proportional to the share of minority (62 percent) and non-minority (38 percent) transit ridership.

Table 8: Disparate Impact Analysis Results, Population-Based

	Population (2014)		Federal and State Transit Investments		Per capita Benefit
	#	%	$ millions	%	$
Minority	**4,305,728**	**59%**	**$25,797**	**59%**	**$5,991**

Non-Minority	3,033,324	41%	$17,850	41%	$5,885

Source: 2010-2014 American Community Survey, 2012-2015 MTC Transit Surveys, Multiple Transit Operator Surveys, MTC investment analysis

Table 9: Disparate Impact Analysis Results, Ridership-Based

	Ridership		Federal and State Transit Investments		Per-Rider Benefit
	#	%	$ millions	%	$
Minority	**998,992**	**62%**	**$25,797**	**59%**	**$25.82**
Non-Minority	616,075	38%	$17,850	41%	$28.97

Source: 2012-2015 MTC Transit Surveys, Multiple Transit Operator Surveys, MTC investment analysis

Based on the results presented in the tables above, MTC concludes that the Draft Plan is in compliance with Title VI of the Civil Rights Act of 1964 for the distribution of federal and state transit funds.

b) Results: 2019 Transportation Improvement Program

The following summarizes the results from the Investment Analysis in 2019 TIP. First, Federal and State funding sources for public transportation are separated out from the $13.6 billion in total 2019 TIP investments, representing 14% of the total ($1.9 billion) as illustrated in Figure 5.

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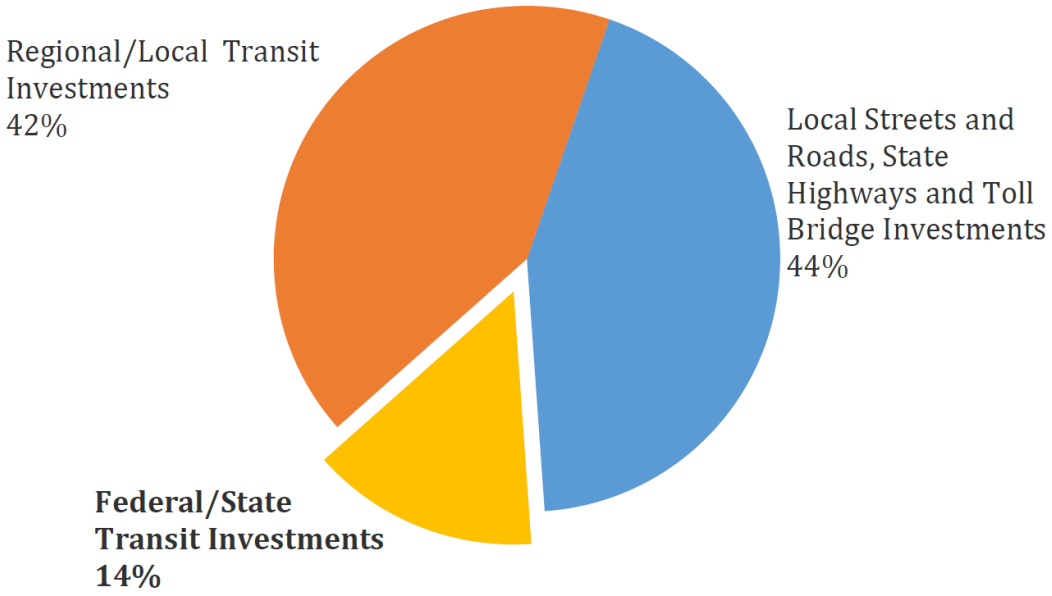
Figure 5. Public Transportation Investments from Federal and State Sources as a Share of All 2019 TIP Investments



Source: 2019 TIP

Next, using the population/use based investment analysis methodology described above, the $1.9 billion in the 2019 TIP's public transportation investments using Federal and State sources is attributed to minority and non-minority transit riders based on their respective shares of ridership among the various Bay Area transit agencies, and total investment shares are compared to the region's overall transit ridership and populations as a whole, as shown in Table 10.

Table 10. 2019 TIP Federal and State Transit Investments by Minority Status

Subgroup	Total Federal/ State Transit Funding ($Millions)	% of Total Federal/ State Transit Funding	% of Regional Transit Ridership	% of Total Regional Population
Minority	$1,197	61%	63%	60%
Non-minority	$780	39%	37%	40%
Total	$$1,978	100%	100%	100%

Source: MTC analysis of 2019 TIP investments, *Transit Passenger Demographic Survey (MTC), SFMTA Transit Passenger Demographic Survey, VTA Transit Passenger Demographic Survey, BART 2014 Customer Satisfaction Survey, 2006-2007 Regional Transit Passenger Demographic Survey (Godbe Research)*, 2016 American Community Survey Table C03002.

At 61%, benefits accrued to minority populations from Federal and State transit funding are roughly equivalent or slightly lower than their share of the region's population (at 60%) and transit ridership (at 63%), but that does not demonstrate a systematic disconnect between benefits accrued to minority populations and share of population to minority populations since the difference in percentage points for share of population and ridership is 1% and 2%, respectively (see Table 10 above).

D. Analysis of the MPO's Transportation System Investments That Identifies and Addresses Any Disparate Impacts

To conduct the disparate impact analysis, the results of the population/use-based analysis of public transportation investments using State and Federal funds in the preceding section are first expressed in terms of investments per capita for both minority and non-minority transit riders (or total population) in the region as follows:

$$\text{Minority benefit per capita} = \frac{\text{Total transit investments allocated to minority riders}}{\text{Total regional minority transit ridership (or population)}}$$

$$\text{Non-minority benefit per capita} = \frac{\text{Total transit investments allocated to non-minority riders}}{\text{Total regional non-minority transit ridership (or population)}}$$

Next, the minority and non-minority per-capita benefit results are compared, expressing the minority benefit per capita as a percentage of the non-minority benefit per capita:

$$\text{Result (\%)} = \frac{\text{Minority benefit per capita}}{\text{Non-minority benefit per capita}}$$

Although the Circular does not provide specific guidance or standard benchmarks for MPOs to use in the metropolitan planning process to determine whether any given result represents a disparate impact, a general practice in disparate impact analysis is to use the percentage result to determine whether any differences between benefits for minority or non-minority populations may be considered statistically significant. If a disparate impact is found to be statistically significant, consideration must then be given to "whether there is a substantial legitimate justification for the policy that resulted in the disparate impacts, and if there are alternatives that could be employed that would have a less discriminatory impact."[19]

[19] FTA Circular 4702.1B, page VI-2.

1. Disparate Impact Analysis Results: Plan Bay Area

The distribution of investment benefits accruing to the region's minority and non-minority populations and riders are shown in Table 11 and Table 12, respectively, along with the relevant comparisons to evaluate for any disparate impact.

Table 11. Disparate Impact Analysis of Plan Bay Area Federal and State Transit Investments: Population Analysis

Subgroup	Total Federal/ State Transit Funding (Millions of YOE $)	Regional Population (2010)	Per-Capita Benefit	Minority Per-Capita Benefit as % of Non-minority Per-Capita Benefit
Minority	$24,147	4,117,836	$5.86	**120%**
Non-minority	$14,877	3,032,903	$4.91	--
Total	$39,025	7,150,739		--

Source: MTC analysis of Plan Bay Area investments, 2006 Transit Passenger Demographic Survey, 2010 Census SF1.
Note: Totals may not sum due to rounding.

Table 12. Disparate Impact Analysis of Plan Bay Area Federal and State Transit Investments: Ridership Analysis

Subgroup	Total Federal/ State Transit Funding (Millions of YOE $)	Avg. Daily Transit Ridership (2006)	Per-Rider Benefit	Minority Per-Rider Benefit as % of Non-minority Per-Rider Benefit
Minority	$24,147	816,059	$29.59	**99%**
Non-minority	$14,877	498,303	$29.86	--
Total	$39,025	1,314,362		--

Source: MTC analysis of Plan Bay Area investments, 2006 Transit Passenger Demographic Survey, MTC Statistical Summary for Bay Area Transit Operators.
Note: Totals may not sum due to rounding.

On a per-capita population basis, Table 11 shows minority persons in the region are receiving 120% of the benefit of Plan Bay Area's investments in public transportation from Federal and State sources compared to non-minority persons. On a ridership basis, Table 12 shows that minority riders are receiving 99% of the benefit of Federal- and State-funded transit investments in Plan Bay Area compared to non-minority riders. This 1% difference between minority and

non-minority per-rider benefits is not considered statistically significant, and therefore this analysis finds no disparate impact in the distribution of Federal and State funding for public transportation purposes between minority and non-minority populations or riders in the draft Plan Bay Area investment strategy.

1. Disparate Impact Analysis Results: 2019 Transportation Improvement Program

The distribution of investment benefits accruing to the region's minority and non-minority populations and riders are shown in Table 13 and Table 14, respectively, along with the relevant comparisons to evaluate for any disparate impact.

Table 13. Disparate Impact Analysis of 2019 TIP Federal and State Transit Investments: Population Analysis

Subgroup	Total Federal/ State Transit Funding ($Millions)	Regional Population	Per-Capita Benefit	Minority Per-Capita Benefit as % of Non-minority Per-Capita Benefit
Minority	$1,197	4,634,040	$258	**101%**
Non-minority	$780	3,049,971	$256	--
Total	$1,978	7,684,011		--

Source: MTC analysis of 2019 TIP investments, *Transit Passenger Demographic Survey (MTC), SFMTA Transit Passenger Demographic Survey, VTA Transit Passenger Demographic Survey, BART 2014 Customer Satisfaction Survey, 2006-2007 Regional Transit Passenger Demographic Survey (Godbe Research)*, 2016 American Community Survey Table C03002.

Table 14. Disparate Impact Analysis of 2019 TIP Federal and State Transit Investments: Ridership Analysis

Subgroup	Total Federal/ State Transit Funding ($Millions)	Avg. Daily Transit Ridership (2006)	Per-Rider Benefit	Minority Per-Rider Benefit as % of Non-minority Per-Rider Benefit
Minority	$1,197	1,018,086	$1,176	**89%**
Non-minority	$780	587,771	$1,327	--
Total	$1,978	1,615,067		--

Source: MTC analysis of 2017 TIP investments, *Transit Passenger Demographic Survey (MTC), SFMTA Transit Passenger Demographic Survey, VTA Transit Passenger Demographic Survey, BART 2014 Customer Satisfaction Survey, 2006-2007 Regional Transit Passenger Demographic Survey (Godbe Research)*, MTC Statistical Summary for Bay Area Transit Operators.

Federal and state transit investments result in a per capita benefit for minorities that slightly exceeds the per capita benefit for non-minorities (101% of non-minority per capita benefit). However, on a per transit rider basis, federal and state transit investments fall short, with a minority per rider benefit of 89% of the non-minority per rider benefit.

The varied results in the 2019 TIP are attributed to a number of large projects, including:

- BART's Railcar Procurement Program;
- BART's Transbay Core Capacity Improvements Program;
- Caltrain Electrification;
- Caltrain's Peninsula Corridor Electrification Expansion; and
- Transbay Joint Power Authority's Caltrain Downtown Extension.

Together, these five projects account for almost 46% of all transit funding in the 2019 TIP. When focusing only on state and federal funds, these projects account for approximately 48% of funding in the TIP period. While BART ridership approximately mirrors the regional ridership share for minority populations, the share of BART riders from low-income households is less than the regional average share. Caltrain is used by a lower proportion of low-income and minority riders than the regional average for transit riders.

The degree of the variances seen in the 2019 TIP disparate impact transit analysis is somewhat improved as compared to the 2017 TIP. While the minority per transit rider investment disbenefit remains at 89% in both the 2017 TIP and the 2019 TIP, the minority per capita transit investment increases from 96% of the non-minority per capita investment (disbenefit) in the 2017 TIP to 101% of the non-minority per capita investment (benefit) in the 2019 TIP.
It is important to re-emphasize, that the TIP does not reflect the full picture of transportation investments in the Bay Area. The TIP only includes four years of near-term fund programming and tends not to include operating and maintenance funds, particularly for transit.

VI. CLIPPER® FARE PAYMENT SYSTEM

The Clipper® Program is a fare payment system based on smart card technology that is used to pay fares on transit systems throughout the Bay Area. The Clipper card is currently accepted on 21 Bay Area transit operators, including the Alameda-Contra Costa Transit District (AC Transit); Golden Gate Bridge Highway and Transportation District (GGBHTD); the San Francisco Bay Area Rapid Transit District (BART); the City and County of San Francisco Municipal Transportation Agency (SFMTA); the San Mateo County Transit District (SamTrans); the Santa Clara Valley Transportation Authority (VTA); the Peninsula Corridor Joint Powers Board (Caltrain); Central Contra Costa Transit Authority; City of Fairfield, as the operator of Fairfield and Suisun Transit; City of Petaluma; Eastern Contra Costa Transit Authority; Livermore/Amador Valley Transit Authority; Marin County Transit District; Napa County

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Transportation and Planning Agency; Solano County Transit; Sonoma County Transit; Vacaville City Coach; Western Contra Costa Transit Authority; San Francisco Bay Area Water Emergency Transportation Authority; City of Santa Rosa; and City of Union City. In summer 2017, the new Sonoma Marin Area Rail Transit system will become the 22nd operator to accept Clipper®.

MTC is authorized by state statute[20] to adopt rules and regulations to promote the coordination of fares and schedules for all public transit systems within its jurisdiction and to require every system to enter into a joint fare revenue sharing agreement with connecting systems. Pursuant to this statute, MTC adopted a Transit Coordination Implementation Plan (MTC Resolution 3866) which required certain Bay Area transit operators to implement, operate and promote the Clipper® fare payment program as their primary fare payment systems.

Transit operators participating in the Clipper® program are responsible for establishing their own fare policies, and would ordinarily be responsible for conducting the fare and service change Title VI analyses required by the Circular. However, since MTC mandated the transition to Clipper®, MTC undertook a Title VI analysis of the Clipper® transition in compliance with Chapter IV, Section 7 of the Circular. MTC reported on the result – the *Final Title VI Summary Report*, *Clipper® Fare Media Transitions (Final Summary Report)* – in its 2014 Title VI Program.

As Bay Area transit ridership slowly climbs back from the steep decline caused by the COVID-19 pandemic, the new Clipper START (link is external) program allows lower-income adults age 19-64 to receive big fare discounts on select transit services around the region. Clipper START discounts are 50 percent off fares for Muni, Caltrain, and select Golden Gate Transit and Ferry routes, and 20 percent off BART fares.

Clipper START is an 18-month pilot program initiated by Bay Area transit agencies and the Metropolitan Transportation Commission (MTC) that uses the Clipper transit fare payment system to reduce the cost of transportation for adults whose household incomes are no more than twice the federal poverty level (for example, $52,400 for a family of four). This can be an important benefit, as transportation costs are a significant burden on many households, particularly during the current economic climate.

MTC did not impose any additional card fees or require any transit operators to transition fare media to Clipper® for the period covered by this Program.

MTC regularly conducts community and operator outreach efforts related to the Clipper® program. A summary of outreach efforts related to the Clipper® program is attached as Appendix L.

[20] California Government Code § 66516.

VII. GLOSSARY

ABAG	Association of Bay Area Governments
AC Transit	Alameda-Contra Costa Transit District
ACS	American Community Survey
BAAQMD	Bay Area Air Quality Management District
BAHA	Bay Area Headquarters Authority
BAIFA	Bay Area Infrastructure Financing Authority
BART	San Francisco Bay Area Rapid Transit District
BATA	Bay Area Toll Authority
Bay Area	The nine-county San Francisco Bay Area, including Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, Santa Clara, Solano and Sonoma Counties
Bay Area Partnership	A confederation of the top staff of various transportation agencies in the region (MTC, public transit operators, CMAs, city and county public works departments, ports, Caltrans, US DOT) as well as environmental protection agencies.
BCDC	Bay Conservation and Development Commission
Caltrain	Peninsula Corridor Joint Powers Board
Caltrans	California Department of Transportation
CBTP	Community Based Transportation Plan
CCTA	Contra Costa Transportation Authority
Circular	Federal Transit Administration Circular 4702.1B

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Clipper®	A card that can be used to pay fares electronically on the Bay Area's transit systems
CTA	County Transportation Agency
CMAQ	Congestion Mitigation and Air Quality Improvement
Coordinated Plan	MTC's Coordinated Public Transit/Human Services Transportation Plan
Designated Recipient	An entity designated by the state governor to receive and/or suballocate FTA formula funds
Direct Recipient	An eligible entity authorized by a designated recipient or state to receive specified formula funds directly from FTA
FasTrak®	Electronic toll collection system
FHWA	Federal Highway Administration
FSP	Freeway Service Patrol
FTA	Federal Transit Administration
GGBHTD	Golden Gate Bridge, Highway and Transportation District
FY	Fiscal Year
JARC	Job Access Reverse Commute
LAVTA	Livermore-Amador Valley Transit Authority
LEP	Limited English Proficient
Lifeline	Lifeline Transportation
MAP-21	Moving Ahead for Progress in the 21st Century Act

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MPO	Metropolitan Planning Organization
MTC	Metropolitan Transportation Commission
Muni	The San Francisco Municipal Transportation Agency, also "SFMTA"
PAC	Policy Advisory Council
Plan Bay Area	The region's first long-range integrated transportation and land-use/housing strategy that guides growth and policy decisions through 2040, consistent with Senate Bill 375; also the 2013 RTP.
PMP	Program Management Plan
PPP	Public Participation Plan
RTP	Regional Transportation Plan
SAFE	Metropolitan Transportation Commission Service Authority for Freeways and Expressways
SamTrans	San Mateo County Transit District
SFCTA	San Francisco County Transportation Authority
STA	State Transit Assistance
STP	Surface Transportation Block Grant Program
Subrecipient	Any entity that receives FTA financial assistance as a pass-through from another entity.
TDA	Transportation Development Act
TIP	Transportation Improvement Program
Title VI	Title VI of the Civil Rights Act of 1964, as amended (42 U.S.C. § 2000d et seq.)

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US DOT	United States Department of Transportation
VTA	Santa Clara Valley Transportation Authority

https://metrotrans-my.sharepoint.com/personal/mbrinton_bayareametro_gov/Documents/Title VI Triennial Report 2020/MTC Title VI 2020 draft v2 8.2020.docx

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Appendix A
Listing of Policy Advisory Council Advisors

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Appendix B
Transit Operators Receiving FTA Grants as Direct Recipients

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Appendix C
Complaint Procedures and Complaint Form

DRAFT

Appendix D
Listing of Title VI Complaints

DRAFT

Appendix E
Final Revised Plan for Special Language Services to Limited English Proficient (LEP) Populations

DRAFT

Appendix F
Beneficiary Notifications

DRAFT

Appendix G
Public Participation Plan

DRAFT

Appendix H
TIP Investment Analysis

DRAFT

Appendix I
Program Management Plan for FTA 5316 JARC and 5317 New Freedom Recipients

DRAFT

Appendix J
Lifeline Transportation Program Grant Cycle

DRAFT

Appendix K
Schedule of Subrecipient Title VI programs

DRAFT

Appendix L
Clipper® Program Outreach

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Date: November 18, 2009
W.I.: 1114
Referred by: Legislation
Revised: 03/24/10-C 02/23/11-C
02/22/12-C 07/25/12-C
03/27/13-C 07/24/13-C
07/23/14-C 11/19/14-C
03/25/15-C 09/23/15-C
10/26/16-C 07/26/17-C
10/25/17-C 04/24/19-C
07/24/19-C 02/26/20-C

ABSTRACT

Resolution No. 3931, Revised

This resolution defines the role and responsibilities of the Commission's Policy Advisory Council.

This resolution supersedes Resolution No. 3516. Further discussion of this action is contained in the Executive Director's memorandum dated November 6, 2009. This resolution includes:

- Attachment A, which outlines the mission statement, roles, expectations, procedures, appointment process and membership criteria for the Council;

This resolution was revised on March 24, 2010, to include:

- Attachment B, a table listing the currently appointed advisors and their term.

This resolution was revised on February 23, 2011, to include revisions to Attachment B and:

- Attachment C, a table showing which advisors have been replaced and their replacements.

This resolution was revised on February 22, 2012 to extend the terms of the advisors identified in Attachment B through July 2013.

This resolution was revised on July 25, 2012, to include revisions to Attachment B and Attachment C.

This resolution was revised on March 27, 2013, to add Conflict of Interest and Ethics Training policies to Attachment A.

This resolution was revised on July 24, 2013, to include revisions to Attachment B and Attachment C.

This resolution was revised on July 23, 2014, to include revisions to Attachment B and Attachment C.

This resolution was revised on November 19, 2014, to include revisions to Attachment B and Attachment C.

This resolution was revised on March 25, 2015, to include revisions to Attachment B and Attachment C.

This resolution was revised on September 23, 2015, to include revisions to Attachment B and Attachment C.

This resolution was revised on October 26, 2016, to include revisions to Attachment A, Attachment B and Attachment C.

This resolution was revised on July 26, 2017 to extend the terms of the advisors identified in Attachment B through September or October 2017, depending on final 2017 recruitment appointment.

This resolution was revised on October 25, 2017, to include revisions to Attachment B and Attachment C.

This resolution was revised on April 24, 2019, to include revisions to Attachment B and Attachment C.

This resolution was revised on July 24, 2019, to include revisions to Attachment B and Attachment C.

This resolution was revised on February 26, 2020, to include revisions to Attachment B and Attachment C.

Date: November 18, 2009
W.I.: 1114
Referred by: Legislation

RE: Commission Policy Advisory Council

METROPOLITAN TRANSPORTATION COMMISSION
RESOLUTION NO. 3931

WHEREAS, the Metropolitan Transportation Commission (MTC) is the regional transportation planning agency for the San Francisco Bay Area pursuant to Government Code Section 66500 *et seq*.; and

WHEREAS, MTC seeks to involve citizens of diverse backgrounds and interests in the development of transportation plans and programs, in a manner consistent with applicable state and federal requirements and Commission policy (Resolution No. 2648); and

WHEREAS, MTC seeks to focus its advisory processes around the "Three E" principles of sustainability outlined in the regional transportation plan: a prosperous and globally competitive economy; a healthy and safe environment; and equity wherein all Bay Area residents share in the benefits of a well-maintained, efficient and connected regional transportation system; and

WHEREAS, MTC seeks to utilize its advisors to ensure that a wide spectrum of views are considered in developing transportation policy, and enhance the contributions and effectiveness of its advisors, now, therefore be it

RESOLVED, that the Commission establishes a Policy Advisory Council; and be it further

RESOLVED, that the members of the Policy Advisory Council will be appointed according to the process and shall have the role, tasks, membership and meetings as described in Attachment A to this resolution, attached hereto and incorporated herein as though set forth at length; and be it further

RESOLVED, that the Policy Advisory Council roster is contained in Attachment B to this resolution; and be it further

RESOLVED, that the Executive Director is instructed to secure nominations to fill expired terms and other vacancies and present them to the Commission for confirmation by periodically revising Attachment B; and be it further

RESOLVED, that Resolution No. 3516, Revised, is superseded with the adoption of this resolution.

METROPOLITAN TRANSPORTATION COMMISSION

_____

Scott Haggerty, Chair

The above resolution was entered into by the
Metropolitan Transportation Commission
at a regular meeting of the Commission held
in Oakland, California, on November 18, 2009

Attachment A
Metropolitan Transportation Commission
Policy Advisory Council

A. Mission Statement

The mission of the Metropolitan Transportation Commission's Policy Advisory Council (Council) is to advise the Commission on transportation policies in the San Francisco Bay Area, incorporating diverse perspectives relating to the environment, the economy and social equity. The Council advises the Commission and its staff through the appropriate MTC standing committees on matters within MTC's jurisdiction and as assigned by the Commission.

B. Roles/Expectations

1. Advisors Provide Interest-Based and/or Geographic Perspectives

   Advisors should represent the stakeholder interest under which they have been appointed. Although some advisors may be appointed based on an organizational affiliation, they should represent their constituency (not just their individual organization).

2. Responsibilities

   Advisors will be expected to regularly attend their Council meetings and to maintain an ongoing engagement with organizations and individuals who make up the advisor's constituency.

3. Council Work Plan

   The Commission will hold an annual workshop as a separately agendized meeting with the Policy Advisory Council to set the Council's work plan and schedule for the year. At this meeting, the Commission will identify several priority areas in which it desires feedback and/or research from the Council, and establish appropriate goals and performance measures. Advisors also will be given the opportunity to recommend initiatives of potential relevance to the Commission for inclusion in the work plan.

4. Reporting to the Commission

   With the assistance of MTC staff, the Council will report on its work plan progress or present recommendations to the full Commission or MTC's standing committees, as appropriate.

5. Limitations on Advisor Activities

   The role of the advisors is to advise the MTC Commission. Advisors are not to convey positions to outside agencies on behalf of the Council, independent of Commission action.

6. Conflict of Interest Policy

   In order to avoid potential conflict of interest, no person shall sit on the Policy Advisory Council and concurrently be in a business relationship with MTC/BATA. A member is considered to have a business relationship with MTC/BATA when that member is employed by or serves on the Board of Directors of an organization that has received a grant or contract award from MTC – where MTC staff alone reviews proposals and recommends an organization or organizations for award of that grant or contract. In such cases, the member shall resign from the Council for the duration of the contract or grant, but may reapply for any vacancies upon completion of the contract or grant.

7. Ethics Training

   All members of the Council shall complete an ethnics training course within the first year of their term on the Council.

C. Membership

The Council shall be composed of twenty-seven (27) members as follows.

A total of nine (9) members, one from each Bay Area county, shall be selected to represent interests related to the communities of color, environmental justice and low-income issues. A minimum of four members shall represent the communities of color, and a minimum of four shall represent environmental justice/low-income issues. The ninth member shall be selected from either category.

A total of nine (9) members, one from each Bay Area county, shall be selected to represent the interests of disabled persons and seniors. A minimum of four members shall represent senior issues, and a minimum of four shall represent disabled issues. The ninth member shall be selected from either category.

A total of nine (9) members shall be selected to represent interests related to the economy and the environment. A minimum of four members shall represent economy interests and a minimum of four members shall represent environmental interests. The ninth member shall be selected from either category. Of these nine seats, at least five should be held by residents from each of the five most populous counties. The remaining four seats may be selected at large from throughout the entire Bay Area.

There shall be no alternates to the appointed membership.

D. Appointment Process

1. General

   MTC staff shall secure nominations to fill terms and vacancies for the Council and present them to the appropriate Commissioners for confirmation. Appointments for advisors representing a particular county will be made by that county's Commissioners. Appointments for all the at-large advisors will be made by the Commission's chair and vice chair. Nominations for members of the Council will be solicited from a wide range of sources including, but not limited to: MTC Commissioners, current advisors, relevant organizations in the community, and via news releases or display ads sent to media outlets in the nine-county Bay Area.

2. Terms of Appointment

   In general, advisors will serve four-year terms. Although there are no term limits, MTC Commissioners are to consider length of service and effectiveness before recommending the reappointment of advisors. All advisors wishing to be reappointed must reapply.

E. Procedures

Attendance and Participation

1. Advisors must attend at least two-thirds of the Council's regularly scheduled meetings each year and make a constructive contribution to the work of the Policy Advisory Council. Those who do not do so may be subject to dismissal from the Council at the discretion of the appointing Commissioner(s).

2. Residency Requirements

   Advisors must live or work in the nine-county Bay Area.

3. Compensation

   Subject to the Commission Procedures Manual (MTC Resolution No. 1058, Revised,

Appendix D), advisors will receive a stipend per meeting and be reimbursed for actual expenses for travel, with a maximum of three meetings per month. Meetings are defined as a) publicly noticed meetings or meetings of ad hoc working groups of the Council; b) noticed MTC Commission or committee meetings; or c) attendance at a community meeting at the request of the Commission or MTC staff to provide outreach assistance (i.e., when he/she attends a community meeting with MTC staff to provide an introduction to a particular community).

4. Meeting Frequency and Location of Meetings

   The Council will meet regularly as required by its annual work plan. Public meetings will be held at the MTC offices or other locations at a regular time to be agreed upon by the members of the Council.

5. Ad Hoc Working Groups

   To implement its work plan, the Council may establish working groups, with participation from MTC staff, on an ad hoc basis.

6. Quorum Requirements

   At least 50 percent plus one of the Council's appointed membership must be present to constitute a quorum and vote on issues. The Council can hold discussions in the absence of a quorum, but cannot vote.

7. Election of Council Chair and Vice Chair

   The Council will have a chair and a vice-chair, to be elected by the council for a two-year term. Although Council officers may be reelected, regular rotation of these positions among the Council membership is strongly encouraged.

8. Public Meetings

   All Council meetings and any ad hoc working group meetings will be noticed and open to the public.

Date: March 24, 2010
W.I.: 1114
Referred by: Legislation
Revised: 02/23/11-C 02/22/12-C 07/25/12-C
07/24/13-C 07/23/14-C 11/19/14-C
03/25/15-C 09/23/15-C 10/26/16-C
07/26/17-C 10/25/17-C 04/24/19-C
07/24/19-C 02/26/20-C

Metropolitan Transportation Commission
Policy Advisory Council
Term: November 2017 – July 2021

Advisor Name	Representing	County	Appointing Commissioner(s)
Michael Baldini	Low-Income/Environmental Justice	Napa	Vice Chair Pedroza
Jim Blacksten	Disabled	San Francisco	Josefowitz and Kim
Richard Burnett	Disabled	Solano	Spering
Carlos Castellanos	Low-Income/Environmental Justice	Alameda	Dutra-Vernaci, Haggerty and Schaaf
Rick Coates	Senior	Sonoma	Mackenzie
Abigail Cochran	Disabled	Alameda	Dutra-Vernaci, Haggerty and Schaaf
Anne Olivia Eldred	Environment	Alameda	Chair Haggerty and Vice Chair Pedroza
Veda Florez	Minority	Marin	Connolly
Bob Glover	Economy	At-Large	Chair Haggerty and Vice Chair Pedroza
Christina Gotuaco	Economy	At-Large	Chair Haggerty and Vice Chair Pedroza
Rich Hedges	Senior	San Mateo	Aquirre, Slocum
Michelle R. Hernandez	Disabled	Contra Costa	Glover, Worth
Wendi Kallins	Environment	Marin	Chair Mackenzie and Vice Chair Haggerty
Randi Kinman	Low-Income/Environmental Justice	Santa Clara	Bruins, Cortese, Liccardo
Vacant	Environment	Alameda	Chair Mackenzie and Vice Chair Haggerty
Adina Levin	Environment	San Mateo	Chair Mackenzie and Vice Chair Haggerty
Michael Lopez	Senior	Santa Clara	Bruins, Cortese, Liccardo
Marc Madden	Senior	Marin	Connolly
Adrian Mendoza	Minority	Sonoma	Mackenzie
Rahmon Momoh	Minority	Contra Costa	Glover, Worth
Cynthia Murray	Economy	Sonoma	Chair Mackenzie and Vice Chair Haggerty
Daisy Ozim	Minority	San Francisco	Josefowitz and Ronen
Vacant	Low-Income/Environmental Justice	San Mateo	Aquirre, Slocum
Terry Scott	Senior	Napa	Vice Chair Pedroza
Benjamin Schweng	Environment	Alameda	Chair Mackenzie and Vice Chair Haggerty
Vacant	Minority	Solano	Spering
Walter Wilson	Economy	At-Large	Chair Haggerty and Vice Chair Pedroza

Date: February 23, 2011
W.I.: 1114
Referred by: Legislation
Revised: 07/25/12-C 07/24/13-C
07/23/14-C 11/19/14-C
03/25/15-C 09/23/15-C
10/26/16-C 10/25/17-C
04/24/19-C 07/24/19-C
02/26/20-C

Metropolitan Transportation Commission
Policy Advisory Council
Former Advisors and Their Replacements

Former Advisor	Time Served	Representing	Replaced By	Replaced On
Andrew Casteel	March 2010 – June 2010	Environment	Sandi Galvez, Environment	February 23, 2011
Ann Hancock	March 2010 – July 2010	Environment	Tanya Narath, Environment	February 23, 2011
Allison M. Hughes	March 2010 – September 2011	Equity	Jim E. Blacksten, Equity	July 25, 2012
Evelina Molina	March 2010 – February 2012	Equity	Elizabeth A. Clary, Equity	July 25, 2012
Cheryl O'Connor	March 2010 – February 2012	Economy	Alan R. Talansky, Economy	July 25, 2012
Carmen Rojas	March 2010 – November 2010	Equity	Yokia Mason, Equity	February 23, 2011
Abigail Thorne-Lyman	March 2010 – June 2010	Environment	Tina King Neuhausel, Environment	February 23, 2011
Dolores Jaquez	March 2010 – July 2013	Equity	Elizabeth Clary, Equity	July 24, 2013
Federico Lopez	March 2010 – July 2013	Equity	Timothy Reeder, Equity	July 24, 2013
Yokia Mason	February 2011 – July 2013	Equity	Carlos Castellanos, Equity	July 24, 2013
Tanya Narath	February 2011 – July 2013	Environment	Chris Coursey, Environment	July 24, 2013
Tina King Neuhausel	February 2011 – July 2013	Environment	Linda Jeffrey Sailors, Environment	July 24, 2013
Kendal Oku	March 2010 – July 2013	Equity	Veda Florez, Equity	July 24, 2013
Lori Reese-Brown	March 2010 – July 2013	Equity	Richard Burnett, Equity	July 24, 2013
Frank Robertson	March 2010 – July 2013	Equity	Mark Nicholson, Equity	July 24, 2013
Dolly Sandoval	March 2010 – July 2013	Equity	Marie Marchese, Equity	July 24, 2013
Egon Terplan	March 2010 – July 2013	Environment	Benjamin Schweng, Environment	July 24, 2013
Jack Gray	July 2013 – April 2014	Economy	Cathleen Baker, Environment	July 23, 2014
Marie Marchese	July 2013 – October 2013	Equity	Harriet Wolf, Equity	November 19, 2014
Mordechai Winter	July 2013 – June 2014	Equity	Charles Kaufman, Equity	November 19, 2014
Cathleen Baker	March 2010 – July 2014	Equity	Shireen Malekafzali, Equity	November 19, 2014
Chris Coursey	July 2013 – November 2014	Environment	Cynthia Murray, Economy	March 25, 2015
Tim Reeder	July 2013 – December 2014	Equity	Michelle R. Hernandez, Equity	September 23, 2015
Bena Chang	March 2010 – November 2014	Economy	Scott Lane, Environment	September 23, 2015

Former Advisor	Time Served	Representing	Replaced By	Replaced On
Joanne Busenbark	September 2013 – September 2015	Equity	Sudhir Chaudhary, Equity	October 26, 2016
Linda Jeffrey Sailors	July 2013 – May 2016	Environment	Sydney Fang, Environment	October 26, 2016
Gerald Rico	March 2010 – June 2016	Equity	Cathleen Baker, Equity	October 26, 2016
Sandi Galvez	February 2011 – June 2016	Environment	Jonathan Fearn, Economy	October 26, 2016
Cathleen Baker	July 2014 – October 2016	Environment	Anna Lee, Environment	October 26, 2016
Caroline Banuelos	March 2010 – October 2017	Equity	Adrian Mendoza, Equity	October 25, 2017
Naomi Armenta	March 2010 – October 2017	Equity	Abigail Cochran, Equity	October 25, 2017
Elizabeth A. Clary	July 2013 – October 2017	Equity	Rick Coates, Equity	October 25, 2017
Sydney Fang	October 2016 – October 2017	Environment	Wendi Kallins, Environment	October 25, 2017
Jonathan Fearn	October 2016 – October 2017	Economy	Teddy Kỳ-Nam Miller, Economy	October 25, 2017
Bob Glover	September 2013 – October 2017	Economy	Matt Regan, Economy	October 25, 2017
Charles Kaufman	November 2014 – October 2017	Equity	Marc Madden, Equity	October 25, 2017
Scott Lane	September 2015 – October 2017	Environment	Corinne Winter, Environment	October 25, 2017
Jerry Levine	July 2013 – October 2017	Environment	Adina Levin, Environment	October 25, 2017
Shireen Malekafzali	November 2014 – October 2017	Equity	Daniel Saver, Equity	October 25, 2017
Mark Nicholson	July 2013 – October 2017	Equity	Rahmon Momoh, Equity	October 25, 2017
Mike Pechner	July 2013 – October 2017	Equity	Richard Burnett, Equity	October 25, 2017
Alan R. Talansky	July 2012 – October 2017	Economy	Patrick Wolff, Economy	October 25, 2017
Harriet Wolf	November 2014 – October 2017	Equity	Michael Lopez, Equity	October 25, 2017
Richard Burnett	March 2010 – October 2017	Equity	K. Patrice Williams, Equity	October 25, 2017
Wil Din	September 2013 – October 2017	Equity	Jerri Diep, Equity	October 25, 2017
Corinne Winter	October 2017 – December 2018	Environment	Anne Olivia Eldred, Environment	April 24, 2019
Jerri Diep	October 2017 – January 2019	Minority	Daisy Ozim, Minority	July 24, 2019
Sudhir Chaudhary	October 2017 – March 2019	Senior	Terry Scott, Senior	February 26, 2020
Matt Regan	October 2017 – July 2018	Economy	Bob Glover, Economy	February 26, 2020
Teddy Kỳ-Nam Miller	October 2017 – July 2019	Economy	Christina Gotuaco, Economy	February 26, 2020
Patrick Wolff	October 2017 – October 2019	Economy	Walter Wilson, Economy	February 26, 2020
Daniel Saver	October 2017 – December 2019	Equity	Michael Baldini, Environment	February 26, 2020
Cathleen Baker	October 2016 – July 2019	Equity		

APPENDIX B

Appendix B: FTA Grant Recipients in MTC Region[3]

		MTC Designated Recipient, Operator/Agency Direct Recipient				
FTA ID #	**Grant Recipient**	**5307[2]**	**5337[2]**	**5339[1,2]**	**STP**	**CMAQ**
1632	Alameda-Contra Costa Transit District (AC Transit)	X		X	ALL OPERATORS ELIGIBLE, PROGRAM VARIES YEAR TO YEAR	
1648	Fairfield-Suisun Transit (FAST)	X		X		
1655	Metropolitan Transportation Commission (MTC)	X	X	X		
1671	San Mateo County Transit District (SamTrans)	X		X		
1674	Santa Clara Valley Transportation Authority (VTA)	X	X	X		
1677	Santa Rosa City Bus	X		X		
1697	San Francisco Municipal Transportation Agency (SFMTA, formerly Muni)	X	X	X		
1701	Golden Gate Bridge, Highway and Transit District (Golden Gate Transit or GGBHTD)	X	X	X		
1957	San Francisco Bay Area Rapid Transit District (BART)	X	X			
2584	Central Contra Costa Transit Authority (County Connection or CCCTA)	X		X		
2713	Petaluma Transit	X		X		
2765	Sonoma County Transit (SCT)	X		X		
5001	Napa Valley Transportation Authority (NVTA, Napa Vine)	X		X		
5296	Livermore-Amador Valley Transportation Authority (Wheels or LAVTA)	X		X		
5537	Peninsula Corridor Joint Powers Board (Caltrain, PCJPB or JPB)	X	X			
5601	Vacaville City Coach	X		X		
5617	Eastern Contra Costa Transit Authority (Tri-Delta or ECCTA)	X		X		
5624	Western Contra Costa Transit Authority (WestCAT or WCCTA)	X		X		
5651	Union City Transit	X		X		
5859	San Joaquin Regional Rail Authority (Altamont Commuter Express or ACE)	X	X			
6536	Transbay Joint Powers Authority (TJPA)	X				
6570	Water Emergency Transportation Authority (WETA, formerly Water Transit Authority)	X	X			
7100	Solano County Transit (Soltrans)	X		X		
7178	Marin County Transit District (Marin Transit or MCTD)	X		X		
7296	Sonoma-Marin Area Rail Transit (SMART)	X	X			

Notes:

1) Caltrans is the designated recipient for FTA Section 5339 formula funds in the small urbanized areas of Vallejo, Gilroy-Morgan Hill, Livermore, Napa, Petaluma, Fairfield, and Vacaville. Through agreement with Caltrans, MTC has programming discretion over these funds.
2) Operators eligible for 5307, 5337, and 5339 may not receive funds from each program every year, depending on capital needs.
3) Includes programs for which MTC is designated recipient. Earmarked/FTA discretionary programs, or programs with Caltrans as designated or direct recipient not included.

Public Participation

Title VI – Civil Rights Act

MTC is committed to ensuring that no person is excluded from participation in, denied the benefits of, or discriminated against under its projects, programs or activities on the basis of race, color, or national origin, as provided in Title VI of the Civil Rights Act.

For more information on MTC's civil rights program, and the procedures to file a complaint, contact: Michael Brinton, Assistant Director, Contract Compliance Manager at (415) 778-6727 or mbrinton@bayareametro.gov (mailto:mbrinton@bayareametro.gov); or visit our administrative office at 375 Beale Street, Suite 800, San Francisco, CA 94105.

If information is needed in another language, contact (415) 778-6757.

Si necesita información en otro idioma, llame al (415) 778-6757.

您可通過致電聽障專線 (415) 778-6757，或電郵至info@bayareametro.gov (mailto:info@bayareametro.gov)尋求協助。

A copy of MTC's most recent Title VI Report is available for review in the MTC-ABAG Library, or by contacting the MTC Title VI Coordinator, Denise Rodrigues, by email at drodrigues@bayareametro.gov (mailto:drodrigues@bayareametro.gov) to receive a PDF copy.

MTC's Executive Director and staff are responsible for carrying out MTC's commitment to Title VI. MTC's Deputy Executive Director, Operations, is responsible for overseeing MTC's Title VI-related activities, including the receipt and investigation of any Title VI complaints.

TITLE VI COMPLAINT PROCEDURE

As a recipient of federal dollars, MTC is required to comply with Title VI of the Civil Rights Act of 1964 and ensure that services and benefits are provided on a non-discriminatory basis. MTC has in place a Title VI Complaint Procedure, which outlines a process for local disposition of Title VI complaints and is consistent with guidelines found in the Federal Transit Administration Circular 4702.1B, dated October 1, 2012.

The complaint procedure has five steps, outlined below:

1. **Submission of Complaint:** Any person who feels that he or she, individually, or as a member of any class of persons, on the basis of race, color, or national origin has been

excluded from or denied the benefits of, or subjected to discrimination under any program or activity receiving federal financial assistance through MTC may file a written complaint with the Deputy Executive Director, Operations. Such complaint must be filed within 180 calendar days after the date the person believes the discrimination occurred.
MTC's Title VI Complaint Form (/sites/default/files/Title_VI_Complaint_Form.pdf) (PDF)

Formulario de Queja del Título VI de la Comisión Metropolitana del Transporte (/sites/default/files/Title_VI_Complaint_Form_Spanish.pdf) (PDF)

第六章投訴表格
(https://mtc.ca.gov/sites/default/files/Title_VI_Complaint_Form_Chinese_12-17.docx) (Word)

2. **Referral to Review Officer:** Upon receipt of the Complaint, the Deputy Executive Director, Operations, shall appoint one or more staff review officers, as appropriate, to evaluate and investigate the Complaint, in consultation with the Office of General Counsel. The staff review officer(s) shall complete their review no later than 60 calendar days after the date MTC received the Complaint. If more time is required, the Deputy Executive Director, Operations shall notify the Complainant of the estimated time-frame for completing the review. Upon completion of the review, the staff review officer(s) shall make a recommendation regarding the merit of the Complaint and whether remedial actions are available to provide redress. Additionally, the staff review officer(s) may recommend improvements to MTC's processes relative to Title VI and environmental justice, as appropriate. The staff review officer(s) shall forward their recommendations to the Deputy Executive Director, Operations, for concurrence. If s/he concurs, s/he shall issue MTC's written response to the Complainant.
3. **Request for Reconsideration:** If the Complainant disagrees with the response, he or she may request reconsideration by submitting the request, in writing, to the Executive Director within 10 calendar days after its receipt. The request for reconsideration shall be sufficiently detailed to contain any items the Complainant feels were not fully understood by the Deputy Executive Director, Operations. The Executive Director will notify the Complainant of his decision either to accept or reject the request for reconsideration within 10 calendar days. In cases where the Executive Director agrees to reconsider, the matter shall be returned to the staff review officer(s) to re-evaluate in accordance with Paragraph 2, above.
4. **Appeal:** If the request for reconsideration is denied, the Complainant may appeal the Executive Director's response to the Complaint by submitting a written appeal to an

MTC Committee no later than 10 calendar days after receipt of the Executive Director's written decision rejecting reconsideration.

5. **Submission of Complaint to the Federal Transit Administration:** You may also file a complaint directly with the Federal Transit Administration at FTA Office of Civil Rights, 1200 New Jersey Ave. SE, Washington, DC 20590.

Title VI Report and Appendices

- MTC Title VI 2017 Compliance Report (https://mtc.ca.gov/sites/default/files/MTC_Title_VI_2017_Rpt_10-1-17.pdf) (PDF) October 2017
- Appendices (PDF):
  - Appendix A - Resolution 3931 (https://mtc.ca.gov/sites/default/files/Appendix_A-RES-3931_final_0.pdf) (PDF)
  - Appendix B - FTA Grant Recipients in MTC Region (https://mtc.ca.gov/sites/default/files/Appendix_B-FTA_Grant_Direct_Recipients.pdf) (PDF)
  - Appendix C - Complaint Procedure and Form (https://mtc.ca.gov/sites/default/files/Appendix_C-ComplaintProc_and_Form_final.pdf) (PDF)
  - Appendix D - Complaints (https://mtc.ca.gov/sites/default/files/Appendix_D-Complaints_final.pdf) (PDF)
  - Appendix E - Limited English Proficient Needs Assessment Four-Factor Analysis (https://mtc.ca.gov/sites/default/files/Appendix_E-Final_Comb4FactorAnalysis_final.pdf) (PDF)
  - Appendix F - Final Revised Plan for Special Language Services to Limited English Proficient (LEP) Populations (https://mtc.ca.gov/sites/default/files/Appendix_F-FinalRevPlanSpecialLangServLEP_final.pdf) (PDF)
  - Appendix G - Beneficiary Notifications (https://mtc.ca.gov/sites/default/files/Appendix_G-Beneficiary_Notifications.pdf) (PDF)
  - Appendix H - Public Participation Plan (https://mtc.ca.gov/sites/default/files/Appendix_H-Pub_Part_Plan.pdf) (PDF)
  - Appendix I - 2017 TIP Investment Analysis (https://mtc.ca.gov/sites/default/files/Appendix_I-Final_2017_TIP_Investment_Analysis.pdf) (PDF)
  - Appendix J - Job Access and Reverse Commute (JARC) and New Freedom Program Management Plan (https://mtc.ca.gov/sites/default/files/Appendix_J-PMP_JARC_NF.pdf) (PDF)
  - Appendix K - Lifeline Transportation Program Cycle 4 Guidelines FY2013-14 through FY2015-16 (https://mtc.ca.gov/sites/default/files/Appendix_K-Lifeline_Transp_Program_Grant_Cycle.pdf) (PDF)

- Appendix L - 2016 Certifications & Assurances/ Title VI JARC/ New Freedom Subrecipient Tracking List (https://mtc.ca.gov/sites/default/files/Appendix_L-Sched_Subrecient_2016_Tracking_TitleVI_CAs_final.pdf) (PDF)
- Appendix M - Clipper Outreach (https://mtc.ca.gov/sites/default/files/Appendix_M-Clipper_Outreach.pdf) (PDF)

Related Documents

Response to the Federal Transit Administration Circular 4702.1B Regarding Title VI of the Civil Rights Act of 1964 MTC 2017 Compliance Report (https://mtc.ca.gov/sites/default/files/MTC_Title_VI_2017_Rpt_10-1-17.pdf)
2.74 MB

Metropolitan Transportation Commission (MTC) Title VI Complaint Form (https://mtc.ca.gov/sites/default/files/Title_VI_Complaint_Form.pdf)
198.02 KB

第六章投訴表格 (https://mtc.ca.gov/sites/default/files/Title_VI_Complaint_Form_Chinese_12-17.docx)
47.22 KB

Formulario de Queja del Título VI (Title VI Complaint Form) (https://mtc.ca.gov/sites/default/files/Title_VI_Complaint_Form_Spanish.pdf)
39.12 KB

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Public Participation (/about-mtc/public-participation)

Get Involved (/about-mtc/public-participation/get-involved)

Public Participation Plan (/about-mtc/public-participation/public-participation-plan)

Request a Public Record (http://mtcabag.mycusthelp.com/WEBAPP/_rs/)

Accessibility (/about-mtc/access-everyone/ttdtty-visual-support)

Get Language Assistance (/about-mtc/public-participation/get-language-assistance)

Title VI – Civil Rights Act (/about-mtc/access-everyone/civil-rights-act-file-complaint)

We Want to Hear From You

A great Bay Area transportation system can't be developed without feedback and interest from the public. We need your participation.

FIND OUT HOW YOU CAN GET INVOLVED. (HTTPS://MTC.CA.GOV/ABOUT-MTC/PUBLIC-PARTICIPATION/GET-INVOLVED)

Stay connected with MTC
Sign up to get our latest news.

Email address

Metropolitan Transportation Commission (/)

MTC is the transportation planning, financing and coordinating agency for the nine-county San Francisco Bay Area.

MTC is committed to operating its programs and services in accordance with federal, state and local civil rights laws and regulations. The following MTC programs are designed to ensure compliance:

Accessibility (/about-mtc/access-everyone/ttdtty-visual-support)

Non-Discrimination (/about-mtc/access-everyone/civil-rights-act-file-complaint)

Public Participation Plan (/about-mtc/public-participation/get-involved/public-participation-plan)

Limited English Proficiency Plan (/about-mtc/public-participation/get-language-assistance)

Contact Us

Bay Area Metro Center
375 Beale Street, Suite 800
San Francisco, CA 94105-2066

Main Phone Number: (415) 778-6700 (tel:1-415-778-6700)
Public Information Line: (415) 778-6757 (tel:1-415-778-6757)
Main Fax Number: (415) 536-9800 (tel:1-415-536-9800)
info@bayareametro.gov (mailto:info@bayareametro.gov)

Información en Español (/about-mtc/public-participation/get-language-assistance/informacion-en-espanol)

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San Francisco, CA 94105
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www.mtc.ca.gov

Metropolitan Transportation Commission (MTC) Title VI Complaint Form

Complaints must be filed within 180 days of the alleged act of discrimination.

Section I:						
Name:						
Address:						
Telephone (Home):		Telephone (Work):				
Electronic Mail Address:						
Accessible Format Requirements? Check all that apply.		Large Print		Audio Tape		
		TDD		Other		
Section II:						
Are you filing this complaint on your own behalf?	Yes*		No			
*If you answered "yes" to this question, go to Section III.						
If not, please supply the name and relationship of the person for whom you are filing this complaint:						
Please explain why you are filing for this person:						
Please confirm that you have obtained the permission of the complaining person if you are filing on their behalf.	Yes		No			
Section III						
I believe the discrimination I experienced was based on (check all that apply):		Race		Color		National Origin
Date of Alleged Discrimination (Month, Day, Year):						

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as the names and contact information of any witnesses.

Section IV					
Have you previously filed a Title VI complaint with this agency?	Yes		No		

Section V					
Have you filed a complaint with any other Federal, State or local agency, or with any Federal or State Court?	Yes		No		

If yes, check all that apply?		Federal Agency		State Agency
		Federal Court		Local Agency
		State Court		

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

Please sign here: _____

Date: _____

Note - MTC cannot accept your complaint without a signature.

Please mail your completed form to:
Metropolitan Transportation Commission
Deputy Executive Director, Operations
Bay Are Metro Center
375 Beale Street, Suite 800
San Francisco, CA 94105
Fax (415) 536-9800
Email afremier@bayareametro.gov

If information is needed in another language, contact (415) 778.6757 or (415) 778.6769 for TDD/TTY.

如需要透過其他語言查詢資訊,請致電 (415)778.6757 或TDD/TTY電話 (415)778.6769。

Si necesita información en otro idioma, llame al (415) 778.6757 o al (415) 778.6769 para servicio de TDD/TTY.

MTC Title VI Tracking Form 2017 - 2020

	Date Submitted:	Submitted By:	Basis for Complaint:	Review Officer:	Findings:	Date Response Issued:
1.	March 30, 2018	Craig Warren	Disability and Age (see "J:\PROJECT\Title VI Report\Complaints\2018 Complaints\C. Warren 4.3.2018.pdf")	Denise Rodrigues	"J:\PROJECT\Title VI Report\Complaints\2018 Complaints\C Warren 4.18\C Warren Title VI Complaint Response 4.18_final.pdf"	April 6, 2018
2.						

DocuSign Envelope ID: E774250E-E6A3-41F3-91A2-BE8D56821A38

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Brad Paul
Deputy Executive Director, Local Government Services

April 6, 2018

Mr. Craig Warren
[redacted]

RE: Complaint Dated March 30, 2018

Dear Mr. Warren:

This letter is the Metropolitan Transportation Commission (MTC) response to your complaint received on March 30, 2018, submitted on the Title VI Complaint Form that appears on MTC's website. Based on our review of the complaint form, it appears that your complaint does not fall under Title VI protections, which are limited to complaints based on race, color or national origin. Rather, since it raises issues pertaining to disability, it may be an Americans with Disabilities Act (ADA) complaint.

Although MTC does not have oversight authority over Napa Valley Transportation Authority (NVTA) for riders' complaints under the ADA, we were able to find the appropriate contact at NVTA who works on ADA matters. We recommend that you reach out to NVTA c/o Matthew Wilcox, Manager of Public Transit with your complaint, indicating that it is related to ADA and age. Mr. Wilcox can be reached via email at mwilcox@nvta.ca.gov.

Sincerely,

DocuSigned by:
[signature]
8584B49D6DE61E9...

Andrew B. Fremier
Deputy Executive Director, Operations

AF: DR

J:\PROJECT\Title VI Report\Complaints\2018 Complaints\C Warren 4.18\C Warren Title VI Complaint Response 4.18_final.docx

Attachments

DocuSign Envelope ID: E774250E-E6A3-41F3-91A2-BE8D56821A38

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San Francisco, CA 94105
415.778.6700
www.mtc.ca.gov

Metropolitan Transportation Commission (MTC) Title VI Complaint Form

Complaints must be filed within 180 days of the alleged act of discrimination.

Section I:						
Name: [redacted]						
Address: [redacted]						
Telephone (Home): [redacted]			Telephone (Work):			
Electronic Mail Address: [redacted]						
Accessible Format Requirements? Check all that apply.		Large Print		Audio Tape		
		TDD		Other		
Section II:						
Are you filing this complaint on your own behalf?	Yes* (circled)		No			
*If you answered "yes" to this question, go to Section III.						
If not, please supply the name and relationship of the person for whom you are filing this complaint:						
Please explain why you are filing for this person:						
Please confirm that you have obtained the permission of the complaining person if you are filing on their behalf.	Yes		No			
Section III						
I believe the discrimination I experienced was based on (check all that apply):		~~Race~~		~~Color~~		~~National Origin~~ Disability and age
Date of Alleged Discrimination (Month, Day, Year):	3/6/2018					

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Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as the names and contact information of any witnesses.
Please see attached explanation/description of discrimination.

Section IV				
Have you previously filed a Title VI complaint with this agency?	Yes		(No)	

Section V				
Have you filed a complaint with any other Federal, State or local agency, or with any Federal or State Court?	(Yes)		No	

If yes, check all that apply?	✓	Federal Agency		State Agency
		Federal Court		Local Agency
		State Court		

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

Please sign here: Craig Warren

Date: 3/26/2018

Note - MTC cannot accept your complaint without a signature.

Please mail your completed form to:
Metropolitan Transportation Commission
Deputy Executive Director, Operations
Bay Are Metro Center
375 Beale Street, Suite 800
San Francisco, CA 94105
Fax (415) 536-9800
Email afremier@bayareametro.gov

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Section III Explanation/Description of Discrimination

This is a civil rights complaint based on disability against Napa Valley Transportation Authority, 625 Burnell St., Napa, CA 94559, (707) 259-8631, info@nvta.ca.gov.

On March 23, 2018, after getting my prescription at Clinic Ole Pharmacy I was walking down the steps at 5:23 pm in an attempt to board the 5:26 pm bus 143 route 6 when I saw it driving away down Villa Lane towards Trancas Street. It was scheduled to leave the Pear Tree & Villa stop at 5:26 pm but instead left the stop three minutes early at 5:23 pm.

I tried to catch the bus, running down Villa Lane, but it turned left on Trancas Street before I could catch up to it. I walked all the way to the Claremont @ Permanente stop only to observe bus 6 leaving that stop early as well. I then walked all the way to Redwood Park & Ride to find bus 6 arriving there before it was scheduled to arrive.

I commented to Hector the driver that he was early. He replied "it happens sometimes." I explained that he left early from the Pear Tree & Villa stop and that I had to walk all the way. He was indifferent, did not even attempt to apologize, and was instead rude and disrespectful. He even said that I could have "waited for the next bus" 45 minutes later. He said “don’t ride the bus if you don’t like it. He commented that I should "walk if I don't like it" and that he "doesn't have to put up with me." At which point I suggested he call a supervisor or the police if he has a problem.

Drivers should at least take enough pride in their work to follow the schedule. It is discrimination against the elderly and disabled to not follow the bus schedule and leave disabled passengers at stops because drivers are not following the posted NVTA schedule.

This is normal operating procedure for NVTA buses. Drivers regularly disregard the posted bus schedule stops and times. There is a total disregard for disabled passengers trying to travel around the city utilizing the posted NVTA scheduled stop times.

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San Francisco, CA 94105-2066
Main Phone Number: (415) 778-6700
Public Information Line: (415) 778-6757
Email: info@bayareametro.gov
Web: mtc.ca.gov

METROPOLITAN TRANSPORTATION COMMISSION

PLAN FOR SPECIAL LANGUAGE SERVICES TO LIMITED ENGLISH PROFICIENT (LEP) POPULATIONS

June 2019

Also available in Chinese and Spanish

Para solicitar una copia en español del Plan de Servicios Especiales del Lenguaje para Poblaciones con Conocimiento Limitado del Inglés llame al 415.778.6757.

為了滿足英文程度有限的人士的需要,此報告有提供中文版本。請致電 415.778.6757索取副本

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Appendix O: Vital Documents Guidelines

LIST OF ACRONYMS AND ABBREVIATIONS

ACS	American Community Survey
BATA	Bay Area Toll Authority
CBO	Community-Based Organization
CSC	Customer Service Center
FTA	Federal Transit Administration
IVR	Interactive Voice Response
LEP	Limited English Proficient
MPO	Metropolitan Planning Organization
MTC	Metropolitan Transportation Commission
2019 Plan	Plan for Providing Special Language Services to LEP Populations
U.S. DOT	United States Department of Transportation

EXECUTIVE SUMMARY

The Metropolitan Transportation Commission (MTC) is the transportation planning, coordinating and financing agency for the nine-county San Francisco Bay Area. MTC is also the region's federally-designated metropolitan planning organization (MPO) and supports the goals of the U.S. Department of Transportation's (U.S. DOT) Limited English Proficiency Guidance.

U.S. DOT requires that agencies take reasonable steps to provide meaningful access to its services, programs and activities to persons with limited English proficiency. Individuals for whom English is not their primary language and who have a limited ability to read, write, speak or understand English are limited English proficient, or "LEP." The2019 Plan for Special Language Services to LEP Populations (2019 Plan) was created with the aim of ensuring MTC's language assistance measures reflect the needs of LEP persons across the nine-county San Francisco Bay Area region, and that LEP persons are able to meaningfully access important components of its services, programs and activities. The 2019 Plan serves as an update to the Agency's 2013 Plan for Special Language Services to LEP Populations (2013 Plan).

U.S. DOT LEP Guidance requires a Four-Factor Analysis, or LEP needs assessment, to determine what reasonable steps should be taken to ensure meaningful access by LEP persons. This Four-Factor Analysis considers the following:

Factor 1:	The number or proportion of LEP persons eligible to be served or likely to be encountered in the eligible service population.
Factor 2:	The frequency with which LEP persons come in contact with MTC's programs, activities and services.
Factor 3:	The nature and importance to LEP persons' lives of MTC's programs, activities and services.
Factor 4:	The resources available to MTC and the overall cost to provide language assistance.

Following U.S. DOT guidelines, MTC explored multiple data sources and conducted targeted outreach to develop the Four-Factor Analysis. The key findings from the Four-Factor Analysis shaped the development of the 2019 Plan for Special Language Services to LEP Populations.

To determine the number or proportion of LEP persons eligible to be served or likely to be encountered in the eligible service population, MTC analyzed U.S. Census American Community Survey (ACS) data to identify the San Francisco Bay Area's LEP population. Based on U.S. Census ACS data from 2016, the Factor 1 Analysis identified 1,264,820 individuals over the age of five who speak English less than "very well." This figure accounts for 17.5 percent of the San Francisco Bay Area population. MTC identified 31individual languages and language groups that are spoken by more than 1,000 estimated LEP persons.

Across the San Francisco Bay Area, the five most frequently spoken languages other than English are Spanish at 7.3 percent of the San Francisco Bay Area Population, Chinese at 4.2 percent, Vietnamese at 1.5

percent, Tagalog at 1.2 percent and Korean at 0.4 percent. It should be noted that the overall population of LEP persons and the distribution amongst the top five languages spoken by LEP persons is largely consistent with the U.S. Census data when the Four-Factor Analysis was conducted in 2013.

To determine the frequency with which LEP persons come in contact with MTC's programs, activities and services, MTC reviewed and analyzed past interactions with LEP persons including call center and language line data, website data, Interactive Voice Response data and requests for both interpretation and translation by LEP persons.

To determine the nature and importance to LEP persons' lives of MTC's programs, activities and services, data was collected through surveys of MTC staff and third-party contractors (2018). Additionally, MTC analyzed data from interviews with community-based organizations (CBO), LEP person focus groups and LEP person surveys (2013).

To determine the resources available to MTC and the overall cost to provide language assistance, MTC assessed the existing and available resources – monetary, staff and otherwise – and explored cost saving measures to provide services.

According to the Four-Factor Analysis findings, described in detail in this report, MTC concluded as it did in the 2013 Plan that documents identified as Tier 1 Vital Documents will be translated into Spanish and Chinese without a request. Providing language assistance in Spanish and Chinese gives the two largest population groups who are identified as speaking English less than "very well," access to information and services in their language spoken at home. Subject to available resources and/or upon request, MTC provides translation of Vital Documents or other documents into languages other than Chinese and Spanish.

As part of its commitment to ensuring that LEP persons receive reasonable access to necessary language assistance, MTC has established guidelines for the translation of Vital Documents and determined that Vital Documents are either critical for obtaining services or benefits or required by law. The three-tier system for identifying and translating Vital Documents is detailed in Section 4.0, Vital Documents Guidelines.

Furthermore, MTC offers a wide range of tools for LEP populations, including written and oral language assistance, website translation, multilingual community outreach and in-language local media engagement. As part of MTC's evaluation, the agency has developed an inventory of language assistance services currently being provided and has also identified additional language assistance services that can be implemented — depending on budget availability — to further provide meaningful access to LEP persons (see Section 2.4, Factor 4 Analysis, and Section 3.0, Language Assistance Measures).

MTC works to ensure that its staff and third-party contractors are aware of and sensitive to the needs of LEP persons. MTC developed a variety of materials and guidelines to ensure that staff are trained on procedures for accommodating LEP populations, including training staff on the 2013 Plan and subsequent plans. Specific training elements are discussed in this report (see Section 5.0, Staff Training).

MTC provides notice to LEP persons regarding the availability of language assistance through various practices that are outlined in this report (see Section 3.0, Language Assistance Measures).

MTC regularly monitors and updates its Plan for Special Language Services to ensure meaningful access to its programs and services by LEP persons, using a combination of qualitative and quantitative approaches to monitor whether the Plan for Special Language Services effectively meets the needs of LEP persons

across the nine-county San Francisco Bay Area region. MTC regularly reviews demographic data of San Francisco Bay Area LEP populations and solicits feedback from MTC staff, LEP persons and CBOs serving LEP individuals. MTC will also evaluate its methods of notification to LEP persons as the agency updates its Plan for Special Language Services.

1.0 INTRODUCTION

MTC is the transportation planning, coordinating and financing agency for the nine-county San Francisco Bay Area. MTC functions as both the regional transportation planning agency — a state designation — and, for federal purposes, as the region's MPO.

MTC serves a region unique in its diversity and expansive in its reach. MTC's jurisdiction covers the nine counties that touch the San Francisco Bay, including Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, Santa Clara, Solano and Sonoma, and includes 101 municipalities. More than seven million people reside within the region's 7,000 square miles, with over 90 languages spoken within its boundaries and 31 individual languages and language groups other than English that are spoken by more than 1,000 residents. The region also boasts 26 public transit operators, which together carry nearly 500 million passengers per year.

As a recipient of federal funds, MTC follows the United States Department of Transportation Policy Guidance (U.S. DOT 2005) concerning recipients' responsibility to provide meaningful access to services, programs and activities to LEP persons. Individuals for whom English is not their primary language and who have a limited ability to read, write, speak or understand English are considered limited English proficient, or "LEP." The Plan for Special Language Services to LEP Populations (2019 Plan) was created with the aim of ensuring that MTC's language assistance measures reflect the needs of LEP persons across the nine-county San Francisco Bay Area region, and that LEP persons are able to meaningfully access important components of MTC's services, programs and activities. The 2019 Plan serves as an update to MTC's 2013 LAP.

MTC's Public Participation Plan for the San Francisco Bay Area is a separate, related document that describes opportunities for the public to get involved in the transportation planning process. Copies of the Public Participation Plan can be found in English, Spanish and Chinese on MTC's website at: www.mtc.ca.gov/get_involved/participation_plan.htm.

Authority and Guidance

Federal regulations require that recipients of federal funds take reasonable steps to ensure meaningful access to benefits, services, information and other important portions of their programs and activities for individuals with limited English proficiency. Title VI of the Civil Rights Act of 1964 and its implementing regulations state 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 that receives federal financial assistance.

A Presidential Executive Order was issued to federal agencies in August 2000 relative to LEP populations. Executive Order 13166 — Improving Access to Services for Persons with Limited English Proficiency — indicates that differing treatment based upon a person's ability to speak, read, write or understand English is a form of national origin discrimination.

In 2007, the Federal Transit Administration Office of Civil Rights released a handbook — Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons — to provide recipients with technical assistance to implement federal guidelines.

The U.S. DOT LEP Guidance notes that effective implementation plans typically include the following five elements:

1. Identifying LEP individuals who need language assistance
2. Providing language assistance measures
3. Training staff
4. Providing notice to LEP persons
5. Monitoring and updating the Plan

The FTA Title VI Circular to 4702.1B — Title VI and Title VI-Dependent Guidelines for FTA Recipients— provides guidance to grantees on how to comply with Title VI regulations and specifies recommended steps to ensure grantees provide meaningful language access to persons who are limited English proficient.

MTC has developed the 2019 Plan to address the needs of LEP populations in the nine-county San Francisco Bay Area per the U.S. DOT guidance to provide meaningful assistance to LEP persons. The aforementioned resources were used to guide the development of the Four-Factor Analysis and the 2019 Plan.

2.0 FOUR-FACTOR ANALYSIS

In order to prepare the 2019 Plan for Special Language Services to LEP Populations, MTC completed the U.S. DOT's Four-Factor Analysis to determine what reasonable steps should be taken to ensure meaningful access to its services by LEP persons. The Four-Factor Analysis considers the following:

Factor 1:	The number of proportions of LEP persons eligible to be served or likely to be encountered in the eligible service population.
Factor 2:	The frequency with which LEP persons come in contact with MTC's programs, activities and services.
Factor 3:	The nature and importance of LEP persons' lives of MTC's programs, activities and services.
Factor 4:	The resources available to MTC and the overall cost to provide language assistance.

In accordance with U.S. DOT guidelines, MTC examined multiple data sources and conducted targeted outreach to develop the Four-Factor Analysis.

The data collected and analyzed includes surveys of MTC staff and third-party contractors (2018), interviews with staff members from four CBOs serving LEP populations (2013), four LEP person focus groups conducted in native languages (2013) and 945 LEP person surveys (2013). MTC also reviewed and analyzed past interactions with LEP persons including call center and language line data, website data, translation logs and requests for interpretation by LEP persons.

This chapter highlights the methodology and key findings from the Four-Factor Analysis that shaped the development of the2019 Plan.

2.1 Factor 1 Analysis: The number or proportion of LEP persons eligible to be served or likely to be encountered in the eligible service population.

For the Factor 1 Analysis, MTC analyzed the U.S. Census ACS data from 2016 to identify the Bay Area's LEP population. The ACS is a continuous nationwide survey conducted monthly by the U.S. Census Bureau. It is intended to measure changing socioeconomic characteristics and conditions of the population on a recurring basis.

ACS reports data based on the four categories of English-speaking ability: "very well," "well," "not well" and "not at all." MTC defines the LEP population as individuals who speak English less than "very well," which is consistent with U.S. DOT guidelines.

Findings from the Factor 1 Analysis indicate that 17.5 percent of the Bay Area population speaks English less than "very well." The ACS data identified 31 individual languages and language groups with 1,000 or

more people who speak English less than "very well" and would be considered LEP persons. The five most frequently spoken languages among LEP persons are Spanish, Chinese, Vietnamese, Tagalog and Korean (see Table 1 below for a detailed breakdown).

Within the nine-county San Francisco Bay Area, Spanish-speaking persons account for the largest share of the LEP population with 7.3 percent, followed by Chinese-speaking persons with 4.2 percent. Vietnamese-speaking LEP persons represent 1.5 percent of the population, while Tagalog-speaking persons account for 1.2 percent and Korean-speaking persons account for 0.4 percent. A complete breakdown of the languages spoken at home by ability to speak English is available in Appendix B. The percentage breakdown of LEP persons across the top five most frequently spoken languages among LEP persons is nearly identical to the ACS Survey data included in MTC's 2013 Plan.

MTC created GIS maps to show concentrations of LEP persons who speak the five most frequently spoken languages among LEP persons within the MTC service area (shown in Figure 1). The GIS dot density map, in Figure 1, illustrates the geographic distribution of the LEP population across the San Francisco Bay Area.

Table 1: Languages Spoken at Home by Ability to Speak English, Persons Age 5 Years and Over, 2016, Speaks English Less than "Very Well"*

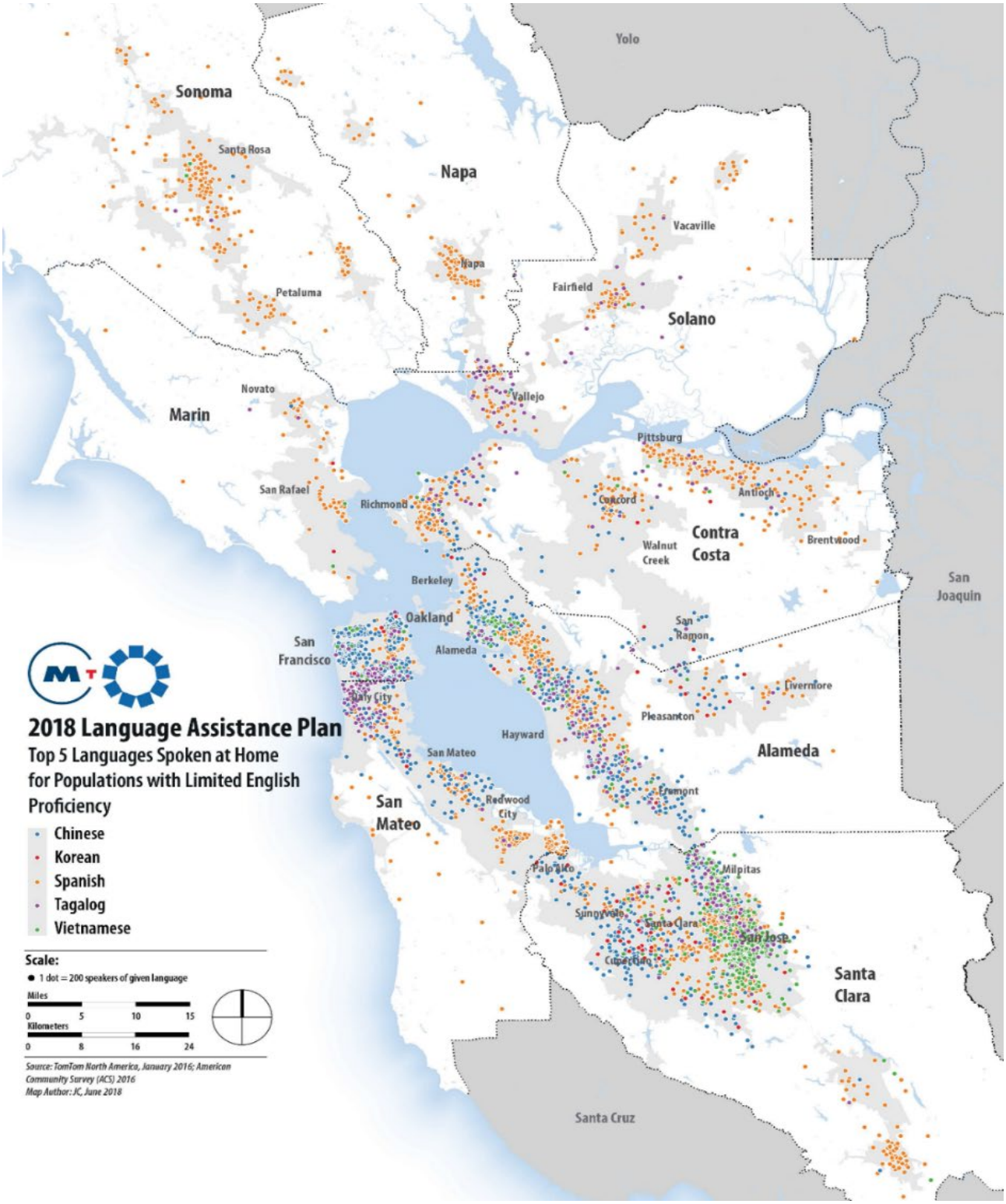
County	Spanish	Chinese	Vietnamese	Tagalog	Korean	Other Languages	Total Speaks English Less than "Very Well'	Speaks English "Very Well"	Total
Alameda	109,755	77,795	17,478	16,243	8,669	58,361	288,301	1,261,611	1,549,912
	7.1%	5.0%	1.1%	1.0%	0.6%	3.8%	18.6%	81.4%	100.0%
Contra Costa	83,950	15,697	4,358	11,217	2,741	30,942	148,905	920,198	1,069,103
	7.9%	1.5%	0.4%	1.0%	0.3%	2.9%	13.9%	86.1%	100.0%
Marin	16,150	2,435	561	227	110	4,152	23,635	224,262	247,897
	6.5%	1.0%	0.2%	0.1%	0.0%	1.7%	9.5%	90.5%	100.0%
Napa	18,029	47	0	1,946	74	1,510	21,606	113,194	134,800
	13.4%	0.0%	0.0%	1.4%	0.1%	1.1%	16.0%	84.0%	100.0%
San Francisco	35,727	96,537	6,977	9,554	2,424	19,543	170,762	660,457	831,219
	4.3%	11.6%	0.8%	1.1%	0.3%	2.4%	20.5%	79.5%	100.0%
San Mateo	59,384	30,809	956	16,647	1,069	18,384	127,249	593,790	721,039
	8.2%	4.3%	0.1%	2.3%	0.1%	2.5%	17.6%	82.4%	100.0%
Santa Clara	132,703	76,352	74,286	21,244	11,719	63,017	379,321	1,421,987	1,801,308

	7.4%	4.2%	4.1%	1.2%	0.7%	3.5%	21.1%	78.9%	100.0%
Solano	27,576	2,138	1,329	11,754	731	5,651	49,179	363,658	412,837
	6.7%	0.5%	0.3%	2.8%	0.2%	1.4%	11.9%	88.1%	100.0%
Sonoma	47,398	1,612	1,054	686	436	4,676	55,862	421,689	477,551
	9.9%	0.3%	0.2%	0.1%	0.1%	1.0%	11.7%	88.3%	100.0%
San Francisco Bay Area	530,672	303,422	106,999	89,518	27,973	206,236	1,264,820	5,980,846	7,245,666
	7.3%	4.2%	1.5%	1.2%	0.4%	2.8%	17.5%	82.5%	100.0%

Source: Source: American Community Survey 2016, Table C16001

* MTC used ACS data for LEP persons that speak English less than "very well" for the Factor 1 Analysis, as per the definition of LEP provided in FTA Circular 4702.1B.

Figure 1: Top 5 Languages Spoken at Home for Populations with Limited English Proficiency



In compliance with U.S. DOT guidelines, MTC also incorporated the Safe Harbor Provision into its Factor 1 Analysis. The Safe Harbor Provision of the FTA Title VI Circular (4702.1B) states that:

> *"DOT has adopted DOJ'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. 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."*

Based on the analysis conducted under Factor 1, the findings indicate that within MTC's nine-county service area, there are 31 languages and language groups that are spoken by more than 1,000 LEP persons. Based on the complete Four-Factor Analysis described in the 2019 Plan, MTC concluded that providing regular language assistance in Spanish and Chinese would give certain population groups who are identified as speaking English less than "very well" access to MTC's services, programs and activities.

2.2 Factor 2 Analysis: The frequency with which LEP persons come in contact with MTC's programs, activities or services.

For Factor 2 of the Four-Factor Analysis, MTC analyzed several data sources to assess how frequently LEP individuals come in contact with MTC programs, activities and services. In accordance with U.S. DOT guidelines, MTC collected data and analyzed findings from the following sources:

- Call Center Data for MTC Services and Programs
- Website Data for MTC Services and Programs
- MTC Staff Surveys (2018)
- MTC Contractor Staff Surveys (2018)
- LEP Person Surveys (2013)
- LEP Person Focus Groups (2013)

For the three different surveys, frequency was measured based on four categories of interaction: "very frequently," "frequently," "somewhat frequently" and "never." These categories do not have specific time intervals associated with them, such as daily, weekly or monthly. Instead, MTC explored a broad array of data sources to develop a comprehensive understanding of the agency's overall contact with LEP persons. This included call center data, website data, IVR selections and focus group data. Collectively, these data sources helped MTC assess the frequency with which LEP persons come in contact with MTC's services and programs.

Following U.S. DOT guidance, MTC conducted a thorough review of its programs, activities and services, which are detailed in Table 2.

Table 2: MTC Programs, Activities and Services to LEP Persons

Program, Activity or Service	LEP Component
MTC Meetings, Key Planning and Funding Activities	→ Key planning documents include, but are not limited to, the Regional Transportation Plan and the Transportation Improvement Program. → MTC contracts with a firm to translate key documents (or summaries of documents) and/or provide in-person interpretation assistance as needed upon request. → Flyers for major community workshops and similar meetings include instructions on how to request translation services. → MTC's website includes Spanish and Chinese language content, including translated versions or summaries of selected documents. → Public participation plans for MTC's long-range plan include seeking out views of LEP populations by, for example, conducting meetings in languages other than English and designing content to be sensitive to the needs of low-literacy populations. → Meeting notices include multilingual notification on how to request translation services.
Motorist-Aid Call Boxes	→ Instructions on call boxes are printed in English and Spanish; English- and Spanish-speaking dispatchers are available at all times through the toll-free dispatch center. → For other languages, dispatchers connect speakers to a translation service for assistance (available at all times).
Freeway Service Patrol (FSP)	→ Tow truck drivers have a card available in multiple languages (Spanish, Chinese, Vietnamese and Tagalog). → Translation service is available to assist via telephone through dispatch center.
FasTrak®	→ Applications are available in Spanish and Chinese on website. → Brochure is available in Spanish and Chinese on website. → FAQs are available in Spanish and Chinese on website. → Customer Handbook is available in Spanish and Chinese on website. → License Agreement is available in Spanish and Chinese on website. → Privacy policy is available in Spanish and Chinese on website. → Advertising and news releases are done in Spanish and Chinese on website. → Bilingual Staff are available at the FasTrak® Customer Service Center.
Clipper® Fare Payment System	→ The program is available in English, Spanish and Chinese. Materials are printed in these three languages (separate versions in each language). Likewise, advertising is trilingual (separate versions in each language), telephone service (automated service) is available in these three languages; for self-serve "add value" machines, customers can select their language preference when they begin a transaction. → Website is in English with short program overviews in both Spanish and Chinese. → Customer service center's live support can connect with a translation service. → Card readers are English-only due to limited capacity and a small display screen.

511 Traveler Information	→ 511.org – The website uses Google's "Select Language" drop-down menu feature, offering Spanish and Chinese translations. The following pages include content that has been professionally translated into Chinese and Spanish: 511 Phone Service, 511 Freeway Assist, Privacy Policy, Terms of Use and Accessibility. → 511 Phone – All functions of the 511 Phone System that are available in English are now available in Spanish. Callers press *3 to access the Spanish interactive voice response system. Essential resources are now also available on the 511-phone system in Cantonese and Mandarin. By pressing *4 (for Cantonese) or *5 (for Mandarin), callers can enter touchtone commands to access important traveler information as well as free transfers to 511 Freeway Assist, Clipper® and FasTrak®, as well as public transit and paratransit agency call centers. → Freeway Assist - When callers are transferred from the 511 Phone System to the Freeway Assist call center, customers can speak to operators who use a third-party language translation service. → 511 Carpool/Vanpool Program - When callers are transferred from the 511 Phone System to a 511 Carpool or Vanpool representative, customers can speak to operators who use a third-party language translation service. → 511 RideMatch – The RideMatch website uses Google's "Select Language" drop down menu feature, offering Spanish and Chinese translations. The Match List Request (MLR) form, an enrollment form used to add new registrants to the RideMatch system, is available in Spanish and distributed at public events. A dedicated outreach staff member, who is fluent in Spanish, is available for employer events and community events.
Regional Transit Hub Signage Program	→ Way-finding and transit information signs rely on universal icons/pictographs to bridge language barriers. → Limited space for text on signs precludes use of languages other than English in most cases.

MTC provides the operating programs identified in Table 2 through third-party contractors. The largest operating programs are Clipper® and FasTrak®. MTC surveyed third-party contractor staff who provide direct customer service at the Clipper® and FasTrak® Customer Service Centers (CSCs) on behalf of MTC or who are likely to come in contact with LEP individuals. Surveyed staff members included customer service representatives, service operators and program managers who provide services for MTC throughout the region. For more information on the contractor survey, see the survey section of the Factor 2 Analysis.

To determine the frequency of contact with LEP individuals, MTC used various methods including a review of call center requests for language line services and website data for the number of translated website page views for MTC programs and services.

Clipper® Fare Payment System

Clipper® is an all-in-one transit card that keeps track of passes and cash value, while recognizing and applying all applicable fares, discounts and transfer rules. Clipper® has been implemented at all San Francisco Bay Area transit agencies. MTC oversees Clipper® and the operation of the Clipper® Customer Service Center.

Table 3 shows the number of language line calls for MTC's Clipper® Card program in 2017. Spanish and

Chinese language line calls for Clipper® make up approximately 3.5 percent of the total calls.

Table 3: Calls to Clipper® Language Line Services, January 2017 – December 2017

Language	Number of Language Line Calls	Percentage
Spanish	8,845	2.66%
Chinese	2,850	0.86%
English	321,089	96.49%
Total	**332,784**	**100%**

Table 4 shows the number of IVR selections for Clipper® language line calls in 2017. IVR is a technology that allows a computer to interact with a human through the use of voice and tonal input via telephone keypads. Spanish and Chinese IVR selections for the Clipper® Card program make up less than three percent of the total IVR selections.

Table 4: Clipper® Automated Phone Services (Interactive Voice Response (IVR) Selections), January 2017 – December 2017

Language	Interactive Voice Response (IVR) Selections	Percentage
Spanish	12,845	2.00%
Chinese	1,564	0.24%
English	629,737	97.76%
Total	**644,146**	**100%**

FasTrak®

The FasTrak® electronic toll collection system allows customers to pay bridge tolls electronically and avoid stopping at toll plazas. FasTrak® has been operational on all seven of the state-owned toll bridges in the nine-county San Francisco Bay Area, as well as the Golden Gate Bridge, since December 2000. Each bridge includes at least one electronic toll collection-dedicated toll booth to ease traffic congestion and speed travel. The San Francisco Bay Area Toll Authority (BATA) oversees the FasTrak® electronic toll collection system and operation of the FasTrak® CSC. Note that although FasTrak® does not receive any federal funds, MTC included FasTrak® data in the Four- Factor Analysis because it is an important customer-oriented service used by LEP populations.

Table 5 shows the total number of page views and visits from the FasTrak® website's top Chinese and Spanish pages in 2017. The translated pages first went live in January 2017. The combined number of page views for the top Spanish and Chinese pages together in 2017 is 133,901 views and the combined number of visits for both Spanish and Chinese is 107,122 visits.

Table 5: FasTrak® Website Translated Page Views and Visits*, January 2017 – December 2017

Language	Visits	Page Views
Spanish	41,858	51,813
Chinese	65,254	82,088
English	21,493,121	450,836,722

*Page views and page visits reflect the top Chinese and Spanish pages and are not exhaustive of all webpages in Chinese and Spanish. A single visit may contain multiple page views if the visitor navigates between multiple pages. The data on English page views and page visits is exhaustive.

511 Traveler Information

511 is the one-stop phone and web source for up-to-the-minute San Francisco Bay Area traffic, transit, carpool, bicycling and parking information. It is available 24 hours a day and seven days a week from anywhere in the nine-county San Francisco Bay Area.

The 511-phone system is available in Spanish, Cantonese and Mandarin. 511 ran an advertising campaign between May 2018 and June 2018 to promote the automated phone services to Spanish speakers. Over three weeks, 30 advertisements placed in transit shelters in San Francisco, San Jose, Oakland and Gilroy resulted in an estimated 2.7 million impressions. Accompanying online advertisements received 1,591,186 impressions and 1,964 clicks.

Table 6 shows the total number of IVR calls that 511 received between October 2017 and June 2018. 511's data logging process was modified beginning in October 2017. The combined number of IVR calls in Spanish, Cantonese and Mandarin is 4,015 calls and represents approximately 0.11 percent of the total number of IVR calls.

Table 6: 511 Automated Phone Services (Interactive Voice Response (IVR) Selections), October 2017 – June 2018

Language	Total Interactive Voice Response (IVR) Calls	Percentage
Spanish	3,517	0.11%
Cantonese	280	0.00%
Mandarin	200	0.00%
English	3,167,958	99.9%
Total	**3,171,973**	**100%**

MTC Website

MTC examined available website data to estimate the number of non-English page views for its various programs and services. The MTC website provides the public with information on the services, programs and activities of the agency. The website includes individual web pages in Spanish and Chinese with summaries of key information and important announcements.

In December 2015, MTC launched a new website. Table 7 shows the total number of unique page views that MTC's website received each year since the December 2015 launch (and the corresponding percentage). The table also includes unique page views for the Spanish and Chinese translated pages. The combined number of unique page views for the Spanish and Chinese pages represent less than one percent of the total number of page views to the MTC website.

Table 7: MTC Website Translated Unique Page Views, 2016 – 2018

Year	Language	Unique Page Views	Percentage
2018 (January – July)	Chinese Translated Unique Page Views	131	0.04%
	Spanish Translated Unique Page Views	81	0.02%
	Total Unique Page Views	335,851	100%
2017	Chinese Translated Unique Page Views	111	0.01%
	Spanish Translated Unique Page Views	216	0.03%
	Total Unique Page Views	835,446	100%

2016	Total Unique Page Views	376,100	100%
	Chinese Translated Unique Page Views	173	0.05%
	Spanish Translated Unique Page Views	138	0.04%
Total	**Chinese Translated Unique Page Views**	**415**	**0.03%**
	Spanish Translated Unique Page Views	**435**	**0.03%**
	Total Unique Page Views	**1,547,397**	**100%**

Table 8 shows the total number of website document page views for documents translated into Spanish, Chinese and Vietnamese. As of July 2018, there are 51 translated documents on the website and those 51 documents cumulatively have received 382 unique page views.

Table 8: MTC Website Document Unique Page Views, 2016 – 2018

Language		Unique Page Views
Spanish	Total Documents	30
	Total Unique Page Views	251
Chinese	Total Documents	20
	Total Unique Page Views	126
Vietnamese	Total Documents	1
	Total Unique Page Views	5

Table 9 shows the total number of unique translated page views via Localize that MTC's website and the Plan Bay Area website received. Translation via Localize is the option to translate the entire site into either Spanish or Chinese, as opposed to web pages that have been specifically translated by MTC. MTC launched this service for the Plan Bay Area website in March 2017.

Plan Bay Area is a state-mandated, integrated, long-range transportation, land-use and housing plan in the nine-county San Francisco Bay Area. It builds on earlier efforts to develop an efficient transportation network and grow in a financially and environmentally responsible way. It is updated every four years to reflect new priorities.

The combined number of unique translated via Localize page views for the Spanish and Chinese versions of the Plan Bay Area website between March 2017 and July 2018 represents nearly three percent of the total number of page views to the Plan Bay Area website. The combined number of unique translated via Localize page views for the Spanish and Chinese versions of the MTC website between January 2017 and

July 2018 represents one percent of the total number of page views to the MTC website.

Table 9: Plan Bay Area Website and MTC Website Translated Unique Page Views Via Localize, 2017 – 2018

Language		Unique Page Views	Percentage
Plan Bay Area (March 2017 – July 2018)	Spanish Translated Unique Page Views Via Localize	601	0.85%
	Chinese Translated Unique Page Views Via Localize	1,329	1.89%
	Total Unique Page Views	**70,322**	**100%**
MTC (January 2017 – July 2018)	Spanish Translated Unique Page Views Via Localize	5,029	0.43%
	Chinese Translated Unique Page Views Via Localize	7,487	0.64%
	Total Unique Page Views	**1,170,758**	**100%**

Table 10 shows the total number of translated website sessions for the Vital Signs website. The Vital Signs website was launched in February 2015. Vital Signs is an interactive website that shares data and tracks information. The combined number of translated sessions in Spanish and Chinese of the Vital Signs website between February 2017 and June 2018 represents less than one percent of the total number of sessions.

Table 10: Vital Signs Website Translated Sessions, February 2015 – June 2018

Language	Website Sessions	Percentage
Spanish	131	0.12%
Cantonese	609	0.58%
English and Other Languages	104,255	99.3%
Total	**104,995**	**100%**

Social Media

Social media is an emerging channel by which LEP persons come into contact with MTC's programs, activities and services. MTC will continue to monitor social media to better assess the frequency and

nature of interactions with LEP populations. The social media landscape is ever evolving, with new platforms, tools and communications channels emerging frequently. MTC will determine if social media should be included in the next iteration of the Plan for Special Language Services to LEP Populations.

Surveys

In 2018, MTC conducted an agency-wide staff survey to determine the frequency and importance of contact with LEP individuals across all MTC departments, as well as a third-party contractor survey. Third-party contractors include customer service representatives, service operators and program managers who provide services for MTC across the region through programs such as Clipper®, 511, FasTrak® and Freeway Service Patrol. MTC surveyed third-party contractor staff who provide direct customer service on behalf of MTC or who are likely to come into contact with LEP individuals. A total of 97 MTC agency staff and 82 MTC third-party contractors completed the surveys.

It should be noted that the2019 Plan analyzes LEP user data collected as part of the 2013 Plan. MTC has had very few programmatic and service shifts since the 2013 Plan. MTC compared the staff and contractor survey data collected as part of the 2019 Plan to the survey data collected as part of the 2013 Plan. The data sets appeared very similar. The lack of significant shifts in the data, paired with the lack of programmatic shifts, suggests that the LEP user survey data from 2013 is still relevant.

The MTC agency staff and MTC third-party contractor surveys from 2018 indicate that agency staff "somewhat frequently" and "never" communicate with LEP persons (see Table 11) while third-party contractors "very frequently" and "frequently" communicate with LEP persons (see Table 12). A large majority of LEP persons encountered by MTC third-party contractors speak Spanish, followed by Chinese.

Table 11: Frequency of Communication with LEP Persons, 2018 MTC Agency Staff Survey Respondents

Language	Very Frequently	Frequently	Somewhat Frequently	Never
Spanish	2.27%	2.27%	18.18%	77.27%
Chinese	1.11%	3.33%	8.89%	86.67%
Tagalog	0.00%	1.19%	2.38%	96.43%
Vietnamese	1.20%	0.00%	0.00%	98.80%
Korean	0.00%	1.18%	1.18%	97.65%
Language I Do Not Recognize	0.00%	0.00%	1.22%	98.78%
Other	0.00%	1.72%	6.90%	91.38%

Table 12: Frequency of Communication with LEP Persons, 2018 MTC Third-Party Contractor Survey Respondents

Language	Very Frequently	Frequently	Somewhat Frequently	Never
Spanish	43.24%	20.27%	16.22%	21.62%
Chinese	24.64%	26.09%	27.54%	24.64%
Tagalog	3.08%	6.15%	36.92%	56.92%
Vietnamese	3.17%	9.52%	38.10%	49.21%
Korean	1.59%	7.94%	38.10%	52.38%
Language I Do Not Recognize	0.00%	1.72%	37.93%	60.34%
Other	0.00%	4.00%	48.00%	48.00%

As part of the 2013 Plan for Special Language Services to LEP Populations, MTC partnered with CBOs that work directly with LEP communities to distribute and administer a survey to LEP persons. The LEP Person survey was translated into five languages (Spanish, Chinese, Vietnamese, Tagalog and Korean) and distributed to over 21 CBOs across the nine-county San Francisco Bay Area. An English version of the LEP Person survey was distributed to allow LEP persons of other linguistic populations (e.g., Cambodian, French, Russian, Amharic and Japanese) to provide input and feedback on the 2013 Plan for Special Language Services.

As part of the 2013 LAP, MTC also conducted targeted LEP survey outreach to collect input from geographically and linguistically diverse LEP populations. A total of 945 surveys were returned by LEP respondents from throughout the nine-county San Francisco Bay Area. Figure 2 is an illustration of the number of surveys received by language.

Figure 2: 2013 LEP Person Survey Response by Language

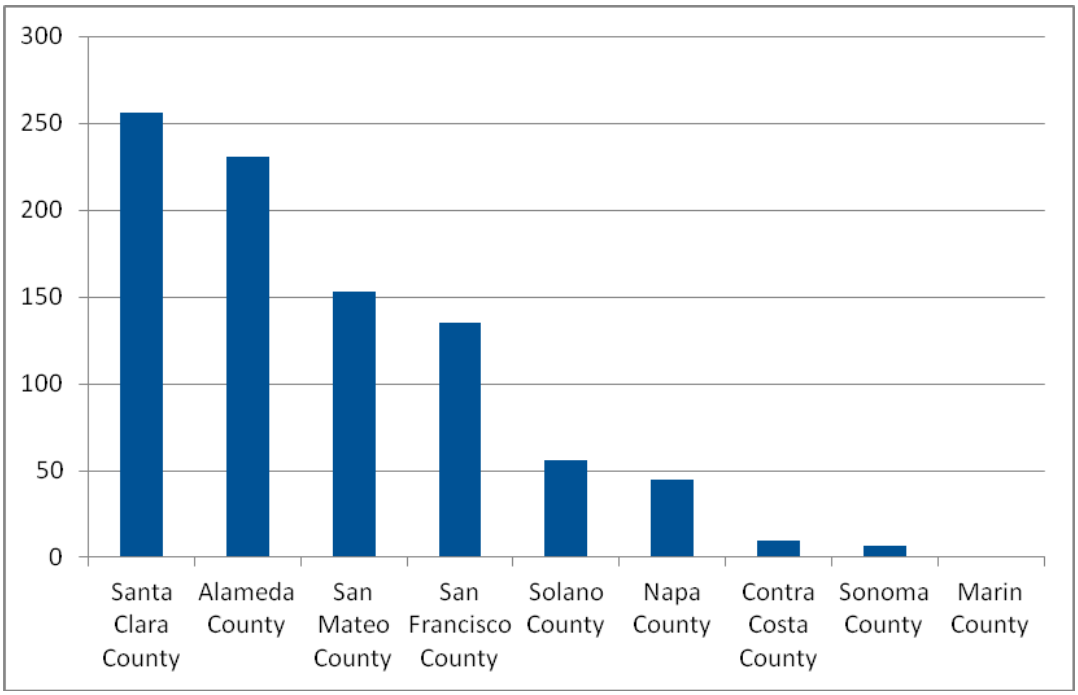


Table 13 illustrates LEP persons' rate of contact with MTC programs, services and activities. MTC held four focus groups as part of the 2013 Plan with LEP persons to evaluate current language assistance measures.

Table 13: Frequency of Contact with MTC Programs, Activities and Services, 2013 LEP Person Survey Respondents

	Very Frequently	Frequently	Somewhat Frequently	Never
511	1.41%	3.59%	9.53%	85.47%
Clipper® Card	9.70%	5.01%	9.39%	75.90%
FasTrak®	5.92%	5.76%	11.68%	76.64%
Freeway Service Patrol	1.82%	1.82%	10.73%	85.64%
Roadside Call Boxes	2.30%	1.15%	8.39%	88.16%

Summary

Based on the Factor 2 Analysis, MTC determined that Spanish- and Chinese-speaking LEP individuals are in most frequent contact with MTC's programs, activities and services. However, the combined results from the various data sources indicate that LEP persons' frequency of contact with MTC programs, activities and services varies. MTC determined that LEP persons who do utilize MTC's services are in more contact with certain programs and services, specifically Clipper®, 511 and FasTrak®. Overall, LEP persons are far less likely to request information or assistance accessing MTC's policy or financial documents, such as the Regional Transportation Plan or the Transportation Improvement Program.

Across programs and services, the majority of the LEP persons encountered by MTC staff and MTC contractors speak Spanish, followed by Chinese. The language groups with the most contact were Spanish and Chinese (Cantonese and Mandarin), followed by Vietnamese, Tagalog and Korean.

2.3 Factor 3 Analysis: The nature and importance of MTC's programs, activities and services to LEP persons' lives.

Following U.S. DOT guidelines, MTC reviewed various data sources and incorporated findings from the Factor 2 Analysis to determine the nature and importance of the programs provided by MTC to LEP individuals' lives. MTC identified the critical services to LEP persons by reviewing the following data sources:

- MTC Staff Surveys (2018)
- MTC Contractor Surveys (2018)
- LEP Person Surveys (2013)
- LEP Person Focus Groups (2013)

The findings of the Factor 3 Analysis describe the nature and importance of MTC programs and services to LEP communities. Following a thorough review and analysis of staff surveys and LEP person surveys, the results indicated that MTC's programs, activities and services are important to LEP populations.

Table 14 shows that approximately 36 percent of MTC agency staff and over 80 percent of MTC third-party contractors who participated in the survey describe MTC programs and services for LEP persons as "extremely important" or "important." According to the survey data, MTC third-party contractors, rather than MTC agency staff, communicate far more frequently with LEP persons (see Tables 11 and 12 in the Factor 2 Analysis).

Table 14: Importance of Services to LEP Persons,
2018 MTC Agency Staff and MTC Third-Party Contractor Survey Respondents

	Very Important	Important	Somewhat Important	Not Important	Unknown
MTC Agency Staff	18.56%	17.53%	14.43%	23.71%	25.77%
MTC Third-Party Contractors	50.00%	31.71%	6.10%	3.66%	8.54%

Table 15 shows the importance of MTC programs and services according to the 2013 LEP person survey. For those who participated in the survey, FSP and roadside call boxes are the most important services.

Table 15: Importance of MTC Programs and Services, 2013 LEP Survey Respondents

	Very Important	Important	Somewhat Important	Not Important
511	28.67%	29.52%	17.58%	24.23%
Clipper® Card	23.40%	30.32%	17.20%	29.08%
FasTrak®	22.70%	28.83%	18.38%	30.09%
Freeway Service Patrol	40.50%	25.33%	13.83%	20.33%
Roadside Call Boxes	40.23%	24.50%	15.07%	20.20%

As a transportation planning agency, MTC plays a vital role in identifying and implementing future investments and long-range strategies to maintain, manage and improve transportation throughout the region. Access to the planning process in general, will affect residents in the long-term and not in an immediate manner.

Although the majority of LEP respondents from the 2013 LEP persons survey reported that long-range transportation planning is "important" or "very important" to them, a review of interpretation and translation requests for MTC's policy and long-range transportation planning documents indicates that LEP persons rarely request these documents.

MTC reviewed the available records from the Agency's various programs regarding interpretation and translation requests from 2013 to 2016 and found that requests by LEP persons have been minimal. Table 16 shows the requests for interpretation services from LEP persons. A total of seven requests for interpretation have been made, including four in Spanish and three in Chinese. Of these seven requests for interpretation, four from the same Plan Bay Area housing forum. Requests for translation are nearly nonexistent and occur, on average, less than once a year.

Table 16: Requests for Interpretation, 2013 – 2016

Date	Requestor	Meeting / Host	Language
2/20/2016	LEP Individual	2016 Housing Forum/PBA2040	Cantonese
		2016 Housing Forum/PBA2040	Spanish
		2016 Housing Forum/PBA2040	Mandarin
		2016 Housing Forum/PBA2040	Spanish
9/8/2015	LEP Individual	Lifeline Project	Spanish
5/13/2015	LEP Individual	A PBA2040 CBO meeting	Mandarin
4/22/2013	LEP Individual	Plan Bay Area Open House/Public Hearing	Spanish

MTC's Legislation and Public Affairs team handles interpretation and translation requests in order to accommodate anticipated language access needs. The low number of interpretation and translation requests may also result from the increased availability of translated materials. As detailed in the Factor 2 Analysis, many MTC programs and services are already translated. Translated materials and services include website pages, documents and automated phone services.

Despite MTC's critical role and unique position throughout the San Francisco Bay Area, the general public lacks awareness of MTC's planning and funding activities. The results from the 2013 LEP person focus groups indicated that many of the focus group participants were not familiar with MTC or many of the Agency's programs and services (e.g., 511 Traveler Information and FSP).

Some of MTC's programs have a larger reach, including the Clipper® Card, the 511-traveler information system, the regional transit hub signage program, motorist-aid call boxes, freeway service patrols and FasTrak®. Based on the LEP person surveys, these programs and services operated by MTC were found to be of critical importance to LEP populations. However, because many of the programs and services operated by MTC have their own individual names and branding (e.g., Clipper® and FasTrak®), the general public often does not associate them with MTC.

2.4 Factor 4 Analysis: The resources available to MTC and overall cost to provide language assistance.

In accordance with U.S. DOT guidelines, MTC incorporated findings from the first three factors, internal data on translation costs and data from a series of interviews with CBOs.

The Factor 4 Analysis considers the resources available to MTC and the costs for translation services. These financial resources and costs impact MTC's ability to translate documents into multiple languages. A breakdown of the costs can be found in Appendix N.

In 2014, MTC awarded a contract to a translation firm for on-call services. The allocation of the contract by year is based on the year previous and additional anticipated translation needs. Since the 2013 Plan, the budget allocation for translation services has grown each year. In fact, the contract allocation nearly doubled from $17,000 for fiscal year 2014-2015 to $30,000 for fiscal year 2018-2019.

These translation expenditures do not include project-specific expenditures associated with certain MTC programs like Clipper® or FasTrak®, which often hold their own project-specific contracts for translation. Similarly, the figure does not capture certain costs associated with providing in-language assistance such as printed materials, services within project budgets or other translation and interpretation efforts that may have been associated with specific projects.

In addition to these costs, MTC considered other factors such as the number of staff and percentage of staff time that is associated with providing language assistance. MTC maintains one full-time staff member who dedicates 20 percent of their time to managing the on-call translation contract and facilitating ongoing translation requests.

Additionally, of the 97 staff members who completed the 2018 staff survey, 11 indicated being fluent in Spanish, seven indicated being fluent in Chinese, one indicated being fluent in Tagalog and 14 indicated being fluent in another language not listed. Of those 33 staff members who indicated being fluent in a language other than English, only eight indicated using their language capabilities to support communications with LEP individuals in their work. Of the 82 contractors who completed the contractor survey, 14 contractors indicated being fluent in Spanish, five indicated being fluent in Chinese, seven indicated being fluent in Tagalog, two indicated being fluent in Vietnamese and five indicated being fluent in another language not listed. Of those 33 contractors who indicated being fluent in a language other than English, 24 indicated using their language capabilities to support communications with LEP individuals in their work. It should be noted that MTC staff and contractors are not certified translators or interpreters and that they are used on an as needed basis to provide additional language support.

Interviews with CBOs provided information about the most effective ways to communicate with LEP persons, which in turn assist MTC in developing cost-effective language assistance measures. For example, Spanish-speaking participants noted that they prefer to receive information via television, CBOs or churches and flyers in the community. Chinese-speaking participants noted that they prefer to receive information via Chinese radio, television, CBOs or churches and word of mouth. Across languages, participants noted that print newspaper ads are not as valuable a way to communicate. In order to maximize resources, MTC should utilize these best practices as a means to save costs.

It is important to note that the CBO interview findings indicated that some LEP persons have low-literacy levels in their native languages, and by extension, translating documents may not be the most helpful form of language assistance.

As noted in Section 3.1 of the 2019 Plan, MTC currently offers an array of tools for LEP persons to access programs, services and activities. Through the information gathering efforts required for the Four-Factor LEP needs assessment, MTC determined that LEP persons and other stakeholders are satisfied with the Agency's current language assistance measures. However, with each update of the 2019 Plan, MTC will continue to identify strategies to strengthen and improve its language assistance efforts.

2.5 Four-Factor Analysis Conclusion

MTC determined that translation of Vital Documents and access to services should be provided in Spanish and Chinese languages as a matter of course. Upon request and subject to available resources, MTC will provide translation into other languages. Based on the Four-Factor Analysis findings, MTC also developed "Vital Documents Guidelines" to advise staff on Agency protocol for document translation (see Section 4.0, Vital Documents Guidelines). With only small changes in the services, activities and program provided by MTC and the LEP populations U.S. Census data, the 2019 Plan's Four-Factor Analysis mirrors the 2013 Plan's Four-Factor Analysis.

3.0 LANGUAGE ASSISTANCE MEASURES

MTC uses a number of techniques and practices to provide meaningful, early and continuous opportunities for all interested San Francisco Bay Area residents to participate in dialogues that inform key decisions, regardless of language barriers. The following section includes a review of MTC's current language assistance measures and suggestions for future language assistance measures.

3.1 Current Language Assistance Measures

As part of MTC's evaluation of its experiences with LEP persons, the Agency developed an inventory of language assistance services currently being provided. A complete review of MTC's programs, activities and services and the current LEP component by program can found in Table 2.

For MTC's programs that more directly serve San Francisco Bay Area residents (e.g. Clipper®, 511 Traveler Information and FasTrak®), measures have been incorporated to provide access for LEP populations. MTC conducts periodic checks of translated materials to ensure that they are interpreted correctly and requires translators and interpreters to meet its competency standards.

Since the 2013 Plan, MTC has expanded staff awareness of language assistance guidelines detailing Agency protocol on how to interact with and provide services to LEP populations, as well as staff awareness of the availability of translated materials.

MTC currently offers a wide range of tools for LEP populations, including written and oral language assistance, as well as community outreach and local media engagement. These language assistance tools and strategies are detailed below:

Written Language Assistance

- Translate select printed materials for the various traveler services provided by MTC (e.g., Clipper®, FasTrak®, FSP, Call Boxes) into Spanish and Chinese as a matter of routine, and other languages as requested
- Translate flyers for major community workshops and similar meetings including instructions on how to request translation services
- Translate press releases, brochures, fact sheets and portions of long-range transportation planning documents into Spanish and Chinese, and other languages as requested
- Utilize third-party, multi-lingual website translation services (e.g. Google Translate) to translate online content for various MTC programs and services
- Optimize Chinese and Spanish third-party website translation services by manually correcting translated text
- Advertise notices of availability of multi-lingual translation for MTC meetings and events
- Advertise key opportunities for public participation in Chinese and Spanish community newspapers
- Avoid overly complex or technical terms and write in clear, compelling language in a style appropriate to the intended audience

Oral Language Assistance

- Operate Language Line services to provide oral language assistance for various MTC programs and

services
- Employ multi-lingual MTC staff and customer service personnel
- Contract with a language translation firm for on-call assistance on an "as needed" basis (e.g., interpreters for public meetings)
- Contract with a language translation firm for on-the-spot interpreter assistance on an "as needed" basis (e.g., to assist callers who speak languages other than Chinese and Spanish)
- Evaluate competency of translators
- Use audio recording devices to obtain oral comments at key public workshops and meetings
- Utilize bilingual staff to interpret information on an "as needed" basis

Community Outreach

- Provide bilingual staff at community outreach events in LEP communities
- Provide interpreters at community meetings as needed
- Develop meaningful partnerships with advocates of LEP persons
- Consult with MTC's Policy Advisory Council, which includes appointed representatives from communities of color and low-income communities (populations that frequently include LEP persons)
- Partner with community non-profits that can assist in tailoring presentations, meeting materials and meeting announcements to meet the language needs of local LEP participants
- Provide financial assistance (in response to competitive requests for proposals) to CBOs that work with LEP persons for such activities as co-hosting and conducting meetings in multiple languages and assistance with identifying LEP individuals for participation in community focus groups or public meetings

Media and Public Relations

- Distribute translated press releases to non-English language community newspapers, radio stations, or television stations to announce public meetings for the long-range regional transportation plan, major corridor studies, or to announce other important transportation news
- Purchase display ads in non-English language community newspapers to announce important opportunities for public participation
- Work with non-English language media outlets (print or electronic media) to place articles or public service announcements about MTC's work or announce participation opportunities

3.2 Future Language Assistance Measures

MTC has identified additional language assistance services that may be implemented to further provide meaningful access to LEP persons. These suggestions for future language assistance services are based on MTC staff and contractor surveys, interviews with CBOs, LEP person focus groups and LEP person surveys. Moreover, these suggestions take into account Agency resources and staff time.

Future outreach efforts to LEP populations that MTC will consider include the following:

- Utilize the "Vital Documents Guidelines" to determine translation needs and appropriate languages (see Section 4.0)
- Conduct outreach to LEP populations to inform them of MTC's language assistance services
- Create mechanisms for MTC staff to document LEP participation at MTC meetings and events (e.g., sign-in sheets and surveys)
- Use robust visualization techniques including pictographs, maps, charts and images to illustrate

instructions (e.g., Clipper® fare payment) and transit system info (e.g., regional transit hub signage program)
- Develop a regional glossary of commonly used transportation terms and translate those terms
- Continue to hire diverse and multi-lingual, multi-cultural staff members
- Regularly remind Agency staff of the resources and tools available to them for translation needs

These language assistance suggestions, in addition to the practices MTC already has in place, are designed to help MTC streamline its efforts to assist LEP persons and determine the best approach to language assistance services.

4.0 VITAL DOCUMENT GUIDELINES

MTC is committed to full compliance with Title VI and Executive Order 13166 to provide meaningful access and reduce barriers to services and benefits for LEP persons. In accordance with the U.S. DOT guidelines, MTC must determine which "Vital Documents" should be translated into the languages that meet MTC's translation threshold.

To assist staff in determining the critical information and documents for translation, MTC has developed "Vital Documents Guidelines." Classification of a document as Vital depends upon the importance of the program, information, service or encounter involved, and the consequence to the LEP person if the information in question is not provided accurately or in a timely manner.

4.1 Language Translation Threshold

The Factor 1 Analysis, described in Section 2.1, identified 1,264,820 individuals over the age of five who speak English less than "very well" (U.S. Census Bureau, 2016 ACS). This figure accounts for 17.5 percent of the San Francisco Bay Area population. Using ACS data, MTC identified 31 individual languages and language groups with 1,000 or more people who speak English less than "very well" and would be considered LEP persons (see Appendix B).

Within the nine-county San Francisco Bay Area, Spanish-speaking persons account for the largest share of the LEP population with 7.3 percent, followed by Chinese-speaking persons with 4.2 percent. Within the remaining six percent of other LEP languages in the San Francisco Bay Area, there is no language that exceeds two percent of the LEP population share. Based on the Four- Factor Analysis related to 1) the number and proportion of LEP persons in the MTC service area, 2) the frequency of contact with LEP persons, 3) the importance of MTC programs and services to LEP persons' lives and 4) the resources available to MTC, the Agency has determined that only Spanish and Chinese meet the Language Translation Threshold.

MTC concluded that providing language assistance in Spanish and Chinese would give the two largest population groups who are identified as speaking English less than "very well," access to information and services in their language spoken at home. Documents determined as Vital will be translated into Spanish and Chinese without a specific request for translation.

4.2 Categories of Vital Documents

MTC's Vital Documents have been defined as follows:

1. Any document that is critical for obtaining services and benefits. Classification of a document as Vital depends upon the importance of the program, information, service, or encounter involved, and the consequence to the LEP person if the information in question is not provided accurately or in a timely manner.
2. Any document that is required by law.

The importance of MTC documents to LEP persons varies depending on multiple factors, including time-sensitivity and impact on legal rights. MTC has ranked Vital Documents into three tiers according to the definition above. MTC will re-evaluate these tiers on an on-going basis as language assistance demands and needs evolve.

Although a document may be classified as Vital, MTC is not required to provide a word-for-word translation. Instead, a summary of relevant information may be sufficient. The decision to translate Vital Documents will be weighed against available resources and staff capacity. MTC will continue to revise these guidelines as the Agency updates its Plan for Special Language Services.

Tier 1: Critical documents

Tier 1 documents are the Agency's highest priority. MTC will translate Tier 1 Vital Documents without request. Tier 1 documents include:

- Documents that, without translation, would seriously impede access by LEP persons to MTC services or programs
- Documents which, without translation, would deprive LEP persons of an awareness of their legal rights, particularly rights to language assistance

Tier 1 documents include Title VI information, legal and public hearing notices and select information for MTC services such as:

- Notification to beneficiaries of protection under Title VI
- Title VI complaint form
- Documents which would have life-threatening consequences, if not translated, such as information on construction projects that include information on construction safety and impacts
- Fare and service change notices related to the Clipper® program

Tier 2: Documents that will enhance access to MTC services and programs

Tier 2 documents include information that will enhance or facilitate the customer experience for LEP individuals. MTC will translate any Tier 2 Vital Document upon request. Additionally, some Tier 2 Vital Documents, at MTC's discretion and subject to available resources, will be translated without request. These documents may include the following:

- General MTC information
- Meeting announcements, agenda packets and other information for MTC Commissioners, Committee Meetings and Policy Advisory Council
- Promotional events that offer benefits to MTC customers (e.g., free or discounted Clipper® cards)

Tier 3: Documents that will enhance and support participation of LEP persons in transportation decision-making

Tier 3 documents include information that encourage LEP persons to participate in MTC transportation planning efforts. MTC will translate any Tier 3 Vital Document upon request. Additionally, some Tier 3 Vital Documents, at MTC's discretion and subject to available resources, will be translated without request. These documents may include the following:

- Information regarding long-range, regional transportation planning
- Long-term plans regarding transportation funding investments
- Environmental Impact Reports
- Legal notices published in newspapers announcing public comment periods on various documents or for other planning-related programs

5.0 STAFF TRAINING

MTC works to instill in its staff and third-party contractors an awareness of and sensitivity to the needs of LEP persons. MTC provides multilingual access to its operating programs, such as those identified in Table 2, through third-party contract service providers.

Both MTC staff and third-party contractors — staff who provide direct customer service on behalf of MTC or who are likely to come into contact with LEP individuals through programs such as Clipper®, FasTrak® and Freeway Service Patrol — are trained on procedures for accommodating LEP populations. MTC uses various approaches to provide staff with LEP training, which are described below.

Training Materials

As a follow up from the 2013 Plan, MTC instituted a formal webinar training that all MTC staff are required to participate in. The training includes an introduction to Title VI requirements, an overview of MTC's Title VI program and a detailed outline of how to provide meaningful access and assistance to LEP persons. Training materials include instructions for how to respond to phone inquiries and written communications from LEP persons. Training materials also include instructions on how to arrange for translation services and how to utilize the "Vital Documents Guidelines." The training features a quiz component to ensure active participation with the training material.

MTC will continue to develop and revise training materials for staff who interact with LEP populations.

Special Projects

As public participation or public information campaigns are developed, MTC provides staff training about the need to be alert to and anticipate the needs of LEP persons. For example, planning staff who attend public workshops to answer questions and get feedback from attendees are trained to look for ways to draw out participants who seem to be reluctant to speak due to language barriers. When display boards are used, planners are taught to be mindful of participants who might be struggling to read complex materials and converse with them, if appropriate, as they view the materials rather than assume that they are able to read all the materials.

"Brown Bag" Lunch Sessions

MTC conducts "brown bag" sessions to provide staff with a quick orientation on a number of issues. Periodically, a session will focus on special issues of diversity, including sensitivity to the needs of LEP populations.

6.0 NOTIFICATION TO LEP PERSONS

In accordance with Title VI regulations, the public must be informed of their rights. MTC provides notice to LEP persons through various practices including:

- Notice of the availability of language assistance and translation services on MTC's website
- Notification at MTC's Library, Reception Desk, and Board Room which are open to the public
- Documents (e.g., flyers, press releases, legal notices and brochures) that describe an LEP person's right to access MTC's services, translated into other languages
- Routine use of language on printed or electronic announcements for public workshops on key planning efforts that alert interested individuals on how to request translation services
- Display advertisements in ethnic media outlets to promote the availability of language assistance services
- Partnerships with CBOs that serve LEP populations to disseminate notices of availability of language assistance services
- Notifications on social media to promote the availability of language assistance services
- Paid advertising campaigns to promote the availability of language assistance services (e.g., mobile, transit shelter and online advertisements)
- Public service announcements to promote language assistance

Additionally, MTC notifies LEP persons on the website that MTC has a number of procedures in place to assist Bay Area residents who are not proficient in the English language – free of charge. LEP persons can request language interpretation at meetings or other assistance as well as document translations by contacting MTC via the public information phone number.

7.0 PLAN MONITORING AND UPDATING

MTC will monitor and update the 2019 Plan, as needed, to ensure meaningful access to its programs and services by LEP persons. MTC will use a combination of qualitative and quantitative approaches to monitor whether the 2019 Plan effectively meets the needs of LEP persons across the nine-county San Francisco Bay Area region. MTC will also periodically review demographic data of San Francisco Bay Area LEP populations and solicit feedback from MTC staff and third-party contractors, LEP persons and community-based organizations serving LEP individuals to evaluate the effectiveness of the 2019 Plan.

By establishing an evaluative review of the 2019 Plan, MTC can assess whether its language assistance services are effective and have impacted relations with LEP communities, especially as there are changes in the provided programs and services, methods of communication (e.g., social media) and needs of LEP persons. MTC will monitor implementation by soliciting regular feedback from MTC staff and third-party contractors, CBOs and LEP persons.

In compliance with U.S. DOT guidelines, MTC will monitor and evaluate the 2019 Plan by reviewing the following information:

- Changes in the number and proportion of LEP persons in the nine-county San Francisco Bay Area
- New demographic data from the U.S. Census and ACS
- Changes in the frequency of contact with LEP language groups (e.g., language line usage and translated website page views)
- Nature and importance of programs, services and activities to LEP persons
- Expansion of MTC services and programs
- Changes in the availability of resources, including technological advances and/or the identification of additional financial resources
- The effectiveness of current language assistance measures in meeting the needs of LEP persons
- Feedback from LEP persons on the effectiveness of current language assistance services
- Staff knowledge and understanding of the 2019 Plan and how to implement it
- Third-party contractor knowledge and understanding of the 2019 Plan and how to implement it
- The effectiveness of staff LEP trainings and Agency-wide language assistance protocol (e.g., "Vital Documents Guidelines")

8.0 REFERENCES

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U.S. Census Bureau, American Community Survey (2012-2016).

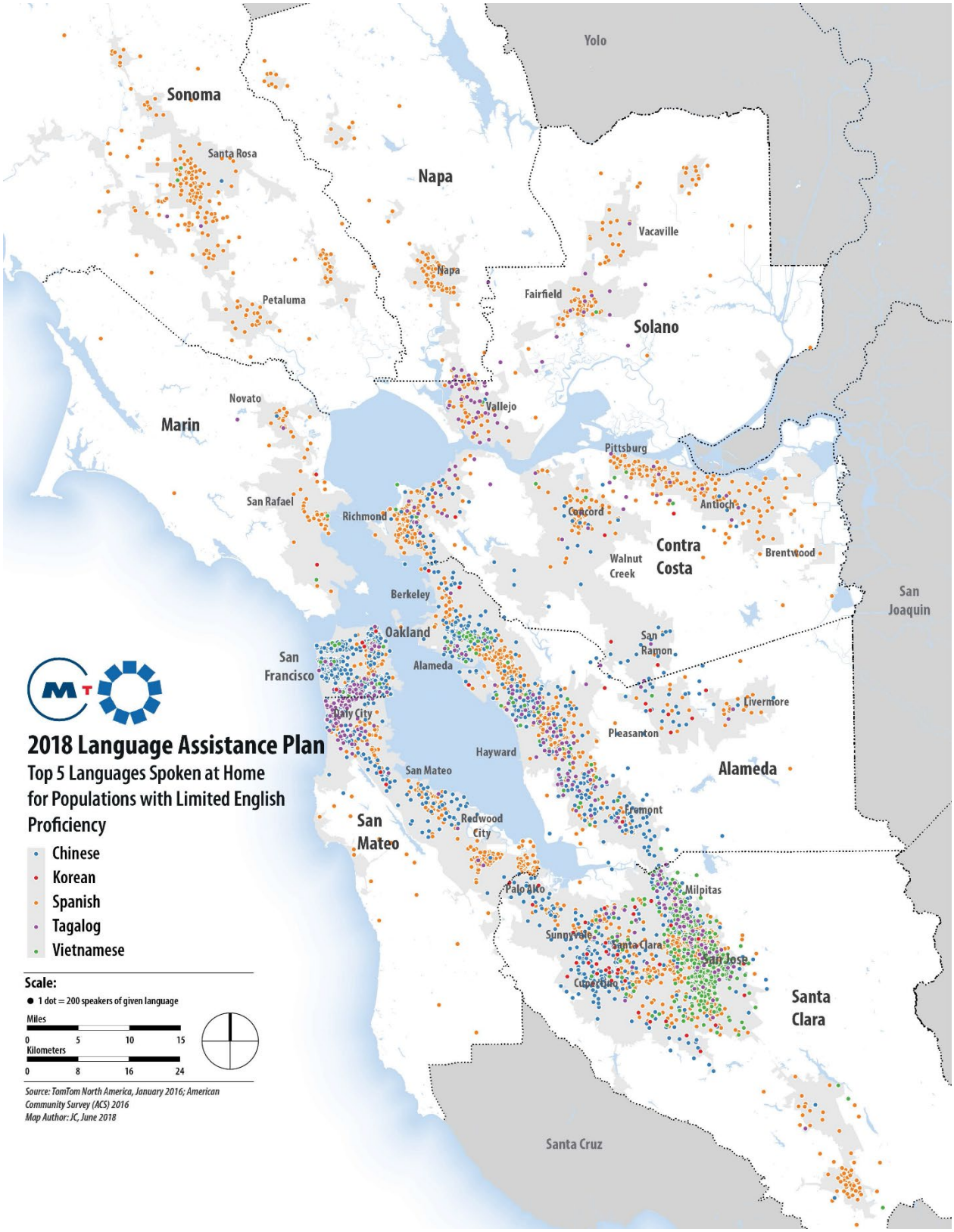
U.S. Department of Transportation. Policy Guidance Concerning Recipients Responsibilities to Limited English Proficient Persons. (December 2005).

APPENDICES

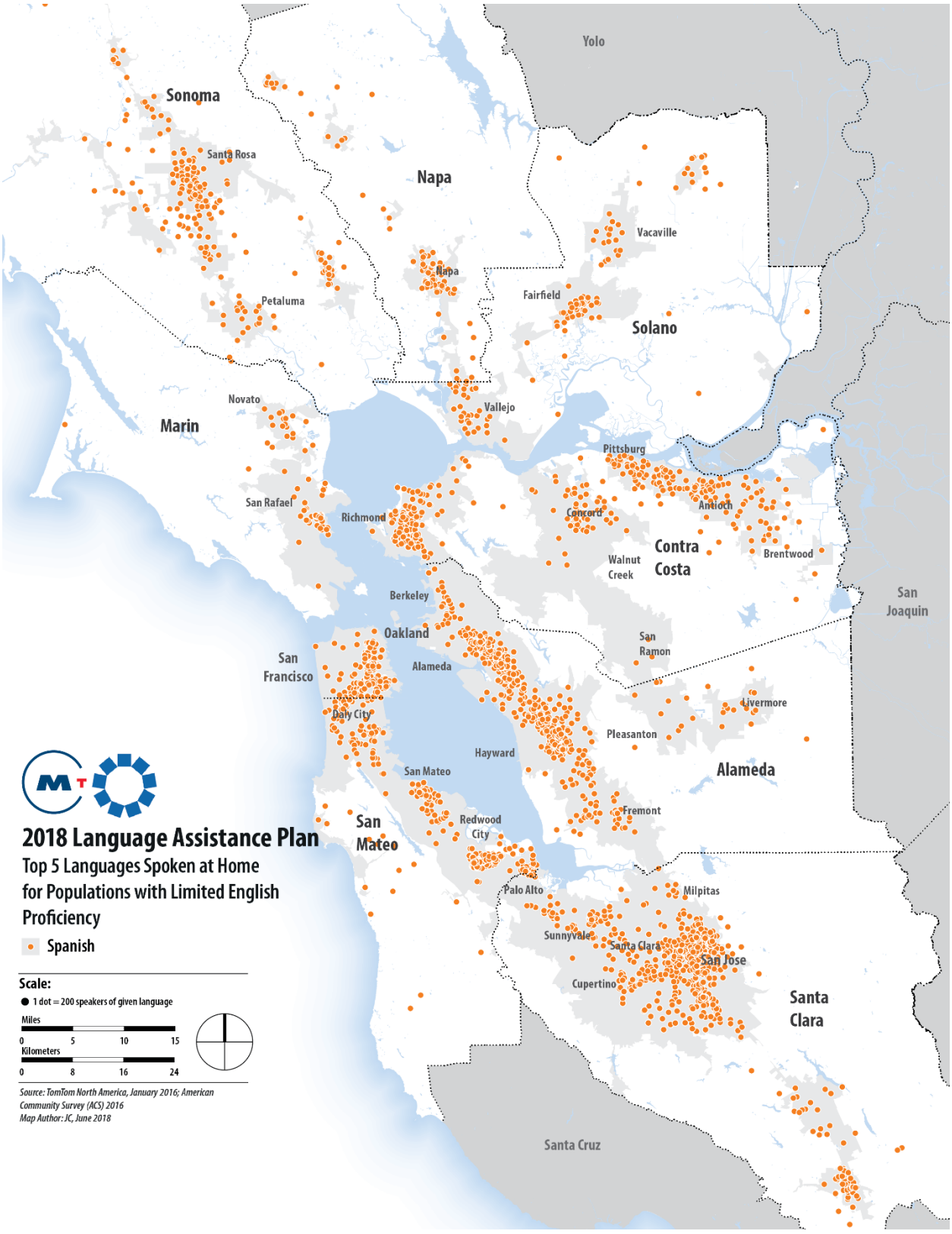
APPENDIX A

Maps of Limited English Proficient Distribution

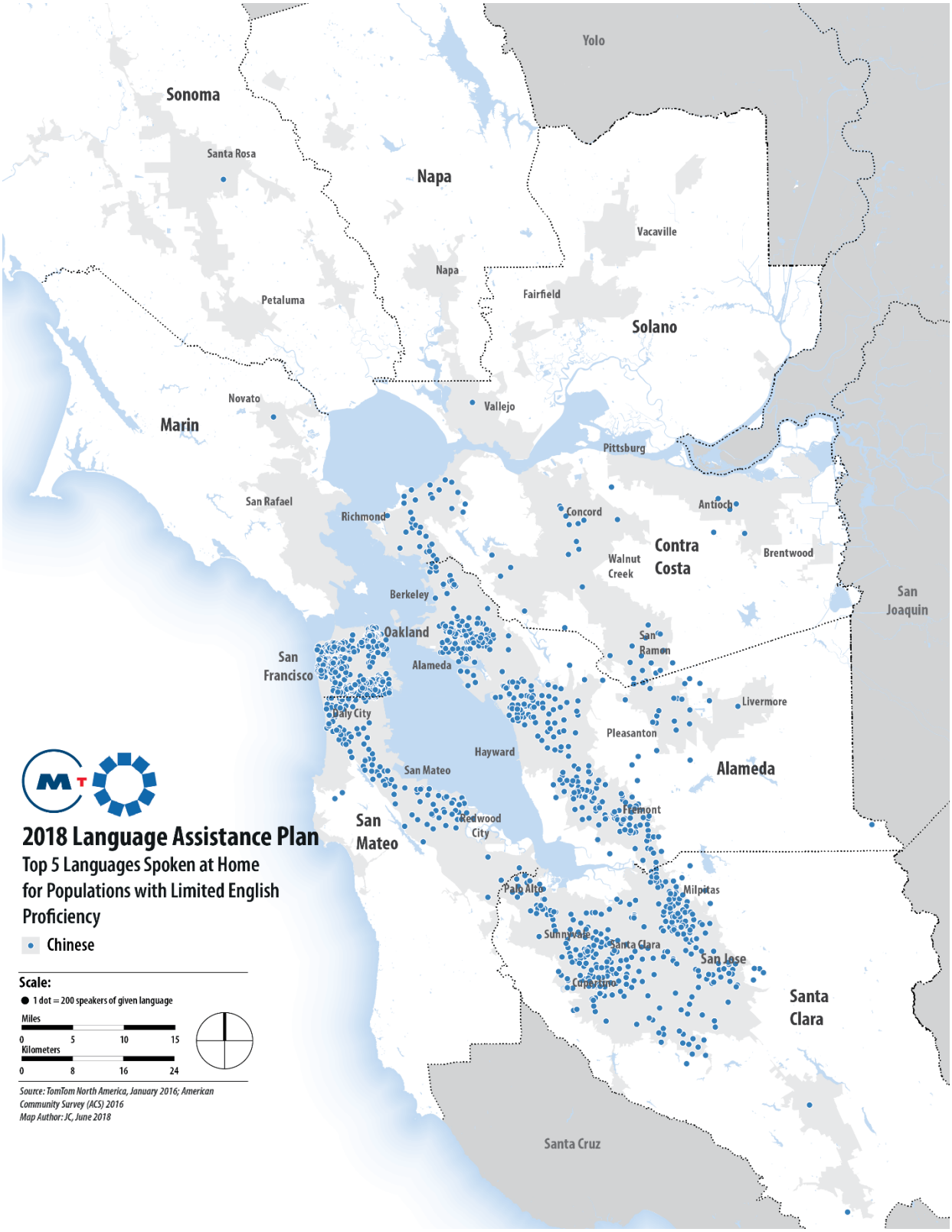
A-1 : Total Limited English Proficient (LEP) Distribution Map



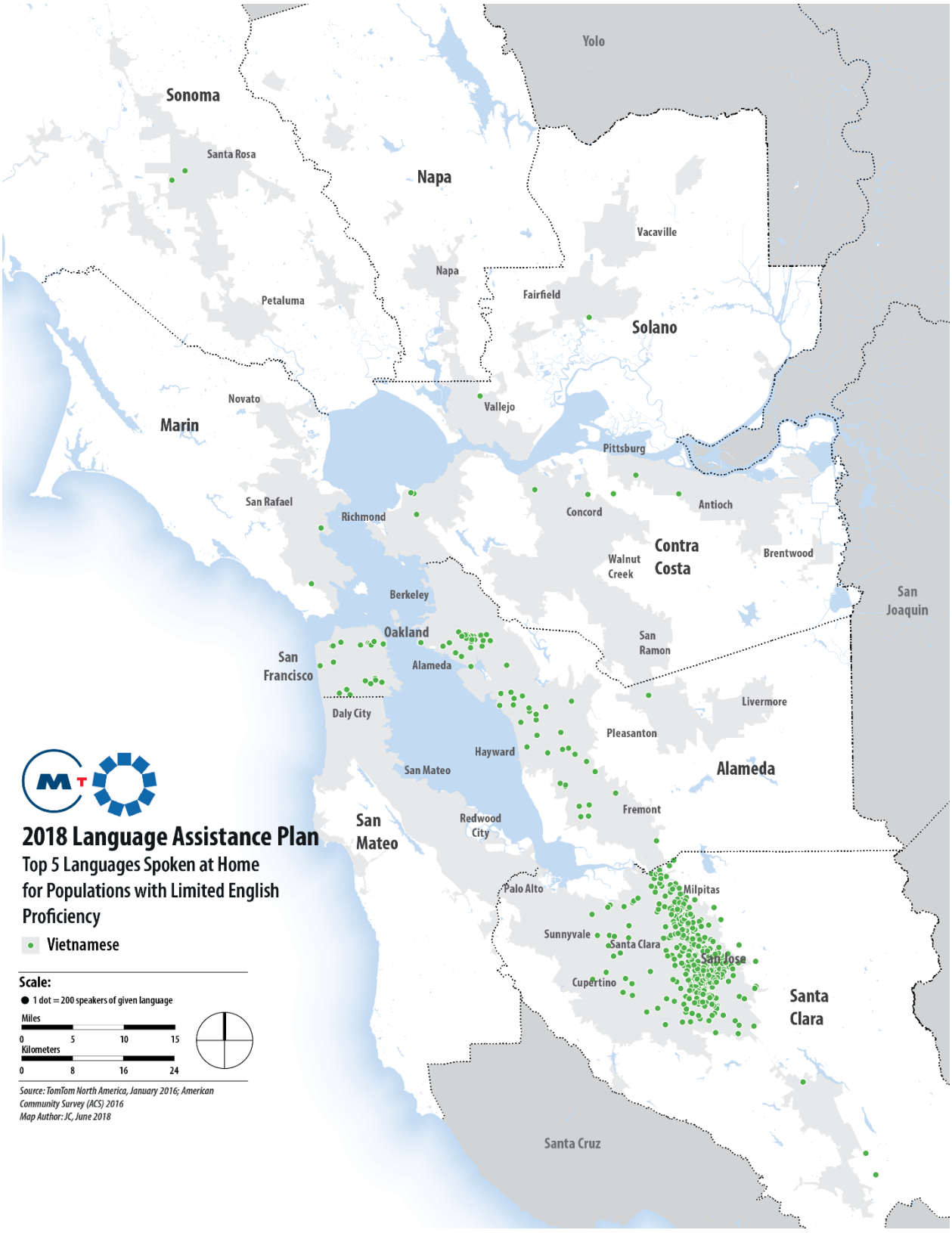
A-2 : Spanish Limited English Proficient (LEP) Distribution Map



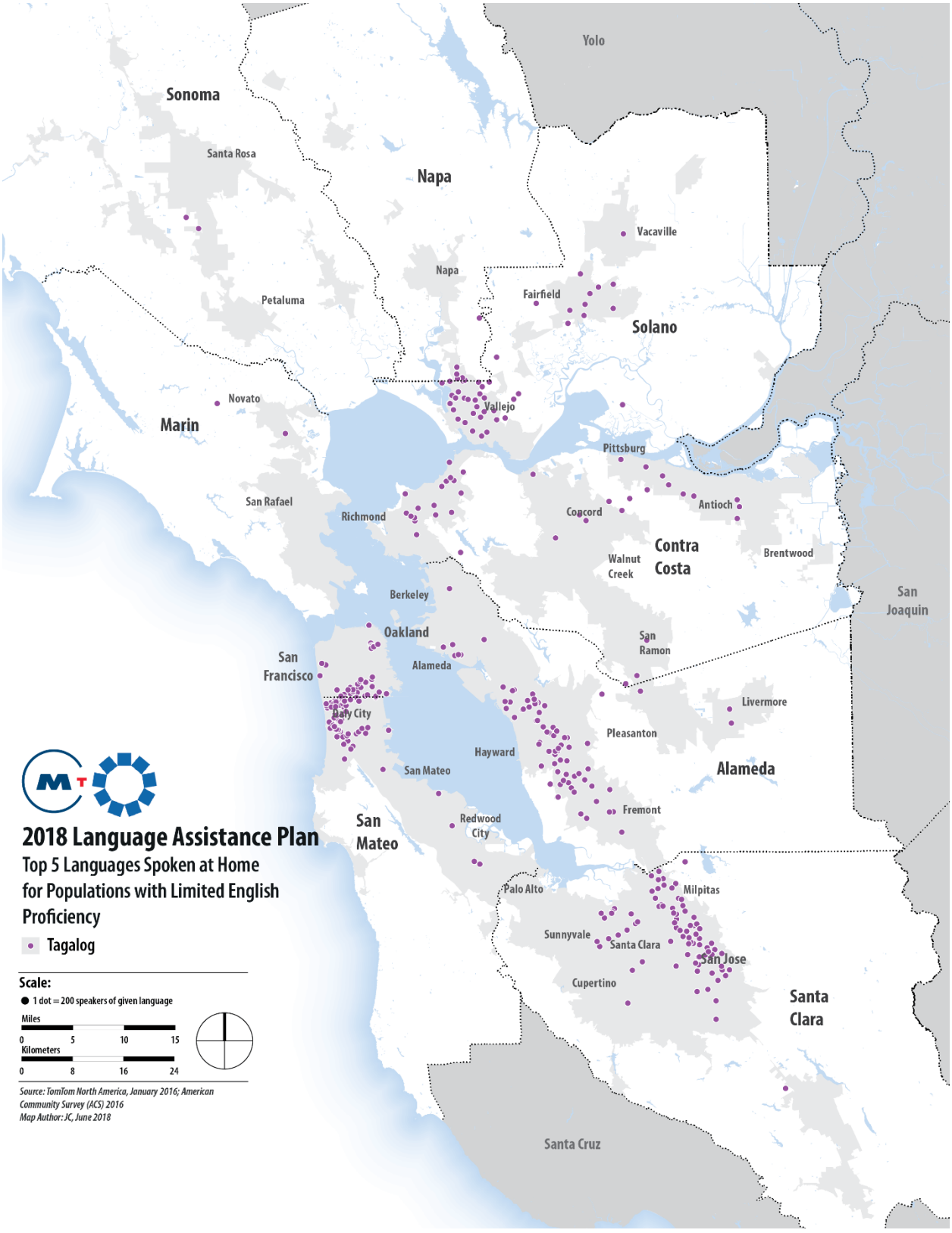
A-3 : Chinese Limited English Proficient (LEP) Distribution Map



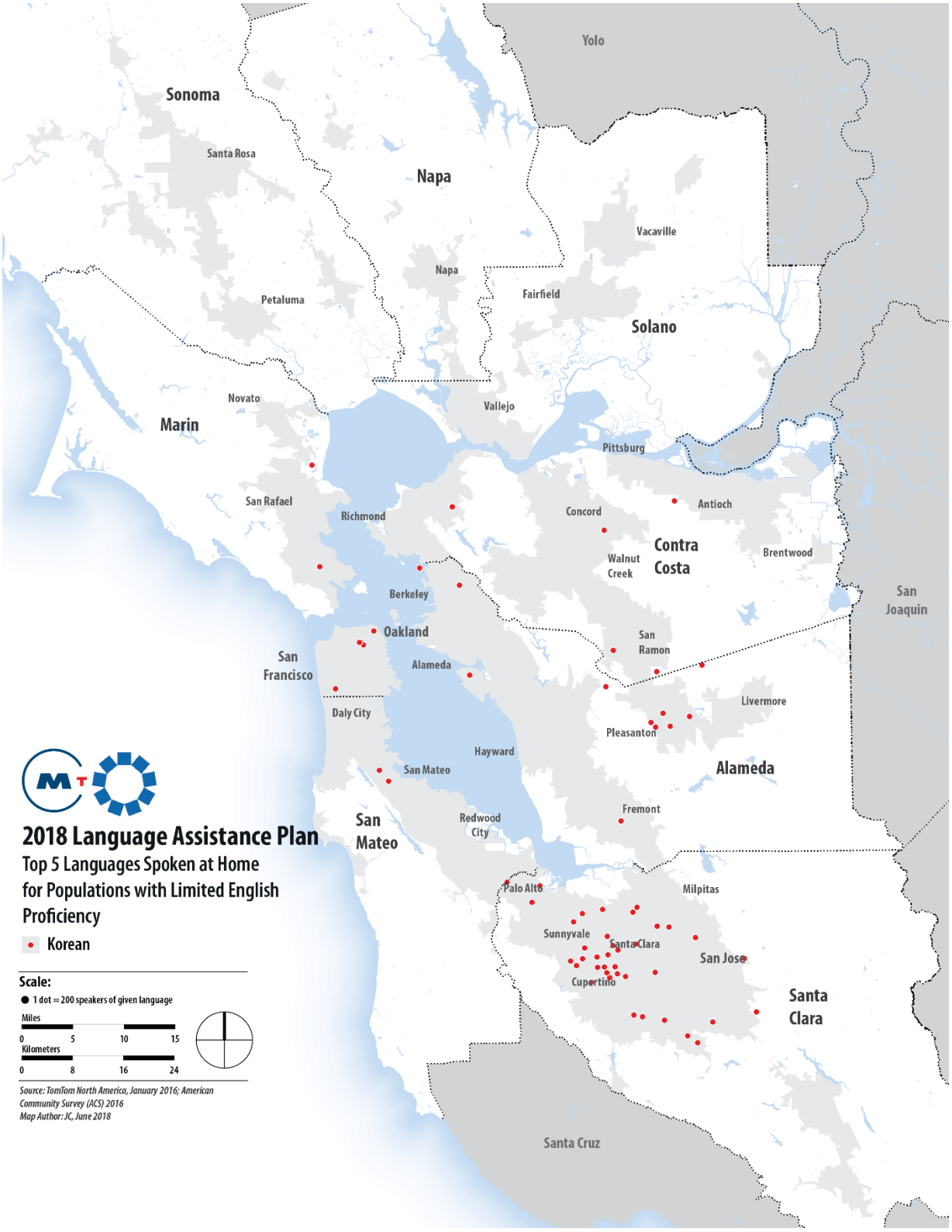
A-4 : Vietnamese Limited English Proficient (LEP) Distribution Map



A-5 : Tagalog Limited English Proficient (LEP) Distribution Map



A-6 : Korean Limited English Proficient (LEP) Distribution Map



APPENDIX B

Other Languages Spoken at Home by Ability to Speak English, 2012-2016

Language	Alameda	Contra Costa	Marin	Napa	San Francisco	San Mateo	Santa Clara	Solano	Sonoma	Bay Area
Amharic, Somali, or other Afro-Asiatic languages	3,134	730	126	20	301	138	3,475	16	355	8,295
Arabic	3,270	1,782	136	117	1,126	1,947	1,485	347	144	10,354
Armenian	140	198	33	50	378	347	290	18	38	1,492
Bengali	528	521	0	0	15	57	643	0	54	1,818
Chinese (incl. Mandarin, Cantonese)	73,707	17,316	1,071	218	95,546	28,372	69,900	1,761	1,576	289,467
French (incl. Cajun)	1,285	520	252	67	1,129	506	1,075	223	168	5,225
German	530	517	248	56	417	462	719	135	223	3,307
Greek	223	135	42	68	313	353	176	53	16	1,379
Gujarati	1,623	186	59	6	171	248	1,128	69	48	3,538
Haitian	107	105	75	29	0	0	6	73	49	444
Hebrew	74	148	24	0	172	58	510	13	0	999
Hindi	4,639	1,934	103	21	643	1,298	5,149	363	97	14,247
Hmong	243	72	0	0	87	39	103	71	7	622
Ilocano, Samoan, Hawaiian, or other Austronesian languages	2,313	1,303	244	80	1,206	2,284	3,512	542	276	11,760
Italian	435	393	293	82	576	577	692	54	126	3,228
Japanese	2,087	1,324	226	51	2,543	2,777	7,247	442	261	16,958
Khmer	1,295	369	17	11	304	186	1,819	69	471	4,541
Korean	6,782	3,080	400	176	3,194	1,508	11,398	561	311	27,410
Malayalam, Kannada, or other Dravidian	627	347	0	0	112	255	1,731	45	0	3,117

Language	Alameda	Contra Costa	Marin	Napa	San Francisco	San Mateo	Santa Clara	Solano	Sonoma	Bay Area
languages										
Navajo	21	8	0	0	8	0	0	0	0	37
Nepali, Marathi, or other Indic languages	1,416	1,005	75	10	272	262	1,574	19	288	4,921
Persian (incl. Farsi, Dari)	3,930	4,285	563	74	388	850	5,270	205	307	15,872
Polish	220	199	13	27	90	105	334	29	44	1,061
Portuguese	1,641	1,221	249	81	470	1,051	3,013	133	391	8,250
Punjabi	6,273	2,122	188	36	336	281	4,427	967	254	14,884
Russian	1,953	2,809	662	8	6,331	2,904	5,410	245	408	20,730
Serbo-Croatian	575	257	92	0	273	205	798	24	45	2,269
Spanish	108,371	83,234	15,002	18,166	35,893	62,065	131,546	26,367	44,172	524,816
Swahili or other languages of Central, Eastern, and Southern Africa	344	195	0	0	35	90	71	24	134	893
Tagalog (incl. Filipino)	19,148	10,631	398	1,543	8,814	15,165	20,696	9,478	755	86,628
Tamil	1,683	559	15	0	39	154	2,331	65	17	4,863
Telugu	2,053	957	86	0	67	168	3,692	62	9	7,094
Thai, Lao, or other Tai-Kadai languages	1,964	1,170	93	152	1,313	478	1,649	497	838	8,154
Ukrainian or other Slavic languages	515	479	129	16	452	372	484	83	100	2,630
Urdu	1,178	881	191	34	175	85	1,298	173	227	4,242
Vietnamese	16,465	4,055	821	149	6,307	1,421	72,679	1,263	826	103,986
Yiddish, Pennsylvania Dutchother West Germanic languages	169	169	104	29	72	71	99	22	37	772
Yoruba, Twi, Igbo, or other languages of Western Africa	596	366	0	0	27	11	145	76	69	1,290

Language	Alameda	Contra Costa	Marin	Napa	San Francisco	San Mateo	Santa Clara	Solano	Sonoma	Bay Area
Other and unspecified languages	826	413	122	17	496	99	303	73	54	2,403
Other Indo-European languages	1,083	290	219	27	152	449	1,017	74	137	3,448
Other languages of Asia	3,896	1,491	36	51	1,515	2,498	1,647	328	118	11,580
Other Native languages of North America	59	0	16	0	0	0	39	0	4	118

Source: American Community Survey 2012-2016, Table B16001

* MTC used ACS data for LEP persons that speak English less than "very well" for the Factor 1 Analysis, as per the definition of LEP provided by FTA Circular 4702.1B.

APPENDIX C

MTC Staff Survey (2018)

MTC Language Assistance Plan (LAP)
MTC Staff Questionnaire

Please help the Metropolitan Transportation Commission (MTC) collect the data needed to update the agency's Language Assistance Plan (LAP). MTC's 2013 Language Assistance Plan can be found online at https://mtc.ca.gov/about-mtc/public-participation/get-language-assistance and aims to help Limited English Proficient persons who speak English "less than well' and who have a limited ability to read, write, or understand English access MTC's services.

The following questions are about your interactions (if any) with Limited English Proficient (LEP) persons. Your answers will allow us to better serve people who speak languages other than English.

Your answers to this staff questionnaire will be treated confidentially and will be used only for MTC planning.

Thank you for your assistance!

Check the appropriate box to answer questions or fill in the appropriate blanks.

1. For which section or division do you work?

☐ Executive Office
☐ Office of General Counsel
☐ Finance
☐ Planning
☐ Legislation and Public Affairs
☐ Electronic Payments
☐ Administration and Facilities ☐ Programming and Allocations
☐ Technology Services
☐ Operations
☐ Bay Area Headquarters Authority
☐ ABAG Power
☐ BayREN
☐ Finance Authority for Nonprofit Corporation (FAN)
☐ SF Estuary
☐ ABAG Resilience
☐ Other:_____

2. How long have you worked for the MTC?

☐ Less than one year
☐ 1 – 3 years
☐ 3 – 5 years
☐ 5 or more years

3. Which of the following MTC services do you work to provide? *(check all that apply)*

☐ Executive
☐ 511
☐ Clipper
☐ FasTrak
☐ Freeway Service Patrol
☐ MTC Regional Planning
☐ Call Boxes for Roadside Assistance
☐ Arterial Operations
☐ Transit Hub Signage Program
☐ Financial
☐ Administrative
☐ Legal
☐ Public Information
☐ General Services
☐ ABAG Power
☐ BayREN
☐ Finance Authority for Nonprofit Corp. (FAN)
☐ SF Estuary
☐ ABAG Resilience
☐ Other:_____

4. Are you fluent in any of the following languages? *(check all that apply)*

☐ Spanish
☐ Chinese (Cantonese or Mandarin)
☐ Tagalog
☐ Vietnamese
☐ Korean
☐ Other:_____

☐ None-Fluent in English only

5. If you are fluent in a language other than English, have you ever used your language capabilities to support communications with Limited English Proficient (LEP) individuals?

☐ Yes ☐ No ☐ N/A, Fluent in English only

If so, please provide additional detail:

_____

_____

Continue on next side ⇨

6. Are any services/activities provided by your section frequently sought by Limited English Proficient (LEP) persons. ☐ Yes☐ No

If you answered Yes, please describe the services/activities provided your department that are sought by Limited English Proficient (LEP) persons.

_____

_____

_____

7. How frequently do you communicate (verbally or written) with Limited English Proficient (LEP) persons?

Language:	Very Frequently (Daily)	Frequently (Weekly)	Somewhat Frequently (Monthly)	Rarely or Never
Spanish	☐	☐	☐	☐
Chinese (Cantonese or Mandarin)	☐	☐	☐	☐
Tagalog	☐	☐	☐	☐
Vietnamese	☐	☐	☐	☐
Korean	☐	☐	☐	☐
Other:_____	☐	☐	☐	☐
Non-English language I did not recognize	☐	☐	☐	☐

8. How do you normally interact with Limited English Proficient (LEP) persons? *(check all that apply)*

☐ Speak with individuals on the phone
☐ Speak with individuals in person
☐ Communicate with individuals through written correspondence
☐ I never interact with Limited English Proficient (LEP) persons

9. What are the challenges you face when interacting with Limited English Proficient (LEP) populations?

_____

_____

_____

☐ N/A, I do not interact with Limited English Proficient (LEP) persons

10. To the best of your knowledge, how important are the services provided by your section to Limited English Proficient (LEP) persons?

☐ Extremely important: services are critical to day-to-day activities
☐ Important: services are helpful to day-to-day activities
☐ Unknown
☐ Somewhat important: services may help day-to-day activities
☐ Not important: services do not impact day-to-day activities

11. What language assistance efforts have you or your section made to assist Limited English Proficient (LEP) persons? *(check all that apply)*

☐ Translate written materials
☐ Provide translation or interpretation for meetings
☐ Work with Community Based Organizations and/or third-party firms to help distribute information to Limited English Proficient (LEP) persons
☐ Work with ethnic media to provide information on MTC projects
☐ Provide telephone or in-person customer service
☐ Conduct meetings in neighborhoods with high concentrations of Limited English Proficient (LEP) persons
☐ Purchase advertising in ethnic or non-English media
☐ Use standardized translated materials
☐ Utilize in-language social media
☐ Have a presence at events that Limited English Proficient (LEP) persons may attend
☐ Provide bilingual staff for meetings/ events that Limited English Proficient (LEP) persons may attend
☐ Notify the public of the availability of translation by request
☐ Use standardized translated materials

Continue on next side ⇨

☐ None of the above ☐ Other: _____
☐ Unknown

12. What other language assistance tools would help you to better serve Limited English Proficient (LEP) persons? *(check all that apply)*

☐ Brochure or instruction card in their language
☐ Staff training on serving Limited English Proficient (LEP) persons
☐ A phone number to call for assistance
☐ Guidelines and standardized materials to conduct outreach to Limited English Proficient (LEP) persons
☐ None
☐ Other: _____

13. If you have used MTC's language assistance tools (translated notices to the public, translation services, multiple language telephone service), what is your satisfaction level with MTC's existing tools to provide language assistance for Limited English Proficient (LEP) persons?

☐ Very satisfied: successfully allowed me to communicate to or with LEP persons
☐ Satisfied: helped me better communicate to or with LEP persons
☐ Neutral: neither helped nor hindered by my ability to communicate to or with LEP persons
☐ Dissatisfied: complicated my ability to communicate to or with LEP persons
☐ Very dissatisfied: greatly hindered my ability to communicate to or with LEP persons
☐ Have not used

14. Please provide any suggestions you have for future MTC language assistance measures.

_____

_____

_____

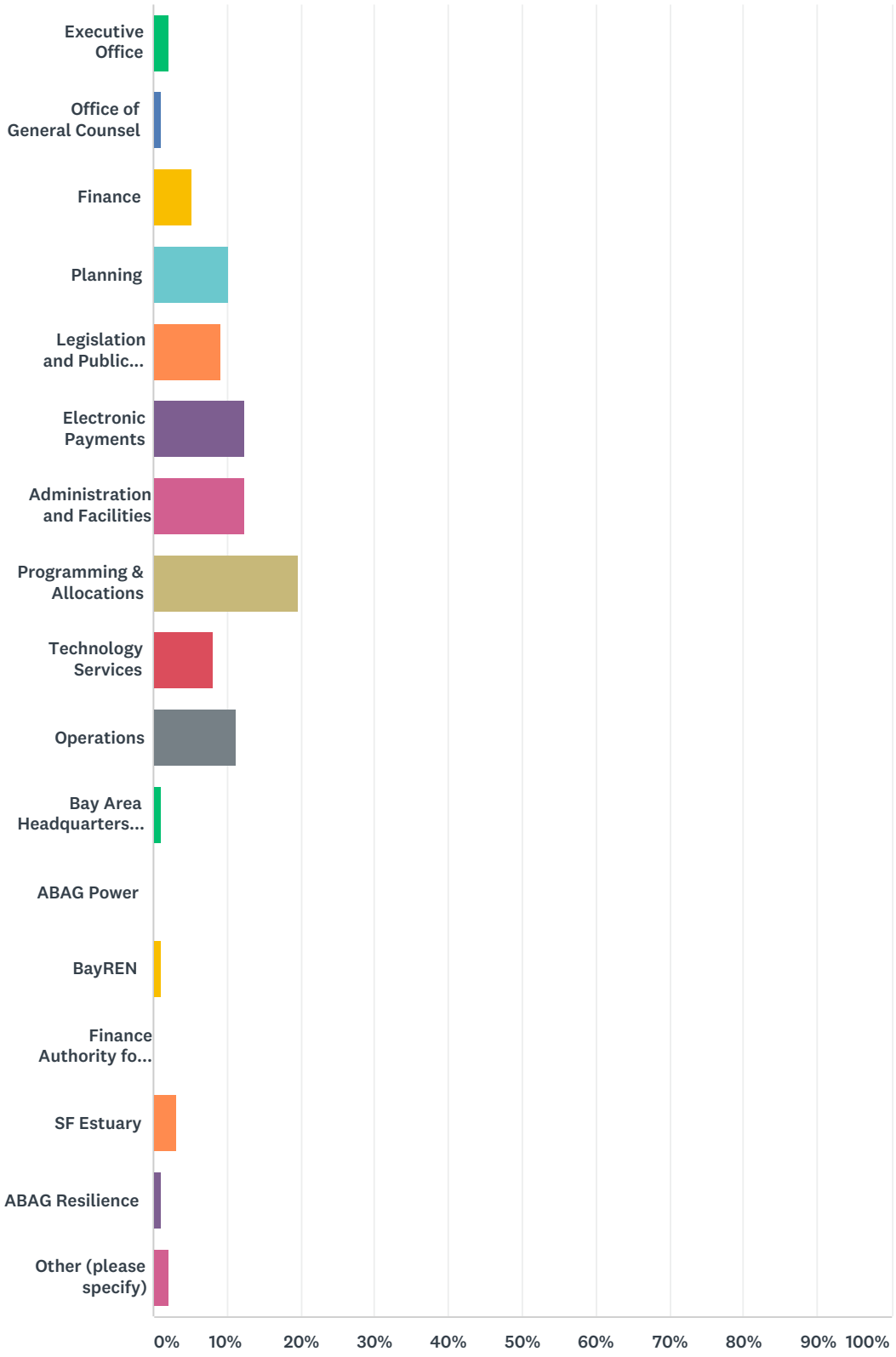
☐ I have no suggestions

APPENDIX D

MTC Staff Survey Results (2018)

Q1 For which section or division do you work?

Answered: 97 Skipped: 0

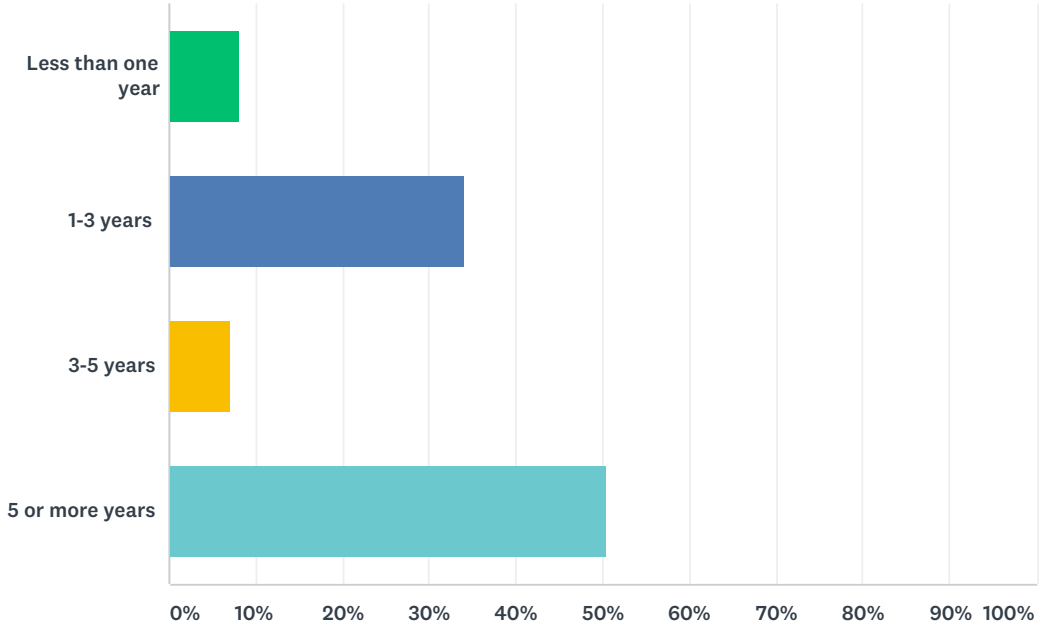


ANSWER CHOICES	RESPONSES

Executive Office	2.06%	2
Office of General Counsel	1.03%	1
Finance	5.15%	5
Planning	10.31%	10
Legislation and Public Affairs	9.28%	9
Electronic Payments	12.37%	12
Administration and Facilities	12.37%	12
Programming & Allocations	19.59%	19
Technology Services	8.25%	8
Operations	11.34%	11
Bay Area Headquarters Authority	1.03%	1
ABAG Power	0.00%	0
BayREN	1.03%	1
Finance Authority for Nonprofit Corporation (FAN)	0.00%	0
SF Estuary	3.09%	3
ABAG Resilience	1.03%	1
Other (please specify)	2.06%	2
TOTAL		97

Q2 How long have you worked for the MTC?

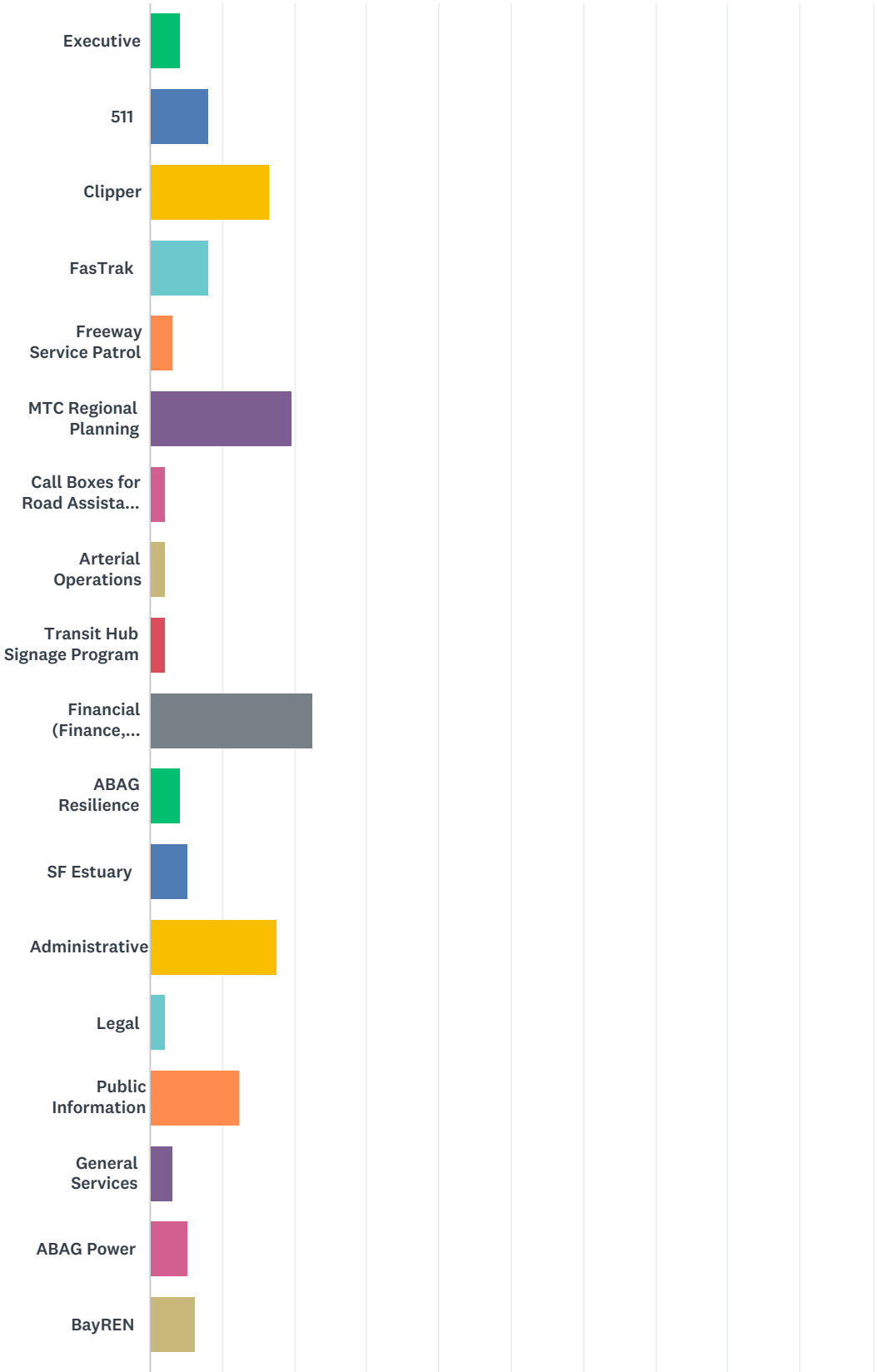
Answered: 97 Skipped: 0

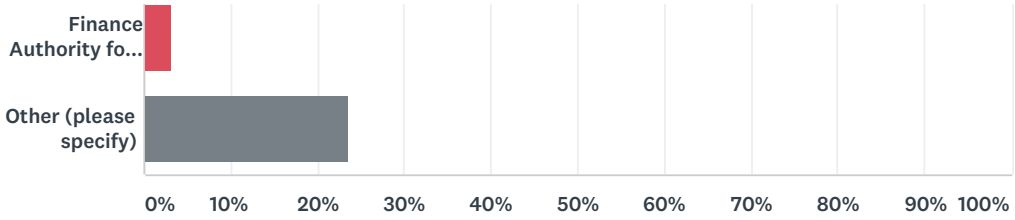


ANSWER CHOICES	RESPONSES	
Less than one year	8.25%	8
1-3 years	34.02%	33
3-5 years	7.22%	7
5 or more years	50.52%	49
TOTAL		97

Q3 Which of the following MTC services do you work to provide? (check all that apply)

Answered: 97 Skipped: 0

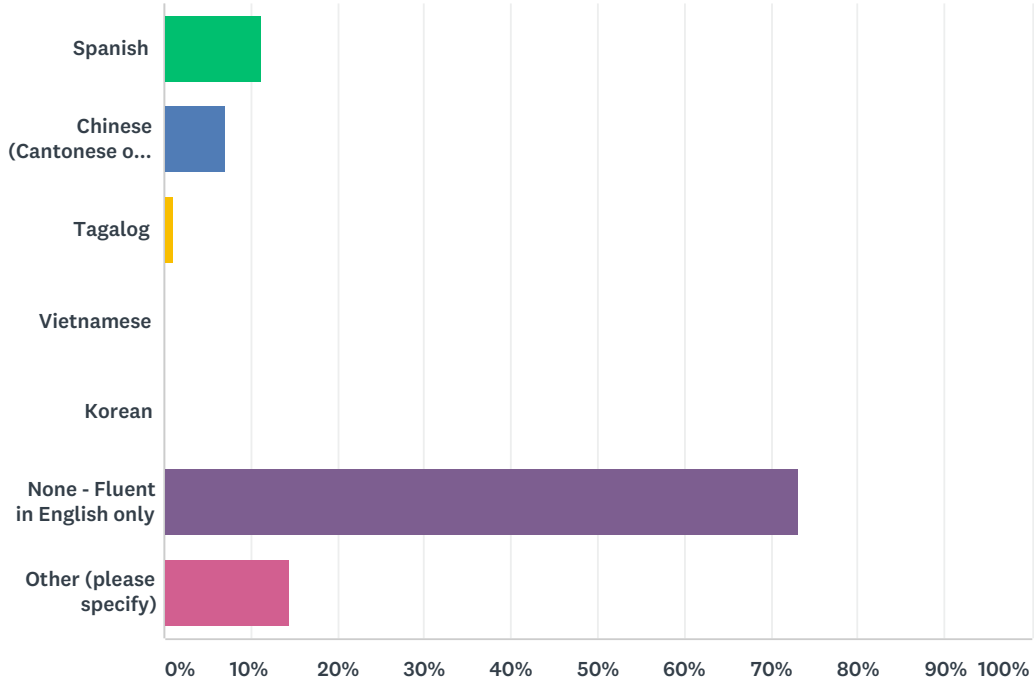




ANSWER CHOICES	RESPONSES	
Executive	4.12%	4
511	8.25%	8
Clipper	16.49%	16
FasTrak	8.25%	8
Freeway Service Patrol	3.09%	3
MTC Regional Planning	19.59%	19
Call Boxes for Road Assistance	2.06%	2
Arterial Operations	2.06%	2
Transit Hub Signage Program	2.06%	2
Financial (Finance, Programming & Allocations, etc.)	22.68%	22
ABAG Resilience	4.12%	4
SF Estuary	5.15%	5
Administrative	17.53%	17
Legal	2.06%	2
Public Information	12.37%	12
General Services	3.09%	3
ABAG Power	5.15%	5
BayREN	6.19%	6
Finance Authority for Nonprofit Corp. (FAN)	3.09%	3
Other (please specify)	23.71%	23
Total Respondents: 97		

Q4 Are you fluent in any of the following languages? (check all that apply)

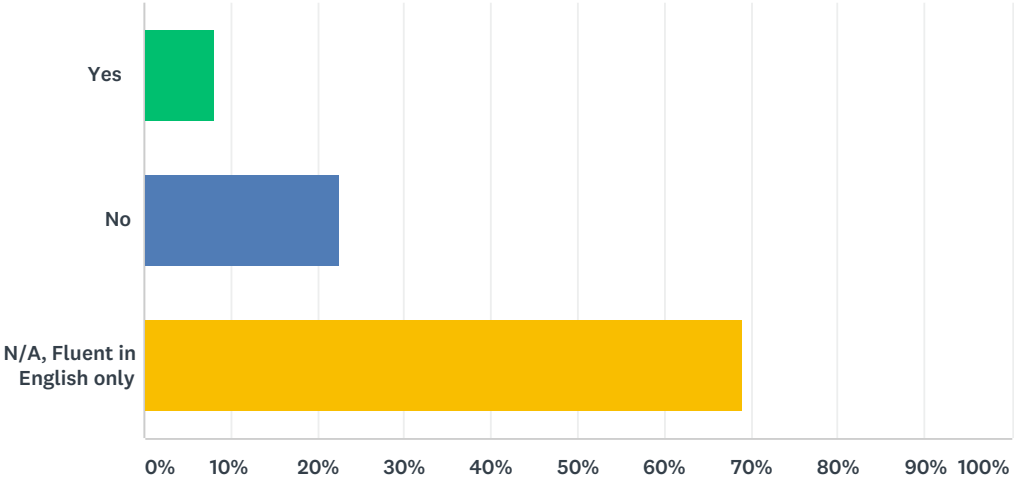
Answered: 97 Skipped: 0



ANSWER CHOICES	RESPONSES	
Spanish	11.34%	11
Chinese (Cantonese or Mandarin)	7.22%	7
Tagalog	1.03%	1
Vietnamese	0.00%	0
Korean	0.00%	0
None - Fluent in English only	73.20%	71
Other (please specify)	14.43%	14
Total Respondents: 97		

Q5 If you are fluent in a language other than English, have you ever used your language capabilities to support communications with Limited English Proficient (LEP) individuals?

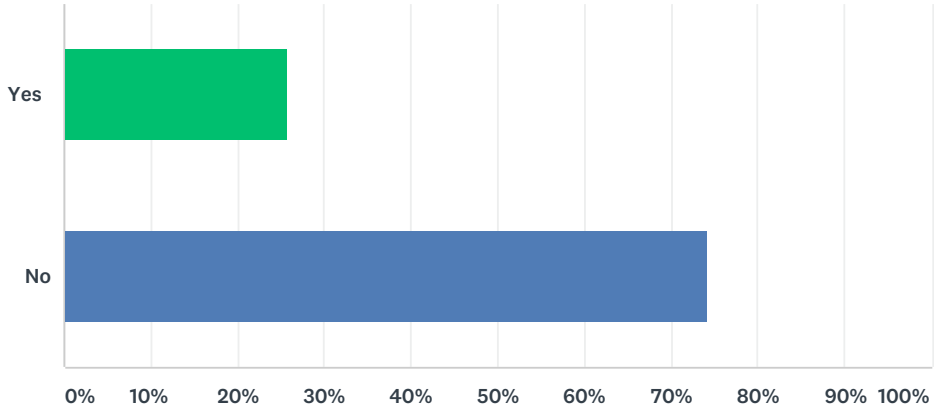
Answered: 97 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	8.25%	8
No	22.68%	22
N/A, Fluent in English only	69.07%	67
TOTAL		97

Q6 Are any services/activities provided by your section frequently sought by Limited English Proficient (LEP) persons?

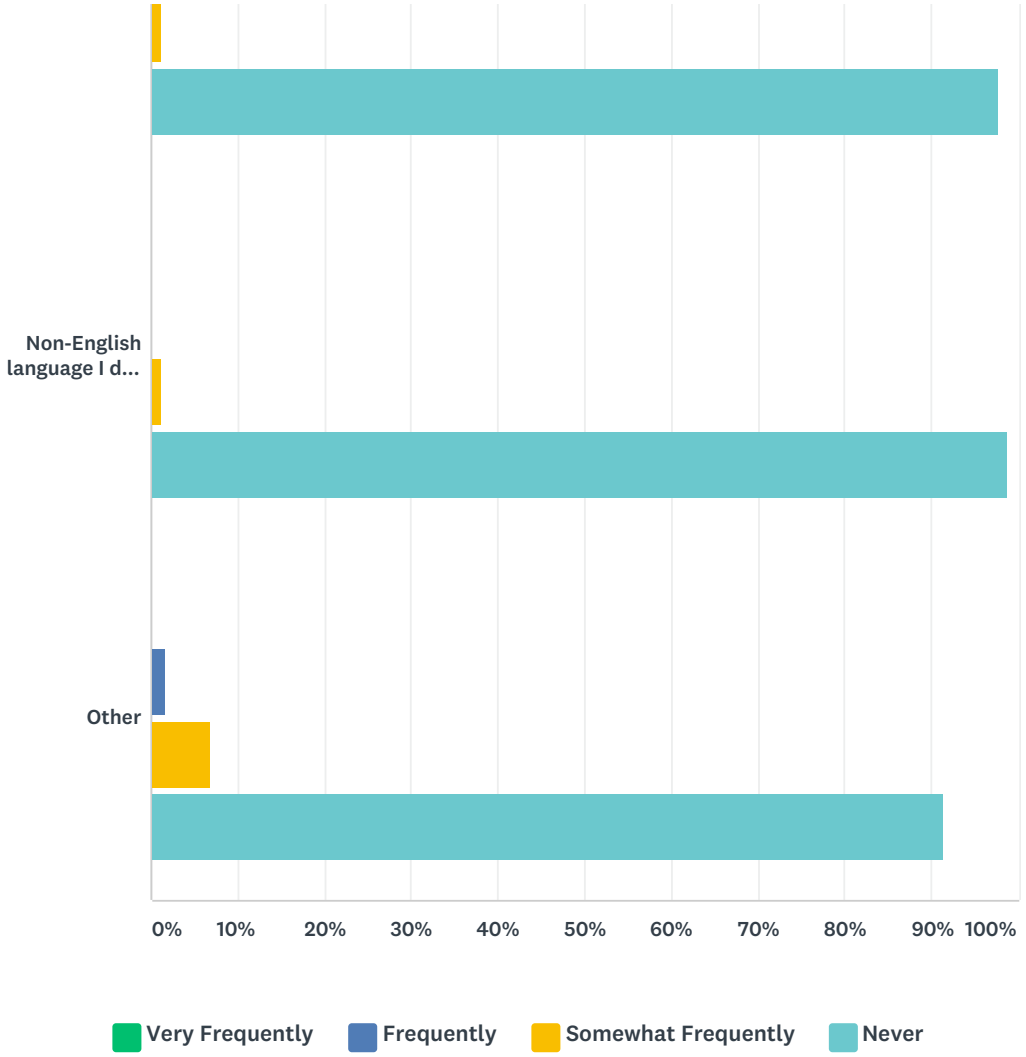
Answered: 97 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	25.77%	25
No	74.23%	72
TOTAL		97

Q7 How frequently do you communicate (verbally or written) with Limited English Proficient (LEP) persons?

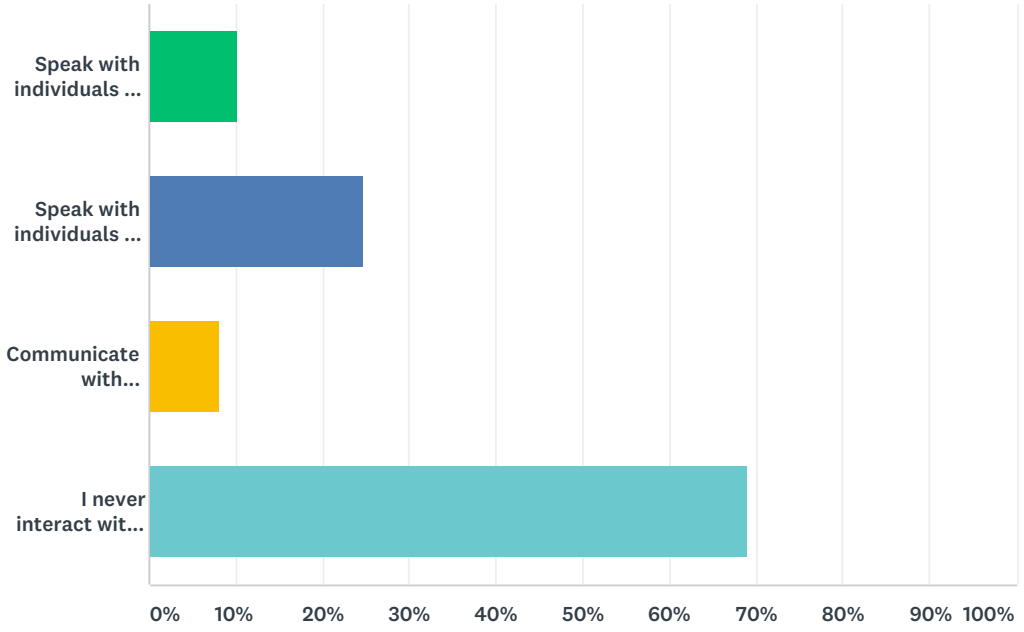
Answered: 97 Skipped: 0



	VERY FREQUENTLY	FREQUENTLY	SOMEWHAT FREQUENTLY	NEVER	TOTAL RESPONDENTS
Spanish	2.27% 2	2.27% 2	18.18% 16	77.27% 68	88
Chinese (Cantonese or Mandarin)	1.11% 1	3.33% 3	8.89% 8	86.67% 78	90
Tagalog	0.00% 0	1.19% 1	2.38% 2	96.43% 81	84
Vietnamese	1.20% 1	0.00% 0	0.00% 0	98.80% 82	83
Korean	0.00% 0	1.18% 1	1.18% 1	97.65% 83	85
Non-English language I did not recognized	0.00% 0	0.00% 0	1.22% 1	98.78% 81	82
Other	0.00% 0	1.72% 1	6.90% 4	91.38% 53	58

Q8 How do you normally interact with Limited English Proficient (LEP) persons? (check all that apply)

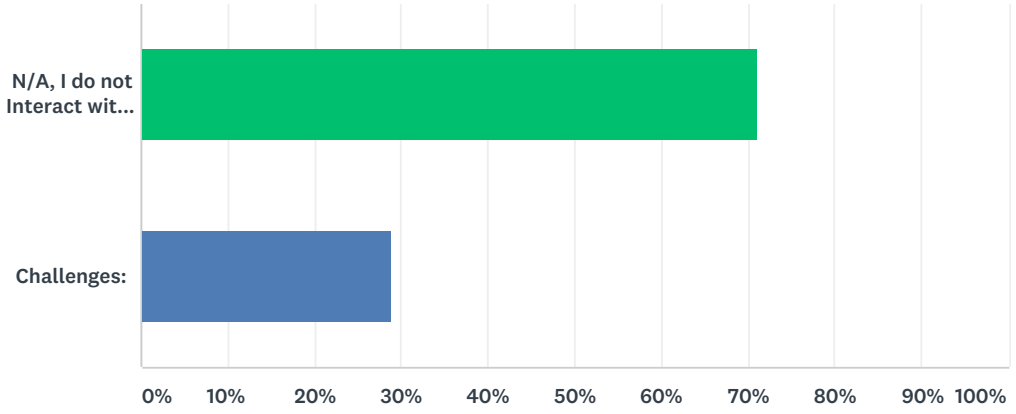
Answered: 97 Skipped: 0



ANSWER CHOICES	RESPONSES	
Speak with individuals on the phone	10.31%	10
Speak with individuals in person	24.74%	24
Communicate with individuals through written correspondence	8.25%	8
I never interact with Limited English Proficient (LEP) persons	69.07%	67
Total Respondents: 97		

Q9 What are the challenges you face when interacting with Limited English Proficient (LEP) populations?

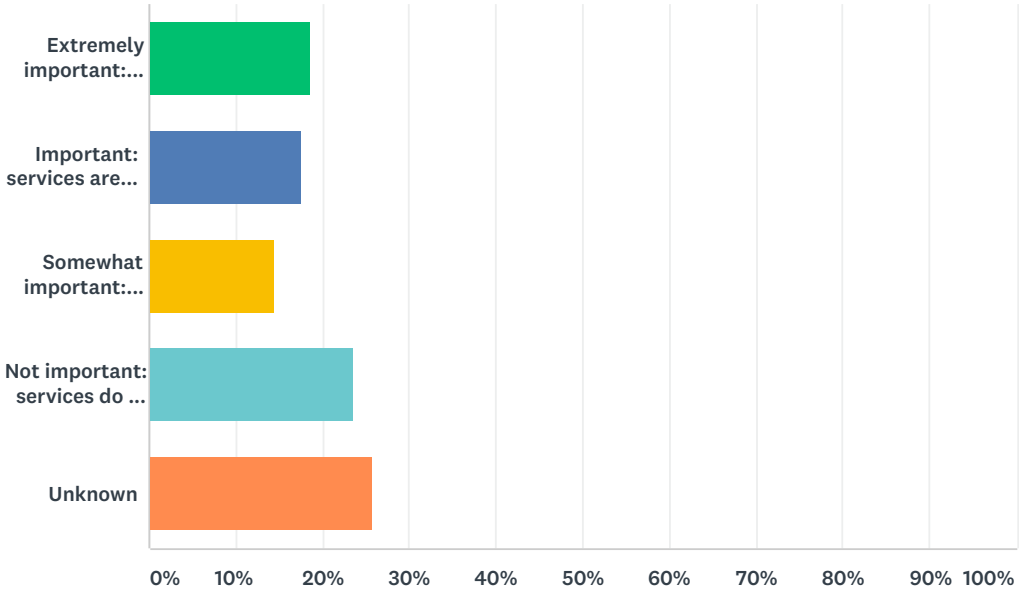
Answered: 97 Skipped: 0



ANSWER CHOICES	RESPONSES	
N/A, I do not Interact with Limited English Proficient (LEP) persons	71.13%	69
Challenges:	28.87%	28
TOTAL		97

Q10 To the best of your knowledge, how important are the services provided by your section to Limited English Proficient (LEP) persons?

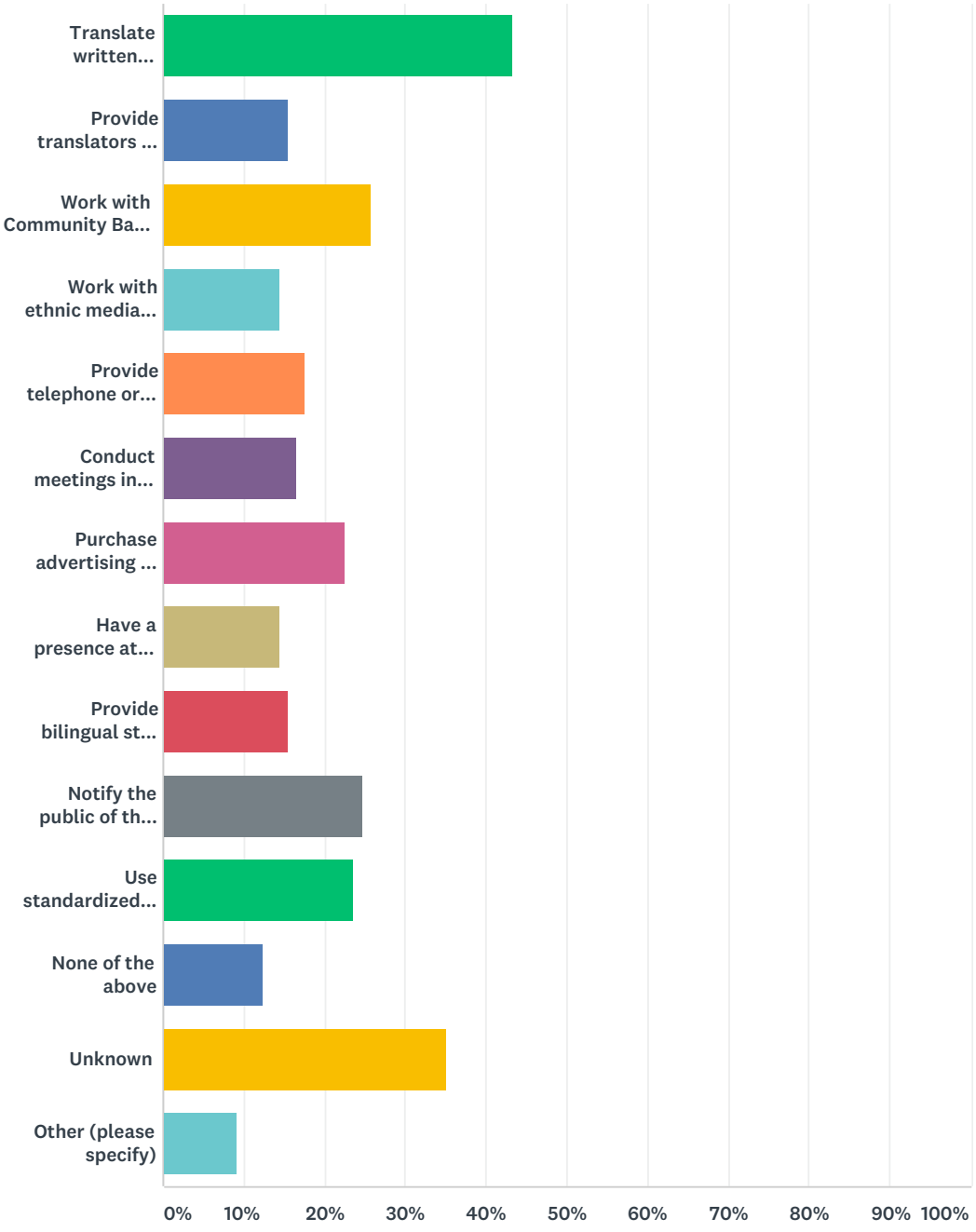
Answered: 97 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely important: services are critical to day-to-day activities	18.56%	18
Important: services are helpful to day-to-day activities	17.53%	17
Somewhat important: services may help day-to-day activities	14.43%	14
Not important: services do not impact day-to-day activities	23.71%	23
Unknown	25.77%	25
TOTAL		97

Q11 What language assistance efforts have you or your section made to assist Limited English Proficient (LEP) persons? (check all that apply)

Answered: 97 Skipped: 0

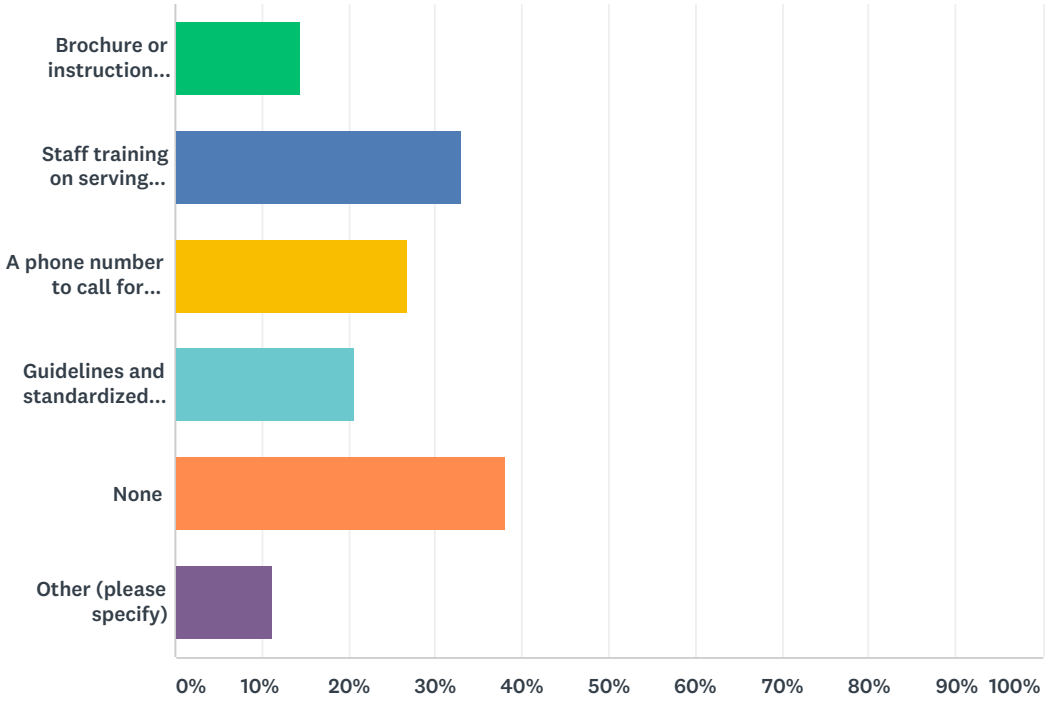


ANSWER CHOICES	RESPONSES	
Translate written materials	43.30%	42
Provide translators for meetings	15.46%	15
Work with Community Based Organizations and/or third-party firms to help distribute information to Limited English Proficient (LEP) persons	25.77%	25

Work with ethnic media to provide information on MTC projects	14.43%	14
Provide telephone or in-person customer service	17.53%	17
Conduct meetings in neighborhoods with high concentrations of Limited English Proficient (LEP) persons	16.49%	16
Purchase advertising in ethnic or non-English media	22.68%	22
Have a presence at events that Limited English Proficient (LEP) persons may attend	14.43%	14
Provide bilingual staff for meetings/ events that Limited English Proficient (LEP) persons may attend	15.46%	15
Notify the public of the availability of translation by request	24.74%	24
Use standardized translated materials	23.71%	23
None of the above	12.37%	12
Unknown	35.05%	34
Other (please specify)	9.28%	9
Total Respondents: 97		

Q12 What other language assistance tools would help you to better serve Limited English Proficient (LEP) persons? (check all that apply)

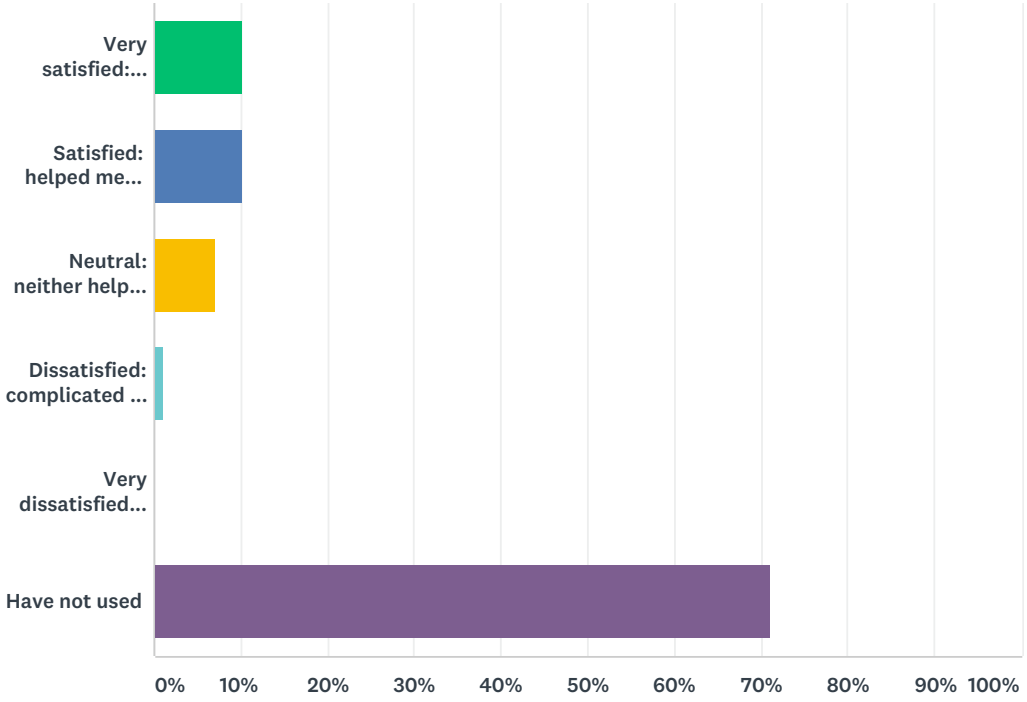
Answered: 97 Skipped: 0



ANSWER CHOICES	RESPONSES	
Brochure or instruction card in their language	14.43%	14
Staff training on serving Limited English Proficient (LEP) persons	32.99%	32
A phone number to call for assistance	26.80%	26
Guidelines and standardized materials to conduct outreach to Limited English Proficient (LEP) persons	20.62%	20
None	38.14%	37
Other (please specify)	11.34%	11
Total Respondents: 97		

Q13 If you have used MTC's language assistance tools (translated notices to the public, translation services, multiple language telephone service), what is your satisfaction level with MTC's existing tools to provide language assistance for Limited English Proficient (LEP) persons?

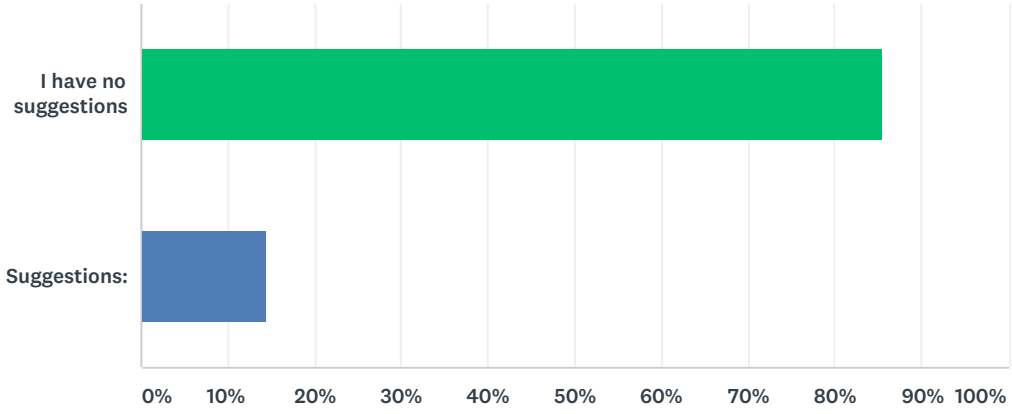
Answered: 97 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied: successfully allowed me to communicate to or with LEP persons	10.31%	10
Satisfied: helped me better communicate to or with LEP persons	10.31%	10
Neutral: neither helped nor hindered by ability to communicate to or with LEP persons	7.22%	7
Dissatisfied: complicated my ability to communicate to or with LEP persons	1.03%	1
Very dissatisfied: greatly hindered my ability to communicate to or with LEP persons	0.00%	0
Have not used	71.13%	69
TOTAL		97

Q14 Do you have suggestions for future language assistance measures that MTC should consider implementing? Please be specific

Answered: 97 Skipped: 0



ANSWER CHOICES	RESPONSES	
I have no suggestions	85.57%	83
Suggestions:	14.43%	14
TOTAL		97

APPENDIX E

MTC Third-Party Contractor Survey (2018)

MTC Language Assistance Plan (LAP)
Contractor Staff Questionnaire

Please help the Metropolitan Transportation Commission (MTC) collect the data needed to update the agency's Language Assistance Plan (LAP). MTC's 2013 Language Assistance Plan can be found online at https://mtc.ca.gov/about-mtc/public-participation/get-language-assistance and aims to help Limited English Proficient persons who speak English "less than well' and who have a limited ability to read, write, or understand English access MTC's services.

The following questions are about your interactions (if any) with Limited English Proficient (LEP) persons. Your answers will allow us to better serve people who speak languages other than English.

Your answers to this staff questionnaire will be treated confidentially and will be used only for MTC planning. Thank you for your assistance!

Check the appropriate box to answer questions or fill in the appropriate blanks.

1. How long have you provided services for the MTC?

☐ Less than one year
☐ 1 – 3 years
☐ 3 – 5 years
☐ 5 or more years

2. Which of the following MTC services do you work to provide? *(check all that apply)*

☐ Executive
☐ 511
☐ Clipper
☐ FasTrak
☐ Freeway Service Patrol
☐ MTC Regional Planning
☐ Call Boxes for Roadside Assistance
☐ Arterial Operations
☐ Transit Hub Signage Program
☐ Financial (Finance, Programming and Allocations, etc.)
☐ ABAG Resilience
☐ SF Estuary
☐ Administrative
☐ Legal
☐ Public Information
☐ General Services
☐ ABAG Power
☐ BayREN
☐ Finance Authority for Nonprofit Corp. (FAN)
☐ Other:_____

3. Are you fluent in any of the following languages? *(check all that apply)*

☐ Spanish
☐ Chinese (Cantonese or Mandarin)
☐ Tagalog
☐ None-Fluent in English only
☐ Vietnamese
☐ Korean
☐ Other:_____

4. If you are fluent in a language other than English, have you ever used your language capabilities to support communications with Limited English Proficient (LEP) individuals?

☐ Yes☐ No ☐ N/A, Fluent in English only

If so, please provide additional detail.

Continue on next side ⇨

_____

_____

5. Are any services/activities provided by your section frequently sought by Limited English Proficient (LEP) persons? ☐ Yes ☐ No

If you answered Yes, please describe the services/activities provided your section that are sought by Limited English Proficient (LEP) persons.

_____

_____

_____

6. How frequently do you communicate (verbally or written) with Limited English Proficient (LEP) persons?

Language:	Very Frequently	Frequently	Somewhat Frequently	Never
Spanish	☐	☐	☐	☐
Chinese (Cantonese or Mandarin)	☐	☐	☐	☐
Tagalog	☐	☐	☐	☐
Vietnamese	☐	☐	☐	☐
Korean	☐	☐	☐	☐
Other:_____	☐	☐	☐	☐
Non-English language I did not recognize	☐	☐	☐	☐

7. How do you normally interact with Limited English Proficient (LEP) persons? *(check all that apply)*

☐ Speak with individuals on the phone

☐ Speak with individuals in person

☐ Communicate with individuals through written correspondence

☐ I never interact with Limited English Proficient (LEP) persons

8. What are the challenges you face when interacting with Limited English Proficient (LEP) populations?

_____

_____

_____

☐ N/A, I do not interact with Limited English Proficient (LEP) persons

9. To the best of your knowledge, how important are the services provided by your section to Limited English Proficient (LEP) persons?

☐ Extremely important: services are critical to day-to-day activities

☐ Important: services are helpful to day-to-day activities

☐ Unknown

☐ Somewhat important: services may help day-to-day activities

☐ Not important: services do not impact day-to-day activities

Continue on next side ⇨

10. What language assistance efforts have you or your section made to assist Limited English Proficient (LEP) persons? *(check all that apply)*

- ☐ Translate written materials
- ☐ Provide translators for meetings
- ☐ Work with Community Based Organizations and/or third-party firms to help distribute information to Limited English Proficient (LEP) persons
- ☐ Work with ethnic media to provide information on MTC projects
- ☐ Provide telephone or in-person customer service
- ☐ Conduct meetings in neighborhoods with high concentrations of Limited English Proficient (LEP) persons
- ☐ Unknown
- ☐ Purchase advertising in ethnic or non-English media
- ☐ Have a presence at events that Limited English Proficient (LEP) persons may attend
- ☐ Provide bilingual staff for meetings/ events that Limited English Proficient (LEP) persons may attend
- ☐ Notify the public of the availability of translation by request
- ☐ Use standardized translated materials
- ☐ None of the above
- ☐ Other: _____

11. What other language assistance tools would help you to better serve Limited English Proficient (LEP) persons? *(check all that apply)*

- ☐ Brochure or instruction card in their language
- ☐ Staff training on serving Limited English Proficient (LEP) persons
- ☐ A phone number to call for assistance
- ☐ Guidelines and standardized materials to conduct outreach to Limited English Proficient (LEP) persons
- ☐ None
- ☐ Other: _____
- ☐ Unknown

12. If you have used MTC's language assistance tools (translated notices to the public, translation services, multiple language telephone service), what is your satisfaction level with MTC's existing tools to provide language assistance for Limited English Proficient (LEP) persons?

- ☐ Very satisfied: successfully allowed me to communicate to or with LEP persons
- ☐ Satisfied: helped me better communicate to or with LEP persons
- ☐ Neutral: neither helped nor hindered by ability to communicate to or with LEP persons
- ☐ Dissatisfied: complicated my ability to communicate to or with LEP persons
- ☐ Very dissatisfied: greatly hindered my ability to communicate to or with LEP persons
- ☐ Have not used

13. Do you have suggestions for future language assistance measures that MTC should consider implementing? Please be specific.

_____

_____

_____

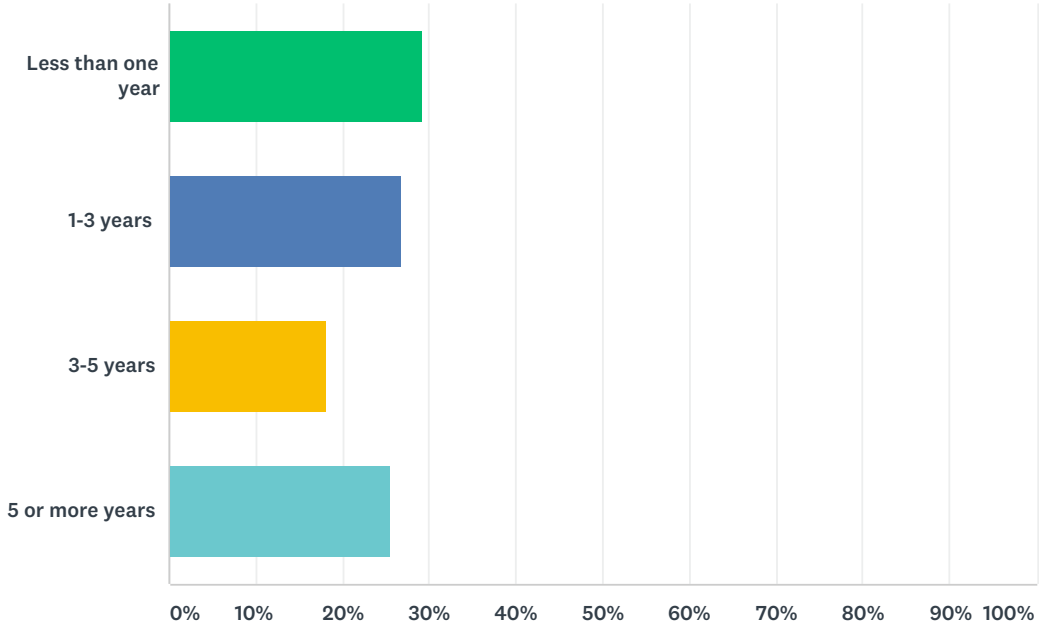
- ☐ I have no suggestions

APPENDIX F

MTC Third-Party Contractor Survey Results (2018)

Q1 How long have you provided services for the MTC?

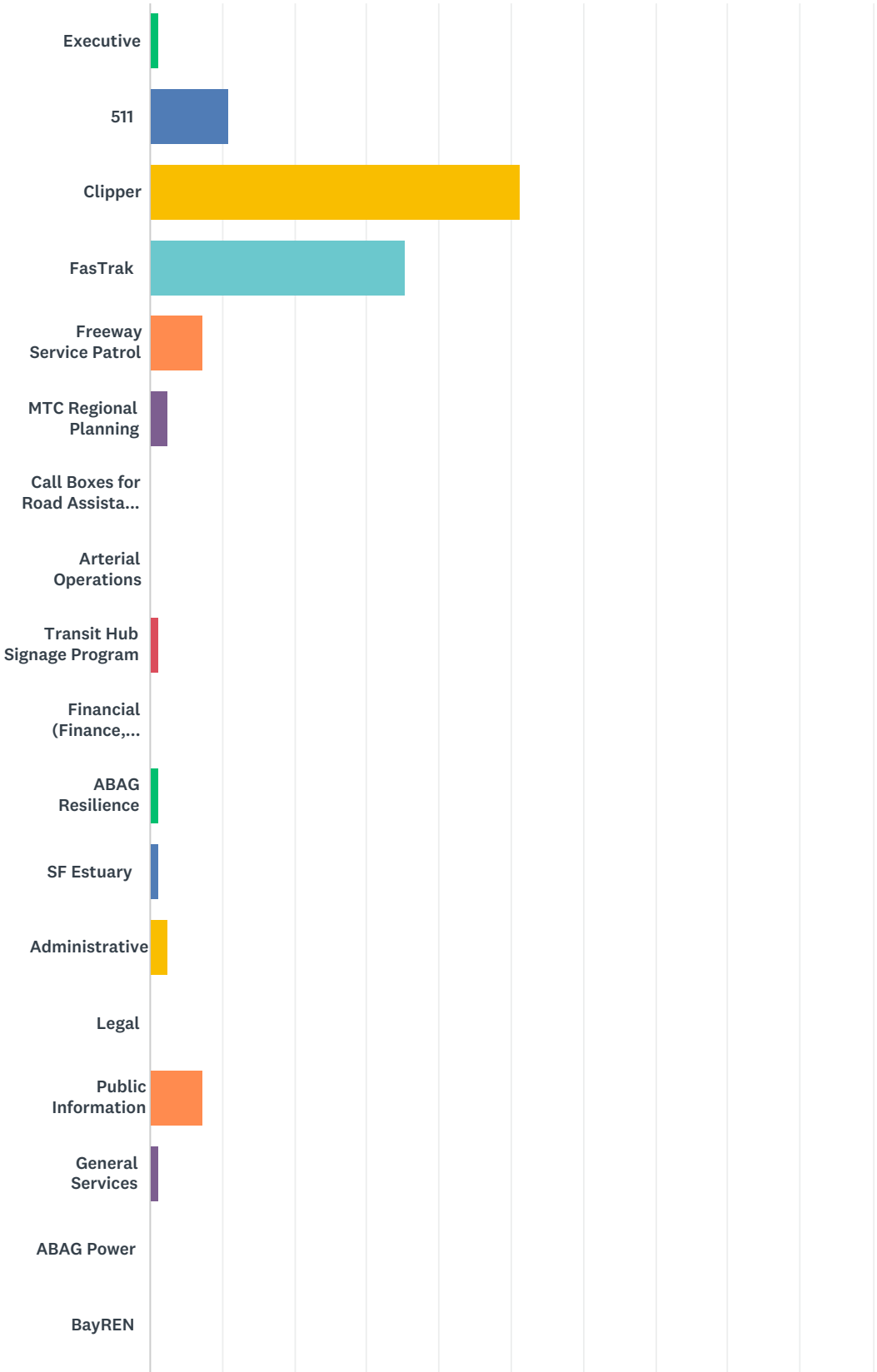
Answered: 82 Skipped: 0

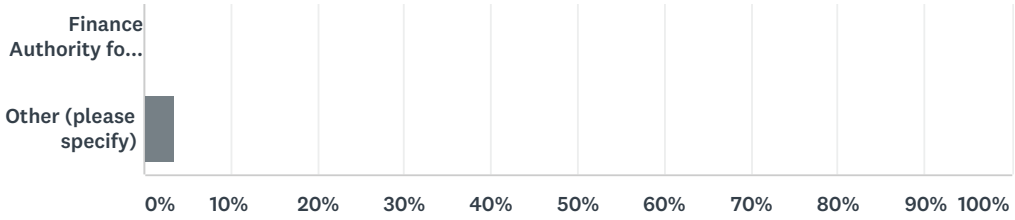


ANSWER CHOICES	RESPONSES	
Less than one year	29.27%	24
1-3 years	26.83%	22
3-5 years	18.29%	15
5 or more years	25.61%	21
TOTAL		82

Q2 Which of the following MTC services do you work to provide? (check all that apply)

Answered: 82 Skipped: 0

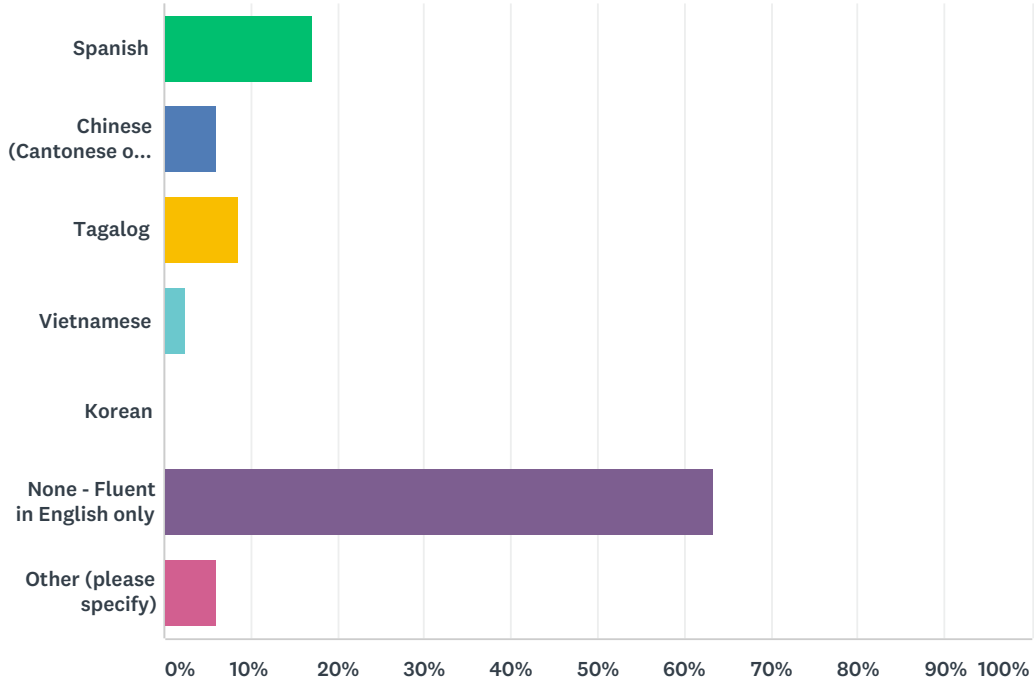




ANSWER CHOICES	RESPONSES	
Executive	1.22%	1
511	10.98%	9
Clipper	51.22%	42
FasTrak	35.37%	29
Freeway Service Patrol	7.32%	6
MTC Regional Planning	2.44%	2
Call Boxes for Road Assistance	0.00%	0
Arterial Operations	0.00%	0
Transit Hub Signage Program	1.22%	1
Financial (Finance, Programming & Allocations, etc.)	0.00%	0
ABAG Resilience	1.22%	1
SF Estuary	1.22%	1
Administrative	2.44%	2
Legal	0.00%	0
Public Information	7.32%	6
General Services	1.22%	1
ABAG Power	0.00%	0
BayREN	0.00%	0
Finance Authority for Nonprofit Corp. (FAN)	0.00%	0
Other (please specify)	3.66%	3
Total Respondents: 82		

Q3 Are you fluent in any of the following languages? (check all that apply)

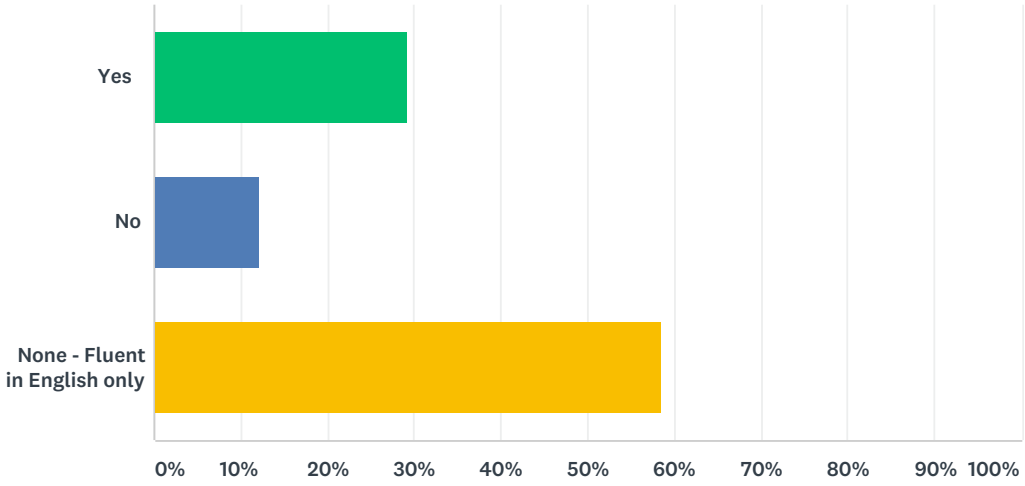
Answered: 82 Skipped: 0



ANSWER CHOICES	RESPONSES	
Spanish	17.07%	14
Chinese (Cantonese or Mandarin)	6.10%	5
Tagalog	8.54%	7
Vietnamese	2.44%	2
Korean	0.00%	0
None - Fluent in English only	63.41%	52
Other (please specify)	6.10%	5
Total Respondents: 82		

Q4 If you are fluent in a language other than English, have you ever used your language capabilities to support communications with Limited English Proficient (LEP) individuals?

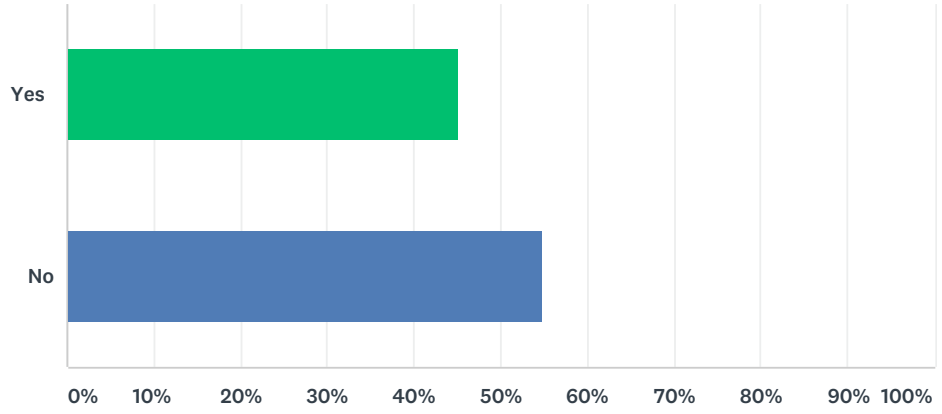
Answered: 82 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	29.27%	24
No	12.20%	10
None - Fluent in English only	58.54%	48
TOTAL		82

Q5 Are any services/activities provided by your section frequently sought by Limited English Proficient (LEP) persons?

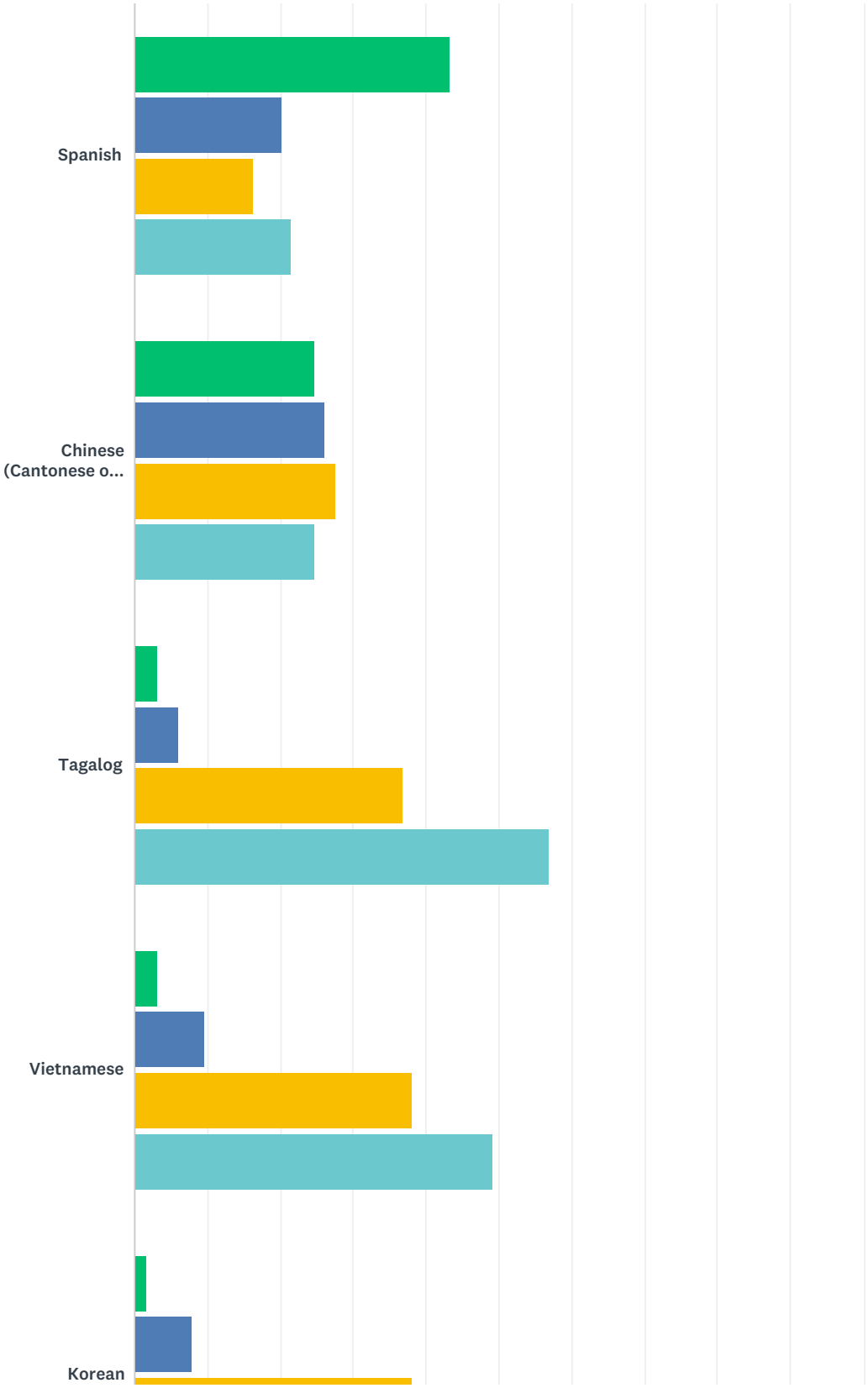
Answered: 82 Skipped: 0

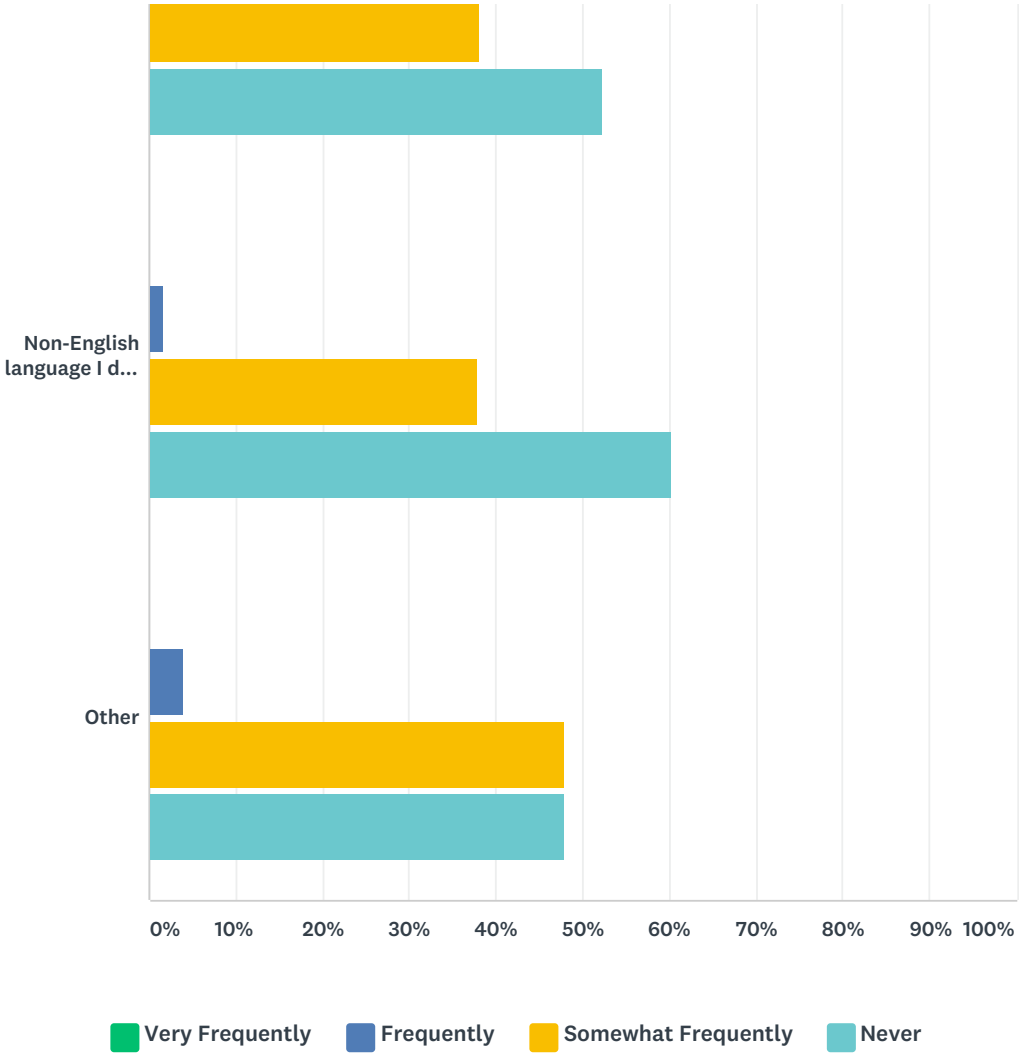


ANSWER CHOICES	RESPONSES	
Yes	45.12%	37
No	54.88%	45
TOTAL		82

Q6 How frequently do you communicate (verbally or written) with Limited English Proficient (LEP) persons?

Answered: 82 Skipped: 0

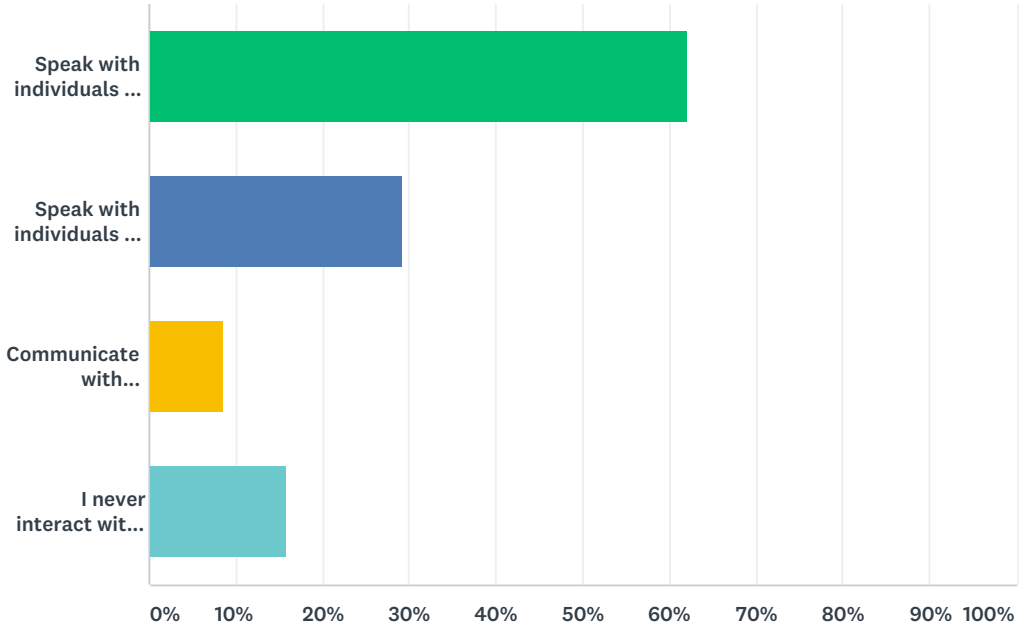




	VERY FREQUENTLY	FREQUENTLY	SOMEWHAT FREQUENTLY	NEVER	TOTAL RESPONDENTS
Spanish	43.24% 32	20.27% 15	16.22% 12	21.62% 16	74
Chinese (Cantonese or Mandarin)	24.64% 17	26.09% 18	27.54% 19	24.64% 17	69
Tagalog	3.08% 2	6.15% 4	36.92% 24	56.92% 37	65
Vietnamese	3.17% 2	9.52% 6	38.10% 24	49.21% 31	63
Korean	1.59% 1	7.94% 5	38.10% 24	52.38% 33	63
Non-English language I did not recognized	0.00% 0	1.72% 1	37.93% 22	60.34% 35	58
Other	0.00% 0	4.00% 2	48.00% 24	48.00% 24	50

Q7 How do you normally interact with Limited English Proficient (LEP) persons? (check all that apply)

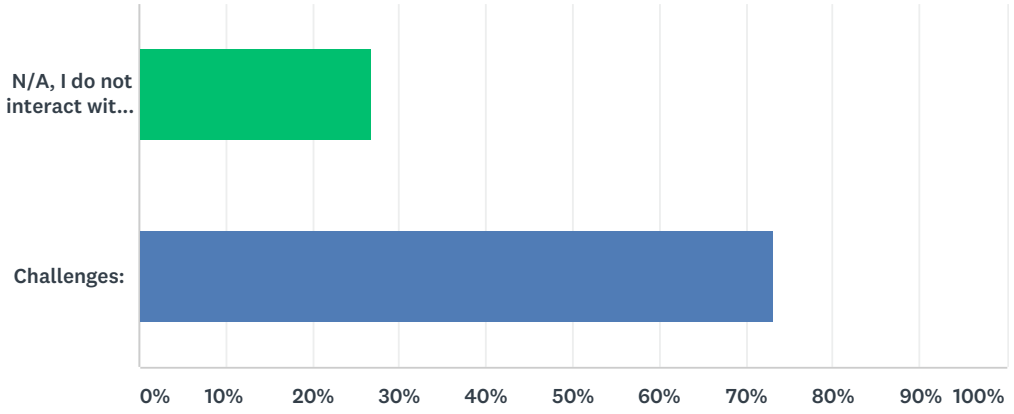
Answered: 82 Skipped: 0



ANSWER CHOICES	RESPONSES	
Speak with individuals on the phone	62.20%	51
Speak with individuals in person	29.27%	24
Communicate with individuals through written correspondence	8.54%	7
I never interact with Limited English Proficient (LEP) persons	15.85%	13
Total Respondents: 82		

Q8 What are the challenges you face when interacting with Limited English Proficient (LEP) populations?

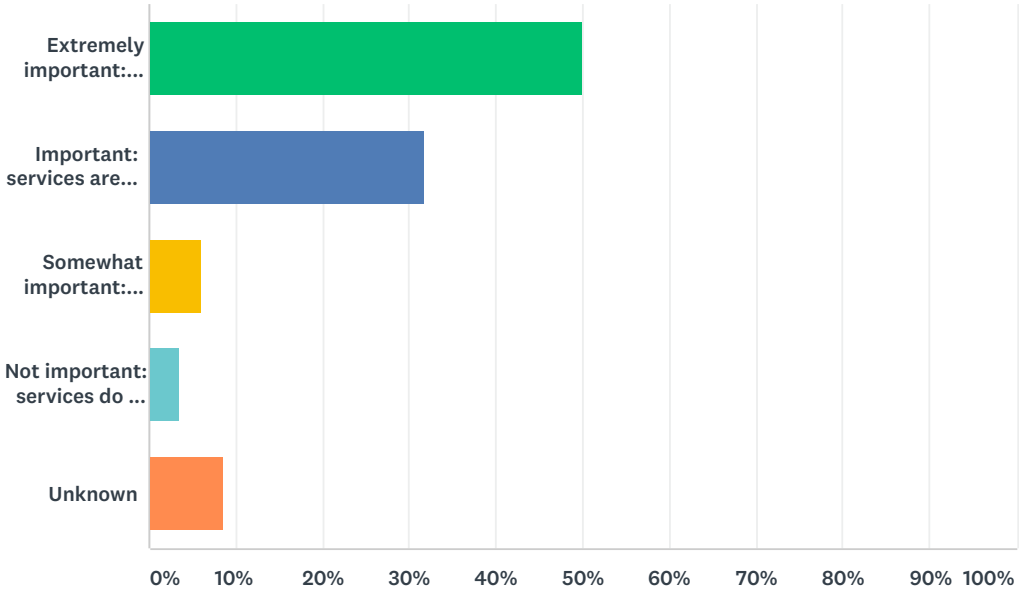
Answered: 82 Skipped: 0



ANSWER CHOICES	RESPONSES	
N/A, I do not interact with Limited English Proficient (LEP) persons	26.83%	22
Challenges:	73.17%	60
TOTAL		82

Q9 To the best of your knowledge, how important are the services provided by your section to Limited English Proficient (LEP) persons?

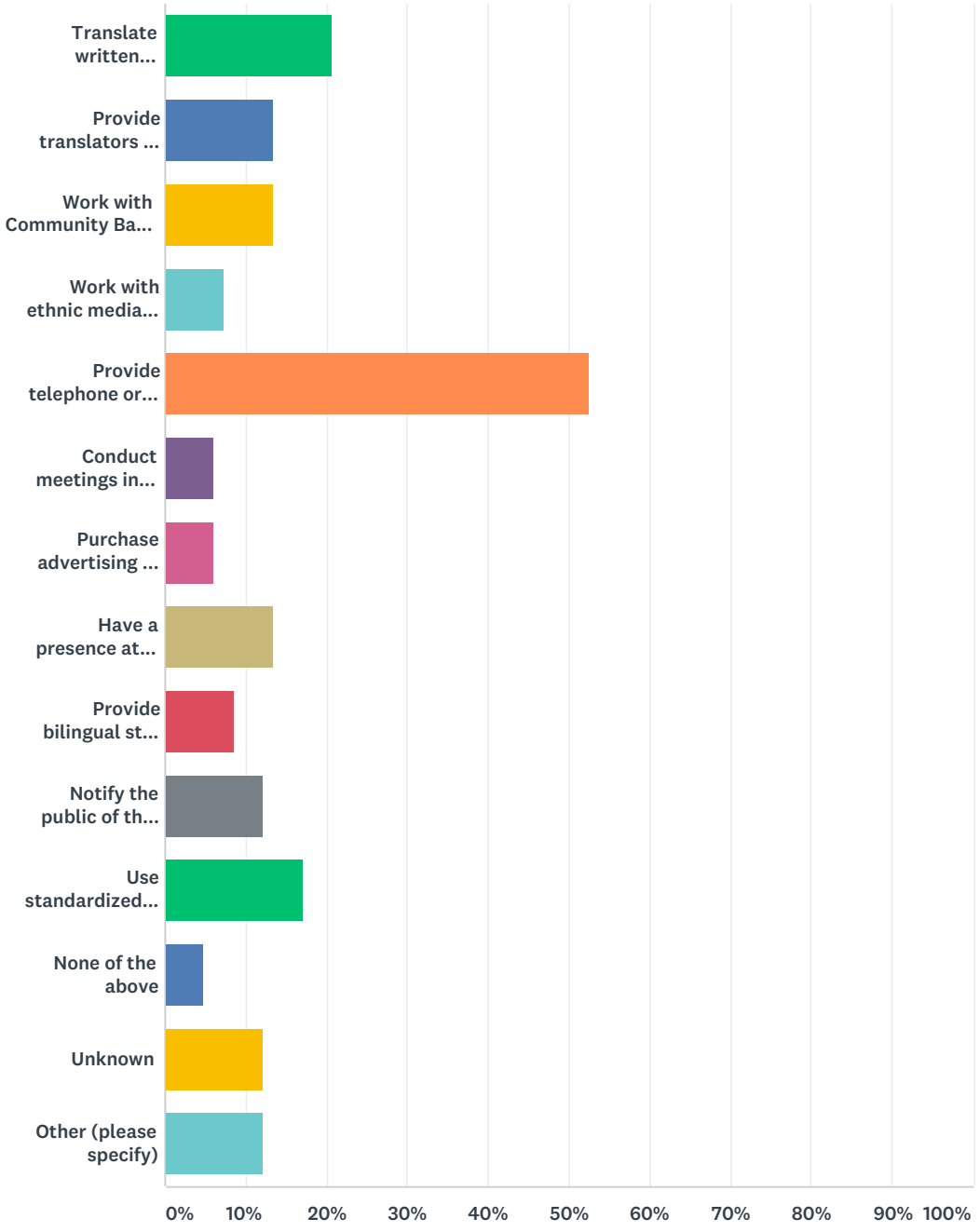
Answered: 82 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely important: services are critical to day-to-day activities	50.00%	41
Important: services are helpful to day-to-day activities	31.71%	26
Somewhat important: services may help day-to-day activities	6.10%	5
Not important: services do not impact day-to-day activities	3.66%	3
Unknown	8.54%	7
TOTAL		82

Q10 What language assistance efforts have you or your section made to assist Limited English Proficient (LEP) persons? (check all that apply)

Answered: 82 Skipped: 0

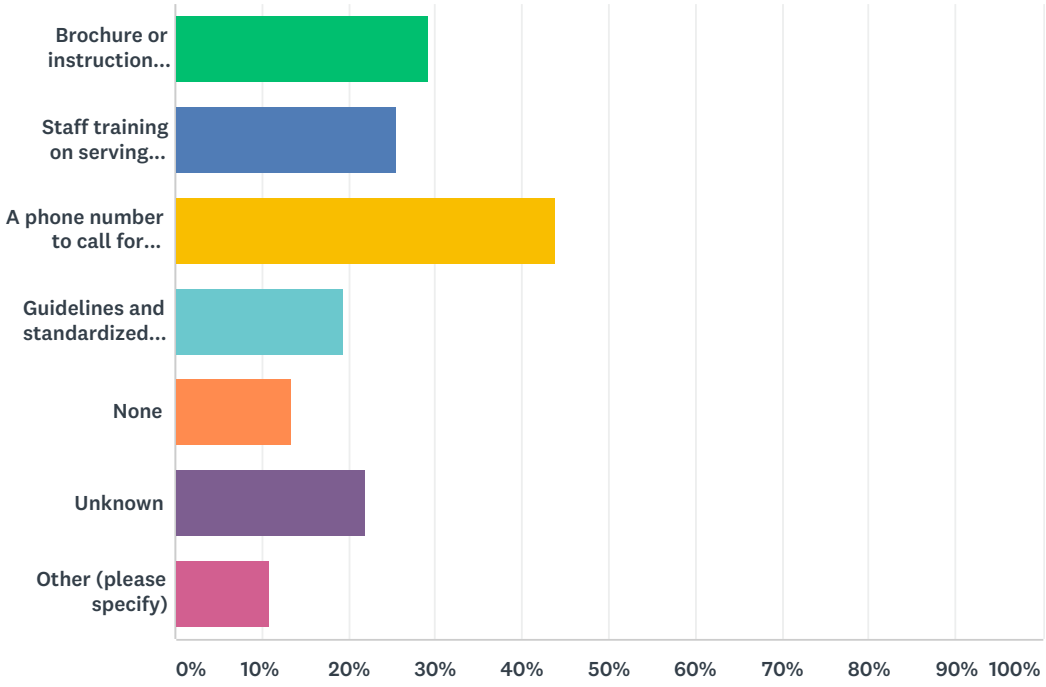


ANSWER CHOICES	RESPONSES	
Translate written materials	20.73%	17
Provide translators for meetings	13.41%	11
Work with Community Based Organizations and/or third-party firms to help distribute information to Limited English Proficient (LEP) persons	13.41%	11

Work with ethnic media to provide information on MTC projects	7.32%	6
Provide telephone or in-person customer service	52.44%	43
Conduct meetings in neighborhoods with high concentrations of Limited English Proficient (LEP) persons	6.10%	5
Purchase advertising in ethnic or non-English media	6.10%	5
Have a presence at events that Limited English Proficient (LEP) persons may attend	13.41%	11
Provide bilingual staff for meetings/ events that Limited English Proficient (LEP) persons may attend	8.54%	7
Notify the public of the availability of translation by request	12.20%	10
Use standardized translated materials	17.07%	14
None of the above	4.88%	4
Unknown	12.20%	10
Other (please specify)	12.20%	10
Total Respondents: 82		

Q11 What other language assistance tools would help you to better serve Limited English Proficient (LEP) persons? (check all that apply)

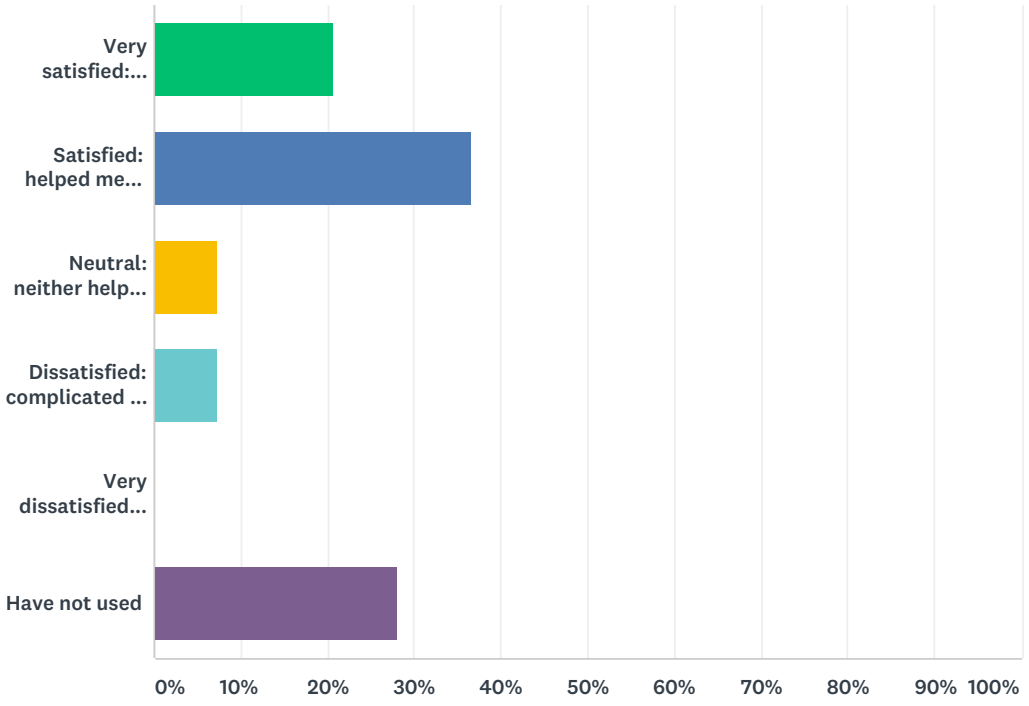
Answered: 82 Skipped: 0



ANSWER CHOICES	RESPONSES	
Brochure or instruction card in their language	29.27%	24
Staff training on serving Limited English Proficient (LEP) persons	25.61%	21
A phone number to call for assistance	43.90%	36
Guidelines and standardized materials to conduct outreach to Limited English Proficient (LEP) persons	19.51%	16
None	13.41%	11
Unknown	21.95%	18
Other (please specify)	10.98%	9
Total Respondents: 82		

Q12 If you have used MTC's language assistance tools (translated notices to the public, translation services, multiple language telephone service), what is your satisfaction level with MTC's existing tools to provide language assistance for Limited English Proficient (LEP) persons?

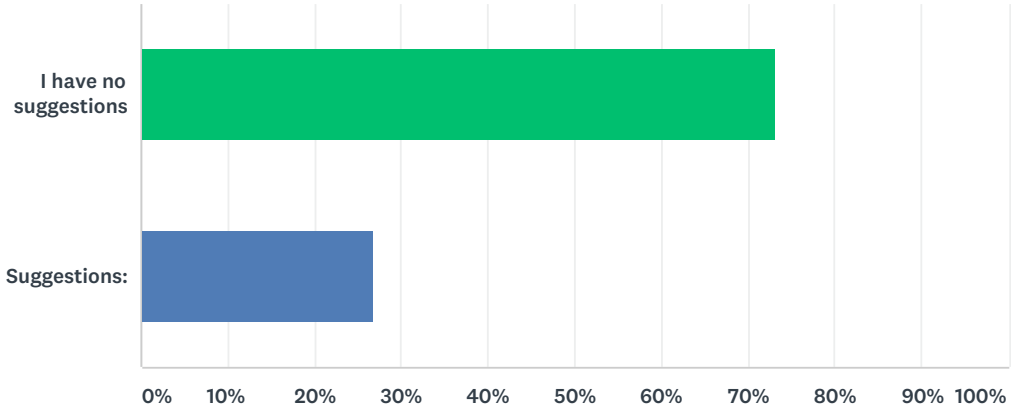
Answered: 82 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied: successfully allowed me to communicate to or with LEP persons	20.73%	17
Satisfied: helped me better communicate to or with LEP persons	36.59%	30
Neutral: neither helped nor hindered by ability to communicate to or with LEP persons	7.32%	6
Dissatisfied: complicated my ability to communicate to or with LEP persons	7.32%	6
Very dissatisfied: greatly hindered my ability to communicate to or with LEP persons	0.00%	0
Have not used	28.05%	23
TOTAL		82

Q13 Do you have suggestions for future language assistance measures that MTC should consider implementing? Please be specific

Answered: 82 Skipped: 0



ANSWER CHOICES	RESPONSES	
I have no suggestions	73.17%	60
Suggestions:	26.83%	22
TOTAL		82

APPENDIX G

Community-Based Organization Survey Partners

County	Community-Based Organization
Alameda	San Lorenzo Adult School
	Unity Council
Contra Costa	Familias Unidas
Marin	Community Action Marin, Inc.
Napa	American Canyon Family Resource Center
	Napa Valley Adult Education
	ParentsCAN
San Francisco	Cameron House
	Chinatown Community Development Center
	Chinese Newcomers Service Center
	Community Learning Center
	Community Youth Center
	West Bay Pilipino Multi-Service Center
San Mateo	Latino Collaborative, San Mateo Health Dept.
	San Mateo Adult School/Smart Center
	International Institute of the Bay Area (IIBA)
Santa Clara	Nuestra Casa
	Metro Adult Learning Center
	Viet Voters
Solano	Fairfield-Suisan Adult School
	Vallejo Adult School
Sonoma	Filipino American Community of Sonoma County

APPENDIX H

LEP Person Survey (2013)

Language Questionnaire

Help Your Community Get Connected To Important Transportation Information

Please help the **Metropolitan Transportation Commission (MTC)** — the Bay Area's transportation planning and financing agency — by answering questions about language services. Your responses will help develop Metropolitan Transportation Commission's "Language Assistance Plan." This is a plan that will help the Metropolitan Transportation Commission better serve people who speak languages other than English. Your answers will be treated confidentially. Thank you for your assistance. Check the appropriate box to answer questions, or fill in the appropriate blanks.

1. What type of transportation do you use most often?

☐ Bus
☐ Train
☐ Walk or ride a bicycle
☐ Personal vehicle
☐ Carpool/ Rideshare
☐ Taxi
☐ Other: _____

2. Please write the name of the city where you live.

_____

3. What language do you speak at home?

☐ English
☐ Spanish
☐ Chinese
☐ Korean
☐ Vietnamese
☐ Tagalog
☐ Other: _____

4. Please identify how well you speak English.

☐ Very well
☐ Well
☐ Not well
☐ Not at all

5. Which of the following Metropolitan Transportation Commission services do you use? *(check all that apply)*

☐ 511
☐ Clipper Card
☐ FasTrak
☐ Call Boxes for Roadside Assistance
☐ Freeway Service Patrol (Roving Tow Trucks)
☐ None

6. How frequently do you use the following Bay Area transportation services? *(select only one response for each service)*

Services:	Very Frequently	Frequently	Somewhat Frequently	Never
511	☐	☐	☐	☐
Clipper Card	☐	☐	☐	☐
FasTrak	☐	☐	☐	☐
Freeway Service Patrol (Roving Tow Trucks)	☐	☐	☐	☐
Roadside Call Boxes	☐	☐	☐	☐

7. How important are the following services to you? *(select only one response for each service)*

Services:	Very Important	Important	Somewhat Important	Not Important
511	☐	☐	☐	☐
Clipper Card	☐	☐	☐	☐
FasTrak	☐	☐	☐	☐
Freeway Service Patrol (Roving Tow Trucks)	☐	☐	☐	☐
Roadside Call Boxes	☐	☐	☐	☐

Continue to next side ⇨

8. Did you know that Metropolitan Transportation Commission (MTC) provides the following language assistance services? *(select only one response for each service)*

Language Services:	Yes	No	Not Sure
Language Line Services *(free telephone interpretation services for MTC, 511, Clipper, Freeway Service Patrol and FasTrak)*	☐	☐	☐
Translation/ Interpretation at MTC meetings upon request	☐	☐	☐
MTC website information (in Spanish or Chinese)	☐	☐	☐
511 website information (in Spanish or Chinese)	☐	☐	☐
Clipper website information (in Spanish or Chinese)	☐	☐	☐
FasTrak website information (in Spanish or Chinese)	☐	☐	☐

9. If you have used Metropolitan Transportation Commission's language assistance services, how satisfied were you with the experience?

☐ Very satisfied
☐ Satisfied
☐ Neutral
☐ Dissatisfied
☐ Very dissatisfied
☐ Have not used

10. What are your suggestions for additional language assistance services that the Metropolitan Transportation Commission should consider to improve its services? Please be specific.

_____

_____

_____

11. Do you currently receive information from or about the Metropolitan Transportation Commission?

☐ Yes
☐ No

12. If you answered yes to question #11, how do you receive this information? *(check all that apply)*

☐ 511
☐ Metropolitan Transportation Commission website
☐ Metropolitan Transportation Commission public meetings
☐ Signs in transit stations
☐ Newsletters at stations
☐ Community groups
☐ Newspaper or other media
☐ Friends and family members
☐ Emails or text messages to your cell phone
☐ Other:_____

13. What is the best way to notify you about a meeting or important news?

☐ Email
☐ Postcard or letter
☐ Ad in newspaper
☐ Metropolitan Transportation Commission website
☐ Announcement from community group or church
☐ Other: _____

14. How familiar are you with the transportation planning activities of the Metropolitan Transportation Commission?

☐ Very familiar
☐ Somewhat familiar
☐ Not familiar at all

15. How important is it for you to be informed of long-range transportation planning in the Bay Area?

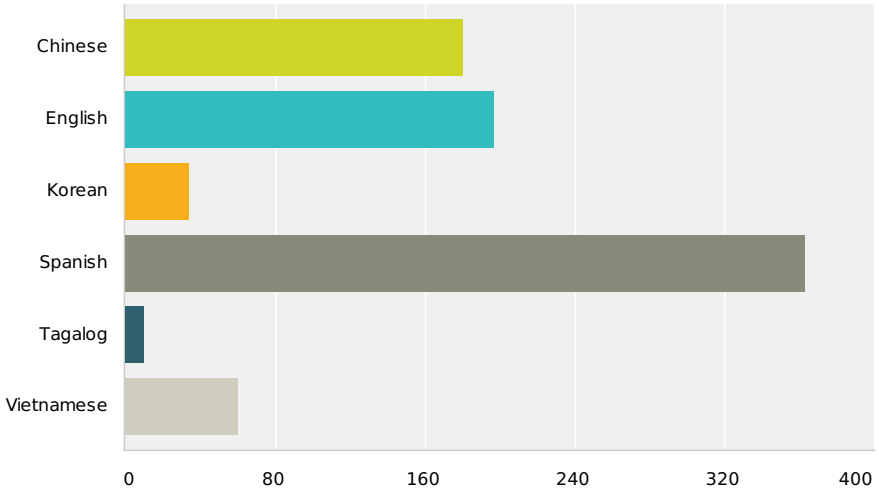
☐ Very important
☐ Important
☐ Somewhat important
☐ Not important

APPENDIX I

LEP Person Survey Results (2013)

Q1 What language was this survey taken in?

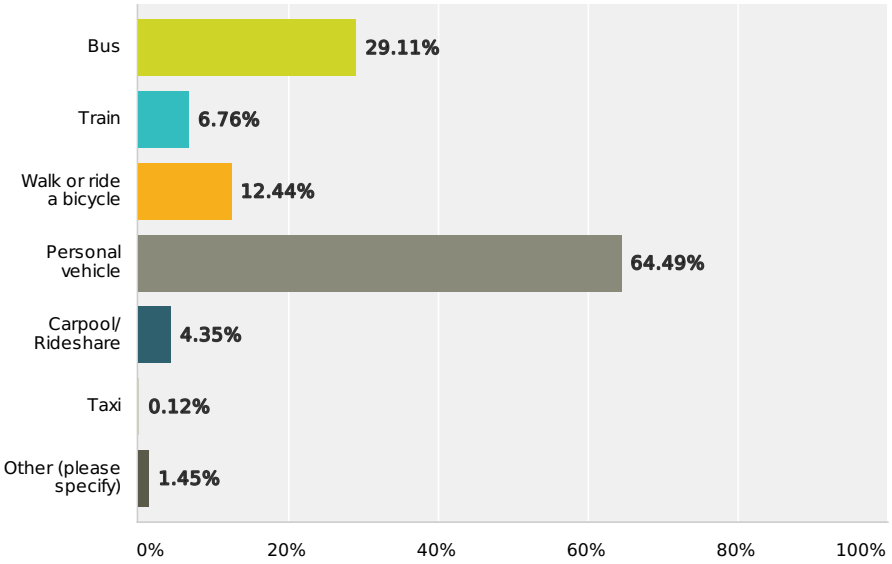
Answered: 844 Skipped: 1



Answer Choices	Responses	
Spanish	**43.01%**	363
English	**23.34%**	197
Chinese	**21.33%**	180
Vietnamese	**7.11%**	60
Korean	**4.03%**	34
Tagalog	**1.18%**	10
Total		844

Q2 What type of transportation do you use most often?

Answered: 828 Skipped: 17



Answer Choices	Responses	
Bus	**29.11%**	241
Train	**6.76%**	56
Walk or ride a bicycle	**12.44%**	103
Personal vehicle	**64.49%**	534
Carpool/ Rideshare	**4.35%**	36
Taxi	**0.12%**	1
Other (please specify)	**1.45%**	12
Total Respondents: 828		

Q2 "Other" Responses

#	Other:	Date
1	none given	Feb 1, 2013 12:03 AM
2	mother	Jan 31, 2013 10:02 PM
3	subway	Jan 31, 2013 9:57 PM
4	none given	Jan 30, 2013 10:35 PM
5	none given	Jan 29, 2013 11:11 PM
6	scooter	Jan 29, 2013 10:45 PM
7	SamTrans	Jan 22, 2013 5:34 PM
8	Bart	Jan 22, 2013 5:11 PM
9	BART	Jan 16, 2013 11:04 PM
10	Bart	Jan 16, 2013 10:59 PM
11	BART	Jan 16, 2013 10:47 PM
12	motorcycle	Jan 16, 2013 9:24 PM
13	Bart	Jan 16, 2013 12:41 AM
14	none given	Jan 2, 2013 10:44 PM

Q3 Please write the name of the city where you live.

Answered: 776 Skipped: 69

#	Responses	Date
1	San Mateo	2/14/2013 1:12 PM
2	Millbrae	2/14/2013 1:10 PM
3	San Jose	2/14/2013 1:09 PM
4	San Jose	2/14/2013 1:07 PM
5	San Francisco	2/14/2013 1:05 PM
6	Millbrae	2/14/2013 1:04 PM
7	San Mateo	2/14/2013 1:02 PM
8	San Bruno	2/14/2013 1:01 PM
9	Half Moon Bay	2/14/2013 12:59 PM
10	Millbrae	2/14/2013 12:56 PM
11	Burlingame	2/14/2013 12:54 PM
12	San Mateo	2/14/2013 12:53 PM
13	San Mateo	2/14/2013 12:52 PM
14	San Francisco	2/14/2013 12:51 PM
15	San Francisco	2/14/2013 12:49 PM
16	San Francisco	2/14/2013 12:46 PM
17	San Francisco	2/14/2013 12:45 PM
18	San Francisco	2/14/2013 12:42 PM
19	San Francisco	2/14/2013 12:41 PM
20	San Francisco	2/14/2013 12:40 PM
21	San Francisco	2/14/2013 12:39 PM
22	San Francisco	2/14/2013 12:38 PM
23	San Francisco	2/14/2013 12:36 PM
24	San Francisco	2/14/2013 12:35 PM
25	San Francisco	2/14/2013 12:34 PM
26	San Francisco	2/14/2013 12:32 PM
27	San Francisco	2/14/2013 12:30 PM
28	San Francisco	2/14/2013 12:29 PM
29	San Francisco	2/14/2013 12:28 PM
30	San Francisco	2/14/2013 12:27 PM
31	Vallejo	2/14/2013 12:25 PM
32	San Jose	2/14/2013 12:23 PM
33	Farfield	1/31/2013 4:32 PM
34	Farfield	1/31/2013 4:32 PM
35	Farfield	1/31/2013 4:30 PM
36	Farfield	1/31/2013 4:29 PM
37	Farfield	1/31/2013 4:29 PM
38	Farfield	1/31/2013 4:26 PM
39	Farfield	1/31/2013 4:25 PM
40	Farfield	1/31/2013 4:24 PM

LEP Person Survey

#	Responses	Date
41	Farfield	1/31/2013 4:23 PM
42	Farfield	1/31/2013 4:22 PM
43	Farfield	1/31/2013 4:21 PM
44	Farfield	1/31/2013 4:20 PM
45	Farfield	1/31/2013 4:18 PM
46	Farfield	1/31/2013 4:17 PM
47	Suisan City	1/31/2013 4:08 PM
48	Farfield	1/31/2013 4:07 PM
49	Farfield	1/31/2013 4:07 PM
50	Farfield	1/31/2013 4:06 PM
51	Farfield	1/31/2013 4:04 PM
52	Farfield	1/31/2013 4:03 PM
53	Farfield	1/31/2013 4:02 PM
54	Suisan City	1/31/2013 3:59 PM
55	Farfield	1/31/2013 3:58 PM
56	Farfield	1/31/2013 3:57 PM
57	Farfield	1/31/2013 3:56 PM
58	Farfield	1/31/2013 3:56 PM
59	Farfield	1/31/2013 3:55 PM
60	Farfield	1/31/2013 3:54 PM
61	Farfield	1/31/2013 3:52 PM
62	Farfield	1/31/2013 3:50 PM
63	Farfield	1/31/2013 3:49 PM
64	Suisan City	1/31/2013 3:47 PM
65	Suisan City	1/31/2013 3:46 PM
66	Suisan City	1/31/2013 3:45 PM
67	Farfield	1/31/2013 3:44 PM
68	Farfield	1/31/2013 3:43 PM
69	Farfield	1/31/2013 3:41 PM
70	Farfield	1/31/2013 3:40 PM
71	Farfield	1/31/2013 3:40 PM
72	Farfield	1/31/2013 3:35 PM
73	Suisan City	1/31/2013 3:34 PM
74	Farfield	1/31/2013 3:33 PM
75	Farfield	1/31/2013 3:31 PM
76	Farfield	1/31/2013 3:29 PM
77	Farfield	1/31/2013 3:28 PM
78	Vacaville	1/31/2013 3:27 PM
79	Farfield	1/31/2013 3:26 PM
80	Farfield	1/31/2013 3:25 PM
81	Farfield	1/31/2013 3:24 PM
82	Suisan City	1/31/2013 3:23 PM
83	Farfield	1/31/2013 3:22 PM
84	Vacaville	1/31/2013 3:21 PM

LEP Person Survey

#	Responses	Date
85	Farfield	1/31/2013 3:19 PM
86	Farfield	1/31/2013 3:18 PM
87	Farfield	1/31/2013 3:17 PM
88	Farfield	1/31/2013 3:16 PM
89	Farfield	1/31/2013 3:15 PM
90	Farfield	1/31/2013 3:13 PM
91	Farfield	1/31/2013 3:12 PM
92	Farfield	1/31/2013 3:10 PM
93	Farfield	1/31/2013 3:08 PM
94	Farfield	1/31/2013 3:07 PM
95	Suisan City	1/31/2013 3:06 PM
96	Farfield	1/31/2013 3:05 PM
97	Farfield	1/31/2013 3:04 PM
98	Farfield	1/31/2013 3:02 PM
99	Suisan City	1/31/2013 3:01 PM
100	Farfield	1/31/2013 2:59 PM
101	Suisan City	1/31/2013 2:58 PM
102	Farfield	1/31/2013 2:57 PM
103	Farfield	1/31/2013 2:56 PM
104	Farfield	1/31/2013 2:56 PM
105	Farfield	1/31/2013 2:53 PM
106	Farfield	1/31/2013 2:52 PM
107	Farfield	1/31/2013 2:50 PM
108	Farfield	1/31/2013 2:49 PM
109	Farfield	1/31/2013 2:47 PM
110	Farfield	1/31/2013 2:45 PM
111	Farfield	1/31/2013 2:42 PM
112	Suisan City	1/31/2013 2:35 PM
113	Farfield	1/31/2013 2:34 PM
114	Farfield	1/31/2013 2:32 PM
115	Farfield	1/31/2013 2:31 PM
116	Farfield	1/31/2013 2:30 PM
117	Farfield	1/31/2013 2:29 PM
118	Suisan City	1/31/2013 2:28 PM
119	Farfield	1/31/2013 2:27 PM
120	Vacaville	1/31/2013 2:26 PM
121	Vacaville	1/31/2013 2:25 PM
122	Vacaville	1/31/2013 2:25 PM
123	Farfield	1/31/2013 2:24 PM
124	Farfield	1/31/2013 2:23 PM
125	Farfield	1/31/2013 2:21 PM
126	Farfield	1/31/2013 2:19 PM
127	Farfield	1/31/2013 2:18 PM
128	Farfield	1/31/2013 2:17 PM

LEP Person Survey

#	Responses	Date
129	Farfield	1/31/2013 2:15 PM
130	Farfield	1/31/2013 2:13 PM
131	Farfield	1/31/2013 2:12 PM
132	Farfield	1/31/2013 2:11 PM
133	Farfield	1/31/2013 2:10 PM
134	Suisan City	1/31/2013 2:08 PM
135	Suisan city	1/31/2013 2:06 PM
136	Farfield	1/31/2013 2:05 PM
137	Farfield	1/31/2013 2:03 PM
138	Farfield	1/31/2013 2:02 PM
139	Farfield	1/31/2013 1:59 PM
140	Farfield	1/31/2013 1:57 PM
141	Farfield	1/31/2013 1:56 PM
142	Farfield	1/31/2013 1:55 PM
143	Farfield	1/31/2013 1:54 PM
144	Farfield	1/31/2013 1:53 PM
145	Suisan City	1/31/2013 1:52 PM
146	Suisan City	1/31/2013 1:50 PM
147	Farfield	1/31/2013 1:47 PM
148	Farfield	1/31/2013 1:46 PM
149	Farfield	1/31/2013 1:43 PM
150	Farfield	1/31/2013 1:42 PM
151	Union City	1/31/2013 1:39 PM
152	Half Moon Bay	1/31/2013 1:37 PM
153	Half Moon Bay	1/31/2013 1:37 PM
154	Half Moon Bay	1/31/2013 1:36 PM
155	RWC	1/31/2013 1:35 PM
156	San Mateo	1/31/2013 1:33 PM
157	San Jose	1/30/2013 2:47 PM
158	San Jose	1/30/2013 2:37 PM
159	San Jose	1/30/2013 2:36 PM
160	San Jose	1/30/2013 2:35 PM
161	San Jose	1/30/2013 2:34 PM
162	San Jose	1/30/2013 2:33 PM
163	San Jose	1/30/2013 2:32 PM
164	San Jose	1/30/2013 2:31 PM
165	San Jose	1/30/2013 2:30 PM
166	San Jose	1/30/2013 2:29 PM
167	San Jose	1/30/2013 2:27 PM
168	San Jose	1/30/2013 2:26 PM
169	San Jose	1/30/2013 2:26 PM
170	San Jose	1/30/2013 2:25 PM
171	San Jose	1/30/2013 2:24 PM
172	San Jose	1/30/2013 2:23 PM

LEP Person Survey

#	Responses	Date
173	San Jose	1/30/2013 2:22 PM
174	San Jose	1/30/2013 2:21 PM
175	San Jose	1/30/2013 1:19 PM
176	San Jose	1/30/2013 1:17 PM
177	San Jose	1/30/2013 1:16 PM
178	San Jose	1/30/2013 1:15 PM
179	San Jose	1/30/2013 1:14 PM
180	San Jose	1/30/2013 1:13 PM
181	San Jose	1/30/2013 1:10 PM
182	San Jose	1/30/2013 1:09 PM
183	San Jose	1/30/2013 1:08 PM
184	San Jose	1/30/2013 1:07 PM
185	San Jose	1/30/2013 1:06 PM
186	San Jose	1/30/2013 1:05 PM
187	San Jose	1/30/2013 1:04 PM
188	San Jose	1/30/2013 1:03 PM
189	San Jose	1/30/2013 1:02 PM
190	San Jose	1/30/2013 1:01 PM
191	San Jose	1/30/2013 1:00 PM
192	San Jose	1/30/2013 12:59 PM
193	San Jose	1/30/2013 12:56 PM
194	San Jose	1/30/2013 12:55 PM
195	San Jose	1/30/2013 12:53 PM
196	San Jose	1/30/2013 12:52 PM
197	San Jose	1/30/2013 12:52 PM
198	San Jose	1/30/2013 12:50 PM
199	San Jose	1/30/2013 12:49 PM
200	San Jose	1/30/2013 12:48 PM
201	San Jose	1/30/2013 12:47 PM
202	San Jose	1/30/2013 12:46 PM
203	San Jose	1/30/2013 12:44 PM
204	San Jose	1/30/2013 12:44 PM
205	San Jose	1/30/2013 12:41 PM
206	San Jose	1/30/2013 12:40 PM
207	San Jose	1/30/2013 12:39 PM
208	San Jose	1/30/2013 12:35 PM
209	San Jose	1/30/2013 12:34 PM
210	San Jose	1/30/2013 12:33 PM
211	San Jose	1/30/2013 12:30 PM
212	San Jose	1/30/2013 12:27 PM
213	San Jose	1/30/2013 12:26 PM
214	San Jose	1/30/2013 12:25 PM
215	San Jose	1/30/2013 12:24 PM
216	San Jose	1/30/2013 12:13 PM

LEP Person Survey

#	Responses	Date
217	San Jose	1/30/2013 12:13 PM
218	San Jose	1/30/2013 12:12 PM
219	San Jose	1/30/2013 12:11 PM
220	San Jose	1/30/2013 12:10 PM
221	San Jose	1/30/2013 12:10 PM
222	San Jose	1/30/2013 12:09 PM
223	San Jose	1/30/2013 12:08 PM
224	San Jose	1/30/2013 12:07 PM
225	San Jose	1/30/2013 12:06 PM
226	San Jose	1/30/2013 12:05 PM
227	San Jose	1/30/2013 12:04 PM
228	San Jose	1/30/2013 12:03 PM
229	San Jose	1/30/2013 12:02 PM
230	San Jose	1/29/2013 5:31 PM
231	San Jose	1/29/2013 5:30 PM
232	San Jose	1/29/2013 5:29 PM
233	San Jose	1/29/2013 5:28 PM
234	San Jose	1/29/2013 5:27 PM
235	San Jose	1/29/2013 5:26 PM
236	San Jose	1/29/2013 5:24 PM
237	San Jose	1/29/2013 5:24 PM
238	San Jose	1/29/2013 5:23 PM
239	San Jose	1/29/2013 5:21 PM
240	San Jose	1/29/2013 5:20 PM
241	San Jose	1/29/2013 5:19 PM
242	San Jose	1/29/2013 5:18 PM
243	San Jose	1/29/2013 5:17 PM
244	Milpitas	1/29/2013 5:16 PM
245	San Jose	1/29/2013 5:15 PM
246	San Jose	1/29/2013 5:14 PM
247	San Jose	1/29/2013 5:13 PM
248	San Jose	1/29/2013 5:12 PM
249	Manila, Philippines	1/29/2013 5:11 PM
250	San Jose	1/29/2013 4:45 PM
251	San Jose	1/29/2013 4:44 PM
252	San Jose	1/29/2013 4:43 PM
253	San Jose	1/29/2013 4:42 PM
254	San Jose	1/29/2013 4:40 PM
255	San Jose	1/29/2013 4:38 PM
256	San Jose	1/29/2013 4:37 PM
257	San Jose	1/29/2013 4:36 PM
258	San Jose	1/29/2013 4:35 PM
259	San Jose	1/29/2013 4:34 PM
260	San Jose	1/29/2013 4:34 PM

LEP Person Survey

#	Responses	Date
261	San Jose	1/29/2013 4:33 PM
262	San Jose	1/29/2013 4:32 PM
263	San Jose	1/29/2013 4:28 PM
264	San Jose	1/29/2013 4:27 PM
265	San Jose	1/29/2013 4:26 PM
266	San Jose	1/29/2013 4:25 PM
267	San Jose	1/29/2013 4:24 PM
268	San Jose	1/29/2013 4:12 PM
269	San Jose	1/29/2013 4:10 PM
270	San Jose	1/29/2013 4:09 PM
271	San Jose	1/29/2013 4:08 PM
272	San Jose	1/29/2013 4:06 PM
273	San Jose	1/29/2013 4:05 PM
274	San Jose	1/29/2013 4:03 PM
275	San Jose	1/29/2013 4:02 PM
276	San Jose	1/29/2013 4:01 PM
277	San Jose	1/29/2013 4:00 PM
278	San Jose	1/29/2013 3:59 PM
279	San Jose	1/29/2013 3:58 PM
280	San Jose	1/29/2013 3:55 PM
281	Campbell	1/29/2013 3:51 PM
282	San Jose	1/29/2013 3:50 PM
283	Los Gatos	1/29/2013 3:48 PM
284	San Jose	1/29/2013 3:42 PM
285	San Jose	1/29/2013 3:41 PM
286	San Jose	1/29/2013 3:40 PM
287	San Jose	1/29/2013 3:39 PM
288	San Jose	1/29/2013 3:38 PM
289	Thailand	1/29/2013 3:37 PM
290	San Jose	1/29/2013 3:36 PM
291	San Jose	1/29/2013 3:35 PM
292	San Jose	1/29/2013 3:34 PM
293	San Jose	1/29/2013 3:32 PM
294	San Jose	1/29/2013 3:31 PM
295	San Jose	1/29/2013 3:30 PM
296	San Jose	1/29/2013 3:30 PM
297	San Jose	1/29/2013 3:29 PM
298	San Jose	1/29/2013 3:28 PM
299	San Jose	1/29/2013 3:27 PM
300	San Jose	1/29/2013 3:26 PM
301	San Jose	1/29/2013 3:25 PM
302	San Jose	1/29/2013 3:23 PM
303	San Jose	1/29/2013 3:20 PM
304	San Jose	1/29/2013 3:19 PM

LEP Person Survey

#	Responses	Date
305	San Jose	1/29/2013 3:14 PM
306	Santa Clara	1/29/2013 3:13 PM
307	San Jose	1/29/2013 3:12 PM
308	San Jose	1/29/2013 3:11 PM
309	San Jose	1/29/2013 3:10 PM
310	San Jose	1/29/2013 3:09 PM
311	San Jose	1/29/2013 3:07 PM
312	San Jose	1/29/2013 3:05 PM
313	San Jose	1/29/2013 3:03 PM
314	San Jose	1/29/2013 2:58 PM
315	San Jose	1/29/2013 2:52 PM
316	San Jose	1/29/2013 2:51 PM
317	San Jose	1/29/2013 2:50 PM
318	San Jose	1/29/2013 2:48 PM
319	San Jose	1/29/2013 2:47 PM
320	San Jose	1/29/2013 2:47 PM
321	San Jose	1/29/2013 2:45 PM
322	San Jose	1/29/2013 2:44 PM
323	San Jose	1/29/2013 2:43 PM
324	San Jose	1/29/2013 2:41 PM
325	San Jose	1/29/2013 2:39 PM
326	San Jose	1/29/2013 2:36 PM
327	San Jose	1/29/2013 2:36 PM
328	San Jose	1/29/2013 2:35 PM
329	San Jose	1/29/2013 2:33 PM
330	San Jose	1/29/2013 2:32 PM
331	San Jose	1/29/2013 2:31 PM
332	San Jose	1/29/2013 2:30 PM
333	San Jose	1/29/2013 2:29 PM
334	San Jose	1/29/2013 2:27 PM
335	San Jose	1/29/2013 2:26 PM
336	San Jose	1/29/2013 2:25 PM
337	San Jose	1/29/2013 2:24 PM
338	San Jose	1/29/2013 2:23 PM
339	San Jose	1/29/2013 2:18 PM
340	San Jose	1/29/2013 2:16 PM
341	San Jose	1/29/2013 2:14 PM
342	San Jose	1/29/2013 2:13 PM
343	San Jose	1/28/2013 5:01 PM
344	Campbell	1/28/2013 4:59 PM
345	San Jose	1/28/2013 4:58 PM
346	San Jose	1/28/2013 4:56 PM
347	San Jose	1/28/2013 4:55 PM
348	San Jose	1/28/2013 4:54 PM

LEP Person Survey

#	Responses	Date
349	San Jose	1/28/2013 4:52 PM
350	San Jose	1/28/2013 4:51 PM
351	San Jose	1/28/2013 4:51 PM
352	San Jose	1/28/2013 4:49 PM
353	San Jose	1/28/2013 4:48 PM
354	San Jose	1/28/2013 4:47 PM
355	San Jose	1/28/2013 4:46 PM
356	San Jose	1/28/2013 4:44 PM
357	San Jose	1/28/2013 4:44 PM
358	San Jose	1/28/2013 4:40 PM
359	San Jose	1/28/2013 4:36 PM
360	San Jose	1/28/2013 4:35 PM
361	San Jose	1/28/2013 4:34 PM
362	San Jose	1/28/2013 4:30 PM
363	San Jose	1/28/2013 4:29 PM
364	San Jose	1/28/2013 4:28 PM
365	San Jose	1/28/2013 4:27 PM
366	San Jose	1/28/2013 4:26 PM
367	San Jose	1/28/2013 4:25 PM
368	San Jose	1/28/2013 4:24 PM
369	San Jose	1/28/2013 4:23 PM
370	San Jose	1/28/2013 4:22 PM
371	San Jose	1/28/2013 4:21 PM
372	San Jose	1/28/2013 4:20 PM
373	San Francisco	1/28/2013 4:15 PM
374	San Francisco	1/28/2013 4:13 PM
375	Oakland	1/28/2013 4:07 PM
376	San Francisco	1/28/2013 4:02 PM
377	San Francisco	1/28/2013 4:00 PM
378	San Francisco	1/28/2013 3:57 PM
379	San Francisco	1/28/2013 3:56 PM
380	San Francisco	1/28/2013 3:54 PM
381	San Francisco	1/28/2013 3:53 PM
382	San Francisco	1/28/2013 3:52 PM
383	San Francisco	1/28/2013 3:51 PM
384	San Francisco	1/28/2013 3:48 PM
385	San Francisco	1/28/2013 3:47 PM
386	San Francisco	1/28/2013 3:46 PM
387	San Francisco	1/28/2013 3:24 PM
388	San Francisco	1/28/2013 3:23 PM
389	San Francisco	1/28/2013 3:22 PM
390	San Francisco	1/28/2013 3:21 PM
391	San Francisco	1/28/2013 3:19 PM
392	Daly City	1/28/2013 3:16 PM

LEP Person Survey

#	Responses	Date
393	San Francisco	1/28/2013 3:12 PM
394	San Francisco	1/28/2013 3:07 PM
395	San Francisco	1/28/2013 3:06 PM
396	San Francisco	1/28/2013 3:05 PM
397	San Francisco	1/28/2013 3:03 PM
398	San Francisco	1/28/2013 3:03 PM
399	San Francisco	1/28/2013 3:02 PM
400	San Francisco	1/28/2013 3:01 PM
401	San Francisco	1/28/2013 3:00 PM
402	San Francisco	1/28/2013 3:00 PM
403	San Francisco	1/28/2013 2:59 PM
404	San Francisco	1/28/2013 2:58 PM
405	San Francisco	1/28/2013 2:57 PM
406	San Francisco	1/28/2013 2:56 PM
407	San Francisco	1/28/2013 2:55 PM
408	San Francisco	1/28/2013 2:54 PM
409	San Francisco	1/28/2013 2:53 PM
410	San Francisco	1/28/2013 2:53 PM
411	San Francisco	1/28/2013 2:52 PM
412	San Francisco	1/28/2013 2:51 PM
413	San Francisco	1/28/2013 2:48 PM
414	San Francisco	1/28/2013 2:45 PM
415	San Francisco	1/28/2013 2:44 PM
416	San Francisco	1/28/2013 2:44 PM
417	San Francisco	1/28/2013 2:43 PM
418	San Francisco	1/28/2013 2:41 PM
419	San Francisco	1/28/2013 2:35 PM
420	San Francisco	1/28/2013 2:35 PM
421	San Francisco	1/28/2013 2:34 PM
422	San Francisco	1/28/2013 2:33 PM
423	San Francisco	1/28/2013 2:32 PM
424	San Francisco	1/28/2013 2:31 PM
425	San Francisco	1/28/2013 2:30 PM
426	Daly City	1/28/2013 2:29 PM
427	Daly City	1/28/2013 2:28 PM
428	San Francisco	1/28/2013 2:27 PM
429	San Francisco	1/28/2013 2:26 PM
430	San Francisco	1/28/2013 2:25 PM
431	San Francisco	1/28/2013 2:24 PM
432	San Francisco	1/28/2013 2:23 PM
433	San Francisco	1/28/2013 2:22 PM
434	San Francisco	1/28/2013 2:21 PM
435	San Francisco	1/28/2013 2:18 PM
436	San Francisco	1/28/2013 2:17 PM

LEP Person Survey

#	Responses	Date
437	San Francisco	1/28/2013 2:16 PM
438	San Francisco	1/28/2013 2:15 PM
439	San Francisco	1/28/2013 2:14 PM
440	San Francisco	1/28/2013 2:12 PM
441	Napa	1/28/2013 2:07 PM
442	Oakland	1/28/2013 2:05 PM
443	Oakland	1/28/2013 2:04 PM
444	Oakland	1/28/2013 1:59 PM
445	Vallejo	1/28/2013 1:52 PM
446	American Canyon	1/28/2013 1:48 PM
447	Vallejo	1/28/2013 1:45 PM
448	Vallejo	1/28/2013 1:43 PM
449	Vallejo	1/28/2013 1:42 PM
450	Vallejo	1/28/2013 1:41 PM
451	Vallejo	1/28/2013 1:40 PM
452	Vallejo	1/28/2013 1:39 PM
453	Vallejo	1/28/2013 1:38 PM
454	Vallejo	1/28/2013 1:37 PM
455	Vallejo	1/28/2013 1:36 PM
456	Vallejo	1/28/2013 1:35 PM
457	Benicia	1/28/2013 1:34 PM
458	Vallejo	1/28/2013 1:33 PM
459	Vallejo	1/28/2013 1:32 PM
460	Vallejo	1/28/2013 1:31 PM
461	Vallejo	1/28/2013 1:31 PM
462	Vallejo	1/28/2013 1:30 PM
463	Vallejo	1/28/2013 1:28 PM
464	Vallejo	1/28/2013 1:27 PM
465	Vallejo	1/28/2013 1:26 PM
466	Vallejo	1/28/2013 1:23 PM
467	Vallejo	1/28/2013 1:22 PM
468	Vallejo	1/28/2013 1:22 PM
469	Vallejo	1/28/2013 1:21 PM
470	Vallejo	1/28/2013 1:19 PM
471	Vallejo	1/28/2013 1:18 PM
472	Vallejo	1/28/2013 1:18 PM
473	Vallejo	1/28/2013 1:17 PM
474	Vallejo	1/28/2013 1:16 PM
475	Vallejo	1/28/2013 1:15 PM
476	Farfield	1/28/2013 1:14 PM
477	Vallejo	1/28/2013 1:10 PM
478	San Francisco	1/22/2013 9:43 AM
479	San Francisco	1/22/2013 9:42 AM
480	San Francisco	1/22/2013 9:41 AM

LEP Person Survey

#	Responses	Date
481	San Francisco	1/22/2013 9:40 AM
482	San Francisco	1/22/2013 9:39 AM
483	San Francisco	1/22/2013 9:38 AM
484	San Francisco	1/22/2013 9:37 AM
485	San Jose	1/22/2013 9:35 AM
486	San Francisco	1/22/2013 9:34 AM
487	Millbrae	1/22/2013 9:30 AM
488	San Mateo	1/22/2013 9:30 AM
489	San Mateo	1/22/2013 9:29 AM
490	Millbrae	1/22/2013 9:28 AM
491	San Mateo	1/22/2013 9:27 AM
492	Millbrae	1/22/2013 9:26 AM
493	Belmont	1/22/2013 9:24 AM
494	San Francisco	1/22/2013 9:21 AM
495	Millbrae	1/22/2013 9:19 AM
496	Millbrae	1/22/2013 9:19 AM
497	Millbrae	1/22/2013 9:18 AM
498	San Mateo	1/22/2013 9:15 AM
499	San Mateo	1/22/2013 9:15 AM
500	Burlingame	1/22/2013 9:14 AM
501	Foster City	1/22/2013 9:12 AM
502	San Mateo	1/22/2013 9:11 AM
503	Burlingame	1/22/2013 9:10 AM
504	San Mateo	1/22/2013 9:09 AM
505	San Mateo	1/22/2013 9:08 AM
506	San Mateo	1/22/2013 9:01 AM
507	Foster City	1/22/2013 9:00 AM
508	Burlingame	1/22/2013 8:48 AM
509	San Bruno	1/22/2013 8:48 AM
510	San Francisco	1/22/2013 8:47 AM
511	Burlingame	1/22/2013 8:44 AM
512	Hillsborough	1/22/2013 8:42 AM
513	South San Francisco	1/22/2013 8:41 AM
514	Half Moon Bay	1/22/2013 8:41 AM
515	Millbrae	1/22/2013 8:39 AM
516	San Mateo	1/22/2013 8:39 AM
517	San Mateo	1/22/2013 8:32 AM
518	Bellevue	1/22/2013 8:31 AM
519	San Mateo	1/22/2013 8:29 AM
520	Millbrae	1/22/2013 8:24 AM
521	San Mateo	1/22/2013 8:24 AM
522	San Mateo	1/22/2013 8:23 AM
523	San Mateo	1/22/2013 8:22 AM
524	San Mateo	1/22/2013 8:21 AM

LEP Person Survey

#	Responses	Date
525	San Mateo	1/21/2013 9:38 PM
526	Millbrae	1/21/2013 9:33 PM
527	San Mateo	1/21/2013 9:27 PM
528	Hillsborough	1/21/2013 9:21 PM
529	San Bruno	1/21/2013 9:20 PM
530	Redwood City	1/21/2013 9:19 PM
531	San Bruno	1/21/2013 9:17 PM
532	San Mateo	1/21/2013 9:16 PM
533	Palo Alto	1/21/2013 9:12 PM
534	San Mateo	1/21/2013 9:11 PM
535	San Mateo	1/21/2013 9:10 PM
536	Stockton	1/21/2013 9:09 PM
537	San Mateo	1/21/2013 9:08 PM
538	San Mateo	1/21/2013 9:07 PM
539	Burlingame	1/21/2013 9:06 PM
540	San Mateo	1/21/2013 9:05 PM
541	San Carlos	1/21/2013 9:04 PM
542	San Mateo	1/21/2013 9:03 PM
543	Redwood Shores	1/21/2013 9:03 PM
544	San Mateo	1/21/2013 9:02 PM
545	Half Moon Bay	1/21/2013 9:01 PM
546	San Mateo	1/21/2013 8:59 PM
547	San Mateo	1/21/2013 8:58 PM
548	Daly City	1/21/2013 8:46 PM
549	San Mateo	1/21/2013 8:45 PM
550	Half Moon Bay	1/21/2013 8:44 PM
551	San Mateo	1/21/2013 8:43 PM
552	Redwood City	1/21/2013 8:42 PM
553	San Mateo	1/21/2013 8:40 PM
554	San Bruno	1/21/2013 8:39 PM
555	Hayward	1/21/2013 8:38 PM
556	Millbrae	1/21/2013 8:37 PM
557	Redwood City	1/21/2013 8:36 PM
558	Redwood City	1/21/2013 8:35 PM
559	San Mateo	1/21/2013 8:29 PM
560	San Mateo	1/21/2013 8:29 PM
561	Burlingame	1/21/2013 8:27 PM
562	Redwood City	1/21/2013 8:27 PM
563	San Mateo	1/21/2013 8:24 PM
564	San Mateo	1/21/2013 8:23 PM
565	San Mateo	1/21/2013 8:22 PM
566	San Mateo	1/21/2013 8:22 PM
567	San Mateo	1/21/2013 8:21 PM
568	Burlingame	1/21/2013 8:20 PM

LEP Person Survey

#	Responses	Date
569	San Mateo	1/21/2013 8:18 PM
570	Hillsborough	1/21/2013 8:17 PM
571	San Mateo	1/21/2013 8:16 PM
572	San Carlos	1/21/2013 8:15 PM
573	San Mateo	1/21/2013 8:13 PM
574	San Mateo	1/21/2013 8:11 PM
575	Hillsborough	1/21/2013 8:10 PM
576	Foster City	1/21/2013 7:51 PM
577	Belmont	1/21/2013 7:50 PM
578	San Mateo	1/21/2013 7:48 PM
579	San Mateo	1/21/2013 7:47 PM
580	Foster City	1/21/2013 7:46 PM
581	Redwood Shores	1/21/2013 7:40 PM
582	Burlingame	1/21/2013 7:38 PM
583	Burlingame	1/21/2013 7:36 PM
584	San Mateo	1/21/2013 7:32 PM
585	Redwood City	1/21/2013 7:31 PM
586	Redwood City	1/21/2013 7:30 PM
587	Millbrae	1/21/2013 7:24 PM
588	Redwood Shores	1/16/2013 2:58 PM
589	Alameda	1/16/2013 2:54 PM
590	Hayward	1/16/2013 1:28 PM
591	San Francisco	1/16/2013 1:27 PM
592	San Leandro	1/16/2013 1:25 PM
593	San Pablo	1/16/2013 1:24 PM
594	Hawthorne	1/16/2013 1:22 PM
595	San Francisco	1/16/2013 1:20 PM
596	Alhambra	1/16/2013 1:07 PM
597	Oakland	1/16/2013 1:02 PM
598	San Francisco	1/16/2013 12:59 PM
599	Daly City	1/16/2013 12:56 PM
600	San Francisco	1/16/2013 12:55 PM
601	Oakland	1/16/2013 12:50 PM
602	San Francisco	1/16/2013 12:47 PM
603	San Francisco	1/16/2013 12:44 PM
604	American Canyon	1/16/2013 11:53 AM
605	American Canyon	1/16/2013 11:51 AM
606	American Canyon	1/16/2013 11:51 AM
607	American Canyon	1/16/2013 11:50 AM
608	American Canyon	1/16/2013 11:49 AM
609	American Canyon	1/16/2013 11:48 AM
610	Napa	1/16/2013 11:44 AM
611	Yountville	1/16/2013 11:43 AM
612	Napa	1/16/2013 11:42 AM

LEP Person Survey

#	Responses	Date
613	Napa	1/16/2013 11:42 AM
614	Napa	1/16/2013 11:39 AM
615	Napa	1/16/2013 11:38 AM
616	Napa	1/16/2013 11:37 AM
617	Napa	1/16/2013 11:36 AM
618	Napa	1/16/2013 11:35 AM
619	Napa	1/16/2013 11:32 AM
620	Napa	1/16/2013 11:31 AM
621	Napa	1/16/2013 11:30 AM
622	Napa	1/16/2013 11:29 AM
623	Napa	1/16/2013 11:28 AM
624	Napa	1/16/2013 11:26 AM
625	Hayward	1/16/2013 11:23 AM
626	Hayward	1/16/2013 11:21 AM
627	Hayward	1/16/2013 11:20 AM
628	Hayward	1/16/2013 11:19 AM
629	Hayward	1/16/2013 11:17 AM
630	Hayward	1/16/2013 11:15 AM
631	Hayward	1/16/2013 11:14 AM
632	Hayward	1/16/2013 11:11 AM
633	Hayward	1/16/2013 11:10 AM
634	Hayward	1/16/2013 11:10 AM
635	Hayward	1/16/2013 11:09 AM
636	Hayward	1/16/2013 11:06 AM
637	Hayward	1/16/2013 11:05 AM
638	Hayward	1/16/2013 11:04 AM
639	Hayward	1/16/2013 11:03 AM
640	Hayward	1/16/2013 11:02 AM
641	Hayward	1/16/2013 11:01 AM
642	Hayward	1/16/2013 10:59 AM
643	Hayward	1/16/2013 10:58 AM
644	Hayward	1/16/2013 10:57 AM
645	Hayward	1/16/2013 10:56 AM
646	Hayward	1/16/2013 10:52 AM
647	Oakland	1/16/2013 10:51 AM
648	Hayward	1/16/2013 10:49 AM
649	Hayward	1/16/2013 10:48 AM
650	Oakland	1/16/2013 10:47 AM
651	Hayward	1/16/2013 10:45 AM
652	Napa	1/16/2013 10:43 AM
653	Napa	1/16/2013 10:42 AM
654	Napa	1/16/2013 10:41 AM
655	Napa	1/16/2013 10:40 AM
656	Napa	1/16/2013 10:39 AM

LEP Person Survey

#	Responses	Date
657	Napa	1/16/2013 10:38 AM
658	Napa	1/16/2013 10:37 AM
659	Napa	1/16/2013 10:36 AM
660	Napa	1/16/2013 10:32 AM
661	Napa	1/16/2013 10:31 AM
662	Napa	1/16/2013 10:29 AM
663	Napa	1/16/2013 10:28 AM
664	Napa	1/16/2013 10:27 AM
665	Napa	1/16/2013 10:26 AM
666	Napa	1/16/2013 10:25 AM
667	Napa	1/16/2013 10:24 AM
668	Napa	1/16/2013 10:22 AM
669	Napa	1/16/2013 10:22 AM
670	Napa	1/16/2013 10:19 AM
671	Napa	1/16/2013 10:18 AM
672	Napa	1/16/2013 10:17 AM
673	Richmond	1/15/2013 4:42 PM
674	Richmond	1/15/2013 4:41 PM
675	Richmond	1/15/2013 4:39 PM
676	Milpitas	1/15/2013 4:37 PM
677	San Jose	1/15/2013 4:36 PM
678	San Jose	1/15/2013 4:35 PM
679	San Jose	1/15/2013 4:34 PM
680	San Jose	1/15/2013 4:33 PM
681	Sunnyvale	1/15/2013 4:32 PM
682	San Jose	1/15/2013 4:30 PM
683	San Lorenzo	1/15/2013 4:28 PM
684	San Leandro	1/15/2013 4:28 PM
685	San Leandro	1/15/2013 4:26 PM
686	San Leandro	1/15/2013 4:25 PM
687	San Leandro	1/15/2013 4:24 PM
688	San Lorenzo	1/15/2013 4:23 PM
689	Oakland	1/15/2013 4:22 PM
690	San Francisco	1/15/2013 4:19 PM
691	San Francisco	1/15/2013 4:18 PM
692	San Francisco	1/15/2013 4:14 PM
693	San Francisco	1/15/2013 4:12 PM
694	San Francisco	1/15/2013 4:11 PM
695	San Francisco	1/15/2013 4:09 PM
696	San Francisco	1/15/2013 4:08 PM
697	San Francisco	1/15/2013 4:06 PM
698	San Francisco	1/15/2013 4:05 PM
699	Daly City	1/15/2013 4:05 PM
700	San Francisco	1/15/2013 4:05 PM

LEP Person Survey

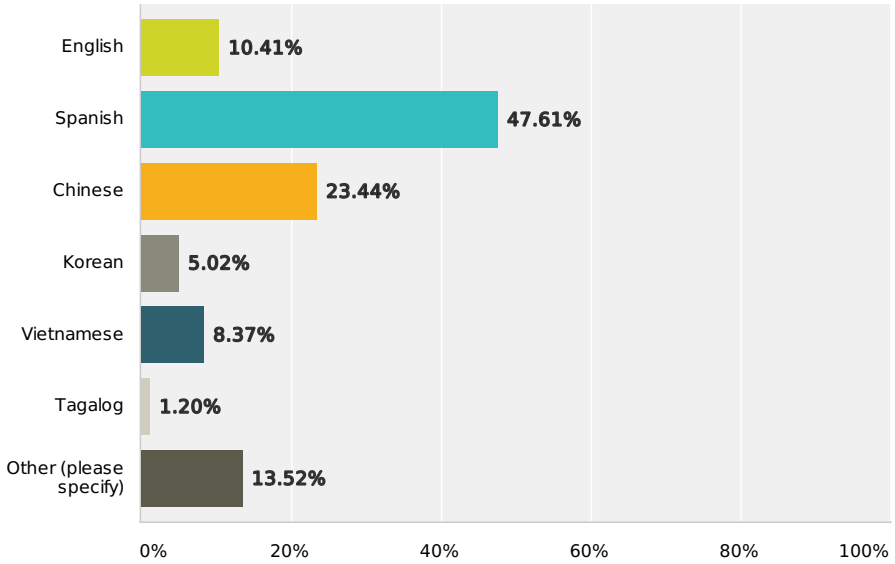
#	Responses	Date
701	Fremont	1/15/2013 4:04 PM
702	San Bruno	1/15/2013 4:04 PM
703	San Leandro	1/2/2013 3:02 PM
704	San Lorenzo	1/2/2013 3:01 PM
705	San Leandro	1/2/2013 3:00 PM
706	San Jose	1/2/2013 2:58 PM
707	San Jose	1/2/2013 2:57 PM
708	San Jose	1/2/2013 2:57 PM
709	San Jose	1/2/2013 2:55 PM
710	San Jose	1/2/2013 2:54 PM
711	Milpitas	1/2/2013 2:53 PM
712	Milpitas	1/2/2013 2:52 PM
713	San Jose	1/2/2013 2:51 PM
714	San Jose	1/2/2013 2:51 PM
715	San Jose	1/2/2013 2:49 PM
716	San Jose	1/2/2013 2:48 PM
717	San Jose	1/2/2013 2:47 PM
718	San Jose	1/2/2013 2:46 PM
719	San Jose	1/2/2013 2:45 PM
720	Milpitas	1/2/2013 2:44 PM
721	Milpitas	1/2/2013 2:43 PM
722	San Jose	1/2/2013 2:42 PM
723	San Jose	1/2/2013 2:41 PM
724	San Jose	1/2/2013 2:40 PM
725	San Jose	1/2/2013 2:39 PM
726	Milpitas	1/2/2013 2:38 PM
727	San Jose	1/2/2013 2:37 PM
728	San Jose	1/2/2013 2:36 PM
729	San Jose	1/2/2013 2:36 PM
730	San Jose	1/2/2013 2:34 PM
731	San Jose	1/2/2013 2:32 PM
732	San Jose	1/2/2013 2:31 PM
733	Milpitas	1/2/2013 2:31 PM
734	Vallejo	1/2/2013 2:24 PM
735	San Jose	1/2/2013 2:23 PM
736	Millbrae	1/2/2013 2:20 PM
737	San Francisco	1/2/2013 2:19 PM
738	Daly City	1/2/2013 2:15 PM
739	Fremont	1/2/2013 2:14 PM
740	Fremont	1/2/2013 2:13 PM
741	San Leandro	1/2/2013 2:03 PM
742	San Leandro	1/2/2013 2:02 PM
743	South San Francisco	1/2/2013 1:56 PM
744	South San Francisco	1/2/2013 1:55 PM

LEP Person Survey

#	Responses	Date
745	South San Francisco	1/2/2013 1:54 PM
746	South San Francisco	1/2/2013 1:54 PM
747	South San Francisco	1/2/2013 1:52 PM
748	South San Francisco	1/2/2013 1:52 PM
749	South San Francisco	1/2/2013 1:51 PM
750	South San Francisco	1/2/2013 1:50 PM
751	South San Francisco	1/2/2013 1:48 PM
752	South San Francisco	1/2/2013 1:46 PM
753	South San Francisco	1/2/2013 1:43 PM
754	South San Francisco	1/2/2013 1:43 PM
755	South San Francisco	1/2/2013 1:42 PM
756	Daly City	1/2/2013 1:40 PM
757	Oakland	1/2/2013 1:36 PM
758	Hayward	1/2/2013 1:34 PM
759	San Lorenzo	1/2/2013 1:33 PM
760	San Leandro	1/2/2013 1:32 PM
761	Hayward	1/2/2013 1:29 PM
762	San Leandro	1/2/2013 1:27 PM
763	Hayward	1/2/2013 1:25 PM
764	Hayward	1/2/2013 1:18 PM
765	San Lorenzo	1/2/2013 1:16 PM
766	San Leandro	1/2/2013 1:15 PM
767	San Leandro	1/2/2013 1:14 PM
768	San Leandro	1/2/2013 1:13 PM
769	San Leandro	1/2/2013 1:09 PM
770	Hayward	1/2/2013 1:08 PM
771	San Leandro	1/2/2013 1:07 PM
772	San Leandro	1/2/2013 1:05 PM
773	San Leandro	1/2/2013 1:03 PM
774	Hayward	1/2/2013 1:02 PM
775	San Leandro	1/2/2013 1:01 PM
776	San Lorenzo	1/2/2013 1:00 PM

Q4 What language do you speak at home?

Answered: 836 Skipped: 9



Answer Choices	Responses	
English	**10.41%**	87
Spanish	**47.61%**	398
Chinese	**23.44%**	196
Korean	**5.02%**	42
Vietnamese	**8.37%**	70
Tagalog	**1.20%**	10
Other (please specify)	**13.52%**	113
Total Respondents: 836		

Q4 "Other" Responses

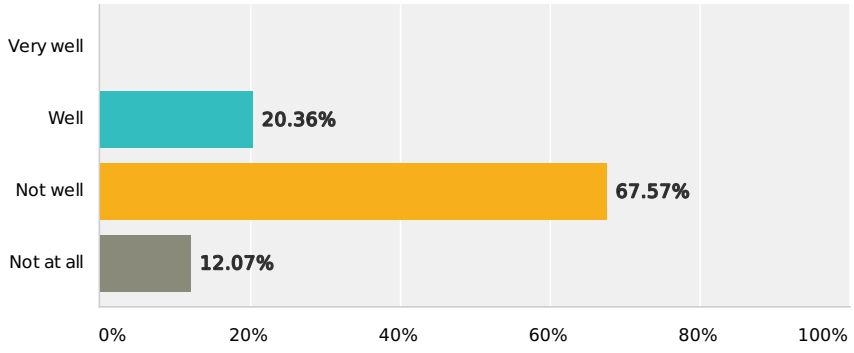
#	Other:	Date
1	Japanese	Feb 14, 2013 8:25 PM
2	none given	Feb 1, 2013 12:03 AM
3	Farsi	Jan 31, 2013 10:36 PM
4	Thai	Jan 31, 2013 10:34 PM
5	Farsi	Jan 31, 2013 10:32 PM
6	French	Jan 31, 2013 10:29 PM
7	French	Jan 31, 2013 10:28 PM
8	Arabic	Jan 31, 2013 10:26 PM
9	Arabic	Jan 31, 2013 10:25 PM
10	Arabic	Jan 31, 2013 10:24 PM
11	Punjabi	Jan 31, 2013 10:15 PM
12	Italian, Russian	Jan 31, 2013 10:13 PM
13	Thai	Jan 31, 2013 10:11 PM
14	French	Jan 31, 2013 10:10 PM
15	Cambodian	Jan 31, 2013 10:08 PM
16	Thai	Jan 31, 2013 10:05 PM
17	tigrigna	Jan 31, 2013 10:02 PM
18	Hungarian	Jan 31, 2013 9:54 PM
19	none given	Jan 31, 2013 9:50 PM
20	amharic	Jan 30, 2013 12:45 AM
21	none given	Jan 30, 2013 12:44 AM
22	Turkish	Jan 30, 2013 12:43 AM
23	assyrian	Jan 30, 2013 12:42 AM
24	Iraqi(arabic)	Jan 30, 2013 12:41 AM
25	assyrian	Jan 30, 2013 12:40 AM
26	Serbian	Jan 30, 2013 12:38 AM
27	Farsi	Jan 30, 2013 12:37 AM
28	Farsi	Jan 30, 2013 12:36 AM
29	Thai	Jan 30, 2013 12:35 AM
30	Russian	Jan 30, 2013 12:34 AM
31	Pasto and Farsi	Jan 30, 2013 12:34 AM
32	assyrian	Jan 30, 2013 12:33 AM
33	Punjabi	Jan 30, 2013 12:32 AM
34	Ukranian	Jan 30, 2013 12:28 AM
35	Russian	Jan 30, 2013 12:27 AM
36	Russian	Jan 30, 2013 12:26 AM
37	Farsi	Jan 30, 2013 12:25 AM
38	Russian	Jan 30, 2013 12:24 AM
39	Russian and Hebrew	Jan 30, 2013 12:11 AM
40	Farsi	Jan 30, 2013 12:10 AM
41	Farsi	Jan 30, 2013 12:06 AM
42	Farsi	Jan 30, 2013 12:02 AM
43	amharic	Jan 30, 2013 12:01 AM

44	Farsi	Jan 30, 2013 12:00 AM
45	Farsi	Jan 29, 2013 11:59 PM
46	Russian	Jan 29, 2013 11:58 PM
47	amharic	Jan 29, 2013 11:57 PM
48	tigrigna	Jan 29, 2013 11:55 PM
49	Farsi	Jan 29, 2013 11:54 PM
50	Farsi	Jan 29, 2013 11:51 PM
51	French	Jan 29, 2013 11:50 PM
52	Farsi	Jan 29, 2013 11:49 PM
53	Russian	Jan 29, 2013 11:48 PM
54	Farsi	Jan 29, 2013 11:47 PM
55	Somali	Jan 29, 2013 11:45 PM
56	Somali	Jan 29, 2013 11:44 PM
57	Somali	Jan 29, 2013 11:43 PM
58	Russian	Jan 29, 2013 11:42 PM
59	Farsi	Jan 29, 2013 11:41 PM
60	Japanese	Jan 29, 2013 11:39 PM
61	Thai	Jan 29, 2013 11:37 PM
62	Hindu	Jan 29, 2013 11:30 PM
63	Japanese	Jan 29, 2013 11:29 PM
64	Bulgarian	Jan 29, 2013 11:25 PM
65	Cambodian	Jan 29, 2013 11:23 PM
66	Farsi	Jan 29, 2013 11:22 PM
67	Farsi	Jan 29, 2013 11:21 PM
68	Polish	Jan 29, 2013 11:20 PM
69	Persian	Jan 29, 2013 11:19 PM
70	tigrigna	Jan 29, 2013 11:14 PM
71	Farsi	Jan 29, 2013 11:13 PM
72	Somali	Jan 29, 2013 11:12 PM
73	Romanian	Jan 29, 2013 11:11 PM
74	amharic	Jan 29, 2013 11:10 PM
75	Farsi	Jan 29, 2013 11:09 PM
76	Russian	Jan 29, 2013 11:07 PM
77	Farsi	Jan 29, 2013 11:05 PM
78	Farsi	Jan 29, 2013 11:03 PM
79	assyrian	Jan 29, 2013 11:00 PM
80	Russian	Jan 29, 2013 10:51 PM
81	Russian	Jan 29, 2013 10:45 PM
82	amharic	Jan 29, 2013 10:44 PM
83	swaheli	Jan 29, 2013 10:43 PM
84	allaman	Jan 29, 2013 10:39 PM
85	Farsi	Jan 29, 2013 10:36 PM
86	Amharic	Jan 29, 2013 10:36 PM
87	Russian	Jan 29, 2013 10:35 PM
88	amharic	Jan 29, 2013 10:33 PM
89	none given	Jan 29, 2013 10:27 PM
90	Farsi	Jan 29, 2013 10:26 PM
91	tigrigna	Jan 29, 2013 10:24 PM
92	tigrigna	Jan 29, 2013 10:23 PM
93	Farsi	Jan 29, 2013 10:19 PM

94	none given	Jan 29, 2013 10:18 PM
95	none given	Jan 29, 2013 12:59 AM
96	Persian	Jan 29, 2013 12:58 AM
97	Farsi	Jan 29, 2013 12:56 AM
98	Russian	Jan 29, 2013 12:49 AM
99	none given	Jan 29, 2013 12:44 AM
100	Russian	Jan 29, 2013 12:27 AM
101	Ukranian	Jan 29, 2013 12:26 AM
102	none given	Jan 29, 2013 12:20 AM
103	Japan	Jan 28, 2013 9:50 PM
104	French	Jan 28, 2013 9:48 PM
105	Cebuano	Jan 22, 2013 5:37 PM
106	no response	Jan 22, 2013 5:21 AM
107	Italian	Jan 22, 2013 4:17 AM
108	no response	Jan 22, 2013 4:11 AM
109	Japanese	Jan 22, 2013 4:10 AM
110	Japanese	Jan 22, 2013 3:51 AM
111	Japanese	Jan 22, 2013 3:50 AM
112	Japanese	Jan 22, 2013 3:49 AM
113	Japanese	Jan 22, 2013 3:47 AM
114	Japanese	Jan 22, 2013 3:46 AM
115	Russian	Jan 16, 2013 10:58 PM
116	French	Jan 16, 2013 10:11 PM
117	Russian	Jan 16, 2013 10:09 PM
118	Italian	Jan 16, 2013 6:59 PM
119	Farsi	Jan 2, 2013 9:03 PM
120	Burmese	Jan 2, 2013 9:02 PM
121	none given	Jan 2, 2013 9:01 PM

Q5 Please identify how well you speak English.

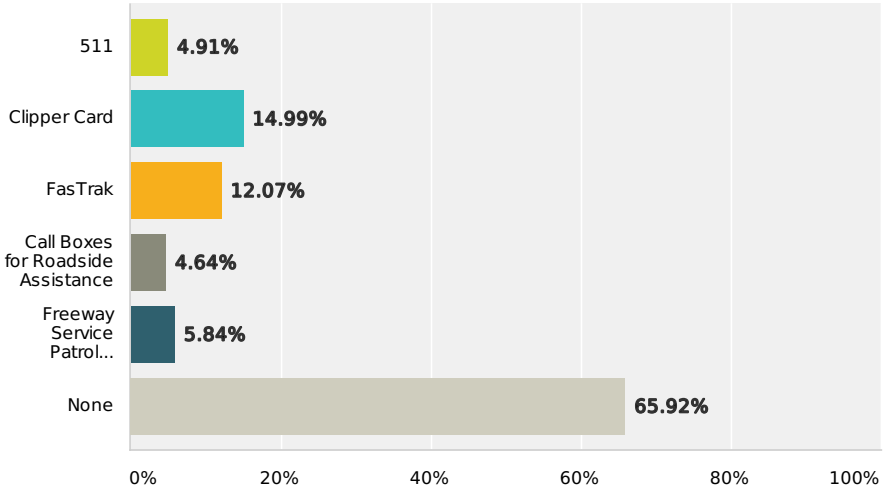
Answered: 845 Skipped: 0



Answer Choices	Responses	
Not well	**67.57%**	571
Well	**20.36%**	172
Not at all	**12.07%**	102
Very well	**0%**	0
Total		845

Q6 Which of the following Metropolitan Transportation Commission services do you use? (check all that apply)

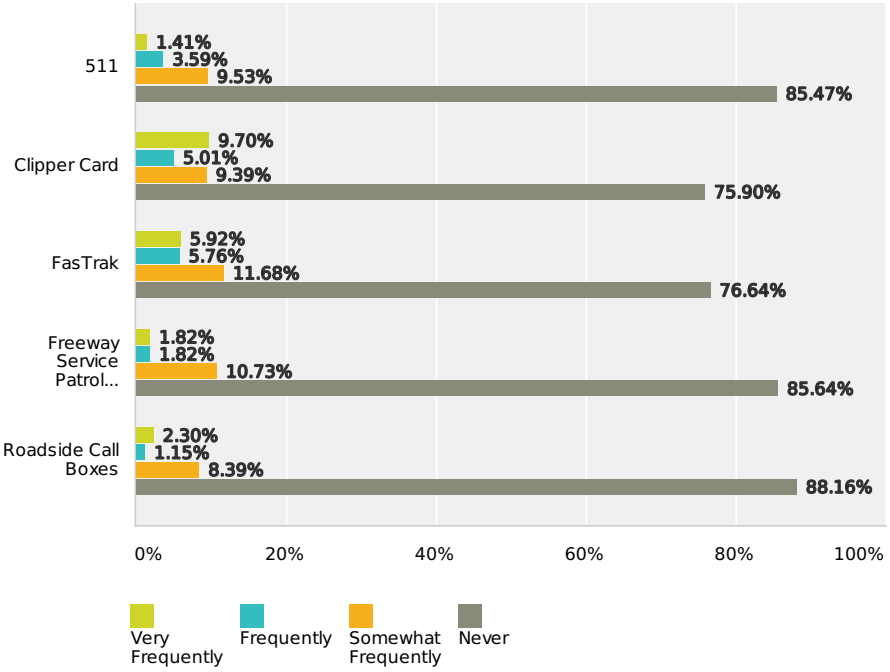
Answered: 754 Skipped: 91



Answer Choices	Responses	
511	**4.91%**	37
Clipper Card	**14.99%**	113
FasTrak	**12.07%**	91
Call Boxes for Roadside Assistance	**4.64%**	35
Freeway Service Patrol (Roving Tow Trucks)	**5.84%**	44
None	**65.92%**	497
Total Respondents: 754		

Q7 How frequently do you use the following Bay Area transportation services? (select only one response for each service)

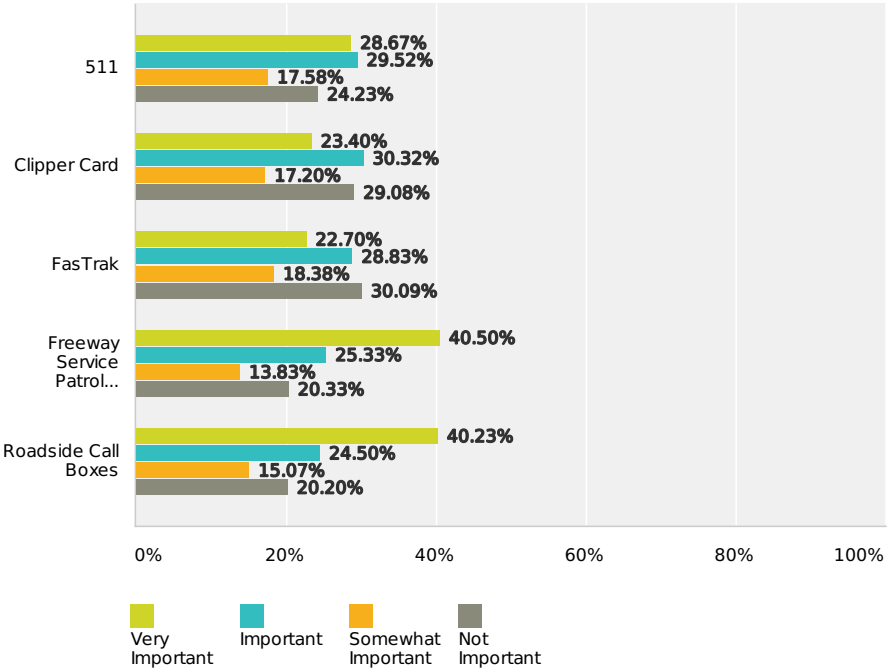
Answered: 761 Skipped: 84



	Very Frequently	Frequently	Somewhat Frequently	Never	Total
511	**1.41%** 9	**3.59%** 23	**9.53%** 61	**85.47%** 547	640
Clipper Card	**9.70%** 62	**5.01%** 32	**9.39%** 60	**75.90%** 485	639
FasTrak	**5.92%** 37	**5.76%** 36	**11.68%** 73	**76.64%** 479	625
Freeway Service Patrol (Roving Tow Trucks)	**1.82%** 11	**1.82%** 11	**10.73%** 65	**85.64%** 519	606
Roadside Call Boxes	**2.30%** 14	**1.15%** 7	**8.39%** 51	**88.16%** 536	608

Q8 How important are the following services to you? (select only one response for each service)

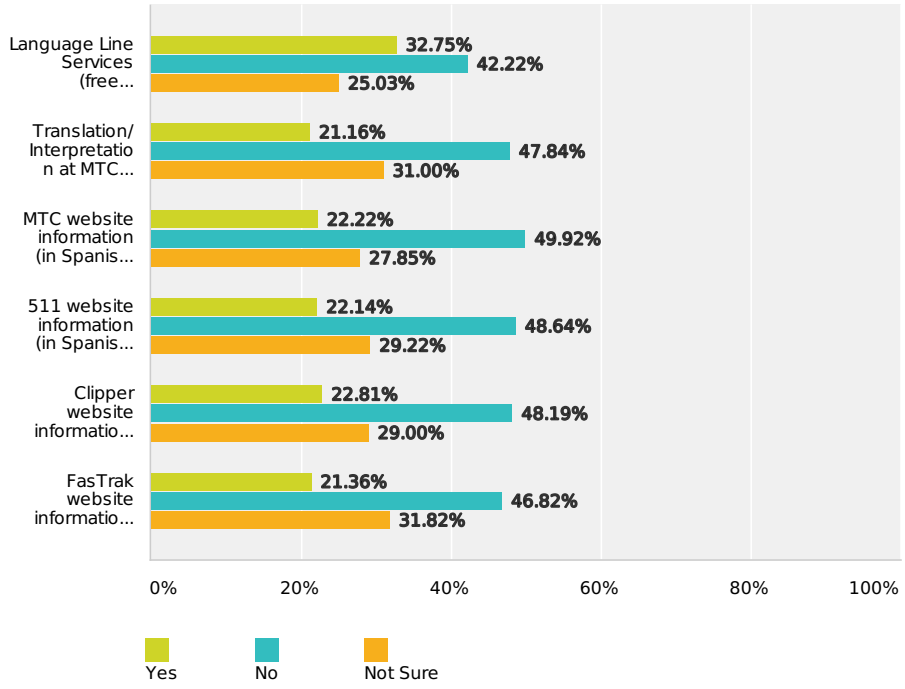
Answered: 748 Skipped: 97



	Very Important	Important	Somewhat Important	Not Important	Total
511	**28.67%** 168	**29.52%** 173	**17.58%** 103	**24.23%** 142	586
Clipper Card	**23.40%** 132	**30.32%** 171	**17.20%** 97	**29.08%** 164	564
FasTrak	**22.70%** 126	**28.83%** 160	**18.38%** 102	**30.09%** 167	555
Freeway Service Patrol (Roving Tow Trucks)	**40.50%** 243	**25.33%** 152	**13.83%** 83	**20.33%** 122	600
Roadside Call Boxes	**40.23%** 243	**24.50%** 148	**15.07%** 91	**20.20%** 122	604

Q9 Did you know that Metropolitan Transportation Commission (MTC) provides the following language assistance services? (select only one response for each service)

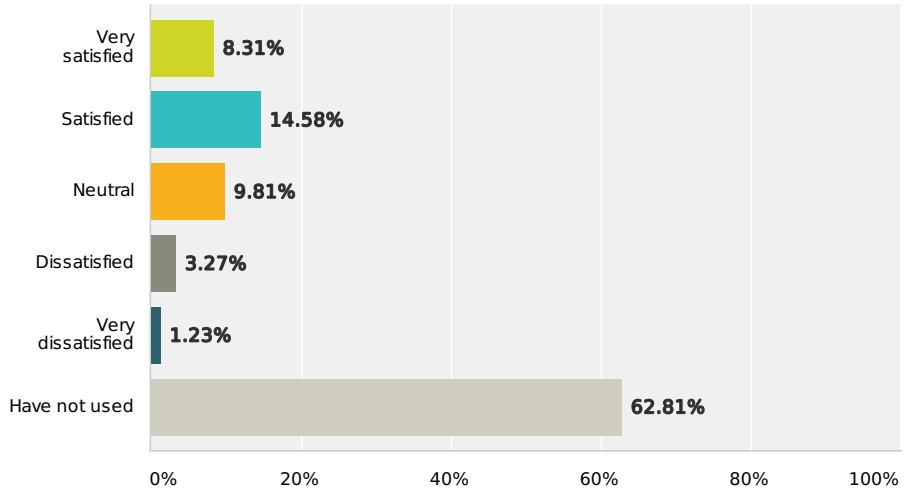
Answered: 769 Skipped: 76



	Yes	No	Not Sure	Total
Language Line Services (free telephone interpretation services for MTC, 511, Clipper, Freeway Service Patrol and FasTrak)	**32.75%** 242	**42.22%** 312	**25.03%** 185	739
Translation/ Interpretation at MTC meetings upon request	**21.16%** 142	**47.84%** 321	**31.00%** 208	671
MTC website information (in Spanish or Chinese)	**22.22%** 146	**49.92%** 328	**27.85%** 183	657
511 website information (in Spanish or Chinese)	**22.14%** 147	**48.64%** 323	**29.22%** 194	664
Clipper website information (in Spanish or Chinese)	**22.81%** 151	**48.19%** 319	**29.00%** 192	662
FasTrak website information (in Spanish or Chinese)	**21.36%** 141	**46.82%** 309	**31.82%** 210	660

Q10 If you have used Metropolitan Transportation Commission's language assistance services, how satisfied were you with the experience?

Answered: 734 Skipped: 111



Answer Choices	Responses	
Very satisfied	**8.31%**	61
Satisfied	**14.58%**	107
Neutral	**9.81%**	72
Dissatisfied	**3.27%**	24
Very dissatisfied	**1.23%**	9
Have not used	**62.81%**	461
Total		734

Q11 What are your suggestions for additional language assistance services that the Metropolitan Transportation Commission should consider to improve its services? Please be specific.

Answered: 275 Skipped: 570

#	Responses	Date
1	Public relations required	2/14/2013 1:13 PM
2	Korean language service required	2/14/2013 1:11 PM
3	Translation services are important to help drivers when something occurs	2/14/2013 1:09 PM
4	No comment	2/14/2013 1:08 PM
5	Best to have Bilingual service. (Chinese)	2/14/2013 1:05 PM
6	I need more Chinese service. (Do not need Cantonese, don't understand)	2/14/2013 1:04 PM
7	I don't know how to say.	2/14/2013 1:03 PM
8	No suggestion.	2/14/2013 1:01 PM
9	Can Chinese translation be arranged for every items please. Thank you.	2/14/2013 1:00 PM
10	I am an elderly, should use Chinese language for assisting service.	2/14/2013 12:58 PM
11	When I need to use Chinese, the operator will quickly transfer me to the language I need.	2/14/2013 12:56 PM
12	Chinese (Mandarin). There are many Chinese who cannot speak good English. Need Chinese Mandarin service.	2/14/2013 12:55 PM
13	Improve the popularity of service and using standard language for announcement will highly improve the service.	2/14/2013 12:54 PM
14	When riding the bus, there is only english to announce the station. It will be much better if there is Chinese or at least two to other three languages to announce the station. Thank you!	2/14/2013 12:52 PM
15	No suggestion	2/14/2013 12:51 PM
16	Let the bus arrive on time. Lower the bus fare.	2/14/2013 12:50 PM
17	No	2/14/2013 12:46 PM
18	Don't know	2/14/2013 12:45 PM
19	Should widely promote Chinese hotline and information service.	2/14/2013 12:43 PM
20	English, Vietnamese and Chinese	2/14/2013 12:42 PM
21	My education level is poor, don't have any suggestions.	2/14/2013 12:40 PM
22	Chinese	2/14/2013 12:39 PM
23	Chinese	2/14/2013 12:38 PM
24	Chinese	2/14/2013 12:37 PM
25	Mandarin	2/14/2013 12:36 PM
26	Chinese	2/14/2013 12:34 PM
27	Cantonese	2/14/2013 12:33 PM
28	Bilingual (Cantonese, Mandarin)	2/14/2013 12:31 PM
29	Cantonese	2/14/2013 12:30 PM
30	Safety inside the bus and need to have Chinese service.	2/14/2013 12:29 PM
31	I never use it, therefore I don't know what other languages provided. Best to have Chinese.	2/14/2013 12:27 PM
32	Japanese	2/14/2013 12:26 PM
33	The waiting time of the Chinese complaint hotline 311 takes too long. Hope the waiting time can be shortened. Whether a direct Chinese phone line can be added to report to the police.	2/14/2013 12:24 PM

LEP Person Survey

#	Responses	Date
34	bilingual personnel	1/31/2013 4:31 PM
35	bilingual people	1/31/2013 4:30 PM
36	Its very important for people who need transit everyday to get to work and do not speak English	1/31/2013 4:28 PM
37	bilingual people	1/31/2013 4:23 PM
38	That there is transportation to cities where people live and not to other places	1/31/2013 4:21 PM
39	That there are people of good character to attend to the passengers	1/31/2013 4:05 PM
40	That there was better, more frequent service	1/31/2013 4:04 PM
41	That the bus stops were more secure. That the buses were more frequent, come every 20min instead of every hour.	1/31/2013 4:01 PM
42	That there was more information and education about the services provided.	1/31/2013 3:53 PM
43	That you hire bus drivers who speak Spanish	1/31/2013 3:48 PM
44	I think that the MTC should have their services in different languages for the good of all people	1/31/2013 3:43 PM
45	Many people do not know about these services. It would be good if more information was available in television, radio, or pamphlets so people would know about the offered services	1/31/2013 3:37 PM
46	Have more patience with those people who have difficulty with English and help these people more.	1/31/2013 3:32 PM
47	The workers should be more patient and listen to people who speak slowly	1/31/2013 3:30 PM
48	We need more frequent transit and route information for worker who have 20 to 30min long commutes.	1/31/2013 3:14 PM
49	When buying tickets sometimes my family needs a translators because the workers only speak English	1/31/2013 3:11 PM
50	That the telephone call boxes on the highways and freeways were safer	1/31/2013 3:02 PM
51	The bus drivers should be able to speak Spanish so they can assist the passengers.	1/31/2013 2:54 PM
52	I would like it if they spoke Spanish	1/31/2013 2:53 PM
53	Thank you, but I have not used any of these services	1/31/2013 2:51 PM
54	I think that everything is ok, but I don't travel much. Speak more Spanish	1/31/2013 2:48 PM
55	I can't give an opinion or offer guidance because I haven't used the services	1/31/2013 2:46 PM
56	To be honest I don't know, but I think you should continue	1/31/2013 2:44 PM
57	We are satisfied	1/31/2013 2:21 PM
58	I think no language is necessary. Dialect because some people need it	1/31/2013 2:20 PM
59	I suggest to provide all languages because many old people do not speak English	1/31/2013 2:16 PM
60	Cambodian	1/31/2013 2:09 PM
61	If we had assistance services for every language that would be very good.	1/31/2013 2:07 PM
62	Thai language	1/31/2013 2:05 PM
63	Spanish	1/31/2013 1:58 PM
64	I think that the Commission is doing a good job	1/31/2013 1:40 PM
65	More help in Spanish	1/31/2013 1:35 PM
66	I'm not sure, but it would be a good idea to have visible service announcements in Spanish	1/31/2013 1:34 PM
67	I can't get any information about MTC. Why don't you provide some convenient way to get some information.	1/30/2013 2:46 PM
68	Spanish	1/30/2013 2:31 PM
69	That there are more personnel who speak Spanish	1/30/2013 2:30 PM
70	People that speak Spanish	1/30/2013 2:28 PM
71	Farsi, Romania, Somalia, Tigrigna, Spanish	1/30/2013 1:23 PM
72	Respect velocity	1/30/2013 1:18 PM
73	My language is Spanish	1/30/2013 1:16 PM
74	You should improve the frequency of the buses. An example is the 63 line. If this line passed 10 minutes after 12:30 I would not have to wait 50 minutes to take another one.	1/30/2013 12:43 PM
75	Announcements on TV about transportation	1/30/2013 12:38 PM
76	Announcements on television about transportation. That workers are educated and nice to the riders.	1/30/2013 12:37 PM

LEP Person Survey

#	Responses	Date
77	The service is good, this form is hard to understand. What do you want to know?	1/30/2013 12:34 PM
78	There should be a person working in the transportation service (bus, trains) who speaks Spanish and Vietnamese and who is also aware of their different customs.There should be more buses. The transit service for me is very bad. There are not many buses.	1/30/2013 12:31 PM
79	farsi please	1/29/2013 5:28 PM
80	Please provide services in Vietnamese!	1/29/2013 5:26 PM
81	Farsi please	1/29/2013 5:21 PM
82	I hope you provide Chinese language services	1/29/2013 5:17 PM
83	nothing	1/29/2013 5:16 PM
84	Please speak Chinese	1/29/2013 5:14 PM
85	more services if possible	1/29/2013 5:12 PM
86	Farsi	1/29/2013 4:37 PM
87	put Thai language in your services	1/29/2013 4:36 PM
88	use Russian language	1/29/2013 4:35 PM
89	I don't understand this form	1/29/2013 4:32 PM
90	I'm not sure the MTC has to think too much about it. All the transit signs are understandable enough and we can always get information from the internet.	1/29/2013 4:29 PM
91	I don't know	1/29/2013 4:25 PM
92	Offer services in English, Cambodian, Chinese, Korean and Vietnamese	1/29/2013 4:13 PM
93	I would like information about routes and how much money	1/29/2013 4:11 PM
94	I would like information about routes and how much money	1/29/2013 4:10 PM
95	I would like information about routes and how much money	1/29/2013 4:09 PM
96	I would like information about routes and how much money	1/29/2013 4:06 PM
97	I would like information about routes and how much money	1/29/2013 4:05 PM
98	I would like information about routes and how much money	1/29/2013 4:04 PM
99	I would like information about routes and how much money	1/29/2013 4:03 PM
100	I don't know	1/29/2013 4:01 PM
101	Farsi please	1/29/2013 4:00 PM
102	Farsi please	1/29/2013 3:59 PM
103	Russian please	1/29/2013 3:58 PM
104	amheric please	1/29/2013 3:57 PM
105	Tigrigna please	1/29/2013 3:56 PM
106	Farsi please. Why no surveys in Farsi?	1/29/2013 3:52 PM
107	Farsi please	1/29/2013 3:51 PM
108	Russian please	1/29/2013 3:48 PM
109	Somali please	1/29/2013 3:45 PM
110	Somali please	1/29/2013 3:44 PM
111	Somali please	1/29/2013 3:43 PM
112	I want Russian	1/29/2013 3:42 PM
113	I want services in Persian	1/29/2013 3:41 PM
114	Korean	1/29/2013 3:40 PM
115	Japanese	1/29/2013 3:39 PM
116	I would like this in Thai	1/29/2013 3:37 PM
117	need more bus stops with benches and shelters. I wait too long for transfers. More frequent service. More bilingual drivers.	1/29/2013 3:24 PM
118	Need more bus stops with benches and shelters. More bilingual drivers. More frequent service.	1/29/2013 3:21 PM

LEP Person Survey

#	Responses	Date
119	farsi	1/29/2013 3:14 PM
120	Farsi	1/29/2013 3:09 PM
121	It would be better if this paper was in Russian	1/29/2013 3:08 PM
122	It would be better for me if this paper was in Farsi language	1/29/2013 3:06 PM
123	It would be better if this paper was in Farsi because I speak Farsi.	1/29/2013 3:04 PM
124	I would be interested to have this information provided in different languages such as Farsi	1/29/2013 3:02 PM
125	I want services in vietnamese	1/29/2013 2:59 PM
126	I need this service in Spanish	1/29/2013 2:53 PM
127	I need this service in Russian	1/29/2013 2:52 PM
128	I need the "511" in Spanish	1/29/2013 2:49 PM
129	I need this paper in Russian language	1/29/2013 2:46 PM
130	Its necessay to do more practice in the English language	1/29/2013 2:40 PM
131	I need these services to Amharic language	1/29/2013 2:34 PM
132	I need this service in Spanish	1/29/2013 2:32 PM
133	I need service Vietnamese language	1/29/2013 2:30 PM
134	I need services in Vietnamese language	1/29/2013 2:29 PM
135	I need these services in Persian	1/29/2013 2:18 PM
136	I need this service in Spanish	1/29/2013 2:17 PM
137	Vietnamese, chinese	1/29/2013 2:14 PM
138	I need services in Korean	1/28/2013 5:02 PM
139	I need services in Farsi	1/28/2013 5:00 PM
140	I need the services in Persian	1/28/2013 4:58 PM
141	I need the service in Farsi	1/28/2013 4:57 PM
142	I need all the information in Spanish	1/28/2013 4:56 PM
143	to use the Russian language	1/28/2013 4:50 PM
144	Portuguese	1/28/2013 4:46 PM
145	Spanish	1/28/2013 4:45 PM
146	Spanish	1/28/2013 4:31 PM
147	Spanish	1/28/2013 4:29 PM
148	Mandarin	1/28/2013 4:24 PM
149	Give more language services in 511	1/28/2013 4:14 PM
150	24 hour hotline/services	1/28/2013 4:07 PM
151	Different languages, not just Spanish or Chinese	1/28/2013 4:03 PM
152	Many MTC services do not have Cantonese (Chinese) language services. I think that they are ignoring us.	1/28/2013 3:50 PM
153	Everything is ok	1/28/2013 3:24 PM
154	Chinese. More and more Chinese are living in the City and some might not speak or read English/Spanish and they could get help if there is customer service in Chinese	1/28/2013 3:21 PM
155	culturally competency services	1/28/2013 3:17 PM
156	chinese	1/28/2013 2:49 PM
157	chinese	1/28/2013 2:30 PM
158	chinese	1/28/2013 2:27 PM
159	chinese	1/28/2013 2:27 PM
160	chinese	1/28/2013 2:26 PM
161	chinese	1/28/2013 2:25 PM
162	chinese	1/28/2013 2:24 PM

LEP Person Survey

#	Responses	Date
163	chinese	1/28/2013 2:23 PM
164	chinese	1/28/2013 2:22 PM
165	Chinese	1/28/2013 2:17 PM
166	chinese	1/28/2013 2:17 PM
167	chinese	1/28/2013 2:16 PM
168	chinese	1/28/2013 2:12 PM
169	Distribute flyers. Television publicity	1/28/2013 2:06 PM
170	Have more people who are bilingual	1/28/2013 2:04 PM
171	Spanish	1/28/2013 2:00 PM
172	Its important that transit workers speak at least 2 languages so they can properly help community members. Thanks!	1/28/2013 1:48 PM
173	Its important that transit workers speak multiple languages so they can help passengers.	1/28/2013 1:44 PM
174	I don't know about these services because I haven't lived here for long	1/28/2013 1:20 PM
175	I don't have suggestions, but all your offered services appear very important	1/28/2013 1:12 PM
176	Cebuano dialect	1/22/2013 9:37 AM
177	nothing	1/21/2013 9:33 PM
178	Have different routes	1/21/2013 9:19 PM
179	That service providers speak Spanish so they can help older passengers.	1/21/2013 9:18 PM
180	The truth is I will not be living in this city for long.	1/21/2013 9:11 PM
181	Public bus transit to school	1/21/2013 9:08 PM
182	Everything is good.	1/21/2013 8:58 PM
183	Have Spanish language instructions on the train.	1/21/2013 8:36 PM
184	It was more clear how to explain oneself.	1/21/2013 8:31 PM
185	The buses should run more frequently.	1/21/2013 8:28 PM
186	Its ok	1/21/2013 8:27 PM
187	I have not used these services so I can't offer any recommendations.	1/21/2013 8:24 PM
188	that there were bilingual services.	1/21/2013 8:19 PM
189	I don't have any idea about the MTC.	1/21/2013 8:13 PM
190	I have no idea.	1/21/2013 8:12 PM
191	It isn't needed because here in America we should use English	1/21/2013 8:10 PM
192	It would be great if I could get information in Japanese, but English is alright.	1/21/2013 7:52 PM
193	Please make an app for smartphones. It would be very useful for me.	1/21/2013 7:29 PM
194	Spanish telephone line	1/16/2013 1:24 PM
195	Chinese	1/16/2013 1:00 PM
196	no	1/16/2013 12:48 PM
197	Bus drivers who speak Spanish. Many of the people who work for the bus company don't speak other languages and I have questions, but can't communicate with them.	1/16/2013 11:46 AM
198	I don't know	1/16/2013 11:43 AM
199	That you don't remove the services that already exist	1/16/2013 11:34 AM
200	more interpreters	1/16/2013 11:31 AM
201	more security in the schools	1/16/2013 11:28 AM
202	Continue helping the community.	1/16/2013 11:24 AM
203	Help more incapacitated people	1/16/2013 11:22 AM
204	Improve Spanish speaking skills of your employees.	1/16/2013 11:21 AM
205	Employ more people who speak Spanish	1/16/2013 11:16 AM

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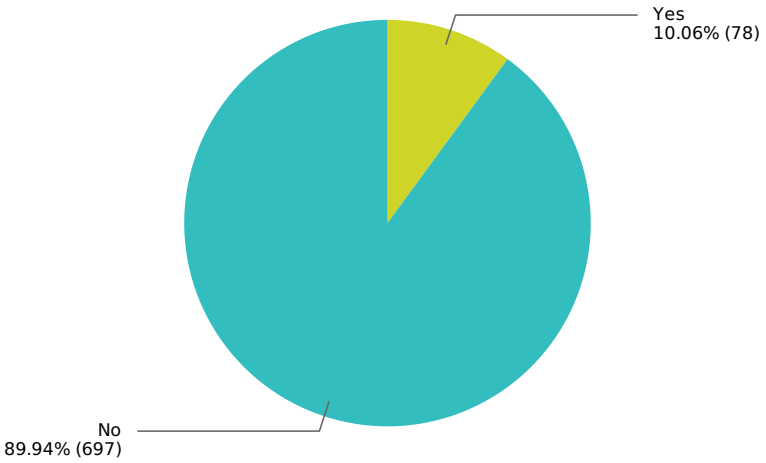
#	Responses	Date
206	All the best. Happiness and Thanks!!!	1/16/2013 11:08 AM
207	everything is great.	1/16/2013 11:06 AM
208	better translators	1/16/2013 11:01 AM
209	That they provide more help to vehicles stuck on the highways.	1/16/2013 10:54 AM
210	Spanish language announcements and information in public places like schools, libraries, etc.	1/16/2013 10:51 AM
211	Improve Spanish speaking skills of service providers	1/16/2013 10:48 AM
212	Improve Spanish speaking skills of service providers	1/16/2013 10:46 AM
213	I would like more information in Spanish	1/16/2013 10:35 AM
214	I need to speak English	1/16/2013 10:33 AM
215	I need more information about what is available.	1/16/2013 10:30 AM
216	I do not have any suggestions	1/16/2013 10:29 AM
217	Don't be so rude.	1/16/2013 10:24 AM
218	More control to improve traffic congestion. Construct more roads/lanes to improve traffic. Thanks	1/16/2013 10:21 AM
219	no comments	1/16/2013 10:17 AM
220	I would like it if there were more services available in Spanish, especially emergency services.	1/15/2013 4:43 PM
221	None	1/15/2013 4:41 PM
222	no	1/15/2013 4:40 PM
223	Need translation when reach destination or station	1/15/2013 4:37 PM
224	Need translation for announcements, posters, need interpreter	1/15/2013 4:36 PM
225	Need translation for announcements	1/15/2013 4:35 PM
226	Need translation for announcements, posters	1/15/2013 4:34 PM
227	Need translation for announcements, electronic billboards	1/15/2013 4:33 PM
228	Need translation for all informations	1/15/2013 4:32 PM
229	Need translation for announcements, posters, 511 line	1/15/2013 4:31 PM
230	Must have Chinese language services.	1/15/2013 4:27 PM
231	Must have Chinese language services.	1/15/2013 4:26 PM
232	Wish to add more routes and less transportation time.	1/15/2013 4:25 PM
233	Should establish more organizations which have variety of language services.	1/15/2013 4:24 PM
234	I wish there is Chinese language services because there are a lot more Chinese in America and some new immigrants are not good in English. That is why I wish there is Chinese language services.	1/15/2013 4:22 PM
235	Korean required	1/15/2013 4:16 PM
236	Korean Interpretors required	1/15/2013 4:15 PM
237	Satisfied	1/15/2013 4:13 PM
238	Okay	1/15/2013 4:11 PM
239	I hope buses runs more often and on time.	1/15/2013 4:10 PM
240	I hope buses runs more often and on time.	1/15/2013 4:08 PM
241	I hope buses run on time.	1/15/2013 4:07 PM
242	I hope buses run on time.	1/15/2013 4:05 PM
243	I hope buses run on time.	1/15/2013 4:05 PM
244	Bicycle lanes are dangerous with bus Lanes.	1/15/2013 4:04 PM
245	I hope buses run on time.	1/15/2013 4:03 PM
246	Transportation delayed frequently. I often miss a couple of buses during rush hour.	1/15/2013 4:03 PM
247	Speaker	1/2/2013 2:55 PM
248	Speaker	1/2/2013 2:55 PM
249	Speaker	1/2/2013 2:54 PM

LEP Person Survey

#	Responses	Date
250	Speaker	1/2/2013 2:53 PM
251	Speaker	1/2/2013 2:52 PM
252	Speaker	1/2/2013 2:51 PM
253	Interepreter	1/2/2013 2:50 PM
254	Speaker	1/2/2013 2:49 PM
255	Speaker and pictures	1/2/2013 2:47 PM
256	Speaker	1/2/2013 2:45 PM
257	Pictures	1/2/2013 2:45 PM
258	Speaker, Pictures	1/2/2013 2:44 PM
259	Speaker	1/2/2013 2:42 PM
260	Speaker, Pictures, Interpreter	1/2/2013 2:41 PM
261	Speaker, picture, call 511, interpreter	1/2/2013 2:40 PM
262	Speaker, picture, call 511, interpreter	1/2/2013 2:39 PM
263	Speaker	1/2/2013 2:38 PM
264	Speaker	1/2/2013 2:37 PM
265	Announcements in Spanish	1/2/2013 1:56 PM
266	Transit drivers and attendants should speak Spanish and English	1/2/2013 1:37 PM
267	To provide translators, either in person or machine.	1/2/2013 1:36 PM
268	Provide Spanish manuals that include routes and what transit to take.	1/2/2013 1:31 PM
269	That attendants speak Spanish or other languages to assist non-English speakers.	1/2/2013 1:29 PM
270	Spanish signs indicating where transit is going.	1/2/2013 1:27 PM
271	That the bus ran more frequently	1/2/2013 1:19 PM
272	The bus service was more frequent. It is often running late.	1/2/2013 1:17 PM
273	Help with language services	1/2/2013 1:12 PM
274	The attendants should be able to speak multiple languages and be more attentive.	1/2/2013 1:11 PM
275	More information in Farsi	1/2/2013 1:04 PM

Q12 Do you currently receive information from or about the Metropolitan Transportation Commission?

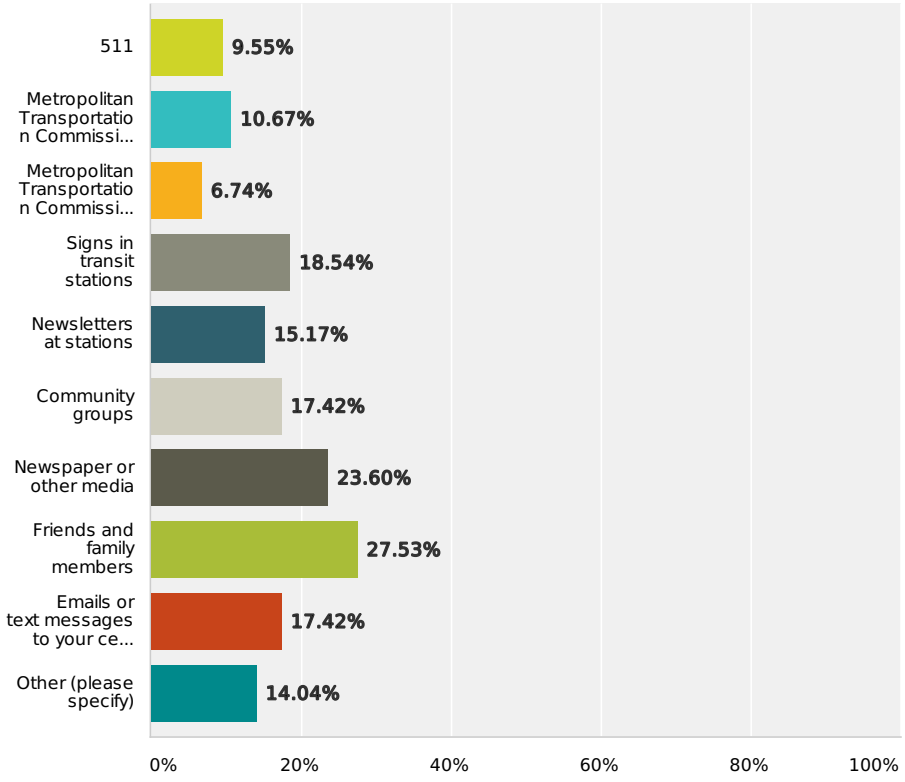
Answered: 775 Skipped: 70



Answer Choices	Responses	
Yes	**10.06%**	78
No	**89.94%**	697
Total		775

Q13 If you answered yes to question #11, how do you receive this information? (check all that apply)

Answered: 178 Skipped: 667



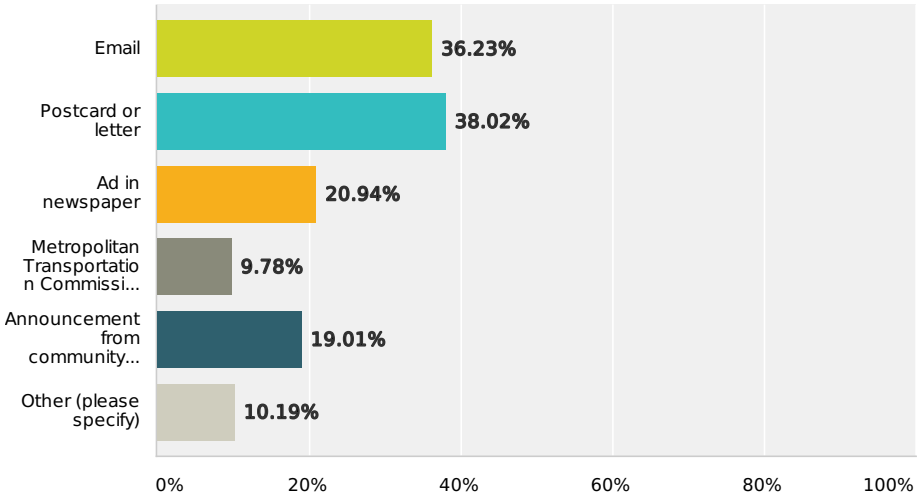
Answer Choices	Responses	
Friends and family members	**27.53%**	49
Newspaper or other media	**23.60%**	42
Signs in transit stations	**18.54%**	33
Community groups	**17.42%**	31
Emails or text messages to your cell phone	**17.42%**	31
Newsletters at stations	**15.17%**	27
Metropolitan Transportation Commission website	**10.67%**	19
511	**9.55%**	17
Metropolitan Transportation Commission public meetings	**6.74%**	12
Other (please specify)	**14.04%**	25
Total Respondents: 178		

Q13 "Other" Responses

#	Other:	Date
1	none	Feb 14, 2013 9:11 PM
2	school	Feb 14, 2013 9:00 PM
3	none given	Jan 31, 2013 10:25 PM
4	none given	Jan 30, 2013 10:35 PM
5	school	Jan 30, 2013 10:31 PM
6	school	Jan 29, 2013 11:43 PM
7	school	Jan 29, 2013 11:11 PM
8	Metro ED Teacher	Jan 29, 2013 11:08 PM
9	Metro ED Teacher	Jan 29, 2013 11:06 PM
10	Metro ED Teacher	Jan 29, 2013 11:04 PM
11	none given	Jan 22, 2013 5:39 PM
12	school	Jan 22, 2013 5:10 AM
13	none given	Jan 22, 2013 4:59 AM
14	Facebook	Jan 16, 2013 10:18 PM
15	Facebook	Jan 16, 2013 10:14 PM
16	mail	Jan 16, 2013 7:43 PM
17	none given	Jan 16, 2013 7:29 PM
18	none given	Jan 16, 2013 7:24 PM
19	none given	Jan 16, 2013 7:22 PM
20	none given	Jan 16, 2013 7:21 PM
21	none given	Jan 16, 2013 7:14 PM
22	Info on freeway	Jan 16, 2013 6:51 PM
23	none given	Jan 16, 2013 6:46 PM
24	none given	Jan 16, 2013 6:35 PM
25	at school	Jan 16, 2013 6:21 PM
26	none given	Jan 2, 2013 10:06 PM
27	none given	Jan 2, 2013 9:53 PM

Q14 What is the best way to notify you about a meeting or important news?

Answered: 726 Skipped: 119



Answer Choices	Responses	
Email	**36.23%**	263
Postcard or letter	**38.02%**	276
Ad in newspaper	**20.94%**	152
Metropolitan Transportation Commission website	**9.78%**	71
Announcement from community group or church	**19.01%**	138
Other (please specify)	**10.19%**	74
Total Respondents: 726		

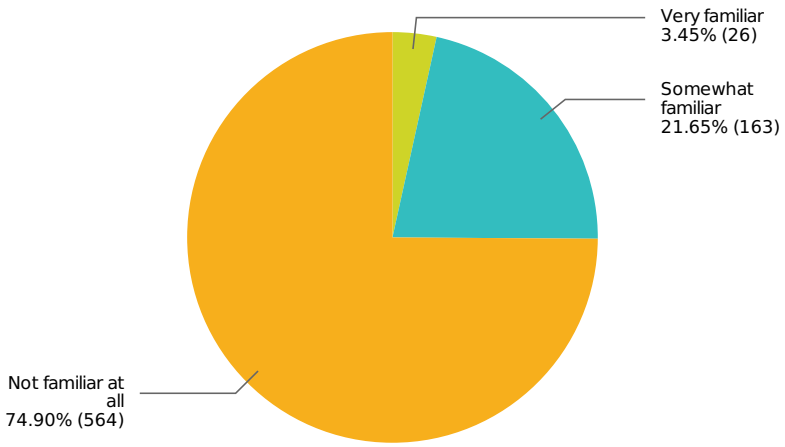
Q14 "Other" Responses

#	Other:	Date
1	Adult school	Feb 14, 2013 9:04 PM
2	Other: Notice posted on the wall of the bus	Feb 14, 2013 8:49 PM
3	none given	Jan 31, 2013 11:43 PM
4	none given	Jan 31, 2013 10:12 PM
5	none given	Jan 31, 2013 9:52 PM
6	none given	Jan 31, 2013 9:51 PM
7	signs in transit stations	Jan 31, 2013 9:46 PM
8	school	Jan 30, 2013 10:36 PM
9	school	Jan 30, 2013 10:35 PM
10	school	Jan 30, 2013 10:34 PM
11	school	Jan 30, 2013 10:33 PM
12	school	Jan 30, 2013 10:32 PM
13	school	Jan 30, 2013 10:31 PM
14	school	Jan 30, 2013 10:27 PM
15	school	Jan 30, 2013 10:26 PM
16	school	Jan 30, 2013 10:25 PM
17	school	Jan 30, 2013 10:24 PM
18	school	Jan 30, 2013 10:23 PM
19	school	Jan 30, 2013 10:22 PM
20	school	Jan 30, 2013 10:22 PM
21	school	Jan 30, 2013 9:23 PM
22	school	Jan 30, 2013 9:18 PM
23	school	Jan 30, 2013 9:16 PM
24	phone	Jan 30, 2013 9:01 PM
25	telephone	Jan 30, 2013 9:00 PM
26	school or cell phone text message	Jan 30, 2013 8:45 PM
27	school	Jan 30, 2013 1:29 AM
28	school	Jan 30, 2013 1:28 AM
29	school	Jan 30, 2013 1:21 AM
30	school	Jan 30, 2013 1:21 AM
31	school	Jan 30, 2013 1:20 AM
32	none given	Jan 30, 2013 12:06 AM
33	school	Jan 30, 2013 12:00 AM
34	school	Jan 29, 2013 11:59 PM
35	school	Jan 29, 2013 11:58 PM
36	school	Jan 29, 2013 11:57 PM
37	school	Jan 29, 2013 11:56 PM
38	school	Jan 29, 2013 11:55 PM
39	school	Jan 29, 2013 11:52 PM
40	school	Jan 29, 2013 11:51 PM
41	school	Jan 29, 2013 11:50 PM

42	school	Jan 29, 2013 11:48 PM
43	school	Jan 29, 2013 11:47 PM
44	school	Jan 29, 2013 11:45 PM
45	school	Jan 29, 2013 11:44 PM
46	phone	Jan 29, 2013 11:31 PM
47	school	Jan 29, 2013 11:15 PM
48	school	Jan 29, 2013 11:14 PM
49	school	Jan 29, 2013 11:12 PM
50	school	Jan 29, 2013 11:10 PM
51	school	Jan 29, 2013 11:09 PM
52	Metro ED teacher	Jan 29, 2013 10:46 PM
53	Community Board Site - ex: MYCBO.org	Jan 29, 2013 12:12 AM
54	ad on Muni	Jan 29, 2013 12:09 AM
55	Facebook	Jan 28, 2013 11:46 PM
56	Facebook	Jan 28, 2013 11:24 PM
57	Send information to public agencies like PLAN and the Family Center	Jan 28, 2013 10:08 PM
58	TV	Jan 28, 2013 9:42 PM
59	TV	Jan 28, 2013 9:41 PM
60	TV	Jan 28, 2013 9:40 PM
61	TV	Jan 28, 2013 9:39 PM
62	none given	Jan 28, 2013 9:37 PM
63	none given	Jan 28, 2013 9:36 PM
64	none given	Jan 28, 2013 9:25 PM
65	school	Jan 28, 2013 9:17 PM
66	Cell phone	Jan 22, 2013 5:19 AM
67	school	Jan 22, 2013 5:10 AM
68	none given	Jan 22, 2013 4:59 AM
69	by phone	Jan 22, 2013 4:41 AM
70	none given	Jan 22, 2013 4:23 AM
71	Facebook	Jan 16, 2013 10:18 PM
72	Family Resource Center in Napa County	Jan 16, 2013 7:46 PM
73	phone call	Jan 16, 2013 7:41 PM
74	stations	Jan 16, 2013 7:34 PM
75	Family Resource Center	Jan 16, 2013 7:29 PM
76	none given	Jan 16, 2013 7:28 PM
77	none given	Jan 16, 2013 7:24 PM
78	telephone	Jan 16, 2013 7:04 PM
79	Spanish	Jan 16, 2013 6:57 PM
80	none given	Jan 16, 2013 6:48 PM
81	ad in paper	Jan 16, 2013 12:25 AM
82	none given	Jan 2, 2013 10:17 PM
83	CLC or the library	Jan 2, 2013 9:41 PM
84	telephone	Jan 2, 2013 9:06 PM

Q15 How familiar are you with the transportation planning activities of the Metropolitan Transportation Commission?

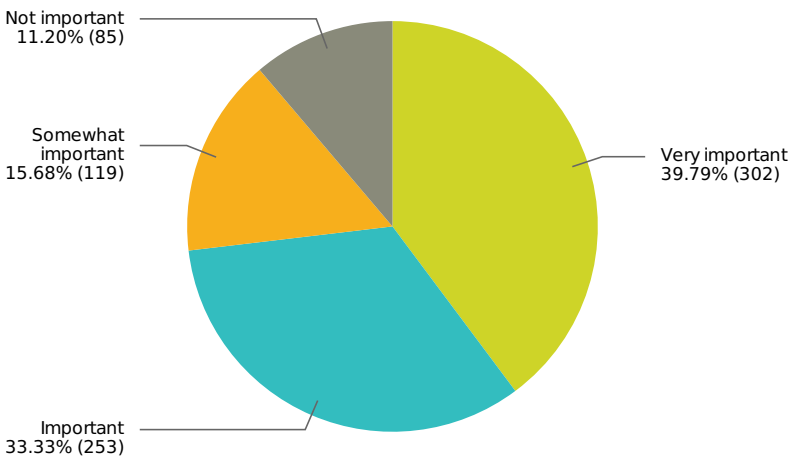
Answered: 753 Skipped: 92



Answer Choices	Responses	
Very familiar	**3.45%**	26
Somewhat familiar	**21.65%**	163
Not familiar at all	**74.90%**	564
Total		753

Q16 How important is it for you to be informed of long-range transportation planning in the Bay Area?

Answered: 759 Skipped: 86



Answer Choices	Responses	
Very important	**39.79%**	302
Important	**33.33%**	253
Somewhat important	**15.68%**	119
Not important	**11.20%**	85
Total		759

APPENDIX J

Focus Group Summary Responses (2013)

Responses/Comments from Cantonese LEP Person Focus Group
Hosted by Chinatown Community Development Corporation
San Francisco Chinatown (July 21, 2010)

The focus group was attended by 18 Cantonese speakers. Comments from the focus group are listed below.

Regarding Translation Process at Meetings:

- About 1/3 prefer simultaneous translation w/ headsets (must have *functional* headsets)
- About 2/3 prefer delayed translation with a live person
- A presentation entirely in Cantonese, however, is preferable to everyone.
- Positive points about meetings with translators:
  - able to understand everything as it happens
  - able to respond appropriately when you understand the specifics of the meeting
  - able to communicate with other people and tell them *our* opinion
  - good to have dialogue between people of different backgrounds and languages
- Negative points about meetings with translators:
  - some people can't hear the translations
  - doesn't work without an accurate translator
  - also, people might not respond well if the interpreter isn't sensitive

What would draw you to a meeting/event about transportation issues?

- An interesting meeting topic
- To learn about a new service or program
  (want to learn about other issues like services, welfare, benefits, health care, housing, topics related to life issues, topics related to attendees' immediate interest)
- If the meeting were co-sponsored by a community-based group
- Childcare and lunch or dinner would make it easier to attend
- Transit pass or other gift: does not affect attendance; when topic affects them, they will come, gift or not

What is the best way to notify you about a meeting or important news?

- An announcement from a community group or church: this method especially helpful.
- Postcard or letter: a good method if in a language they can read
- Advertisement in a newspaper: not as helpful because they may not get the newspaper; more likely to watch TV or listen to radio
- Other ways: inform each other though friends/word-of-mouth

- No one recommended an e-mail notice because no one had internet access

Other than a meeting, what venue/forum would you most likely use to express your views?

- Focus groups or small group meetings — a good/preferred method
- One-on-one interviews — some people indicated this would be a good option, others said many seniors would be too scared to participate
- Survey by a community group — a good option
- Write a letter — a few mentioned they might do this
- Mail survey — not likely to respond to a mail survey
- Phone comment line — not likely to respond; would hang up if someone called

Responses/Comments from Spanish LEP Person Focus Group
Hosted by the Spanish Speaking Citizens Foundation
Oakland Fruitvale Community (July 24, 2010)

The focus group was attended by 23 Spanish speakers. Comments from the focus group are listed below.

Regarding Translation Process at Meetings:

- Prefer a meeting conducted entirely in Spanish
- It helps to be able to see the person doing the translation
- Prefer a person translating rather than headsets
- Don't trust that translation is correct
- May not translate the entire response or comment
- The interpreter may inject her opinion in both translating from English to Spanish and from when translating from Spanish to English

What would draw you to a meeting/event about transportation issues?

- An interesting meeting topic
- To learn about a new service or program
- If the meeting were co-sponsored by a community-based group
- Childcare would help people be able to attend
- Transit pass or other gift would encourage attendance
- Lunch or dinner would be nice, but not as critical to their attendance

What is the best way to notify you about a meeting or important news?

- An announcement from a community group or church: this method especially helpful.
- Postcard or letter: a good method if in a language they can read
- Advertisement via television stations: a good method
- Advertisement in a newspaper not as helpful; mentioned that distribution of some community newspapers is limited
- Other ways: flyers distributed in the community
- A telephone message could be a good idea, except phone numbers tend to change frequently
- A small minority suggested an e-mail notice or use of a website; most participants did not have internet access

Other than a meeting, what venue/forum would you most likely use to express your views?

- Focus groups or small group meetings — a good/preferred method
- Other good techniques: One-on-one interviews; a survey by a community group; a survey received in the mail
- Would leave a phone message, for example, on a phone comment line
- Would write a letter to express views
- Only a few of the younger participants were open to techniques on the web

Responses/Comments from Vietnamese LEP Person Focus Group
Hosted by the Viet Voters of Northern California
San Jose, California (December 15, 2012)

The focus group was attended by 27 Vietnamese speaking participants of various ages. The majority of participants resided in San Jose.

Participants were given a brief introduction to the Metropolitan Transportation Commission (MTC) and the development of the Language Assistance Plan. Participants were then asked to introduce themselves and identify the general neighborhood where they lived. Next, they were asked a series of discussion questions to collect their input on their transportation needs, language assistance measures and effective methods of communication.

Facilitators also described the various transportation services offered by MTC as well as the language assistance services available to the public. At the end of the session, participants were thanked for their time and provided with information on how to utilize MTC services and programs.

All questions asked of participants and their responses are summarized below. Since respondents were not limited to one response and not required to answer all questions, the response count total for each question may be larger or smaller than the total number of focus group participants.

Question #1: What type of transportation do you use most often?
(18) Bus (SamTrans)
(3) Train (Caltrain)
(4) Walk or ride a bicycle
(6) Personal vehicle
(4) Carpool/ Rideshare
(0) Taxi
(0) Other

Question #2: What language do you speak at home?
(3) English
(0) Spanish
(0) Chinese
(0) Korean
(26) Vietnamese
(0) Tagalog
(0) Other

Question #3: Please identify how well you speak English.
(0) Very well
(2) Well
(20) Not well
(7) Not at all

Question #4: Which of the following Metropolitan Transportation Commission services do you use?
(1) 511
(2) Clipper Card
(2) FasTrak
(0) Call Boxes for Roadside Assistance
(0) Freeway Service Patrol (Roving Tow Trucks)
(18) None

Question #5: Did you know that Metropolitan Transportation Commission (MTC) provides the following language assistance services?
(2) Language Line Services
(0) Translation/ Interpretation at MTC meetings upon request
(0) MTC website information (in Spanish or Chinese)
(0) 511 website information (in Spanish or Chinese)
(0) Clipper website information (in Spanish or Chinese)
(0) FasTrak website information (in Spanish or Chinese)
(0) Other

Question #6: What are your suggestions for additional language assistance services that the Metropolitan Transportation Commission should consider to improve its services? Please be specific.

- Speakers on the bus to make announcements
- Announce transit stops in multiple languages
- Bus drivers who speak multiple languages

Question #7: Do you currently receive information from or about the Metropolitan Transportation Commission?
(0) Yes
(14) No
(8) Don't know

Question #8: What is the best way to notify you about a meeting or important news?

(0) Email notice
(13) Postcard or letter
(2) Ad in newspaper
(0) MTC's website
(10) Announcement from community group or church
(6) Other: Local Vietnamese newspapers and radio stations

Additional key findings:

- Participants indicated that postal mail (e.g., postcards), local community-based organizations and ethnic media are effective ways to inform Vietnamese-speaking individuals of important news or meetings.
- Many of the focus group participants were not familiar with MTC and lacked awareness of MTC's programs and services (e.g., 511 Traveler Information, Freeway Service Patrol).
- The majority of focus group participants have never used any of MTC's language assistance services.

Responses/Comments from Spanish LEP Person Focus Group
Hosted by the Community Learning Center
South San Francisco, California (December 18, 2012)

The focus group was attended by 18 Spanish speaking participants of various ages. The focus group participants included 16 women (age range of 23-75) and 2 males (age range of 30-50). The majority of participants resided in South San Francisco near the Community Learning Center.

Participants were given a brief introduction to the Metropolitan Transportation Commission (MTC) and the development of the Language Assistance Plan. Participants were then asked to introduce themselves and identify the general neighborhood where they lived. Next, they were asked a series of discussion questions to collect their input on their transportation needs, language assistance measures and effective methods of communication.

Facilitators also described the various transportation services offered by MTC as well as the language assistance services available to the public. At the end of the session, participants were thanked for their time and provided with information on how to utilize MTC services and programs.

All questions asked of participants and their responses are summarized below. Since respondents were not limited to one response and not required to answer all questions, the response count total for each question may be larger or smaller than the total number of focus group participants.

Question #1: What type of transportation do you use most often?
(10) Bus
(0) Train
(4) Walk or ride a bicycle
(5) Personal vehicle
(4) Carpool/ Rideshare
(0) Taxi
(0) Other

Question #2: What language do you speak at home?
(2) English
(17) Spanish
(0) Chinese
(0) Korean
(0) Vietnamese
(0) Tagalog
(0) Other

Question #3: Please identify how well you speak English.
(0) Very well
(1) Well
(12) Not well
(5) Not at all

Question #4: Which of the following Metropolitan Transportation Commission services do you use? (check all that apply)
(1) 511
(3) Clipper Card
(1) FasTrak
(0) Call Boxes for Roadside Assistance
(0) Freeway Service Patrol (Roving Tow Trucks)
(11) None

Question #5: Did you know that Metropolitan Transportation Commission (MTC) provides the following language assistance services?
(1) Language Line Services
(1) Translation/ Interpretation at MTC meetings upon request
(0) MTC website information (in Spanish or Chinese)
(0) 511 website information (in Spanish or Chinese)
(0) Clipper website information (in Spanish or Chinese)
(0) FasTrak website information (in Spanish or Chinese)
(0) Other

Question #6: What are your suggestions for additional language assistance services that the Metropolitan Transportation Commission should consider to improve its services? Please be specific.

- Better customer service personnel
- Easier directions to access services over the telephone
- More promotion of services available in key access points (e.g. churches, schools)
- More access to customer service operators not automated voice assistance

Question #7: Do you currently receive information from or about the Metropolitan Transportation Commission?
(0) Yes
(12) No
(5) Don't know

Question #8: What is the best way to notify you about a meeting or important news?

(1) Email notice
(7) Postcard or letter
(1) Ad in newspaper
(0) MTC's website
(9) Announcement from community group or church
(4) Other: Send information home with children after school

Additional key findings:

- Many of the focus group participants were not familiar with MTC and lacked awareness of MTC's programs and services (e.g., 511 Traveler Information, Freeway Service Patrol).
- The majority of focus group participants have never used any of MTC's language assistance services.
- Participants asked several questions about how to use the Clipper Card program.
    - Participants expressed interest in the convenience of the Clipper Card program and the ability to use the card to access BART, Muni, VTA and SamTrans.
    - Participants inquired about the process for purchasing and refilling Clipper cards.
- Participants expressed the need for fare instructions to be translated in Spanish.

APPENDIX K

List of Interviewed Community-Based Organizations and Languages Served (2013)

Community-Based Organization	Languages Served
Hayward Day Labor Center	Spanish
	Quiche
	Quetzal
Community Learning Center	Spanish
Vietnamese Voluntary Foundation (VIVO)	Vietnamese
	Chinese
	Tagalog
	Korean
	Arabic
	Persian
	Amharic
	Nepalese
	Somali
	Burmese
	Spanish
Chinese Newcomers Service Center	Chinese
	Vietnamese

APPENDIX L

List of Community-Based Organization Interview Questions (2013)

Population Overview

- What geographic area does your agency serve?
- How many people does your agency provide services to?
- Has the size of the population you serve increased, stayed the same, or decreased over the past five years?
- What are the countries of origin from which your population has immigrated?
- Does your population come from an urban or rural background?
- What are the languages spoken by the population you serve?
- What is the age and gender of your population?
- What is the education and literacy level of the population you serve?

Transportation

- Has the population inquired about how to access public transportation or expressed a need for public transportation service?
- What are the most frequently traveled destinations?
- Are there locations that the population has expressed difficulty accessing via the public transportation system?
- Do the transit needs and travel patterns of the population vary depending on the age or gender of the population members?
- Has the population expressed an interest in getting involved in the transportation planning process?

Communication

- What needs or expectations for transportation-related language access services has this population expressed?
- What are your suggestions for language assistance measures that MTC should consider to improve its services?
- Do you think long-range planning and programming documents should be translated upon request or automatically translated for your community?
- What is the best way to obtain input from the population?
- Who would the population trust most in delivering language appropriate messages?

APPENDIX M

Summary Responses of Community-Based Organization Interviews

CBO Interview #1: Hayward Day Labor Center (Hayward)

CBO Staff: Gabriel Hernandez, Executive Director

January 4th, 2012

Population Overview

1. What geographic area does your agency serve?

Southern Alameda County (Hayward, Union City, Oakland).

2. How many people does your agency provide services to?

350 to 400 members annually.

3. Has the size of the population you serve increased, stayed the same, or decreased over the past five years?

Increased.

4. What are the countries of origin from which your population has immigrated?

Approximately 75% - 80% are from Guatemala, Mexico and Honduras. (mostly rural)

5. Does your population come from an urban or rural background?

Mostly rural.

6. What are the languages spoken by the population you serve?

Spanish, Quiche, Quetzal and English.

7. What is the age and gender of your population?

Males account for 75% of the population, ages 16-35. Females account for 25% of the population, ages 25-45 years old.

8. What is the education and literacy level of the population you serve?

Approximately 35% – 40% are not literate in any language.

Transportation

9. Has the population inquired about how to access public transportation or expressed a need for public transportation service?

Clients inquire about public transit in order to access employment opportunities.

10. What are the most frequently traveled destinations?

Clients travel across the Bay Area for work in all nine counties. Most of the clients travel within the East Bay.

11. Do the transit needs and travel patterns of the population vary depending on the age or gender of the population members?

Travel patterns vary by gender and age.

12. Are there locations that the population has expressed difficulty accessing via the public transportation system?

Accessing public transit in the North Bay counties and cities (e.g., Sonoma County, the City of Santa Rosa) is difficult.

13. Has the population expressed an interest in getting involved in the transportation planning process?

The organization works with BART to provide trainings and information sessions to the population. These trainings are initiated by transit agencies; however, the population attends trainings and has expressed interest in attending other related workshops.

Communication

14. What needs or expectations for transportation-related language access services has this population expressed?

Low literacy levels in both English and the native languages of clients is an important consideration for language access services.

15. What are your suggestions for language assistance measures that MTC should consider to improve its services?

Using more visuals including colors and symbols to explain the public transit system would help improve accessibility to those with lower literacy levels. MTC should also incorporate cell phone technology in its public outreach efforts (e.g., text messages).

16. Do you think long-range planning and programming documents should be translated upon request or automatically translated for your community?

Easy to understand instructions on how to access transportation services (e.g., how to use a Clipper card) are critical for accommodating low-literacy passengers.

17. What is the best way to obtain input from the population?

Collaborate with community organizations and trusted community leaders.

18. Who would the population trust most in delivering language appropriate messages?

Many clients trust information from the police and community-based organizations.

CBO Interview #2: Community Learning Center (South San Francisco)
CBO Staff: Marta Bookbinder, Collaborative Projects Coordinator
January 15th, 2012

Population Overview

1. What geographic area does your agency serve?

South San Francisco. According to U.S. Census 2010, the population is 63,632.

2. How many people does your agency provide services to?

Agency serves 737 people annually.

3. Has the size of the population you serve increased, stayed the same, or decreased over the past five years?

Stayed the same.

4. What are the countries of origin from which your population has immigrated?

Ninety percent (90%) are from Latin America. Of those, most are from Mexico (90%).

5. Does your population come from an urban or rural background?

Both urban and rural, though 70% are from rural backgrounds.

6. What are the languages spoken by the population you serve?

Spanish is the primary language. 70% of constituents are monolingual Spanish speakers.

7. What is the age and gender of your population?

The Community Learning Center (CLC) serves children and adults from ages 3 – 100. The gender distribution is 60% female and 40% male.

8. What is the education and literacy level of the population you serve?

The majority (80%) of clients have an elementary school education and literacy level..

Transportation

9. Has the population inquired about how to access public transportation or expressed a need for public transportation service?

Yes. Some clients have requested trainings on public transportation (e.g. how to get to specific locations and how to use different public transportation services). Most of these requests are based on functional need.

10. What are the most frequently traveled destinations?

The corridor from San Francisco to Santa Clara is among the most frequently traveled routes. Another frequent route is the Cal-tran corridor.

11. Are there locations that the population has expressed difficulty accessing via the public transportation system?

There is difficulty accessing the coast side (e.g., Half Moon Bay, Pescadero). There is very minimal public transit service to the coast side and the farming communities.

12. Do the transit needs and travel patterns of the population vary depending on the age or gender of the population members?

Travel patterns vary by gender and age.

13. Has the population expressed an interest in getting involved in the transportation planning process?

Clients have expressed interest in the issues that are important to them, such as eliminating routes or fare changes. If clients are informed of meetings in accessible locations, they often will attend.

Communication

14. What needs or expectations for transportation-related language access services has this population expressed?

Clients have expressed a need for better customer service personnel. MTC and transit operators should keep in mind the various literacy levels of passengers. Transit agencies should use more visuals and develop more intelligently crafted instructions.

15. What are your suggestions for language assistance measures that MTC should consider to improve its services?

Using pictures and symbols for public transit services would help improve accessibility to those with lower literacy levels. Transit agencies should also incorporate instructions in the primary language of customers. Transit agencies should have a "help" button if customers get stuck on the phone (e.g., a button option that states "Would you like to speak with an operator").

16. Do you think long-range planning and programming documents should be translated upon request or automatically translated for your community?

Information regarding routes and fares should be translated. Customers need translated information and instructions on how to access transit services and how to pay for transit services.

17. What is the best way to obtain input from the population?

Convene focus groups. Work with CBOs as allies and partners in promoting services and information. Use simple and appealing language when reaching out to LEP customers.

18. Who would the population trust most in delivering language appropriate messages?

The population trusts local, well-known community leaders and institutions, such as churches and libraries.

CBO Interview #3: Vietnamese Voluntary Foundation, VIVO (San Jose)

CBO Staff: Cat Nguyen, Director of Operations

January 16th, 2013

Population Overview

1. What geographic area does your agency serve?

Santa Clara County.

2. How many people does your agency provide services to?

10,000 people served annually. VIVO serves 1,100 – 1,300 people weekly through non-event services.

3. Has the size of the population you serve increased, stayed the same, or decreased over the past five years?

Increased.

4. What are the countries of origin from which your population has immigrated?

About 90% of clients are from Vietnam. VIVO serves many Vietnamese refugees. Other clients served are Chinese, Iranian, Iraqi, Nepalese, Somali, Hispanic, Bosnian, Burmese, Ethiopian, Cambodian, and Filipino. VIVO's food program serves mostly Hispanics and Vietnamese. Recent refugees often come for employment services. VIVO has a contract with Santa Clara County to provide employment and acculturation services.

5. Does your population come from an urban or rural background?

Approximately 90% are from rural backgrounds.

6. What are the languages spoken by the population you serve?

Chinese, Iranian, Iraqi, Nepalese, Somali, Spanish, Bosnian, Burmese, Ethiopian, Cambodian, and Tagalog. VIVO staff are equipped to serve all the languages.

7. What is the age and gender of your population?

Seniors primarily, but the agency serves everyone including youth and adults. Gender distribution is 60% female, 40% male.

8. What is the education and literacy level of the population you serve?

Most have elementary-level education and are limited English speakers. Approximately 30% of the clients have limited literacy in their native language.

Transportation

9. Has the population inquired about how to access public transportation or expressed a need for public transportation service?

Yes, both elderly and recent refugees ask about how to access public transit. Many clients do not own cars. Public transportation is a crucial asset to these populations. Carpooling and informal ridesharing among clients is an important alternative for transit-dependent people. The agency provides transportation and service delivery to disabled clients through VIVO's food program.

10. What are the most frequently traveled destinations?

San Jose City, Fremont and routes to pubic transit are frequently traveled destinations.

11. Are there locations that the population has expressed difficulty accessing via the public transportation system?

Recreation destinations such as San Francisco and Monterrey are difficult to access. Job destinations like Milpitas, Gilroy, Fremont, and Sunnyvale are important locations for VIVO's population to have access to via public transit.

12. Do the transit needs and travel patterns of the population vary depending on the age or gender of the population members?

Travel patterns vary by gender and age. Most clients travel out of necessity because of limited resources to pay for transit.

13. Has the population expressed an interest in getting involved in the transportation planning process?

No.

Communication

14. What needs or expectations for transportation-related language access services has this population expressed?

Clients inquire about how to access specific locations (e.g., doctor's office, social service building, etc.) using public transit. Clients have difficulty navigating transit stops due to limited English skills. Most clients do not have internet and cannot access traveler information online.

15. What are your suggestions for language assistance measures that MTC should consider to improve its services?

Arrange for spoken and written translations in appropriate languages. Translate services into as many languages as you can. Examine the language needs of certain cities (e.g., San Jose needs to have Spanish and Vietnamese language services because of the demographics). Improve passenger knowledge of how to navigate the transit stops (e.g., how to get from here to there). Increase public outreach and better publicize language line services.

16. Do you think long-range planning and programming documents should be translated upon request or automatically translated for your community?

Anything that MTC wants people to read needs to be translated. This includes information regarding fee increases, schedule changes, route maps and public meetings.

17. What is the best way to obtain input from the population?

One-on-one communication from a source the population trusts (e.g., VIVO, churches). Hold meetings at VIVO's office to promote and advertise transportation services. People trust the places that are already serving them such as schools, local businesses and markets. Radio and local television is also a good resource. There is a huge media base in Santa Clara County.

18. Who would the population trust most in delivering language appropriate messages?

There is mistrust of mainstream institutions and government agencies. Refugees are often fleeing oppressive governments. There is greater trust in grassroots communication and word-of-mouth transfer of information.

CBO Interview #4: Chinese Newcomers Service Center (San Francisco)

CBO Staff: George Chan, Program Coordinator

February 13th, 2013

Population Overview

1. What geographic area does your agency serve?

San Francisco Chinatown.

2. How many people does your agency provide services to?

The agency averages about 100 clients per day.

3. Has the size of the population you serve increased, stayed the same, or decreased over the past five years?

Increased.

4. What are the countries of origin from which your population has immigrated?

China, Vietnam, Hong Kong, Taiwan, Singapore.

5. Does your population come from an urban or rural background?

Mainly urban.

6. What are the languages spoken by the population you serve?

Chinese (Mandarin, Cantonese, Tai-shen-ese) and Vietnamese.

7. What is the age and gender of your population?

Various ages from 18-85. The population includes both males and females.

8. What is the education and literacy level of the population you serve?

Most non-English speaking clients have less than a high-school education.

Transportation

9. Has the population inquired about how to access public transportation or expressed a need for public transportation service?

Not quite, they say the informative posters on Muni are good.

10. What are the most frequently traveled destinations?

Chinatown, Sunset District, Silver Street, Cow Plaza and Mission District.

11. Are there locations that the population has expressed difficulty accessing via the public transportation system?

Yes, the Sunset District is difficult to access because public transit is slow.

12. Do the transit needs and travel patterns of the population vary depending on the age or gender of the population members?

Yes, workers/ laborers travel during rush hours (7am to 9am) and evening hours (5pm to 7 pm). Parents travel during schools hours (11am to 1pm and 3pm to 4pm).

13. Has the population expressed an interest in getting involved in the transportation planning process?

Not quite.

Communication

14. What needs or expectations for transportation-related language access services has this population expressed?

Clients have requested more Chinese posters advertising transportation services on buses. Clients have also expressed a desire for MUNI to provide Chinese broadcasting for the "The Next Muni" programs.

15. What are your suggestions for language assistance measures that MTC should consider to improve its services?

Provide a route map for the Muni lines in Chinese.

16. **Do you think long-range planning and programming documents should be translated upon request or automatically translated for your community?**

Documents should be automatically translated into Chinese because it is the 3rd most frequently spoken language in San Francisco.

17. **What is the best way to obtain input from the population?**

Surveys, town meeting, workshops, and online forums are effective ways to reach the population.

18. **Who would the population trust most in delivering language appropriate messages?**

Community leaders (e.g., David Chu), community partners and local media (e.g., television, radio and newspaper) are trusted sources of information.

APPENDIX N

Breakdown of Translation Costs

I. Written Translation Services

Standard Rates for Translation Services

Language	Cost Per Word
Spanish	14 cents
Chinese	16 cents
Vietnamese	16 cents
Tagalog	17 cents
Other Languages	Depending on language

Turnaround Time for Translation Services

Word Limit	Turnaround Time	Language	Cost
Up to 500 words	Same-day (Super Rush)	All languages	16 to 30 cents per word depending on language
Up to 1,000 words	24-hour (Rush)	All languages	15 to 26 cents per word depending on language
Up to 4,000 words	48-hour (Standard)	All languages	See costs in table above

Graphic Work

Service	Cost
Standard formatting in Microsoft Word	N/A
Layout in InDesign, Quark, Adobe Illustrator or Photoshop	$50 per hour for all languages

II. Oral Interpretation Services

Oral Interpretation Service Rates

Language	Cost Per Hour (Consecutive)	Cost Per Hour (Simultaneous)	Travel Charges
Spanish	$50	$95	None
Chinese	$65	$120	
Vietnamese	$65	$120	
All Other Languages	$70-95	$130-$150 depending on language	

Minimum Charge: Oral interpreter services shall carry a minimum two-hour charge. Rates for Spanish, Chinese, and Vietnamese are shown in the table above. Rates for all other languages shall be at rates as mutually agreed upon in writing by MTC and Consultant, as needed with the range of rates set forth above.

Travel Time: Consultant shall exercise best efforts to assign a translator who lives within 10 miles of the assignment. When this is not feasible, an additional $30 per hour shall be charged for travel time as shown in the table above.

III. Simultaneous Interpretation Equipment Rates

Standard Interpreting Equipment

Equipment	Cost
Headset	$10 per hour
Receiver / Transmitter	$75 per transmitter
Shipping	Shipping charges

IV. American Sign Language (ASL) Interpreter Services

American Sign Language (ASL) Interpreter Services

Service	Cost Per Hour (Consecutive)	Cost Per Hour (Simultaneous)	Travel Charges
ASL	$95	$95	$30 per hour

ASL interpreter services shall carry a minimum two-hour charge. Consultant shall exercise best efforts to assign a translator who lives within 10 miles of the assignment. When this is not feasible, an additional $30 per hour shall be charged for travel time as shown in the table above.

APPENDIX O

Vital Documents Guidelines

4.0 VITAL DOCUMENT GUIDELINES

MTC is committed to full compliance with Title VI and Executive Order 13166 to provide meaningful access and reduce barriers to services and benefits for persons with limited English proficiency (LEP). In accordance with the U.S. DOT guidelines, MTC must determine which "Vital Documents" should be translated into the languages that meet MTC's translation threshold.

To assist staff in determining the critical information and documents for translation, MTC has developed "Vital Documents Guidelines." Classification of a document as Vital depends upon the importance of the program, information, service, or encounter involved, and the consequence to the LEP person if the information in question is not provided accurately or in a timely manner.

4.1 - Language Translation Threshold

The Factor 1 Analysis, described in Section 2.1, identified 1,264,820 individuals over the age of five who speak English less than "very well" (U.S. Census Bureau, 2016 American Community Survey). This figure accounts for 17.5 percent of the San Francisco Bay Area population. Using American Community Survey data, MTC identified thirty-one individual languages and language groups with 1,000 or more people who speak English less than "very well" and would be considered LEP persons (see Appendix B).

Within the nine-county MTC service area, Spanish-speaking persons account for the largest share of the LEP population with 7.3 percent, followed by Chinese-speaking persons with 4.2 percent. Within the remaining six percent of other LEP languages in the San Francisco Bay Area, there is no language that exceeds two percent of the LEP population share. Based on the Four- Factor Analysis related to 1) the number and proportion of LEP persons in the MTC service area, 2) the frequency of contact with LEP persons, 3) the importance of MTC programs and services to LEP persons' lives and 4) the resources available to MTC, the Agency has determined that only Spanish and Chinese meet the Language Translation Threshold.

MTC concluded that providing language assistance in Spanish and Chinese would give the two largest population groups who are identified as speaking English less than "very well," access to information and services in their language spoken at home. Documents determined as Vital will be translated into Spanish and Chinese without a specific request for translation.

4.2 - Categories of Vital Documents

MTC's Vital Documents have been defined as follows:

1. Any document that is critical for obtaining services and benefits. Classification of a document as Vital depends upon the importance of the program, information, service, or encounter involved, and the consequence to the LEP person if the information in question is not provided accurately or in a timely manner.
2. Any document that is required by law.

The importance of MTC documents to LEP persons varies depending on multiple factors, including time-sensitivity and impact on legal rights. MTC has ranked Vital Documents into three tiers according to the definition above. MTC will re-evaluate these tiers on an on-going basis as language assistance demands and needs evolve.

Although a document may be classified as Vital, MTC is not required to provide a word-for-word translation. Instead, a summary of relevant information may be sufficient. The decision to translate Vital Documents will be weighed against available resources and staff capacity. MTC will continue to revise these guidelines as the Agency updates its Plan for Special Language Services.

Tier 1: Critical documents

Tier 1 documents are the Agency's highest priority. MTC will translate Tier 1 Vital Documents without request. Tier 1 documents include:

- Documents that, without translation, would seriously impede access by LEP persons to MTC services or programs
- Documents which, without translation, would deprive LEP persons of an awareness of their legal rights, particularly rights to language assistance

Tier 1 documents include Title VI information, legal and public hearing notices and select information for MTC services such as:

- Notification to beneficiaries of protection under Title VI
- Title VI complaint form
- Documents which would have life-threatening consequences, if not translated, such as information on construction projects that include information on construction safety and impacts
- Fare and service change notices related to the Clipper® program

Tier 2: Documents that will enhance access to MTC services and programs

Tier 2 documents include information that will enhance or facilitate the customer experience for LEP individuals. MTC will translate any Tier 2 Vital Document upon request. Additionally, some Tier 2 Vital Documents, at MTC's discretion and subject to available resources, will be translated without request. These documents may include the following:

- General MTC information
- Meeting announcements, agenda packets and other information for MTC Commissioners, Committee Meetings and Policy Advisory Council
- Promotional events that offer benefits to MTC customers (e.g., free or discounted Clipper® cards)

Tier 3: Documents that will enhance and support participation of LEP persons in transportation decision-making

Tier 3 documents include information that encourage LEP persons to participate in MTC transportation planning efforts. MTC will translate any Tier 3 Vital Document upon request. Additionally, some Tier 3 Vital Documents, at MTC's discretion and subject to available resources, will be translated without request. These documents may include the following:

- Information regarding long-range, regional transportation planning
- Long-term plans regarding transportation funding investments
- Environmental Impact Reports
- Legal notices published in newspapers announcing public comment periods on various documents or for other planning-related programs

METROPOLITAN
TRANSPORTATION
COMMISSION

Bay Area Metro Center
375 Beale Street
San Francisco, CA 94105
EMAIL info@mtc.ca.gov
WEB www.mtc.ca.gov

Title VI – Civil Rights Act of 1964

MTC is committed to ensuring that no person is excluded from participation in, denied the benefits of, or discriminated against under its projects, programs or activities on the basis of race, color, or national origin, as provided in Title VI of the Civil Rights Act.

For more information on MTC's civil rights program, and the procedures to file a complaint, contact: Michael Brinton, Assistant Director, Contract Compliance Manager at (415) 778-6727 or mbrinton@bayareametro.gov; or visit our administrative office at 375 Beale Street, Suite 800, San Francisco, CA 94105.

If information is needed in another language, contact (415) 778-6757 or 415.778.6769forTDD/TTY.

Titulo VI de la Ley de Derechos Civiles de 1964

La MTC secompromete en asegurar que ninguna persona sea excluida de participaren, se le nieguen los beneficios de, o se discrimine en sucontra en sus proyectos,programas o actividades en base asuraza, coloru origen nacional, según el Titulo VI de la Ley de Derechos Civiles.

Paramás información sobre el programa de derechos civiles de laMTC, y los procedimientos para presentar una queja, visite: http://mtc.ca.gov/about-mtc/access-everyone/civil-rights-act-file-complaint; comuníquese con:

Michael Brinton, Oficial de Conformidad de Contratos, al 415.778.6727, e-mail mbrinton@bayareametro.gov; o visite nuestra oficina administrativa en 375 Beale Street, Suite 800, San Francisco, CA 94105.

Si necesita información en otro idioma, llame al 415.778.6757 o 415.778.6769 para servicio de TDD/TTY.

1964 年《民權法案》第六篇

都市交通委員會 (MTC) 致力於確保根據《民權法》第六篇的規定，任何人都不會因 種族 、膚色 、信仰或原國籍被阻止參加專案、計劃或活動，或拒絕向其提供福利，或 在專案、計劃或活動中收到歧視。

如需瞭解有關MTC的民權計劃和提交申訴程序的進一步咨詢，請□詢網站

http://mtc.ca.gov/about-mtc/access-everyone/civil-rights-act-file-complaint; 請洽：Michael Brinton, 合約遵守檢察官，電話號 碼 415.778.6727， 電子郵件 mbrinton@bayareametro.gov ； 或前往我們的行政管理辦公室，地址 375 Beale Street, Suite 800, San Francisco CA 94105。

如需要透過其他語言查詢資訊，請致電415.778.6757或TDD/TTY電話415.778.6769。

METROPOLITAN TRANSPORTATION COMMISSION

PUBLIC PARTICIPATION PLAN

for the SAN FRANCISCO BAY AREA

Metropolitan Transportation Commission
Bay Area Metro Center
375 Beale Street, San Francisco, CA 94105

Approved: June 27, 2018

To request this document in other languages,
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Borrador Preliminar del Plan para la Participación del Público llame al 415.778.6757.

METROPOLITAN
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METROPOLITAN TRANSPORTATION COMMISSION
PUBLIC PARTICIPATION PLAN

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Metropolitan Transportation Commission
Public Participation Plan

Executive Summary

This document gives an overview of how interested members of the public can participate in the key transportation planning, policy and investment decisions of the Metropolitan Transportation Commission (MTC). To answer very specific state and federal requirements, it is a lengthy document. But the intent is to illuminate how MTC conducts its business so that people can have a say in important decisions that affect them. MTC is committed to early and continuous public participation opportunities, and employs these strategies to encourage an open process:

- Engage early whenever possible
- Remove language or physical barriers to participation
- Respond to written comments
- Inform Commissioners and the public about areas of agreement and disagreement
- Notify the public about outcomes

MTC's *Public Participation Plan…*

- Explains methods for providing continuing public engagement, including the role of advisory groups as well as the Commission's own committees and meeting structure; the basics of MTC public meetings, workshops and other events; how to be notified about news, activities and public comment opportunities; and MTC's web site and social media (see pages 6-12)
- Summarizes various methods for public engagement, including techniques for involving low-income communities, communities of color and persons with disabilities as well as those with limited-English proficiency; techniques for sharing public comments with Commissioners; and relaying the impact of public comments on MTC's decisions (see pages 13-16)
- Details the process for updating, amending and modifying MTC's long-range Regional Transportation Plan and Transportation Improvement Program (see pages 17-34)
- Describes how MTC consults with tribal governments and other public agencies (pages 29-34)
- Discusses the process for evaluating and updating MTC's Public Participation Plan (see page 35)

Details the process and schedule for public engagement goals and opportunities relating to the next update to the region's long-range plan, known as Plan Bay Area 2050, including information about regional forecasting, the preferred land use and investment strategy process, and issuance of the draft and final plan (see Appendix A).

Metropolitan Transportation Commission Public Participation Plan

I know of no safe depository of the ultimate powers of the society but the people themselves; and if we think them not enlightened enough to exercise their control with a wholesome discretion, the remedy is not to take it from them but to inform their discretion.

— Thomas Jefferson

I. Introduction

The Metropolitan Transportation Commission (MTC) is the transportation planning and financing agency for the nine-county San Francisco Bay Area. The Commission also serves as the Bay Area Toll Authority (BATA), with oversight of the toll revenue from the region's seven state-owned toll bridges, and the Service Authority for Freeways and Expressways (SAFE), with oversight of a region-wide network of freeway call boxes and roving tow trucks. MTC, through agreements with various state and local transportation agencies, also has responsibility to develop, operate, and finance an Express Lane Program. In addition, in July 2017, the staffs of the Association of Bay Area Governments (ABAG) and MTC consolidated and are now working as one integrated team to promote better collaboration and integration on common goals, and to achieve operating efficiencies. This combined work force supports the governing boards of both agencies. ABAG supports regional planning and cooperation among the cities and counties of the San Francisco Bay Area.

The Metropolitan Transportation Commission's public involvement process aims to give the public ample opportunities for early and continuing participation in critical transportation projects, plans and decisions, and to provide full public access to key decisions. Engaging the public early and often in the decision-making process is critical to the success of any transportation plan or program, and is required by numerous state and federal laws, as well as by the Commission's own internal procedures.

This Public Participation Plan spells out MTC's process for providing the public and interested parties with reasonable opportunities to be involved in the regional transportation planning process.

A. MTC'S COMMITMENT TO PUBLIC PARTICIPATION

Guiding Principles

The Metropolitan Transportation Commission's public involvement procedures are built on the following guiding principles:

1. Public participation is a dynamic activity that requires teamwork and commitment at all levels of the MTC organization.

2. One size does not fit all — input from diverse perspectives enhances the process.

3. Effective public outreach and involvement requires relationship building with local governments, stakeholders and advisory groups.

4. Engaging interested persons in 'regional' transportation issues is challenging, yet possible, by making it relevant, removing barriers to participation, and communicating in clear, compelling language and visuals.

5. An open and transparent public participation process empowers low-income communities and communities of color to participate in decision-making that affects them (adopted as an environmental justice principle by the Commission in 2006).

MTC undertakes specific strategies to involve the public, including low-income persons and communities of color, in MTC's planning and investment decisions.

Strategy 1: Early Engagement Is Best

MTC structures its major planning initiatives and funding decisions to provide for meaningful opportunities to help shape outcomes. For example, because MTC's long-range Regional Transportation Plan (RTP) is the blueprint for both new policies and new investments for the Bay Area, updates to the RTP are one of the best places for interested persons to get involved.

Strategy 2: Access to All

MTC works to provide all Bay Area residents opportunities for meaningful participation, regardless of disabilities or language barriers. Further, we recognize that one should not need to be a transportation professional to understand our written and oral communications.

Strategy 3: Response to Written Comments

MTC pays close attention to the views of the public. MTC is committed to responding to every letter and e-mail sent by individual members of the public.

Strategy 4: Inform Commissioners and Public of Areas of Agreement and Disagreement

MTC staff summarizes comments heard from various parties on items going before the Commission for action so that the Commissioners and the public have a clear understanding of the depth and breadth of opinion on a given issue.

Strategy 5: Notify Public of Proposed or Final Actions

We strive to inform participants about how public meetings and participation are helping to shape or have contributed to MTC's key decisions and actions. When outcomes don't correspond to the views expressed, every effort is made to explain why not.

B. FEDERAL AND STATE REQUIREMENTS

Fixing America's Surface Transportation (FAST)

Federal funding levels and regulations are established by Congress in surface transportation acts. The most recent act, Fixing America's Surface Transportation (FAST), was signed into law by President Obama on December 4, 2015, and underscores the need for public involvement. The law requires metropolitan planning agencies such as MTC to "provide citizens, affected public agencies, representatives of public transportation employees, public ports, freight shippers, providers of freight transportation services, private providers of transportation, representatives of users of public transportation, representatives of users of pedestrian walkways and bicycle transportation facilities, representatives of the disabled, and other interested parties with a reasonable opportunity to comment" on transportation plans and programs.

The FAST Act also encourages MTC — when developing the Regional Transportation Plan and the Transportation Improvement Program (TIP) — to coordinate transportation plans with expected growth, economic development, tourism, natural disaster risk reduction, environmental protection and other related planning activities within our region. Toward this end, this Public Participation Plan outlines key decision points for consulting with affected local, regional, state and federal agencies and Tribal governments.

GET INVOLVED: ACCESSIBLE MEETINGS

All Commission public meetings or events are held in locations accessible to persons with disabilities. Monthly meetings of the Commission and its standing committees usually take place at MTC's offices.

Assistive listening devices or other auxiliary aids are available upon request. Sign-language interpreters, readers for persons with visual impairments, or language translators will be provided if requested through MTC Public Information (415.778.6757) at least three working days (72 hours) prior to the meeting (five or more days' notice is preferred).

Title VI of the Civil Rights Act of 1964

Title VI of the Civil Rights Act of 1964 provides that no person shall, on the basis 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. Therefore, Title VI prohibits MTC from discriminating on the basis of race, color or national origin in carrying out its transportation planning and programming activities, which receive federal funding. Title VI was further clarified and supplemented by the Civil Rights Restoration Act of 1987 and a series of federal statutes enacted in the 1990s.

Executive Orders

An Executive Order is an order given by the president to federal agencies. As a recipient of federal revenues, MTC assists federal transportation agencies in complying with these orders.

- *Executive Order 12898: Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations*

  Executive Order 12898 mandates that federal agencies make achieving environmental justice part of their missions. The fundamental principles of environmental justice include:

  - Avoiding, minimizing or mitigating disproportionately high and adverse human health or environmental effects on minority and low-income populations;
  - Ensuring full and fair participation by all potentially affected communities in the transportation decision-making process; and
  - Preventing the denial, reduction or significant delay in the receipt of benefits by minority populations and low-income communities.

- *Executive Order 13166: Improving Access to Services for Persons with Limited English Proficiency*

  Executive Order 13166 states that people who, as a result of national origin, are limited in their English proficiency, should have meaningful access to federally conducted and federally funded programs and activities. It requires that all federal agencies identify any need for services to those with limited English proficiency and develop and implement a system to provide those services so all persons can have meaningful access to services. MTC's Plan for Special Language Services to Limited English Proficient Populations can be found in English, Spanish and Chinese on

MTC's website at https://mtc.ca.gov/about-mtc/public-participation/get-language-assistance.

- *Executive Order 12372: Intergovernmental Review of Federal Programs* Executive Order 12372 calls for intergovernmental review of projects to ensure that federally funded or assisted projects do not inadvertently interfere with state and local plans and priorities. The Executive Order does not replace public participation, comment, or review requirements of other federal laws, such as the National Environmental Policy Act (NEPA), but gives elected officials of state and local governments an additional mechanism to ensure federal agency responsiveness to state and local concerns.

2008 California Legislation

State law (SB 375, Steinberg, Chapter 728, 2008 Statutes) calls on MTC and the Association of Bay Area Governments to develop a Sustainable Communities Strategy — as part of the Regional Transportation Plan — to integrate planning for growth and housing with long-range transportation investments, and to reduce per-capita carbon dioxide (CO_2) emissions from cars and light trucks. The law also calls for a separate Public Participation Plan for development of the Regional Transportation Plan and the Sustainable Communities Strategy. Appendix A contains the Public Participation Plan for Plan Bay Area 2050, the region's next long-range transportation plan and Sustainable Communities Strategy.

Other Requirements

A number of other federal and state laws call on MTC to involve the public in or notify the public of its decisions. MTC complies with all other public notification or participation requirements of the state's Ralph M. Brown Act, the California Public Records Act, the California Environmental Quality Act, the federal Americans with Disabilities Act, and other applicable state and federal laws.

II. Continuing Public Engagement

MTC is committed to an active public involvement process that provides comprehensive information, timely public notice and full public access to key decisions. MTC provides the public with myriad opportunities for continuing involvement in the work of the agency, through the following methods:

A. MTC'S POLICY ADVISORY COUNCIL

The Policy Advisory Council is a 27-member advisory panel that brings a range of interests to a single table to offer the Commission policy advice. Formed in 2010, the Policy Advisory Council builds on MTC's long tradition of advisory committees and reflects efforts to improve the effectiveness of advisors by merging what were previously three separate advisory committees. The members of the Policy Advisory Council reflect the "Three E's" of the Economy, Environment and Social Equity.

The Council is consulted during the development of MTC policies and strategies, and its recommendations on various issues are reported directly to the Commission. The Council may pursue its own policy/program discussions and forward independent ideas to the Commission for consideration. The Council addresses Commissioners directly at MTC committee and Commission meetings. MTC Resolution No. 3931 spells out the role and responsibilities of the Policy Advisory Council, including ways to encourage more dialogue between Commissioners and the Council.

All Policy Advisory Council meetings are videocast and archived on MTC's website. Meetings are open to the public. In fact, tracking the agenda and discussions of MTC's Policy Advisory Council is one of the best ways for interested persons to engage early in the major policy and fiscal issues confronting MTC. Agendas and packets are posted on MTC's website.

In addition to the panels listed above, MTC facilitates policy and technical discussions through numerous ad hoc working groups, and serves on other multi-agency advisory committees.

GET INVOLVED: SERVE ON MTC'S POLICY ADVISORY COUNCIL

A major recruitment is done periodically to fill advisory council seats. However, MTC may open recruitment to fill interim vacancies. Check MTC's website for current opportunities (mtc.ca.gov/about-mtc/what-mtc/mtc-organization/standing-committees/policy-advisory-council) or call MTC's Public Information Office at 415.778.6757.

B. THE HUB @ 375 BEALE AND THE MTC-ABAG LIBRARY

The public can access key documents at The Hub @ 375 Beale, located on the first floor in the Bay Area Metro Center (the building that houses MTC offices) at 375 Beale Street in San Francisco; agendas are posted adjacent to the front door of MTC's office building. The Hub @ 375 Beale also provides Bay Area Metro Center visitors with information and products related to the agencies housed in the building (Association of Bay Area Governments, Bay Area Air Quality Management District and the Metropolitan Transportation Commission).

The Hub offers the public two public access Internet terminals to conduct searches of information on MTC's projects and programs. The hours for the Hub are generally Monday-Friday from 8 a.m. to 6 p.m., and on Saturdays from 9 a.m. to 1 p.m., but are subject to change. Check the website or call MTC Public Information (415.778.6757) for exact hours.

The MTC-ABAG library is located on the seventh floor of Bay Area Metro Center and is open to the public by appointment; call 415.778.5236 or e-mail library@bayareametro.gov to schedule an appointment. The library has an extensive collection of reports, books and magazines, covering transportation planning, demographics, economic analysis, public policy issues and regional planning in the San Francisco Bay Area. It is designed to meet the information needs of government agencies, researchers, students, the media and anyone else who is interested in transportation, regional planning and related fields.

The commitment to using technology to extend public outreach continues with MTC-ABAG Library staff posting on MTC's website the headlines of transportation and related stories from Bay Area daily newspapers as well as key statewide and national journals and other such publications. Readers can view the headlines each morning on MTC's website or subscribe to the service via e-mail.

The library makes public resource materials available for download via its publicly available catalog at http://slko60.liberty3.net/mtc/opac.htm.

C. COMMISSION AND COMMITTEE MEETINGS

MTC encourages interested persons to attend MTC Commission and standing committee meetings to express their views. Items on the Commission agenda usually come in the form of recommendations from MTC's standing committees. Much of the detailed work of MTC is done at the committee level, and the

Commission encourages the public to participate at this stage, either in person or by tracking developments via the web. Occasionally the Commission may impose a time limit on public comments in order to allow all attendees the opportunity to speak.

At times it may be necessary to call a special meeting of the Commission or one of its committees– one that will be held on a different day of the week than called for in MTC's regular meeting schedule. A "Call and Notice of Special Meeting" will be distributed at least 72 hours in advance of the meeting, or in accordance with the Brown Act. The notice will be posted on MTC's website and in the display panel in front of the building; emailed to at least one newspaper of general circulation in each of the nine Bay Area counties; and emailed to any member of the news media upon request.

Current MTC standing committees are shown in the following table:

MTC Standing Committee Structure and Responsibilities

Administration Committee	**Programming & Allocations Committee**	**Planning Committee***	**Operations Committee**	**Legislation Committee***
These committees regularly meet the second Wednesday of each month, in the morning, at MTC's offices. Meeting dates and times are tentative; confirm at www.mtc.ca.gov.		*These committees regularly meet the second Friday of each month, in the morning, at MTC's offices. Meeting dates and times are tentative; confirm at www.mtc.ca.gov.*		
Oversight of Agency Budget and Agency Work Program Agency Financial Reports/Audits Contracts Commission Procedures Staff Salaries And Benefits	Annual Fund Estimate Fund Allocations State Transportation Improvement Program (STIP) Federal Transportation Improvement Program (TIP)	Regional Transportation Plan/Sustainable Communities Strategy Other Regional Plans (airports, seaports) State and Federal Air Quality Plans Corridor Planning Studies Transportation and Land Use Initiatives	Transportation System Management and Operational Activities Contracts Related to System Management and Operations Service Authority for Freeways and Expressways (SAFE)	Annual MTC Legislative Program Positions on Legislation and Regulations Public Participation Policy Advisory Council

*When agenda items warrant, Planning Committee meets jointly with the ABAG Administrative Committee, and Legislation Committee meets jointly with the ABAG Legislation Committee.

In addition to the above committees, MTC has other committees dedicated to specific issues, such as the Bay Area Toll Authority Oversight Committee, regarding toll-bridge accounts and improvement projects; the Bay Area Infrastructure Financing Agency, regarding express lanes; and the Bay Area Headquarters Authority to discuss issues relating to the regional headquarters building in San Francisco.

Access to MTC Meetings

Web Access to MTC Meetings https://mtc.ca.gov/whats-happening/meetings				**If You Have Limited or No Web Access** *Contact the MTC Public Information Office at 415.778.6757 to request meeting materials*
Meeting Materials	***WHAT …*** is available on the web?	***WHEN …*** is it posted on the web?	***HOW LONG…*** is it available on the web?	
Meeting Agendas	♦ MTC Commission ♦ Standing committees ♦ Advisory committees	One week prior to meeting**	At least 6 months	Mailed to interested public or available at meeting
Meeting Packets	*Same as above*	*Same as above*	At least 6 months	*Same as above*
Webcast of Meetings	♦ MTC Commission ♦ Standing committees ♦ Policy Advisory Council meetings	Listen to meeting live	At least 6 months	View in a public library or at The Hub @ 375 Beale
MTC Meeting Schedule	Schedule of Commission and advisory committee meetings	Posted and updated continuously	Posted and updated continuously	*Contact the MTC Public Information Office to confirm dates*

*** Final agendas are posted 72 business hours in advance of the meeting time via an electronic screen adjacent to the front door of MTC's offices at 375 Beale Street, San Francisco.*

D. PUBLIC MEETINGS, WORKSHOPS AND FORUMS

Public meetings on specific issues are held as needed. If statutorily required, formal public hearings are conducted, and notice of these public hearings is placed in the legal section of numerous newspapers in the MTC region, including newspapers circulated in minority communities of the Bay Area. Materials to be considered at MTC public hearings are posted on MTC's website, and are made available to interested persons upon request. In addition, materials are placed in The Hub @ 375 Beale, located on the first floor of the Bay Area Metro Center.

MTC also conducts workshops, community forums, conferences and other events to keep the public informed and involved in various high-profile transportation projects and plans, and to elicit feedback from the public and MTC's partners. MTC holds meetings throughout the nine-county San Francisco Bay Area to solicit comments on major plans and programs, such as the long-range Regional Transportation Plan. Meetings are located and scheduled to maximize public participation (including evening meetings).

For major initiatives and events, MTC typically provides notice through posting information on MTC's website, and, if appropriate, through e-mail notices and news releases to local media outlets.

GET INVOLVED: SIGN UP FOR MTC'S DATABASE

Stay informed by signing up to receive mailings or periodic emails concerning major MTC initiatives. Request to be added to MTC's database by calling MTC's Public Information Office at 415.778.6757 or e-mailing info@bayareametro.gov

E. DATABASE KEEPS THE PUBLIC IN THE LOOP

MTC maintains a database of local government officials and staff, other public agency staff, and interested persons. The database allows MTC to send targeted mailings to keep the public updated on the specific issues they have requested to be kept up to date on, including information on how public meetings/participation have contributed to its key decisions and actions.

F. SOCIAL MEDIA

Another way to keep abreast of hot topics, events and comment opportunities is to follow MTC on social media, including Facebook, Twitter and Instagram. All of MTC's social media platforms are accessible via the footer (bottom section) of MTC's website: www.mtc.ca.gov.

Likewise you can sign up via a service called GovDelivery to receive MTC's e-newsletter, press releases and daily news headlines via email from MTC. The GovDelivery sign-up form is available in the footer (bottom section) of MTC's website: www.mtc.ca.gov.

G. WEBSITES: WWW.MTC.CA.GOV, VITAL SIGNS AND BAY AREA METRO WEB PORTAL

MTC's website — www.mtc.ca.gov — is targeted to audiences ranging from transit riders seeking bus schedules to transportation professionals, elected officials and news media seeking information on particular programs, projects and public meetings.

Updated daily, the site provides information about MTC's projects and programs, the agency's structure and governing body, and upcoming public meetings and workshops. It contains the names, e-mail addresses and phone numbers for staff and Commission members; all of MTC's current planning documents; information about the MTC-ABAG Library and a link to the library catalog; and data from the U.S. Census as well as detailed facts about the region's travel patterns. It also includes important links to partner government agencies as well as to other sites such as the Bay Area's 511.org for traveler information and the BayAreaFasTrak.org site for users of the region's automated toll-collection system.

The Vital Signs website – www.vitalsigns.mtc.ca.gov – provides interested persons access to a wealth of data on Bay Area travel and commute patterns**.** Vital Signs tracks trends related to transportation, land and people, the economy, the environment and social equity. This data-driven website compiles dozens of indicators; each is presented with interactive visualizations that allow readers to explore historical trends, examine differences between cities and counties, and even compare the Bay Area with other peer metropolitan areas.

Bay Area Metro web portal – www.bayareametro.gov – MTC also manages a web portal that connects Bay Area residents with matters that are of interest to both MTC and its sister agency, the Association of Bay Area Governments (ABAG). A blog, The Bay Link, can be accessed via this portal, and includes news, views and analysis on a range of topics, including housing, land use, transportation, economic development, social equity, the environment, sustainability, climate change and resilience.

GET INVOLVED: TRACK MTC VIA WEB

Log onto MTC's website — www.mtc.ca.gov — for meeting agendas and packets. Live and archived webcasts of meetings make it possible for interested parties to "tune in" at their convenience to all Commission and standing committee meetings.

H. MEDIA OUTLETS HELP ENGAGE THE PUBLIC

MTC regularly issues news releases about Commission programs and actions of interest to the public. These include announcements of public workshops and hearings, recruitment for positions on MTC's advisory committees, and employment opportunities through MTC's high school and college internship programs. News releases are sent to local, regional and state media — including minority print and broadcast outlets — and some are translated into Spanish, Chinese and other languages. In addition to news releases, MTC staff and Commissioners also host press events and news conferences (often in conjunction with other transportation agencies), visit newspaper editorial boards, and conduct briefings with Bay Area reporters and editors to discuss key initiatives such as the Regional Transportation Plan. These briefings provide an opportunity for both print and broadcast journalists to learn about MTC programs that may not immediately produce traditional hard news stories, thus providing background context for subsequent articles or radio/TV pieces.

GET INVOLVED: KEEP ON TOP OF TRANSPORTATION NEWS

MTC's Library compiles an electronic news summary with links to transportation-related articles appearing in major Bay Area and national news outlets. To subscribe, visit MTC's website: www.mtc.ca.gov/news/headlines.htm.

I. STAFF DEDICATED TO ASSISTANCE

In addition to the components of MTC's public outreach program detailed above, MTC's commitment to public participation includes staff dedicated to involving the public in MTC's work. Public Information staff provide the following materials and services:

- Public Information staff can make available to the public any item on the MTC website (including meeting notices, agendas, and materials that accompany agenda items for meetings of the Commission and its committees and advisory panels) if a person does not have Internet access.
- Public Information staff works with interested organizations to arrange for MTC staff and commissioners to make presentations to community groups.
- MTC staff participates in region-wide community and special events, especially events in targeted ethnic and under-represented communities.
- Public Information staff will respond to MTC-related inquiries from the public and media by telephone (415.778.6757), U.S. mail (375 Beale Street, Suite 800, San Francisco, CA 94105) or e-mail (info@bayareametro.gov).

III. Public Participation Techniques

MTC uses various techniques to develop and execute specific public participation programs to inform its major decisions, such as for corridor studies, new funding policies or updates to the long-range Regional Transportation Plan.

A menu of participation techniques follows, and includes some tried-and-true approaches as well as an emphasis on digital engagement, based on what we heard from the public and partner agencies in response to recent outreach done in advance of updating this plan.

Public Engagement Methods

- Conduct meetings, workshops and open houses at varied times of day, including evening meetings, to encourage participation
- Provide remote access to meetings by webcasting meetings
- Present to existing groups and organizations; co-host events with community groups, business associations, etc.
- Participate in existing community events
- Host online meetings via telephone town halls or online webinars
- Contract with community-based organizations in low-income and minority communities for targeted outreach
- Use innovative outreach techniques such as "pop-up" meetings in public locales
- Organize small-group discussions such as focus groups with participants recruited randomly from telephone polls or recruited by stakeholder interest groups
- Sponsor a topical forum or summit with partner agencies, the media or other community organizations
- Host Question-and-Answer sessions with planners and policy board members

Use of the Internet/Electronic Access to Information

- Maintain website with updated content, interactive surveys and opportunities for comment
- Use social media to reach a larger audience
- Post video recordings of past public meetings/workshops
- Post open house/workshop written and display materials
- Encourage interaction among participants via web

- Provide access to planning data (such as maps, charts, background on travel models, forecasts, census data, research reports)
- Post information in advance of public meetings

Visualization Techniques

- Maps
- Charts, illustrations, photographs
- Table-top displays and models
- Online interactive surveys, polls
- Electronic voting at workshops
- PowerPoint slide shows
- Videos to summarize issues and meetings, and to interview key players

Polls/Surveys

- For major planning efforts (e.g. the Regional Transportation Plan and Sustainable Communities Strategy), conduct statistically valid telephone polls
- Electronic surveys via web
- Intercept interviews where people congregate, such as at transit hubs
- Printed surveys distributed at meetings, transit hubs, on-board transit vehicles, etc.

Online and Printed Materials

- User-friendly documents (including use of executive summaries)
- Outside review of publications to ensure clear, concise language
- Post cards
- Maps, charts, photographs and other visual means of displaying information

Targeted Mailings/Flyers

- Work with community-based organizations to distribute flyers
- E-mail to targeted database lists
- Distribute "Take-one" flyers to key community organizations
- Place notices on board transit vehicles and at transit hubs

Local media

- News releases

- Invite reporters to news briefings
- Meet with editorial staff
- Opinion pieces/commentaries
- Purchase display ads
- Negotiate inserts into local printed media
- Visit minority media outlets to encourage use of MTC news releases
- Place speakers on Radio/TV talk shows
- Public Service Announcements on radio and TV
- Develop content for public access/cable television programming
- Civic journalism partnerships

Notify Public via

- Website
- Digital advertising
- Use of MTC-ABAG blog
- Blast e-mails
- Disseminate information through partnerships with local government, transit operators and community-based and interest organizations
- Electronic newsletters
- Social media outlets
- Local media

Techniques for Involving Low-Literacy Populations

- Train staff to be alert to and anticipate the needs of low-literacy participants in meetings, workshops
- Robust use of "visualization" techniques, including maps and graphics to illustrate trends, choices being debated, etc.
- Personal interviews or use of audio recording devices to obtain oral comments

Techniques for Involving Low Income Communities and Communities of Color

- Presentations and discussions with MTC's Policy Advisory Council
- Grants to community-based organizations to co-host meetings and remove barriers to participation by offering such assistance as child care or translation services
- "Take One" flyers on transit vehicles and at transit hubs

- Outreach in the community (such as pop-up meetings at flea markets, libraries, health centers, etc.)
- Use of community and minority media outlets to announce participation opportunities

Techniques for Involving Limited-English Proficient Populations

See also MTC's Final Revised Plan for Special Language Services to Limited English Proficient (LEP) Populations, which can be found in English, Spanish and Chinese on MTC's website at https://mtc.ca.gov/about-mtc/public-participation/get- language-assistance.

- Conduct meeting entirely in alternative language (e.g., Spanish, Chinese)
- Train staff to be alert to, and to anticipate the needs of Limited-English-Proficient participants at meetings and workshops
- Personal interviews or use of audio recording devices to obtain oral comments in languages other than English
- Translated documents and web content on key initiatives
- Translate materials; have translators available at meetings as requested
- Include information on meeting notices on how to request translation assistance
- On-call translators for meetings on request
- Translated news releases and outreach to alternative language media, such as radio, television, newspapers and social media
- When conducting statistically valid polls, surveys or focus groups, offer the information in other languages such as Spanish or Chinese

Techniques for Reporting on Impact of Public Comments

- Summarize key themes of public comments in staff reports to MTC standing committees
- Notify participants when comments are heard or survey results are reported to decision makers
- E-Newsletter articles
- Updated and interactive web content

IV. Public Participation Procedures for the Regional Transportation Plan and the Transportation Improvement Program

There are two key MTC transportation initiatives that are specially called out in federal law as needing early and continuing opportunities for public participation — development of the Regional Transportation Plan (RTP) and the Transportation Improvement Program (TIP).

Public Participation Opportunities in the RTP and TIP

Because of its comprehensive, long-term vision, the RTP provides the earliest and best opportunity for interested persons and public agencies to influence MTC's policy and investment priorities for Bay Area transportation. It is at this earlier RTP stage where investment priorities and major planning-level project design concepts are established, and broad, regional transportation impacts on the environment are addressed. Thus, it might be easier for a member of the public to influence decisions about projects at this stage. Another opportunity for public participation, but further along in the process, is the TIP, which is a programming document that identifies funding for only those programs and projects that are already included in the RTP. A mid-point between the RTP and TIP is the project-selection process. Interested residents can become versed in how a transportation project moves from an idea to implementation — including local project review, details for how projects are included in MTC's RTP, MTC's Project Selection Process, the TIP and environmental review/construction phases — in a publication titled "A Guide to the San Francisco Bay Area's Transportation Improvement Program, or TIP." This document is available on MTC's website (https://mtc.ca.gov/sites/default/files/Guide-to-the-2017-TIP_3-17_web2.pdf) and is also available for viewing in the MTC-ABAG Library.

Another easy way to engage on transportation policies and investment is to request to be added to MTC's RTP database (see sidebar at right for instructions).

GET INVOLVED: SIGN UP FOR MTC'S RTP DATABASE

One of the ways to have the most impact on MTC's policy and investment decisions is to participate in an update of the regional transportation plan (RTP). Contact MTC's Public Information Office online at info@bayareametro.gov, or call 415.778.6757, and ask to be included in MTC's database.

A. REGIONAL TRANSPORTATION PLAN

The long-range Regional Transportation Plan (RTP) prioritizes and guides Bay Area transportation development for at least the next 20 years. The RTP is the comprehensive blueprint for transportation investments, and establishes the financial foundation for how the region invests in its surface transportation system by identifying how much funding is reasonably expected to be available to address

critical transportation needs and describing how it should be prioritized. The RTP is updated at least once every four years to reflect reaffirmed or new planning priorities and changing projections of growth and travel demand, and includes a reasonable forecast of future revenues available to the region.

Under California Senate Bill 375 (Steinberg, Chapter 728, 2008 Statutes) the RTP must include a regional Sustainable Communities Strategy (SCS) for achieving a regional target for reducing per-capita CO_2 emissions from cars and light trucks and identify specific areas in the nine-county Bay Area to accommodate all the region's projected population growth, including all income groups, for at least the next 25 years. The legislation requires MTC and the Association of Bay Area Governments (ABAG) to jointly develop the regional Sustainable Communities Strategy to integrate planning for growth and housing with long-range transportation investments. In the Bay Area, the Bay Area Air Quality Management District and the Bay Conservation and Development Commission also develop plans that incorporate air quality objectives and shoreline planning, respectively.

The law also calls for a separate Public Participation Plan for development of the Regional Transportation Plan and Sustainable Communities Strategy. The current RTP is known as Plan Bay Area 2040, adopted by the MTC and ABAG governing boards in July 2017. The next update of the RTP/SCS will be known as Plan Bay Area 2050. Appendix A describes a Public Participation Plan for Plan Bay Area 2050.

MTC prepares several technical companion documents for RTP updates. These include a program-level Environmental Impact Report per California Environmental Quality Act (CEQA) guidelines, and transportation air quality conformity analyses (to ensure clean air mandates are met) per federal Clean Air Act requirements. Certain revisions to the RTP may warrant a revision or update to these technical documents. The process for preparing and conducting interagency consultation on the conformity analysis is described in MTC Resolution No. 3757.

MTC also prepares an equity analysis of RTP updates to determine whether minority and low-income communities in the Bay Area share equitably in the benefits of the regional transportation plan without bearing a disproportionate share of the burdens. As an assessment of the region's long-range transportation investment strategy, this analysis is conducted at a regional, program-level scale. This assessment of the long-range plan is intended to satisfy federal requirements

under Title VI of the Civil Rights Act and federal policies and guidance on environmental justice. For each update of the RTP, MTC will prepare a public participation plan (see below "RTP Update") that will provide more information on how the equity analysis will be conducted throughout that update of the RTP.

Updating and Revising the Regional Transportation Plan

A complete update of an existing regional transportation plan is required at least once every four years. The RTP also may be revised in between major updates under certain circumstances, as described below in the table and narrative:

- **RTP Update**

This is a complete update of the most current long-range regional transportation plan, which is prepared pursuant to state and federal requirements.

RTP updates include extensive public consultation and participation involving thousands of Bay Area residents, public agency officials and stakeholder groups over many months. MTC's Policy Advisory Council and other members of the public play key roles in providing feedback on the policy and investment strategies contained in the plan. Local and Tribal governments, transit operators, and other federal, state and regional agencies also actively participate in the development of an RTP update via existing and ad hoc forums.

For each RTP update MTC will prepare a multi-phased public outreach and involvement program to ensure that all those with a stake in the outcome are actively involved in its preparation. See Appendix A for specific information on public engagement for Plan Bay Area 2050, the next update to the RTP/SCS that is slated to be completed by 2021.

- **RTP Amendment**

An amendment is a major revision to an RTP, including adding or deleting a project, major changes in project/project phase costs, initiation dates, and/or design concept and scope (e.g., changing project locations or the number of through traffic lanes). Changes to projects that are included in the RTP only for illustrative purposes (such as in the financially unconstrained "vision" element) do not require an amendment. An amendment requires public review and comment, demonstration that the project can be completed based on expected funding, and/or a finding that the change is consistent with federal transportation conformity mandates. Amendments that require an update to the air quality conformity analysis will be subject to the conformity and interagency consultation procedures described in MTC Resolution No. 3757.

- **RTP Administrative Modification**

This is a minor revision to the RTP for minor changes to project/project phase costs, funding sources, and/or initiation dates. An administrative modification does not require public review and comment, demonstration that the project can be completed based on expected funding, nor a finding that the change is consistent with federal transportation conformity requirements. As with an RTP amendment, changes to projects that are included in the RTP's financially unconstrained "vision" element may be changed without going through this process.

Updating and Revising the Regional Transportation Plan (RTP)

Public Participation for an RTP Update
❶ Prepare a public participation plan to provide early and continuing opportunities to comment. Review public outreach and involvement program with the public and advisory groups.
❷ Implement public outreach and involvement program, which may include: • Numerous targeted workshops with local governments, partner agencies, advisory groups including MTC's Policy Advisory Council, and the general public • Opportunities to participate via the web, online surveys, statistically valid telephone poll, etc. • Posting draft documents to the web for public review and comment • Documents available for viewing at the MTC Library.
❸ Notify the public of opportunities to participate using such methods as local media outlets, web postings, electronic-mailings to MTC's database and advocacy groups.
❹ Conduct inter-governmental consultation, as appropriate.
❺ Conduct interagency consultation as appropriate based on Air Quality Conformity Protocol (MTC Resolution No. 3757).
❻ Release Draft Plan for at least a 55-day public review period: • Hold at least three public hearings in different parts of the region • Respond to significant comments • Provide additional review and comment opportunity of five days if the final RTP differs significantly from the Draft RTP and raises new material issues.
❼ Adoption by the MTC Commission at a public meeting. Notify the public about the Commission's action with electronic mailings to MTC's database.

Public Participation for an RTP Amendment
❶ Release proposed amendment for a 30-day public review: • Notify the public of opportunities to participate and comment using such methods as local media outlets, email notice to MTC's database or web postings • Post amendment on MTC's website for public review • Amendment available for viewing at the MTC Library.
❷ RTP Amendment reviewed at a public meeting of the MTC Planning Committee.
❸ Approval at a public meeting by the MTC Commission.
❹ Post approved RTP Amendment on the MTC website and notify the public about its approval via email to MTC's database.

Public Participation for RTP Administrative Modification
❶ No formal public review.
❷ Approval by MTC Executive Director.
❸ RTP Administrative Modification posted on MTC website following approval.

Countywide Transportation Plans

Bay Area counties are authorized by state law to develop Countywide Transportation Plans (CTP) on a voluntary basis and are completed approximately once every four years. MTC, however, is required to develop guidelines for the development of CTPs by the county Congestion Management Agencies, and these guidelines are required to be updated to be consistent with RTP/SCS.

The long-range planning and policy documents assess transportation needs and guide transportation priorities and funding decisions for that county over a 20-25 year horizon. These countywide plans inform the transportation projects and programs that are forwarded to MTC for consideration in the region's long-range plan. Information on the CTP process is located here: https://mtc.ca.gov/our-work/plans-projects/other-plans/countywide-transportation-plans.

Congestion Management Process

Under federal regulations, MTC is required to prepare a congestion management process (CMP) for the Bay Area that provides, "accurate, up-to-date information on transportation system performance and assesses alternative strategies for congestion management that meet state and local needs." In addition to the regional CMP, Congestion Management Agencies prepare countywide congestion management programs approximately every two years, with the results of this technical evaluation used to inform MTC decisions on program and investment priorities, including the Regional Transportation Plan. Generally, MTC's Planning

Committee adopts guidelines every two years to guide the development and ensure consistency between the Regional Transportation Plan and countywide Congestion Management Programs. Those interested in this exercise may obtain copies of the relevant memoranda via MTC's website, or by requesting to be added to the Planning Committee's mailing list.

B. TRANSPORTATION IMPROVEMENT PROGRAM

The Transportation Improvement Program (TIP) helps implement the policy and investment priorities expressed by the public and adopted by MTC in the Regional Transportation Plan (RTP). In this way, public comments made as part of the RTP are reflected in the TIP as well. The TIP covers at least a four-year timeframe, and all projects included in the TIP must be consistent with the RTP, which covers 20 or more years. The TIP is a comprehensive listing of Bay Area surface transportation projects — including transit, highway, local roadway, bicycle and pedestrian investments — that:

- receive federal surface transportation funding, or are
- subject to a federally required action, or are
- regionally significant, for federal air quality conformity purposes.

The TIP does not contain all funds or projects or programs identified in the Regional Transportation Plan. The majority of revenues identified in the Plan are never included in the TIP. These include local and state funds used to operate and maintain the transportation network that do not meet the criteria listed above. The TIP in itself does not implement the plan, but is a subset of projects that are consistent with implementing the Plan.

The TIP includes a financial plan that demonstrates there are sufficient revenues to ensure that the funds committed (or "programmed") to the projects are available to implement the projects or project phases. Adoption of the TIP also requires a finding of conformity with federal transportation air quality conformity mandates.

Individual project listings may be viewed through MTC's web-based Fund Management System at https://mtc.ca.gov/our-work/fund-invest/fund-management-system. As part of MTC's commitment to public involvement, many projects in the TIP are mapped to present the online reader with a visual location of the project. Individuals without access to the internet may view a printed copy of the project listings in the MTC-ABAG library by scheduling an appointment by calling 415.778.5236 or e-mailing library@bayareametro.gov.

In addition to a Transportation Improvement Program that is accessible online at https://mtc.ca.gov/our-work/fund-invest/transportation-improvement-program, MTC maintains free, subscription-based e-mail distribution lists to inform interested individuals, transportation officials and staff of changes and actions related to the TIP. Through this list, individuals may be alerted as needed regarding the development and approval of a new TIP and updates, such as the notice of a TIP update or notice and approval of the TIP amendments. These notifications facilitate public review and comments as well as coordination with transportation and other public agencies. Sign up for the service by contacting MTC at info@bayareametro.gov.

To further assist in the public assessment of the TIP, and specifically to analyze the equity implications of the proposed TIP investments, MTC conducts an analysis for the TIP with a focus on specific populations, including minority and low-income communities.

Updating and Revising the TIP

Federal regulations require that the TIP be updated at least once every four years. State statute requires that the TIP be updated every two years. From time to time, circumstances dictate that revisions be made to the TIP between updates. MTC will consider such revisions when the circumstances prompting the change are compelling. The change must be consistent with the RTP, be consistent with ("conform to") the federal air quality plan known as the State Implementation Plan (SIP), and must not negatively impact financial constraint.

In addition to a TIP update, revisions to the TIP may occur as TIP amendments, TIP administrative modifications, or TIP Technical Corrections. The criteria for administrative modifications and amendments are defined in federal regulations, specifically Title 23, CFR part 450.104.

The Federal Highway Administration (FHWA), Federal Transit Administration (FTA), and California Department of Transportation (Caltrans) have developed amendment and administrative modification procedures for the TIP. These procedures are posted online at: https://mtc.ca.gov/sites/default/files/TIP Revision Procedures.pdf. Further explanation about TIP updates and how different types of revisions are processed are shown in the narrative and table that follows.

- **TIP Update**

This is a complete update of the existing TIP, to reflect new or revised transportation investment strategies and priorities. Federal regulations require an update of the TIP at least once every four years, while state statute requires an update of the TIP every two years. Because all projects included in the TIP are consistent with the RTP, MTC's extensive public outreach for development of the RTP is reflected in the TIP as well. The TIP supports implementation, in the short-term, of the financially constrained element of the RTP and is responsive to comments received during the development of the RTP. TIP updates will be subject to the conformity and interagency consultation procedures described in MTC Resolution No. 3757.

As the State of California requires a TIP update more frequently than the federally required four-year update cycle, MTC may perform a limited and less robust update and outreach effort by simply updating information reflecting updated project information using prior TIP reports, analysis and methodologies. In such circumstances, significant modification of analytical approaches and additional features to the TIP will be made on the federal four-year update cycle, and more in-line with the four-year update cycle of the RTP.

- **TIP Amendment**

This is a revision that involves a major change to the TIP, such as the addition or deletion of a project; a major change in project cost or project/project phase initiation date; or a major change in design concept or design scope (e.g., changing project termini or the number of through traffic lanes). An amendment is a revision that requires public review and comment, re-demonstration of fiscal constraint, or an air quality conformity determination. Amendments requiring a transportation-air quality conformity analysis will be subject to the conformity and interagency consultation procedures described in MTC Resolution No. 3757.

- **TIP Administrative Modification**

An administrative modification includes minor changes to a project's costs or to the cost of a project phase; minor changes to funding sources of previously included projects; and minor changes to the initiation date of a project or project phase. An administrative modification does not require public review and comment, re-demonstration of fiscal constraint, or conformity determination.

- **TIP Technical Correction**

Technical corrections may be made by MTC staff as necessary. Technical corrections are not subject to an administrative modification or an amendment,

and may include revisions such as: changes to information and projects that are included only for illustrative purposes; changes to information outside of the TIP period; changes to information not required to be included in the TIP per federal regulations; use of toll credits; identification of Advance Construction (AC) or conversion of AC for funds already in the TIP; changes to the informational expanded project description if such change does not change the TIP-required project description; changes to funding in prior years (if outside the TIP period); changes to a project phase following federal authorization to proceed for that phase of work; or changes to correct simple errors or omissions including data entry errors. These technical corrections cannot significantly impact the cost, scope or schedule within the TIP period, nor will they be subject to a public review and comment process, re-demonstration of fiscal constraint, or a conformity determination.

Public Participation for Updating and Revising the Transportation Improvement Program

TIP Update
❶ Notify public of opportunities to participate; use appropriate lists within MTC's database, including list of Regional Transportation Plan participants. Also notify the public using such methods as local media outlets; electronic-mailings to advocacy groups; or via an electronic subscription system that is open for anyone to sign up to be kept informed about the TIP, such as TIP-INFO e-mail notification.
❷ Notify Bay Area Partnership technical committees or working groups. Conduct intergovernmental review and consultation, as appropriate.
❸ Release Draft TIP for 30-day public review and comment period: ▪ Draft TIP made available for viewing at MTC offices ▪ Sent to major libraries throughout the Bay Area upon request ▪ Posted on MTC website ▪ MTC staff may make minor, technical edits to the Draft TIP during the review and comment period; in these instances MTC will display the technical edits on MTC's web site and notify interested parties via e-mail notification. Provide additional review and comment opportunity of five days if the final TIP differs significantly from the Draft TIP and raises new material issues.
❹ Respond to significant material comments pertinent to the TIP; MTC's response compiled into an appendix in the final TIP.
❺ Review by an MTC standing committee, typically the Programming & Allocations Committee (a public meeting); referral to Commission.

❻ Adoption by Commission at a public meeting. Approval by California Department of Transportation (Caltrans). Approval by Federal Highway Administration and Federal Transit Administration (FHWA/FTA).
❼ After approval: • post in MTC's offices • post on MTC website • notify Bay Area Partnership technical committees or working groups • notify the public about the Commission's action with electronic notifications, such as TIP-INFO (an electronic subscription system anyone can sign up for to be kept informed about the TIP).

Public Participation for Updating and Revising the Transportation Improvement Program

TIP Amendment
❶ Notify public via TIP-INFO Notification (e-mail) or other electronic notification methods.
❷ Notify Bay Area Partnership technical committees or working groups. Make available for viewing at MTC's offices. Post on MTC website for public review.
❸ TIP Amendment Review and Approval • Amendments deleting or adding or changing a project subject to a new air quality conformity analysis: ○ Public review and comment period, as required by the air quality conformity consultation process with review by an MTC standing committee at a public meeting; and ○ Approval by the full Commission at a public meeting. • Amendments deleting or adding a project *not* subject to an air quality conformity analysis (such as a roadway rehabilitation): ○ Review and approval by an MTC standing committee or the full Commission at a public meeting. • Amendments changing an existing project that is not subject to an air quality conformity analysis, or changing an existing grouped project listing (such as the highway bridge program), or bringing a previously listed project or phase back into the TIP for financial purposes; or changing TIP funding revenues: ○ Approval by the MTC Executive Director or designee, following 5-day notice on MTC's website; **or** ○ Review and approval by an MTC standing committee or the full Commission at a public meeting.
❹ Approval by Caltrans → Approval by FHWA/FTA

❺ After approval: • post in MTC's offices • post on MTC website • notify Bay Area Partnership technical committees or working groups • notify public via electronic subscription system open to anyone who requests to be kept informed aboutthe TIP, such as TIP-INFO email notification

TIP Administrative Modification
❶ No public review
❷ Approval by MTC Executive Director or designee by delegated authority (authority is delegated by the Federal Highway Administration/Federal Transit Administration), or Caltrans
❸ After approval: • post in MTC's offices • post on MTC website

TIP Technical Correction
❶ No public review
❷ Technical corrections by staff
❸ No approval required

Federal Transit Administration Program of Projects Public Participation Requirements

Federal transit law and joint Federal Highway Administration (FHWA)/Federal Transit Administration (FTA) planning regulations governing the metropolitan planning process require a locality to include the public and to solicit comment when the locality develops its metropolitan long-range transportation plan and its metropolitan TIP. FTA has determined that when a recipient follows the procedures of the public involvement process outlined in the FHWA/FTA planning regulations, the recipient satisfies the public participation requirements associated with development of the Program of Projects (POP) that recipients of Section 5307, Section 5337 and Section 5339 funds must meet. This Public Participation Plan is being used by the following recipient(s)* to satisfy their public participation process for the POP. This Public Participation Plan follows the procedures for public involvement associated with TIP development and therefore satisfies public participation requirements for the POP. All public notices of public involvement activities and times established for public review and comment on the TIP will state that they satisfy the POP requirements of the Section 5307, Section 5337 and Section 5339 Programs.

*Recipients using MTC's Public Participation Plan to satisfy their public participation process for the POP:

1. AC Transit (Alameda-Contra Costa Transit District)
2. ACE (Altamont Corridor Express)
3. BART (Bay Area Rapid Transit District)
4. Caltrain (Peninsula Corridor Joint Powers Board)
5. County Connection (Central Contra Costa Transit Authority)
6. City of Dixon Readi-Ride
7. FAST (Fairfield/Suisun Transit System)
8. Golden Gate Transit (Golden Gate Bridge, Highway and Transportation District)
9. LAVTA (Livermore-Amador Valley Transit Authority/ Wheels)
10. Marin Transit (Marin County Transit District)
11. Petaluma Transit
12. Rio Vista Delta Breeze
13. SamTrans (San Mateo County Transit District)
14. San Francisco Bay Ferry (WETA/Water Emergency Transportation Authority)
15. SFMTA (San Francisco Municipal Transportation Agency)
16. Santa Rosa CityBus
17. SolTrans (Solano County Transit)
18. Sonoma County Transit
19. SMART (Sonoma Marin Area Rail Transit)
20. Tri Delta Transit (Eastern Contra Costa Transit Authority)
21. Union City Transit
22. Vacaville City Coach
23. VINE (Napa County Transportation and Planning Agency)
24. VTA (Santa Clara Valley Transportation Authority)
25. WestCAT (Western Contra Costa Transit Authority)

Annual Listing of Obligated Projects

By federal requirement, MTC at the end of each calendar year publishes an annual listing of obligated projects, which is a record of project delivery for the previous year. The listing also is intended to increase the awareness of government spending on transportation projects to the public. Copies of this annual listing may be obtained from MTC's website: https://mtc.ca.gov/our-work/fund-invest/federal-funding/project-delivery or by contacting MTC's Public Information Office at 415.778-6757.

V. Interagency and Tribal Government Consultation Procedures for the Regional Transportation Plan and the Transportation Improvement Program

A. PUBLIC AGENCY CONSULTATION

Fixing America's Surface Transportation Act, the FAST Act, is federal surface transportation legislation that specifies a public participation process, directing metropolitan transportation agencies like MTC to consult with officials responsible for other types of planning activities that are affected by transportation in the area, be that conservation and historic preservation or local planned growth and land use management.

The most effective time to involve the public and governmental agencies in the planning and programming process is as early as possible. As such, the development of the Regional Transportation Plan, with its long-range timeframe, is the earliest key decision point for the interagency consultation process. It is at this stage where funding priorities and major projects' planning-level design concepts and scopes are introduced, prioritized and considered for implementation. Furthermore, MTC's funding programs and any projects flowing from them are derived directly from the policies and transportation investments contained in the RTP. Because the RTP governs the selection and programming of projects in the TIP, MTC considers the agency consultation process as a continuum starting with the regional transportation plan. The RTP is the key decision point for policy decisions regarding project and program priorities that address mobility, congestion, air quality and other planning factors; the TIP is a short-term programming document detailing the funding for only those investments identified and adopted in the RTP.

MTC will use the following approaches to coordinate and consult with affected agencies in the development of the RTP and the TIP. Throughout the process, consultation will be based on the agency's needs and interests. At a minimum, all agencies will be provided an opportunity to comment on the RTP and TIP updates.

Regional Transportation Plan (RTP)

MTC's compliance with the California Environmental Quality Act (CEQA) serves as the framework to consult, as appropriate, in the development of the RTP with federal, state and local resource agencies responsible for land use management, natural resources, environmental protections, conservation and historic preservation. This consultation will include other agencies and officials responsible for other planning activities in the MTC region that are affected by transportation to the maximum extent practicable.

As required by CEQA, the Notice of Preparation (NOP) stating that MTC as the lead agency will prepare a program-level Environmental Impact Report (EIR) for the RTP is the first step in the environmental process. The NOP gives federal, state and local agencies as well as the public an early opportunity to identify areas of concern to be addressed in the EIR and to submit them in writing to MTC. Further, MTC also will hold agency and public scoping meeting(s) to explain the environmental process and solicit early input on areas of concern. During the development of the Draft EIR, MTC will consult with affected agencies on resource maps and inventories for use in the EIR analysis.

MTC will consider the issues raised during the NOP period and scoping meetings(s) during its preparation of the EIR. Subsequently, as soon as MTC completes the Draft EIR, MTC will file a Notice of Completion (NOC) with the State Clearinghouse and release the Draft EIR for a 45-day public review period. MTC will seek written comments from agencies and the public on the environmental effects and mitigation measures identified in the Draft EIR. During the comment period, MTC may consult directly with any agency or person with respect to any environmental impact or mitigation measure. MTC will respond to written comments received prior to the close of the comment period and make technical corrections to the Draft EIR where necessary. The Commission will be requested to certify the Final EIR, and MTC will file a Notice of Determination (NOD) within five days of Commission certification.

Note that while the RTP is not subject to the federal National Environmental Policy Act (NEPA), MTC will consult with federal agencies as appropriate during the preparation of the CEQA environmental document. Additionally, the involvement of federal agencies in the RTP can link the transportation planning process with the federal NEPA process. As the projects in the RTP and TIP continue down the pipeline toward construction or implementation, most must comply with NEPA to address individual project impacts.

Transportation Improvement Program (TIP)

As discussed above, crucial decisions about whether or not to support or fund a transportation program or project in the region first occurs at the RTP level. The TIP translates recommendations from the RTP into a short-term program of improvements focused on projects that have a federal interest. Therefore, the earlier, and more effective, timeframe for public comment on the merits of a particular transportation project is during the development of the long-range plan. The TIP defines project budgets, schedules and phasing for those programs and projects that are already part of the RTP. The TIP does not provide any additional information regarding environmental impacts, beyond that found in the program-level environmental analysis prepared for the RTP.

As such, starting at the RTP development stage, MTC staff will concurrently consult with all agencies regarding the TIP. Subsequent to the RTP, additional consultations at the TIP stage will be based on an agency's needs and interests. At a minimum, all agencies will be provided with an opportunity to review and comment on the TIP. Project sponsors — including the California Department of Transportation (Caltrans), local jurisdictions, transit operators and county congestion management agencies (CMAs) — review and consult with MTC on each of their respective projects in the TIP. These agencies (and any other interested agency) are involved every step of the way in the establishment of MTC programs, selection of projects and their inclusion in the TIP.

B. OTHER PROTOCOLS FOR WORKING WITH PUBLIC AGENCIES

The Bay Area Partnership Review and Coordination

MTC established the Bay Area Partnership to collaboratively assist the Commission in fashioning consensus among its federal, state, regional and local transportation agency partners regarding the policies, plans and programs to be adopted and implemented by the Commission. More recently, that focus has shifted to advising the Commission on specific transportation investment policies or matters related to the Regional Transportation Plan. Membership includes a chief staff officer from all public agencies representing the following transportation interests:

- Transit operations
- Transportation facilities
- Congestion management agencies
- Public works agencies

- Airports and seaports
- Regional, state and federal transportation, environmental, and land use agencies

The Partnership Board and its Partnership Technical Advisory Committee (PTAC) and working group(s) consider the on-going and more technical aspects of investment issues. The Partnership Board and PTAC meetings are open to the public. The Partnership Board's meetings at the Bay Area Metro Center are webcast live and later archived on MTC's website; its offsite meetings and all PTAC meeting are recorded and recordings may be requested. The status of TIP revisions are provided to the Partnership through email notifications. For TIP updates, PTAC and working group(s) will be kept informed and consulted throughout the process by e-mail notifications or presentations as appropriate.

Air Quality Conformity and Interagency Consultation

A dialogue between agencies over transportation air quality conformity considerations must take place in certain instances prior to MTC's adoption of its RTP or TIP. These consultations are conducted through the Air Quality Conformity Task Force, which includes representatives of the U.S. Environmental Protection Agency, the Federal Highway Administration (FHWA), Federal Transit Administration (FTA), the California Air Resources Board (CARB), Caltrans, the Bay Area Air Quality Management District, and other state and local transportation agencies. These agencies review updates and, in certain instances, amendments to the RTP and TIP to ensure they conform to federal transportation conformity regulations via transportation-air quality conformity analysis.

In accordance with Transportation Air Quality Conformity and Interagency Consultation Protocol procedures (MTC Resolution No. 3757), MTC must implement the interagency consultation process for the nine-county San Francisco Bay Area before making a transportation conformity determination on the RTP or TIP. In developing an update to the RTP/TIP, MTC will bring important issues to the Partnership or its technical committees/working groups for discussion and feedback. All materials that are relevant to interagency consultation, such as the RTP/TIP schedule, important RTP/TIP-related issues and draft RTP/TIP, will also be transmitted to the Conformity Task Force for discussion and feedback. Similar consultation will occur for RTP/TIP amendments requiring an air quality conformity analysis.

Intergovernmental Review via State Clearinghouse

The intent of intergovernmental review, per Executive Order 12372, is to ensure that federally funded or assisted projects do not inadvertently interfere with state and local plans and priorities. Applicants in the Bay Area with programs/projects for intergovernmental review are required to submit documentation to the State Clearinghouse via the Office of Planning and Research in Sacramento, which is the Single Point of Contact (SPOC) for the intergovernmental review of federal grant proposals and other activities. In this capacity, it is also the function of the Clearinghouse to coordinate state and local review of federal financial assistance applications, federally required state plans, direct federal development activities and federal environmental documents. The purpose of the clearinghouse is to facilitate state and local participation in federal activities occurring within California. The Executive Order does not replace public participation, comment or review requirements of other federal laws, such as the National Environmental Policy Act (NEPA), but gives the states an additional mechanism to ensure federal agency responsiveness to state and local concerns.

The clearinghouse also receives and distributes environmental documents prepared pursuant to the California Environmental Quality Act (CEQA) and coordinate the state-level environmental review process. The RTP is subject to CEQA and therefore is reviewed through the clearinghouse.

C. TRIBAL GOVERNMENT CONSULTATION

There are six federally recognized Native American tribes in the San Francisco Bay Area. MTC invites the tribes to conduct government-to-government consultation throughout the regional transportation planning process and the companion Transportation Improvement Program. MTC lays the groundwork for consultation early in the process of developing the regional transportation plan, and generally includes a "Tribal summit" for all six Tribal governments. MTC expresses to each tribe a willingness to conduct individual meetings at the tribe's convenience.

MTC board members and executive staff participate in consultation with the Tribal governments. MTC will conduct consultation and associated activities in locations convenient for the Tribal governments. Past meetings have been held in Sonoma County, where most of the Tribal governments are located.

The Tribal summit often will include MTC's partner agencies, the Association of Bay Area Governments, the state Department of Transportation and the

appropriate congestion management agencies. The Tribal summit also may include facilitation by an individual or organization known to the Tribal governments.

The Tribal summit will include discussion about how the Tribal governments will participate in development of the long-range plan, as well as the companion TIP. The Tribal summit also serves to introduce the Tribal governments to MTC's partner agencies.

As a next step after the tribal summit, MTC encourages individual meetings with each tribal government throughout development of the regional transportation plan to discuss issues and concerns specific to each tribe. MTC offers to conduct consultation at a time and location convenient for the tribe, which may include attendance at meetings of the tribal council or committees. The governments also receive material from MTC throughout the RTP planning effort.

VI. Evaluation and Update of the Public Participation Plan

MTC's Public Participation Plan is not a static document, but an on-going strategy that is periodically reviewed and updated based on our experiences and the changing circumstances of the Commission and transportation community it serves.

As part of every public outreach and involvement program developed for the regional transportation plan, MTC sets performance measures for the effectiveness of the participation program and reports on the results. These performance reports serve to inform and improve future outreach and involvement programs, including future updates to this Public Participation Plan.

Additionally, MTC periodically evaluates various components of items identified under Section II, "Continuing Public Engagement," which form the core of MTC's public involvement activities.

This Public Participation Plan may be subject to minor changes from time to time. Any major updates will include a review by MTC's advisory committees, 45-day public comment period with wide release and notification of the public about the proposed changes, review by the Commission's Planning Committee (a public meeting), and approval by the Commission. We will extend the public comment period by an additional 45 days in instances where major revisions are proposed in response to comments heard.

MTC Public Participation
Plan Appendix A

A Public Participation Plan for Plan Bay Area 2050

Metropolitan Transportation Commission
Bay Area Metro Center
375 Beale Street
San Francisco, CA 94105

Approved: June 27, 2018

To request this document in other languages, please call 415.778.6757

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A Public Participation Plan for Plan Bay Area 2050

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I. Introduction

The Metropolitan Transportation Commission (MTC) and the Association of Bay Area Governments (ABAG) work together to adopt a long-range, regional housing and transportation plan every four years. This effort is required under state and federal law, and helps the Bay Area plan and prioritize transportation investments and policies that support a healthier, safer and more just region for our residents today and in the future. The current plan, known as Plan Bay Area 2040, was adopted by ABAG and MTC in July 2017. This was the second Regional Transportation Plan (RTP) for the nine-county San Francisco Bay Area that also includes a Sustainable Communities Strategy (SCS) as required by California Senate Bill 375 (2008).

Senate Bill 375 gives MTC and ABAG joint responsibility for preparing the RTP/SCS. The legislation also states that the two agencies "set forth a forecasted development pattern for the region, which, when integrated with the transportation network, and other transportation measures and policies, will reduce the greenhouse gas emissions from automobiles and light trucks to achieve, if there is a feasible way to do so, the greenhouse gas emission reduction targets approved by the state board."

This Appendix A to MTC's Public Participation Plan outlines the anticipated approach and schedule for the next update for the Bay Area's RTP/SCS, known as Plan Bay Area 2050. Scheduled to begin in 2019 and to be considered for adoption in 2021, Plan Bay Area 2050 will focus on where the region is expected to grow and what transportation investments will support that growth. ABAG and MTC seek to chart a course for accommodating anticipated growth while fostering an innovative, prosperous and competitive economy; preserving a healthy and safe environment; and allowing all Bay Area residents to share the benefits of vibrant communities connected by an efficient and well-maintained transportation network.

The RTP/SCS requires MTC and ABAG to work together with local governments, county congestion management agencies, public transit agencies, business and community groups, nonprofits, and interested residents to allow all who are interested the opportunity to be involved. We invite the participation of all Bay Area residents to make our region an even better, more livable place.

One key difference between Plan Bay Area 2050 and the 2017 adopted plan — known as Plan Bay Area 2040 — is that the update will build off of work under way in an Action Plan to address challenges of affordable housing, economic development and resiliency. In the realm of housing, MTC and ABAG have partnered with a number of organizations to launch CASA, the Committee to House the Bay Area. ABAG is considering a Comprehensive Economic Development Strategy, and ABAG and MTC are partnering with the San Francisco Bay Conservation and Development Commission and other entities on a number of efforts to address hazards such as sea level rise, earthquakes, wildfires and the like. For more information on the Action Plan, see Plan Bay Area 2040 at http://2040.planbayarea.org/action-plan.

II. Developing Plan Bay Area 2050

In July of 2017, MTC and ABAG consolidated their staffs to create one integrated team to tackle the transportation, land use, economic and resilience efforts of the Bay Area. The integrated team will develop Plan Bay Area 2050, while continuing to serve both ABAG and MTC boards. In addition, MTC and ABAG will coordinate with regional partners – the Bay Area Air Quality Management District (BAAQMD), the Bay Conservation and Development Commission (BCDC) and the Bay Area Regional Collaborative (BARC) – on the plan's development.

A. Process and Schedule

Since early 2010, MTC and ABAG staff have focused significant resources on developing the RTP/SCS, including the technical analysis, local engagement and public outreach necessary to produce the integrated plan. The culmination of these efforts – Plan Bay Area (2013) and Plan Bay Area 2040 (2017) – have moved toward a regional consensus on broadly-shared principles such as focused growth, investment in alternatives to single-occupant vehicles and "fixing it first" before expanding the system – all with an aim of reducing per-capita greenhouse gas emissions and adequately housing the region's expected population growth. As we embark on the next RTP/SCS, Plan Bay Area 2050, much thought has gone into the planning process, especially how we can include additional factors to help us accommodate a growing number of challenges in our planning efforts and more aggressive greenhouse gas emissions reduction targets.

Development of Plan Bay Area 2050 will take place over the next three years. Public participation is critical to ensure an open process, in which all interested residents have the opportunity to offer input and share their vision for what the Bay Area will look like decades from now.

The process will require flexibility and is subject to change in response to input received. To help direct Bay Area residents and organizations interested in participating in key actions and decisions, any changes as well as additional detail will be posted on the Plan Bay Area website and communicated via social media.

B. Summary of Key Milestones

This section describes key milestones along the path to developing Plan Bay Area 2050. For more detail also see Attachment A.

1. *Horizon* Initiative

For the past two planning cycles, MTC and ABAG have engaged in more traditional planning and outreach techniques and strategies for the Regional Transportation Plan (RTP)/Sustainable Communities Strategy (SCS). However, given ever-changing economic, technological and climate conditions in the Bay Area, a more innovative planning and engagement program is warranted, one that can assist with analyzing a range of future impacts and developing solutions to these impacts. This upcoming planning and outreach initiative, known as *Horizon*, will help create a broad range of options for the Bay Area. Although a separate effort, the results of the *Horizon* work will help inform Plan Bay Area 2050.

Horizon will explore topics ranging from transportation and land use to economic development and resilience, with the end goal of identifying a series of policies, strategies and investments that perform well regardless of what happens in the decades ahead. In turn, these strategies will be integrated into the preferred scenario for Plan Bay Area 2050.

a) "Futures" Planning

In lieu of traditional scenario planning where funding and growth are distributed based on fixed control totals and fixed future assumptions, this initiative will create a handful of divergent "futures" where the Bay Area must respond in very different ways. The purpose of this work will be to identify strategies and investments that allow the Bay Area to move forward with high-performing strategies and investments that perform well regardless of what happens in the decades ahead.

- *Opportunities for Input:* Early 2018 "Pop-up" outreach around the region at public events and locales, an electronic survey, and discussion at MTC's Regional Advisory Working Group. Fall 2018 will include additional outreach with stakeholders and the public using multiple outreach methods to discuss policy strategies.

- *Decision-Making Roles:* Direction from MTC's Planning Committee and ABAG's Administrative Committee.
- *Timeframe:*
  - Select and define futures for analysis: July 2018
  - "Status Quo" analysis for each future: October 2018
  - Collaborative development of policy solutions for each future: Fall 2018
  - Identify effective and resilient strategies across futures: May 2019

b) Project Evaluation

This process will include a solicitation of major projects from public agencies, non-profit organizations and the public at-large in advance of the traditional Call for Projects (in the spring of 2019) that will focus on smaller-scale projects and programmatic categories. Major projects will be screened and then evaluated to provide performance data used in the investment prioritization for the Preferred Scenario. Major projects submitted during this process will also be used to populate each future with specific transportation investments that align with its unique needs and revenue.

- *Opportunities for Input:* Discussion at the Regional Advisory Working Group, MTC's Policy Advisory Council and online or pop-up outreach with the public.
- *Decision-Making Roles:* Direction from MTC's Planning Committee and ABAG's Administrative Committee.
- *Timeframe:*
  - Call for major projects: summer 2018
  - Finalization of project evaluation framework: July 2018
  - Release of draft project performance results: March 2019
  - Approval of final project performance results: June 2019

c) Policy Analyses

To address a limitation of past planning cycles where individual policies were not explored in depth outside of the scenarios framework, staff will issue seven policy perspective papers on broad, topical focus areas. The primary objective of each policy perspective will be to identify high-impact policies related to that topic area that support the region's guiding principles.

- *Opportunities for Input:* Discussion at the Regional Advisory Working Group and MTC's Policy Advisory Council.
- *Decision-Making Roles*: Direction from MTC's Planning Committee and ABAG's Administrative Committee.
- *Timeframe for Policy Perspective Papers:*
    - Autonomous vehicles & future mobility: June 2018
    - Travel demand management & climate mitigation: September 2018
    - Regional growth strategies: December 2018
    - Crossings: January 2019
    - Future of jobs: March 2019
    - Regional governance: June 2019
    - Design & better buildings: September 2019

2. Regional Forecasting

a) Population, Employment, Housing and Travel Demand Forecasts

The total regional jobs, housing and population forecasts will provide essential information for Plan Bay Area 2050. MTC and ABAG will forecast regional employment by industry, population and households by age and income. This forecast will be built with several forecasting tools, including REMI (an econometric model) and Urban Sim (a demographic and housing model). These models will provide insights on the potential economic and demographic drivers for the Bay Area over the next 30 years. The forecast methodology and results will be reviewed by a technical advisory committee that includes regional agencies, consultants and scholars with substantial experience in regional analysis.

MTC and ABAG use the population, employment and housing forecasts to estimate and analyze regional travel patterns and demand on the transportation system and the resulting emissions.

- *Opportunities for Input:* Discussion at the Regional Advisory Working Group, ABAG's Regional Planning Committee and MTC's Policy Advisory Council.
- *Decision-Making Roles:* Direction from MTC's Planning Committee and ABAG's Administrative Committee; adoption by ABAG Executive Board and the Commission.
- *Significance:* This technical work sets the stage for future analysis by identifying anticipated employment, population and housing growth.

- *Timeframe:* Anticipated early 2019. Forecasts are needed before the scenarios are fully defined and evaluated (see Attachment A).

b) Revenue Forecasts

The investment strategy for Plan Bay Area 2050 will be based on an estimate of total funding available for at least 20 years, per federal requirements. MTC will work with partner agencies and use financial models to forecast how much revenue will be available for transportation purposes over the duration of the Plan. In addition, MTC will also investigate the potential of providing estimates of revenues that will be available for investment in the areas of housing and resiliency. The financial forecasts, coupled with needs assessments in the areas of transportation, housing and resiliency, will help identify funding gaps and plan investments that fit within the "financially constrained" envelope of revenues that are reasonably expected to be available.

Under the current Plan Bay Area 2040, transportation revenue forecasts total $303 billion over a 24-year period, in year of expenditure dollars. Over two-thirds (70 percent) of these funds are from regional and local sources, including transit fares, dedicated sales tax programs, city and county revenues, and bridge tolls, among others. Making up the remainder are state and federal revenues (mainly derived from fuel taxes) and "anticipated" revenues, which are unspecified revenues that reasonably can be expected to become available within the Plan horizon.

- *Opportunities for Input:* Discussion at the Regional Advisory Working Group, MTC Policy Advisory Council and ABAG Regional Planning Committee.
- *Decision-Making Roles:* Direction from MTC's Planning Committee and ABAG's Administrative Committee.
- *Significance:* This technical work sets the stage for future investment strategies and identifies revenue expected to flow to region over the life of the plan (at least 20 years).
- *Timeframe:* Anticipated summer 2019. Forecasts are needed before the preferred land use pattern and investment strategy is fully defined and evaluated (see Attachment A).

3. Preferred Land Use Pattern and Investment Strategy Process

a) Needs Assessments

To identify the funding needed to operate and maintain the existing transportation network – between now and the year 2050 – MTC and ABAG will conduct a set of needs assessments to quantify financial needs. MTC and ABAG will also investigate the potential to conduct a similar analysis for the areas of housing and resilience. Staff will work with applicable public agencies, both on the local and regional levels, to develop these needs assessments.

- *Opportunities for Input:* Discussion at Regional Advisory Working Group, MTC's Policy Advisory Council and the relevant Partnership working groups.
- *Decision-Making Roles:* Direction from MTC's Planning Committee and ABAG's Administrative Committee.
- *Significance:* This technical evaluation will provide information on the funding needed to achieve key goals related to transportation infrastructure, affordable housing and climate adaptation.
- *Timeframe:* Anticipated in summer 2019. Precedes any decision by ABAG and MTC on a preferred scenario for the Plan (see Attachment A).

b) Call for Projects

The Call for Projects will allow public agencies to submit candidate transportation projects for consideration for both inclusion in Plan Bay Area 2050 and the Transportation Improvement Program (TIP). As major projects were submitted through the earlier solicitation under *Horizon*, the Call for Projects will primarily focus on smaller-scale projects and programmatic categories. Draft guidance for submitting projects will be released in advance, and staff may request additional information needed to include large projects in the Preferred Scenario and in the TIP.

- *Opportunities for Input:* Discussion at the Regional Advisory Working Group, MTC's Policy Advisory Council and locally through county Congestion Management Agencies. The call for projects occurs spring 2019; projects under consideration for inclusion in the Preferred

Scenario will be highlighted at Plan Bay Area 2050 evening public open houses, slated for winter 2019/2020.

- *Decision-Making Roles:* CMA boards will approve project listings from each county; MTC's Planning Committee will provide overall direction.
- *Significance:* Opportunity to submit transportation projects for consideration in the Plan.
- *Timeframe:* Anticipated in spring 2019 for smaller-scale projects (see Attachment A).

c) Land Use and Travel Demand Forecasting

Based on the control totals and revenue forecasts developed earlier in the Plan Bay Area 2050 process, simulation models will be run to determine how far investments, policies and strategies will get the region towards the Plan's goals. Furthermore, this process will identify a specific land use distribution working within the control totals as well as the efficacy of transportation network improvements that can be funded under the revenue forecast. Specific investments, policies and strategies will be collaboratively identified with stakeholders prior to model runs.

- *Opportunities for Input:* Discussion at the Regional Advisory Working Group, MTC's Policy Advisory Council and ABAG's Regional Planning Committee. Policies and strategies under consideration for inclusion in the Preferred Scenario will be highlighted at Plan Bay Area 2050 public meetings, slated for winter 2019/2020.
- *Decision-Making Roles:* Forecasting efforts will feed into the process for adopting the Preferred Scenario (see below), for which the MTC Commission and ABAG Executive Board will take final action.
- *Significance:* Simulation models are an important tool in determining whether or not specific policies, strategies and investments are sufficient to achieve the aspirational vision of the Plan.
- *Timeframe:* Anticipated in fall 2019. Precedes any decision by ABAG and MTC on a preferred scenario for the Plan (see Attachment A).

d) Adoption of the Preferred Scenario

Based on the results of the project performance assessments, MTC and ABAG will define a preferred scenario to advance to final environmental analysis. The preferred scenario will include a land use distribution, an investment strategy and policies that will best meet the Plan vision given identified fiscal and policy constraints.

- *Opportunities for Input:* Discussion at Regional Advisory Working Group, MTC's Policy Advisory Council and ABAG's Regional Planning Committee; comment at public meetings in the nine Bay Area counties.
- *Decision-Making Roles:* Direction from MTC's Planning Committee and ABAG's Administrative Committee; adoption by MTC Commission and ABAG Executive Board.
- *Significance:* The Preferred Scenario pairs a single land use distribution that is a flexible blueprint for accommodating growth over the long term with a financially-constrained investment strategy.
- *Timeframe:* Adoption expected early 2020. Selection of Preferred Scenario follows a round of evening public meetings in winter 2019/20, before the detailed environmental review work begins in earnest (see Attachment A).

4. Draft and Final Plan

a) Draft and Final Environmental Impact Report (EIR)

A programmatic environmental impact report on the Plan, including the preferred scenario and a limited set of alternatives, will identify the environmental impacts of the proposed long-range land-use changes and transportation investments and policies taken as a whole, as one large project, as required by the California Environmental Quality Act (CEQA). A Draft EIR will be released for public comment and submitted to the appropriate resource agencies for review and comment.

- *Opportunities for Input:* A Notice of Preparation will be issued and a public scoping meeting(s) will be held to explain the environmental process and solicit early input on areas of concern. The Draft EIR will be the subject of three public hearings. Discussion at Regional Advisory Working Group, MTC's Policy Advisory Council and ABAG's

Regional Planning Committee. A public comment period will be established for written and oral public comments, as per guidelines under the California Environmental Quality Act (CEQA); responses to comments will be in the Final EIR.

- *Decision-Making Roles:* Direction from MTC's Planning Committee and ABAG's Administrative Committee; approval from MTC Commission and ABAG Executive Board.
- *Significance:* Final set of actions leading to adoption of the updated Plan Bay Area 2050.
- *Timeframe:* Key Milestones (see Attachment A). Release Draft Plan Bay Area 2050 late 2020; final plan and final EIR expected adoption in June 2021.

b) Title VI and Environmental Justice Analysis

MTC and ABAG will conduct an equity analysis to satisfy federal requirements with respect to the metropolitan planning process. The analysis will measure both the benefits and burdens associated with the investments in Plan Bay Area 2050 to determine that minority, limited English proficient and low-income communities share equitably in the benefits of the investments without bearing a disproportionate share of the burdens.

- *Opportunities for Input:* Discussion at Regional Advisory Working Group and MTC's Policy Advisory Council. Detailed technical input will be sought at the Policy Advisory Council's Equity and Access Subcommittee on an as needed basis.
- *Decision-Making Roles:* Direction from MTC's Planning Committee.
- *Significance:* Provides information on the effects of Plan Bay Area 2050 on the region's minority, limited English proficient and low-income communities.
- *Timeframe:* Early 2021 (see Attachment A).

c) Air Quality Conformity Analysis

The air quality conformity analysis considers if the transportation projects in the financially constrained Plan Bay Area 2050, taken together, do not cause new air quality violations, worsen existing air quality or delay timely

attainment of the federal air quality standards pertaining to ozone, carbon monoxide and particulate matter ($PM_{2.5}$). The analysis is done to meet federal planning requirements in accordance with the latest U.S. Environmental Protection Agency transportation conformity regulations and the Bay Area Air Quality Conformity Protocol (MTC Resolution No. 3757).

- *Opportunities for Input:* Technical analysis will be discussed by the Regional Air Quality Conformity Task Force.
- *Decision-Making Roles:* Direction from MTC's Planning Committee; approval from MTC Commission.
- *Significance:* Final set of actions leading to adoption of the updated Plan Bay Area 2050.
- *Timeframe:* Early 2021 (see Attachment A).

d) Draft and Final Plan

Release of the Draft Plan will initiate another round of public meetings to gather comments on the draft in preparation for final Plan adoption. MTC and ABAG will seek input on the Draft Plan through a variety of methods.

As with Plan Bay Area 2040, staff anticipates a concurrent release of the Draft EIR and Draft Plan Bay Area 2050 documents for 45-day and 55-day public comment periods, respectively. The Draft EIR analysis, together with input from the public on the Draft Plan, will inform the policy discussions and public dialogue leading to the Final Plan adoption by both ABAG and MTC, anticipated to occur in June 2021.

- *Opportunities for Input:* The Draft Plan Bay Area 2050 will be the subject of public meetings, including at least three public hearings. Discussion at Regional Advisory Working Group, MTC's Policy Advisory Council and ABAG's Regional Planning Committee.
- *Decision-Making Roles:* Direction from MTC's Planning Committee and ABAG's Administrative Committee; approval from MTC Commission and ABAG Executive Board.
- *Significance:* Final set of actions leading to adoption of Plan Bay Area 2050.
- *Timeframe:* Adoption is expected in June 2021 (see Attachment A).

e) Regional Housing Need Allocation

Staff also coordinates the state-mandated Regional Housing Need Allocation (RHNA) process, which will be informed by Plan Bay Area 2050. The California Department of Housing and Community Development (HCD) begins the process by determining the region's overall housing need, which staff uses to develop a methodology to identify the number of units, including affordable units, that each jurisdiction must plan in order to accommodate the housing needs of residents at all income levels. To guide staff in developing the methodology, a region-wide Housing Methodology Committee, made up of local government staff, elected officials and stakeholders from throughout the Bay Area, is convened.

The RHNA process includes the following major milestones:

- Staff consults with HCD about the determination of the region's total housing need;
- ABAG delegates authority for the RHNA process to subregions formed by local jurisdictions, and issues each subregion a share of the total regional housing need;
- Staff develops and releases draft allocation methodology (followed by a 60-day public comment period, including a public hearing);
- ABAG Executive Board adopts a final methodology and releases a draft allocation (followed by a 60-day period in which jurisdictions can request a revision to the draft allocation);
- Staff responds to revision requests and provides opportunity for local jurisdictions to appeal the staff response;
- Staff convenes a committee to hold a public hearing on appeals submitted by local jurisdictions; and
- ABAG releases final allocation and adoption of the final allocation after a public hearing.

- *Opportunities for Input:* Discussion at meetings of Housing Methodology Committee, ABAG Regional Planning Committee and ABAG Executive Board. Public comment periods and public hearings, as outlined in statute.
- *Decision-Making Roles:* Guidance from ABAG Regional Planning Committee and ABAG Executive Board; approval by ABAG Executive Board.

- *Significance:* Each jurisdiction is required by law to update the Housing Element of its General Plan to show how it can accommodate the portion of the Bay Area's total housing need, across all income categories that it is allocated as part of the RHNA process.
- *Timeframe:* Discussion and approval of RHNA methodology will begin in 2019, in coordination with the development and approval of Plan Bay Area 2050. Anticipated approval date in 2021.

III. Related Work

A. Tracking Performance

MTC, in conjunction with its partners, has established an innovative monitoring initiative that tracks trends related to transportation, land and people, the economy, the environment, and social equity. Measurements in these areas are our region's Vital Signs helping us understand where we are succeeding and where we are falling short.

This data-driven website compiles dozens of indicators; each presented with interactive visualizations that allow users to explore historical trends, examine differences between cities and counties, and even compare the Bay Area with other peer metropolitan areas. The web address for Vital Signs is: http://www.vitalsigns.mtc.ca.gov/.

B. Countywide Transportation Plans

Bay Area counties are authorized by state law to develop Countywide Transportation Plans on a voluntary basis. These countywide plans are an integral part of Plan Bay Area 2050. As long-range planning and policy documents, they assess transportation needs and guide transportation priorities and funding decisions for that county over a 20-25 year horizon. These countywide plans inform the transportation projects and programs that are forwarded to MTC for consideration in the region's long-range plan. Adopted countywide transportation plans in the Bay Area can be found at the links shown below. MTC's guidelines for development of countywide plans by the county Congestion Management Agencies can be found here: https://mtc.ca.gov/sites/default/files/6b_Attachment-A.pdf

Alameda County: Alameda County Transportation Commission
http://www.alamedactc.org/app_pages/view/795

Contra Costa County: Contra Costa Transportation Authority
http://ccta.net/sources/detail/11/1

Marin County: *No current plan*

Napa County: Napa County Transportation and Planning Agency
http://www.nctpa.net/countywide-plan-vision-2040

San Francisco County: San Francisco County Transportation Authority
http://www.sfcta.org/sites/default/files/content/Planning/SFTP2/2017_revisio n/SFTP_final_report_10.24.17.pdf

San Mateo County: City/County Association of Governments of San Mateo County
http://ccag.ca.gov/programs/planning/countywide-transportation-plan/

Santa Clara County: Santa Clara Valley Transportation Authority
http://www.vta.org/projects-and-programs/planning/valley-transportation- plan-2040-vtp-2040

Solano County: Solano Transportation Authority
http://www.sta.ca.gov/Content/10153/Solano_Comprehensive_Transportation_Plan_Update.html

Sonoma County: Sonoma County Transportation Authority
http://scta.ca.gov/planning/comprehensive-transportation-plan/

C. Action Plan

The Bay Area's housing and transportation crisis reflects the cumulative impacts of the region's robust job market and its acute failure to keep pace with housing need, especially near growing job centers. The current RTP/SCS projects these problems will intensify if the region does not take significant corrective steps. As a path forward, MTC and ABAG developed an "Action Plan" to focus on performance targets where the plan was moving in the wrong direction, as well as emerging issues that require proactive regional policy solutions.

MTC and ABAG created strategies to address housing affordability, the region's widening income disparities and economic hardships faced by low- and middle-income workers, and finally the Bay Area's vulnerabilities to natural disasters such as earthquakes and floods. These three issue areas – Housing, Economic Development and Resilience – form the core of the Action Plan.

Action Plan Objectives

The following are the Action Plan's key objectives:

- Housing: Lower the share of income spent on housing and transportation costs, lessen displacement risk, and increase the availability of housing affordable to low- and moderate-income households.

- Economic Development: Improve transportation access to jobs, increase middle wage job creation and maintain the region's infrastructure.

- Resilience: Enhance climate protection and adaptation efforts, strengthen open space protections, create healthy and safe communities, and protect communities against natural hazards.

In order to meet these objectives, regional policymakers, local governments and civic organizations will need to prioritize these objectives in their future policies and programs. Public participation will be key to ensuring objectives are met.

D. CASA – Committee to House the Bay Area

As a first step to addressing the Bay Area's housing crisis, MTC and ABAG are helping to coordinate CASA – The Committee to House the Bay Area. This initiative is bringing together a multi-sector set of partners to identify and agree upon significant regional solutions that address the region's chronic housing challenges and advance equity and economic health in the nine-county Bay Area. Through stakeholder engagement, research and interviews, CASA will develop a comprehensive regional approach to the housing crisis, focusing on increasing housing supply, improving housing affordability, and strengthening preservation and anti-displacement measures. Objectives include a suite of legislative, financial, policy and regulatory recommendations, with partners agreeing on a path forward and working together on implementation. A final report is scheduled for release in 2019.

IV. Public Engagement

In developing Plan Bay Area 2050, MTC and ABAG strive to promote an open, transparent process that encourages the ongoing and active participation of local governments and a broad range of interest groups and individuals from the general public. The Plan has a greater focus on public engagement than past plans, which will entail using a variety of platforms to communicate with Bay Area residents and working with a variety of agencies and organizations in a multi-year planning effort.

A. General Public

The general public has several avenues for ongoing participation in the development of Plan Bay Area 2050.

- Key issues and policy matters will be presented at public meetings or open houses held in the evening. MTC and ABAG will hold a minimum of three public meetings in Alameda, Contra Costa, San Francisco, San Mateo and Santa Clara counties, and one or more meetings in the less populous Marin, Napa, Solano and Sonoma counties over the course of developing the Plan. Topics will include the *Horizon* Initiative, Preferred Scenario and the Draft Plan and Draft Environmental Impact report, as detailed in Attachment A, Key Milestones 2018-2021.
- For public meetings/open houses, MTC and ABAG will seek partnerships with cities and counties, Caltrans and other public agencies to explain the relationship of the regional plan to adopted local priorities for transportation and land use.
- MTC and ABAG policy board meetings present another opportunity for the public to keep abreast of the Plan's development. The committees are described below.
- Additionally, MTC and ABAG both have advisory panels that meet on a regular basis. The Plan's development will be presented to these groups for discussion and comment. The committees are described below; meetings are open to the public.
- The public is invited to be an active participant in meetings of the Regional Advisory Working Group, where a wide range of technical and policy issues will be discussed.
- The Plan Bay Area website is another way for the public to stay informed on the progress of the update or to participate in online surveys or comment forums.

- Regular updates will be sent to interested members of the public via electronic newsletters, email and social media.

B. Local Governments

Working with local governments — from elected officials to city managers, planning and public works directors, transit operators, and congestion management agencies — is critical to the development of Plan Bay Area 2050. Local officials can provide valuable context and specifics about local priorities and explain how the regional plan supports these priorities. One avenue for discussion with local government staff is through the Regional Advisory Working Group (RAWG), described below. In addition to the staff-to-staff discussions that will occur at the RAWG meetings, MTC and ABAG will work with members of their policy boards to coordinate meetings in each county with elected officials and local government staff. County Congestion Management Agencies (CMAs) provide a meeting structure that will also be used to discuss issues related to the Plan.

Regional Advisory Working Group (RAWG): Comprised of local government staff as well as staff from county Congestion Management Agencies, transit agencies and county health departments, the primary purpose of this ad hoc group is to enable MTC/ABAG staff to provide information to and receive input from local and county-level staff. Regular discussions on technical milestones will be held; the group will meet as needed. It is anticipated that the RAWG will meet approximately monthly throughout much of the Horizon and Plan Bay Area 2050 development process.

The Regional Advisory Working Group has no set membership, its meetings are open to the public and representatives from other organizations, and any individuals interested in the development of the Plan are invited to participate and provide feedback. Because it is primarily a staff-to-staff group, RAWG meets during the workday. Meeting materials are posted on the Plan Bay Area website; meetings are audiocast over the Internet and archived on the web.

ABAG Delegate Meetings: An elected official from each city, town and county in the Bay Area serves as a delegate to ABAG's General Assembly. ABAG meets with delegates by county. These conversations are helping inform ABAG and MTC about the challenges facing local jurisdictions as they seek to implement Plan Bay Area in ways that reflect their local land use controls as well as their unique assets and values.

C. Policy and Advisory Committees

Regularly scheduled meetings of ABAG's and MTC's policy and advisory committees present another opportunity for interested members of the public — whether government or non-government — to stay involved. Meeting times, locations and materials will be posted on the Plan Bay Area website.

Additionally, meetings of MTC's policy board are webcast and archived at mtc.ca.gov/meetings/schedule/. ABAG's major meetings (Executive Board, Legislation Committee, Finance Committee, Regional Planning Committee and General Assembly) are videotaped and available from ABAG's website abag.ca.gov/meetings/.

Policy Committees for Plan Bay Area 2050

The ABAG Executive Board: ABAG's Executive Board carries out policies established by the General Assembly, which is composed of representatives of the Bay Area's 101 cities, towns and counties. ABAG's Executive Board makes operating decisions, controls expenditures and acts on recommendations from other Association committees. The 38 voting memberships on the Executive Board include elected officials reflecting population size of the nine counties, with non-voting members representing state or federal agencies invited to serve at the pleasure of the Board. The Executive Board meets the third Thursday of every other month, in the Board Room of the Bay Area Metro Center.

ABAG General Assembly: ABAG's General Assembly meets annually (usually in spring) and determines policy matters for the Association, including adoption of the annual budget and work program, and reviews major policy actions and recommendations of the Executive Board. General Assembly delegates from each member city and county and their alternates must be elected officials from the jurisdiction they represent — except for the City of San Francisco, where the mayor may appoint as his or her alternate any officer of that government. Each member city and county has one vote in the General Assembly; San Francisco is counted as both a city and county for the purposes of membership. Votes are tabulated separately for county representatives and for city representatives, with a majority vote of each group required for action or adoption of policy recommendations.

Metropolitan Transportation Commission: MTC is guided by a 21-member policy board composed of local officials from the nine Bay Area counties, including two members who represent regional agencies — ABAG and the Bay Conservation and Development Commission — as well as three nonvoting members appointed to represent the U.S. Department of Housing and Urban Development, the U.S. Department of Transportation, and the California Department of Transportation. Sixteen of the voting commissioners are appointed by local elected officials in each county, including the mayors of the three most populous cities in the region — San Jose, San Francisco and Oakland. The Commission generally meets monthly on the fourth Wednesday of the month, at approximately 9:30 a.m., at MTC's offices in San Francisco, in the Bay Area Metro Center.

Joint ABAG and MTC Meetings: To more fully collaborate, the **MTC Planning Committee** and **ABAG Administrative Committee** meet jointly as needed to oversee development of Plan Bay Area 2050, among other efforts. At major planning milestones, staff will present a summary of key comments heard from the Plan's public engagement efforts. ABAG's Administrative Committee submits reports and recommendations to the Executive Board or acts for the Executive Board in a month when the Board does not meet or in an emergency. MTC's Planning Committee considers issues related to the Plan and other regional plans, state and federal air quality plans, corridor studies, as well as connections between transportation and land use.

Additionally, both the full MTC Commission and ABAG Executive Board will meet jointly at key milestones throughout the process.

Advisory Committees for Plan Bay Area 2050

MTC's Policy Advisory Council: The Policy Advisory Council is a 27-seat advisory panel established to advise MTC on transportation policies in the San Francisco Bay Area, incorporating diverse perspectives relating to the environment, economy and social equity. This panel will be an active participant in the development of the Plan by providing input on regional planning efforts linking transportation, housing and land use to reduce greenhouse gas emissions. The Policy Advisory Council meets monthly, on the second Wednesday of the month, at 1:30 p.m. at MTC's offices in the Bay Area Metro Center, San Francisco.

ABAG's Regional Planning Committee (RPC): The RPC is composed of a minimum of 18 elected officials, including at least one supervisor from each member county and a city representative from each county. Members also include the Chairperson of the Bay Area Planning Directors' Association or designee; one representative each from the Bay Area Air Quality Management District (BAAQMD), Bay Conservation and Development Commission (BCDC), Metropolitan Transportation Commission (MTC), Regional Water Quality Control Board; and not less than ten citizens. RPC meets the first Wednesday of alternate months, from 12:30 to 2:30 p.m. in the Bay Area Metro Center in San Francisco.

The Bay Area Partnership: This group of top executives from Bay Area transit operators, county Congestion Management Agencies and public works departments, as well as regional, state and federal transportation, environmental and land use agencies, advises MTC periodically on key planning issues, including Plan Bay Area. Staff level working groups meet occasionally on issues such as local roads, public transit and transportation finance.

D. Additional Outreach to Governments

Federal, State and Other Government Agencies and Native American Tribal Governments

In addition to the local governments that will be involved with Plan Bay Area 2050, MTC and ABAG will consult with officials responsible for other types of planning activities that are affected by transportation in the area, such as federal and state conservation and historic preservation agencies. Consultation will be based on the agency's needs and interests. At a minimum, agencies will be informed about the process to develop the update and will be provided an opportunity to participate.

Consultation with the region's Native American governments also will occur. There are six federally recognized Native American tribes in the San Francisco Bay Area. MTC and ABAG will invite the tribes to participate in government-to-government consultation during development the Plan. The groundwork for consultation will occur early in the process of developing the regional transportation plan and will include a "Tribal summit" for all six Tribal governments. MTC and ABAG will also conduct individual meetings at each tribe's convenience.

Presentations to Local Government

As required by SB 375 legislation, at least two informational meetings in each county will be held for members of the county board of supervisors and city councils to review and discuss the Draft Plan, and to consider their input and recommendations. Notice of the meeting shall be sent to each city clerk and to the clerk of the board of supervisors. One informational meeting will be conducted if attendance at the one meeting includes county board of supervisors and city council members representing a majority of the cities representing a majority of the population in the incorporated areas of that county.

V. Public Participation Strategies

Development of Plan Bay Area 2050 will be a multi-year effort. Public participation strategies for major milestones will be identified and posted on the Plan Bay Area website (www.PlanBayArea.org). Detail for all milestones is described in Attachment A, although it is important to note that this is an iterative process that is subject to change. Throughout each phase, MTC and ABAG will use a variety of participation techniques to engage a wide range of residents, as described in this section.

A. Innovative Strategies

In the past two Plan Bay Area processes, MTC and ABAG engaged in more traditional planning and outreach techniques. However, the ever-changing economic, technological and climate conditions in the Bay Area warrant a more innovative planning and engagement program. This will allow MTC and ABAG to analyze a range of future impacts and develop solutions to these impacts.

In order to engage as many Bay Area residents as possible, MTC and ABAG will use strategies to reach people "where they are," with a focus on youth and those in communities of concern. These strategies, outlined in Section C below, will be a departure from the more traditional outreach techniques used in past Plan Bay Area efforts. Although MTC and ABAG are statutorily required to hold public meetings at key milestones in the Plan's development process, innovative strategies will be used when possible.

B. Voices from Underserved Communities

The success of the Plan is dependent on all voices in the region being represented and involved. MTC and ABAG will take special effort to engage minority and low-income residents that do not typically participate in regional government planning efforts.

In order to seek out and consider the needs of those traditionally under-represented in the planning process, including minority, low-income, disability and limited English proficient communities, we will work closely with community non-profit organizations in communities of concern. As we have in past Plans, we will complete a request for proposals (RFP) process for assistance from these groups to the residents they serve.

C. Participation Activities

The public participation efforts will include:

Advance Notice

- Develop details for the planning process and opportunities for public engagement in advance of each phase of Plan Bay Area 2050's development — and post these details on its website.
- Maintain an updated calendar of events on the Plan Bay Area website.
- Provide timely notice about upcoming meetings. Post agendas and meeting materials on the web one-week in advance of policy committee meetings or ad hoc advisory group meetings.
- Use a mailing list database to keep participants notified throughout the multi-year process (via e-mail or U.S. mail).
- Circulate a Draft Plan or Alternative Planning Strategy, if one is prepared, for public review at least 55 days before the adoption of the Final Plan Bay Area 2050.
- Work with media outlets to encourage news coverage in advance of meetings.

Meetings, Open Houses, Workshops, Public Hearings

- Provide opportunities for a discussion in each county on important issues surrounding how Plan Bay Area 2050 can better support local activities. Pursuant to state statute, MTC and ABAG will hold a minimum of three public meetings in Alameda, Contra Costa, San Francisco, San Mateo and Santa Clara counties, and one or more meetings in the less populous Marin, Napa, Solano and Sonoma counties.
- Promote a civil atmosphere at public meetings that provides an opportunity for all participant to speak free of disruptions or personal attacks.
- Host public meetings, open houses or workshops in convenient and accessible locations at a variety of times (evenings, weekends, as well as weekdays).
- As appropriate, host webinars or telephone town halls to encourage more participation.
- Hold at least three public hearings on the Draft Plan or Alternative Planning Strategy, if one is prepared; hold the public hearings in different parts of the

region to maximize opportunities for participation by members of the public throughout the region.

- Use "visualization" techniques to communicate technical planning issues and strategies to the public, such as maps, videos, graphics, animation or computer simulations to depict alternatives under consideration.

- Provide a summary of comments heard at public meetings via the Plan Bay Area website (www.PlanBayArea.org).

Digital Engagement

- Use a single web address — www.PlanBayArea.org — so members of the public have a single place to go for current updates and to request to receive notices and information.

- Use social media to reach, educate and engage residents.

- Maintain an archive of past workshop meeting materials on the Plan Bay Area website.

- Offer interactive web polls, surveys, etc.

- Provide timely, easy-to-understand information on a website that is mobile-ready and accessible, per the Americans with Disabilities Act.

Media Outlets

- Issue press releases to media outlets, including ethnic, foreign-language and community media, to keep reporters apprised of progress and generate coverage on radio, television, newspapers and the Internet.

- Translate news releases about public meetings into Spanish and Chinese, or other languages as appropriate.

Other Innovative Strategies

- Engage in "pop-up" style intercept outreach at community events and popular locales (e.g., farmers' markets, malls, festivals, etc.)

- Involve youth in helping to shape the draft Plan Bay Area 2050 through partnerships with academic or nonprofit organizations.

- Use short, captioned video to communicate complex concepts to the public;

video could use humor or animation in order to make the subject matter more relatable.

- Place kiosks with surveys or other online tools in public spaces (e.g., libraries, malls, community centers, etc.) for greater reach.

Outreach to Targeted Groups

- Ask partners to help spread the word about public comment opportunities.

- Piggy-back on existing meetings in order to attract greater attendance and participation.

- Seek out and consider the needs of those traditionally under-represented in the planning process, including minority, low-income, limited English proficient communities and persons with disabilities. Also, consider the needs of the Bay Area's growing senior population.

- Provide assistance, if requested at least three working days prior to a meeting, to people with disabilities and language assistance to people with limited English proficiency. (Five or more days' notice is preferred.) Such requests may be made through the MTC Public Information Office at 415.778.6757.

Other

- Statistically relevant public opinion poll (also available in languages other than English).

- The methods MTC and ABAG will use to report progress on the Plan will include, but not be limited to, the web; e-mail updates; social media; electronic and print newsletters; and local media outlets.

VI. Public Participation Goals

People who take the time and energy to participate in public processes should feel their participation is valued. MTC and ABAG commit to the following goals and performance benchmarks to measure the effectiveness of the public participation program:

1. **Promote a transparent process:** MTC and ABAG should make every effort to make the often-complex planning process transparent so that the public has the opportunity to help shape policies and inform decisions.

2. **Encourage broad participation:** The process should include the greatest number of people possible from throughout the region and reflect the diverse Bay Area population, regardless of individuals' language, personal mobility or ability to attend a meeting, subject to available budget and resources.

3. **Engage for impact:** The feedback received through this Public Participation Plan should be analyzed and provided to policy makers in a timely manner to inform their decisions. Interested participants should be informed of actions by MTC and ABAG at key milestones throughout the planning process.

4. **Build knowledge:** This program is an opportunity for MTC and ABAG to inform a wide range of people about transportation and land-use issues in the Bay Area. Each step of the process should include an educational element to set context and promote increased understanding of the Plan and relevant topics.

Targeted Performance Measures

MTC and ABAG will survey participants in an effort to inform and improve future outreach. Results from the survey and other data will be used to conduct an evaluation of Plan Bay Area public engagement at the conclusion of the planning process. Following are specific performance metrics that will be tracked:

1. Promote a transparent process
   - For each major technical planning milestone, develop user-friendly content written in plain language explaining:
     - The purpose of the work

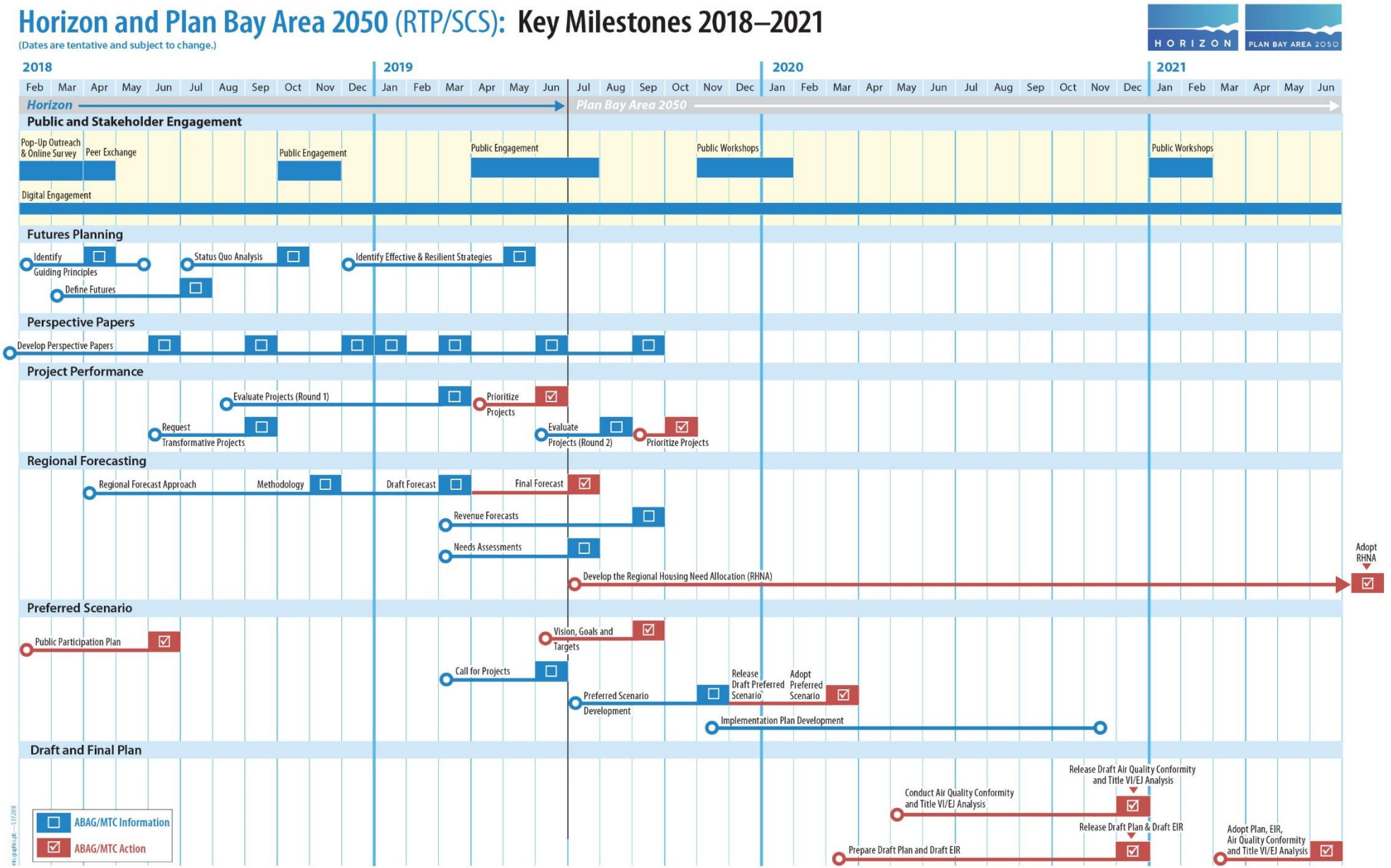
  - Impact on the plan
  - Opportunities for public input, and
  - Decision-making roles.

2. Encourage broad participation
   - Outreach will target demographic groups (age, ethnicity, income, primary language, geographic location, disability) roughly mirroring the demographics of the Bay Area's population.
   - Five thousand or more comments are logged on the Plan Bay Area 2050 or associated documents.
   - There are 200,000 visits to or "page views" of the Plan Bay Area website.
   - Online engagement options are available for those who are not able to attend meetings.
   - Outreach conducted in all nine counties, in central locations and accessible by public transit to the extent feasible.
   - Meetings are linguistically accessible to 100 percent of participants, with three (3) working days' advance request for translation. (Meeting announcements offer translation services with advance request for translation services.)
   - All meetings are accessible under the requirements of the Americans with Disabilities Act (ADA).
   - Plan Bay Area 2050 or elements of it are mentioned in radio or TV broadcasts, online forums and blogs, social media, newspaper articles, editorials, commentaries, or other printed media.

3. Engage for impact
   - One hundred percent of written correspondence received is logged, analyzed and shared in a timely manner with staff and policy makers for consideration.
   - One hundred percent of written correspondence is acknowledged.
   - Policy decisions and other actions are summarized and reported back to participants at key milestones in the process.

4. Build knowledge
   - Seventy percent of participants surveyed agree that Plan Bay Area 2050 public participation efforts provided:
     - Sufficient opportunity to comment/ask questions
     - Clear information at an appropriate level of detail, and
     - An opportunity to learn about Plan Bay Area 2050 and related projects or programs.

Attachment A



Attachment B – Responsibilities & Roles: Plan Bay Area 2050

Major Tasks	Advisory				Decision-Making		
	A	B	C	D	E	F	G
	Partnership Board	Regional Advisory Working Group	Policy Advisory Council	Regional Planning Committee	MTC Planning Committee & ABAG Administrative Committee	Executive Board	Commission
	MTC	Joint	MTC	ABAG	Joint	ABAG	MTC
1. Horizon Initiative							
Horizon Initiative Planning		●	●	●	☑		
Project Evaluation		●	●		☑		
Policy Analysis		●	●		☑		
2. Regional Forecasting							
Population/Employment/Housing/Travel Demand Forecasts		●	●	●	☑	☑	☑
Transportation, Housing & Resilience Revenue Forecast		●	●	●	☑		
3. Preferred Land Use Pattern & Investment Strategy							
Needs Assessments	●	●	●		☑		
Call for Projects		●	●		☑		
Land Use & Travel Demand Forecasting		●	●	●		☑	☑
Adoption of Preferred Scenario		●	●	●	☑	☑	☑
4. Draft and Final Plan							
Title VI & Environmental Justice Analysis		●	●		☑		
Air Quality Conformity Analysis					☑		☑
Draft & Final Environmental Impact Report (EIR)		●	●	●	☑	☑	☑
Draft & Final Plan		●	●	●	☑	☑	☑
Regional Housing Need Allocation (RHNA)				●		☑	

● Input/Information
☑ Action/Decision

NOTE: Information provided is tentative and subject to change.

Action items presented jointly to MTC's Planning Committee and ABAG's Administrative Committee may seek a recommendation from one or both committees.

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2019 TIP Investment Analysis

A Focus on Low-Income and Minority Populations,
Seniors, and Persons with Disabilities

INTRODUCTION

The 2019 TIP Investment Analysis is an assessment of TIP investments through an equity lens, specifically focused on the Bay Area's disadvantaged populations. The purpose of the analysis is to understand if low-income and minority populations, seniors, and persons with disabilities are sharing equitably in the region's near-term transportation investments.

2019 TIP

The Bay Area's 2019 TIP covers the four-year period of FY 2018-19 through FY 2021-22 and includes more than 500 transportation projects with $13.6 billion in committed funding during the four-year period.

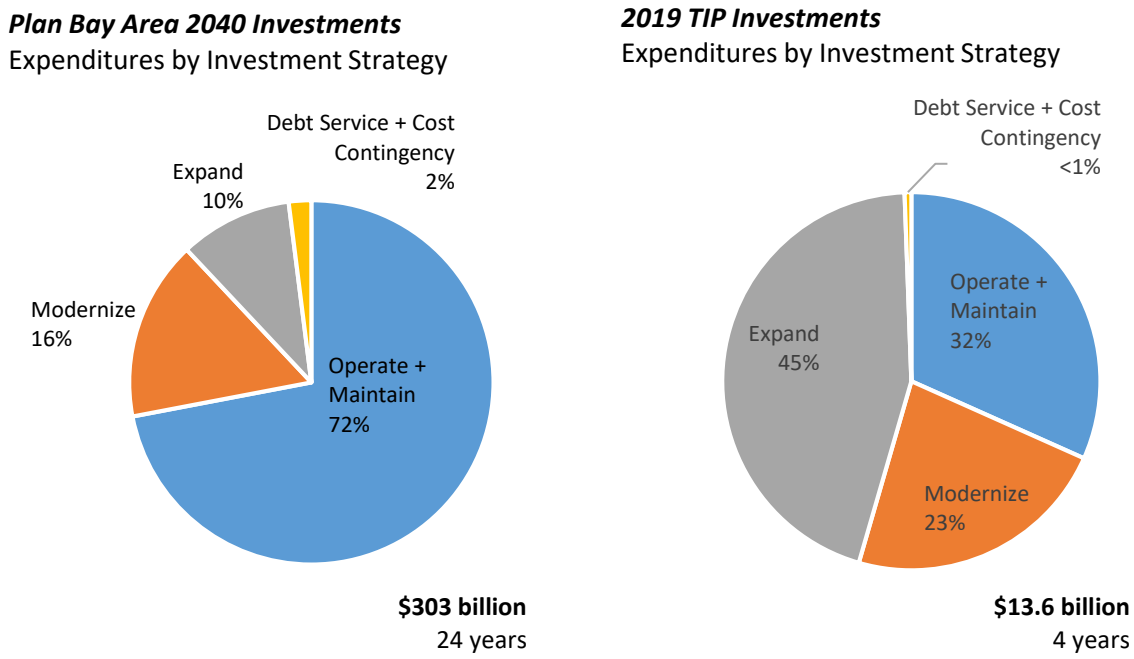
Projects in the TIP

The TIP includes all transportation projects that are federally funded, require a federal action, or are considered regionally significant for air quality conformity purposes. The majority of projects in the TIP are federally funded, although some local or state-funded projects are also included, particularly those that are large in scale or impact travel patterns over a relatively large geographic area, such as a new lane on a state highway. In reviewing TIP investments as a whole, it is important to keep in mind that most transportation projects are local, in both scale and funding, and these projects are typically not reflected in the TIP. These projects include pavement preservation, transit operations and maintenance, planning efforts, bicycle/pedestrian improvements, and minor intersection improvements.

All projects included in the TIP must be consistent with the region's long-range plan, the Amended Plan Bay Area 2040 (the Plan). As such, the TIP represents a four-year snapshot that is a small part of the 24 years of the Plan.

In addition to the total investments captured in the TIP versus the Plan, there is an important difference between these two documents that complicates any side-by-side comparison. While the Plan includes the universe of revenues reasonably expected to be available (federal, state, local, and private funds) to implement planned transportation projects, program, and strategies, the TIP is much more focused on projects with federal funding or that affect air quality conformity. This means that the TIP is more heavily weighted toward large capital projects, such as transit and highway expansions, that are more likely to require federal funds or action. The vast majority of funds that go to operate, maintain, and manage the region's existing transportation system, a top priority of the long-range plan, are not typically captured in a TIP as they tend to be locally funded. See Figure 1, on the following page, for an illustration of this distinction.

Figure 1. TIP and Plan Investments by Mode/Type



The narrower focus of the TIP also means only a fraction of total regional transportation expenditures are captured in any given year. On average, one year of investments in the 2019 TIP accounts for only a quarter of annual expenditures in the regional long-range plan.

Another feature of the TIP that distinguishes it from the regional long-range plan is that it tends to be a more dynamic document – meaning that it is revised frequently to reflect changing funding and project changes, and on-going funding efforts. For context, the 2017 TIP was amended or modified more than 30 times in the two years following its federal approval.

Equity and Environmental Justice Considerations

As the federally designated Metropolitan Planning Organization (MPO) for the Bay Area, MTC is required to ensure that the region's transportation planning processes comply with applicable equity and environmental justice requirements. The legal, regulatory, and policy framework for addressing those issues is described in Appendix A and includes:

- **Title VI of the Civil Rights Act**: states that no person shall be subject to discrimination based on his or her race, color or national origin under any federally funded program.
- **Federal Guidance on Environmental Justice**: requirement that federal programs and funds do not result in disproportionately high and adverse impacts on minority and low-income populations.
- **MTC's Environmental Justice Principles**: adopted principles that affirm MTC's ongoing commitments to:

- Create an open and transparent public participation process that empowers disadvantaged communities to participate in decision making that affects them, and
- Collect accurate and current data essential to defining and understanding the presence and extent of inequities, if any, in transportation funding based on race and income.

MTC satisfies its requirements for equity and environmental justice primarily through Plan Bay Area's Equity Analysis, MTC's Public Participation Plan, and MTC's broader Title VI program. To further build upon MTC's commitment to address equity concerns, the TIP Investment Analysis provides the public with an additional opportunity to assess the region's transportation investments.

BAY AREA COMMUNITY CONTEXT

Demographic Profile

An important first step of the investment analysis is to understand the demographic context and travel patterns for the Bay Area.

Race/Ethnicity

The Bay Area is one of the most diverse regions in the country, with 60 percent of the population self-identifying as members of a racial and/or ethnic minority. In this majority-minority region, a quarter of the population identifies as Asian (25%), followed closely by Hispanic or Latino (24%), and then Black or African American (6%). Other racial minorities, including those identifying as two or more races, account for the remaining 5% of the population.

TABLE 1. Population Distribution by Race/Ethnicity

	Population (in millions)	%
Minority	**4.6**	**60%**
Asian	2.0	25%
Hispanic or Latino	1.8	24%
Black or African American	0.4	6%
Other minority	0.4	5%
Non-Minority	**3.0**	**40%**
Total	7.6	100%

Notes: Tabulation prepared by MTC based on data from 2016 American Community Survey, Table C03002.

Income

Although the Bay Area's economy has shown strong growth over the past few decades, regional levels of poverty persist. Nearly nine percent of the population lives below the federal poverty level ($24,300 a year for a family of four). Another 12 percent of the region's households are technically above the federal poverty line but still qualify as low-income for the purposes of this analysis, defined as households with incomes that fall below $50,000 (approximately 200 percent of the federal poverty line for a family of four). For reference, the 2016 median income for a family of four ranges from just over $69,000 in Solano County to more than $101,000 in Santa Clara County.

TABLE 2. Population Distribution by Household Income

	Population (in millions)	%
Low-Income	**1.6**	**21%**
<$25,000	0.7	9%
$25,000 - $49,999	0.9	12%
Not Low-Income	**6.0**	**79%**
$50,000 - $99,999	1.8	24%
$100,000 - $149,999	1.4	19%
>$150,000	2.7	36%
Total	7.5	100%

Notes: Tabulation prepared by MTC based on data from 2016 American Community Survey Public Use Microdata Samples. Income is calculated in 2016-denominated dollars. Note that the universe is persons in households and excludes persons living in group quarters.

Seniors and Persons with Disabilities

More than 14% of the Bay Area's population is aged 65 or older. Persons reporting disabilities across six categories defined by the Census Bureau total nearly 10% of the region's population.

TABLE 3. Seniors and Persons with Disabilities

	Population (in millions)	%
Seniors	1.1	14%
Persons with Disabilities	0.8	10%

Notes: Tabulation prepared by MTC based on data from 2016 American Community Survey Tables C18101 and B01001. Note that the universe is civilian noninstitutionalized population counted in disability.

Travel Patterns

Commute trips by Bay Area residents are overwhelmingly made by motor vehicle (76%) followed by transit (12%), non-motorized trips (5%), telecommute (6%), and other modes (1%).

TABLE 4. Share of Commute Trips by Mode by Population

	Low-Income	Minority	Seniors	Total Population
Roadway (Motorized)	73%	78%	73%	76%
Roadway (Non-motorized)	8%	4%	4%	5%
Transit	11%	12%	8%	12%
Telecommute	6%	4%	14%	6%
Other	2%	1%	1%	1%
Total	100%	100%	100%	100%

Notes: Tabulation prepared by MTC based on data from 2016 American Community Survey Public Use Microdata Samples. Income is calculated in 2016-denominated dollars. Note that the universe is persons in households and excludes persons living in group quarters.

The share of all trips (including both commute and non-commute trips) made by target population groups is provided in Table 4 below. While there are differences in the travel patterns of low-income, minority and senior populations, the vast majority of all trips are categorized as roadway trips, which includes highway and roadway travel as well as trips made by walking or biking.

TABLE 5. Share of Commute and Non-Commute Trips by Mode by Population

	Low-Income	Minority	Seniors	Total Population
Roadway (Motorized)	74%	80%	82%	80%
Roadway (Non-motorized)	18%	14%	14%	15%
Transit	7%	6%	4%	5%
Total	100%	100%	100%	100%

Notes: Tabulation based on 2012 California Household Travel Survey. Tabulation does not include share of trips made by persons with disabilities due to sample size limitations.

METHODOLOGY

The 2019 TIP investment analysis is built on three components that work together to inform how low-income and minority communities, seniors, and persons with disabilities may be affected by the proposed investments in the 2019 TIP.

Population Use-Based Analysis Percent of investments that would likely be used by low-income and minority populations, and seniors	**Disparate Impact Analysis** Per capita and per rider transit investments likely benefiting racial or ethnic minorities	**Transportation Equity Measures Analysis** Maps and summary data on projects that support Plan Bay Area 2040's transportation-focused equity measures

The methodologies used in each analysis are described in more detail below. Appendix B includes definitions and data sources used in this analysis.

Population Use-Based Analysis

This portion of the analysis compares the estimated percent of investments included in the TIP that benefit low-income and minority populations, as well as seniors, to the percent of these populations' relative usage of the transportation system, for both roadways and transit. The analysis measures transit and motor vehicle trips using the 2012-2013 California Household Travel Survey.

1. For this analysis, investments in the TIP are separated into two modes: transit and local streets and roads/highway (referred to as "roadway"). For simplicity, pedestrian and bicycle projects are assigned to local streets and roads and not evaluated as a separate mode of travel or investment type.

   For reference, Appendix C includes maps for each county with projects shown with their roadway or transit categorization.

2. To analyze what share of each mode (transit and roadway) low-income, minority, and senior populations utilize, the following definitions are used to identify disadvantaged populations:

   - ***Low-Income Households:*** Low-income households were defined as households earning $50,000 or less. This is roughly equivalent to 200 percent of the federal poverty level for a family of four.
   - ***Minority Households:*** For this analysis, minority households were defined using U.S. Census Bureau definitions. Racial and ethnic minorities examined in this analysis are Hispanic, black or African American, Asian, and other or two or more races.
   - ***Seniors:*** Seniors are defined as persons aged 65 and over.

3. The assignment of investments by usage is then performed by multiplying the percent of use of the mode by the investment in that particular mode. This analysis is conducted at the county level for highways and roadways and at the transit-operator level for transit.

   For the multimodal, aggregate analysis, trip data from the household travel survey is used. As an illustrative example, low-income populations make 32% of Alameda County roadway trips. For a $50 million state highway project in that county, 32% or $16 million, would be assigned as a financial benefit to low-income populations and the remaining 68%, or $34 million, to the remaining population. A similar approach is followed for transit investments by operator. A similar analysis is conducted using roadway vehicle miles traveled (VMT) and transit origin-destination distance.

   For the in-depth analysis, transit usage data is derived from the most recent transit survey data available for each operator through MTC's ongoing Transit Passenger Demographic Survey. For in-depth roadway usage, VMT data is used from the household travel survey.

4. The investments by mode (from county or transit operator data) are summed for low-income, minority, and senior populations based on each group's usage share of each mode. The percent of usage of the system by the target and other populations is then compared to the percent of investment for trips supporting that population.

Disparate Impact Analysis

This portion of the analysis compares 2019 TIP investments per capita for racial or ethnic minority populations to per capita investments identified for non-minority populations, to investigate whether disadvantaged persons in the region are receiving an equitable share of the benefits from TIP investments. Due to the similarities in the analysis required by the Federal Transit Administration (FTA) for the long-range transportation plan, this portion of the analysis is also referred to as the Title VI analysis. The disparate impact analysis is not a required component of the TIP, and is provided for informational purposes only.

This portion of the analysis focuses on federal- and state-funded projects only. Some of the State and Federal fund sources included are FTA 5307, FTA 5309, FTA 5311, FTA 5337 funds, STP/CMAQ, Proposition 1B, and Senate Bill 1 (SB 1) funds. In addition, all racial or ethnic minority groups (Asian, Black or African American, Hispanic or Latino and other minorities) are evaluated collectively in comparison to the investments per capita for non-minority populations.

The disparate impact analysis incorporates the quantitative results produced by the population/use-based analysis for state and federally funded projects. Investments are first expressed in terms of investments per capita for both minority and non-minority transit riders (or total population) in the region as follows:

Minority benefit per capita = $\frac{\text{Total transit investments allocated to minority riders}}{\text{Total regional minority transit ridership (or population)}}$

Non-minority benefit per capita = $\frac{\text{Total transit investments allocated to non-minority riders}}{\text{Total regional non-minority transit ridership (or population)}}$

Next, the minority and non-minority per-capita benefit results are compared, expressing the minority benefit per capita as a percentage of the non-minority benefit per capita:

Result (%) = $\frac{\text{Minority benefit per capita}}{\text{Non-minority benefit per capita}}$

Although FTA does not provide specific guidance or standard benchmarks for MPOs to use in the metropolitan planning process to determine whether any given result for a long-range plan represents a disparate impact, a general practice is to use the percentage result to determine whether any differences between benefits for minority or non-minority populations may be considered statistically significant. If a disparate impact in the long-range plan is found to be statistically significant, consideration must then be given to "whether there is a substantial legitimate justification for the policy that resulted in the disparate impacts, and if there are alternatives that could be employed that would have a less discriminatory impact."[1] As stated earlier, the disparate impact analysis is not a federal requirement for the TIP, and is included in the 2019 TIP Investment Analysis for informational purposes.

Transportation Equity Measures Analysis

The third component of the analysis highlights projects and investments that are likely to support our regional performance targets in five transportation-related equity measures from Plan Bay Area 2040.

Plan Bay Area 2040		
Goal Area	Goal #	Performance Target
Healthy and Safe Communities	3	Reduced adverse health impacts associated with air quality, road safety, and physical inactivity by 10%
Economic Vitality	8	Increase by 20% the share of jobs accessible within 30 minutes by auto or within 45 minutes by transit in congested conditions
Transportation System Effectiveness	12	Reduce vehicle operating and maintenance costs due to pavement conditions by 100%
	13	Reduce per-rider transit delay due to aged infrastructure by 100%
Equitable Access	5	Decrease the share of lower-income residents' household income consumed by transportation and housing by 10%

Healthy and Safe Communities

Projects that are expected to contribute towards reaching our regional goals for healthy and safe communities include projects that improve road safety, projects that increase physical activity, and projects that improve air quality. These projects are identified by:

[1] FTA Circular 4702.1B, page VI-2.

- Safety: Projects identified by the project sponsors as having a primary purpose of addressing safety, or as anticipated to have a significant impact on reducing fatalities and serious injuries for all users.

- Physical Activity: Projects identified by project sponsors as being focused primarily on bicycle or pedestrians (greater than 50% of the project's investment supports bicyclists and/or pedestrians), and the total investments included in the TIP that support bicycle or pedestrian mode regardless of the project's primary purpose.

- Air Quality: Projects funded with federal Congestion Mitigation Air Quality Improvement Program (CMAQ), state California Air Resources Board (CARB), regional Transportation for Clean Air (TFCA) grants, or in MTC's Climate Initiatives Program.

The number and investment level of the projects supporting the healthy and safe communities goal area are summarized at the regional and county level. Safety and active transportation projects that have physical locations (ex.: a complete streets project, or an interchange improvement) are also mapped over the region's Communities of Concern (COCs).

Economic Vitality

Transportation projects that can be expected to increase accessibility to the share of jobs by car and transit are projects that reduce traffic congestion or improve the reliability of the existing transportation system. These projects are identified by:

- Road Congestion/Reliability: Road projects identified by the project sponsors as having a primary purpose of addressing congestion or system reliability, or projects anticipated as having a significant impact on congestion reduction or improved system reliability.

- Transit Service/Capacity: Transit projects identified by the project sponsors as having a primary purpose of addressing congestion or system reliability, or projects anticipated as having a significant impact on congestion reduction or improved system reliability.

The number and investment level of projects supporting the economic vitality goal area are summarized at the regional and county level. Additionally, projects identified as improving congestion or system reliability that have physical locations (ex.: a new bus rapid transit project, or a new HOV or express lane) are also mapped over the region's Communities of Concern (COCs).

Transportation System Effectiveness
The transportation system effectiveness goal area encompasses two performance measures: pavement condition and transit state of good repair. These projects are identified by:

- Pavement Condition: Projects that include a pavement rehabilitation or preservation component.

- Transit State of Good Repair: Projects that rehabilitate or replace existing transit assets.

The number and investment level of projects supporting improved pavement conditions are summarized at the regional level and county level. Additionally, pavement projects are also mapped over the region's Communities of Concern (COCs).

Transit state of good repair investments are summarized at the regional and transit operator level. As transit asset projects tend to be systemwide, rather than tied to a static location, they are not included in the Transportation System Effectiveness maps. Transit projects associated with new or expanded service in specific locations, such as a new light rail line, are represented in the Economic Vitality maps.

Equitable Access
The Equitable Access component is calculated at the program level for the 2019 TIP. Replicating Plan Bay Area 2040's methodology, data is provided from the regional transportation model to report the transportation costs for low-income households in 2022 (end of the 2019 TIP period) as compared to the transportation costs for the general population. In the travel model, and thus for purposes of this calculation, low-income households are defined as those earning less than $60,000 per year in year 2000 dollars, roughly reflecting the lower two quartiles of the income spectrum.

Given the focus of the TIP on transportation investments, the housing costs portion of the Equitable Access measure is excluded from this analysis.

Limitations
As a regional analysis, the methods used in the TIP investment analysis have several limitations. The most significant limitation is that the analysis does not directly assess the resulting benefit and burden of specific projects or programs, such as travel time savings or improved accessibility to jobs or other destinations. Other limitations are:

- ***TIP is a snapshot in time***: It is also important to re-emphasize that the TIP does not reflect the full picture of transportation investments in the Bay Area over the long-term. As discussed in the introduction, the TIP only includes four years of near-term fund programming, compared to the 20+ years forecast in Plan Bay Area 2040. Also, funding shown in the TIP is included in the year that project phases begin or are obligated and does not reflect the actual flow of funding and expenditures within these phases. While rehabilitation programs will typically have their funding spread

across many years, large capital projects tend to have their funding lumped into a single year in the TIP, even if the funds will actually be expended over a number of years, some of which may be outside the 4-year period of the TIP.

- ***Notes on assumptions***: In addition, the analysis assumes that mode choice and system usage remains constant over time. System expansion, such as a new transit line or highway, and changing conditions, such as improvements to reliability and travel costs, tend to influence travel behavior over time. However, this analysis assumes that the usage derived in the recent travel survey and transit passenger surveys remain static over time.

  The classification of investments into either roadway or transit investments also presents some limitations. For example, classifying a pavement rehabilitation project as strictly roadway does not account for the benefit to the region's transit vehicles that share the street with private automobiles.

- ***Mapping limitations****:* Mapping projects provides a visual representation of the location of projects in relation to COCs. However, project mapping also presents certain limitations. First, not all significant regional investments are mappable. For example, a substantial share of total funding in the TIP is dedicated to transit operators for ongoing maintenance of their entire system, which cannot be represented as a simple point or line on a map in relation to a specific community. Second, displaying investments on a map does not translate into a direct benefit or burden for the surrounding communities. Given these limitations, the mapping analysis provides a qualitative, rather than quantitative, assessment of the spatial distribution of mappable projects included in the TIP.

- ***Funding and project types***: Given the document's federal focus, the investments reflected in the TIP represent only about a quarter of all transportation investments in the Bay Area at any given time. As a result, the investment analysis does not capture the equity implications of many locally funded projects. Local projects tend to be smaller, in both geography and scope, but collectively, these projects are expected to have a significant impact on travel behaviors and experiences throughout the region.

- ***Demographic data***: While the latest available demographic data was used in the investment analysis, some data sets have been updated more recently than others. The information from the household travel survey is more than 5 years old, with data collected from households between 2012 and 2013. The transit passenger survey data is more recent. However, the exact year of data collection varies, as MTC conducts the surveys by operator on a rolling basis. Given the pace with which travel patterns and behaviors have changed in recent years, the year in which data is collected is expected to influence the results of the analysis.

The 2019 TIP investment analysis includes an analysis of investments benefiting seniors. Unfortunately, a similar analysis for persons with disabilities is not included due to sample size limitations of the travel survey, and data unavailability from the transit passenger demographic survey. However, a qualitative discussion of regional transportation investments that benefit seniors and persons with disabilities is included in the following section.

ANALYSIS RESULTS & DISCUSSION

Population Use-Based Results

The population use-based analysis is divided into three focus areas: income, race/ethnicity, and seniors. Additional information is also provided at the end of this section on regional efforts and initiatives to support and better understand the transportation needs of residents with transportation related disabilities.

Investments by Income

Bay Area residents living in low-income households, earning less than $50,000 per year, account for nearly a third of all trips (27%) in the region.

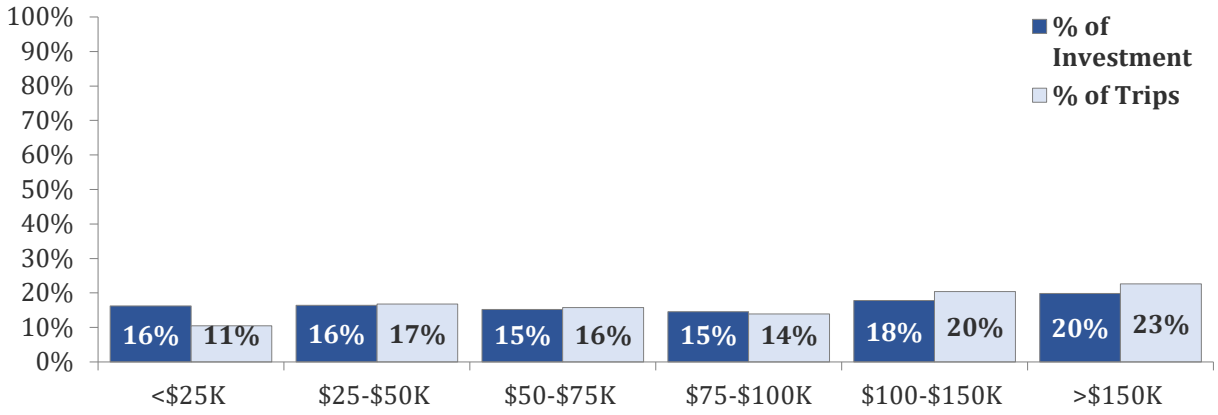
In the 2019 TIP, 33% or more than $4 billion is directed to projects supporting trips made by residents from low-income households. The share of these investments supporting low-income trips exceeds the share of trips made by persons from low-income households by approximately 6%.

See Table 6 and Figures 2 and 3 for additional detail.

TABLE 6. 2019 TIP Investments and Trips by Income

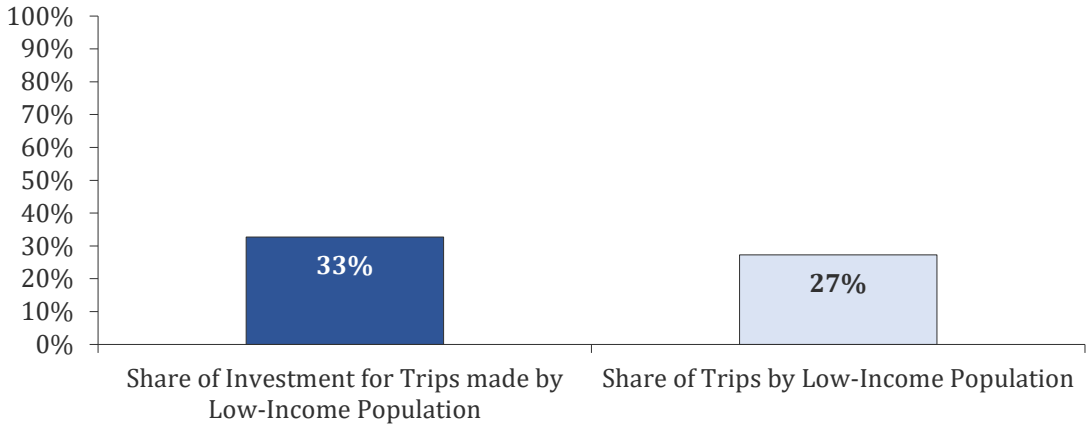
	2019 TIP Investments (in $ billions)	% of Investment	% of Trips
Low-Income	**$4.4**	**33%**	**27%**
<$25,000	$2.2	16%	11%
$25,000 - $49,999	$2.2	16%	17%
Not Low-Income	**$9.1**	**67%**	**73%**
$50,000 - $74,999	$2.1	15%	16%
$75,000 - $99,999	$2.0	15%	14%
$100,000 - $149,999	$2.4	18%	20%
>$150,000	$2.7	20%	23%
Total	**$13.6**	**100%**	**100%**

FIGURE 2. 2019 TIP Investments and Trips by Income Category



Source: 2019 TIP and California Household Travel Survey

FIGURE 3. 2019 TIP Investments and Low-Income Trips



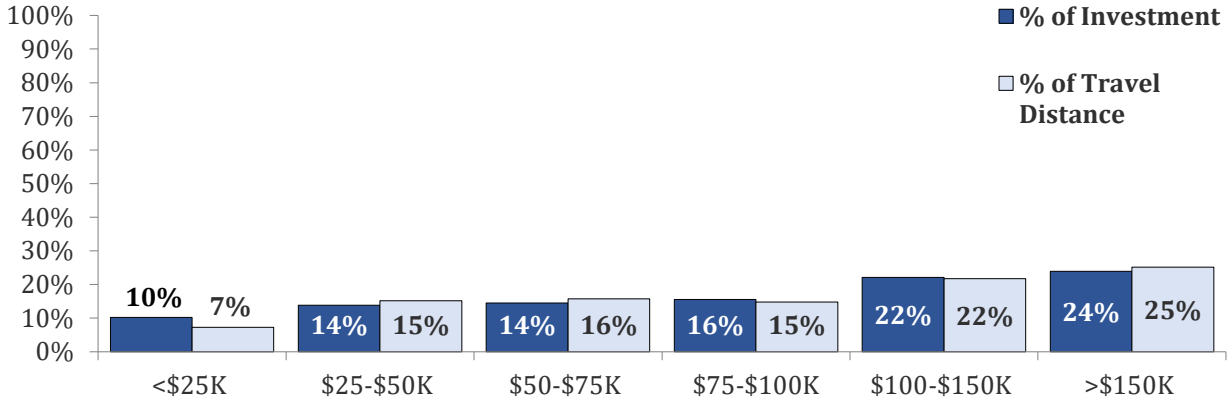
Source: 2019 TIP and California Household Travel Survey

Similarly, the share of investments in projects that support travel made by low-income populations (24%) slightly exceeds their usage share of the transportation system in terms of share of the total distance traveled (22%) – vehicle miles traveled (VMT) for auto trips and origin-destination distance for transit trips. See Table 7 and Figure 4.

TABLE 7. 2019 TIP Investments and Travel Distance by Income

	2019 TIP Investments (in $ billions)	% of Investment	% of Total Travel Distance
Low-Income	**$3.3**	**24%**	**22%**
<$25,000	$1.4	10%	7%
$25,000 - $49,999	$1.9	14%	15%
Not Low-Income	**$10.3**	**76%**	**78%**
$50,000 - $74,999	$2.0	14%	16%
$75,000 - $99,999	$2.1	16%	15%
$100,000 - $149,999	$3.0	22%	22%
>$150,000	$3.2	24%	25%
Total	**$13.6**	**100%**	**100%**

FIGURE 4. 2019 TIP Investments and Travel Distance by Income Category



Source: 2019 TIP and California Household Travel Survey

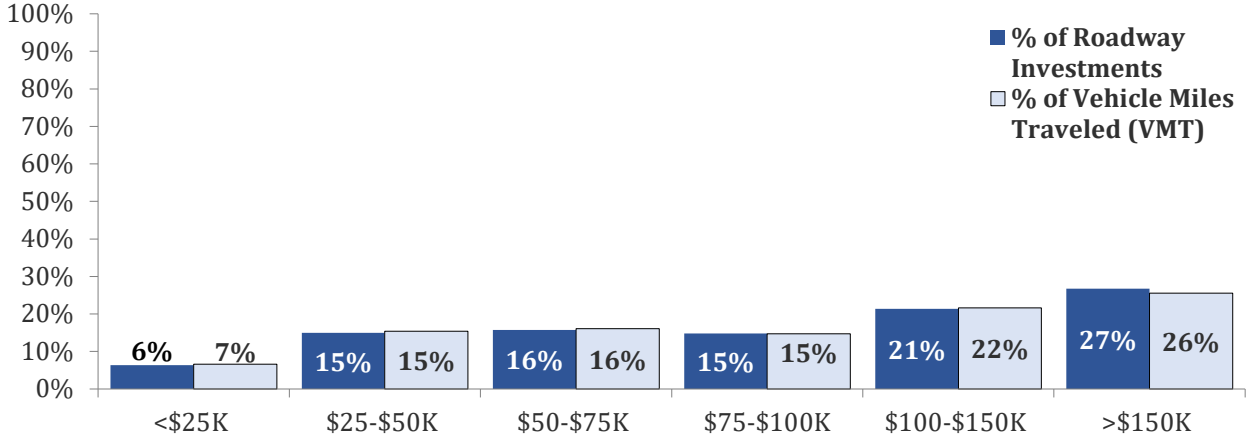
The analysis indicates that the share of investments in local road, state highway and toll bridge systems that benefit drivers living in low-income households (21%) is very similar to the share of total VMT by drivers living in low-income households (22%). See Table 8 and Figure 5.

TABLE 8. 2019 TIP Roadway Investments and Travel Distance by Income
Includes Local Streets and Roads, State Highway, Public Lands/Trails, Port/Freight Rail and Toll Bridge

	2019 TIP Roadway Investments (in $ billions)	% of Investment	% of Total Travel Distance*
Low-Income	**$1.3**	**21%**	**22%**
<$25,000	$0.4	6%	7%
$25,000 - $49,999	$0.9	15%	15%
Not Low-Income	**$4.7**	**79%**	**78%**
$50,000 - $74,999	$0.9	16%	16%
$75,000 - $99,999	$0.9	15%	15%
$100,000 - $149,999	$1.3	21%	22%
>$150,000	$1.6	27%	26%
Total	**$5.9**	**100%**	**100%**

*Total travel distance is vehicle miles traveled (VMT) for all non-transit trips as derived from the California Household Travel Survey.

FIGURE 5. 2019 TIP Roadway Investments and Travel Distance by Income
Includes Local Streets and Roads, State Highway, Public Lands/Trails, Port/Freight Rail and Toll Bridge



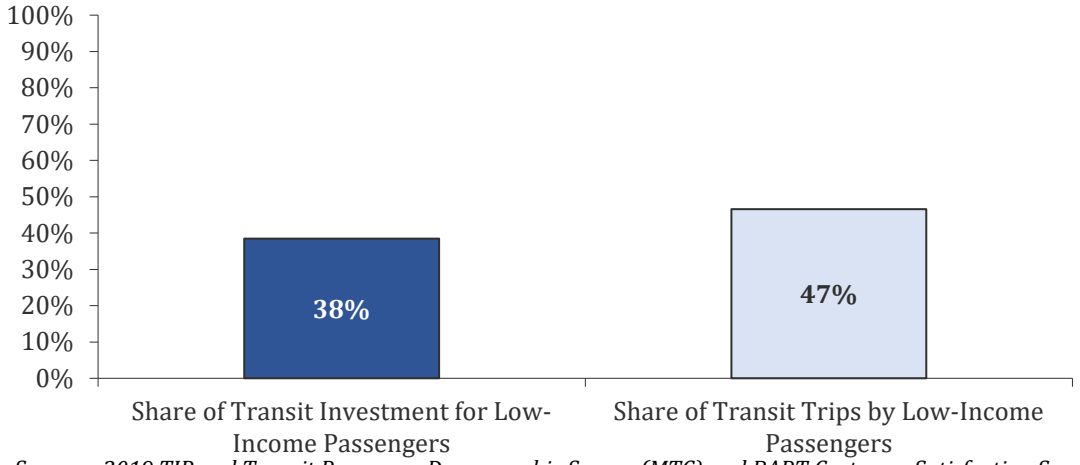
Source: 2019 TIP and California Household Travel Survey

The share of transit investments in the 2019 TIP for passengers living in low-income households (38%) falls short of the share of transit trips by passengers living in low-income households (47%).

TABLE 9. 2019 TIP Transit Investments and Transit Trips by Income

	2019 TIP Transit Investments (in $ billions)	% of Transit Investment	% of Passenger Transit Trips
Low-Income	$2.9	38%	47%
Not Low-Income	$4.7	62%	53%
Total	**$7.7**	**100%**	**100%**

FIGURE 6. 2019 TIP Transit Investments and Passenger Trips by Income



Sources: 2019 TIP and Transit Passenger Demographic Survey (MTC) and BART Customer Satisfaction Survey

Investments by Race/Ethnicity

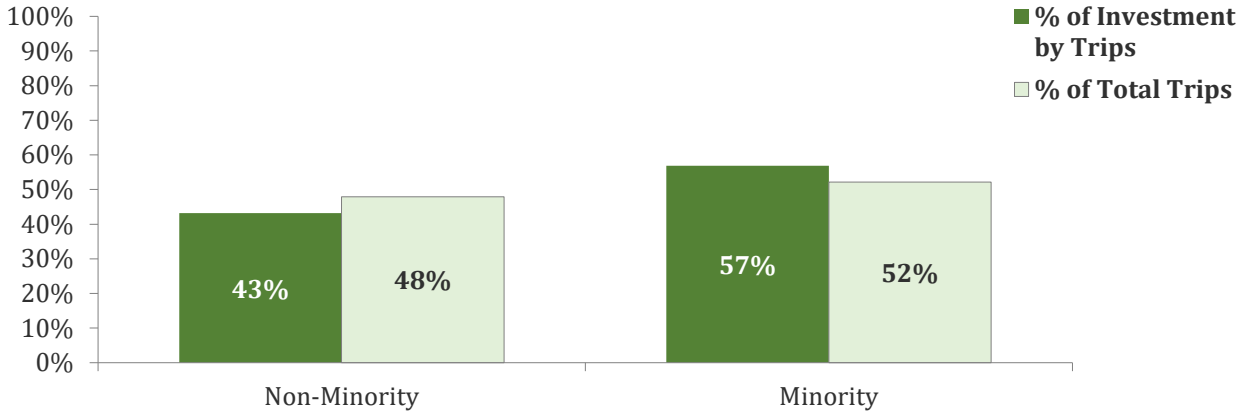
Minority households make up 60% of the region's population and account for 52% of all trips.

The share of transportation investments in the Bay Area that support minority population trips (57%) is greater than the share of trips taken by these populations (52%).

TABLE 10. 2019 TIP Investments and Trips by Race/Ethnicity

	2019 TIP Investments by Trips (in $ billions)	% of Investment	% of Trips
Non-Minority	$5.9	43%	48%
Minority	$7.7	57%	52%
Total	**$13.6**	**100%**	**100%**

FIGURE 7. 2019 TIP Investments and Trips by Race/Ethnicity



Source: 2019 TIP and California Household Travel Survey

The minority household populations account for approximately half (50%) of all travel distance, as measured by VMT of roadway trips and origin destination distance for transit trips.

The share of investments supporting minority travel by distance (52%) is slightly more than the share of travel distance traversed by the minority populations (50%).

TABLE 11. 2019 TIP Investments and Travel Distance by Race/Ethnicity

	2019 TIP Investments by Travel Distance (in $ billions)	% of Investment	% of Travel Distance
Non-Minority	$6.6	48%	50%
Minority	$7.0	52%	50%
Total	**$13.6**	**100%**	**100%**

FIGURE 8. 2019 TIP Investments and Travel Distance by Race/Ethnicity

Source: 2019 TIP and California Household Travel Survey

Persons from minority households account for about half of all roadway travel distance, as measured by VMT. The share of investments supporting minority roadway travel by distance (50%) is roughly equivalent to the overall share of VMT traveled by minority populations (49%).

TABLE 12. 2019 TIP <u>Roadway</u> Investments and Travel Distance (VMT) by Race/Ethnicity
Includes Local Streets and Roads, State Highway, Public Lands/Trails, Port/Freight Rail and Toll Bridge

	2019 TIP Investments by VMT (in $ billions)	% of Investment	% of VMT
Non-Minority	$3.0	50%	51%
Minority	$2.9	50%	49%
Total	**$5.9**	**100%**	**100%**

FIGURE 9. 2019 TIP Roadway Investments and Travel Distance (VMT) by Race/Ethnicity
Includes Local Streets and Roads, State Highway, Public Lands/Trails, Port/Freight Rail and Toll Bridge

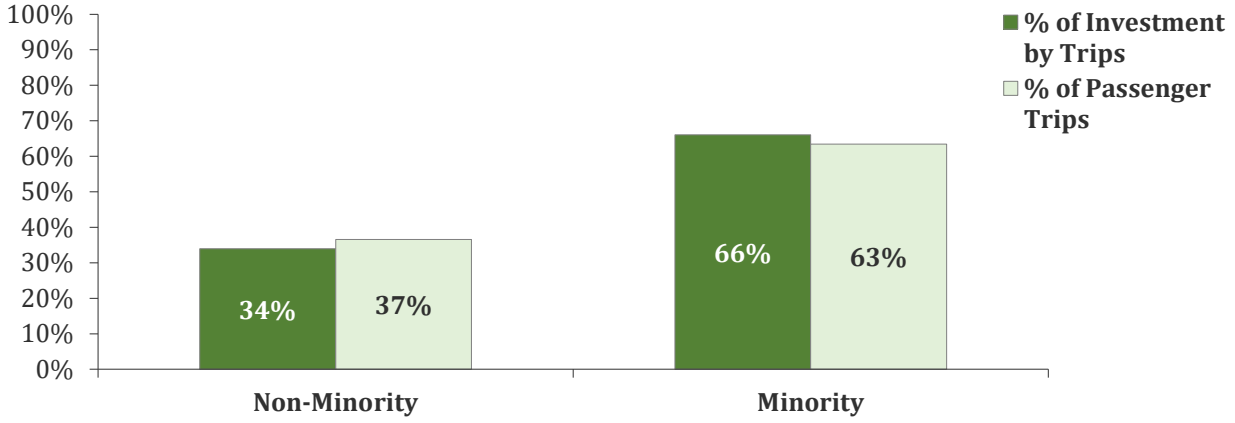
Source: 2019 TIP and California Household Travel Survey

Nearly two-thirds (63%) of transit trips in the Bay Area are taken by residents identifying as a racial or ethnic minority. The share of investments in the 2019 TIP that support these transit trips (66%) is slightly more than the share of transit trips made by minority populations (63%).

TABLE 13. 2019 TIP Transit Investments and Transit Trips by Race/Ethnicity

	2019 TIP Investments by Transit Trips (in $ billions)	% of Investment	% of Transit Trips
Non-Minority	$2.6	34%	37%
Minority	$5.0	66%	63%
Total	**$7.7**	**100%**	**100%**

FIGURE 10. 2019 TIP Transit Investments and Transit Trips by Race/Ethnicity



Sources: 2019 TIP and Transit Passenger Demographic Survey (MTC) and BART Customer Satisfaction Survey

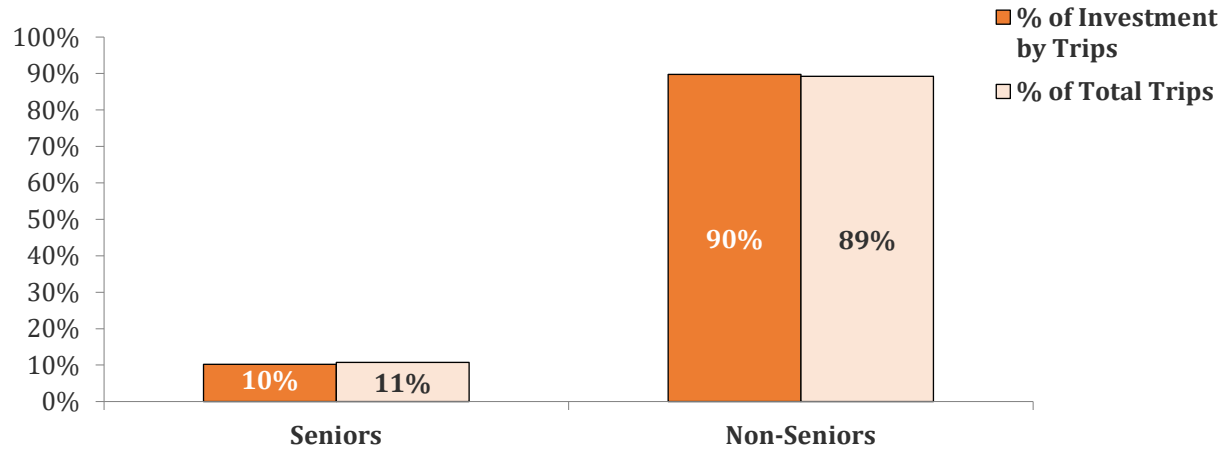
Investments by Seniors

Seniors, defined for this analysis as persons over the age of 65, account for nearly 14% of the region's population. The share of transportation investments that support trips taken by seniors (10%) is slightly less than, but roughly equivalent to, their share of trips (11%).

TABLE 14. 2019 TIP Investments and Trips by Seniors

	2019 TIP Investments by Trips (in $ billions)	% of Investment	% of Trips
Senior	$1.4	10%	11%
Non-Senior	$12.2	90%	89%
Total	**$13.6**	**100%**	**100%**

FIGURE 11. 2019 TIP Investments and Trips by Seniors



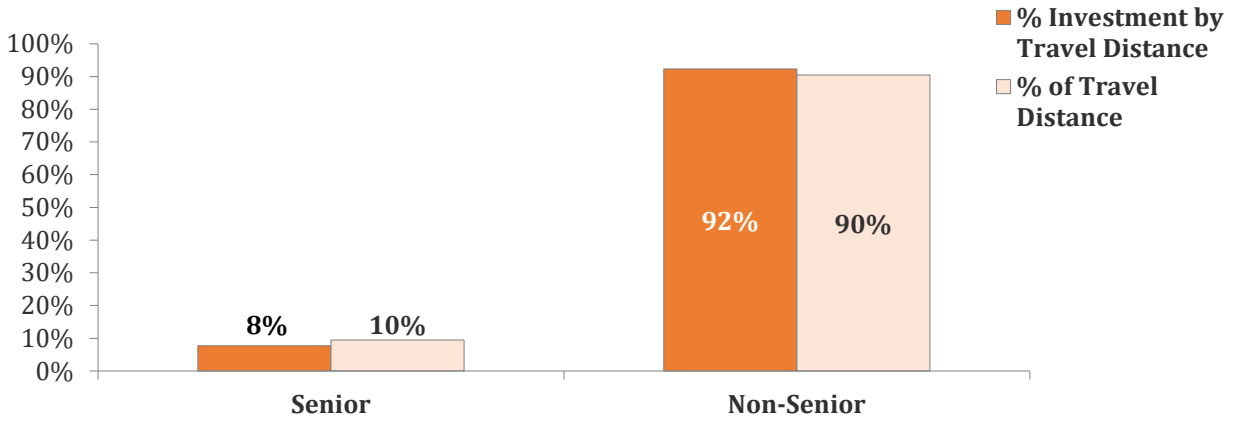
Source: 2019 TIP and California Household Travel Survey

Seniors also account for 10% of all travel distance, as measured by VMT of roadway trips and origin/destination distance for transit trips. This is roughly equivalent to their share of the investments (8%) supporting distance travelled by senior populations.

TABLE 15. 2019 TIP Investments and Travel Distance by Seniors

	2019 TIP Investments by Travel Distance (in $ billions)	% of Investment	% of Travel Distance
Senior	$1.0	8%	10%
Non-Senior	$12.6	92%	90%
Total	**$13.6**	**100%**	**100%**

FIGURE 12. 2019 TIP Investments and Travel Distance by Seniors



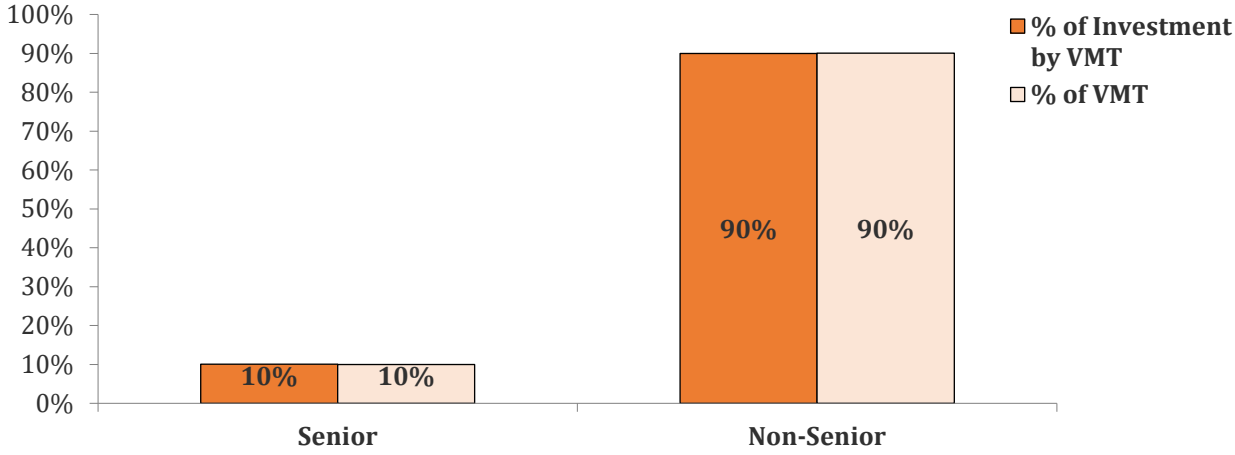
Source: 2019 TIP and California Household Travel Survey

For roadway travel, seniors account for 10% of all VMT and benefit from an equivalent share of investments.

TABLE 16. 2019 TIP Roadway Investments and Travel Distance (VMT) by Seniors
Includes Local Streets and Roads, State Highway, Public Lands/Trails, Port/Freight Rail and Toll Bridge

	2019 TIP Investments by VMT (in $ billions)	% of Investment	% of VMT
Senior	$0.6	10%	10%
Non-Senior	$5.3	90%	90%
Total	**$5.9**	**100%**	**100%**

FIGURE 13. 2019 TIP Roadway Investments and Travel Distance (VMT) by Seniors
Includes Local Streets and Roads, State Highway, Public Lands/Trails, Port/Freight Rail and Toll Bridge



Source: 2019 TIP and California Household Travel Survey

Given the limitations of the data available, a detailed look at investments by transit trip length by passenger age is not included in the population use-based analysis.

Supplemental Information - Persons with Transportation-Related Disabilities

Limitations in the data available make it difficult to quantify transportation system usage of persons with disabilities to the degree necessary for the population use-based analysis. However, transportation investments benefiting these populations are being made throughout the region. Below is an overview of regional investments and planning initiatives that support transportation by persons with disabilities. A list of transit projects compliant with the Americans with Disabilities Act (ADA) is included Appendix A-50.

- Community Based-Transportation Planning (CBTP) – Provides planning funds for developing project recommendations in each of the region's Communities of Concern (COCs). Persons with disabilities are one of eight factors that are used to determine COC designations. To date, forty-one CBTPs at $60,000 each have been completed for these communities. A new round of funding for updated CBTPs is expected in the fall of 2018.

- Lifeline Transportation Program – Provides funds to address mobility needs of low-income residents, including seniors and individuals with disabilities. Funding is used to support projects from CBTPs. Historically, $20 million has been provided annually.

- FTA Section 5310 Enhanced Mobility of Seniors & Individuals with Disabilities – Provides capital and operating grants to private nonprofit and public agencies to improve mobility for seniors and individuals with disabilities by removing barriers to and expanding services. In the last round of funding, $13.2 million in awards were made in the region's large urbanized areas. The region's small urbanized areas received $1.4 million in awards.

- Transit Capital Priorities – Provides an optional ADA set aside of 10% of the FTA Section 5307 large urbanized area apportionment. Operators may use this funding to defray the operating costs of their paratransit systems. Annually, this amounts to approximately $20 million.

- State Transit Assistance – Historically, a portion of STA Population-Based funds were set aside for operators to use in order to defray the operating costs of their paratransit systems. With the adoption of MTC Resolution No. 4321 in February 2018, 70% of all STA Population-Based funds now flow to each county Congestion Management Agency through the STA County Block Grant and 30% is directed to the Regional Program managed by MTC. Paratransit operations are an eligible use of the County Block Grant program.

- MTC's Coordinated Public Transit—Human Services Transportation Plan – Identifies the transportation needs of individuals with disabilities, older adults, and individuals with limited income, and identifies funding priorities and coordination strategies for meeting these needs. The Coordinated Plan is intended to meet the federal planning requirements as well as to provide MTC and its regional partners

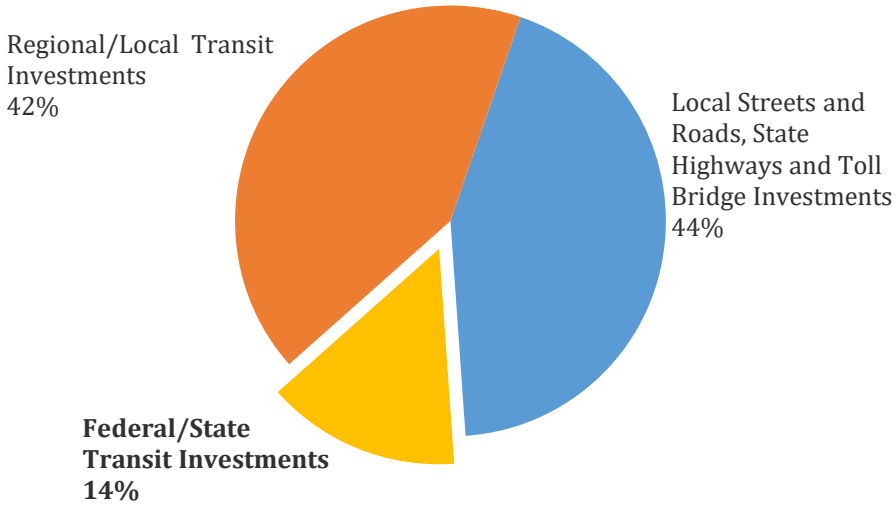
with a “blueprint” for implementing a range of strategies intended to promote and advance local efforts to improve transportation for persons with disabilities, older adults, and persons with low incomes. MTC staff works with stakeholders throughout the region to gather input on transportation gaps, as well as solutions that are then eligible for federal funding through the Section 5310 program. The Coordinated Plan was last updated in 2018.

- Caltrans recently awarded a $406,000 grant to MTC and the World Institute on Disability (WID) for a pilot project focused on identifying and addressing access and mobility needs of people with disabilities in the Bay Area. The project will explore ways to expand institutional capacity at transit and paratransit service providers, county congestion management agencies, local jurisdictions and regional agencies to better understand and address access and mobility needs of people with a disability. MTC will partner with WID to engage community-based organizations and other stakeholders to develop a methodology and process for collecting data and updating a regional needs assessments. The project is anticipated to start in fall 2018 and end by March 2020.

Disparate Impact Analysis

The second component of the investment analysis includes a closer look at federal and state transit investments. The federal and state funding sources for public transportation account for only a small portion (14%) of funding in the 2019 TIP, as illustrated below in Figure 11.

FIGURE 11. 2019 TIP Transit Investments from Federal/State Sources as a Share of All Investments



Source: 2019 TIP

Although 42% of the TIP is made up of regional or local investments in public transit, it is important to note that a substantial share of total funding dedicated to transit operators for ongoing operations and maintenance are not included in the TIP. This funding comes from state, regional and local sources and may not be captured in the TIP as these projects and programs do not typically require a federal action.

The disparate impact analysis indicates that the share of federal and state transit investments distributed to transit service supporting minority populations vary as compared to respective shares of regional transit ridership and regional population.

TABLE 17. 2019 TIP Federal/State Transit Investments by Minority Status

	Federal/State Transit Investments ($ millions)	% of Total Federal/State Transit Funding	% of Regional Transit Ridership	% of Total Regional Population
Minority	$1,197	61%	63%	60%
Non-Minority	$780	39%	37%	40%
Total	$1,978	100%	100%	100%

Investments distributed on a per-capita basis indicate that minority populations in the region are receiving $258 in benefits per person, more than the $256 in benefits per person for non-minority populations (or 101% of the benefits received by non-minority residents).

TABLE 18. 2019 TIP Federal/State Transit Investments, Disparate Impact Analysis by Population

	Federal/State Transit Investments ($ millions)	Regional Population	Per-Capita Benefit	Minority per Capita Benefit as % of Non-Minority Per Capita Benefit
Minority	$1,197	4,634,040	$258	101%
Non-minority	$780	3,049,971	$256	
Total	**$1,978**	**7,684,011**	**$257**	

Investments distributed on a per transit rider basis indicate that minority populations in the region receive $1,176 in benefits per rider, less than the $1,327 in benefits per transit rider for non-minority populations (or 89% of the benefits received by non-minority residents).

TABLE 19. 2019 TIP Federal/State Transit Investments, Disparate Impact Analysis by Boardings

	Federal/State Transit Investments ($ millions)	Average Daily Transit Ridership	Per-Rider Benefit	Minority per Rider Benefit as % of Non-Minority Per Rider Benefit
Minority	$1,197	1,018,086	$1,176	89%
Non-minority	$780	587,771	$1,327	
Total	**$1,978**	**1,605,856**	**$1,231**	

Transportation Equity Measures

Healthy and Safe Communities

Projects that are expected to contribute towards reaching our regional goals for healthy and safe communities include projects that improve road safety, increase physical activity, and improve air quality.

- **Road Safety:** In the 2019 TIP, nearly 170 projects and nearly $2 billion in funding are directed to projects that are identified by project sponsors as having a primary purpose of improving road safety or that are otherwise anticipated to significantly reduce fatalities and serious injuries

Table 20. 2019 TIP Road Safety Improvements

County	Projects	Investments
Alameda	41	$394
Contra Costa	24	$205
Marin	12	$41
Napa	9	$34
San Francisco	12	$170
San Mateo	24	$36
Santa Clara	25	$260
Solano	11	$43
Sonoma	7	$102
Multiple	3	$624
	168	$1,911

due to traffic collisions (Table 20). It is important to note that many other projects in the 2019 TIP are anticipated to have a moderate or slight positive impact on transportation safety. However, this analysis focuses on those projects that have safety improvement as a primary purpose or that are otherwise anticipated to lead to significant reductions in transportation fatalities and serious injuries caused by traffic collisions.

A few of the largest safety investments in the 2019 TIP include:

- $487 million for various State Highway Operation and Protection Program (SHOPP) Collision Reduction projects
- $89 million for various SHOPP Safety Improvement Mandates projects, which are primarily focused on ensuring compliance with the Americans with Disabilities Act (ADA)
- $102 million for I-680 / SR 4 Interchange Reconstruction - Phase 3 in Contra Costa County
- $49 million for various local Highway Safety Improvement Program projects
- $22 million for McKee Rd and Tully Rd Safety Improvements in San Jose

Additional information is provided on projects that are expected to improve the safety of our roads for pedestrians and bicyclists.

As shown in Table 21, nearly $1.3 billion is invested in 76 projects in the 2019 TIP that are identified by the project sponsors as anticipated to have a significant impact on reducing fatalities and serious injuries for pedestrians and bicyclists.

Table 21. 2019 TIP Safety Improvements for Pedestrians & Bicyclists

County	Projects	Investments
Alameda	28	$360
Contra Costa	3	$23
Marin	7	$28
Napa	5	$28
San Francisco	5	$47
San Mateo	11	$23
Santa Clara	12	$212
Solano	1	$1
Sonoma	2	$1
Multiple Counties	2	$536
	76	$1,261

Safety of the transportation system includes more than just the reduction of collisions. Projects unrelated to reducing collisions can also have significant impacts on safety to the traveling public, including seismic retrofits, security improvements, and resiliency projects. The 2019 TIP also includes a significant investment in the Golden Gate Bridge Suicide Deterrent Safety Barrier, which aims to impede the ability of individuals to jump off the bridge. This project was not included in the Healthy and Safe Communities measure for this analysis, but does have an important safety purpose.

- **Physical Activity**: The TIP includes 134 projects and over $400 million invested in projects that are primarily focused on bicycle and pedestrian improvements and programs, which enable and encourage active transportation.

  Some of the largest bicycle and pedestrian investments in the 2019 TIP include:
  - ❖ $14 million for the Iron Horse Trail Bike and Pedestrian Overcrossing in Contra Costa County
  - ❖ $14 million for the Coyote Creek Trail in Santa Clara County
  - ❖ $13 million for Oakland's 14th St Safe Routes in the City project
  - ❖ $12 million for the North-South Greenway Cap Closure in Marin County

  Many projects in the TIP that are focused on other modes or purposes also include improvements that benefit bicyclists or pedestrians, such as a pavement rehabilitation project that includes adding a new bike lane. Project sponsors report the share of each project's total project cost that can be attributed to the various modes that will benefit from the project. Table 22 displays county and regional investments in bike/pedestrian projects as well as the total dollars invested on all projects that are anticipated to benefit bicyclists and pedestrians over the four-year TIP period, as reported by the project sponsors.

Table 22. 2019 TIP Bike & Pedestrian Investments

	Bicycle & Pedestrian Projects		Projects with Bicycle & Pedestrian Elements	
County	Projects	Investments	Projects	Investments
Alameda	26	$121	48	$123
Contra Costa	17	$63	47	$73
Marin	10	$25	16	$30
Napa	6	$12	12	$18
San Francisco	10	$26	16	$45
San Mateo	20	$28	40	$32
Santa Clara	31	$105	58	$206
Solano	8	$19	14	$24
Sonoma	6	$8	16	$12
Multiple	0	$0	2	$3
	134	$408	269	$565

- **Air Quality**: Projects funded with federal Congestion Mitigation Air Quality Improvement Program (CMAQ), California Air Resources Board (CARB), or regional Transportation for Clean Air (TFCA) funds are expected to improve air quality through promoting cleaner technologies or alternative modes of transportation. Many other projects in the 2019 TIP may also support improved air quality, but this analysis focused on projects funded with air quality specific fund sources (Table 23).

A few of the projects funded through air quality funding programs in the 2019 TIP include:

- $50 million for BART Railcar Procurement
- $15 million for Electric Vehicle Infrastructure/Vehicle Buyback programs
- $10 million for MTC's Clipper 2.0 Fare Collection System
- $10 million for ACE's Locomotive Procurement project
- $7 million for SFMTA's Geary Bus Rapid Transit project
- $5 million for MTC's Spare the Air program

Table 23. 2019 TIP Air Quality Focused Investments

County	Projects	Investments
Alameda	11	$50
Contra Costa	10	$22
Marin	6	$5
Napa	3	$4
San Francisco	2	$10
San Mateo	13	$9
Santa Clara	25	$50
Solano	7	$7
Sonoma	6	$4
Multiple	11	$83
	94	$245

Maps: 2019 TIP Healthy & Safe Communities

Safety and active transportation projects are mapped, where possible, by county and overlaid against Communities of Concern to display the overall spatial distribution of projects that support the region's goals to improve the health and safety of region. These maps can be viewed starting on pages 34-72. These projects can also be viewed on an interactive webmap that include additional data on spatial concentrations by race and ethnicity (https://mtc.ca.gov/our-work/fund-invest/transportation-improvement-program).

Economic Vitality

Projects that reduce congestion, improve reliability, or improve transit service or capacity are most likely to support the regional goal to increase the share of jobs accessible within 30 minutes by car or 45 minutes by transit in congested conditions.

- **Road Congestion/Reliability:** There are 94 roadway projects in the 2019 TIP, totaling about $2 billion, which are identified by project sponsors as having a primary purpose of reducing congestion or improving system reliability or are otherwise anticipated to significantly improve congestion or reliability (Table 24).

A few of these projects in the 2019 TIP include:

- ❖ $474 million for US 101 Managed Lanes: San Mateo County
- ❖ $151 million for various SHOPP Mobility Program projects
- ❖ $142 million for US 101/Zanker Road-Skyport Drive-N. Fourth St. Improvements in Santa Clara County
- ❖ $66 million for I-680 SB HOV Lane Completion in Contra Costa County
- ❖ $47 million for the East-West Connector in Fremont and Union City
- ❖ $22 million for 511 NextGen Traveler Information

Table 24. 2019 TIP Roadway Congestion/Reliability Investments

County	Projects	Investments
Alameda	22	$368
Contra Costa	15	$159
Marin	4	$34
Napa	5	$34
San Francisco	5	$21
San Mateo	14	$550
Santa Clara	16	$585
Solano	2	$28
Sonoma	3	$94
Multiple	8	$204
	94	$2,078

- **Transit Service/Capacity:** There are 33 transit projects in the 2019 TIP, totaling nearly $5 billion, which are identified by project sponsors as having a primary purpose of reducing congestion or improving system reliability or are otherwise anticipated to significantly improve congestion or reliability (Table 25).

A few of these projects in the 2019 TIP include:

- ❖ $2.6 billion for the BART – Berryessa to San Jose Extension
- ❖ $1.1 billion for the BART Transbay Core Capacity Improvements
- ❖ $598 million for the Transbay Terminal/Caltrain Downtown Extension Phase 2
- ❖ $269 million for VTA's Eastridge to BART Regional Connector
- ❖ $123 million for Caltrain's Peninsula Corridor Electrification Expansion
- ❖ $54 million for SFMTA's Additional Light Rail Vehicles to Expand Muni Rail Service

Table 25. 2019 TIP Transit Service/Capacity Improvements

County	Projects	Investments
Alameda	4	$20
Contra Costa	2	$8
Marin	2	$2
Napa	1	$2
San Francisco	11	$678
San Mateo	3	$141
Santa Clara	3	$2,842
Solano	1	<$1
Sonoma	-	-
Multiple	6	$1,099
	33	$4,794

Maps: 2019 TIP Economic Vitality

Road congestion or reliability projects and transit service or capacity improvement projects are mapped, where possible, by county and overlaid against Communities of Concern to display the overall spatial distribution of projects that support the region's goals to improve economic vitality. These maps can be viewed starting on page 34. These projects can also be viewed on an interactive webmap that include additional data on spatial concentrations by race and ethnicity (https://mtc.ca.gov/our-work/fund-invest/transportation-improvement-program).

Transportation System Effectiveness

The transportation system effectiveness goal area encompasses two performance measures: improved pavement condition and transit state of good repair. Projects that include a pavement or bridge rehabilitation or preservation component or rehabilitate or replace existing transit assets are compiled for this portion of the analysis.

- **Pavement and Bridge Condition:** In the 2019 TIP, 107 projects totaling more than $2 billion is invested in rehabilitation and preservation of existing roads and bridges (Table 26).

  A few of the larger rehabilitation projects in the 2019 TIP include:
  - ❖ $703 million for various SHOPP Roadway Preservation projects
  - ❖ $488 million for various SHOPP Bridge Rehabilitation and Reconstruction projects
  - ❖ $303 million for the regional Toll Bridge Rehabilitation Program
  - ❖ $68 million for various Local Highway Bridge Program projects

Table 26. 2019 TIP Pavement and Bridge Rehabilitation Projects

County	Projects	Investments
Alameda	15	$49
Contra Costa	27	$70
Marin	4	$7
Napa	3	$6
San Francisco	3	$220
San Mateo	22	$20
Santa Clara	15	$48
Solano	4	$9
Sonoma	8	$16
Multiple	6	$1,573
	107	$2,018

- **Transit State of Good Repair:** There are 72 transit state of good repair projects in the 2019 TIP, totaling $1.9 billion in committed investments. The transit investments in the 2019 TIP include:
  - ❖ $1 billion for the BART Railcar Procurement Program
  - ❖ $63 million for SFMTA's Rail Replacement Program
  - ❖ $59 million for GGBHTD's Diesel to Hybrid Bus Replacement project
  - ❖ $50 million for VTA's Standard and Small Bus Replacement project
  - ❖ $33 million for Caltrain's Systemwide Track Rehabilitation & Related Structures program

Table 27. 2019 TIP Transit Rehabilitation/Replacement Projects

Sponsor	Projects	Investments	Sponsor	Projects	Investments
AC Transit	5	$56	SamTrans	2	$2
ACE	2	$25	SantaRosa Bus	3	$5
BART	6	$1,186	SFMTA	13	$322
Caltrain	2	$36	SMART	-	-
CCCTA	-	-	SolTrans	2	$3
ECCTA	-	-	Son Co Transit	3	$5
Fairfield	1	$1	Union City Transit	1	$2
GGBHTD	10	$84	Vacaville	-	-
LAVTA	1	$1	VTA	6	$92
MCTD	5	$13	WCCTA	6	$9
NVTA	1	<$1	WETA	3	$41
			Grand Total	72	$1,882

Maps: 2019 TIP Transportation System Effectiveness

Pavement and bridge condition projects and transit asset management projects are mapped, where possible, by county and overlaid against Communities of Concern to display the overall spatial distribution of projects that support the region's goals to improve economic vitality. These maps can be viewed starting on page 34. These projects can also be viewed on an interactive webmap that include additional data on spatial concentrations by race and ethnicity (https://mtc.ca.gov/our-work/fund-invest/transportation-improvement-program).

Equitable Access

The equitable access measure estimates the share of income consumed by transportation costs with a goal of reducing the financial burden on the region's lowest income residents. This portion of the analysis incorporates various outputs from the regional travel demand model to calculate household transportation costs as a share of household income.

The 2019 TIP investments appear to have a negligible effect on the share of income spent on transportation, across all income levels, when compared to a scenario in which none of the projects in the 2019 TIP is completed (Table 28).

Table 28. Share of Income Consumed by Transportation Costs

	With 2019 TIP Projects (2022)	Without 2019 TIP Projects (2022)
Low-Income	**21%**	**21%**
<$30,000	25%	25%
$30,000 - $59,999	16%	16%
Not Low-Income	**10%**	**10%**
$60,000 - $99,999	13%	13%
$100,000+	8%	8%

Note: Income is in 1999 dollars.

These results do not necessarily indicate that the projects in the 2019 TIP will have no impact on household transportation costs. Rather, it is more likely that the travel model may not be appropriate for assessing changes in transportation costs resulting from TIP investments. A couple of notes about the limitations of this approach:

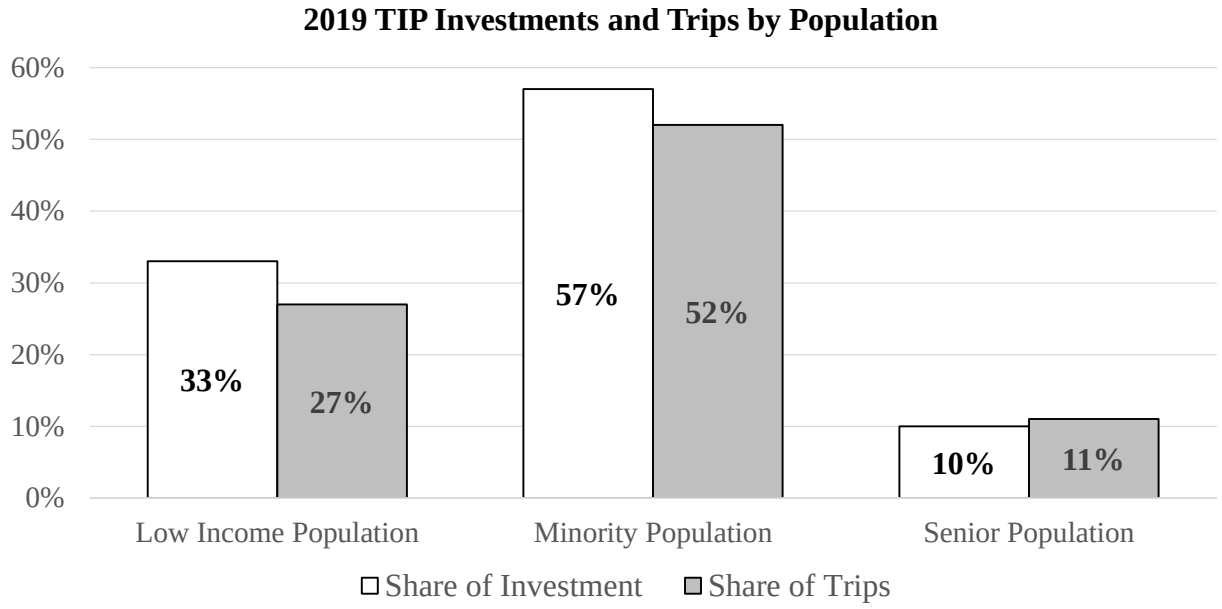
1. Although there is more than $13 billion in transportation investments programmed in the 2019 TIP, many of these projects will not be completed until after the 2019 TIP period. For example, major projects with funds programmed for construction in 2022 may not be complete and open to the public for another several years. The impacts of these investments were not captured in the 2022 model year, but can be assumed to have an effect on trips and cost.

2. For the projects that are completed by 2022, only a handful have a scope that is evaluated in a regional travel model. Many local roadway and transit asset projects, as well as bicycle and pedestrian projects, cannot be captured in the regional travel model, but are still expected to have significant cumulative impacts on travel in the region.

2019 TIP Investment Analysis Key Findings

Equitable distribution of investments overall

The results of the population use-based analysis indicate that overall, the investments in the 2019 TIP direct an equitable proportion of investments to projects that support the transportation of residents of low-income households, racial or ethnic minorities, and seniors.



Variable results for transit, due to small number of very large investments

There are a few variances worth noting in the population used-based analysis and disparate impact analysis, specifically related to transit.

- The share of transit investments that support trips made by passengers in low-income households (38%) falls somewhat short of these passengers' relative share of the transit trips taken (47%).
- Federal and state transit investments result in a per capita benefit for minorities that slightly exceeds the per capita benefit for non-minorities (101% of non-minority per capita benefit). However, on a per transit rider basis, federal and state transit investments fall short, with a minority per rider benefit of 89% of the non-minority per rider benefit.

The varied results in the 2019 TIP are attributed to a number of large projects, including:

- BART's Railcar Procurement Program;
- BART's Transbay Core Capacity Improvements Program;
- Caltrain Electrification;
- Caltrain's Peninsula Corridor Electrification Expansion; and
- Transbay Joint Power Authority's Caltrain Downtown Extension.

Together, these five projects account for almost 46% of all transit funding in the 2019 TIP. When focusing only on state and federal funds, these projects account for approximately 48% of funding in the TIP period. While BART ridership approximately mirrors the regional ridership share for minority populations, the share of BART riders from low-income households is less than the regional average share. Caltrain is used by a lower proportion of low-income and minority riders than the regional average for transit riders.

The degree of the variances seen in the 2019 TIP disparate impact transit analysis is somewhat improved as compared to the 2017 TIP. While the minority per transit rider investment disbenefit remains at 89% in both the 2017 TIP and the 2019 TIP, the minority per capita transit investment increases from 96% of the non-minority per capita investment (disbenefit) in the 2017 TIP to 101% of the non-minority per capita investment (benefit) in the 2019 TIP.

It is important to re-emphasize, that the TIP does not reflect the full picture of transportation investments in the Bay Area. The TIP only includes four years of near-term fund programming and tends not to include operating and maintenance funds, particularly for transit.

Addition of transportation equity measures provides opportunity for better understanding of potential equity impacts

For the 2019 TIP, additional information is provided on projects that support Plan Bay Area 2040's transportation-focused equity measures: Healthy and Safe Communities, Economic Vitality, Transportation System Effectiveness, and Equitable Access. Although the analysis does not identify direct benefits and burdens resulting from individual investments, it builds upon the population use-based and disparate impact analyses to better understand the nature of the projects included in the 2019 TIP and their anticipated effects on long-term regional goals. Data for the transportation equity measures is self-reported by project sponsors, therefore the resulting information is limited by the quality and consistency of the data provided.

Where possible, projects supporting the transportation-focused equity measures were also mapped to illustrate the location of 2019 investments in relation to adopted COCs as well as census tracts with concentrations of minority populations that are above regional averages. The geographic display of projects allows for examination and identification of any apparent systematic exclusion of communities in the spatial distribution of benefits, or any apparent systematic imbalances between the distribution of projects between communities of concern and the remainder of the region, or between minority and non-minority communities. As noted above, many projects and additional data can be viewed on an interactive webmap available on https://mtc.ca.gov/our-work/fund-invest/transportation-improvement-program.

2019 TIP Investment Analysis

Alameda County Project List

1 AC Transit: East Bay Bus Rapid Transit
2 AC Transit: San Pablo and Telegraph Ave Rapid Bus Upgrades
3 ACE: Platform Extensions
4 ACTC: 7th Street Grade Separation East
5 ACTC: 7th Street Grade Separation West
6 ACTC: East-West Connector in Fremont & Union City
7 ACTC: Freight Intelligent Transportation System (FITS)
8 ACTC: I-580/680 Interchange HOV/HOT Widening
9 ACTC: I-680 NB HOV/HOT Lane
10 ACTC: I-80 Gilman Interchange Reconfiguration
11 ACTC: I-80/Ashby Avenue Interchange Improvements
12 ACTC: I-880 NB HOV/HOT: North of Hacienda to Hegenberger
13 ACTC: I-880/Industrial Parkway West Interchange
14 ACTC: I-880/West Winton Avenue Interchange
15 ACTC: I-880/Whipple Road Interchange Improvements
16 ACTC: Oakland/Alameda Freeway Access Project
17 ACTC: SR-262 (Mission Blvd) Improvements
18 ACTC: SR-84 widening, South of Ruby Hills Dr to I-680
19 ACTC: Widen I-680 NB and SB for EL from SR-84 to Alcosta
20 Alameda County: Cherryland/Ashland/CastroValley/Fairview BikePed
21 Alameda County: Crow Canyon Safety Improvements
22 Alameda County: Estuary Bridges Seismic Retrofit and Repairs
23 Alameda County: Fruitvale Ave Roadway Bridge Retrofit
24 Alameda County: Niles Canyon Rd (SR-84)/Pleas-Sunol Rd I/C Imps
25 Alameda County: Various Streets and Roads Preservation
26 Alameda County: Vasco Road Safety Improvements
27 Alameda: Central Avenue Safety Improvements
28 Alameda: City-Wide Pavement Rehabilitation
29 Alameda: Clement Avenue Complete Streets
30 Albany: San Pablo Ave & Buchanan St Pedestrian Improvements
31 BART Car Exchange (Preventive Maintenance)
32 BART Train Control Renovation
33 BART Transbay Core Capacity Improvements
34 BART: 19th Street BART Station Modernization-GO Uptown
35 BART: Bay Fair Connection
36 BART: Fare Collection Equipment
37 BART: Rail, Way and Structures Program
38 BART: Railcar Procurement Program
39 BART: Traction Power System Renovation
40 BART:ADA Paratransit Capital Accessibility Improve
41 BATA: Toll Bridge Maintenance
42 BATA: Toll Bridge Rehabilitation Program
43 Berkeley: John Muir Safe Routes to School
44 Berkeley: Sacramento Street Complete Streets Improvements
45 Berkeley: Southside Complete Streets & Transit Improvement
46 Caltrans: Oakland to San Jose Double Track (Segment 2A)
47 Dublin: Dublin Blvd-North Canyons Pkwy Extension
48 Dublin: Dublin Blvd Rehabilitation
49 Dublin: Dublin Boulevard widening
50 Dublin: I-580 Interchange Imps at Hacienda/Fallon Rd, Ph 2
51 EBRPD: Doolittle Drive Bay Trail
52 Emeryville: Frontage Rd, 65th St and Powell St Pavement Maint
53 Emeryville: Greenway Crossing Improvements
54 Fremont: Complete Streets Upgrade of Relinquished SR-84
55 Fremont: Pavement Rehabilitation
56 Fremont: Widen Kato Rd from Warren Ave to Milmont Dr
57 Hayward: I-880 Auxiliary lanes at Industrial Parkway
58 Hayward: I-880/A Street Interchange Reconstruction
59 Hayward: Main Street Complete Street
60 Hayward: Rt 92/Clawiter/Whitesell Interchange Improvements
61 Hayward: Winton Ave Complete Street
62 Livermore: Pavement Rehabilitation - MTS Routes
63 MTC: Bay Bridge Forward-Commuter Parking Initiative
64 MTC: Bay Bridge Forward-West Grand HOV/Bus Only Lane
65 MTC: Bay Bridge Forward-West Grand TSP
66 MTC: Bay Bridge Park
67 MTC: Bike Share Capital Program (Fremont)
68 MTC: Freeway Performance Program-I-880 Corridor
69 MTC: Freeway Performance Program-SR-84
70 MTC: I-880 Integrated Corridor Management-Central
71 MTC: Improved Bike/Ped Access to East Span of SFOBB
72 Newark: Thornton Avenue Pavement Rehabilitation
73 Oakland: 14th St Safe Routes in the City
74 Oakland: 19th St BART to Lake Merritt Urban Greenway
75 Oakland: 35th Ave Bike/Ped Improvements
76 Oakland: 42nd Ave. & High St I-880 Access Improvements

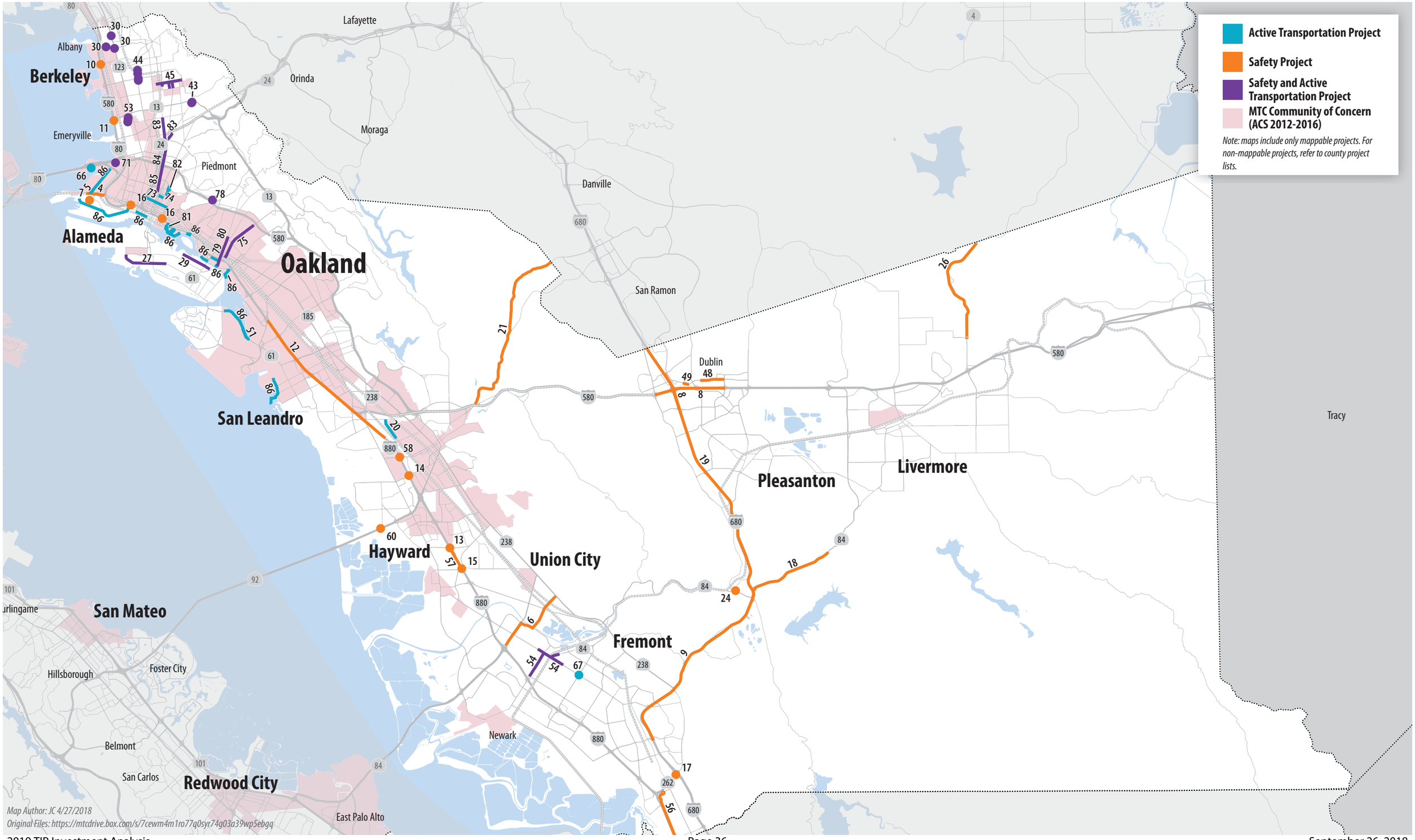
Alameda County Project List (Continued)

77 Oakland: Army Base Infrastructure Improvements
78 Oakland: Crossing to Safety
79 Oakland: Fruitvale Alive Gap Closure Project
80 Oakland: Fruitvale Ave Bike/Ped Improvements
81 Oakland: Lake Merritt to Bay Trail Bike/Ped Bridge
82 Oakland: Lakeside Family Streets
83 Oakland: Shattuck and Claremont Bike/Ped Improvements
84 Oakland: Telegraph Ave Bike/Ped Improvements and Road Diet
85 Oakland: Telegraph Avenue Complete Streets
86 Oakland: Waterfront Bay Trail
87 Piedmont: Oakland Avenue Improvements
88 Pleasanton: Pavement Rehabilitation Hacienda Business Park
89 San Leandro: SR 185-E. 14th St/ Hesperian Blvd/150th Ave
90 San Leandro: Washington Avenue Rehabilitation
91 Union City: Dyer Street Pavement Rehabilitation
92 WETA: Ferry Service-Berkeley

NOT MAPPED

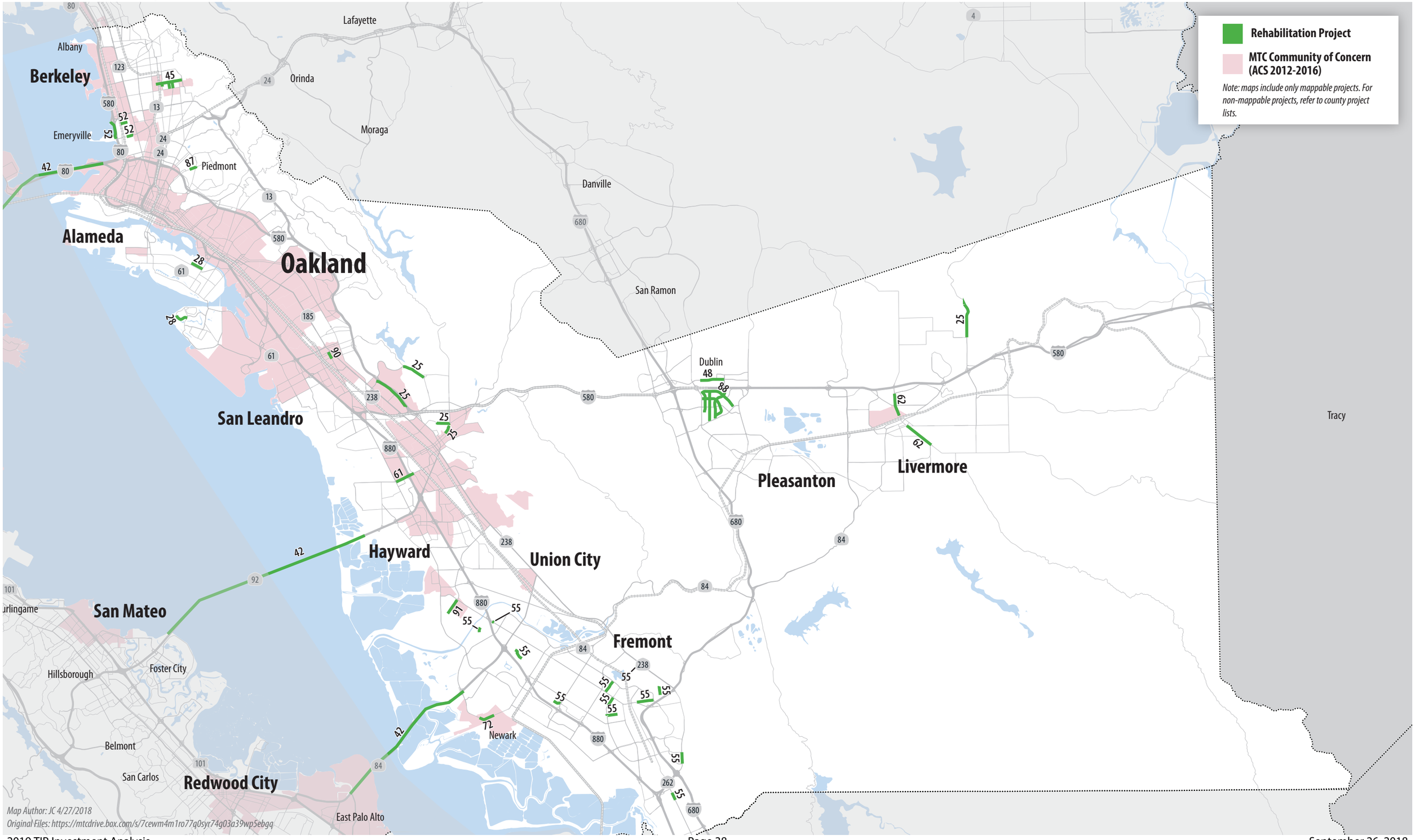
AC Transit: ADA Paratransit Assistance
AC Transit: Paratransit Van Replacement
AC Transit: Purchase (10) 24ft Cut-aways
AC Transit: Purchase (24) 60ft Artic Hybrid Buses
AC Transit: Replace (27) 40ft Urban Buses - Hybrid
AC Transit: Replace (6) 24ft Cut-Away Vans
ACE: Fixed Guideway (Capital Lease)
ACE: Locomotive Procurement
ACE: Railcar Midlife Overhaul
ACTC: Alameda Safe Routes to School
Alameda County: Active Oakland Safe Routes to School
Caltrans: Alameda County - TOS-Mobility
LAVTA: ADA Paratransit Operating Subsidy
LAVTA: Livermore Transit Center Rehabilitation and Improvement
MTC: Bay Bridge Forward - Casual Carpool
MTC: Bay Bridge Forward - Integrated Bridge Corridor
MTC: Bay Bridge Forward - Commuter Parking Initiative O&M
MTC: Regional Planning Activities and PPM - Alameda County
Oakland: Local Streets and Roads Paving
Union City Transit: ADA Paratransit Operating Subsidy
Union City Transit: Replace Heavy-Duty Transit Vehicles
Union City Transit: Travel Time Improvements

Alameda County: Healthly and Safe Communities Projects



Alameda County: Economic Vitality Projects

Alameda County: Transportation System Effectiveness-Pavement and Bridge Condition Projects



2019 TIP Investment Analysis

Contra Costa County Project List

1 AC Transit: San Pablo and Telegraph Ave Rapid Bus Upgrades
2 Antioch: L Street Pathway to Transit
3 Antioch: Laurel Road Extension
4 Antioch: Pavement Rehabilitation
5 Antioch: Slatten Ranch Road Extension
6 BART Car Exchange (Preventive Maintenance)
7 BART Train Control Renovation
8 BART Transbay Core Capacity Improvements
9 BART: Concord BART Station Modernization
10 BART: Fare Collection Equipment
11 BART: Rail, Way and Structures Program
12 BART: Railcar Procurement Program
13 BART: Traction Power System Renovation
14 BART:ADA Paratransit Capital Accessibility Improve
15 BATA: Toll Bridge Maintenance
16 BATA: Toll Bridge Rehabilitation Program
17 Brentwood: Brentwood Blvd Widening-(Phase I) North
18 Brentwood: Brentwood Blvd Widening Phase II
19 Brentwood: John Muir Parkway Extension: Phase II
20 Brentwood: Various Streets and Roads Preservation
21 CCTA: I-680 Advanced Techologies
22 CCTA: I-680 Bus On Shoulder
23 CCTA: I-680 SB HOV Lane Completion
24 CCTA: I-680/SR 4 Interchange Reconstruction-Phase 3
25 CCTA: I-680/SR 4 Interchange Reconstruction-Phases I & II
26 CCTA: Mokelumne Trail Bike/Ped Overcrossing
27 CCTA: Reconstruct I-80/San Pablo Dam Rd Interchange
28 CCTA: SR-4 Operational Improvements-Initial Phases
29 Clayton: Neighborhood Street Rehab
30 Concord: Commerce Ave Complete Streets
31 Concord: Downtown Corridors Bike/Pedestrian Improvements
32 Concord: Monument Boulevard Class I Path
33 Concord: Willow Pass Road Repaving and 6th St SRTS
34 Concord: Ygnacio Valley Road Widening
35 Contra Costa County: Bailey Road-SR-4 Interchange
36 Contra Costa County: Bailey Road Bike and Pedestrian Improvements
37 Contra Costa County: Camino Tassajara Realignment
38 Contra Costa County: Fred Jackson Way First/Last Mile Connection
39 Contra Costa County: Kirker Pass Road NB Truck Climbing Lanes
40 Contra Costa County: Kirker Pass Road Open Grade Overlay
41 Contra Costa County: Local Streets and Roads Preservation
42 Contra Costa County: Pacheco Blvd Sidewalk Gap Closure Phase 3
43 Contra Costa County: Vasco Road Safety Improvements
44 Danville: Camino Ramon Improvements
45 Danville: Diablo Road Imps. - Green Valley to Avenida Neuva
46 Danville: San Ramon Valley Blvd Lane Addition and Overlay
47 El Cerrito Blvd: Carlson Blvd and Central Ave Pavement Rehab
48 El Cerrito: El Cerrito del Norte Area TOD Complete Street Imps
49 El Cerrito: Ohlone Greenway Station Area Bike/Ped Improvements
50 Hercules: Sycamore/Willow Pavement Rehabilitation
51 Lafayette: Pleasant Hill Rd Pavement Rehab & Maintenance
52 Martinez: Downtown Streets Rehabilitation
53 Moraga: Moraga Way and Canyon/Camino Pablo Improvements
54 MTC: ALA/CC-80 and Bay Bridge Approach Express Lanes
55 MTC: Bike Share Capital Program (Richmond)
56 MTC: Richmond-San Rafael Bridge Access Improvements
57 Oakley: Civic Center Railroad Platform Park & Ride Complex
58 Oakley: Street Repair and Resurfacing
59 Orinda: Orinda Way Pavement Rehabilitation
60 Pinole: San Pablo Avenue Rehabilitation
61 Pittsburg: BART Pedestrian and Bicycle Connectivity
62 Pittsburg: Pavement Improvements
63 Pleasant Hill: Road Improvements
64 Richmond: Citywide Pavement Rehab ADA Improvement
65 Richmond: I-80/Central Avenue Interchange Modification
66 Richmond: Lincoln Elementary SRTS Pedestrian Enhancements
67 San Pablo: Market Street Pavement Rehabilitation
68 San Pablo: Rumrill Blvd Complete Streets Improvements
69 San Ramon: Alcosta Boulevard Pavement Rehab
70 San Ramon: Crow Canyon Rd Widening (Alcosta to Indian Rice)
71 San Ramon: Iron Horse Trail Bike and Pedestrian Overcrossing
72 Walnut Creek: BART TOD Access Improvements
73 Walnut Creek: N. Main St Rehab-I-680 to California
74 Walnut Creek: Ygancio Valley & Oak Grove Road Rehabilitation
75 WETA: Richmond Ferry Service

2019 TIP Investment Analysis
Contra Costa County Project List

NOT MAPPED

AC Transit: ADA Paratransit Assistance

AC Transit: Paratransit Van Replacement

AC Transit: Purchase (10) 24ft Cut-aways

AC Transit: Purchase (24) 60ft Artic Hybrid Buses

AC Transit: Replace (27) 40ft Urban Buses - Hybrid

AC Transit: Replace (6) 24ft Cut-Away Vans

CCCTA: County Connection ADA Paratransit Assistance

CCTA: SR 239 - New State Highway Study

Contra Costa County: West County Walk and Bike Leaders

EBRPD: Conta Costa Parks Bike/Ped Trail Improvements

ECCTA: Tri-Delta ADA Operating Assistance

MTC: Regional Planning Activities and PPM - Contra Costa County

San Ramon: San Ramon Valley Street Smarts

Walnut Creek: Parking Guidance System Pilot

WCCTA: WestCAT ADA Paratransit Operating Subsidy

WCCTA: WestCAT Purchase (6) Electronic Fareboxes

WCCTA: WestCAT Purchase (9) Electronic Fareboxes

WCCTA: WestCAT Purchase of (2) Radio Systems

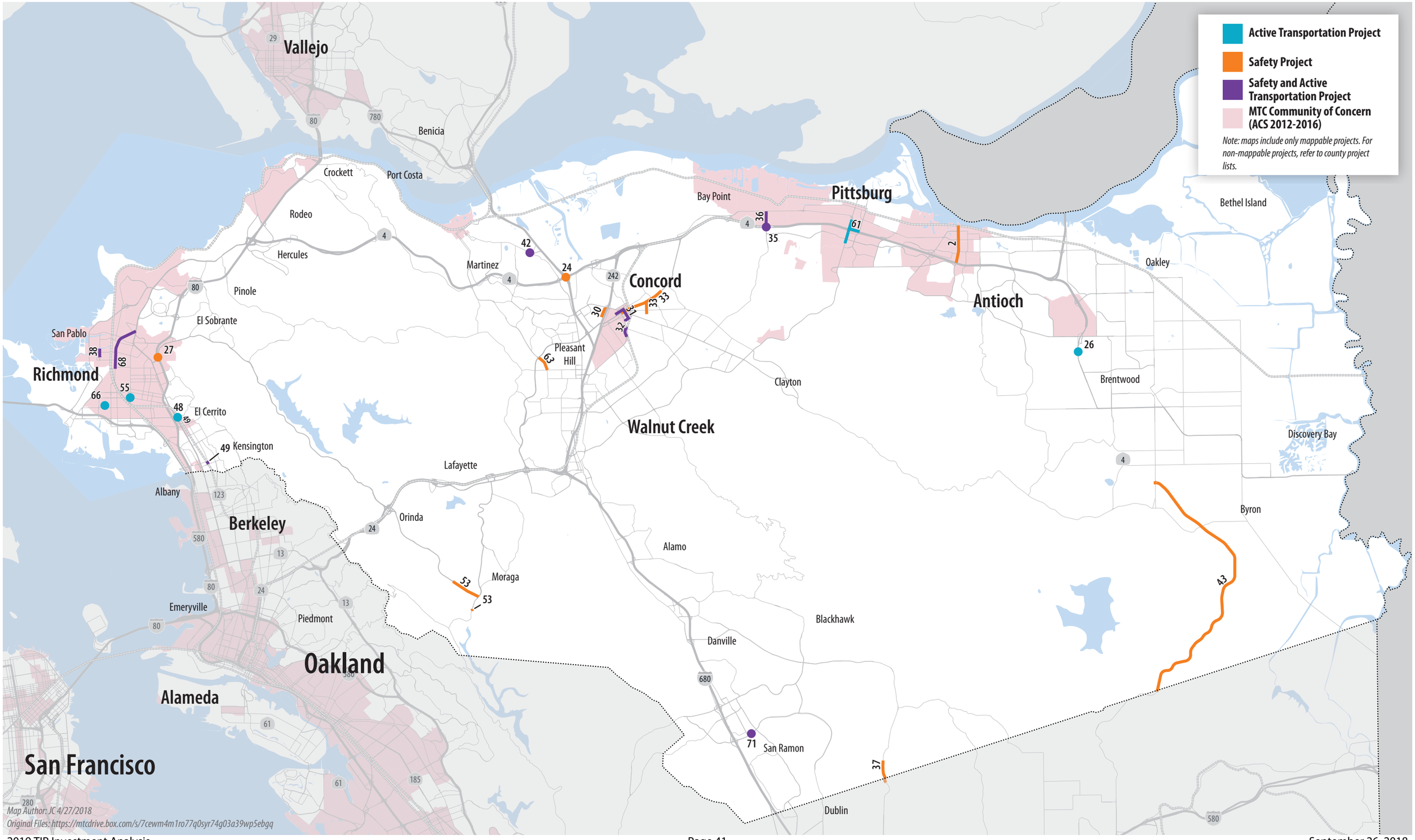
WCCTA: WestCAT Replace (2) DAR MiniVans

WCCTA: WestCAT Replace (6) 2008 35ft Revenue Vehicles

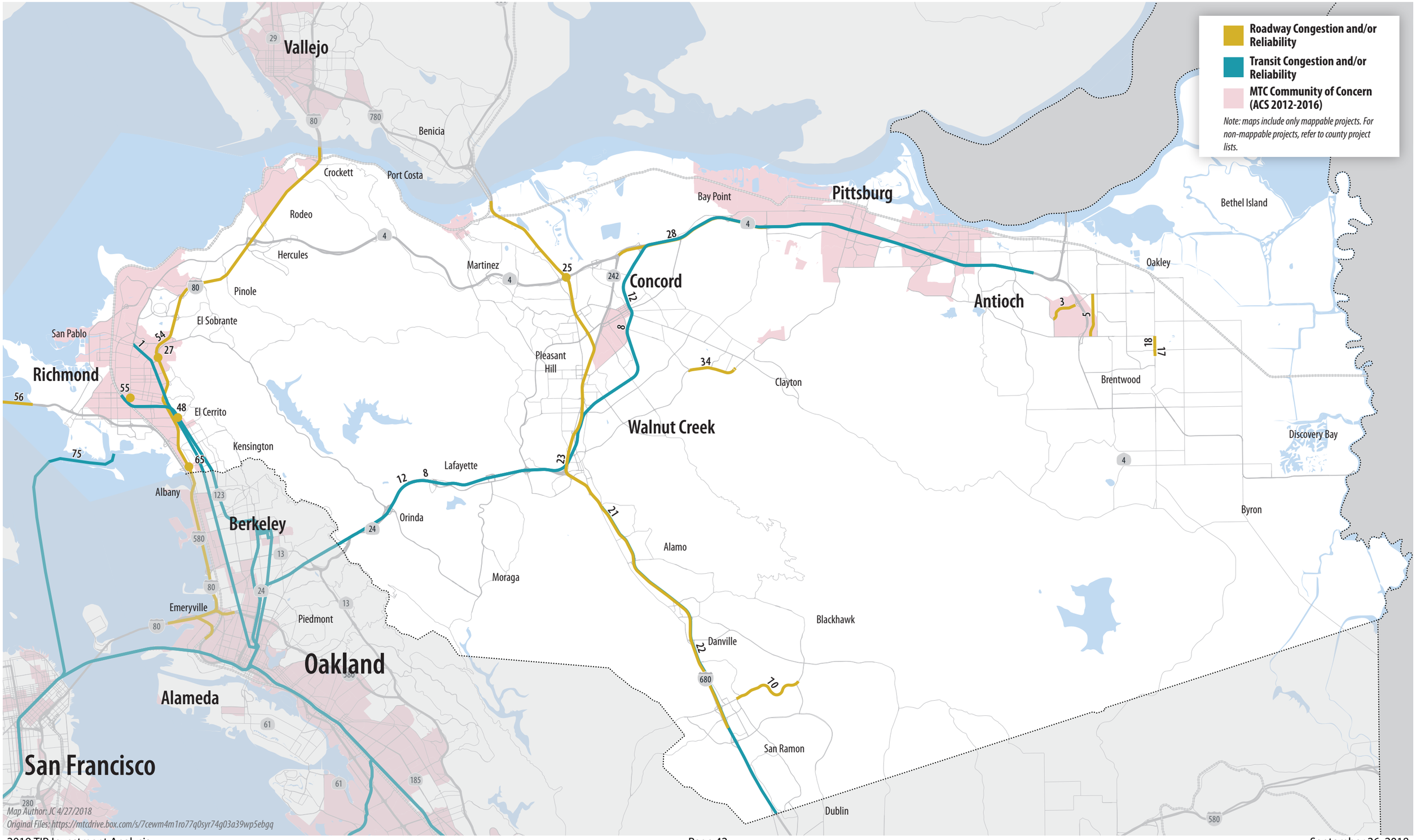
WCCTA: WestCAT Replace (5) 35ft and (4) 40ft Vehicles

2019 TIP Investment Analysis

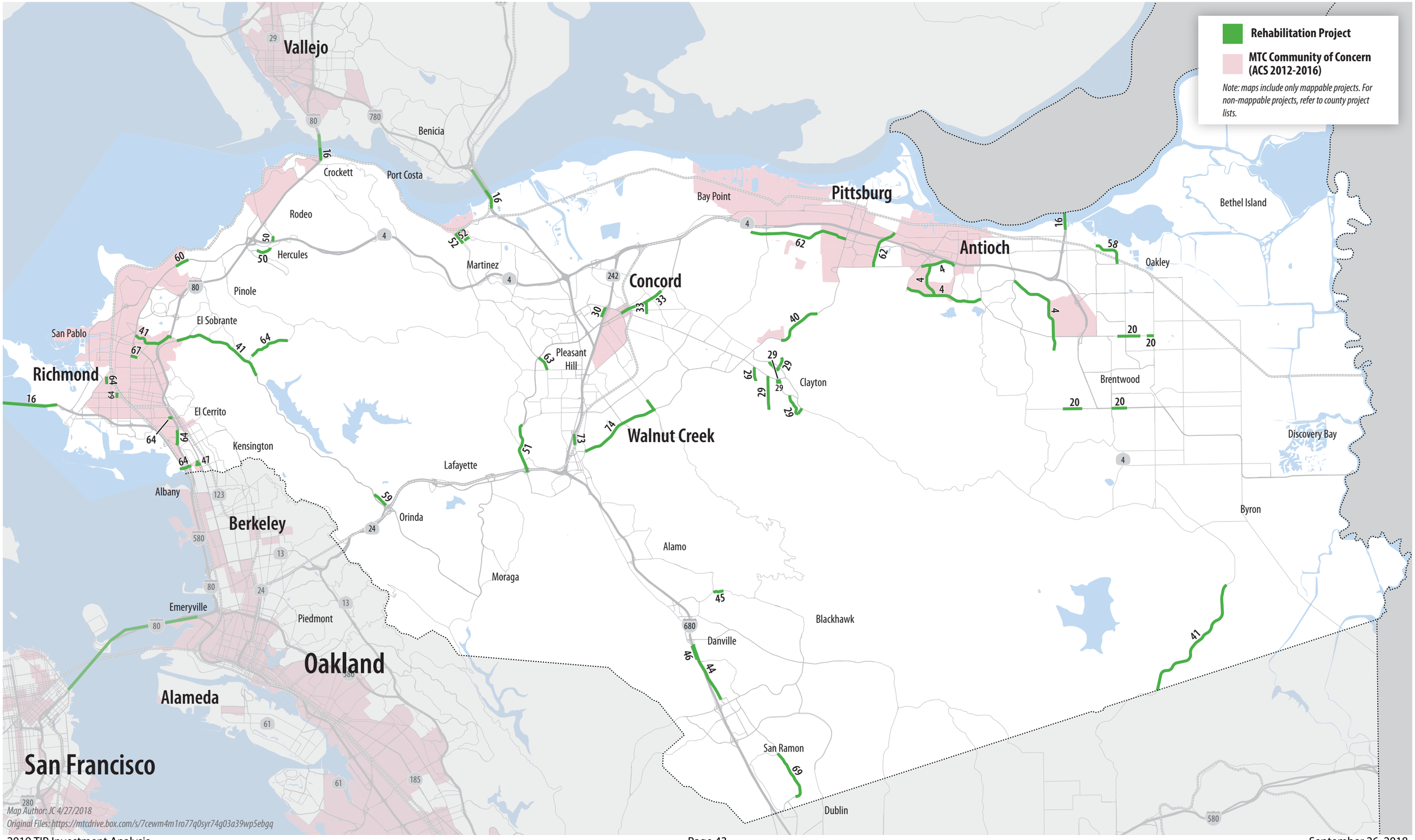
Contra Costa County: Healthy and Safe Communities Projects



Contra Costa County: Economic Vitality Projects



Contra Costa County: Transportation System Effectiveness-Pavement and Bridge Condition Projects



2019 TIP Investment Analysis

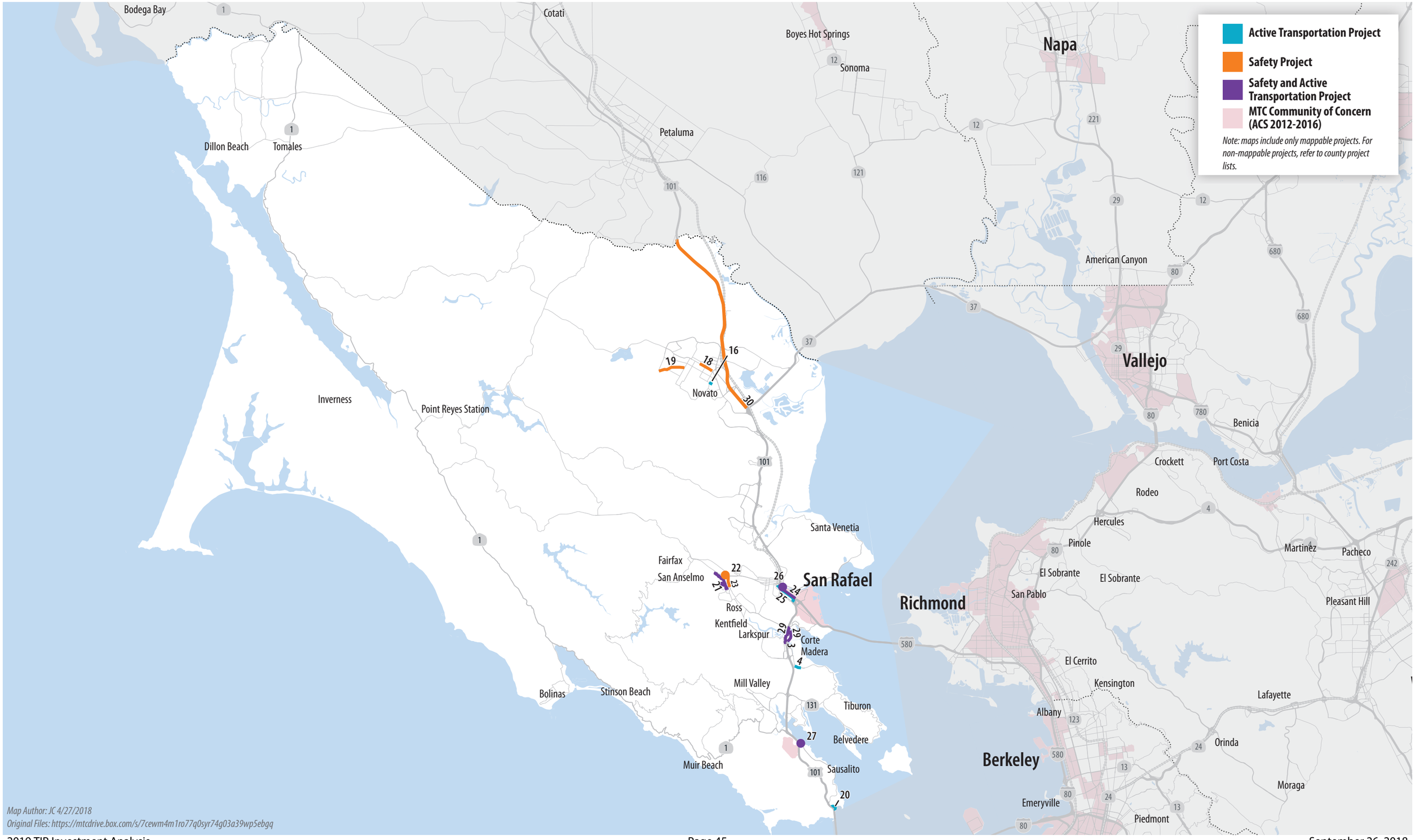
Marin County Project List

1 BATA: Toll Bridge Maintenance
2 BATA: Toll Bridge Rehabilitation Program
3 Corte Madera: Central Marin Regional Pathway Gap Closure
4 Corte Madera: Paradise Drive Multiuse Path
5 GGBHTD: Ferry Channel & Berth Dredging
6 GGBHTD: Golden Gate Bridge-Suicide Deterrent Safety Barrier
7 GGBHTD: Golden Gate Bridge Seismic Retrofit, Phase 1-3A
8 GGBHTD: Golden Gate Bridge Seismic Retrofit, Phase 3B
9 GGBHTD: Larkspur Ferry Terminal Parking Garage
10 GGBHTD: San Rafael Transit Center Relocation
11 Marin County: Hicks Valley/Marshall Petaluma/Wilson Hill Rd Rehab
12 Marin County: Mountain View Rd Bridge Replacement
13 MTC: Richmond-San Rafael Bridge Access Improvements
14 Novato: Carmel Open Space Acquisition
15 Novato: Downtown SMART Station Commuter Lot
16 Novato: Hill Recreation Area Improvements
17 Novato: Measure A Group 10 Pavement Rehabilitation
18 Novato: Novato Boulevard Widening, Diablo to Grant
19 Novato: Vineyard Road Improvements
20 NPS: Fort Baker's Vista Point Trail
21 San Anselmo: Bike Spine
22 San Anselmo: Center Blvd Bridge Replace
23 San Anselmo: Sir Francis Drake Blvd Pavement Rehabilitation
24 San Rafael: Francisco Blvd East Sidewalk Widening
25 San Rafael: Francisco Blvd West Multi-Use Pathway
26 San Rafael: Grand Avenue Bicycle Pedestrian Improvements
27 Sausalito: Bridgeway/US 101 Off Ramp Bicycle Imps
28 SMART: Larkspur Extension
29 TAM: North-South Greenway Gap Closure
30 TAM: US 101 HOV Lanes-Marin-Sonoma Narrows (Marin)

NOT MAPPED

Caltrans: Marin County - TOS-Mobility
GGBHTD: Facilities Rehabilitation
GGBHTD: Ferry Propulsion Systems Replacement
GGBHTD: Fixed Guideway Connectors
GGBHTD: Purchase (7) Hybrid Buses
GGBHTD: Replace (14) 22' Gas Body-on-Chassis Vehicles
GGBHTD: Replace (2) Paratransit Vehicles
GGBHTD: Replace (67) Diesel Buses with Hybrid Buses
GGBHTD: Replace (7) 40' Diesel Buses
GGBHTD: Replace Paratransit Vehicles
GGBHTD: Transit Systems Enhancements
MCTD: ADA Paratransit Assistance
MCTD: Preventive Maintenance
MCTD: Relocate Transit Maintenance Facility
MCTD: Replace Articulated Vehicles
MCTD: Replace Diesel Vehicles
MCTD: Replace Shuttle Vehicles
MTC: Regional Planning Activities and PPM - Marin County
Novato: Downtown SMART Station Commuter Lot
TAM/SCTA: Bike Share Capital Program (SMART Corridor in Marin and Sonoma Counties)

Marin County: Healthy and Safe Communities Projects



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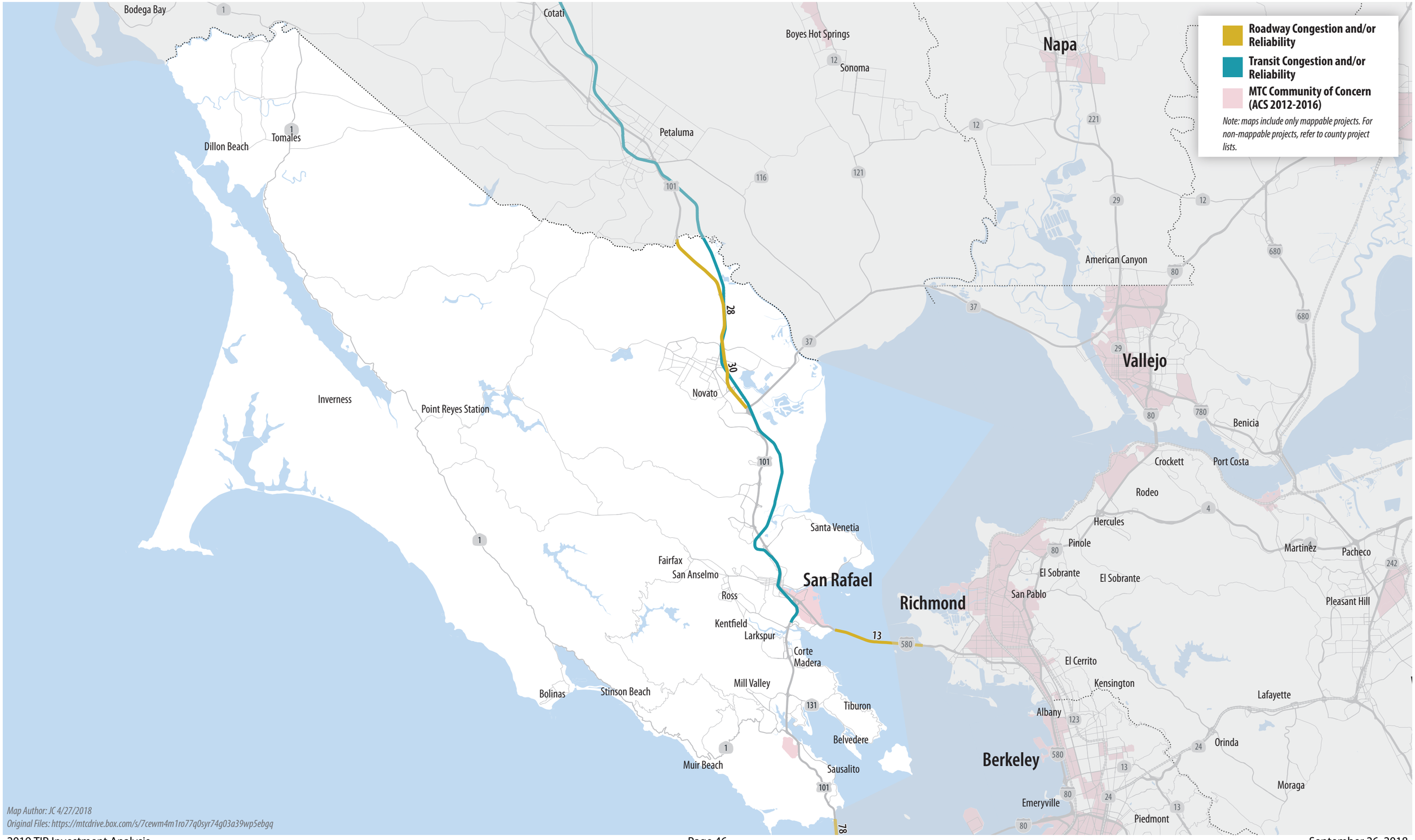
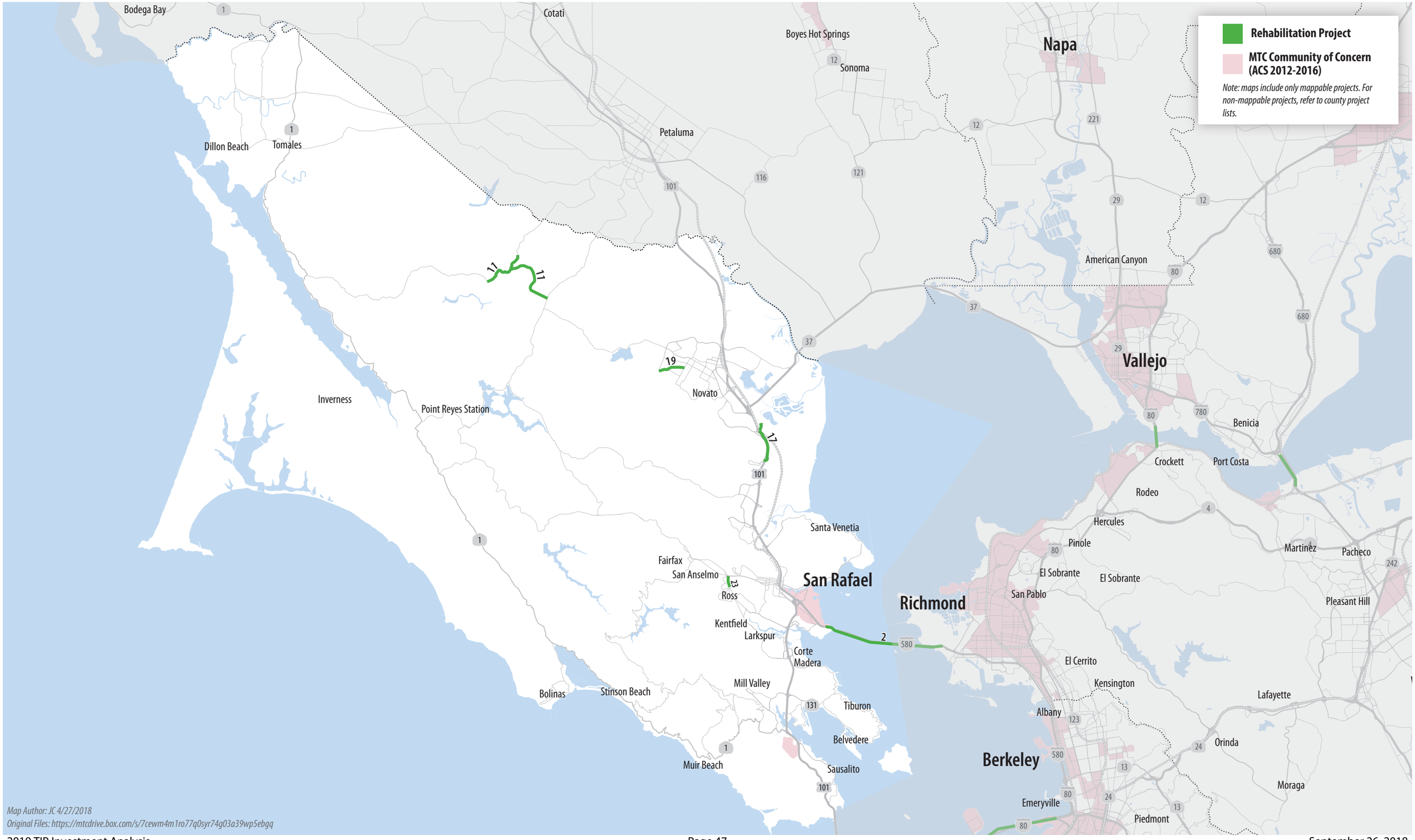
Marin County: Economic Vitality Projects



Marin County: Transportation System Effectiveness-Pavement and Bridge Condition Projects



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2019 TIP Investment Analysis

Napa County Project List

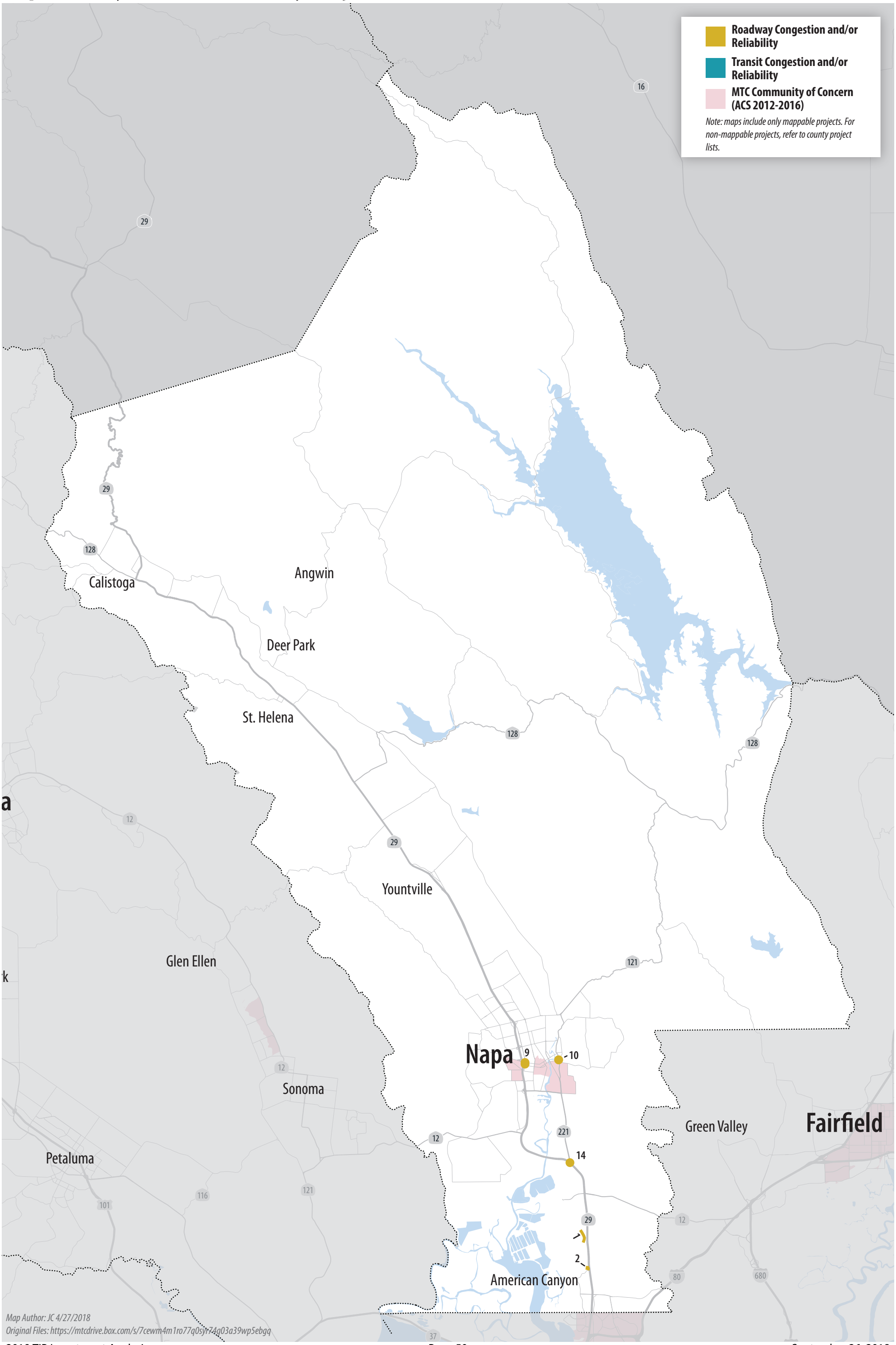
1. American Canyon: Devlin Road and Vine Trail Extension
2. American Canyon: Eucalyptus Drive Realignment Complete Streets
3. American Canyon: Green Island Road Class I
4. Calistoga: SR-128 and Petrified Forest Intersection Improvements
5. Napa County: Airport Boulevard Rehabilitation
6. Napa County: Hardin Rd Bridge Replacement
7. Napa County: Loma Vista Dr Bridge Replacement
8. Napa County: Silverado Trail Phase L Rehab
9. Napa: California Boulevard Roundabouts
10. Napa: Silverado Trail Five-Way Intersection Improvements
11. Napa: SR 29 Bicycle & Pedestrian Undercrossing
12. Napa: Vine Trail Gap Closure-Soscol Avenue Corridor
13. NVTA: Napa Valley Vine Trail Calistoga-St. Helena Segment
14. NVTA: SR 12/29/221 Soscol Junction Interchange Improvements
15. NVTA: Vine Transit Bus Maintenance Facility
16. St. Helena: Main Street Pedestrian Improvements
17. Yountville: Hopper Creek Pedestrian Bridge and Path Project

NOT MAPPED

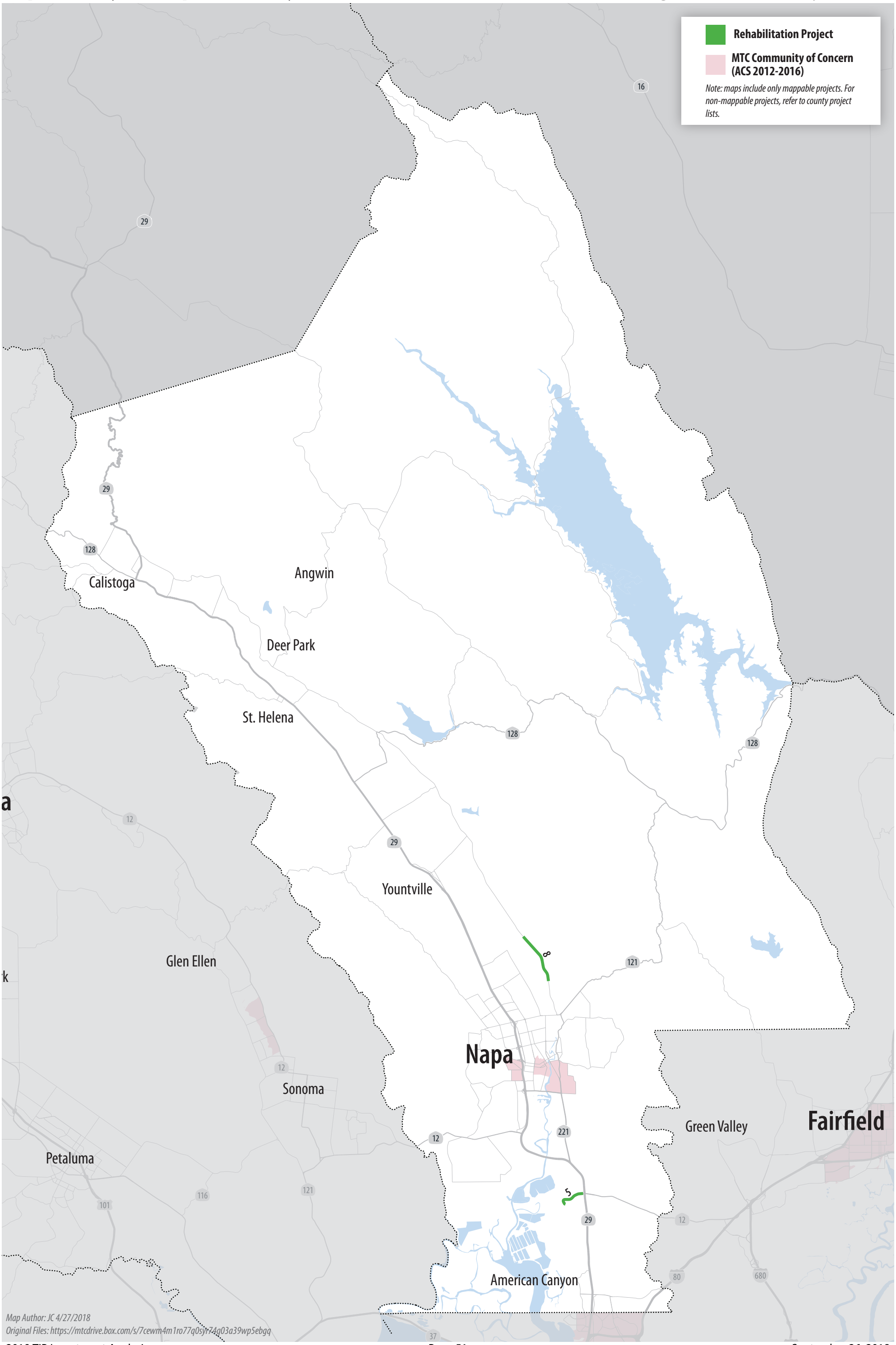
- MTC: Regional Planning Activities and PPM - Napa County
- Napa County: 2014 Earthquake Pavement Repair
- NVTA: Napa Vine ADA Operating Assistance
- NVTA: Napa Vine Equipment Replacement and Upgrades
- VVTA: Napa Vine Operating Assistance

Napa County: Healthy and Safe Communities Projects

Napa County: Economic Vitality Projects



Napa County: Transportation System Effectiveness-Pavement and Bridge Condition Projects



2019 TIP Investment Analysis

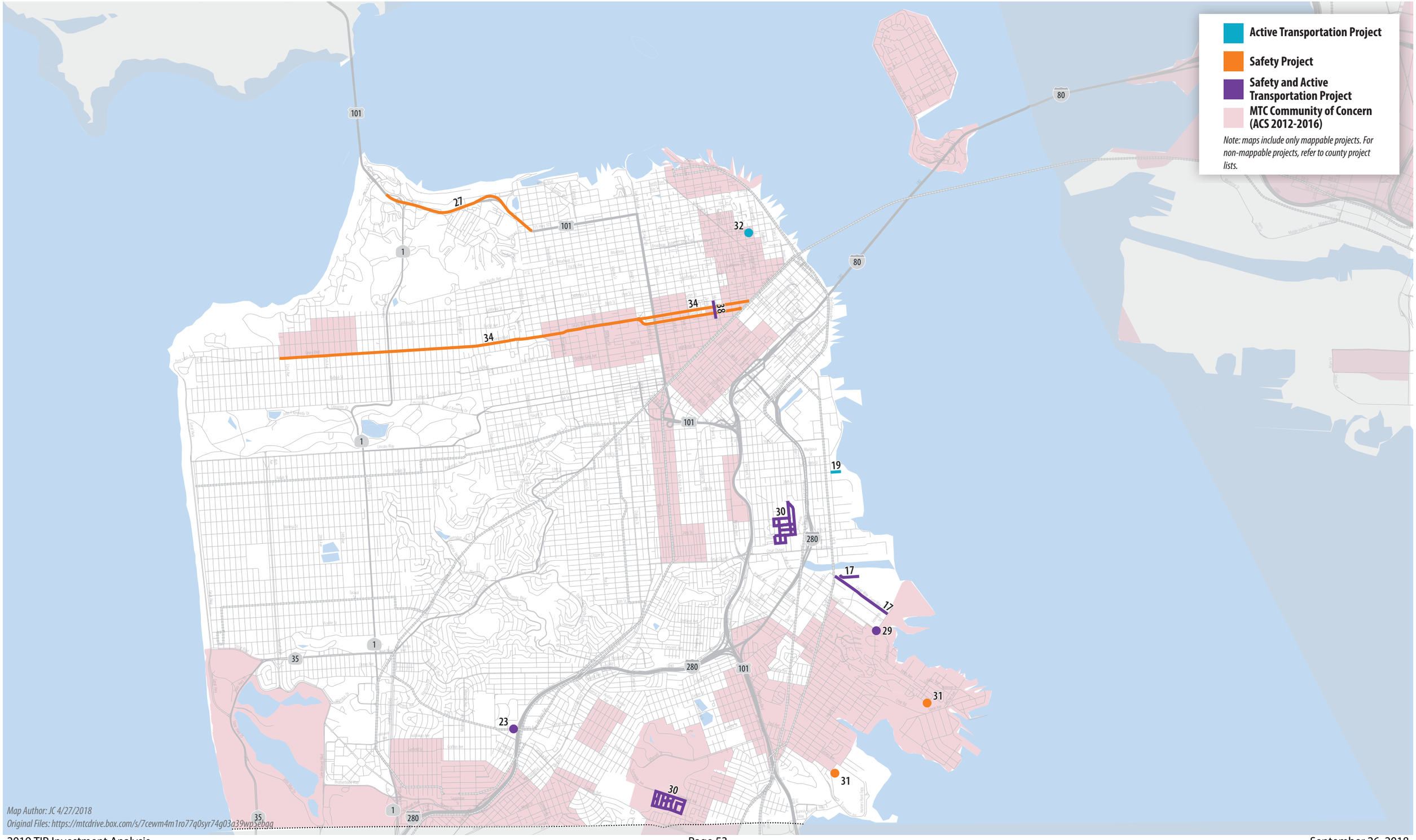
San Francisco County Project List

1 BART Car Exchange (Preventive Maintenance)
2 BART Train Control Renovation
3 BART Transbay Core Capacity Improvements
4 BART: BART/MUNI Direct Connection Platform
5 BART: Embarcadero Station New North-Side Platform Elevator
6 BART: Fare Collection Equipment
7 BART: Rail, Way and Structures Program
8 BART: Railcar Procurement Program
9 BART: Traction Power System Renovation
10 BART:ADA Paratransit Capital Accessibility Improve
11 BATA: Toll Bridge Maintenance
12 BATA: Toll Bridge Rehabilitation Program
13 Caltrain: Electrification
14 GGBHTD: Golden Gate Bridge-Suicide Deterrent Safety Barrier
15 GGBHTD: Golden Gate Bridge Seismic Retrofit, Phase 3B
16 MTC: Bay Bridge Forward-Sterling/Bryant St Managed Lane
17 Port of SF: Cargo Way and Amador Street Improvements
18 Port of SF: Mission Bay Ferry Terminal
19 Port of SF: Pier 70 19th Street & Illinois Street Sidewalk
20 SFCTA: Construct Treasure Island Bus Terminal Facility
21 SFCTA: Oakdale Caltrain Station
22 SFCTA: Quint-Jerrold Connector Road
23 SFCTA: SB I-280 Off-Ramp at Ocean Ave Realignment
24 SFCTA: SF Downtown Congestion Pricing
25 SFCTA: Treasure Island Congestion Pricing Program
26 SFCTA: Treasure Island/Yerba Buena Island Street Improvements
27 SFCTA: US 101 Doyle Drive Replacement
28 SFDPW: Better Market Street Transportation Elements
29 SFDPW: HOPE SF Street Network-Hunters View
30 SFDPW: HOPE SF Street Network-Sunnydale and Potrero
31 SFDPW: Hunters Pt Shipyard and Candlestick Pt Local Roads
32 SFDPW: John Yehall Chin Safe Routes to School
33 SFMTA: Cable Car Traction Power & Guideway Rehab
34 SFMTA: Geary Bus Rapid Transit
35 SFMTA: Geneva Harney BRT Infrastructure: Central Segment
36 SFMTA: Geneva Harney BRT Infrastructure: Eastern Segment
37 SFMTA: Historic Streetcar Extension to Fort Mason
38 SFMTA: Powell Street Safety Project
39 SFMTA: Transit Center in Hunters Point
40 TBJPA: Transbay Terminal/Caltrain Downtown Ext: Phase 2
41 WETA: SF Ferry Terminal/Berthing Facilities

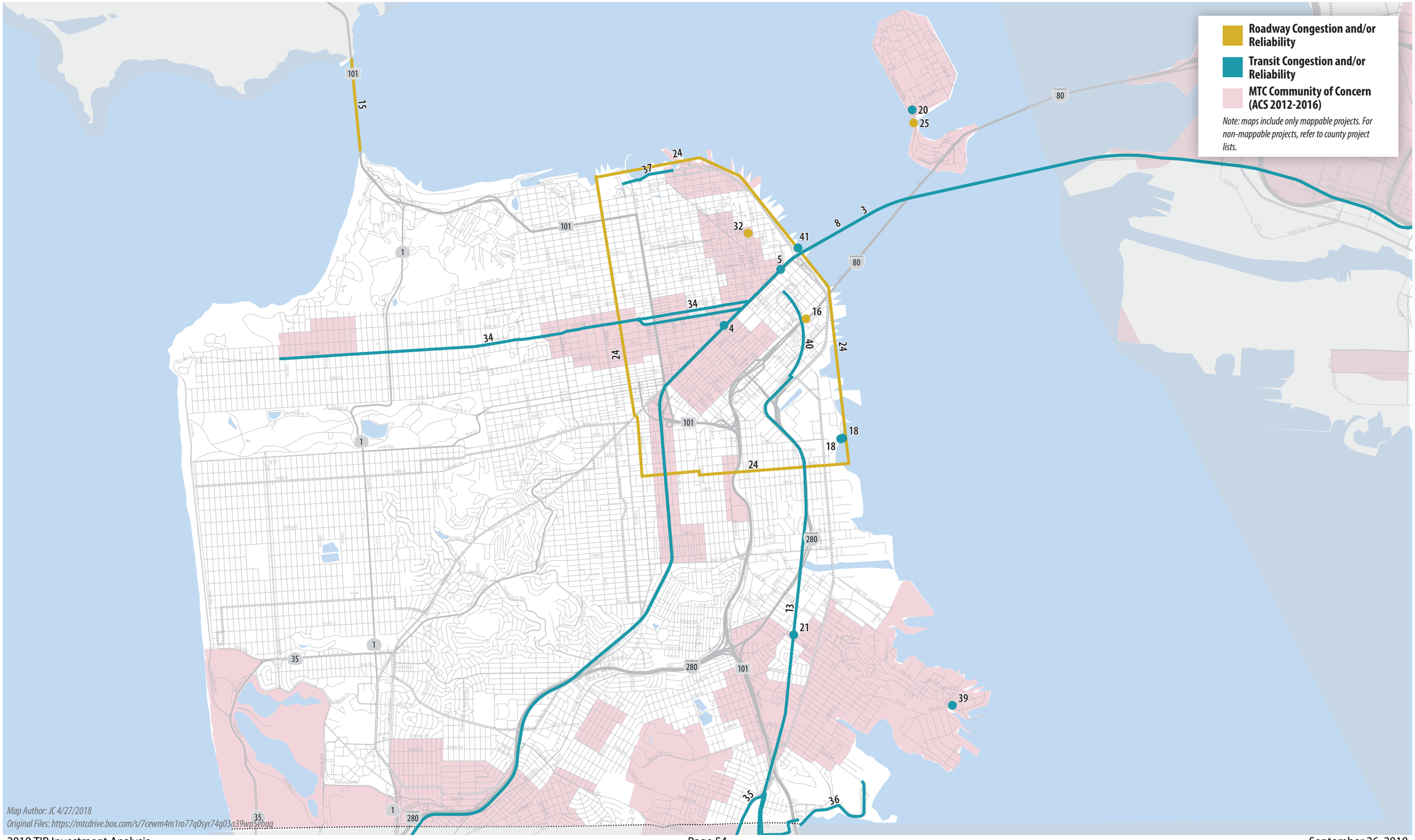
NOT MAPPED

MTC: Bay Bridge Forward - Casual Carpool
MTC: Bay Bridge Forward - Integrated Bridge Corridor
MTC: Bay Bridge Forward-Sterling/Bryant St Managed Lane
MTC: Regional Planning Activities and PPM - San Francisco County
SFCTA: Treasure Island Pricing Mobility Improvements
SFDPH: SF Safe Routes to School 2017-2019
SFMTA: 40' Motor Coach Mid-Life Overhaul
SFMTA: 60' Motor Coach Mid-Life Overhaul
SFMTA: ADA Paratransit Operating Support
SFMTA: Additional Light Rail Vehicles to Expand Muni Rail
SFMTA: Cable Car Vehicle Renovation Program
SFMTA: Farebox Replacement
SFMTA: Muni Rail Replacement Program
SFMTA: Overhead Line Reconstruction & Traction Power Program
SFMTA: Paratransit Vehicle Replacements
SFMTA: Rehabilitate Historic Streetcars
SFMTA: Replace (35) Paratransit Cutaway Vans
SFMTA: Replacement of 30' Motor Coaches
SFMTA: Safe Routes to School Non-Infrastrure Program
SFMTA: Station-area Pedestrian and Bike Access Improvements
SFMTA: Train Control & Trolley Signal Rehabiliation/Replacement
SFMTA: Wayside Fare Collection Equipment
TBJPA: Transbay Transit Center - TIFIA Loan Debt Service
WETA: Ferry Major Component Rehabilitation/Replacement
WETA: Fixed Guideway Connectors
WETA: Replace Ferry Vessels

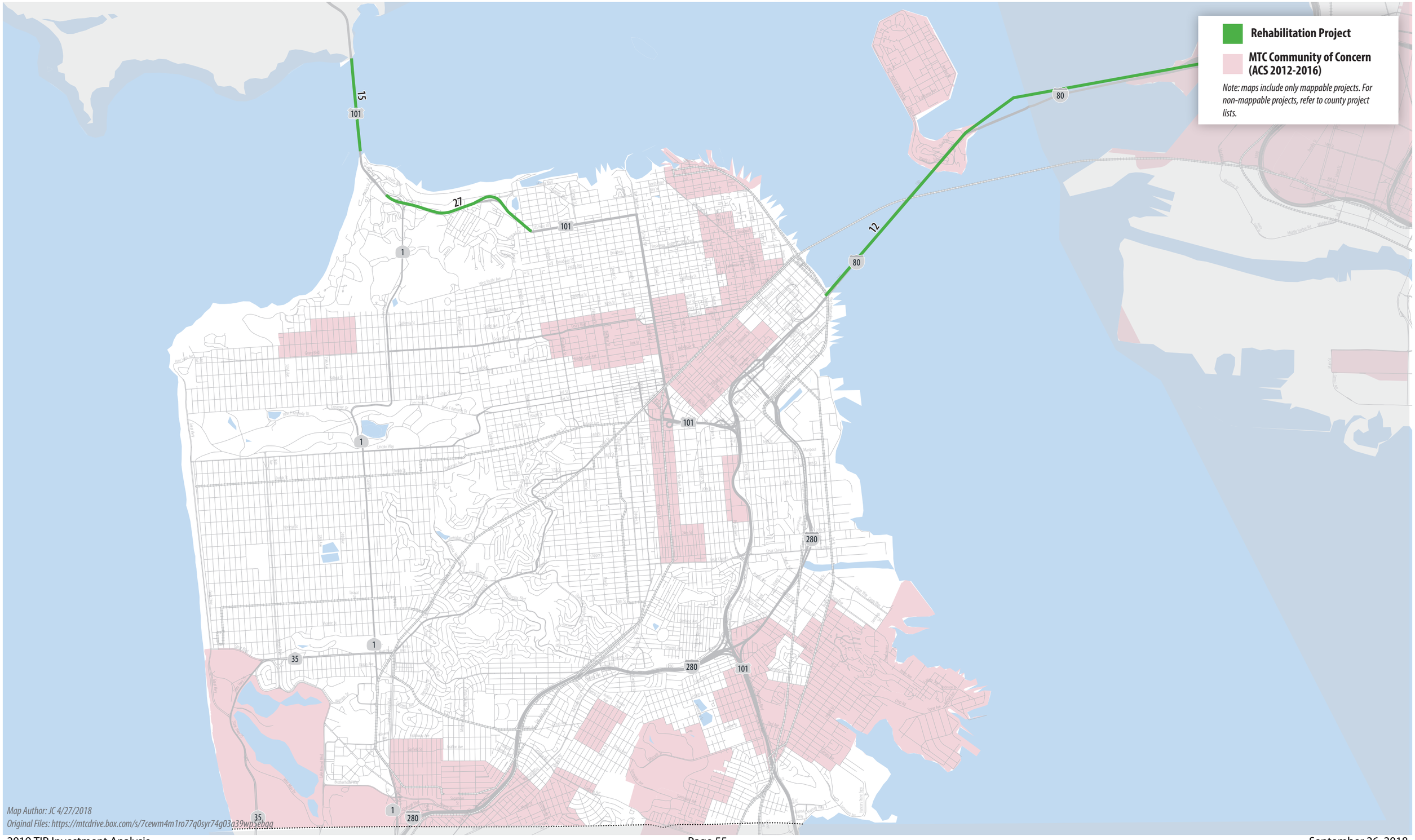
San Francisco County: Healthy and Safe Communities Projects



San Francisco County: Economic Vitality Projects



San Francisco County: Transportation System Effectiveness-Pavement and Bridge Condition Projects



Map Author: JC 4/27/2018
Original Files: https://mtcdrive.box.com/s/7cewm4m1ro77q0syr74g03a39wp5ebgq

2019 TIP Investment Analysis

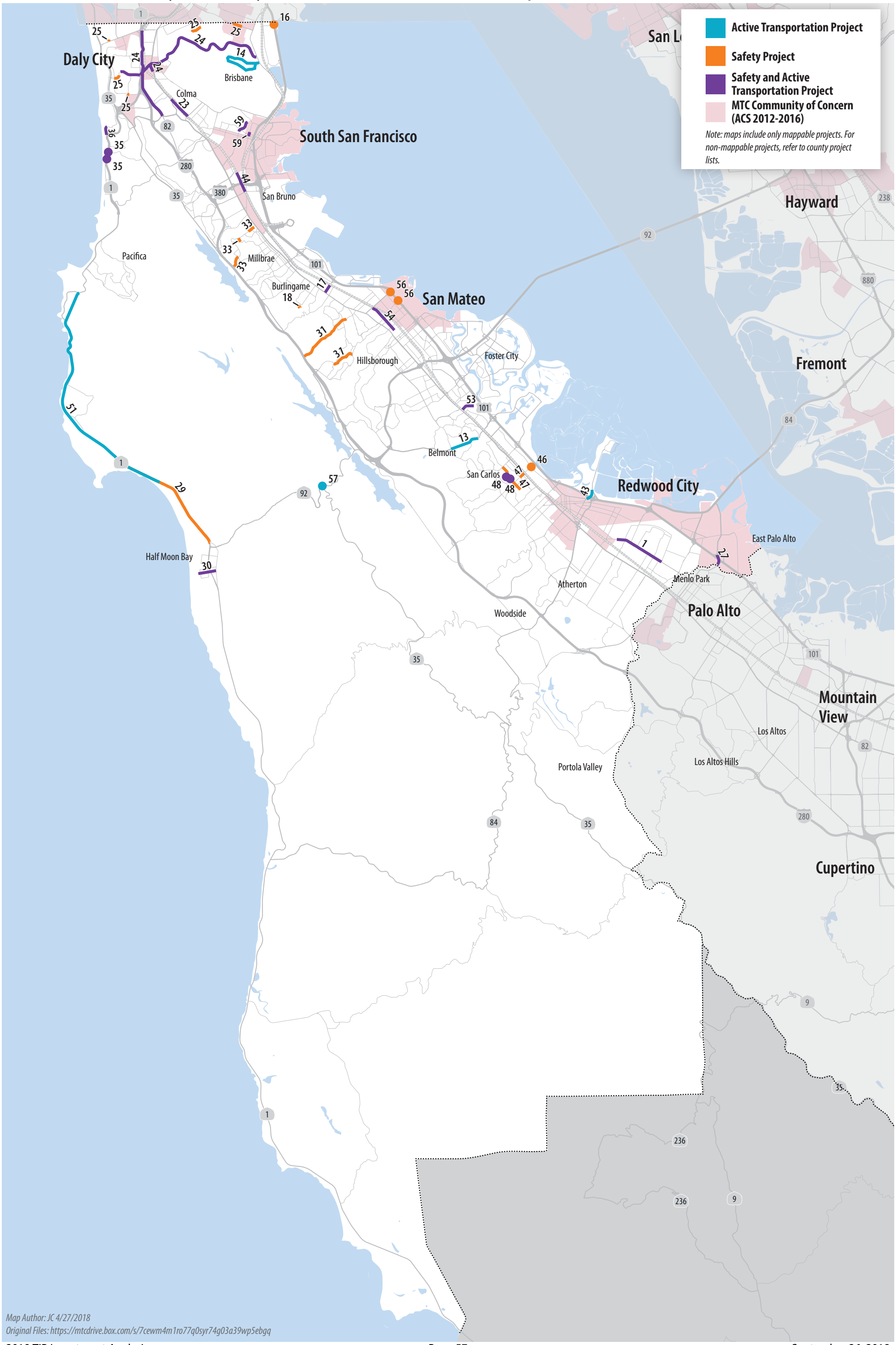
San Mateo County Project List

1 Atherton: Middlefield Road Class II Bike Lanes
2 BART Car Exchange (Preventive Maintenance)
3 BART Train Control Renovation
4 BART Transbay Core Capacity Improvements
5 BART: Fare Collection Equipment
6 BART: Rail, Way and Structures Program
7 BART: Railcar Procurement Program
8 BART: Traction Power System Renovation
9 BART:ADA Paratransit Capital Accessibility Improve
10 BATA: Toll Bridge Maintenance
11 BATA: Toll Bridge Rehabilitation Program
12 Belmont: Pavement Preservation
13 Belmont: Ralston Avenue Corridor Segment 3
14 Brisbane: Crocker Trail Commuter Connectivity Upgrades
15 Brisbane: Tunnel Ave Rehabilitation
16 Brisbane: US 101/Candlestick Interchange
17 Burlingame: Broadway PDA Lighting Improvements
18 Burlingame: Hoover School Area Sidewalk Impvts (Summit Dr.)
19 Burlingame: Street Resurfacing
20 C/CAG: ITS Improvements in San Mateo County Northern Citi
21 C/CAG: US 101 Managed Lanes Santa Clara Co-S of Grand Ave
22 Caltrain: Electrification
23 Colma: Mission Road Bike/Ped Improvements
24 Daly City: Central Corridor Bike/Ped Safety Imprmnt
25 Daly City: Pavement Preservation
26 East Palo Alto: Citywide Street Resurfacing
27 East Palo Alto: US 101/University Ave Interchange Improvements
28 Foster City: Pavement Rehabilitation
29 Half Moon Bay: Hwy 1 Improvements
30 Half Moon Bay: Poplar Complete Streets
31 Hillsborough: Street Resurfacing
32 Menlo Park: Santa Cruz and Middle Avenues Rehab
33 Millbrae: Street Rehabilitation
34 MTC: Freeway Performance Program-SR-84
35 Pacifica: Manor Drive Overcrossing and Milagra On Ramp
36 Pacifica: Palmetto Sidewalk Extension
37 Pacifica: Pavement Rehabilitation
38 Portola Valley: Street Preservation
39 Redwood City: Blomquist Street Extension
40 Redwood City: Pavement Preservation
41 Redwood City: Redwood City Ferry Service
42 Redwood City: US 101/Woodside Interchange Improvement
43 Redwood City: US 101/Woodside Road Class 1 Bikeway
44 San Bruno: Huntington Transit Corridor Bike/Ped Improvements
45 San Bruno: Street Rehabilitation
46 San Carlos: Brittan Ave Widening
47 San Carlos: Cedar and Brittan Ave Pavement Rehab
48 San Carlos: Ped Enhancements Arroyo/Cedar & Hemlock/Orange
49 San Mateo County: Canada Road and Edgewood Road Resurfacing
50 San Mateo County: Countywide Pavement Maintenance
51 San Mateo County: Hwy 1 Congestion Throughput and Safety Improvement
52 San Mateo: Improve US 101 Operations near SR-92
53 San Mateo: Laurie Meadows Ped/Bike Safety Improvements
54 San Mateo: North San Mateo Drive Sustainable Streets
55 San Mateo: Street Rehabilitation
56 San Mateo: US 101/Peninsula Avenue Interchange Improvements
57 SFPUC: Southern Skyline Blvd. Ridge Trail Extension
58 South San Francisco: Grand Boulevard (Phase III)
59 South San Francisco: Linden/Spruce Ave Traffic Calming Improvements
60 South San Francisco: Pavement Rehabilitation
61 South San Francisco: US 101/Produce Avenue Interchange

NOT MAPPED

C/CAG: San Mateo Countywide ITS Improvements
Caltrain: Systemwide Track Rehabilitation & Related Structures
MTC: Regional Planning Activities and PPM - San Mateo County
Pacifica: Citywide Curb Ramps
SamTrans: ADA Paratransit Operating Subsidy
SamTrans: Express Bus Service
SamTrans: Purchase of Replacement Minivans
SamTrans: Replacement of Cutaway Buses

San Mateo County: Healthy and Safe Communities Projects



Map Author: JC 4/27/2018
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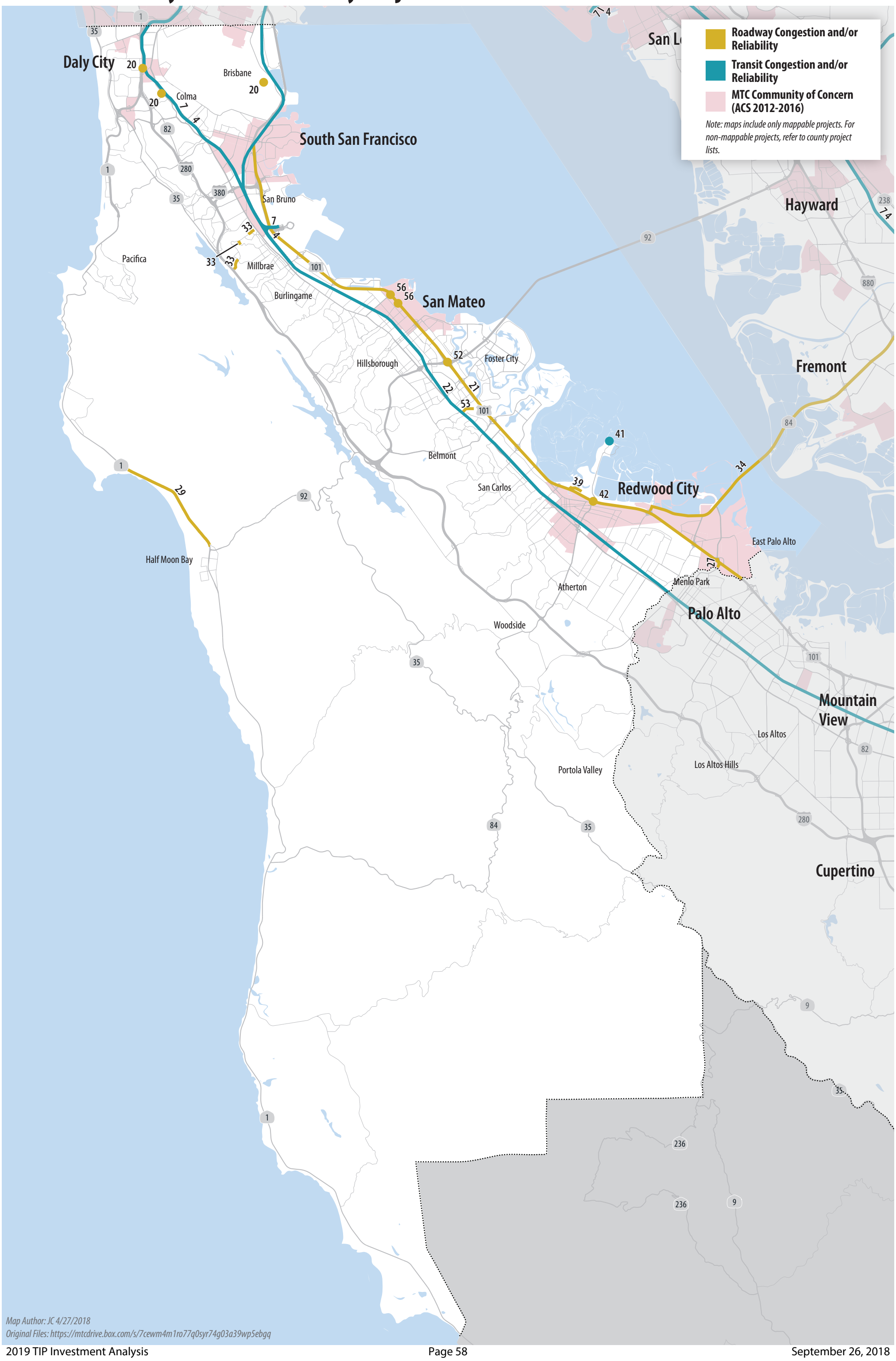
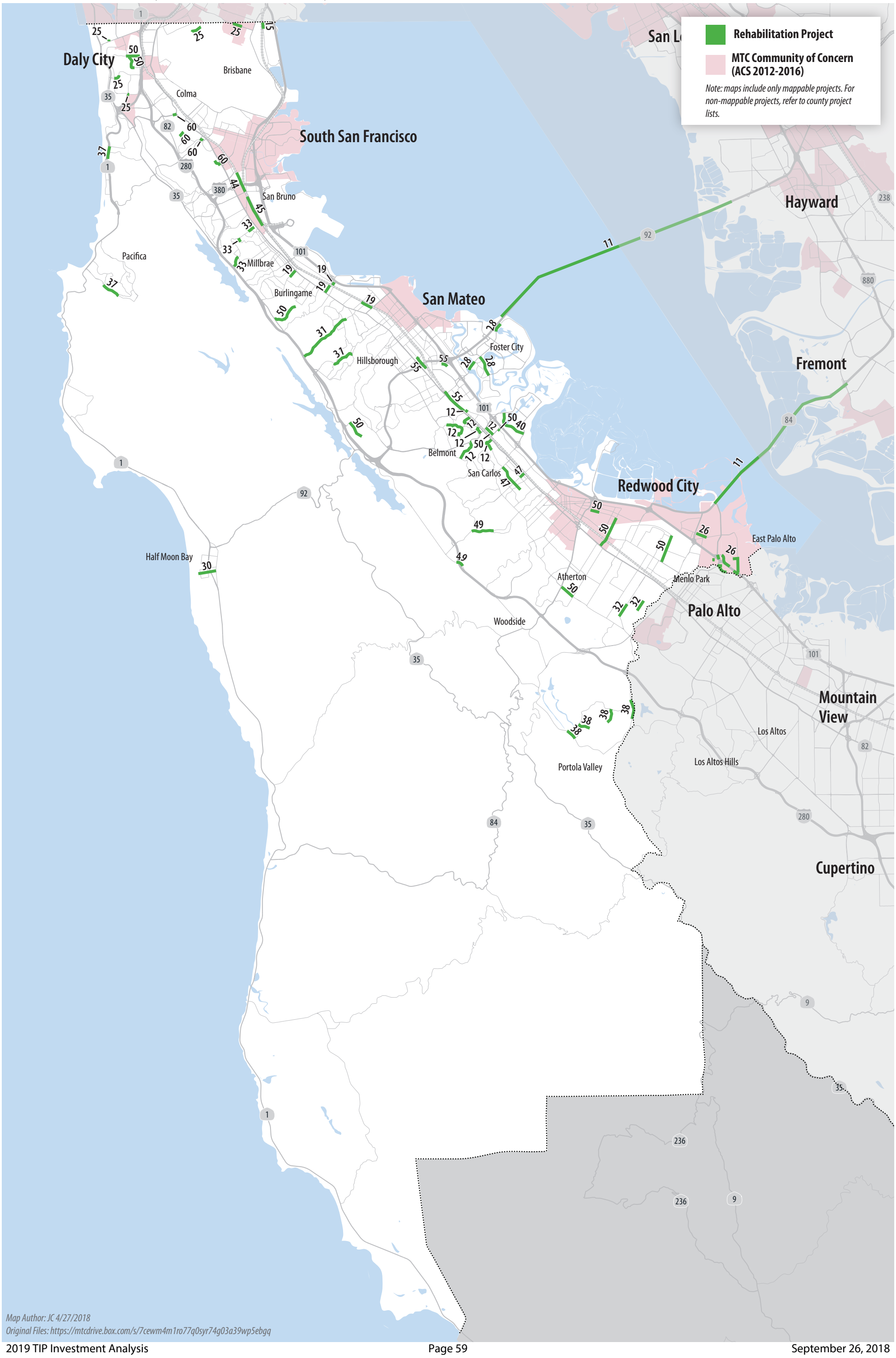
San Mateo County: Economic Vitality Projects



San Mateo County: Transportation System Effectiveness-Pavement and Bridge Condition Projects



Map Author: JC 4/27/2018
Original Files: https://mtcdrive.box.com/s/7cewm4m1ro77q0syr74g03a39wp5ebgq

2019 TIP Investment Analysis

Santa Clara County Project List

1 BART Car Exchange (Preventive Maintenance)
2 BART Train Control Renovation
3 BART Transbay Core Capacity Improvements
4 BART: Berryessa to San Jose Extension
5 BART: Fare Collection Equipment
6 BART: Rail, Way and Structures Program
7 BART: Railcar Procurement Program
8 BART: Traction Power System Renovation
9 BART:ADA Paratransit Capital Accessibility Improve
10 Caltrain: Electrification
11 Caltrans: Oakland to San Jose Double Track (Segment 2A)
12 Campbell: Eden Avenue Sidewalk Improvements
13 Campbell: Winchester Blvd Overlay
14 Cupertino: Pavement Maintenance Phase 2
15 Gilroy: Downtown Monterey Road Rehabilitation
16 Los Altos: Fremont Ave Preservation
17 Los Altos: Miramonte Ave Bike Ped Access Improvements
18 Los Gatos: Los Gatos Creek Trail to Hwy 9 Trailhead Connector
19 Milpitas: Street Resurfacing
20 Morgan Hill: Dunne Avenue Pavement Rehabilitation
21 Mountain View: West Middlefield Road Improvements
22 MTC: Freeway Performance Program-I-880 Corridor
23 Palo Alto: Adobe Creek/US-101 Bicycle Pedestrian Bridge
24 Palo Alto: El Camino Real Ped Safety & Streetscape
25 Palo Alto: Street Resurfacing
26 Palo Alto: Waverley, E. Meadow & Fabian Enhanced Bikeways
27 San Jose: Bay Trail Reach 9 & 9B
28 San Jose: Better Bikeways
29 San Jose: Coyote Creek Trail (Hwy 237-Story Rd)
30 San Jose: East Side Alum Rock (East of 680) Urban Village
31 San Jose: McKee Road Safety Improvements
32 San Jose: Mt Pleasant Ped & Bike Traffic Safety Improvements
33 San Jose: Pavement Maintenance
34 San Jose: Tully Road Safety Improvements
35 San Jose: W San Carlos Urban Village Streets Improvements
36 Santa Clara County: Capitol Expressway Pavement Rehabilitation
37 Santa Clara County: McKean Rd Pavement Rehabilitation
38 Santa Clara County: Uvas Road Pavement Rehabilitation
39 Santa Clara: Hetch-Hetchy Trail Phase 1
40 Santa Clara: Montague Expwy Widening-Trade Zone-I-680
41 Santa Clara: San Tomas Aquino Creek Trail Underpass
42 Santa Clara: Saratoga Creek Trail Phase 1
43 Santa Clara: Streets and Roads Preservation
44 Saratoga: Prospect Rd Complete Streets
45 Saratoga: Saratoga Village Crosswalks and Sidewalk Rehab
46 Sunnyvale: Bernardo Avenue Bicycle Underpass
47 Sunnyvale: East Sunnyvale Area Sense of Place
48 Sunnyvale: Fair Oaks Avenue Bikeway-Phase 2
49 Sunnyvale: Homestead Rd at Homestead High School Improvements
50 Sunnyvale: Java Dr Road Diet and Bike Lanes
51 Sunnyvale: Lawerence Station Area Sidewalks & Bike Facilities
52 Sunnyvale: Ped and Bike Infrastructure Improvements
53 Sunnyvale: Peery Park Sense of Place Improvements
54 Sunnyvale: Safe Routes to School Improvements
55 Sunnyvale: SNAIL Neighborhood Improvements
56 VTA: Calaveras Boulevard Widening
57 VTA: Eastridge to BART Regional Connector
58 VTA: I-280 HOV-San Mateo County line to Magdalena Ave
59 VTA: I-280 NB Braided Ramps btw Foothill Expwy & SR 85
60 VTA: I-280 Soundwalls-Bird Avenue to Los Gatos Creek
61 VTA: I-280/Foothill Expressway Off Ramp Improvement
62 VTA: I-280/Saratoga Avenue Interchange Improvement
63 VTA: I-280/Winchester Study
64 VTA: I-280/Wolfe Road Interchange Improvement
65 VTA: I-680 Soundwalls-Capitol Expwy to Mueller Ave
66 VTA: I-680/ Alum Rock/ McKee Road Interchange Improvements
67 VTA: Montague Expy Ped Bridge at Milpitas BART
68 VTA: New SR-152 Alignment Study
69 VTA: SR-17 Corridor Congestion Relief in Los Gatos
70 VTA: SR-237 WB Auxiliary Lane from McCarthy to North 1st
71 VTA: SR-237/US 101/Mathilda Interchange Modifications
72 VTA: SR-85 Express Lanes
73 VTA: US-101/Buena Vista Avenue Interchange Improvement
74 VTA: US-101/De L Cruz Blvd-Trimble Road I/C Imp
75 VTA: US-101/San Antonio Rd/Charleston/Rengstorff Improvements
76 VTA: US-101/SR 25 Interchange-Phase 1

Santa Clara County Project List

77 VTA: US 101 Express Lanes

78 VTA: US 101/Zanker Road-Skyport Drive-N. Fourth St. Improvements

NOT MAPPED

Caltrain: Systemwide Track Rehabilitation & Related Structures

MTC: Regional Planning Activities and PPM - Santa Clara County

Palo Alto: Bay Area Fair Value Commuting Mobility on Demand Sandbox

Palo Alto: North Ventura Coordinated Area Plan

San Jose: Downtown Mobility Streetscape and Public Life Plan

San Jose: East San Jose Bikeways

Santa Clara: School Access Improvements

Sunnyvale: Traffic Signal Upgrades/Replacements

VTA: ADA Operating Set-Aside

VTA: Highway Transp Operations System/FPI Phases 1 & 2

VTA: IDEA Category 2 Improvements

VTA: Light Rail Track Crossovers and Switches

VTA: Non-Revenue Vehicle Procurement

VTA: Overhead Catenary Syst. Rehabilitation & Replacement

VTA: Paratransit Vehicle Procurement

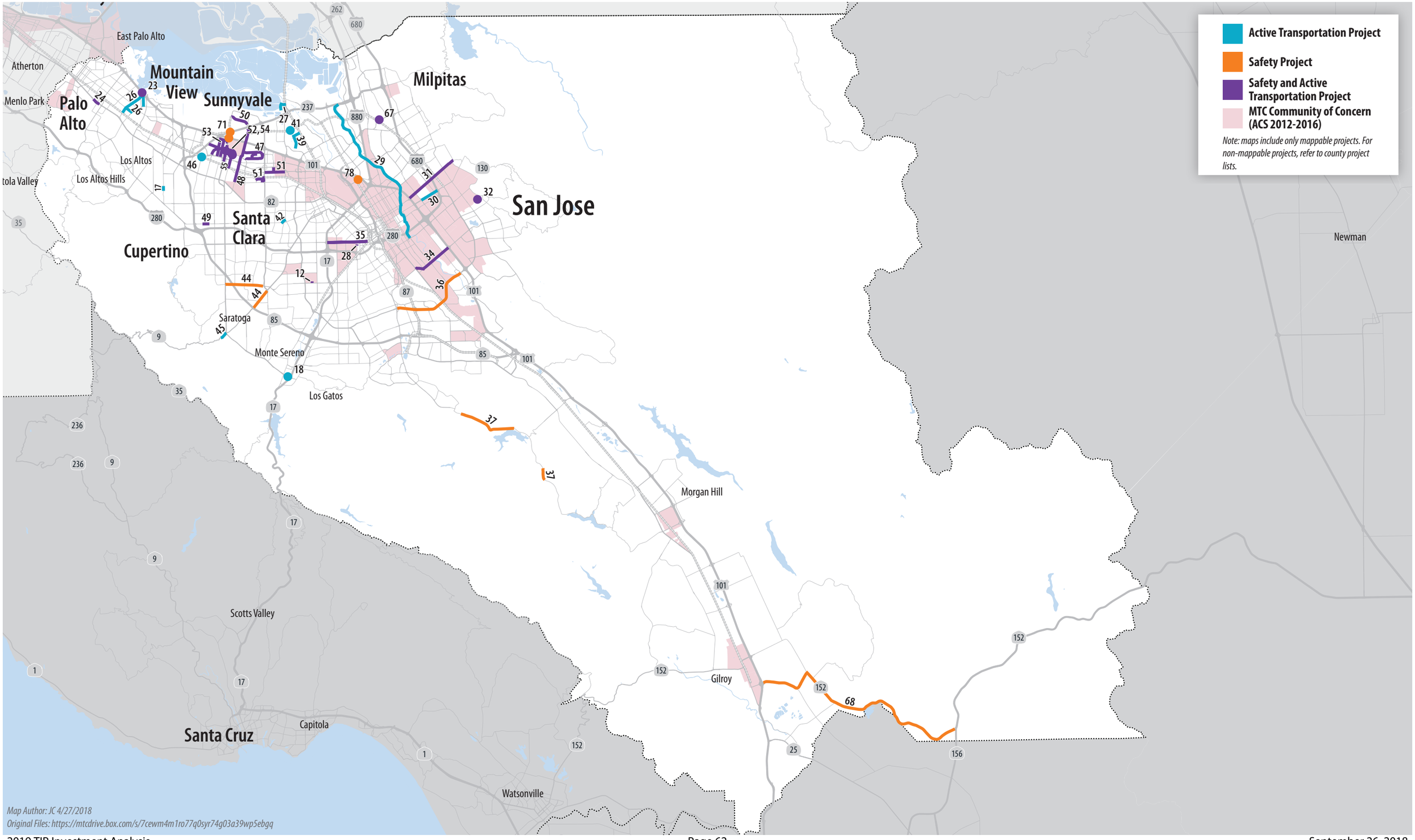
VTA: Rail Replacement Program

VTA: Rail Substation Rehab/Replacement

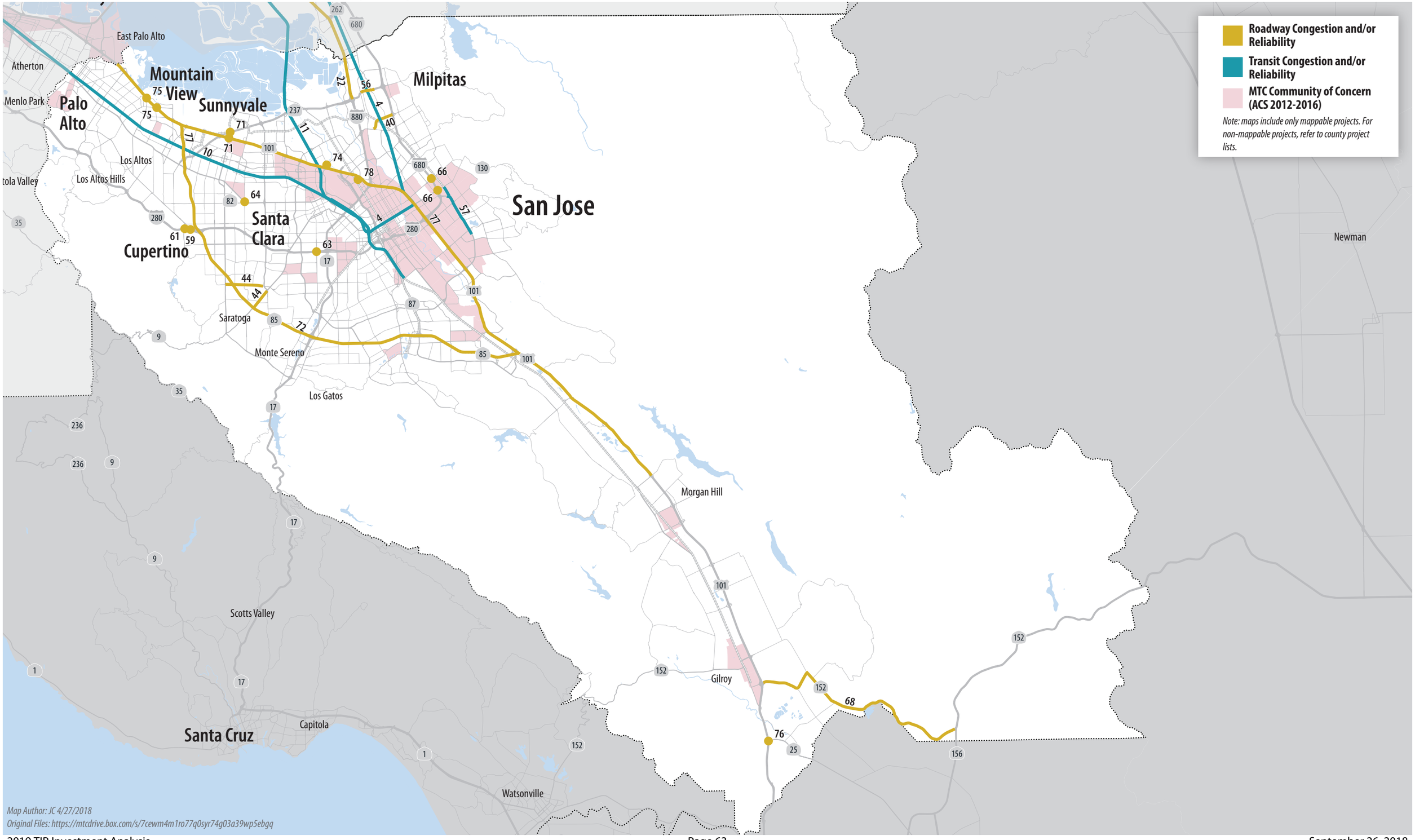
VTA: Standard & Small Bus Replacement

VTA: Systemwide Security Improvements

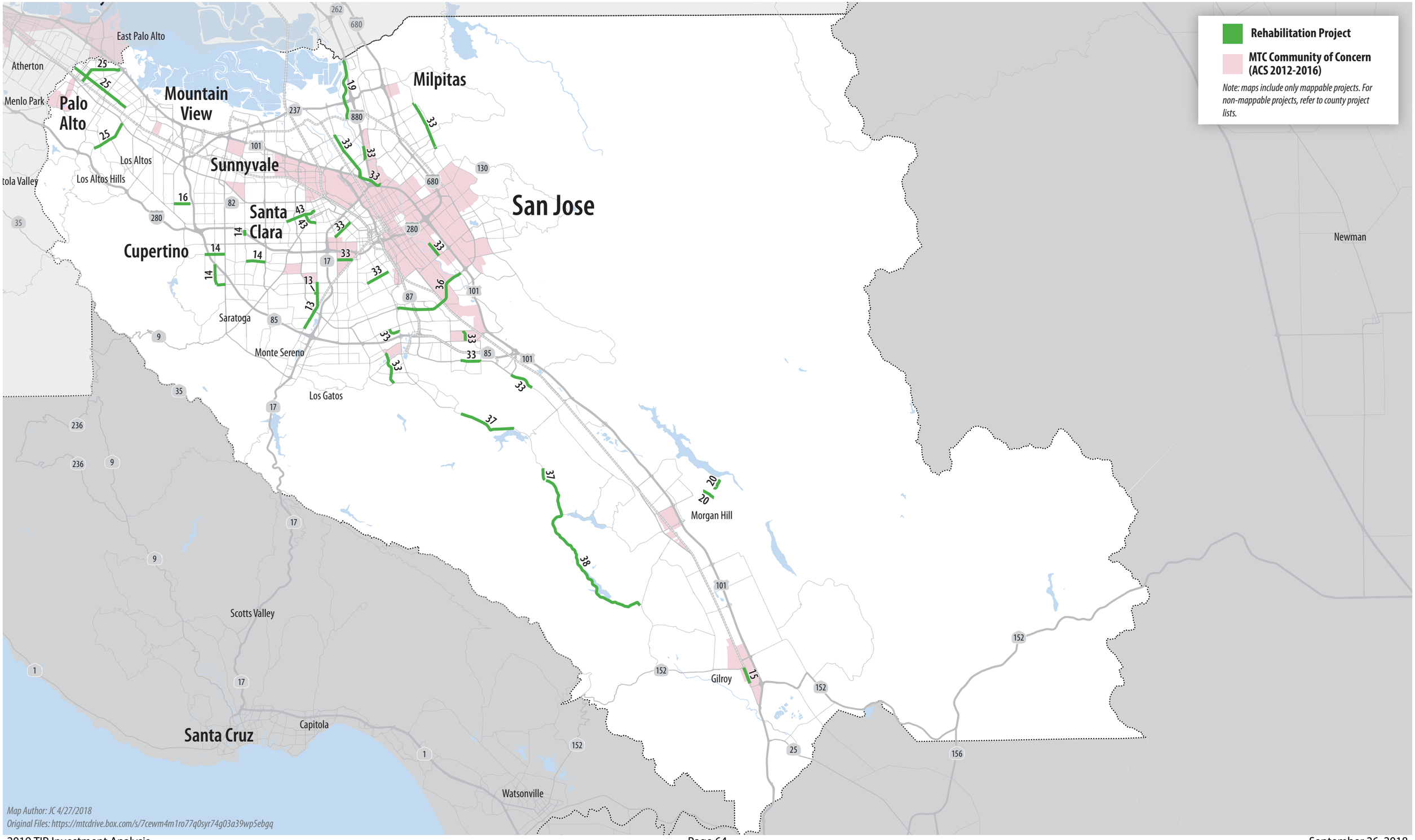
Santa Clara County: Healthy and Safe Communities Projects



Santa Clara County: Economic Vitality Projects



Santa Clara County: Transportation System Effectiveness-Pavement and Bridge Condtion Projects



Map Author: JC 4/27/2018
Original Files: https://mtcdrive.box.com/s/7cewm4m1ro77q0syr74g03a39wp5ebgq

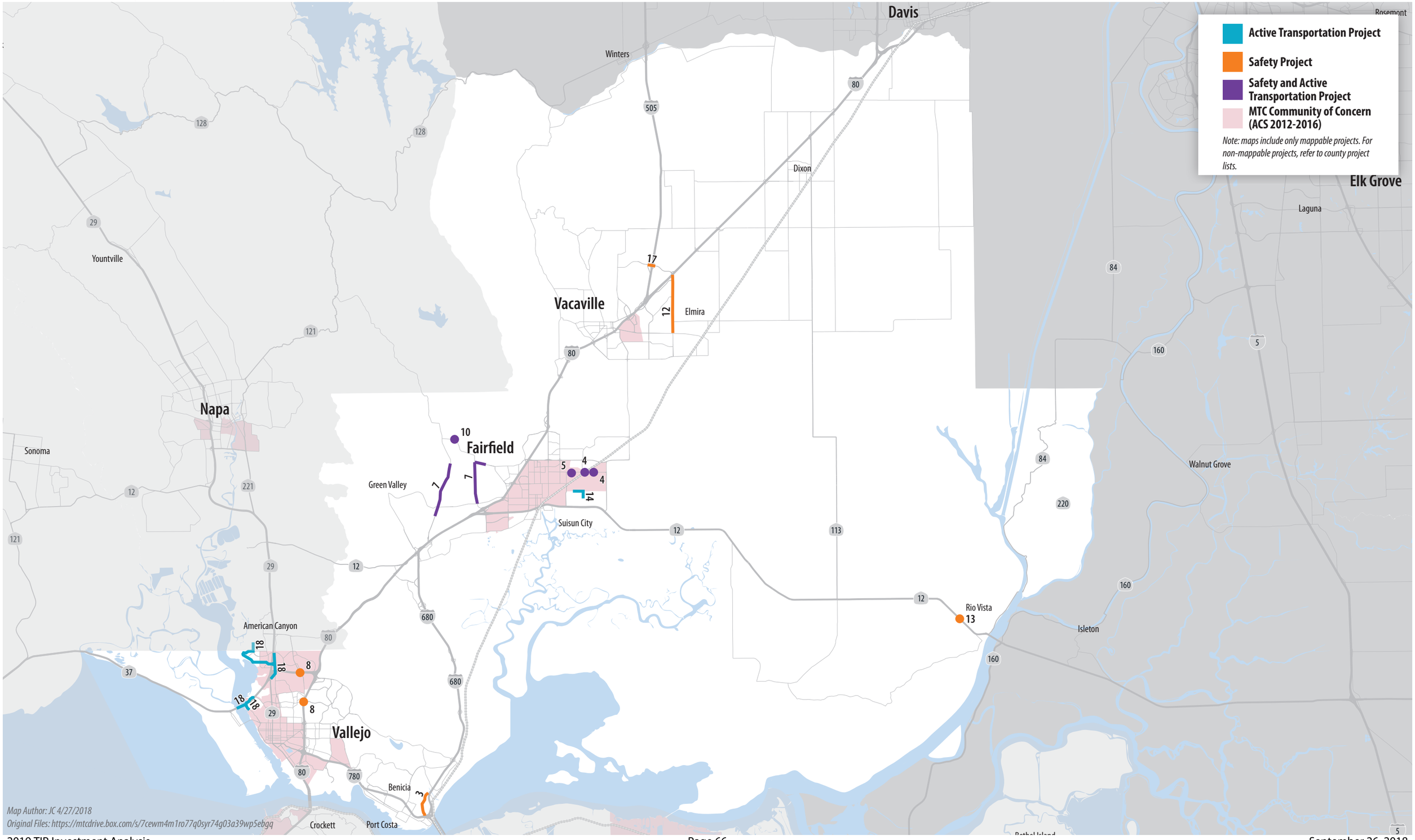
2019 TIP Investment Analysis
Solano County Project List

1. BATA: Toll Bridge Maintenance
2. BATA: Toll Bridge Rehabilitation Program
3. Benicia: Park Road Improvements
4. Fairfield: East Tabor Tolenas SR2S Sidewalk Gap Closure
5. Fairfield: Grange Middle School Safe Routes to School
6. MTC: I-80 Express Lanes-Fairfield & Vacaville Ph I&II
7. Solano County: Farm to Market Phase 3
8. Solano County: Redwood-Fairgrounds Dr Interchange Improvements
9. Solano County: Roadway Preservation
10. Solano County: Suisun Vallley Bicycle and Pedestrian Improvements
11. STA: I-80/I-680/SR-12 Interchange Project
12. STA: Jepson-Leisure Town Road (Phase 1B and 1C)
13. STA: SR-12/Church Rd Intersection Improvements
14. Suisun City: McCoy Creek Trail-Phase 2
15. Suisun City: New Railroad Avenue Pavement Rehabilitation
16. Vacaville: Pavement Preservation
17. Vacaville: Vaca Valley/I-505 Multimodal Improvements
18. Vallejo: Bay Trail/Vine Trail Gap Closure

NOT MAPPED

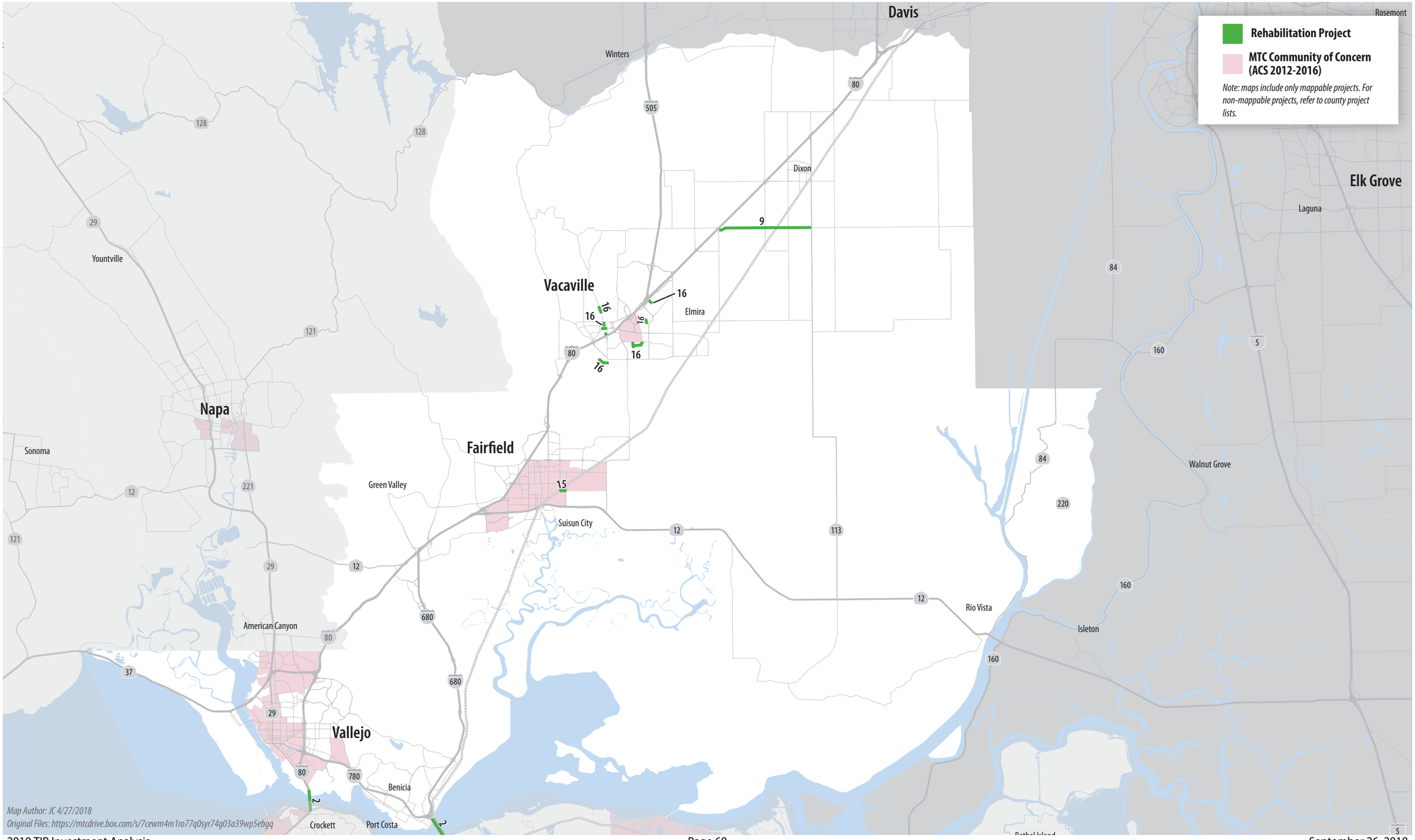
- Fairfield: Operating Assistance
- Fairfield-Suisun: Intercity/Local Bus Replacement
- MTC: Regional Planning Activities and PPM - Solano County
- SolTrans: ADA Paratransit Operating Subsidy
- SolTrans: Bus Replacement (Alternative Fuel)
- SolTrans: Operating Assistance
- SolTrans: Preventive Maintenance
- STA: Safe Routes to School Infrastructure & Non-Infrastructure
- STA: Solano Mobility Call Center
- STA: Solano Safe Routes to School Program
- Vacaville Transit: Operating Assistance

Solano County: Healthy and Safe Communities Projects



Solano County: Economic Vitality Projects

Solano County: Transportation System Effectiveness-Pavement and Bridge Condtion Projects



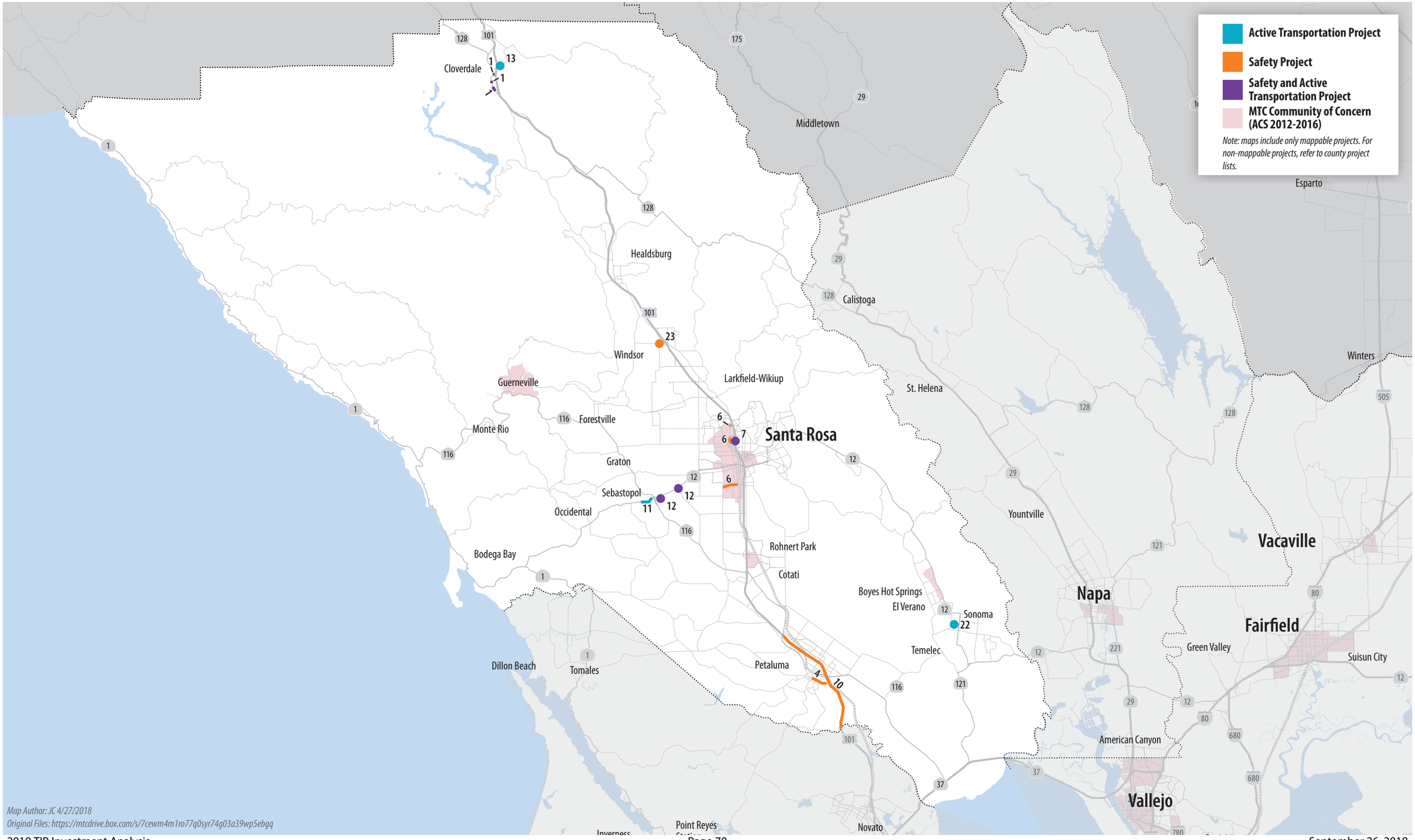
2019 TIP Investment Analysis
Sonoma County Project List

1. Cloverdale: Safe Routes to School Phase 2
2. Cotati: E. Cotati Avenue Street Rehabilitation Project
3. Healdsburg: Healdsburg Avenue Complete Streets Improvements
4. Petaluma: Petaluma Blvd South Road Diet at E Street
5. Rohnert Park: Various Streets Rehabilitation
6. Santa Rosa: Pavement Rehab of Various Streets
7. Santa Rosa: US-101 Bicycle and Pedestrian Bridge
8. Santa Rosa: US-101 Hearn Ave Interchange
9. SCTA: SR-116/SR-121 Intersection Improvement Project
10. SCTA: US-101 Marin/Sonoma Narrows (Sonoma)
11. Sebastopol: Bodega Avenue Bike Lanes and Pavement Rehab
12. Sonoma County Regional Park: Joe Rodota Trail Bridge Replacement
13. Sonoma County: Crocker Bridge Bike and Pedestrian Passage
14. Sonoma County: Rehab King Ridge Bridge over Austin Creek
15. Sonoma County: Rehabilitaiton of Various Roads
16. Sonoma County: Replace Chalk Hill Bridge over Maacama Creek
17. Sonoma County: Replace Freestone Flat Bridge over Salmon Creek
18. Sonoma County: Replace Geysers Bridge over Sulpher Creek
19. Sonoma County: Replace Lambert Bridge over Dry Creek
20. Sonoma County: Replace West Dry Creek Bridge over Pena Creek
21. Sonoma County: River Road Pavement Rehab
22. Sonoma: Fryer Creek Pedestrian and Bicycle Bridge
23. Windsor: Windsor River Road/Windsor Road Intersection

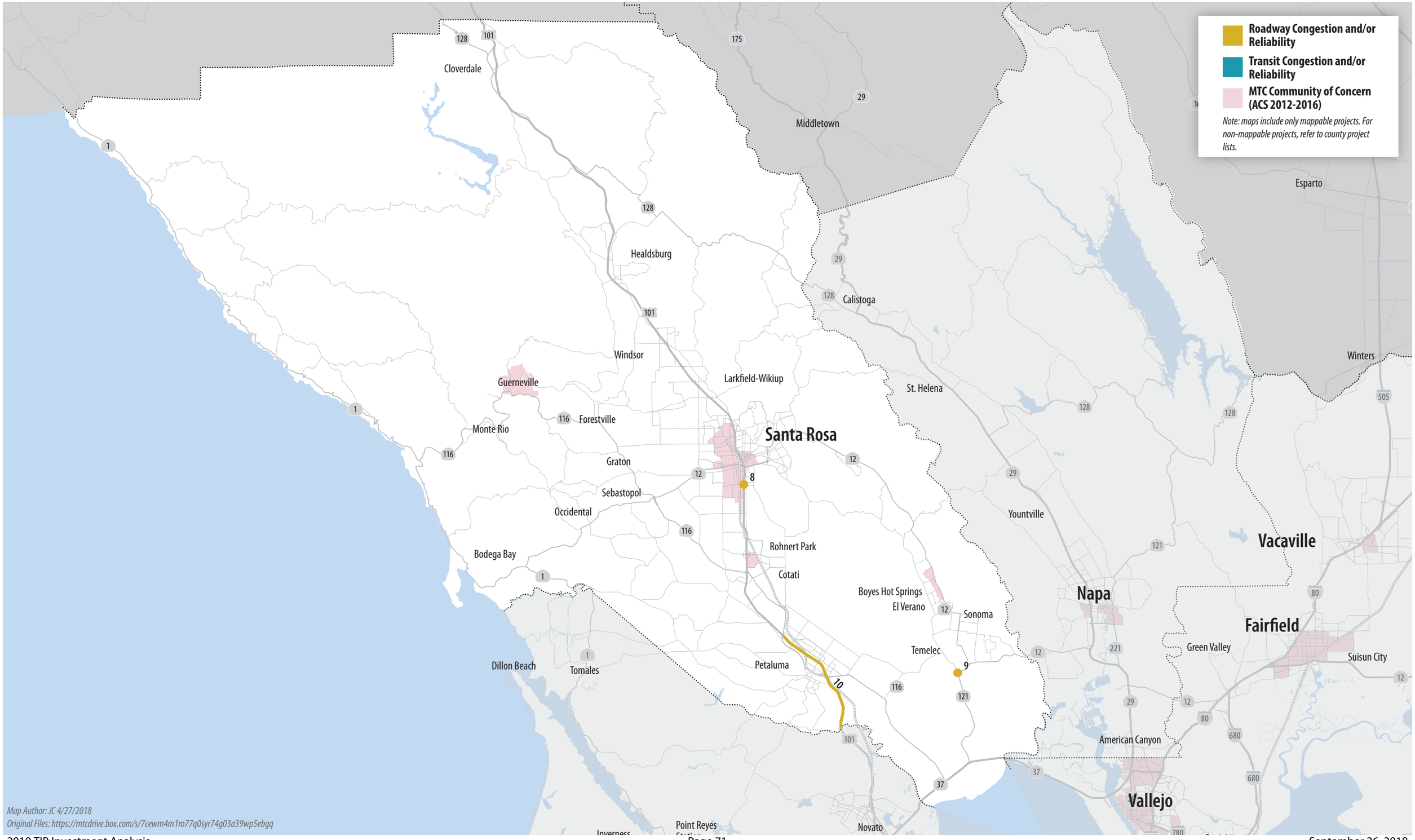
NOT MAPPED

- MTC: Regional Planning Activities and PPM - Sonoma County
- Santa Rosa CityBus: Electric Bus Replacement
- Santa Rosa CityBus: Operating Assistance
- Santa Rosa CityBus: Paratransit Operations
- Santa Rosa CityBus: Preventative Maintenance
- SantaRosa CityBus: Bus Replacement Purchase
- Sonoma County Transit: Preventive Maintenance Program
- Sonoma County Transit: Replace 2006 CNG Buses
- Sonoma County Transit: Replace 2009 CNG Buses
- TAM/SCTA: Bike Share Capital Program (SMART Corridor in Marin and Sonoma Counties)

Sonoma County: Healthy and Safe Communities Projects



Sonoma County: Economic Vitality Projects



2019 TIP Investment Analysis

Alameda County Project List

1 AC Transit: East Bay Bus Rapid Transit
2 AC Transit: San Pablo and Telegraph Ave Rapid Bus Upgrades
3 ACE: Platform Extensions
4 ACTC: 7th Street Grade Separation East
5 ACTC: 7th Street Grade Separation West
6 ACTC: East-West Connector in Fremont & Union City
7 ACTC: Freight Intelligent Transportation System (FITS)
8 ACTC: I-580/680 Interchange HOV/HOT Widening
9 ACTC: I-680 NB HOV/HOT Lane
10 ACTC: I-80 Gilman Interchange Reconfiguration
11 ACTC: I-80/Ashby Avenue Interchange Improvements
12 ACTC: I-880 NB HOV/HOT: North of Hacienda to Hegenberger
13 ACTC: I-880/Industrial Parkway West Interchange
14 ACTC: I-880/West Winton Avenue Interchange
15 ACTC: I-880/Whipple Road Interchange Improvements
16 ACTC: Oakland/Alameda Freeway Access Project
17 ACTC: SR-262 (Mission Blvd) Improvements
18 ACTC: SR-84 widening, South of Ruby Hills Dr to I-680
19 ACTC: Widen I-680 NB and SB for EL from SR-84 to Alcosta
20 Alameda County: Cherryland/Ashland/CastroValley/Fairview BikePed
21 Alameda County: Crow Canyon Safety Improvements
22 Alameda County: Estuary Bridges Seismic Retrofit and Repairs
23 Alameda County: Fruitvale Ave Roadway Bridge Retrofit
24 Alameda County: Niles Canyon Rd (SR-84)/Pleas-Sunol Rd I/C Imps
25 Alameda County: Various Streets and Roads Preservation
26 Alameda County: Vasco Road Safety Improvements
27 Alameda: Central Avenue Safety Improvements
28 Alameda: City-Wide Pavement Rehabilitation
29 Alameda: Clement Avenue Complete Streets
30 Albany: San Pablo Ave & Buchanan St Pedestrian Improvements
31 BART Car Exchange (Preventive Maintenance)
32 BART Train Control Renovation
33 BART Transbay Core Capacity Improvements
34 BART: 19th Street BART Station Modernization-GO Uptown
35 BART: Bay Fair Connection
36 BART: Fare Collection Equipment
37 BART: Rail, Way and Structures Program
38 BART: Railcar Procurement Program
39 BART: Traction Power System Renovation
40 BART:ADA Paratransit Capital Accessibility Improve
41 BATA: Toll Bridge Maintenance
42 BATA: Toll Bridge Rehabilitation Program
43 Berkeley: John Muir Safe Routes to School
44 Berkeley: Sacramento Street Complete Streets Improvements
45 Berkeley: Southside Complete Streets & Transit Improvement
46 Caltrans: Oakland to San Jose Double Track (Segment 2A)
47 Dublin: Dublin Blvd-North Canyons Pkwy Extension
48 Dublin: Dublin Blvd Rehabilitation
49 Dublin: Dublin Boulevard widening
50 Dublin: I-580 Interchange Imps at Hacienda/Fallon Rd, Ph 2
51 EBRPD: Doolittle Drive Bay Trail
52 Emeryville: Frontage Rd, 65th St and Powell St Pavement Maint
53 Emeryville: Greenway Crossing Improvements
54 Fremont: Complete Streets Upgrade of Relinquished SR-84
55 Fremont: Pavement Rehabilitation
56 Fremont: Widen Kato Rd from Warren Ave to Milmont Dr
57 Hayward: I-880 Auxiliary lanes at Industrial Parkway
58 Hayward: I-880/A Street Interchange Reconstruction
59 Hayward: Main Street Complete Street
60 Hayward: Rt 92/Clawiter/Whitesell Interchange Improvements
61 Hayward: Winton Ave Complete Street
62 Livermore: Pavement Rehabilitation - MTS Routes
63 MTC: Bay Bridge Forward-Commuter Parking Initiative
64 MTC: Bay Bridge Forward-West Grand HOV/Bus Only Lane
65 MTC: Bay Bridge Forward-West Grand TSP
66 MTC: Bay Bridge Park
67 MTC: Bike Share Capital Program (Fremont)
68 MTC: Freeway Performance Program-I-880 Corridor
69 MTC: Freeway Performance Program-SR-84
70 MTC: I-880 Integrated Corridor Management-Central
71 MTC: Improved Bike/Ped Access to East Span of SFOBB
72 Newark: Thornton Avenue Pavement Rehabilitation
73 Oakland: 14th St Safe Routes in the City
74 Oakland: 19th St BART to Lake Merritt Urban Greenway
75 Oakland: 35th Ave Bike/Ped Improvements
76 Oakland: 42nd Ave. & High St I-880 Access Improvements

2019 TIP Investment Analysis

Alameda County Project List (Continued)

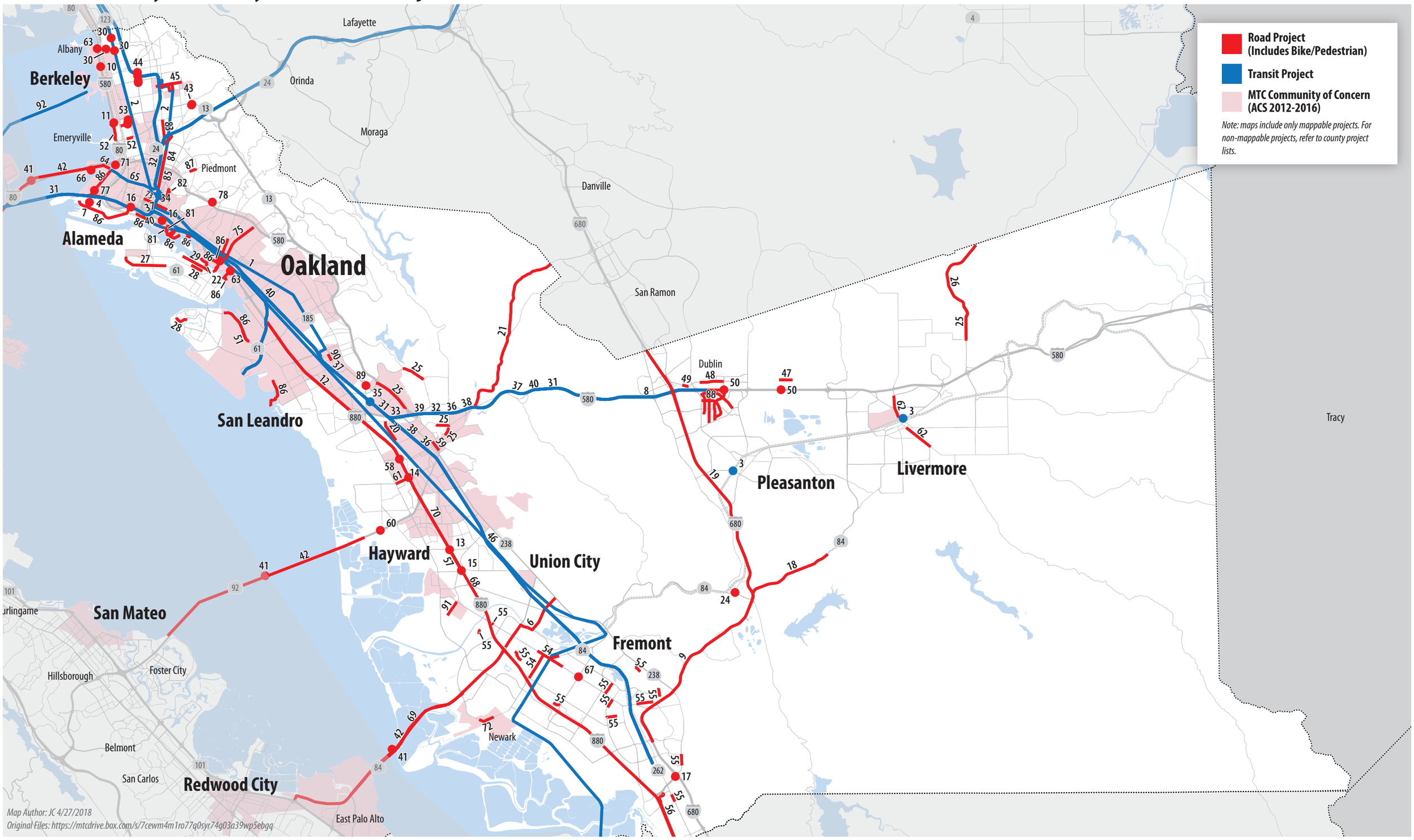
77 Oakland: Army Base Infrastructure Improvements
78 Oakland: Crossing to Safety
79 Oakland: Fruitvale Alive Gap Closure Project
80 Oakland: Fruitvale Ave Bike/Ped Improvements
81 Oakland: Lake Merritt to Bay Trail Bike/Ped Bridge
82 Oakland: Lakeside Family Streets
83 Oakland: Shattuck and Claremont Bike/Ped Improvements
84 Oakland: Telegraph Ave Bike/Ped Improvements and Road Diet
85 Oakland: Telegraph Avenue Complete Streets
86 Oakland: Waterfront Bay Trail
87 Piedmont: Oakland Avenue Improvements
88 Pleasanton: Pavement Rehabilitation Hacienda Business Park
89 San Leandro: SR 185-E. 14th St/ Hesperian Blvd/150th Ave
90 San Leandro: Washington Avenue Rehabilitation
91 Union City: Dyer Street Pavement Rehabilitation
92 WETA: Ferry Service-Berkeley

NOT MAPPED

AC Transit: ADA Paratransit Assistance
AC Transit: Paratransit Van Replacement
AC Transit: Purchase (10) 24ft Cut-aways
AC Transit: Purchase (24) 60ft Artic Hybrid Buses
AC Transit: Replace (27) 40ft Urban Buses - Hybrid
AC Transit: Replace (6) 24ft Cut-Away Vans
ACE: Fixed Guideway (Capital Lease)
ACE: Locomotive Procurement
ACE: Railcar Midlife Overhaul
ACTC: Alameda Safe Routes to School
Alameda County: Active Oakland Safe Routes to School
Caltrans: Alameda County - TOS-Mobility
LAVTA: ADA Paratransit Operating Subsidy
LAVTA: Livermore Transit Center Rehabilitation and Improvement
MTC: Bay Bridge Forward - Casual Carpool
MTC: Bay Bridge Forward - Integrated Bridge Corridor
MTC: Bay Bridge Forward - Commuter Parking Initiative O&M
MTC: Regional Planning Activities and PPM - Alameda County
Oakland: Local Streets and Roads Paving
Union City Transit: ADA Paratransit Operating Subsidy
Union City Transit: Replace Heavy-Duty Transit Vehicles
Union City Transit: Travel Time Improvements

2019 TIP Investment Analysis

Alameda County: Roadway and Transit Projects



2019 TIP Investment Analysis

Contra Costa County Project List

1 AC Transit: San Pablo and Telegraph Ave Rapid Bus Upgrades
2 Antioch: L Street Pathway to Transit
3 Antioch: Laurel Road Extension
4 Antioch: Pavement Rehabilitation
5 Antioch: Slatten Ranch Road Extension
6 BART Car Exchange (Preventive Maintenance)
7 BART Train Control Renovation
8 BART Transbay Core Capacity Improvements
9 BART: Concord BART Station Modernization
10 BART: Fare Collection Equipment
11 BART: Rail, Way and Structures Program
12 BART: Railcar Procurement Program
13 BART: Traction Power System Renovation
14 BART:ADA Paratransit Capital Accessibility Improve
15 BATA: Toll Bridge Maintenance
16 BATA: Toll Bridge Rehabilitation Program
17 Brentwood: Brentwood Blvd Widening-(Phase I) North
18 Brentwood: Brentwood Blvd Widening Phase II
19 Brentwood: John Muir Parkway Extension: Phase II
20 Brentwood: Various Streets and Roads Preservation
21 CCTA: I-680 Advanced Techologies
22 CCTA: I-680 Bus On Shoulder
23 CCTA: I-680 SB HOV Lane Completion
24 CCTA: I-680/SR 4 Interchange Reconstruction-Phase 3
25 CCTA: I-680/SR 4 Interchange Reconstruction-Phases I & II
26 CCTA: Mokelumne Trail Bike/Ped Overcrossing
27 CCTA: Reconstruct I-80/San Pablo Dam Rd Interchange
28 CCTA: SR-4 Operational Improvements-Initial Phases
29 Clayton: Neighborhood Street Rehab
30 Concord: Commerce Ave Complete Streets
31 Concord: Downtown Corridors Bike/Pedestrian Improvements
32 Concord: Monument Boulevard Class I Path
33 Concord: Willow Pass Road Repaving and 6th St SRTS
34 Concord: Ygnacio Valley Road Widening
35 Contra Costa County: Bailey Road-SR-4 Interchange
36 Contra Costa County: Bailey Road Bike and Pedestrian Improvements
37 Contra Costa County: Camino Tassajara Realignment
38 Contra Costa County: Fred Jackson Way First/Last Mile Connection
39 Contra Costa County: Kirker Pass Road NB Truck Climbing Lanes
40 Contra Costa County: Kirker Pass Road Open Grade Overlay
41 Contra Costa County: Local Streets and Roads Preservation
42 Contra Costa County: Pacheco Blvd Sidewalk Gap Closure Phase 3
43 Contra Costa County: Vasco Road Safety Improvements
44 Danville: Camino Ramon Improvements
45 Danville: Diablo Road Imps. - Green Valley to Avenida Neuva
46 Danville: San Ramon Valley Blvd Lane Addition and Overlay
47 El Cerrito Blvd: Carlson Blvd and Central Ave Pavement Rehab
48 El Cerrito: El Cerrito del Norte Area TOD Complete Street Imps
49 El Cerrito: Ohlone Greenway Station Area Bike/Ped Improvements
50 Hercules: Sycamore/Willow Pavement Rehabilitation
51 Lafayette: Pleasant Hill Rd Pavement Rehab & Maintenance
52 Martinez: Downtown Streets Rehabilitation
53 Moraga: Moraga Way and Canyon/Camino Pablo Improvements
54 MTC: ALA/CC-80 and Bay Bridge Approach Express Lanes
55 MTC: Bike Share Capital Program (Richmond)
56 MTC: Richmond-San Rafael Bridge Access Improvements
57 Oakley: Civic Center Railroad Platform Park & Ride Complex
58 Oakley: Street Repair and Resurfacing
59 Orinda: Orinda Way Pavement Rehabilitation
60 Pinole: San Pablo Avenue Rehabilitation
61 Pittsburg: BART Pedestrian and Bicycle Connectivity
62 Pittsburg: Pavement Improvements
63 Pleasant Hill: Road Improvements
64 Richmond: Citywide Pavement Rehab ADA Improvement
65 Richmond: I-80/Central Avenue Interchange Modification
66 Richmond: Lincoln Elementary SRTS Pedestrian Enhancements
67 San Pablo: Market Street Pavement Rehabilitation
68 San Pablo: Rumrill Blvd Complete Streets Improvements
69 San Ramon: Alcosta Boulevard Pavement Rehab
70 San Ramon: Crow Canyon Rd Widening (Alcosta to Indian Rice)
71 San Ramon: Iron Horse Trail Bike and Pedestrian Overcrossing
72 Walnut Creek: BART TOD Access Improvements
73 Walnut Creek: N. Main St Rehab-I-680 to California
74 Walnut Creek: Ygancio Valley & Oak Grove Road Rehabilitation
75 WETA: Richmond Ferry Service

2019 TIP Investment Analysis

Contra Costa County Project List

NOT MAPPED

AC Transit: ADA Paratransit Assistance

AC Transit: Paratransit Van Replacement

AC Transit: Purchase (10) 24ft Cut-aways

AC Transit: Purchase (24) 60ft Artic Hybrid Buses

AC Transit: Replace (27) 40ft Urban Buses - Hybrid

AC Transit: Replace (6) 24ft Cut-Away Vans

CCCTA: County Connection ADA Paratransit Assistance

CCTA: SR 239 - New State Highway Study

Contra Costa County: West County Walk and Bike Leaders

EBRPD: Conta Costa Parks Bike/Ped Trail Improvements

ECCTA: Tri-Delta ADA Operating Assistance

MTC: Regional Planning Activities and PPM - Contra Costa County

San Ramon: San Ramon Valley Street Smarts

Walnut Creek: Parking Guidance System Pilot

WCCTA: WestCAT ADA Paratransit Operating Subsidy

WCCTA: WestCAT Purchase (6) Electronic Fareboxes

WCCTA: WestCAT Purchase (9) Electronic Fareboxes

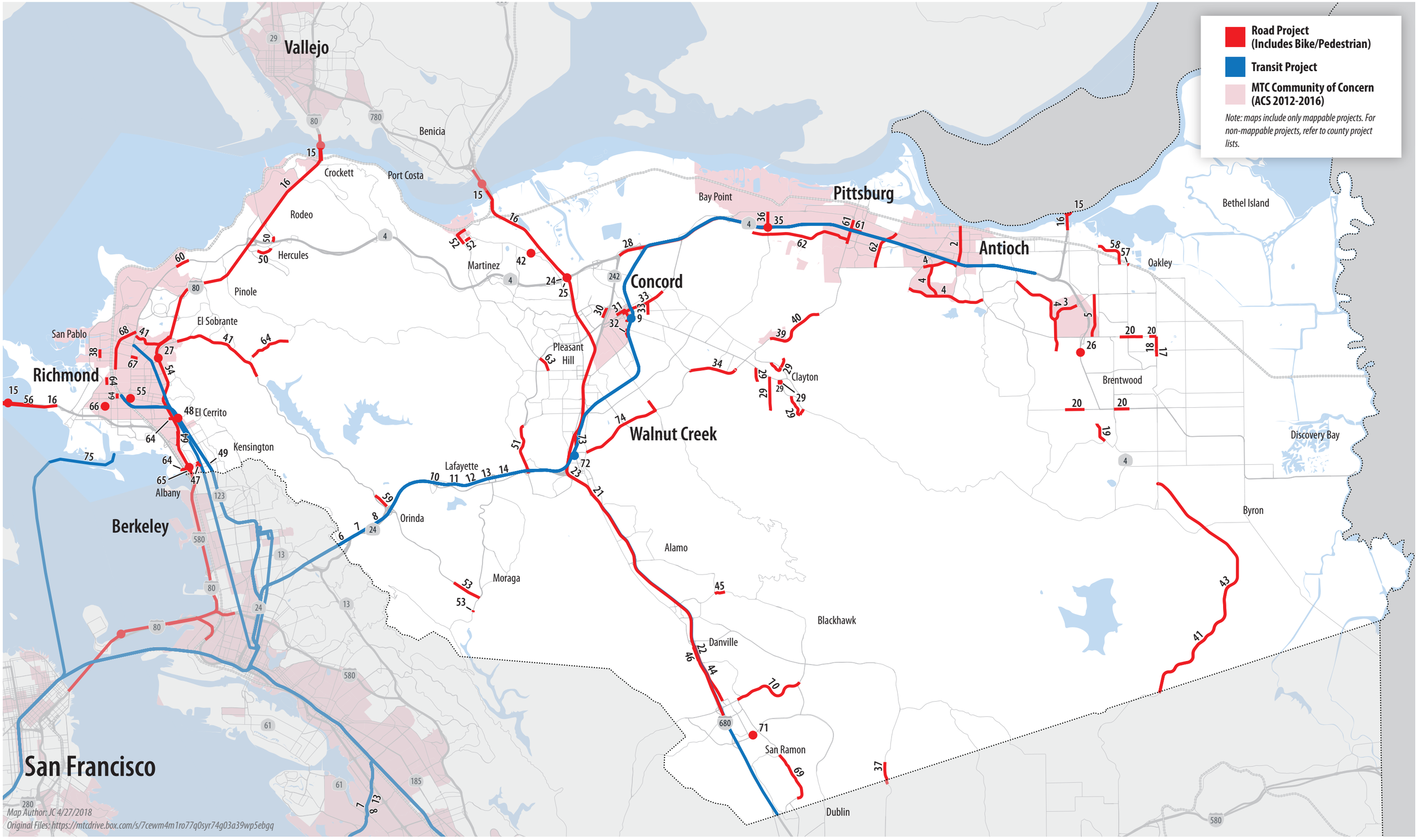
WCCTA: WestCAT Purchase of (2) Radio Systems

WCCTA: WestCAT Replace (2) DAR MiniVans

WCCTA: WestCAT Replace (6) 2008 35ft Revenue Vehicles

WCCTA: WestCAT Replace (5) 35ft and (4) 40ft Vehicles

Contra Costa County: Roadway and Transit Projects



2019 TIP Investment Analysis

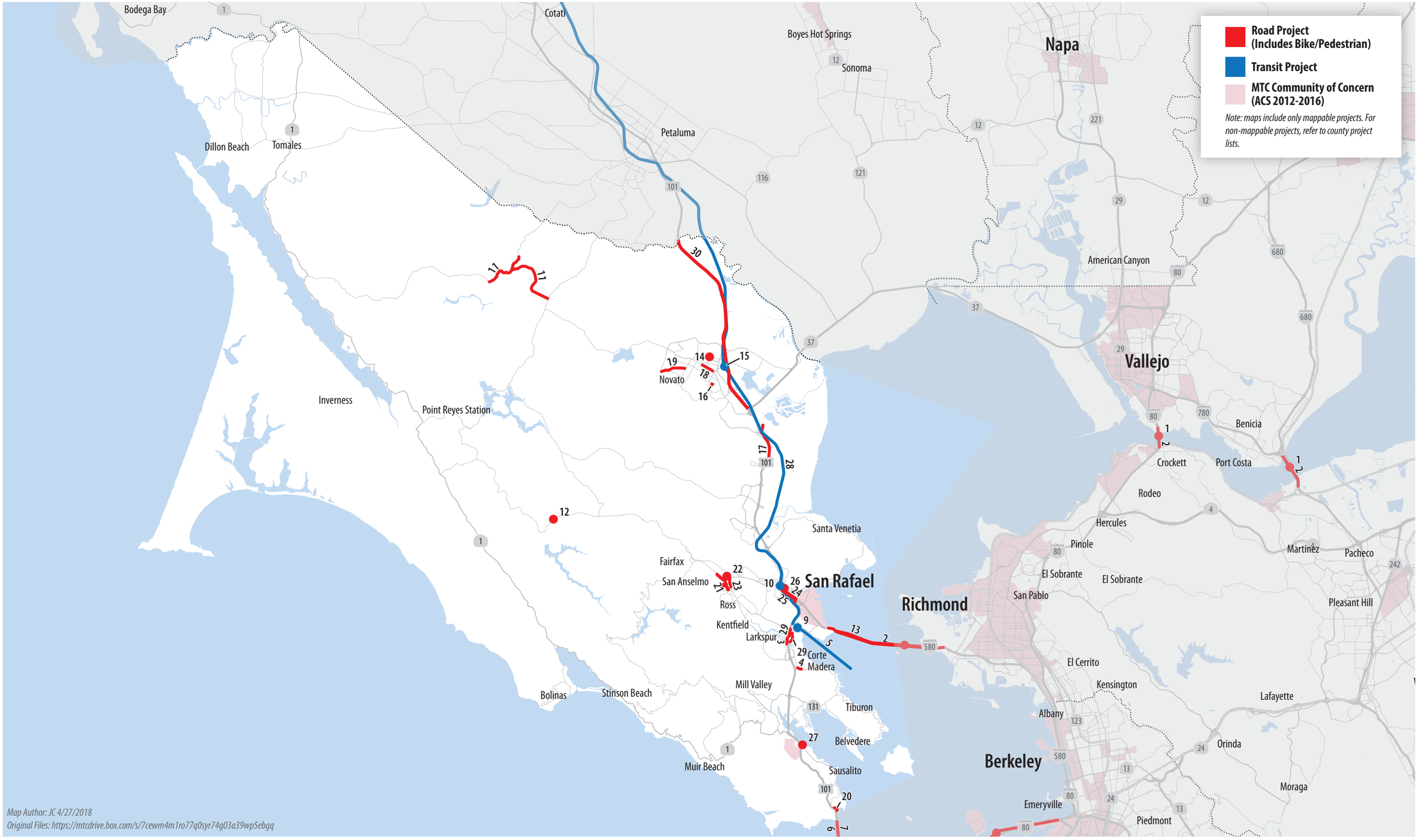
Marin County Project List

1 BATA: Toll Bridge Maintenance
2 BATA: Toll Bridge Rehabilitation Program
3 Corte Madera: Central Marin Regional Pathway Gap Closure
4 Corte Madera: Paradise Drive Multiuse Path
5 GGBHTD: Ferry Channel & Berth Dredging
6 GGBHTD: Golden Gate Bridge-Suicide Deterrent Safety Barrier
7 GGBHTD: Golden Gate Bridge Seismic Retrofit, Phase 1-3A
8 GGBHTD: Golden Gate Bridge Seismic Retrofit, Phase 3B
9 GGBHTD: Larkspur Ferry Terminal Parking Garage
10 GGBHTD: San Rafael Transit Center Relocation
11 Marin County: Hicks Valley/Marshall Petaluma/Wilson Hill Rd Rehab
12 Marin County: Mountain View Rd Bridge Replacement
13 MTC: Richmond-San Rafael Bridge Access Improvements
14 Novato: Carmel Open Space Acquisition
15 Novato: Downtown SMART Station Commuter Lot
16 Novato: Hill Recreation Area Improvements
17 Novato: Measure A Group 10 Pavement Rehabilitation
18 Novato: Novato Boulevard Widening, Diablo to Grant
19 Novato: Vineyard Road Improvements
20 NPS: Fort Baker's Vista Point Trail
21 San Anselmo: Bike Spine
22 San Anselmo: Center Blvd Bridge Replace
23 San Anselmo: Sir Francis Drake Blvd Pavement Rehabilitation
24 San Rafael: Francisco Blvd East Sidewalk Widening
25 San Rafael: Francisco Blvd West Multi-Use Pathway
26 San Rafael: Grand Avenue Bicycle Pedestrian Improvements
27 Sausalito: Bridgeway/US 101 Off Ramp Bicycle Imps
28 SMART: Larkspur Extension
29 TAM: North-South Greenway Gap Closure
30 TAM: US 101 HOV Lanes-Marin-Sonoma Narrows (Marin)

NOT MAPPED

Caltrans: Marin County - TOS-Mobility
GGBHTD: Facilities Rehabilitation
GGBHTD: Ferry Propulsion Systems Replacement
GGBHTD: Fixed Guideway Connectors
GGBHTD: Purchase (7) Hybrid Buses
GGBHTD: Replace (14) 22' Gas Body-on-Chassis Vehicles
GGBHTD: Replace (2) Paratransit Vehicles
GGBHTD: Replace (67) Diesel Buses with Hybrid Buses
GGBHTD: Replace (7) 40' Diesel Buses
GGBHTD: Replace Paratransit Vehicles
GGBHTD: Transit Systems Enhancements
MCTD: ADA Paratransit Assistance
MCTD: Preventive Maintenance
MCTD: Relocate Transit Maintenance Facility
MCTD: Replace Articulated Vehicles
MCTD: Replace Diesel Vehicles
MCTD: Replace Shuttle Vehicles
MTC: Regional Planning Activities and PPM - Marin County
Novato: Downtown SMART Station Commuter Lot
TAM/SCTA: Bike Share Capital Program (SMART Corridor in Marin and Sonoma Counties)

Marin County: Roadway and Transit Projects



Map Author: JC 4/27/2018
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2019 TIP Investment Analysis

Napa County Project List

1	American Canyon: Devlin Road and Vine Trail Extension
2	American Canyon: Eucalyptus Drive Realignment Complete Streets
3	American Canyon: Green Island Road Class I
4	Calistoga: SR-128 and Petrified Forest Intersection Improvements
5	Napa County: Airport Boulevard Rehabilitation
6	Napa County: Hardin Rd Bridge Replacement
7	Napa County: Loma Vista Dr Bridge Replacement
8	Napa County: Silverado Trail Phase L Rehab
9	Napa: California Boulevard Roundabouts
10	Napa: Silverado Trail Five-Way Intersection Improvements
11	Napa: SR 29 Bicycle & Pedestrian Undercrossing
12	Napa: Vine Trail Gap Closure-Soscol Avenue Corridor
13	NVTA: Napa Valley Vine Trail Calistoga-St. Helena Segment
14	NVTA: SR 12/29/221 Soscol Junction Interchange Improvements
15	NVTA: Vine Transit Bus Maintenance Facility
16	St. Helena: Main Street Pedestrian Improvements
17	Yountville: Hopper Creek Pedestrian Bridge and Path Project

NOT MAPPED

MTC: Regional Planning Activities and PPM - Napa County

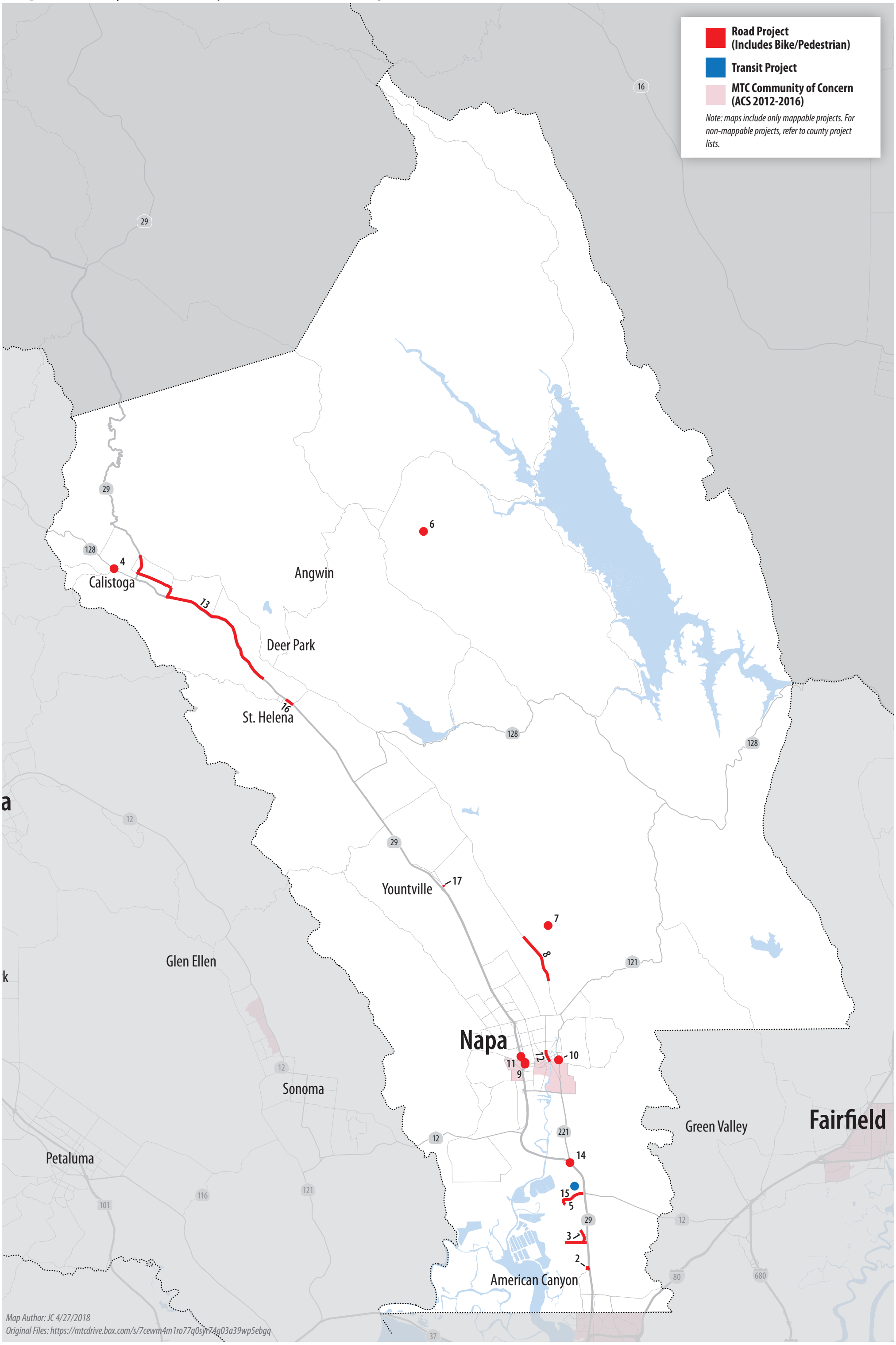
Napa County: 2014 Earthquake Pavement Repair

NVTA: Napa Vine ADA Operating Assistance

NVTA: Napa Vine Equipment Replacement and Upgrades

VVTA: Napa Vine Operating Assistance

Napa County: Roadway and Transit Projects



2019 TIP Investment Analysis

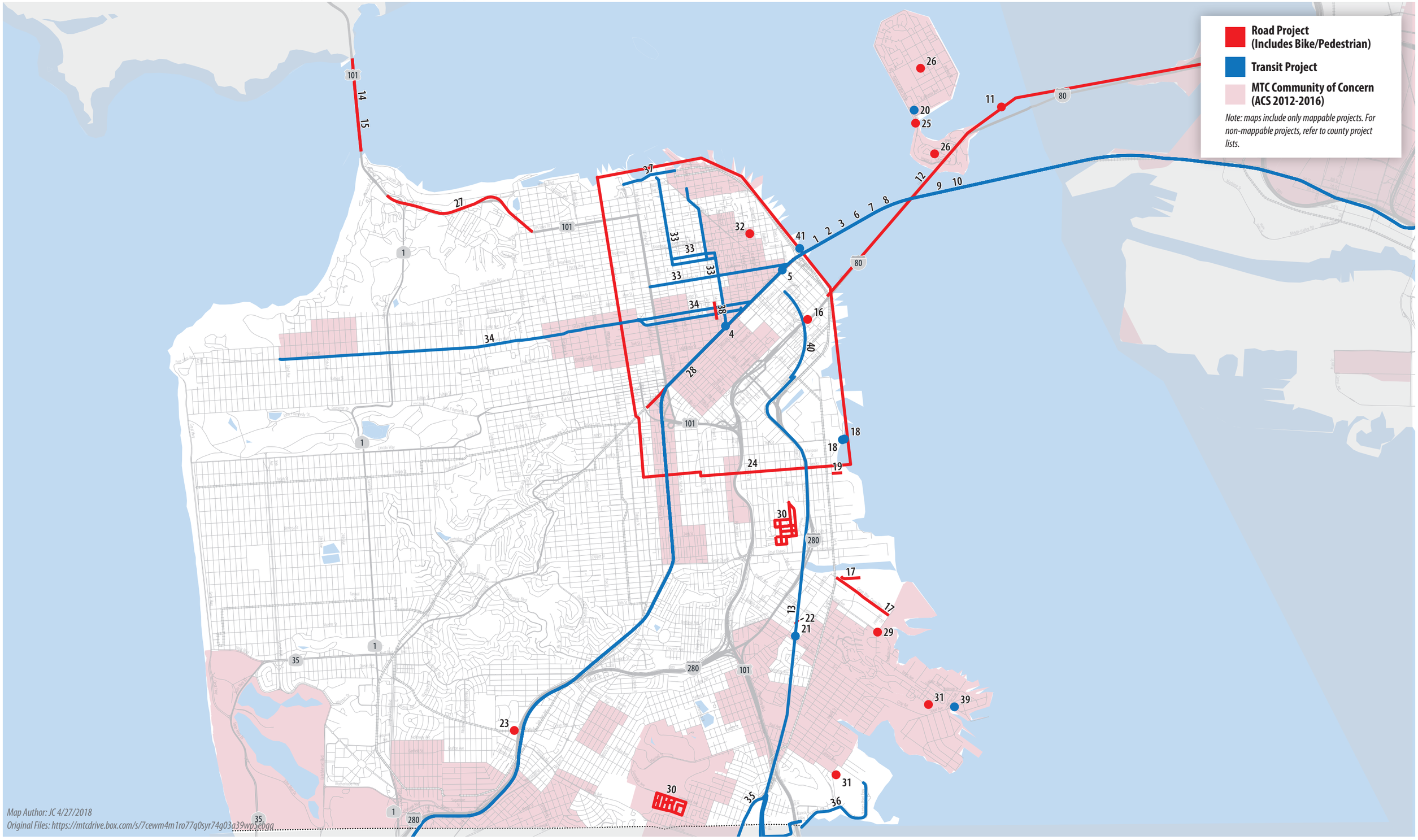
San Francisco County Project List

1 BART Car Exchange (Preventive Maintenance)
2 BART Train Control Renovation
3 BART Transbay Core Capacity Improvements
4 BART: BART/MUNI Direct Connection Platform
5 BART: Embarcadero Station New North-Side Platform Elevator
6 BART: Fare Collection Equipment
7 BART: Rail, Way and Structures Program
8 BART: Railcar Procurement Program
9 BART: Traction Power System Renovation
10 BART:ADA Paratransit Capital Accessibility Improve
11 BATA: Toll Bridge Maintenance
12 BATA: Toll Bridge Rehabilitation Program
13 Caltrain: Electrification
14 GGBHTD: Golden Gate Bridge-Suicide Deterrent Safety Barrier
15 GGBHTD: Golden Gate Bridge Seismic Retrofit, Phase 3B
16 MTC: Bay Bridge Forward-Sterling/Bryant St Managed Lane
17 Port of SF: Cargo Way and Amador Street Improvements
18 Port of SF: Mission Bay Ferry Terminal
19 Port of SF: Pier 70 19th Street & Illinois Street Sidewalk
20 SFCTA: Construct Treasure Island Bus Terminal Facility
21 SFCTA: Oakdale Caltrain Station
22 SFCTA: Quint-Jerrold Connector Road
23 SFCTA: SB I-280 Off-Ramp at Ocean Ave Realignment
24 SFCTA: SF Downtown Congestion Pricing
25 SFCTA: Treasure Island Congestion Pricing Program
26 SFCTA: Treasure Island/Yerba Buena Island Street Improvements
27 SFCTA: US 101 Doyle Drive Replacement
28 SFDPW: Better Market Street Transportation Elements
29 SFDPW: HOPE SF Street Network-Hunters View
30 SFDPW: HOPE SF Street Network-Sunnydale and Potrero
31 SFDPW: Hunters Pt Shipyard and Candlestick Pt Local Roads
32 SFDPW: John Yehall Chin Safe Routes to School
33 SFMTA: Cable Car Traction Power & Guideway Rehab
34 SFMTA: Geary Bus Rapid Transit
35 SFMTA: Geneva Harney BRT Infrastructure: Central Segment
36 SFMTA: Geneva Harney BRT Infrastructure: Eastern Segment
37 SFMTA: Historic Streetcar Extension to Fort Mason
38 SFMTA: Powell Street Safety Project
39 SFMTA: Transit Center in Hunters Point
40 TBJPA: Transbay Terminal/Caltrain Downtown Ext: Phase 2
41 WETA: SF Ferry Terminal/Berthing Facilities

NOT MAPPED

MTC: Bay Bridge Forward - Casual Carpool
MTC: Bay Bridge Forward - Integrated Bridge Corridor
MTC: Bay Bridge Forward-Sterling/Bryant St Managed Lane
MTC: Regional Planning Activities and PPM - San Francisco County
SFCTA: Treasure Island Pricing Mobility Improvements
SFDPH: SF Safe Routes to School 2017-2019
SFMTA: 40' Motor Coach Mid-Life Overhaul
SFMTA: 60' Motor Coach Mid-Life Overhaul
SFMTA: ADA Paratransit Operating Support
SFMTA: Additional Light Rail Vehicles to Expand Muni Rail
SFMTA: Cable Car Vehicle Renovation Program
SFMTA: Farebox Replacement
SFMTA: Muni Rail Replacement Program
SFMTA: Overhead Line Reconstruction & Traction Power Program
SFMTA: Paratransit Vehicle Replacements
SFMTA: Rehabilitate Historic Streetcars
SFMTA: Replace (35) Paratransit Cutaway Vans
SFMTA: Replacement of 30' Motor Coaches
SFMTA: Safe Routes to School Non-Infrastrure Program
SFMTA: Station-area Pedestrian and Bike Access Improvements
SFMTA: Train Control & Trolley Signal Rehabiliation/Replacement
SFMTA: Wayside Fare Collection Equipment
TBJPA: Transbay Transit Center - TIFIA Loan Debt Service
WETA: Ferry Major Component Rehabilitation/Replacement
WETA: Fixed Guideway Connectors
WETA: Replace Ferry Vessels

San Francisco County: Roadway and Transit Projects



Map Author: JC 4/27/2018
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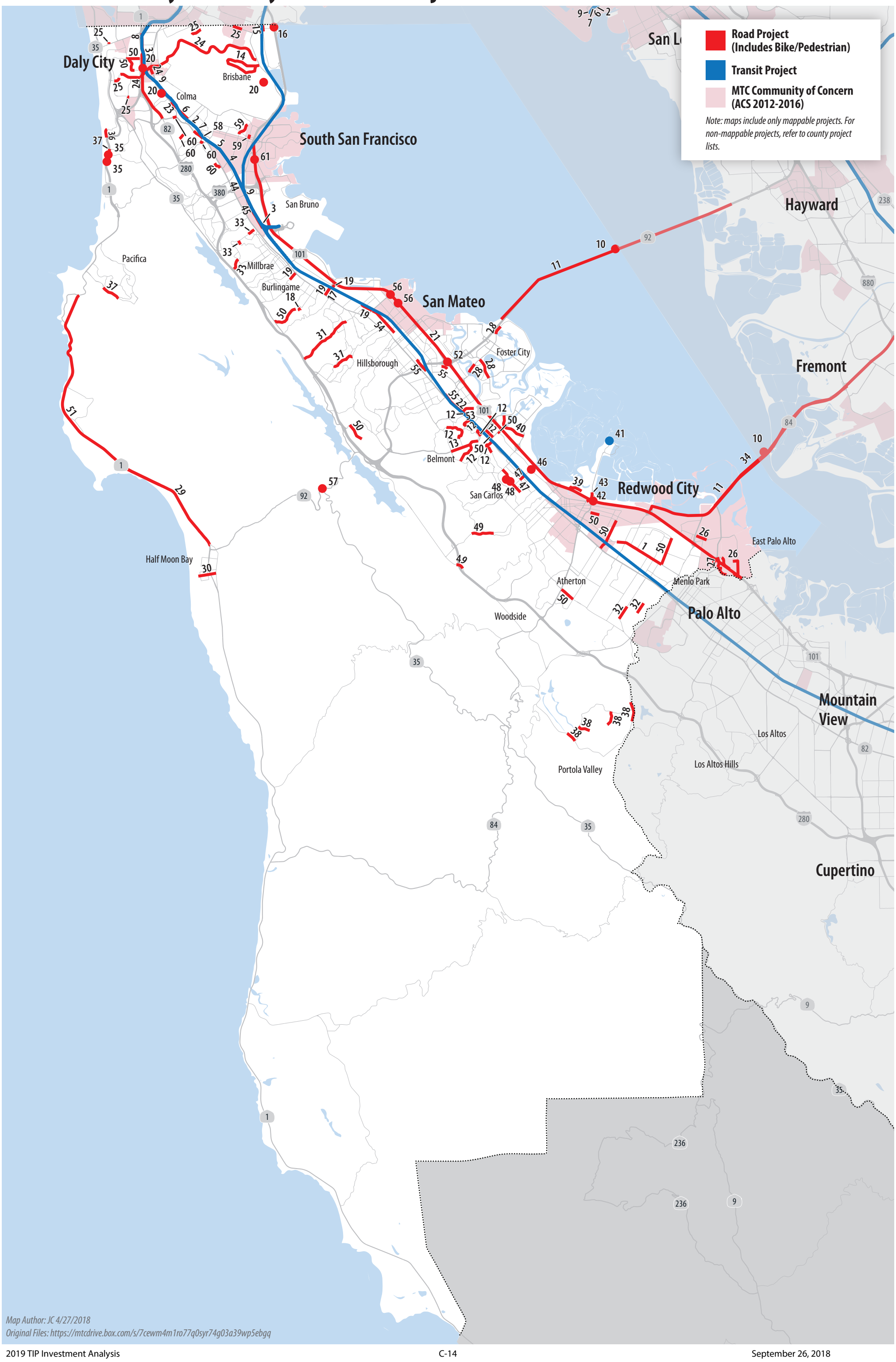
2019 TIP Investment Analysis
San Mateo County Project List

1 Atherton: Middlefield Road Class II Bike Lanes
2 BART Car Exchange (Preventive Maintenance)
3 BART Train Control Renovation
4 BART Transbay Core Capacity Improvements
5 BART: Fare Collection Equipment
6 BART: Rail, Way and Structures Program
7 BART: Railcar Procurement Program
8 BART: Traction Power System Renovation
9 BART:ADA Paratransit Capital Accessibility Improve
10 BATA: Toll Bridge Maintenance
11 BATA: Toll Bridge Rehabilitation Program
12 Belmont: Pavement Preservation
13 Belmont: Ralston Avenue Corridor Segment 3
14 Brisbane: Crocker Trail Commuter Connectivity Upgrades
15 Brisbane: Tunnel Ave Rehabilitation
16 Brisbane: US 101/Candlestick Interchange
17 Burlingame: Broadway PDA Lighting Improvements
18 Burlingame: Hoover School Area Sidewalk Impvts (Summit Dr.)
19 Burlingame: Street Resurfacing
20 C/CAG: ITS Improvements in San Mateo County Northern Citi
21 C/CAG: US 101 Managed Lanes Santa Clara Co-S of Grand Ave
22 Caltrain: Electrification
23 Colma: Mission Road Bike/Ped Improvements
24 Daly City: Central Corridor Bike/Ped Safety Imprmnt
25 Daly City: Pavement Preservation
26 East Palo Alto: Citywide Street Resurfacing
27 East Palo Alto: US 101/University Ave Interchange Improvements
28 Foster City: Pavement Rehabilitation
29 Half Moon Bay: Hwy 1 Improvements
30 Half Moon Bay: Poplar Complete Streets
31 Hillsborough: Street Resurfacing
32 Menlo Park: Santa Cruz and Middle Avenues Rehab
33 Millbrae: Street Rehabilitation
34 MTC: Freeway Performance Program-SR-84
35 Pacifica: Manor Drive Overcrossing and Milagra On Ramp
36 Pacifica: Palmetto Sidewalk Extension
37 Pacifica: Pavement Rehabilitation
38 Portola Valley: Street Preservation
39 Redwood City: Blomquist Street Extension
40 Redwood City: Pavement Preservation
41 Redwood City: Redwood City Ferry Service
42 Redwood City: US 101/Woodside Interchange Improvement
43 Redwood City: US 101/Woodside Road Class 1 Bikeway
44 San Bruno: Huntington Transit Corridor Bike/Ped Improvements
45 San Bruno: Street Rehabilitation
46 San Carlos: Brittan Ave Widening
47 San Carlos: Cedar and Brittan Ave Pavement Rehab
48 San Carlos: Ped Enhancements Arroyo/Cedar & Hemlock/Orange
49 San Mateo County: Canada Road and Edgewood Road Resurfacing
50 San Mateo County: Countywide Pavement Maintenance
51 San Mateo County: Hwy 1 Congestion Throughput and Safety Improvement
52 San Mateo: Improve US 101 Operations near SR-92
53 San Mateo: Laurie Meadows Ped/Bike Safety Improvements
54 San Mateo: North San Mateo Drive Sustainable Streets
55 San Mateo: Street Rehabilitation
56 San Mateo: US 101/Peninsula Avenue Interchange Improvements
57 SFPUC: Southern Skyline Blvd. Ridge Trail Extension
58 South San Francisco: Grand Boulevard (Phase III)
59 South San Francisco: Linden/Spruce Ave Traffic Calming Improvements
60 South San Francisco: Pavement Rehabilitation
61 South San Francisco: US 101/Produce Avenue Interchange

NOT MAPPED

C/CAG: San Mateo Countywide ITS Improvements
Caltrain: Systemwide Track Rehabilitation & Related Structures
MTC: Regional Planning Activities and PPM - San Mateo County
Pacifica: Citywide Curb Ramps
SamTrans: ADA Paratransit Operating Subsidy
SamTrans: Express Bus Service
SamTrans: Purchase of Replacement Minivans
SamTrans: Replacement of Cutaway Buses

San Mateo County: Roadway and Transit Projects



2019 TIP Investment Analysis

Santa Clara County Project List

1 BART Car Exchange (Preventive Maintenance)
2 BART Train Control Renovation
3 BART Transbay Core Capacity Improvements
4 BART: Berryessa to San Jose Extension
5 BART: Fare Collection Equipment
6 BART: Rail, Way and Structures Program
7 BART: Railcar Procurement Program
8 BART: Traction Power System Renovation
9 BART:ADA Paratransit Capital Accessibility Improve
10 Caltrain: Electrification
11 Caltrans: Oakland to San Jose Double Track (Segment 2A)
12 Campbell: Eden Avenue Sidewalk Improvements
13 Campbell: Winchester Blvd Overlay
14 Cupertino: Pavement Maintenance Phase 2
15 Gilroy: Downtown Monterey Road Rehabilitation
16 Los Altos: Fremont Ave Preservation
17 Los Altos: Miramonte Ave Bike Ped Access Improvements
18 Los Gatos: Los Gatos Creek Trail to Hwy 9 Trailhead Connector
19 Milpitas: Street Resurfacing
20 Morgan Hill: Dunne Avenue Pavement Rehabilitation
21 Mountain View: West Middlefield Road Improvements
22 MTC: Freeway Performance Program-I-880 Corridor
23 Palo Alto: Adobe Creek/US-101 Bicycle Pedestrian Bridge
24 Palo Alto: El Camino Real Ped Safety & Streetscape
25 Palo Alto: Street Resurfacing
26 Palo Alto: Waverley, E. Meadow & Fabian Enhanced Bikeways
27 San Jose: Bay Trail Reach 9 & 9B
28 San Jose: Better Bikeways
29 San Jose: Coyote Creek Trail (Hwy 237-Story Rd)
30 San Jose: East Side Alum Rock (East of 680) Urban Village
31 San Jose: McKee Road Safety Improvements
32 San Jose: Mt Pleasant Ped & Bike Traffic Safety Improvements
33 San Jose: Pavement Maintenance
34 San Jose: Tully Road Safety Improvements
35 San Jose: W San Carlos Urban Village Streets Improvements
36 Santa Clara County: Capitol Expressway Pavement Rehabilitation
37 Santa Clara County: McKean Rd Pavement Rehabilitation
38 Santa Clara County: Uvas Road Pavement Rehabilitation
39 Santa Clara: Hetch-Hetchy Trail Phase 1
40 Santa Clara: Montague Expwy Widening-Trade Zone-I-680
41 Santa Clara: San Tomas Aquino Creek Trail Underpass
42 Santa Clara: Saratoga Creek Trail Phase 1
43 Santa Clara: Streets and Roads Preservation
44 Saratoga: Prospect Rd Complete Streets
45 Saratoga: Saratoga Village Crosswalks and Sidewalk Rehab
46 Sunnyvale: Bernardo Avenue Bicycle Underpass
47 Sunnyvale: East Sunnyvale Area Sense of Place
48 Sunnyvale: Fair Oaks Avenue Bikeway-Phase 2
49 Sunnyvale: Homestead Rd at Homestead High School Improvements
50 Sunnyvale: Java Dr Road Diet and Bike Lanes
51 Sunnyvale: Lawerence Station Area Sidewalks & Bike Facilities
52 Sunnyvale: Ped and Bike Infrastructure Improvements
53 Sunnyvale: Peery Park Sense of Place Improvements
54 Sunnyvale: Safe Routes to School Improvements
55 Sunnyvale: SNAIL Neighborhood Improvements
56 VTA: Calaveras Boulevard Widening
57 VTA: Eastridge to BART Regional Connector
58 VTA: I-280 HOV-San Mateo County line to Magdalena Ave
59 VTA: I-280 NB Braided Ramps btw Foothill Expwy & SR 85
60 VTA: I-280 Soundwalls-Bird Avenue to Los Gatos Creek
61 VTA: I-280/Foothill Expressway Off Ramp Improvement
62 VTA: I-280/Saratoga Avenue Interchange Improvement
63 VTA: I-280/Winchester Study
64 VTA: I-280/Wolfe Road Interchange Improvement
65 VTA: I-680 Soundwalls-Capitol Expwy to Mueller Ave
66 VTA: I-680/ Alum Rock/ McKee Road Interchange Improvements
67 VTA: Montague Expy Ped Bridge at Milpitas BART
68 VTA: New SR-152 Alignment Study
69 VTA: SR-17 Corridor Congestion Relief in Los Gatos
70 VTA: SR-237 WB Auxiliary Lane from McCarthy to North 1st
71 VTA: SR-237/US 101/Mathilda Interchange Modifications
72 VTA: SR-85 Express Lanes
73 VTA: US-101/Buena Vista Avenue Interchange Improvement
74 VTA: US-101/De L Cruz Blvd-Trimble Road I/C Imp
75 VTA: US-101/San Antonio Rd/Charleston/Rengstorff Improvements
76 VTA: US-101/SR 25 Interchange-Phase 1

2019 TIP Investment Analysis
Santa Clara County Project List

77 VTA: US 101 Express Lanes

78 VTA: US 101/Zanker Road-Skyport Drive-N. Fourth St. Improvements

NOT MAPPED

Caltrain: Systemwide Track Rehabilitation & Related Structures

MTC: Regional Planning Activities and PPM - Santa Clara County

Palo Alto: Bay Area Fair Value Commuting Mobility on Demand Sandbox

Palo Alto: North Ventura Coordinated Area Plan

San Jose: Downtown Mobility Streetscape and Public Life Plan

San Jose: East San Jose Bikeways

Santa Clara: School Access Improvements

Sunnyvale: Traffic Signal Upgrades/Replacements

VTA: ADA Operating Set-Aside

VTA: Highway Transp Operations System/FPI Phases 1 & 2

VTA: IDEA Category 2 Improvements

VTA: Light Rail Track Crossovers and Switches

VTA: Non-Revenue Vehicle Procurement

VTA: Overhead Catenary Syst. Rehabilitation & Replacement

VTA: Paratransit Vehicle Procurement

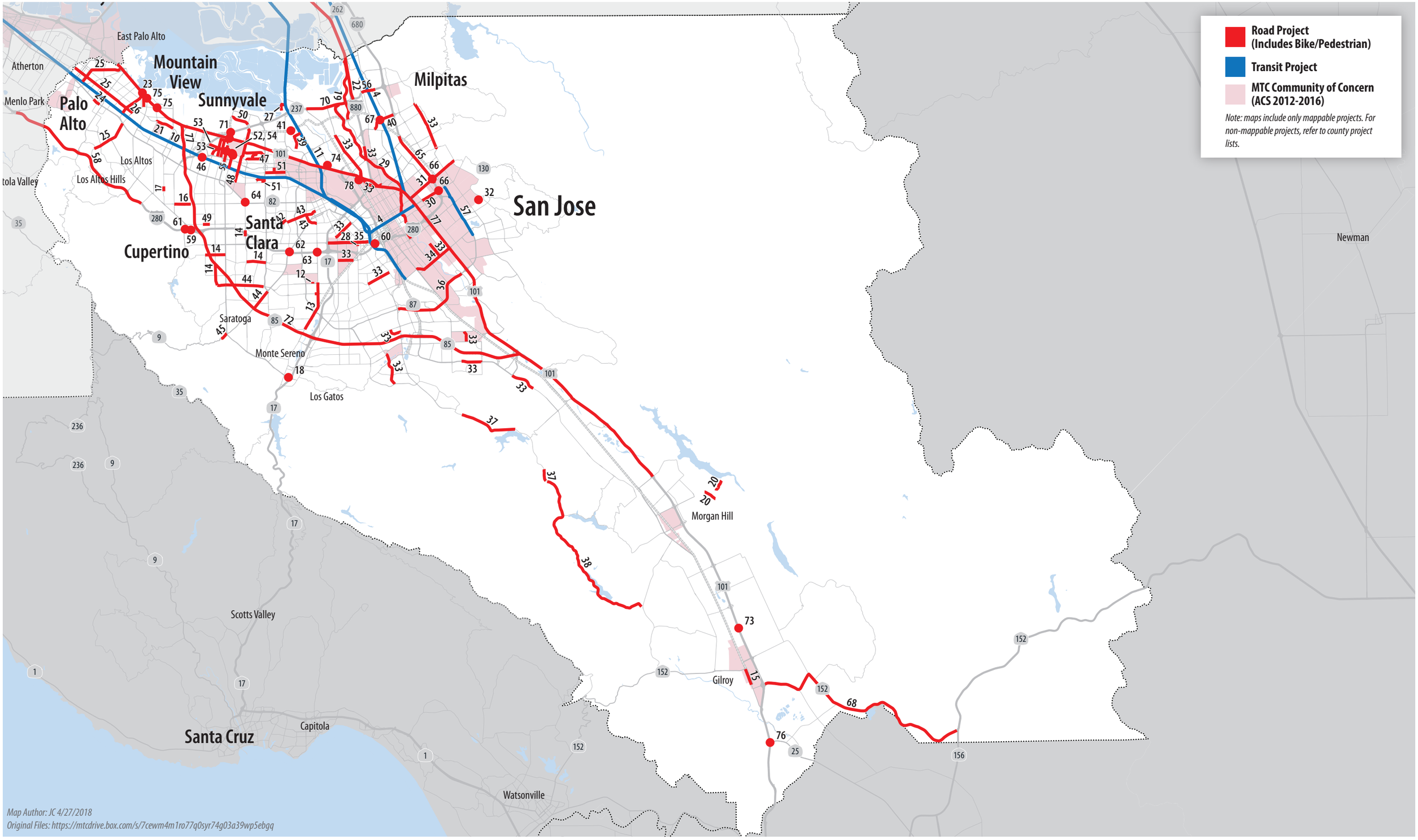
VTA: Rail Replacement Program

VTA: Rail Substation Rehab/Replacement

VTA: Standard & Small Bus Replacement

VTA: Systemwide Security Improvements

Santa Clara County: Roadway and Transit Projects



2019 TIP Investment Analysis
Solano County Project List

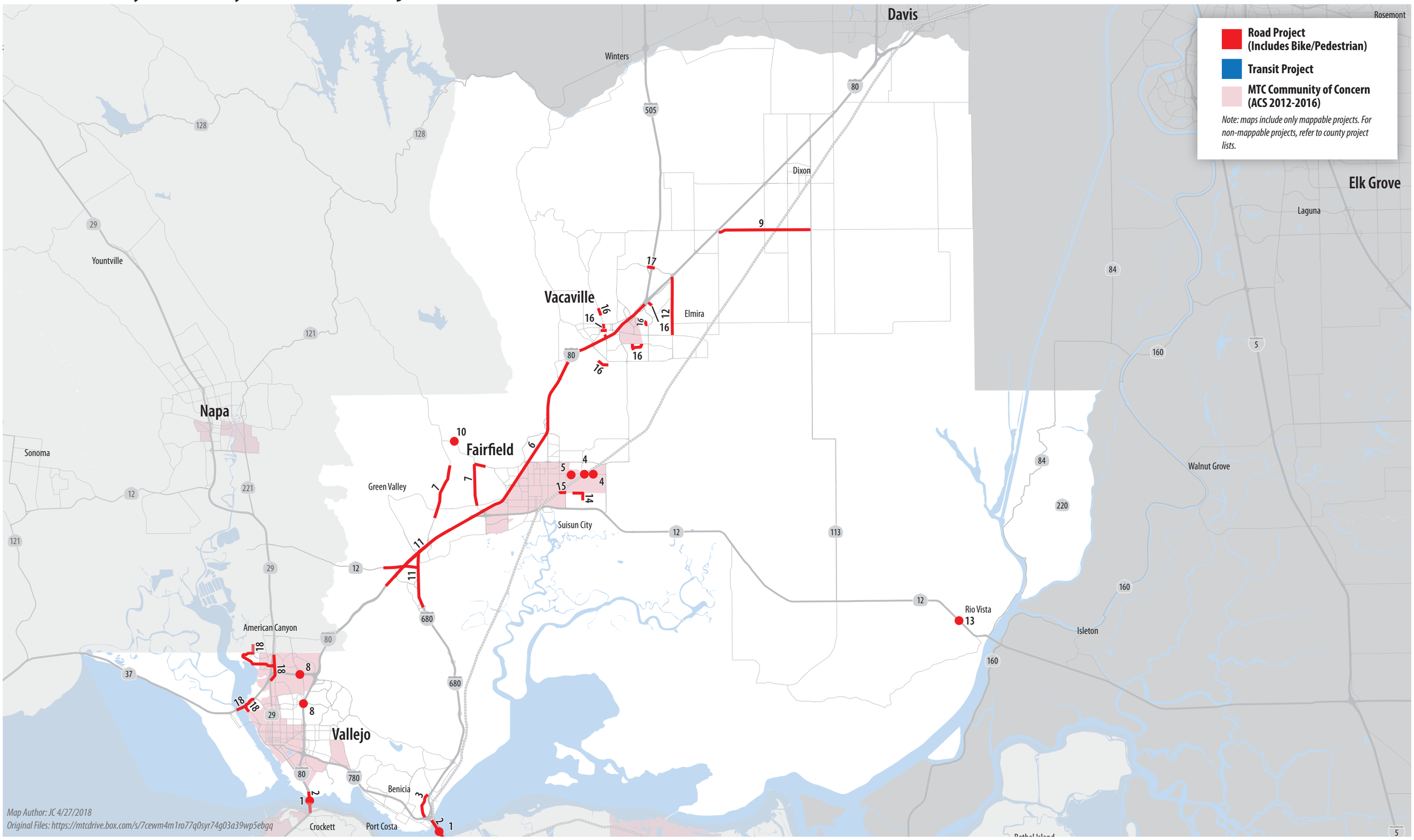
1. BATA: Toll Bridge Maintenance
2. BATA: Toll Bridge Rehabilitation Program
3. Benicia: Park Road Improvements
4. Fairfield: East Tabor Tolenas SR2S Sidewalk Gap Closure
5. Fairfield: Grange Middle School Safe Routes to School
6. MTC: I-80 Express Lanes-Fairfield & Vacaville Ph I&II
7. Solano County: Farm to Market Phase 3
8. Solano County: Redwood-Fairgrounds Dr Interchange Improvements
9. Solano County: Roadway Preservation
10. Solano County: Suisun Vallley Bicycle and Pedestrian Improvements
11. STA: I-80/I-680/SR-12 Interchange Project
12. STA: Jepson-Leisure Town Road (Phase 1B and 1C)
13. STA: SR-12/Church Rd Intersection Improvements
14. Suisun City: McCoy Creek Trail-Phase 2
15. Suisun City: New Railroad Avenue Pavement Rehabilitation
16. Vacaville: Pavement Preservation
17. Vacaville: Vaca Valley/I-505 Multimodal Improvements
18. Vallejo: Bay Trail/Vine Trail Gap Closure

NOT MAPPED

- Fairfield: Operating Assistance
- Fairfield-Suisun: Intercity/Local Bus Replacement
- MTC: Regional Planning Activities and PPM - Solano County
- SolTrans: ADA Paratransit Operating Subsidy
- SolTrans: Bus Replacement (Alternative Fuel)
- SolTrans: Operating Assistance
- SolTrans: Preventive Maintenance
- STA: Safe Routes to School Infrastructure & Non-Infrastructure
- STA: Solano Mobility Call Center
- STA: Solano Safe Routes to School Program
- Vacaville Transit: Operating Assistance

2019 TIP Investment Analysis

Solano County: Roadway and Transit Projects



2019 TIP Investment Analysis

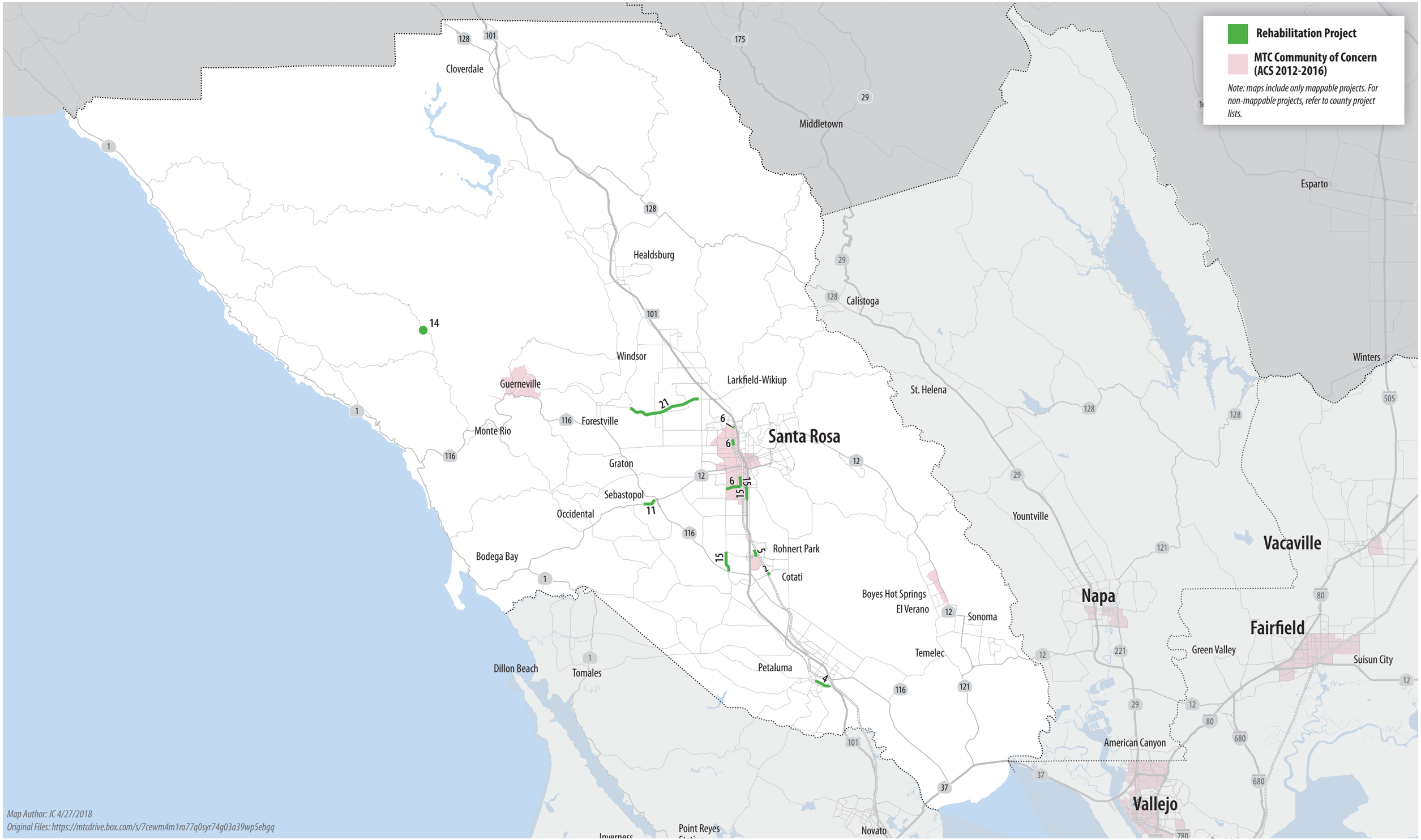
Sonoma County Project List

1. Cloverdale: Safe Routes to School Phase 2
2. Cotati: E. Cotati Avenue Street Rehabilitation Project
3. Healdsburg: Healdsburg Avenue Complete Streets Improvements
4. Petaluma: Petaluma Blvd South Road Diet at E Street
5. Rohnert Park: Various Streets Rehabilitation
6. Santa Rosa: Pavement Rehab of Various Streets
7. Santa Rosa: US-101 Bicycle and Pedestrian Bridge
8. Santa Rosa: US-101 Hearn Ave Interchange
9. SCTA: SR-116/SR-121 Intersection Improvement Project
10. SCTA: US-101 Marin/Sonoma Narrows (Sonoma)
11. Sebastopol: Bodega Avenue Bike Lanes and Pavement Rehab
12. Sonoma County Regional Park: Joe Rodota Trail Bridge Replacement
13. Sonoma County: Crocker Bridge Bike and Pedestrian Passage
14. Sonoma County: Rehab King Ridge Bridge over Austin Creek
15. Sonoma County: Rehabilitaiton of Various Roads
16. Sonoma County: Replace Chalk Hill Bridge over Maacama Creek
17. Sonoma County: Replace Freestone Flat Bridge over Salmon Creek
18. Sonoma County: Replace Geysers Bridge over Sulpher Creek
19. Sonoma County: Replace Lambert Bridge over Dry Creek
20. Sonoma County: Replace West Dry Creek Bridge over Pena Creek
21. Sonoma County: River Road Pavement Rehab
22. Sonoma: Fryer Creek Pedestrian and Bicycle Bridge
23. Windsor: Windsor River Road/Windsor Road Intersection

NOT MAPPED

- MTC: Regional Planning Activities and PPM - Sonoma County
- Santa Rosa CityBus: Electric Bus Replacement
- Santa Rosa CityBus: Operating Assistance
- Santa Rosa CityBus: Paratransit Operations
- Santa Rosa CityBus: Preventative Maintenance
- SantaRosa CityBus: Bus Replacement Purchase
- Sonoma County Transit: Preventive Maintenance Program
- Sonoma County Transit: Replace 2006 CNG Buses
- Sonoma County Transit: Replace 2009 CNG Buses
- TAM/SCTA: Bike Share Capital Program (SMART Corridor in Marin and Sonoma Counties)

Sonoma County: Transportation System Effectiveness-Pavement and Bridge Condtion Projects



Map Author: JC 4/27/2018
Original Files: https://mtcdrive.box.com/s/7cewm4m1ro77q0syr74g03a39wp5ebgq

Date: July 25, 2018
W.I.: 1311
Referred by: PAC
Revised: 12/19/18-C
06/26/19-C
01/22/20-C

ABSTRACT

Resolution No. 4347, Revised

This resolution adopts the FY2016-17 through FY2017-18 Program of Projects for MTC's Cycle 5 Lifeline Transportation Program, funded with State Transit Assistance (STA) and FTA Section 5307 Urbanized Area funds.

The evaluation criteria established in Resolution No. 4309 were used by the local entities administering the program to develop the program of projects.

The following attachments are provided with this resolution:

Attachment A — Cycle 5 Lifeline Transportation Program of Projects - FY2016 - 17 and FY2017-18

This resolution was amended on December 19, 2018 to program additional projects resulting from increased State Transit Assistance (STA) for Lifeline Cycle 5, and to program approximately $5 million for Santa Clara County projects.

This resolution was amended on June 26, 2019 to program additional projects resulting from increased State Transit Assistance (STA) for Lifeline Cycle 5, and to program $391,151 in State Transit Assistance funds to Marin Transit, which involves a funding exchange with local Measure AA funds through the Transportation Authority of Marin.

This resolution was amended on January 22, 2020 to program $600,000 in State Transit Assistance funds from the Participatory Budgeting (PB) Pilot Reserve to the San Francisco Municipal Transportation Agency's Bayview Community Based Transportation Plan Participatory Budgeting Pilot – Bayview Transit Assistants project.

Further discussion of this action is contained in the Programming and Allocations Committee summary sheets dated July 11, 2018, December 12, 2018, June 12, 2019, and January 8, 2020.

Date: July 25, 2018
W.I.: 1311
Referred by: PAC

RE: Cycle 5 Lifeline Transportation Program of Projects – FY2016-17 and FY2017-18

METROPOLITAN TRANSPORTATION COMMISSION
RESOLUTION NO. 4347

WHEREAS, the Metropolitan Transportation Commission (MTC) is the regional transportation planning agency for the San Francisco Bay Area pursuant to Government Code § 66500 et seq.; and

WHEREAS, MTC adopted Resolution No. 4309, which establishes program guidelines to be used for the funding and oversight of the Cycle 5 Lifeline Transportation Program, Fiscal Years 2016-17 and 2017-18; and

WHEREAS, MTC used the process and criteria set forth in Attachment A of Resolution No. 4309 to fund a Program of Projects for the Cycle 5 Lifeline Transportation Program with State Transit Assistance (STA) and Section 5307 Urbanized Area funds; and

WHEREAS, the Cycle 5 Lifeline Transportation Program of Projects is set forth in Attachment A of this resolution, attached hereto and incorporated herein as though set forth at length; now therefore be it

RESOLVED, that MTC approves the Program of Projects for the Cycle 5 Lifeline Transportation Program, as set forth in Attachment A of this resolution; and be it further

RESOLVED, that the Executive Director shall forward a copy of this resolution, and such other information as may be required, to the Governor, Caltrans, and to such other agencies as may be appropriate.

METROPOLITAN TRANSPORTATION COMMISSION

Jake Mackenzie, Chair

The above resolution was entered into by
the Metropolitan Transportation Commission
at a regular meeting of the Commission
held in San Francisco, California, on July 25, 2018.

Cycle 5 Lifeline Transportation Program of Projects (FY2016-17 and FY2017-18)

#	Project	Project Sponsor	Project Description	STA (95%)[1]	STA (5% Conting.)[1]	STA (add'l revenue)[4]	5307	TOTAL Lifeline Funding	Notes
Alameda County									
1	Preservation of Existing Services in Communities of Concern	AC Transit	The project aims to continue and improve transit service to several key Communities of Concern in the southern, central and northern portions of Alameda County. The routes (Route 20, 40, 51A, 51B, 72, 800, and 801) serve low-income communities that have been identified because of spatial gaps in service in the Community Based Transportation Plan (CBTP).	2,051,426	83,748		1,514,825	**3,649,999**	
2	Route 14 Operating Assistance	LAVTA	Wheels Route 14 provides service between the North Livermore Low Income Community and a variety of essential destinations including shopping, employment, healthcare, and direct regional rail connections via the Livermore Transit Center/ACE station and Dublin/Pleasanton BART station.	320,000				**320,000**	
3	Coliseum BART Elevator Renovation Project	BART	Renovation of two elevators at the Coliseum BART Station as part of Phase 1 for the Elevator Renovation Program. The project addresses the growing needs of aging equipment to provide safe, reliable, and operational elevators in an area servicing a community that is roughly 30% low-income.	720,000		104,940		**824,940**	(8)
4	Operations Support for Route 2	Union City Transit	The Route 2 is the main east-west route in the area that connects the Union City Intermodal Station with job centers along the Whipple Road corridor, which includes a lot of manufacturing and distribution facilities. The route provides vital lifeline public transportation access for the Decoto neighborhood, an established Community of Concern in Union City.	182,512		104,940		**287,452**	(8)
			County Bid Target	**3,273,938**	**83,748**	**209,881**	**1,514,825**		
			Proposed Programming	**3,273,938**	**83,748**	**209,880**	**1,514,825**	**5,082,391**	
			Unprogrammed Balance	**-**	**-**	**1**	**-**	**1**	
Contra Costa County									
5	Preserve Operations in Central County Communities of Concern	County Connection (CCCTA)	Maintain existing services on routes in low income areas in Central Contra Costa County. The identified routes link low-income riders with employment centers, schools, retail and services.	752,666			14,057	**766,723**	
6	Pittsburg Bay Point Elevator Replacement	BART	Renovation of two elevators at the Pittsburg/Bay Point/Antioch BART Station as part of the Elevator Renovation Program. The project addresses the growing needs of aging equipment to provide safe, reliable, and operational elevators in an area servicing a Community of Concern.	-			954,259	**954,259**	
7	Preserve Operations in West County Communities of Concern	AC Transit	Maintain existing service on Lines 71, 76, 376, 800. These routes provide basic transportation services to AC Transit riders, 70 percent of whom are low income. All lines serve and/or are predominantly located in Communities of Concern. All lines presently provide service to employment, services, retail, schools, health care and coordination to BART stations. Funding this project would preserve existing headways and service span.	1,090,123				**1,090,123**	
8	Contra Costa College Connection: Increase Frequency on C3 Operations	WestCAT	Increase frequency on Route C3, which operates between Hercules Transit Center and Contra Costa College in San Pablo. The Lifeline funding under this grant would allow WestCAT to decrease headways from 60 minutes to 30 minutes. WestCAT estimates the increased service will increase low income ridership 35-40% or approximately 26,000 new low income passenger trips annually.	250,000				**250,000**	
9	Preserve Operating Support for Routes 200 and 201	Tri Delta Transit	Route 200 operates between the Pittsburg/Bay Point BART Station, the veterans/county hospitals, and the county/court buildings in Martinez. Route 201 is a lifeline service operating between Pittsburg/Bay Point BART and Concord with stops at Mt. Diablo High School and John Muir Medical Center.		53,534	123,947		**177,481**	(10)
			County Bid Target	**2,092,789**	**53,534**	**123,947**	**968,316**		
			Proposed Programming	**2,092,789**	**53,534**	**123,947**	**968,316**	**3,238,586**	
			Unprogrammed Balance	**-**	**-**	**-**	**-**	**-**	

Cycle 5 Lifeline Transportation Program of Projects (FY2016-17 and FY2017-18)

#	Project	Project Sponsor	Project Description	STA (95%)[1]	STA (5% Conting.)[1]	STA (add'l revenue)[4]	5307	TOTAL Lifeline Funding	Notes
Marin County									
10	Bus Stop Improvements	Marin Transit	This project will fund bus stop improvements and real time transit information signs in the Canal neighborhood of San Rafael and additional real time transit information signs at high usage stops in the City of Novato.	24,545	1,292		174,163	**200,000**	
11	Route 36 (funding exchange project)	Marin Transit	This project will support operations for Route 36 between Marin City and Canal that provides mobility for low-income residents (Funding exchange for three projects: Marin Transit's School Transportation Service in Novato, Marin County's Drake/Cole Pedestrian Improvements, and City of San Rafael's Canal Neighborhood Crosswalk Improvements.	351,867	8,337	30,947		**391,151**	(11)
			County Bid Target	**376,412**	**9,629**	**30,947**	**174,163**	**591,151**	
			Proposed Programming	**376,412**	**9,629**	**30,947**	**174,163**	**591,151**	
			Unprogrammed Balance	**-**	**-**	**-**	**-**	**-**	
Napa County									
12	Imola Avenue/SR 29 Express Bus Improvement	Napa Valley Transportation Agency (NVTA)	Rehabilitation of the Park and Ride facility; and bicycle and pedestrian facilities on State Route 29 (SR-29) and Imola Avenue; northbound and southbound on/off ramps to serve Vine Transit express buses. Improvements will allow Vine Route 29, which provides service to the Vallejo Ferry Terminal and the El Cerrito del Norte BART station, to operate on the corridor.	295,846	7,567	20,911	150,398	**474,722**	(8)
			County Bid Target	**295,846**	**7,567**	**20,911**	**150,398**		
			Proposed Programming	**295,846**	**7,567**	**20,911**	**150,398**	**474,722**	
			Unprogrammed Balance	**-**	**-**	**-**	**-**	**-**	
San Francisco County									
13	Expanding and Continuing Late Night Transit Service to Communities in Need	SFMTA	SFMTA will provide new late night service on the L Owl line along the Embarcadero to Fisherman's Wharf and continue providing Owl service on key segments of the 44 O'Shaughnessy line, 48 Quintara/24th Street Muni lines. This service provides transit access from a Community of Concern to activity centers.	1,732,392	44,315		801,563	**2,578,270**	
14	Wheelchair Accessible Taxi Incentive Program	SFMTA	This program provides financial incentives to increase the supply of accessible wheelchair ramp taxis available through the Paratransit program. The additional ramp taxis will be in general circulation, increasing mobility options citywide for wheelchair users.			75,000			(6)
15	Enhanced Shop-a-Round and Van Gogh Recreational Shuttle Service	SFMTA	SFMTA will provide Shop-Around Shuttle service that seeks to provide group van transportation to and from grocery stores with driver assistance in carrying grocery bags for seniors and individuals with disabilities who do not meet ADA program requirements. It provides service seven days a week with two pick-up times available			32,462			(6)
			County Bid Target	**1,732,392**	**44,315**	**107,462**	**801,563**		
			Proposed Programming	**1,732,392**	**44,315**	**107,462**	**801,563**	**2,685,732**	
			Unprogrammed Balance	**-**	**-**	**-**	**-**	**-**	

Cycle 5 Lifeline Transportation Program of Projects (FY2016-17 and FY2017-18)

#	Project	Project Sponsor	Project Description	STA (95%)[1]	STA (5% Conting.)[1]	STA (add'l revenue)[4]	5307	TOTAL Lifeline Funding	Notes
San Mateo County									
14	Daly City Bayshore Shuttle	City of Daly City (via SamTrans)	Provide a circulator shuttle service connecting the Bayshore neighborhood in Daly City with transit and important destinations in the western portion of Daly City. The shuttle is free for passengers and operates for 14 hours, Monday through Friday, providing 11 round trips.	300,000				**300,000**	
16	Operating Support for Expanded Route 17 Service	SamTrans	This project will continue funding the operation of existing Lifeline funded expanded fixed route service for SamTrans Route 17 on the Coastside of San Mateo County. The expanded service provides service to Montara, additional peak commute period service, Sunday service, and later evening hours 7 days a week.	338,312				**338,312**	
17	Operating Support for SamCoast Service	SamTrans	This project will continue funding the operation of SamCoast, a general public demand response system on the Coastside of San Mateo County centered in Pescadero.	203,220		25,420		**228,640**	(5)
18	San Mateo County Transportation Assistance for Low-Income Residents	Human Services Agency (via SamTrans)	The Transportation Assistance Program (TAP) will provide fares for public transportation (such as bus tickets or tokens and possibly bus passes) to low-income families and individuals who are receiving homeless and safety net services from a network of countywide provider agencies. The transportation assistance will assist clients with their transportation needs related to Self-Sufficiency and Family Strengthening activities such as: employment search, employment workshops, job interviews, emergency and health related needs, family counseling, trips to referral agencies, trips to homeless shelters, and housing search.	200,000		36,000		**236,000**	(5)
19	DriveForward Vehicle Loan Program, San Mateo County	Peninsula Family Services (via VTA)	The DriveForward Vehicle Loan Program provides low-interest auto loans to individuals who are unable to access affordably-priced consumer loan financing. The loans, coupled with financial education credit repair assistance, help address transportation barriers so that individuals can pursue efforts at self-sufficiency, including work, education, asset building, and job training.				275,000	**275,000**	
20	Menlo Park Crosstown Shuttle	City of Menlo Park (via SamTrans)	The Menlo Park Crosstown Shuttle is a proposed expansion to the current "Midday Shuttle" (M1-Menlo Midday and M2-BelleHaven routes), which has been providing the Belle Haven community and other neighborhoods with reliable local transit since 1998. The shuttle primarily serves the low-income community by providing all-day access to essential destinations not otherwise available.	150,000	30,480	13,865		**194,345**	(7)
21	Fixed Route 280	SamTrans	Route 280 provides vital connections which serve Communities of Concern between East Palo Alto, the Stanford Shopping Center, and the Palo Alto Caltrain Station. Route 280 provides residents of East Palo Alto access to public transit options for completing work trips without the use of an automobile.				276,311	**276,311**	
			County Bid Target	**1,191,532**	**30,480**	**75,285**	**551,311**		
			Proposed Programming	**1,191,532**	**30,480**	**75,285**	**551,311**	**1,848,608**	
			Unprogrammed Balance	**-**	**-**	**-**	**-**	**-**	

Cycle 5 Lifeline Transportation Program of Projects (FY2016-17 and FY2017-18)

#	Project	Project Sponsor	Project Description	STA (95%)[1]	STA (5% Conting.)[1]	STA (add'l revenue)[4]	5307	TOTAL Lifeline Funding	Notes
Santa Clara County									
21	Bus Stop Enhancement Program	Valley Transportation Authority	This program will provide up to 100 new bus shelters, ADA enhancements, upgraded stop amenities such as benches, lighting, trash receptacles, and digital real-time displays at various bus stops located along high ridership corridors and in Community-Based Transportation Plan study areas.	2,405,763	40,815	101,083	1,581,482	**4,129,143**	(2)
22	Mobility Assistance Program (MAP)	Valley Transportation Authority	This program seeks to provide several reduced cost and no-cost transportation options to all qualified low-income individuals and families in Santa Clara County with an emphasis on CalWORKSs Program participants, older adult workers, and disabled and low income individuals. Programs include door-to-door rides, supporting public transit use with a focus on residents of MTC's designated Communities of Concern.	785,345	40,815	101,082		**927,242**	(2)
			County Bid Target	**3,191,108**	**81,630**	**202,165**	**1,581,482**		
			Proposed Programming	**3,191,108**	**81,630**	**202,165**	**1,581,482**	**5,056,385**	
			Unprogrammed Balance	**-**	**-**	**-**	**-**	**-**	
Solano County									
23	Reduced Fare Local Taxi Program	Fairfield and Suisun Transit	The reduced fare Taxi Program provides a subsidized taxi for seniors or people with disability residing in Fairfield or Suisun City.	141,836				**141,836**	
24	SolTrans Route 1 - Maintain Lifeline Fixed Route Service	SolTrans	The funding request is for SolTrans fixed route 1 which services the communities of concern in Vallejo.	600,000				**600,000**	
25	Solano County Intercity Taxi Scrip Program	Solano Transportation Authority	The Intercity Taxi Card Program provides a subsidized taxi for seniors or people with disability residing in Solano County.	200,000				**200,000**	
26	SolanoExpress Blue Line Expanded Service (Fairfield)	Fairfield and Suisun Transit	The project will help fund expanded service for the new Solano Express Blue line which services several communities of concern between Pleasant Hill Bart and Downtown Sacramento.				236,460	**236,460**	
27	SolanoExpress Blue Line Expanded Service (Vacaville)	Fairfield and Suisun Transit	The project will help fund expanded service for the new Solano Express Blue line which services several communities of concern between Pleasant Hill Bart and Downtown Sacramento.				102,657	**102,657**	
28	SolTrans Route 2 - Maintain Lifeline Fixed Route Service (Vallejo)	Fairfield and Suisun Transit	The funding request is for SolTrans Fixed Route 2 which services the communities of concern in Vallejo.				300,929	**300,929**	
29	Solano Express	Fairfield and Suisun Transit and Solano County Transit (SolTrans)	The funding request is for Intercity Transit Service Blue, Green, Yellow, 80 and 85 servicing communities of concern.		24,093	53,375		**77,468**	(9)
			County Bid Target	**941,836**	**24,093**	**53,376**	**640,046**		
			Proposed Programming	**941,836**	**24,093**	**53,375**	**640,046**	**1,659,350**	
			Unprogrammed Balance	**-**	**-**	**1**	**-**	**1**	

Cycle 5 Lifeline Transportation Program of Projects (FY2016-17 and FY2017-18)

#	Project	Project Sponsor	Project Description	STA (95%)[1]	STA (5% Conting.)[1]	STA (add'l revenue)[4]	5307	TOTAL Lifeline Funding	Notes
Sonoma County									
30	Petaluma Transit Weekend Service	Petaluma Transit	Project will support continued fixed route bus service on Saturday and Sunday for one year, in order to meet the needs of riders who have employment and other weekend travel needs.	132,107	3,361	8,004	51,053	**194,525**	(5)
31	Lifeline Route Operations	Santa Rosa CityBus	Project will support continued operations of Santa Rosa CityBus Lifeline routes serving the Roseland Community of Concern in the City of Santa Rosa.	383,261	9,804	23,167	148,112	**564,344**	(5)
32	CNG Bus Purchase	Sonoma County Transit	Project will assist with the purchase of one compressed natural gas (CNG) transit coach. The new CNG buses would be deployed on routes primarily serving the Healdsburg, Lower Russian River and Sonoma-Springs CBTP areas. The timely replacement of Sonoma County Transit's CNG buses ensures comfortable and reliable public transit service throughout the fixed-route system.				223,995	**223,995**	
33	Feeder Bus Service in Healdsburg, Lower Russian River and Sonoma-Springs Areas	Sonoma County Transit	Project will continue peak commute feeder bus service on routes providing service within the Healdsburg, Lower Russian River and Sonoma – Springs CBTP areas. SCT routes 52, 53, 54, and 56 provide feeder bus connections to SMART's passenger rail service and enhanced peak commute service between various outlying low-income areas and where the majority of jobs and services are located within the cities of Santa Rosa and Petaluma.	579,621	14,845	35,019		**629,485**	(5)
			County Bid Target	**1,094,989**	**28,010**	**66,190**	**423,160**	**1,612,349**	
			Proposed Programming	**1,094,989**	**28,010**	**66,190**	**423,160**	**1,612,349**	
			Unprogrammed Balance	**-**	**-**	**-**	**-**	**-**	

Cycle 5 Lifeline Transportation Program of Projects (FY2016-17 and FY2017-18)

#	Project	Project Sponsor	Project Description	STA (95%)[1]	STA (5% Conting.)[1]	STA (add'l revenue)[4]	5307	TOTAL Lifeline Funding	Notes
Multi-County & Regional Projects[3]									
34	Bayview Community Based Transportation Plan Participatory Budgeting Pilot - Bayview Transit Assistants	San Francisco Municipal Transportation Agency (SFMTA)	The SFMTA will fund three new Transit Assistant positions through the Muni Transit Assistance Program (MTAP). Transit Assistants (TAs) aid transit riders, answer questions about transit service, deter vandalism, act as an unarmed safety presence on transit lines, and de-escalate conflicts between riders. TAs work in teams of two and their hours of operation are 10AM to 6PM. The three TA positions will be hired on a 3-year contract and will ride on the 29 Sunset, the 44 O'Shaughnessy, and the T-Third lines. The TAs funded through this project will be hired from the Bayview.	600,000				**600,000**	(12)
35	Participatory Budget Pilot Reserve - City of Vallejo Community Based Transportation Plan	TBD	Reserve funds for Participation Budgeting pilot projects that are recommended through Solano Transportation Authority's City of Vallejo Community Based Transportation Plan and PB Pilot program.	400,000				**400,000**	
			Multi-County & Regional Target	**1,000,000**			**-**		
			Proposed Programming	**1,000,000**	**-**		**-**	**1,000,000**	
			Unprogrammed Balance	**-**	**-**		**-**	**-**	
Regional Grand Totals									
			Lifeline Program Revenue Sources	**15,190,842**	**363,006**	**890,164**	**6,805,264**	**23,249,276**	
			Total Proposed Programming	**15,190,842**	**363,006**	**890,162**	**6,805,264**	**23,249,274**	
			Unprogrammed Balance	**-**	**-**	**2**	**-**	**2**	

Notes

(1) Because the FY 18 actual STA amounts will be confirmed by the State Controller after July 2018, only 95 percent of each county's STA amount will be available to be claimed by project sponsors until further notice. The County Lifeline Program Administrators programmed 95 percent of their county's STA amount, and then developed a contingency plan for the remaining five percent should it be available. Some agencies have contingencies unprogrammed.

(2) On 12/19/18, Santa Clara County projects are being programmed.

(3) Funds are being reserved for each PB Pilot program as listed. Specific projects will be amended and add into this Cycle 5 program, once projects have been recommended through the PB Pilot program process.

(4) On 12/19/18, additional State Transit Assistance funds have been added to program due to higher than anticipated diesel sales tax revenue as a result of Senate Bill 1.

(5) On 12/19/18, additional STA funds are being programmed to existing projects.

(6) On 12/19/18, additional STA funds are being programmed to new projects in San Francisco County.

(7) On 12/19/18, the 5% STA contingency and additional STA funds are being programmed to existing project in San Mateo County.

(8) On 06/26/19, additional STA funds are being programmed to existing projects: $104,940 for Coliseum BART Elevator Renovation, $104, 940 for Operations Support for Route 2, and $20,911 for Imola Avenue/SR 29 projects.

(9) On 06/26/19, 5% STA contingency and additional STA funds are being programmed to new projects: $77,468 for Solano Express in Solano County.

(10) On 06/26/19, additional STA funds ($123,947) and 5% STA contingency ($53,534) are being programmed to a new project, Preserve Operating Support for Routes 200 and 201. The programming of $53,534 in 5% STA contingency is conditioned on CCTA Board approval.

(11) On 06/26/19, additional STA funds and remaining unprogrammed STA and 5% contingency funds are being programmed to Route 36 (funding exchange). The Marin County Lifeline Program Administrator (Transportation Authority of Marin (TAM) had originally programmed in STA funds $75,151 for the School Transportation Service in Novato, $68,000 for the Drake/Cole Pedestrian Improvements, and $248,000 for Canal Neighborhood Crosswalk Improvements, but these three projects were found to be ineligible for STA funds. As a result, TAM pursued and approved a funding exchange with Marin Transit. Marin Transit will receive $391,151 in STA funds for Route 36 and in exchange will give TAM, Measure AA Sales Tax Strategy 4: Local Busfunds to fully fund

(12) On 01/22/20, Participatory Budgeting Pilot projects for San Francisco's Bayview Hunter's Point Community Based Transportation Plan were recommended and added into this Cycle 5 program, through the PB Pilot program process. The San Francisco Municipal Transportation Agency (SFMTA) will fund three new Transit Assistant (TA) positions through the Muni Transit Assistance Program (MTAP). The three TA positions will be hired on a 3-year contract and will ride on the 29 Sunset, the 44 O'Shaughnessy, and the T-Third lines.

Date: January 24, 2018
W.I.: 1310
Referred by: PAC

ABSTRACT

Resolution No. 4309

This Resolution adopts the Lifeline Transportation Program Cycle 5 Guidelines.

The following attachment is provided with this Resolution:

Attachment A —Lifeline Transportation Program Cycle 5 Guidelines FY2016-17 and FY2017-18

Further discussion of the Lifeline Transportation Program Cycle 5 Guidelines is provided in the Programming and Allocations Committee Summary sheet dated January 10, 2018.

Date: January 24, 2018
W.I.: 1310
Referred by: PAC

RE: Lifeline Transportation Program Cycle 5 Guidelines

METROPOLITAN TRANSPORTATION COMMISSION
RESOLUTION NO. 4309

WHEREAS, the Metropolitan Transportation Commission (MTC) is the regional transportation agency for the San Francisco Bay Area pursuant to Government Code Section 66500 *et seq*.; and

WHEREAS, MTC adopted Resolution 3837, which established a consolidated policy for State Transit Assistance (STA) – population-based funds, including a set percentage to the Lifeline Transportation Program; and

WHEREAS, MTC adopted Resolution 4242, which established the Transit Capital Priorities Process and Criteria for programming FY2016-17 through FY2019-20 Federal Transit Administration Section 5307 Urbanized Area Formula funds, including a set-aside for the Lifeline Transportation Program; and

WHEREAS, MTC will use the process and criteria set forth in Attachment A of this Resolution to fund a Cycle 5 program of projects for the Lifeline Transportation Program; now, therefore be it

RESOLVED, that MTC approves the program guidelines to be used in the administration and selection of the Cycle 5 Lifeline Transportation projects, as set forth in Attachment A of this Resolution; and be it further

RESOLVED, that the Executive Director of MTC shall forward a copy of this Resolution, and such other information as may be required, to such other agencies as may be appropriate.

METROPOLITAN TRANSPORTATION COMMISSION

Jake Mackenzie, Chair

The above Resolution was entered into by the
Metropolitan Transportation Commission
at a regular meeting of the Commission held in
San Francisco, California on January 24, 2018.

METROPOLITAN
TRANSPORTATION
COMMISSION

Lifeline Transportation Program Cycle 5 Guidelines

January 2018

METROPOLITAN TRANSPORTATION COMMISSION

LIFELINE TRANSPORTATION PROGRAM CYCLE 5 GUIDELINES

FY 2017 AND FY 2018

January 2018

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METROPOLITAN TRANSPORTATION COMMISSION
LIFELINE TRANSPORTATION PROGRAM CYCLE 5 GUIDELINES
FY 2017 AND FY 2018

January 2018

1. PROGRAM GOAL. The Lifeline Transportation Program is intended to fund projects that result in improved mobility for low-income residents of the nine San Francisco Bay Area counties.

   The Lifeline Program supports community-based transportation projects that:

   - Are developed through a collaborative and inclusive planning process that engages a broad range of stakeholders such as public agencies, transit operators, community-based organizations and residents, and outreach to underrepresented communities.
   - Improve a range of transportation choices by adding new or expanded services including but not limited to: enhanced fixed route transit services, first-and last-mile shuttles, taxi voucher programs, and other eligible projects.
   - Address transportation gaps and/or barriers identified in Community-Based Transportation Plans (CBTP) or other substantive local planning efforts involving focused outreach to low-income populations such as countywide or regional welfare-to-work transportation plans, the Coordinated Public Transit-Human Services Transportation Plan or other documented assessment of need. Findings emerging from one or more CBTPs or other relevant planning efforts may also be applied to other low-income areas, or otherwise be directed to serve low-income constituencies within the county, as applicable. A map of communities of concern (CoC) is included in the Equity Analysis Report for Plan Bay Area 2040, which is available at http://2040.planbayarea.org/sites/default/files/2017-07/Equity_Report_PBA%202040%20_7-2017.pdf

2. PROGRAM ADMINISTRATION. The Lifeline Program will be administered by county congestion management agencies (CMAs) or other designated county-wide agencies as follows:

County	Lifeline Program Administrator
Alameda	Alameda County Transportation Commission
Contra Costa	Contra Costa Transportation Authority
Marin	Transportation Authority of Marin
Napa	Napa Valley Transportation Authority
San Francisco	San Francisco County Transportation Authority
San Mateo	City/County Association of Governments
Santa Clara	Santa Clara Valley Transportation Authority and Santa Clara County
Solano	Solano Transportation Authority
Sonoma	Sonoma County Transportation Authority

3. FUNDING APPORTIONMENT AND AVAILABILITY. Fund sources for the Cycle 5 Lifeline Transportation Program include State Transit Assistance (STA), and Federal Transit Administration (FTA) Section 5307 Urbanized Area Formula[1] funds. Cycle 5 will cover a two-year programming cycle, FY2016-17 to FY2017-18.

   a. STA and FTA Section 5307. Funding for STA and FTA Section 5307 will be assigned to counties by each fund source, based on the county's share of the regional low-income population (see Figure 1).[2] Lifeline Program Administrators will assign funds to eligible projects in their counties. See Section 5 for details about the STA and FTA Section 5307 programming process and Appendix 1 for detailed eligibility requirements by fund source.

[1] The Moving Ahead for Progress in the 21st Century (MAP-21) federal transportation authorizing legislation eliminated the FTA Job Access and Reverse Commute (JARC) program (Section 5316) and combined JARC functions and funding with the Urbanized Area Formula (Section 5307) and the Non-urbanized Area Formula (Section 5311) programs. JARC projects were made eligible for 5307 funding, and, consistent with MTC's Transit Capital Priorities (TCP) Process and Criteria (MTC Resolution Nos. 4242), in the and FY2016-17 and FY2017-18 Section 5307 programs, a portion of the Bay Area's urbanized area funds have been set aside for the Lifeline program.

[2] FTA Section 5307 funds are apportioned by urbanized area (UA), so the distribution of 5307 funds will also need to take UA boundaries into consideration.

Figure 1. County and Share of Regional Poverty Population

County	***Share of Regional Low Income (<200% Poverty) Population***
Alameda	23.1%
Contra Costa	14.7%
Marin	2.7%
Napa	2.1%
San Francisco	12.2%
San Mateo	8.4%
Santa Clara	22.5%
Solano	6.6%
Sonoma	7.7%
Total	100.0%

Source: American Community Survey, 2011-2015, 5-Year Estimate

b. Participatory Budgeting**.** Subject to funding available from a proposed 2018 Caltrans Planning Grant, MTC will pilot a voluntary participatory budgeting (PB) process. The participatory budgeting process enables residents in Communities of Concern to develop and vote on project priorities working through their CMA's Community-Based Transportation Planning process. Selected projects are then funded as part of an available/dedicated budget. MTC will set aside up to $1 million off the top from the Lifeline Transportation Program for projects identified through this pilot. Projects identified through the PB process will be presented to the Commission at a future date. CMA's that want to participate in this pilot should contact MTC staff by January 30, 2018.

c. Local Fund Exchanges. Consistent with MTC Resolution No. 3331, MTC will allow County Lifeline Program Administrators to use local fund exchanges to fund projects that are not otherwise eligible for the state and federal funds in Cycle 5. Lifeline Program Administrators must notify MTC about their intent to exchange funds, and MTC staff will review and approve the exchanges on a case-by-case basis. MTC staff is supportive of these fund exchanges to the extent that the exchange projects meet the spirit of the Lifeline Transportation Program.

4. ELIGIBLE RECIPIENTS/SUBRECIPIENTS

a. STA. There are three categories of eligible recipients of STA funds: a) transit operators; b) Consolidated Transportation Service Agencies (CTSAs); and, c) Cities and Counties that are eligible to claim Transportation Development Act (TDA) Article 4, 4.5 or 8 funds.

Non-profit organizations and Cities/Counties that are not eligible TDA Article 4, 4.5 or 8 claimants are only eligible for STA funds if they partner with an eligible STA recipient

(e.g., a transit operator) that is willing to serve as the recipient of the funds and pass through the funds to the non-profit or City/County, and if they have an eligible project.

b. FTA Section 5307. Transit operators that are FTA grantees are the only eligible recipients of FTA Section 5307 funds.

Non-profit organizations and public agencies that are not FTA grantees are only eligible for Section 5307 funds if they partner with an FTA grantee (transit operator) that is willing to serve as the direct recipient of the Section 5307 funds and pass through the funds to the sub recipient non-profit or public agency.

Section 5307 recipients/sub recipients will be required to have a Dun and Bradstreet (D&B) Data Universal Numbering System (DUNS) number and provide it during the application process.[3] A DUNS number may be obtained from D&B by telephone (866-705-5711) or the Internet (http://fedgov.dnb.com/webform).

5. STA AND FTA SECTION 5307 PROGRAMMING PROCESS. For STA and FTA Section 5307 funds, Lifeline Program Administrators are responsible for soliciting applications for the Lifeline Transportation Program.

Consistent with MTC's Public Participation Plan and FTA's Title VI Circular (FTA C 4702.1B), MTC encourages Lifeline Program Administrators to conduct a broad, inclusive public involvement process, and use multiple methods of public outreach. Funds in the Cycle 5 program are predominantly restricted to transit operators (see Section 4 for recipient eligibility restrictions). Therefore, MTC also acknowledges that each Lifeline Program Administrator's public outreach strategy will be tailored accordingly.

Methods of public outreach may include, but are not limited to, highlighting the program and application solicitation on the CMA website, and sending targeted postcards and e-mails to all prospective applicants, including those that serve predominantly minority and low-income populations.

Further guidance for public involvement is contained in MTC's Public Participation Plan. Additionally, a list of Caltrans best practices for community engagement can be accessed through the Caltrans Final Sustainable Communities Grant Guide at:

http://www.dot.ca.gov/hq/tpp/grants/1718/1_14SEP17_FinalSustainableCommunitiesGrantGuideFY2017-18.pdf

[3] A Dun and Bradstreet (D&B) Data Universal Numbering System (DUNS) number is a unique, non-indicative 9-digit identifier issued and maintained by D&B that verifies the existence of a business entity. The DUNS number is a universal identifier required for Federal financial assistance applicants, as well as recipients and their direct sub-recipients.

CMAs are required to document the outreach effort undertaken for the local call for projects and provide MTC with a description of how the public was involved in the process for nominating and/or commenting on projects selected for Lifeline Transportation Program funding.

a. Competitive Process. STA and FTA Section 5307 projects must be selected through an open, competitive process, with the following exception: In an effort to address the sustainability of fixed-route transit operations, Lifeline Program Administrators may elect to allocate some or all of their STA and/or Section 5307 funds directly to transit operators for Lifeline transit operations within the county. Projects must be identified as Lifeline projects before transit operators can claim funds, and will be subject to Lifeline Transportation Program reporting requirements.

b. STA Contingency Programming. Due to the uncertainty of forecasting STA revenues, the Lifeline Program Administrators will program 95 percent of their county's estimated STA amount, and develop a contingency plan for the remaining five percent should it be available. Contingency project(s) are to be identified and separately listed should the contingency funds become available. Contingency funds are not to be dispersed throughout all Lifeline projects.

6. ELIGIBLE ACTIVITIES

a. Eligible operating projects. Eligible operating projects, consistent with requirements of funding sources, may include (but are not limited to) new or enhanced fixed route transit services, restoration of Lifeline-related transit services eliminated due to budget shortfalls, shuttles, taxi voucher programs, auto loan programs, etc. See Appendix 1 for additional details about eligibility by funding source.

b. Eligible capital projects. Eligible capital projects, consistent with requirements of funding sources, may include (but are not limited to) purchase of vehicles; bus stop enhancements; rehabilitation, safety or modernization improvements; or other enhancements to improve transportation access for residents of low-income communities. See Appendix 1 for additional details about eligibility by funding source.

c. FTA Section 5307 restrictions

(1) Job Access and Reverse Commute requirement. For the Lifeline Transportation Program, the use of FTA Section 5307 funds is restricted solely to Job Access and Reverse Commute (JARC) -type projects. For details regarding eligible FTA Section 5307 JARC-type projects, see the FTA Section 5307 Circular (FTA C 9030.1E), Chapter IV, Section 5 available at https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/FINAL_FTA_circular9030.1E.pdf Also see Appendix 1 for detailed eligibility requirements by fund source.

(2) New and existing services. Consistent with the FTA Section 5307 circular (FTA C 9030.1E), Chapter IV, Section 5.a, eligible job access and reverse commute projects must provide for the development or maintenance of eligible job access and reverse commute services. Recipients may not reclassify existing public transportation services that have not received funding under the former Section 5316 program as job access and reverse commute services in order to qualify for operating assistance. In order to be eligible as a job access and reverse commute project, a proposed project must qualify as either a "development project" or "maintenance project" as follows:

i. Development Projects. "Development of transportation services" means new projects that meet the statutory definition and were not in service as of the date Fixing America's Surface Transportation (FAST) Act, became effective December 4, 2015. This includes projects that expand the service area or hours of operation for an existing service.

ii. Maintenance Projects. "Maintenance of transportation services" means projects that continue and maintain job access and reverse commute projects and services that received funding under the former Section 5316 Job Access and Reverse Commute program.

7. LOCAL MATCHING REQUIREMENTS. The Lifeline Transportation Program requires a minimum local match of 20% of the total project cost. Lifeline Transportation Program funds may cover a maximum of 80% of the total project cost.

a. Exceptions to 20% requirement. There are two exceptions to the 20% local match requirement:

(1) FTA Section 5307 operating projects require a 50% match. However, consistent with MTC's approach in previous funding cycles, Lifeline Program Administrators may use STA funds to cover the 30% difference for projects that are eligible for *both* 5307 and STA funds.

(2) All auto-related projects require a 50% match.

b. Sources of local match. Project sponsors may use certain federal, state or local funding sources (Transportation Development Act, operator controlled State Transit Assistance, local sales tax revenue, etc.) to meet the match requirement. In-kind contributions such as the market value of in-kind contributions integral to the project may be counted as a contribution toward local share.

For FTA Section 5307 projects, the local match can be *non*-Department of Transportation (DOT) federal funds. Eligible sources of non-DOT federal funds include: Temporary

Assistance to Needy Families (TANF), Community Services Block Grants (CSBG) and Social Services Block Grants (SSBG) administered by the US Department of Health and Human Services or Community Development Block grants (CDBG) and HOPE VI grants administered by the US Department of Housing and Urban Development (HUD). Grant funds from private foundations may also be used to meet the match requirement.

Transportation Development Credits ("Toll Credits") are not an eligible source of local match for the Lifeline Transportation Program.

8. COORDINATED PLANNING. Under FAST Act, projects funded with Section 5307 funds are no longer required by FTA to be derived from a locally developed, coordinated public transit-human services transportation plan ("Coordinated Plan"); however, in the Bay Area's Coordinated Plan, MTC continues to identify the transportation needs of individuals with disabilities, older adults, *and* people with low incomes, and to provide strategies for meeting those local needs. Therefore, projects funded with Lifeline Transportation Program funds should be consistent with the transportation needs, proposed solutions, and enhanced coordination strategies presented in the Coordinated Plan to the extent practicable considering any other funding source restrictions.

   The Bay Area's Coordinated Plan is being updated in early 2018. The previous version approved in March 2013 is available at: https://mtc.ca.gov/sites/default/files/Coord_Plan_Update.pdf , and the draft update to the plan is available at: https://mtc.ca.gov/our-work/plans-projects/other-plans/coordinated-public-transit-human-services-transportation-plan

   Mobility management was a key coordination strategy recommended in the 2013 plan update and in the draft 2018 plan. The designation of lead mobility managers or Consolidated Transportation Service Agencies (CTSAs) at the County or sub regional level is an essential component of that strategy. Consistent with those recommendations, the Lifeline Program Administrators may, at their discretion, choose to award extra points to—or otherwise give priority to—projects sponsored by or coordinated with County or sub regional Mobility Managers or CTSAs.

   Transportation needs specific to senior and disabled residents of low-income communities may also be considered when funding Lifeline projects.

9. GRANT APPLICATION. To ensure a streamlined application process for project sponsors, a universal application form will be used, but, with review and approval from MTC, may be modified as appropriate by the Lifeline Program Administrator for inclusion of county-specific grant requirements.

   Applicants with multi-county projects must notify the relevant Lifeline Program Administrators and MTC about their intent to submit a multi-county project, and submit copies of their application to all of the relevant counties. If the counties have different application forms, the applicant can submit the same form to all counties, but should contact the Lifeline Program Administrators to determine the appropriate form. If the counties have

different application deadlines, the applicant should adhere to the earliest deadline. The Lifeline Program Administrators will work together to score and rank the multi-county projects, and, if selected, to determine appropriate funding. (Note: Multi-county operators with projects that are located in a single county need only apply to the county where the project is located.)

10. APPLICATION EVALUATION

    a. Evaluation criteria. Standard evaluation criteria will be used to assess and select projects. The six criteria include (1) project need/goals and objectives, (2) community-identified priority, (3) implementation plan and project management capacity, (4) coordination and program outreach, (5) cost-effectiveness and performance indicators, and (6) project budget/sustainability. Lifeline Program Administrators will establish the weight to be assigned for each criterion in the assessment process.

       Additional criteria may be added to a county program but should not replace or supplant the regional criteria. MTC staff will review the proposed county program criteria to ensure consistency and to facilitate coordination among county programs.

       See Appendix 2 for the detailed standard evaluation criteria.

    b. Evaluation panel. Each county will appoint a local evaluation panel of CMA staff, the local low-income or minority representative from MTC's Policy Advisory Council (if available), and representatives of local stakeholders, such as transit operators, other transportation providers, community-based organizations, social service agencies, and local jurisdictions, to score and select projects. Counties are strongly encouraged to appoint a diverse group of stakeholders for their local evaluation panel. Each county will assign local priorities for project selection by establishing the weight for each criterion and, at the CMA's discretion, adding local criteria to the standard regional criteria.

11. COUNTYWIDE PROGRAM OF PROJECTS. A full program of projects is due to MTC from each Lifeline Program Administrator based on the timeline outlined in Section 18**.** While FY2017 FTA funds have been appropriated by Congress and can be considered secured, full FY2018 funds have yet to be appropriated. Given state and federal funding uncertainties, sponsors with projects selected for FY2018 Section 5307 funds and FY2018 STA funds should plan to defer the start of those projects until the funding is appropriated and secured. Lifeline Program Administrators, at their discretion, may opt to allot unused prior year funds to high scoring projects so they can be started quickly. MTC staff will work with Lifeline Program Administrators on this sequencing; MTC staff expects that more will be known about the FY2018 FTA Section 5307 funds and the FY2018 STA funds in calendar year 2018.

12. POLICY BOARD ADOPTION

a. Project sponsor resolution of local support. Prior to MTC's programming of Lifeline Cycle 5 funds (STA and FTA Section 5307) to any project, MTC requires that the project sponsor adopt and submit a resolution of local support. The resolution shall state that approved projects not only exemplify Lifeline Program goals, but that the local project sponsors understand and agree to meeting all project delivery, funding match and eligibility requirements, and obligation and reporting deadlines and requirements. MTC will provide a resolution of local support template. The County Lifeline Program Administrators have the option of collecting the resolutions of local support from project sponsors along with the project applications, or after the project is selected by the County for funding.

b. Lifeline Program Administrator/CMA Board Resolution and Concurrence

(1) STA and FTA Section 5307. Projects recommended for STA and FTA Section 5307 funding must be submitted to and approved by the respective governing board of the Lifeline Program Administrator.

13. PROJECT DELIVERY. All projects funded under the county programs are subject to the following MTC project delivery requirements:

a. FTA Section 5307. Project sponsors must expend the Lifeline Transportation Program Section 5307 funds within three years of the FTA grant award or execution of agreement with pass-through agency, whichever is applicable. To prevent the Section 5307 funds from lapsing on the federal obligation deadline, MTC reserves the right to reprogram funds if direct recipients fail to submit their FTA grant by the following dates:
   - August 2021 for FY2017 funds
   - August 2022 for FY2018 funds

   Project sponsor are encouraged to submit grant applications at least 90 days prior to the close of FTA's Transit Award Management System (TrAMS) due to the time need for application review by USDOT and the US Department of Labor prior to any grants being awarded. Any FTA Section 5307 funds not obligated in a grant by the end of five years from the year of appropriation by Congress will lapse and return to FTA for reallocation in future years. (i.e. funds appropriated by Congress in FY2017 will lapse at the end of Federal Fiscal Year 2022.) Direct recipients are responsible for carrying out the terms of their grants.

b. STA. Project sponsors must expend the Lifeline Transportation Program STA funds within three years of the date that the funds are programmed by MTC or the date that the agreement with pass-through agency is executed, whichever is applicable.

14. PROJECT OVERSIGHT. For Lifeline projects funded by STA and FTA Section 5307, Lifeline Program Administrators are responsible for programmatic and fiscal oversight, and for monitoring project sponsors in meeting the MTC obligation deadlines and project

delivery requirements. In addition, Lifeline Program Administrators will ensure that projects substantially carry out the scope described in the grant applications for the period of performance. All project budget and scope of work changes must be approved by the MTC Commission; however the Lifeline Program Administrators are responsible for approving budget and scope of work changes prior to MTC's authorization. All scope changes must be fully explained and must demonstrate consistency with Lifeline Transportation Program goals.

See Appendix 1 for detailed accountability and reporting requirements by funding source.

15. PERFORMANCE MEASURES. As part of the Call for Projects, applicants will be asked to establish project goals, and to identify basic performance indicators to be collected in order to measure the effectiveness of the Lifeline projects. At a minimum, performance measures for service-related projects would include: documentation of new "units" of service provided with the funding (e.g., number of trips, service hours, workshops held, car loans provided), cost per unit of service, and a qualitative summary of service delivery procedures employed for the project. For capital projects, project sponsors are responsible for establishing milestones and reporting on the status of project delivery. Project sponsors are responsible for satisfying all reporting requirements, as referenced in Appendix 1. Lifeline Program Administrators will forward all reports containing performance measures to MTC for review and overall monitoring of the Lifeline Transportation Program.

16. FUND ADMINISTRATION

    a. FTA Section 5307. Project sponsors are responsible for entering projects into MTC's Fund Management System for inclusion in the Transportation Improvement Program (TIP). Transit operators that are FTA grantees are the only eligible recipients of Section 5307 funds. FTA grantees will act as direct recipients, and will submit grant applications directly to FTA.

       For projects funded with FTA Section 5307 funds that are sponsored by non-FTA grantees (e.g., nonprofits or other local government entities), the FTA grantee who was identified as the partner agency at the time of the application will submit the grant application to FTA directly and, following FTA approval of the grant, will enter into funding agreements with the sub recipient project sponsor.

       FTA recipients are responsible for following all applicable federal requirements and for ensuring that their sub recipients comply with all federal requirements. See Section 18 for federal compliance requirements.

    b. STA. For transit operators receiving STA funds, MTC will allocate funds directly through the annual STA claims process. For other STA eligible projects administered by sponsors who are not STA eligible recipients, the project sponsor is responsible for identifying a local transit operator who will act as a pass-through for the STA funds, and

will likely enter into a funding agreement directly with the project sponsor. Project sponsors are responsible for entering their own STA projects into the TIP.

17. COMPLIANCE WITH FEDERAL REQUIREMENTS.

a. Lifeline Program Administrator Responsibilities. For the selection of projects to be funded with FTA Section 5307 funds, in accordance with federal Title VI requirements, Lifeline Program Administrators must distribute the FTA funds without regard to race, color, and national origin, and must assure that minority populations are not being denied the benefits of or excluded from participation in the program. Lifeline Program Administrators shall develop the program of projects or competitive selection process to ensure the equitable distribution of FTA Section 5307 funds to project sponsors that serve predominantly minority populations. Equitable distribution can be achieved by engaging in outreach to diverse stakeholders regarding the availability of funds, and ensuring the competitive process is not itself a barrier to selection of applicants that serve predominantly minority populations.

b. Project Sponsor Responsibilities. FTA Section 5307 applicants should be prepared to abide by all applicable federal requirements as specified in 49 U.S.C. Section 5307; FTA Circulars C 9030.1E, 4702.1B and 4703.1; the most current FTA Master Agreement; and the most current Certifications and Assurances for FTA Assistance Programs.

FTA Section 5307 direct recipients will be responsible for adhering to FTA requirements through their agreements and grants with FTA directly and for ensuring that all sub recipients and third-party contractors comply with FTA requirements.

18. TIMELINE. The anticipated timeline for Cycle 5 is as follows:

Program	Action	Anticipated Date*
All	Commission approves Cycle 5 Program Guidelines	January 24, 2018
All	MTC issues guidelines to counties	January 31, 2018
5307 & STA	CMA Board-approved** programs due to MTC from CMAs	May 31, 2018
5307	Project sponsors submit TIP amendments	June 2018***
All	**MTC Commission approval of Program of Projects**	**July 2018**
STA	Operators can file claims for Lifeline Cycle 5 STA funds	After July Commission Approval
5307	Deadline for transit operators (FTA grantees) to submit FTA grants for FY17 and FY18 funds	Submit grants once TIP Amendment is federally approved

* Dates subject to change depending on State and Federal deadlines and availability of funds.
** CMA Board approval and concurrence may be pending at the time of deadline.
*** Due date for final 2017 TIP amendment tentatively scheduled for mid-June 2018, subject to change. If projects are not included in final 2017 TIP amendment, the projects can be submitted via FMS for initial 2019 TIP in late 2018.

Appendix 1
Lifeline Transportation Program Cycle 5
Funding Source Information

	State Transit Assistance (STA)	FTA Section 5307
Purpose of Fund Source	**To improve existing public transportation services and encourage regional transportation coordination**	**To support the continuation and expansion of public transportation services in the United States**
Detailed Guidelines	**http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/STIP/TDA_4-17-2013.pdf**	**https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/FINAL_FTA_circular9030.1E.pdf**
Use of Funds	For public transportation purposes including community transit services	For the Lifeline Transportation Program, the use of FTA Section 5307 funds is restricted solely to Job Access and Reverse Commute-type projects that support the development and maintenance of transportation services designed to transport welfare recipients and eligible low income individuals to and from jobs and activities related to their employment
Eligible Recipients	▪ Transit operators ▪ Consolidated Transportation Service Agencies (CTSAs) ▪ Cities and Counties if eligible to claim TDA Article 4, 4.5 or 8 funds	▪ Transit operators that are FTA grantees
Eligible Sub recipients **(must partner with an eligible recipient that will serve as a pass-through agency)**	▪ Private non-profit organizations ▪ Cities and counties that are not eligible to claim TDA Article 4, 4.5 or 8 funds	▪ Private non-profit organizations ▪ Public agencies that are not FTA grantees (e.g., cities, counties)

	State Transit Assistance (STA)	FTA Section 5307
Eligible Projects	**Transit Capital and Operations, including:** ▪ New, continued or expanded fixed-route service ▪ Purchase of vehicles ▪ Shuttle service if available for use by the general public ▪ Purchase of technology (e.g., GPS, other ITS applications) ▪ Capital projects such as bus stop improvements, including bus benches, shelters, etc. ▪ Various elements of mobility management, if consistent with STA program purpose and allowable use. These may include planning, coordinating, capital or operating activities.	New and existing services. Eligible job access and reverse commute projects must provide for the development or maintenance of eligible job access and reverse commute services. Recipients may not reclassify existing public transportation services that have not received funding under the former Section 5316 program as job access and reverse commute services in order to qualify for operating assistance. In order to be eligible as a job access and reverse commute project, a proposed project must qualify as either a "development project" or a "maintenance project" (see Section 7.c.(2) of these guidelines for details regarding "development" and "maintenance" projects). Capital and Operating projects. Projects that comply with the requirements above may include, but are not limited to: ▪ Late-night & weekend service; ▪ Guaranteed ride home service; ▪ Shuttle service; ▪ Expanding fixed route public transit routes, including hours of service or coverage; ▪ Demand-responsive van service; ▪ Ridesharing and carpooling activities; ▪ Transit-related aspects of bicycling; ▪ Administration and expenses for voucher programs; ▪ Local car loan programs; ▪ Intelligent Transportation Systems (ITS); ▪ Marketing; and ▪ Mobility management. See FTA C 9030.1E, Chapter IV, Section 5307 for details regarding eligible projects.

	State Transit Assistance (STA)	FTA Section 5307
Lifeline Program Local Match	20%	▪ 50% for operating projects (may use STA funds to cover up to 30% if project is eligible for **both** JARC and STA) ▪ 50% for auto projects ▪ 20% for planning and capital projects
Estimated timing for availability of funds to project sponsor	Transit operators, CTSAs and eligible cities and counties can initiate claims for FY17 and FY18 funds immediately following MTC approval of program of projects. For sub recipients, the eligible recipient acting as fiscal agent will likely initiate a funding agreement following MTC approval of program of projects. Funds will be available on a reimbursement basis after execution of the agreement.	Following MTC approval of the program of projects, project sponsor will submit project in FMS for inclusion in the TIP. Following Federal TIP approval, FTA grantees must submit FTA grants. FTA grantees can begin their projects after the funds are obligated in an FTA grant. For sub recipients, the FTA grantee acting as fiscal agent will likely initiate a funding agreement following FTA grant award. Funds will be available on a reimbursement basis after execution of the agreement.
Accountability & Reporting Requirements	Transit operators and eligible cities and counties must submit annual performance (i.e., ridership) statistics for the project, first to Lifeline Program Administrators for review, and then to MTC along with annual claim. Depending on the arrangement with the pass-through agency, sub recipients will likely submit quarterly performance reports with invoices, first to the pass-through agency for reimbursement, and then to Lifeline Program Administrators for review.	FTA grantees are responsible for following all applicable federal requirements for preparing and maintaining their Section 5307 grants. MTC and/or the Lifeline Program Administrators may request copies of FTA grantees' quarterly Section 5307 grant reports to FTA. Depending on the arrangement with the pass-through agency, sub recipients will likely submit quarterly performance reports with invoices, first to Lifeline Program Administrators for review, and then to the pass-through agency for reimbursement. Sub recipients will also submit Title VI reports annually to the pass-through agency.

Note: Information on this chart is accurate as of January 2018. MTC will strive to make Lifeline Program Administrators aware of any changes to fund source guidelines that may be enacted by the appropriating agencies (i.e. State of California, Federal Transit Administration).

Appendix 2
Lifeline Transportation Program Cycle 5
Standard Evaluation Criteria

The following standard evaluation criteria are intended to provide consistent guidance to each county in prioritizing and selecting projects to receive Lifeline Transportation Program funds. Each county, in consultation with other stakeholder representatives on the selection committee, will consider these criteria when selecting projects, and establish the weight to be assigned to each of the criterion. Additional criteria may be added to a county program but should not replace or supplant the regional criteria. MTC staff will review the proposed county program criteria to ensure consistency and to facilitate coordination among county programs.

a. Project Need/Goals and Objectives: Applicants should describe the unmet transportation need or gap that the proposed project seeks to address and the relevant planning effort that documents the need. Describe how project activities will mitigate the transportation need. Capital or operations projects (sponsored by public transit operators or in partnership with non-profits or cities) that support and augment but are not traditional fixed route projects may be given extra points under this criteria. Project application should clearly state the overall program goals and objectives, and demonstrate how the project is consistent with the goals of the Lifeline Transportation Program.

b. Community-Identified Priority: Priority should be given to projects that directly address transportation gaps and/or barriers identified through a Community-Based Transportation Plan (CBTP) or other substantive local planning effort involving focused inclusive engagement to low-income populations. Applicants should identify the CBTP or other substantive local planning effort, as well as the priority given to the project in the plan.

Other projects may also be considered, such as those that address transportation needs identified in countywide or regional welfare-to-work transportation plans, the Coordinated Public Transit-Human Services Transportation Plan, or other documented assessment of needs within designated communities of concern. Findings emerging from one or more CBTPs or other relevant planning efforts may also be applied to other low-income areas, or otherwise be directed to serve low-income constituencies within the county, as applicable. A map of communities of concern (CoC) is included in the Equity Analysis Report for Plan Bay Area 2040, is available at: http://2040.planbayarea.org/sites/default/files/2017-07/Equity_Report_PBA%202040%20_7-2017.pdf

c. Implementation Plan and Project Management Capacity: For projects seeking funds to support program operations, applicants must provide a well-defined service operations plan, and describe implementation steps and timelines for carrying out the plan.

For projects seeking funds for capital purposes, applicants must provide an implementation plan, milestones and timelines for completing the project.

Priority should be given to projects that are ready to be implemented in the timeframe that the funding is available.

Project sponsors should describe and provide evidence of their organization's ability to provide and manage the proposed project, including experience providing services for low-income persons, and experience as a recipient of state or federal transportation funds. For continuation projects that have previously received Lifeline funding, project sponsor should describe project progress and outcomes.

d. Coordination and Program Outreach: Proposed projects will be evaluated based on their ability to coordinate with other community transportation and/or social service resources. Applicants should clearly identify project stakeholders, and how they will keep stakeholders involved and informed throughout the project. Applicants should also describe how the project will be marketed and promoted to the public.

e. Cost-Effectiveness and Performance Indicators: The project will be evaluated based on the applicant's ability to demonstrate that the project is the most appropriate way in which to address the identified transportation need, and is a cost-effective approach. Applicants must also identify clear, measurable outcome-based performance measures to track the effectiveness of the service in meeting the identified goals. A plan should be provided for ongoing monitoring and evaluation of the service, as well as steps to be taken if original goals are not achieved.

f. Project Budget/Sustainability: Applicants must submit a clearly defined project budget, indicating anticipated project expenditures and revenues, including documentation of matching funds. Proposals should address long-term efforts and identify potential funding sources for sustaining the project beyond the grant period.

Date: June 24, 2020
W.I.: 1310
Referred by: PAC

ABSTRACT

Resolution No. 4416

This Resolution adopts the Lifeline Transportation Program Cycle 6 Guidelines.

The following attachment is provided with this Resolution:

Attachment A —Lifeline Transportation Program Cycle 6 Guidelines FY2018-19 and FY2019-20

Further discussion of the Lifeline Transportation Program Cycle 6 Guidelines is provided in the Programming and Allocations Committee Summary sheet dated June 10, 2020.

Date: June 24, 2020
W.I.: 1310
Referred by: PAC

RE: Lifeline Transportation Program Cycle 6 Guidelines

METROPOLITAN TRANSPORTATION COMMISSION
RESOLUTION NO. 4416

WHEREAS, the Metropolitan Transportation Commission (MTC) is the regional transportation agency for the San Francisco Bay Area pursuant to Government Code Section 66500 *et seq*.; and

WHEREAS, MTC adopted Resolution 4242, which established the Transit Capital Priorities Process and Criteria for programming FY2016-17 through FY2019-20 Federal Transit Administration Section 5307 Urbanized Area Formula funds, including a set-aside for the Lifeline Transportation Program; and

WHEREAS, MTC will use the process and criteria set forth in Attachment A of this Resolution to fund a Cycle 6 for the Lifeline Transportation Program; now, therefore be it

RESOLVED, that MTC approves the program guidelines to be used in the administration and selection of Cycle 6 Lifeline Transportation projects, as set forth in Attachment A of this Resolution; and be it further

RESOLVED, that the Executive Director of MTC shall forward a copy of this Resolution, and such other information as may be required, to such other agencies as may be appropriate.

METROPOLITAN TRANSPORTATION COMMISSION

Scott Haggerty, Chair

The above Resolution was entered into by the
Metropolitan Transportation Commission
at a regular meeting of the Commission held in
San Francisco, California and at other
remote locations on June 24, 2020.

METROPOLITAN
TRANSPORTATION
COMMISSION

Lifeline Transportation Program
Cycle 6 Guidelines

June 2020

METROPOLITAN TRANSPORTATION COMMISSION

LIFELINE TRANSPORTATION PROGRAM CYCLE 6 GUIDELINES FY 2019 AND FY 2020

June 2020

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Appendix 2. Standard Evaluation Screening Criteria

METROPOLITAN TRANSPORTATION COMMISSION
LIFELINE TRANSPORTATION PROGRAM CYCLE 6 GUIDELINES
FY 2019 AND FY 2020

June 2020

1. PROGRAM GOAL. The Lifeline Transportation Program is intended to fund projects that result in improved mobility for low-income residents of the nine San Francisco Bay Area counties.

   The Lifeline Program supports community-based transportation projects that:

   - Are developed through a collaborative and inclusive planning process that engages a broad range of stakeholders such as public agencies, transit operators, community-based organizations and residents, and outreach to underrepresented communities.
   - Improve a range of transportation choices by adding new or expanded services including but not limited to: enhanced fixed route transit services, first-and last-mile shuttles, taxi voucher programs, and other eligible projects.
   - Address transportation gaps and/or barriers identified in Community-Based Transportation Plans (CBTP) or other substantive local planning efforts involving focused outreach to low-income populations such as countywide or regional welfare-to-work transportation plans, the Coordinated Public Transit-Human Services Transportation Plan or other documented assessment of need. Findings emerging from one or more CBTPs or other relevant planning efforts may also be applied to other low-income areas, or otherwise be directed to serve low-income constituencies within the county, as applicable. A map of communities of concern (CoC) is included in the Equity Analysis Report for Plan Bay Area 2040, which is available at: http://2040.planbayarea.org/sites/default/files/2017-07/Equity_Report_PBA%202040%20_7-2017.pdf

2. PROGRAM ADMINISTRATION. The Lifeline Program will be administered by MTC in coordination with transit agencies, county transportation agencies (CTAs) or other designated county-wide agencies as follows:

   a. Role of the Transit Agency/Operator. Transit agencies may submit application(s) and propose projects for Lifeline Cycle 6 funding. Board action is required.

   b. Role of the CTA. MTC staff may engage CTA staff to advise and ensure projects are consistent with the Community Based Transportation Plans, MTC Coordinated Plan, county and local plans. No board action is required.

3. FUNDING APPORTIONMENT AND AVAILABILITY. The fund source for the Cycle 6 Lifeline Transportation Program is Federal Transit Administration (FTA) Section 5307 Urbanized Area Formula[1] funds. Cycle 6 will cover a two-year programming cycle, FY2018-19 and FY2019-20.

[1] The Moving Ahead for Progress in the 21st Century (MAP-21) federal transportation authorizing legislation eliminated the FTA Job Access and Reverse Commute (JARC) program (Section 5316) and combined JARC functions and funding with the Urbanized Area Formula (Section 5307) and the Non-urbanized Area Formula (Section 5311) programs. JARC projects were

a. Funding for FTA Section 5307 is apportioned to urbanized areas. The Cycle 6 distribution assigns funding to transit operators first on urbanized area eligibility, and then based on a 50/50 distribution formula of:

(1) Fifty percent (50%) low-income ridership estimates. A transit agency's estimated low-income ridership is calculated by the transit agency's total ridership (FTA National Transit Data, 2018) multiplied by the percent of ridership that is low-income (from the 2012-2017 MTC On-Board Transit Passenger Demographic Surveys).

(2) Fifty percent (50%) Community of Concern (CoC) population shares. Source: Total population for transit service area (FTA National Transit Data, 2018) and percent of full transit service area that is within a Community of Concern (MTC Resolution No. 4217, 2012-2016 ACS, 5-year tract level data (See Figure 1).[2] MTC will assign funds to eligible projects to transit operators. See Section 5 for details about FTA Section 5307 programming process and Appendix 1 for detailed eligibility requirements.

made eligible for 5307 funding, and, consistent with MTC's Transit Capital Priorities (TCP) Process and Criteria (MTC Resolution No. 4242), in FY2016-17 and FY2019-20 Section 5307 programs, a portion of the Bay Area's urbanized area funds have been set aside for the Lifeline program.

[2] FTA Section 5307 funds are apportioned by transit operator.

Figure 1. Lifeline Cycle 6 – Share of Regional Low-Income Ridership Estimate and 50/50 Distribution of Low-Income Ridership Estimate and Community of Concern Population Shares

Operator[1]	*Share of Regional Low- Income Ridership Estimate*[2]	*Operator Percent Low-Income Ridership Estimate*[3] *(50% Distribution)*	*CoC Population Served as Share of Service Area Population*[4] *(50% Distribution)*
Alameda-Contra Costa Transit District (AC Transit)	23.1%	49.0%	28.3%
San Francisco Bay Area Rapid Transit District (BART)	16.9%	14.7%	26.8%
Central Contra Costa Transit Authority (CCCTA)	1.1%	34.1%	4.5%
Fairfield and Suisun Transit (FAST)	.3%	37.5%	34.0%
Golden Gate Bridge, Highway, and Transportation District – Bus Service (GGBHTD)	.4%	8.5%	12.3%
Livermore-Amador Valley Transit Authority (LAVTA)	.6%	37.1%	1.6%
Marin Transit	1.0%	35.5%	3.8%
Napa VINE	.4%	40.4%	23.5%
Petaluma Transit	.2%	53.1%	100.0%
San Mateo County Transit District (SamTrans)	4.1%	38.7%	16.9%
San Francisco Municipal Transportation Agency (SFMTA)	40.4%	20.1%	24.1%
Santa Rosa CityBus	1.0%	61.6%	23.8%
Solano County Transit (SolTrans)	.5%	37.2%	32.4%

Operator[1]	***Share of Regional Low- Income Ridership Estimate***[2]	***Operator Percent Low-Income Ridership Estimate***[3] ***(50% Distribution)***	***CoC Population Served as Share of Service Area Population***[4] ***(50% Distribution)***
Sonoma County Transit	.5%	56.8%	12.4%
Eastern Contra Costa Transit Authority (Tri Delta Transit)	.8%	38.4%	28.7%
Union City Transit	.1%	42.4%	10.5%
Vacaville – City Coach	.1%	31.7%	6.7%
Western Contra Costa Transportation Authority (WestCAT)	.2%	16.1%	24.6%
Santa Clara Valley Transportation Authority (VTA)	8.4%	25.2%	16.1%
TOTAL	**100%**	**N/A**	**N/A**

(1) Transit operators listed represent agencies that are eligible to receive FTA Section 5307 for both fiscal years based on urbanized area eligibility and transit service category.

(2) "Share of Regional Low Income Ridership" percentage is based on low-income ridership estimates from the most recent MTC On-Board Transit Passenger Demographic Surveys, 2012-2017. Consistent with past Lifeline Transportation program funding rounds, Cycle 6 does not include commuter rail and ferry service due to traditionally minimal low-income ridership thresholds. As ridership demographics change over time and services such as the Sonoma Marin Area Rail Transit have commenced new service, staff intends to revisit this policy element for future Lifeline funding rounds.

(3) Fifty percent (50%) low-income ridership estimates. A transit agency's estimated low-income ridership is calculated by the transit agency's total ridership (FTA National Transit Data, 2018) multiplied by the percent of ridership that is low-income (from the 2012-2017 MTC On-Board Transit Passenger Demographic Surveys).

(4) Fifty percent (50%) Community of Concern (CoC) population shares. Source: Total population for transit service area (FTA National Transit Data, 2018) and percent of full transit service area that is within a Community of Concern (MTC Resolution No. 4217, 2012-2016 ACS, 5-year tract level data (See Figure 1). MTC will assign funds to eligible projects to transit operators. See Section 5 for details about FTA Section 5307 programming process and Appendix 1 for detailed eligibility requirements.

b. Local Fund Exchanges. Consistent with MTC Resolution No. 3331, MTC will allow transit operators to use local fund exchanges to fund projects that are not otherwise eligible for federal funds in Cycle 6. MTC staff is supportive of these fund exchanges to the extent that the exchange projects meet the spirit of the Lifeline Transportation Program. In the event that a transit operator is unable to identify a Lifeline eligible project for the FTA Section 5307 funds, the operator may request to have the funds transferred to another operator or return funds to MTC for redistribution to other operators. Transit operators must notify MTC about their intent to

exchange, transfer or return funds, and MTC staff will review and may approve the requests on a case-by-case basis.

4. FTA SECTION 5307 ELIGIBLE RECIPIENTS/SUBRECIPIENTS.

   Transit operators that are FTA grantees are the only eligible recipients of FTA Section 5307 funds.

   Non-profit organizations and public agencies that are not FTA grantees are only eligible for Section 5307 funds if they partner with an FTA grantee (transit operator) that is willing to serve as the direct recipient of the Section 5307 funds and pass through the funds to the sub recipient non-profit or public agency.

   Section 5307 recipients/sub recipients will be required to have a Dun and Bradstreet (D&B) Data Universal Numbering System (DUNS) number and provide it during the application process.[3] A DUNS number may be obtained from D&B by telephone (866-705-5711) or the Internet (http://fedgov.dnb.com/webform).

5. PUBLIC PARTICIPATION. For FTA Section 5307 funds, MTC staff will be soliciting applications from the transit operators for the Lifeline Transportation Program.

   Consistent with MTC's Public Participation Plan and FTA's Title VI Circular (FTA C 4702.1B), MTC encourages transit operators to conduct a broad, inclusive public involvement process, and use multiple methods of public outreach in identifying Lifeline projects. Funds in the Cycle 6 program are restricted to transit operators (see Section 4 for recipient eligibility restrictions). Therefore, MTC also acknowledges that each transit operator public outreach strategy will be tailored accordingly.

   Further guidance for public involvement is contained in MTC's Public Participation Plan. Additionally, a list of Caltrans best practices for community engagement can be accessed through the Caltrans Final Sustainable Communities Grant Guide at:

   http://www.dot.ca.gov/hq/tpp/grants/1718/1_14SEP17_FinalSustainableCommunitiesGrantGuideFY2017-18.pdf

[3] A Dun and Bradstreet (D&B) Data Universal Numbering System (DUNS) number is a unique, non-indicative 9-digit identifier issued and maintained by D&B that verifies the existence of a business entity. The DUNS number is a universal identifier required for Federal financial assistance applicants, as well as recipients and their direct sub-recipients.

6. ELIGIBLE ACTIVITIES.

a. Eligible operating projects. Eligible operating projects include (but are not limited to) new or enhanced fixed route transit services, restoration of Lifeline-related transit services eliminated due to budget shortfalls, shuttles, taxi voucher programs, auto loan programs, etc. See Appendix 1 for additional details about eligibility by funding source. Eligible operating projects are different for large and small urbanized areas (UZAs). Refer to FTA Section 5307 Circular (FTA C9030.1E).

(1) General Eligibility. In an effort to address the sustainability of fixed-route transit operations, transit operators may elect to allocate some or all of their Section 5307 funds directly for Lifeline transit operations within the county. Projects must be identified as Lifeline projects before transit operators can claim funds, and will be subject to Lifeline Transportation Program reporting requirements.

b. Eligible capital projects. Eligible capital projects, consistent with requirements of funding sources, may include (but are not limited to) purchase of vehicles; bus stop enhancements; rehabilitation, safety or modernization improvements; or other enhancements to improve transportation access for residents of low-income communities. See Appendix 1 for additional details about eligibility by funding source.

c. FTA Section 5307 restrictions

(1) Job Access and Reverse Commute requirement. For the Lifeline Transportation Program, the use of FTA Section 5307 funds is restricted solely to Job Access and Reverse Commute (JARC) -type projects. For details regarding eligible FTA Section 5307 JARC-type projects, see the FTA Section 5307 Circular (FTA C 9030.1E), Chapter IV, Section 5 available at: https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/FINAL_FTA_circular9030.1E.pdf Also see Appendix 1 for detailed eligibility requirements by fund source.

(2) New and existing services. Consistent with the FTA Section 5307 circular (FTA C 9030.1E), Chapter IV, Section 5.a, eligible job access and reverse commute projects must provide for the development or maintenance of eligible job access and reverse commute services. Recipients may not reclassify existing public transportation services that have not received funding under the former Section 5316 program as job access and reverse commute services in order to qualify for operating assistance. In order to be eligible as a job access and reverse commute project, a proposed project must qualify as either a "development project" or "maintenance project" as follows:

i. Development Projects. "Development of transportation services" means new projects that meet the statutory definition and were not in service as of the date Fixing America's Surface Transportation (FAST) Act, became effective December 4, 2015. This includes projects that expand the service area or hours of operation for an existing service.

ii. Maintenance Projects. "Maintenance of transportation services" means projects that continue and maintain job access and reverse commute projects and services that received funding under the former Section 5316 Job Access and Reverse Commute program.

7. LOCAL MATCH REQUIREMENTS. The Lifeline Transportation Program requires a minimum local match of 20% of the total project cost. Lifeline Transportation Program funds may cover a maximum of 80% of the total project cost.

   a. Exceptions to 20% requirement. There are two exceptions to the 20% local match requirement:

      (1) FTA Section 5307 operating projects require a 50% match.

      (2) All auto-related projects require a 50% match.

   b. Sources of local match. Project sponsors may use certain federal, state or local funding sources (Transportation Development Act, operator controlled State Transit Assistance, local sales tax revenue, etc.) to meet the match requirement. In-kind contributions such as the market value of in-kind contributions integral to the project may be counted as a contribution toward local share.

      For FTA Section 5307 projects, the local match can be *non*-Department of Transportation (DOT) federal funds. Eligible sources of non-DOT federal funds include: Temporary Assistance to Needy Families (TANF), Community Services Block Grants (CSBG) and Social Services Block Grants (SSBG) administered by the US Department of Health and Human Services or Community Development Block grants (CDBG) and HOPE VI grants administered by the US Department of Housing and Urban Development (HUD). Grant funds from private foundations may also be used to meet the match requirement.
      Transportation Development Credits ("Toll Credits") are not an eligible source of local match for the Lifeline Transportation Program.

8. COORDINATED PLANNING. Under FAST Act, projects funded with Section 5307 funds are no longer required by FTA to be derived from a locally developed, coordinated public transit-human services transportation plan ("Coordinated Plan"); however, in the Bay Area's Coordinated Plan, MTC continues to identify the transportation needs of individuals with disabilities, older adults, *and* people with low incomes, and to provide strategies for meeting those local needs. Therefore, projects funded with Lifeline Transportation Program funds should be consistent with the transportation needs, proposed solutions, and enhanced coordination strategies presented in the Coordinated Plan to the extent practicable considering any other funding source restrictions. The Bay Area's Coordinated Plan was updated in February 2018 and is available at:
   https://mtc.ca.gov/sites/default/files/MTC_Coordinated_Plan.pdf

   a. Mobility management. Mobility management was a key coordination strategy recommended in the 2018 plan. The designation of lead mobility managers or Consolidated Transportation Service Agencies (CTSAs) at the County or sub regional level is an essential component of that strategy. Consistent with those recommendations, MTC may, choose to give priority to—projects

sponsored by or coordinated with County or sub regional Mobility Managers or CTSAs. If mobility management projects are not identified as part of the Program of Projects, provide explanation and justification.

Transportation needs specific to senior and disabled residents of low-income communities may also be considered when funding Lifeline projects.

9. GRANT APPLICATION. To ensure a streamlined application process for project sponsors, a universal application form will be used. Transit operators with multi-county projects must notify the relevant CTA Lifeline Program Administrators about their intent to submit a multi-county project. Once MTC receives the application, MTC may send the application to the CTAs. MTC will coordinate with associated CTAs to assess multi-county projects and the associated program of projects submitted by transit operators.

10. APPLICATION EVALUATION SCREENING.
Project will be evaluated based on meeting eligibility requirements outlined in Sections 6 – 9, evaluation screening criteria, and county goal alignment. Standard screening criteria will be used to assess projects. The six criteria include (1) project need/goals and objectives, (2) community-identified priority and county plans, (3) implementation plan and project management capacity, (4) coordination and program outreach, (5) cost-effectiveness and performance indicators, and (6) project budget/sustainability. MTC will establish the weight to be assigned for each criterion in the assessment process.

See Appendix 2 for the detailed standard screening criteria.

11. TRANSIT OPERATOR PROGRAM OF PROJECTS. A full program of projects is due to MTC from each transit operator based on the timeline outlined in Section 18. MTC will provide the transit operator program of projects to the associated CTA Lifeline Program Administrator.

12. POLICY BOARD ADOPTION.

    a. Transit Operator Board Resolution and Concurrence. Prior to MTC's programming of Lifeline Cycle 6 funds (FTA Section 5307) to any project, MTC requires that the transit operator adopt and submit a resolution of local support. The resolution shall state that approved projects not only exemplify Lifeline Program goals, but that the local project sponsors understand and agree to meeting all project delivery, funding match and eligibility requirements, and obligation and reporting deadlines and requirements. MTC will provide a resolution template. MTC has the option of collecting the resolutions of local support from transit operators along with the project applications, or after the project is selected by MTC for funding.

13. PROJECT DELIVERY. All projects funded under the transit operator programs are subject to the following MTC project delivery requirements:

Project sponsors must expend the Lifeline Transportation Program Section 5307 funds within three years of the FTA grant award or execution of agreement with pass-through agency, whichever is applicable. To prevent the Section 5307 funds from lapsing on the federal obligation deadline, MTC

reserves the right to reprogram funds if direct recipients fail to submit their FTA grant by the following dates:

- August 2023 for FY2018-19 funds
- August 2024 for FY2019-20 funds

Project sponsor are encouraged to submit grant applications at least 90 days prior to the close of FTA's Transit Award Management System (TrAMS) due to the time need for application review by USDOT and the US Department of Labor prior to any grants being awarded. Direct recipients are responsible for carrying out the terms of their grants.

14. PROJECT OVERSIGHT. Transit operators are responsible for meeting the MTC obligation deadlines and project delivery requirements. In addition, transit operators will carry out the scope described in the grant applications for the period of performance. All project budget and scope of work changes must be approved by the MTC Commission; however transit operators are responsible for approving budget and scope of work changes prior to MTC's authorization. Transit operators will work with CTA Lifeline Program Administrators and MTC on proposed changes. All scope changes must be fully explained and must demonstrate consistency with Lifeline Transportation Program goals.

    See Appendix 1 for detailed accountability and reporting requirements by funding source.

15. PERFORMANCE MEASURES. As part of the Call for Projects, applicants will be asked to establish project goals, and to identify basic performance indicators to be collected in order to measure the effectiveness of the Lifeline projects. At a minimum, performance measures for service-related projects would include: documentation of new "units" of service provided with the funding (e.g., number of trips, service hours, workshops held, car loans provided), cost per unit of service, and a qualitative summary of service delivery procedures employed for the project. For capital projects, project sponsors are responsible for establishing milestones and reporting on the status of project delivery. Project sponsors are responsible for satisfying all reporting requirements, as referenced in Appendix 1. Transit operators will forward all reports containing performance measures to MTC for review and overall monitoring of the Lifeline Transportation Program.

16. FTA SECTION 5307 FUND ADMINISTRATION.

    Project sponsors are responsible for entering projects into MTC's Fund Management System for inclusion in the Transportation Improvement Program (TIP). Transit operators that are FTA grantees are the only eligible recipients of Section 5307 funds. FTA grantees will act as direct recipients, and will submit grant applications directly to FTA.

    For projects funded with FTA Section 5307 funds that are sponsored by non-FTA grantees (e.g., nonprofits or other local government entities), the FTA grantee who was identified as the partner agency at the time of the application will submit the grant application to FTA directly and, following FTA approval of the grant, will enter into funding agreements with the sub recipient project sponsor.

FTA recipients are responsible for following all applicable federal requirements and for ensuring that their sub recipients comply with all federal requirements. See Section 18 for federal compliance requirements.

17. COMPLIANCE WITH FEDERAL REQUIREMENTS – Transit Operator Responsibilities

FTA Section 5307 applicants should be prepared to abide by all applicable federal requirements as specified in 49 U.S.C. Section 5307; FTA Circulars C 9030.1E, 4702.1B and 4703.1; the most current FTA Master Agreement; and the most current Certifications and Assurances for FTA Assistance Programs.

FTA Section 5307 direct recipients will be responsible for adhering to FTA requirements through their agreements and grants with FTA directly and for ensuring that all sub recipients and third-party contractors comply with FTA requirements.

18. FUTURE PROGRAM CONSIDERATIONS. These guidelines apply for the purposes of this programming cycle only. Future programs and funding formulas would be subject to revisiting under the following conditions, for example:
    - Changes in mix of fund sources for the Lifeline Transportation Program
    - Changes in the mix of transit operators in the region
    - Changes in ridership demographics and services commenced over time
    - Updated data and changes to the definition of Communities of Concern
    - Evaluation and experience from this cycle does not meet the intent of the Lifeline Transportation Program.

19. TIMELINE. The anticipated timeline for Cycle 6 is as follows:

Action	Anticipated Date*
Commission approves Cycle 6 Program Guidelines	June 24, 2020
MTC approves TIP amendment (administrative modification)	June 24, 2020
MTC issues guidelines to transit operators	June 30, 2020
Transit Operator Board-approved** programs due to MTC from Transit Operator	July/August 2020
MTC Commission approval of Program of Projects	**September 2020**
FTA grantees can submit FTA grants for FY19 and FY20 funds (after all Board approvals completed)	October 2020

* Dates subject to change depending on Federal deadlines and availability of funds.
** Transit Operator Board approval and concurrence may be pending at the time of deadline.

Appendix 1
Lifeline Transportation Program Cycle 6
Funding Source Information

	FTA Section 5307
Purpose of Fund Source	**To support the continuation and expansion of public transportation services in the United States**
Detailed Guidelines	**https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/FINAL_FTA_circular9030.1E.pdf**
Use of Funds	For the Lifeline Transportation Program, the use of FTA Section 5307 funds is restricted solely to Job Access and Reverse Commute-type projects that support the development and maintenance of transportation services designed to transport welfare recipients and eligible low income individuals to and from jobs and activities related to their employment
Eligible Recipients	▪ Transit operators that are FTA grantees
Eligible Sub-recipients **(must partner with an eligible recipient that will serve as a pass-through agency)**	▪ Private non-profit organizations ▪ Public agencies that are not FTA grantees (e.g., cities, counties)

	FTA Section 5307
Eligible Projects	New and existing services. Eligible job access and reverse commute projects must provide for the development or maintenance of eligible job access and reverse commute services. Recipients may not reclassify existing public transportation services that have not received funding under the former Section 5316 program as job access and reverse commute services in order to qualify for operating assistance. In order to be eligible as a job access and reverse commute project, a proposed project must qualify as either a "development project" or a "maintenance project" (see Section 7.c.(2) of these guidelines for details regarding "development" and "maintenance" projects). Capital and Operating projects. Projects that comply with the requirements above may include, but are not limited to: ▪ Late-night & weekend service; ▪ Guaranteed ride home service; ▪ Shuttle service; ▪ Expanding fixed route public transit routes, including hours of service or coverage; ▪ Demand-responsive van service; ▪ Ridesharing and carpooling activities; ▪ Transit-related aspects of bicycling; ▪ Administration and expenses for voucher programs; ▪ Local car loan programs; ▪ Intelligent Transportation Systems (ITS); ▪ Marketing; and ▪ Mobility management. See FTA C 9030.1E, Chapter IV, Section 5307 for details regarding eligible projects.

	FTA Section 5307	
Lifeline Program Local Match	20%	▪ 50% for operating projects (may use STA funds to cover up to 30% if project is eligible for **both** JARC and STA) ▪ 50% for auto projects ▪ 20% for planning and capital projects
Estimated timing for availability of funds to transit operator	Transit operators, CTSAs and eligible cities and counties can initiate claims for FY18 and FY19 funds immediately following MTC approval of program of projects. For sub recipients, the eligible recipient acting as fiscal agent will likely initiate a funding agreement following MTC approval of program of projects. Funds will be available on a reimbursement basis after execution of the agreement.	Following MTC approval of the program of projects, project sponsor will submit project in FMS for inclusion in the TIP. Following Federal TIP approval, FTA grantees must submit FTA grants. FTA grantees can begin their projects after the funds are obligated in an FTA grant. For sub recipients, the FTA grantee acting as fiscal agent will likely initiate a funding agreement following FTA grant award. Funds will be available on a reimbursement basis after execution of the agreement.
Accountability & Reporting Requirements	Transit operators and eligible cities and counties must submit annual performance (i.e., ridership) statistics for the project, first to MTC for review, and then to MTC along with annual claim. Depending on the arrangement with the pass-through agency, sub recipients will likely submit quarterly performance reports with invoices, first to the pass-through agency for reimbursement, and then to MTC for review.	FTA grantees are responsible for following all applicable federal requirements for preparing and maintaining their Section 5307 grants. MTC may request copies of FTA grantees' quarterly Section 5307 grant reports to FTA. Depending on the arrangement with the pass-through agency, sub recipients will likely submit quarterly performance reports with invoices, first to MTC for review, and then to the pass-through agency for reimbursement. Sub recipients will also submit Title VI reports annually to the pass-through agency.

Note: Information on this chart is accurate as of April 2020. MTC will strive to make transit operators aware of any changes to fund source guidelines that may be enacted by the appropriating agencies (i.e. State of California, Federal Transit Administration).

Appendix 2
Lifeline Transportation Program Cycle 6
Standard Evaluation Screening Criteria

The following standard evaluation screening criteria are intended to provide consistent guidance to transit operators in submitting projects to receive Lifeline Transportation Program funds. Each transit operator, will consider these screening criteria when submitting applications for projects.

a. **Project Need/Goals and Objectives – Serves Low-Income Communities/Residents:** Applicants should describe the unmet transportation need or gap that the proposed project seeks to address and the relevant planning effort that documents the need. Describe how project activities will mitigate the transportation need. Capital or operations projects (sponsored by public transit operators or in partnership with non-profits or cities) that support and augment but are not traditional fixed route projects may be given extra points under this criteria. Project application should clearly state the overall program goals and objectives, and demonstrate how the project is consistent with the goals of the Lifeline Transportation Program.

b. **Community-Identified Priority and County Plans:** Priority should be given to projects that directly address transportation gaps and/or barriers identified through a Community-Based Transportation Plan (CBTP) or other substantive local planning effort involving focused inclusive engagement to low-income populations. Applicants should identify the CBTP or other substantive local planning effort, as well as the priority given to the project in the plan. MTC will coordinate with CTAs to assess project consistency with County Plans.

   Other projects may also be considered, such as those that address transportation needs identified in countywide or regional welfare-to-work transportation plans, the Coordinated Public Transit-Human Services Transportation Plan, or other documented assessment of needs within designated communities of concern. Findings emerging from one or more CBTPs or other relevant planning efforts may also be applied to other low-income areas, or otherwise be directed to serve low-income constituencies within the county, as applicable. A map of communities of concern (CoC) is included in the Equity Analysis Report for Plan Bay Area 2040, which is available at http://2040.planbayarea.org/sites/default/files/2017-07/Equity_Report_PBA%202040%20_7-2017.pdf

c. **Implementation Plan and Project Management Capacity:** For projects seeking funds to support program operations, applicants must provide a well-defined service operations plan, and describe implementation steps and timelines for carrying out the plan.

   For projects seeking funds for capital purposes, applicants must provide an implementation plan, milestones and timelines for completing the project.

   Priority should be given to projects that are ready to be implemented in the timeframe that the funding is available.

   Project sponsors should describe and provide evidence of their organization's ability to provide and manage the proposed project, including experience providing services for low-income persons, and experience as a recipient of state or federal transportation funds. For continuation projects that have previously received Lifeline funding, project sponsor should describe project progress and outcomes.

d. Coordination and Program Outreach: Projects will be screened based on their ability to coordinate with other community transportation and/or social service resources. Applicants should clearly identify project stakeholders, and how they will keep stakeholders involved and informed throughout the project. Applicants should also describe how the project will be marketed and promoted to the public.

e. Cost-Effectiveness and Performance Indicators: The project will be screened based on the applicant's ability to demonstrate that the project is the most appropriate way in which to address the identified transportation need, and is a cost-effective approach. Applicants must also identify clear, measurable outcome-based performance measures to track the effectiveness of the service in meeting the identified goals. A plan should be provided for ongoing monitoring and evaluation of the service, as well as steps to be taken if original goals are not achieved.

f. Project Budget/Sustainability: Applicants must submit a clearly defined project budget, indicating anticipated project expenditures and revenues, including documentation of matching funds. Proposals should address long-term efforts and identify potential funding sources for sustaining the project beyond the grant period.

2020 Certifications & Assurances/Title VI
JARC/New Freedom Subrecipient Tracking List

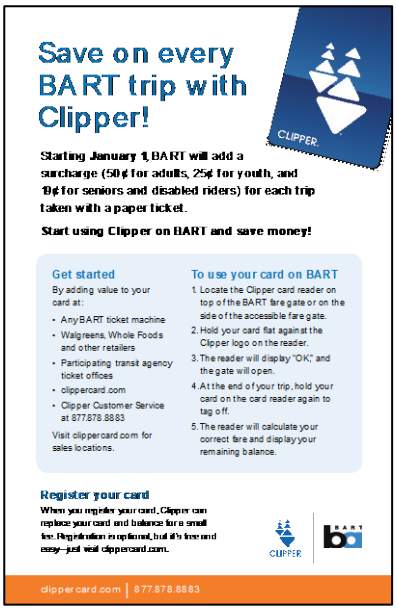
Agency (Project Sponsor)	Street Address	City, St, ZIP	Program / Cycle	Certs&Assurances	Title VI Report
Outreach & Escort, Inc.	2221 Oakland Rd., Suite 200,	San Jose, CA 95131	NF 5	Submitted	Submitted
Contra Costa County Employment and Human Services Dept.	40 Douglas Drive	Martinez, CA 94553-4068	JARC 3	Submitted	Submitted
San Mateo County Human Services Agency	400 Harbor Boulevard, Bldg. B	Belmont, CA 94002-4047	JARC 3	Submitted	Submitted

Attachment C
Agenda Item 3

Clipper Activities, July 2017 to May 2018

BART Fee Surcharge and Youth Age Change Campaign

MTC worked closely with BART on a campaign to promote BART's new paper ticket surcharge and the change in the maximum age for youth discounts to 18, effective January 1, 2018 – adult customers now pay an additional 50 cents on every one-way ride using a paper ticket (youth pay a 25-cent surcharge, and senior and disabled riders pay a 19-cent surcharge).



MTC's contribution to the campaign consisted primarily of outreach, where we provided free adult Clipper cards. Working closely with BART, we completed 29 outreach events, at which we distributed 8,690 cards (see Table 1 for distribution by event). Tracking of usage of cards for one month following distribution shows high percentage of unique cards used and also a high rate of use. MTC also produced a "quick start" guide for outreach ambassadors to give customers along with their free card.

Table 1: Results of BART Fare Policy Change Outreach Activities

	Event	City	Adult Cards	Senior Cards	Customer Contacts
1	La Clinica de la Raza*	Pittsburg	92	9	101
2	Richmond BART Station**	Richmond	218	2	220
3	Coliseum BART Station**	Oakland	282	0	282
4	West Oakland Station**	Oakland	341	4	345
5	Spanish Speaking Citizens Foundation*	Oakland	40	0	40
6	Dublin/Pleasanton Station	Pleasanton	730	15	745
7	Bay Fair Station**	Bay Fair	429	9	438
8	Family Bridges*	Oakland	109	46	155
9	Hayward Station**	Hayward	741	8	749
10	MacArthur Station**	Oakland	349	5	354
11	El Cerrito del Norte Station**	El Cerrito	245	4	249
12	TNDC, Kelley Cullen Community*	SF	57	7	64
13	Richmond Main Street*	Richmond	106	21	127
14	TNDC, Ambassador Hotel*	SF	42	14	56
15	Concord Station**	Concord	361	5	366
16	Mission Neighborhood Centers*	SF	50	7	57
17	Compass Family Services*	SF	18	0	18
18	Ashby Station**	Berkeley	232	11	243
19	16th Street Mission Station**	SF	399	2	401

20	Pittsburg/Bay Point Station**	Pittsburg	628	5	633
21	Balboa Park Station**	SF	561	5	566
22	Downtown Berkeley Station**	Berkeley	191	4	195
23	Bay Area Rescue Mission*	Richmond	48	4	52
24	Daly City Station**	Daly City	250	11	261
25	Powell St. Station	SF	475	7	482
26	Walnut Creek Station	Walnut Ck	472	16	498
27	South Hayward BART**	S. Hayward	420	4	424
28	Oakland Coliseum A's vs. Giants	Oakland	275	5	280
29	Fremont BART	Fremont	288	11	299
			8,449	241	8,700

Table 2: Usage of Cards Distributed in BART Fare Differential Outreach, One Month After Distribution*

Events	29
Cards Distributed	8,624
Unique cards used for fare payment	2,845
% Cards used for fare payment	33.0%
Fare payment transactions	43,588
Fare payments per card distributed	5.05
Fare payments per card used	15.3

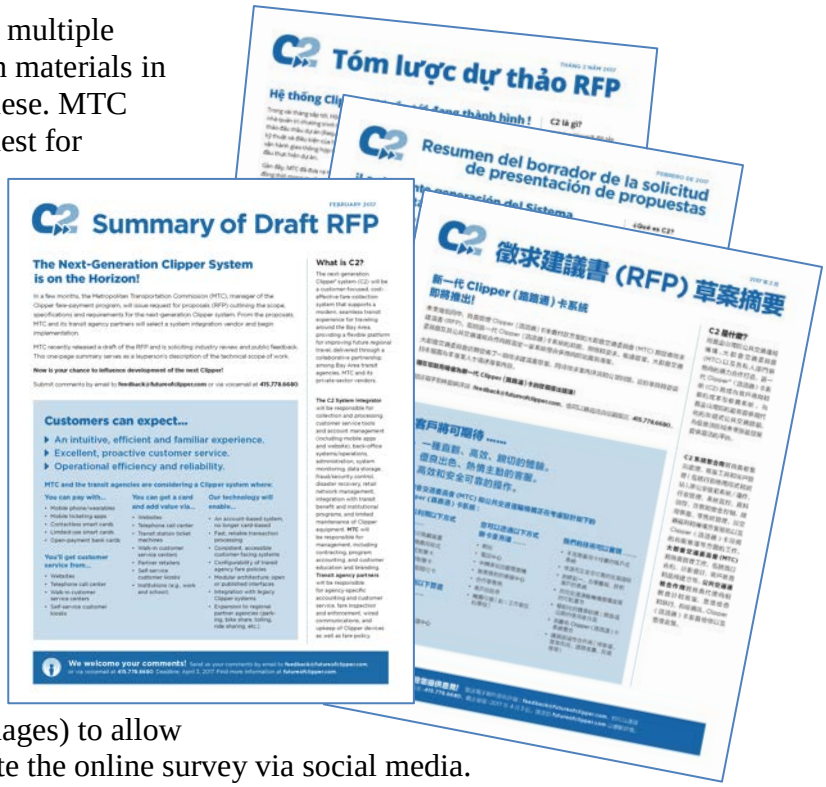
*Analysis excludes some cards from last event

Future of Clipper, Phase 2

MTC implemented Phase 2 of public engagement on C2, the next-generation Clipper system, throughout 2017. Phase 1 was completed in fiscal year 2014-15 and included an online opt-in survey, selected stakeholder interviews, presentations at regional and transit agency advisory group meetings, and opportunities to submit comments via email and phone. It also included creation of the FutureofClipper.com website, in multiple languages, as the central resource for public engagement opportunities for Clipper and to let people know that they can provide input into the design of the next-generation Clipper system on an ongoing basis.

For Phase 2, MTC provided multiple opportunities for members of the public to provide feedback. MTC:

- Accepted comments via email, voicemail and social media on the draft RFP specifically (February 28-April 3, 2017) and on an ongoing basis (throughout 2017);
- Held focus groups to help develop an online opt-in survey (March 9 and 14, 2017);
- Conducted an opt-in, non-representative online survey with 8,735 responses to solicit public input on specific issues (April 17-June 1, 2017);
- Interviewed 19 stakeholders regarding accessibility, low-income access and transit benefit programs; and
- Conducted an intercept survey of 1,088 non-Clipper users to identify barriers to Clipper usage and test concepts for improvements in the next generation of Clipper.



Respondents could provide feedback in multiple languages, and MTC produced outreach materials in English, Spanish, Chinese and Vietnamese. MTC developed a summary of the draft Request for Proposals for a System Integrator to help the public understand the document. The summary was produced in English, Spanish, Chinese and Vietnamese.

To promote the opt-in survey, MTC ran digital advertising in Spanish, Chinese and Vietnamese. MTC produced a take-one in four languages, and updated the four-language FutureofClipper.com website with information about the opportunity to participate in the online survey. MTC also produced a 40-second video (also in multiple languages) to allow MTC and the transit agencies to promote the online survey via social media. The English version is here: https://youtu.be/12uXgJVHULg.

Despite variations in types of participants and level of engagement, the results were fairly consistent:

- Transit agencies serve diverse customers, and each has personal preferences or needs around transit payment.
- Many have a strong interest in using Clipper for more than fixed-route transit.
- Transit riders want to be able to add value on the go and use it immediately.
- People want more information than less, and most are comfortable with self-service approaches to customer service.
- Transit riders would like a regional fare policy that provides discounts for use across multiple transit agencies.

Community-Based Organization Free Card Distribution

As a policy, MTC provides cards with no fee to community-based organizations serving low-income and limited English-proficient individuals. Normally the per-card fee is $3. Since July 2017, MTC has approved the distribution of free cards to the following organizations:

Organization	**Quantity**
Albany Community Resource Center	25-50
Albert Schweitzer Foundation	12
Bay Area Rescue Mission	50
Community on Shelterless	150
Contra Costa County Probation Department	100
Education Outside	56

FACES SF	50
Life Long Medical Care	50-75
Mission Neighborhood Resource Center	TBD*
No One Left Behind	50
Oakland Public Library	20
San Francisco Health Authority	30
St. Vincent de Paul	25
Support for Families of Children with Disabilities	20
The Suitcase Clinic	50
TransForm	750
Women's Daytime Drop-In Center	25

*This organization requested and received approval to order on an ongoing basis.

Clipper Activities, June 2018 through June 2020

BART National Night Out

MTC supports BART's National Night Out every August and did so again in 2018. Locations are selected by BART to support underserved customers. MTC provided multilingual outreach staff at these events.

	Event	City	Adult Cards	Senior Cards	Customer Contacts
1	North Berkeley BART	Berkeley	37	1	90
2	Colma BART	Colma	11	0	76
3	Powell St. BART	San Francisco	91	8	220
4	12th St. BART	Oakland	56	0	120
5	East Dublin/Pleasanton BART	Pleasanton	38	2	62
6	Pleasant Hill BART	Pleasant Hill	27	3	42
			260	14	610

Clipper Works for You – VTA

As part of a larger campaign focusing on financial savings from using Clipper, in September and October 2018 MTC held 44 outreach events targeting SFMTA and AC Transit riders. Ads in English, Spanish and Chinese were used, and all outreach events featured multilingual staff.

	Event	City	Adult Cards	Senior Cards	Customer Contacts
1	Redwood City Transit Center on Winslow	Redwood City	37	0	90
2	Daly City BART, Bus stops	Daly City	42	0	220
3	Colma BART, Bus stops	Colma	50	2	290
4	Hillsdale Shopping Center	San Mateo	5	0	53
5	Millbrae BART, bus stops	Millbrae	10	0	120
6	Redwood City Transit Center on Winslow	Redwood City	35	0	134
7	Redwood City Transit Center on Winslow	Redwood City	63	0	185
8	Daly City BART, Bus stops	Daly City	41	0	75
9	Colma BART, Bus stops	Colma	18	0	65
10	Daly City BART, Bus stops	Daly City	67	0	265
11	Eastridge Transit Center	San Jose	12	3	106
12	Valley Fair Transit Center	Santa Clara	7	0	37
13	Ohlone Chynoweth Light Rail	San Jose	10	0	115
14	Civic Center Light Rail, VTA, SJ	San Jose	37	1	135
15	Tasman Light Rail & Caltain Station	San Jose	28	1	155
16	San Antonio Transit Center	Mountain View	16	0	90

17	Santa Clara Transit Center	Santa Clara	55	0	140
18	Great Mall Transit Center	Milpitas	25	1	81
19	Sunnyvale Transit Center	Sunnyvale	23	0	73
20	Downtown San Jose Transit Mall	San Jose	24	0	232
21	Great Mall Transit Center	Milpitas	17	0	54
22	Palo Alto Transit Center	Palo Alto	30	0	102
23	Mountain View Transit Center, 600 W Evelyn Ave	Mountain View	9	0	62
24	Alum Rock Transit Center	San Jose	8	0	52
25	Santa Clara Transit Center	Santa Clara	35	0	184
26	San Jose Diridon Station, 65 Cahill St	San Jose	28	0	135
27	Sunnyvale Transit Center	Sunnyvale	33	0	142
28	Downtown San Jose Transit Mall	San Jose	14	1	109
29	Palo Alto Transit Center	Palo Alto	12	0	114
30	Mountain View Transit Center	Mountain View	24	0	260
31	Eastridge Transit Center	San Jose	29	1	137
32	Great Mall Transit Center	Milpitas	50	5	175
33	Palo Alto Transit Center	Palo Alto	38	3	112
34	Alum Rock Transit Center	San Jose	26	2	80
35	San Jose Diridon Station	San Jose	29	0	110
36	Eastridge Transit Center	San Jose	46	0	185
37	Main and Hale Transit Center	Morgan Hill	16	0	65
38	Santa Teresa Transit Center	San Jose	43	0	133
39	Winchester Light Rail	Campbell	27	0	140
40	Valley Fair Transit Center	Santa Clara	46	1	160
41	SF 4th and King	San Francisco	35	0	60
42	SF 4th and King	San Francisco	147	0	335
43	SF 4th and King	San Francisco	100	1	307
44	SF 4th and King	San Francisco	39	0	256
			1,486	22	6,130

Richmond Ferry Outreach

In January 2019, MTC worked with the Water Emergency Transportation Authority (WETA) to launch the new San Francisco Bay Ferry Service from Richmond to San Francisco. MTC conducted seven outreach events in the morning over a two-week period, accompanying WETA staff who were handing out schedules and promotional giveaways.

	Event	City	Adult Cards	Senior Cards	Customer Contacts
1	Richmond Ferry Terminal	Richmond	27	3	30
2	Richmond Ferry Terminal	Richmond	5	1	6
3	Richmond Ferry Terminal	Richmond	21	0	21

4	Richmond Ferry Terminal	Richmond	11	0	11
5	Richmond Ferry Terminal	Richmond	9	0	9
6	Richmond Ferry Terminal	Richmond	13	0	13
7	Richmond Ferry Terminal	Richmond	5	0	5
			91	4	95

Clipper Works for You - Golden Gate Transit and County Connection
In March and April 2019, MTC conducted 46 outreach events in support of the Clipper Works for you campaign to promote financial savings from Clipper. Ads ran in English and Spanish. MTC provided multilingual outreach staff at these events.

	Event	City	Adult Cards	Senior Cards	Customer Contacts
1	Concord BART	Concord	43	0	183
2	Pleasant Hill BART	Pleasant Hill	21	0	113
3	San Ramon Transit Center	San Ramon	4	2	42
4	DVC	Walnut Creek	68	1	110
5	Walnut Creek BART	Walnut Creek	18	0	97
6	Golden Gate stop at Temporary Transbay Terminal	San Francisco	8	0	22
7	San Rafael Transit Center	San Rafael	66	1	0
8	Martinez Amtrak	Martinez	7	0	286
9	San Ramon Transit Center	San Ramon	5	0	26
10	Concord BART	Concord	38	3	31
11	San Rafael Transit Center	San Rafael	116	0	226
12	DVC	Walnut Creek	20	0	385
13	San Ramon Transit Center	San Ramon	3	0	138
14	Walnut Creek BART	Walnut Creek	23	3	0
15	Concord BART	Concord	15	1	26
16	Pleasant Hill BART	Pleasant Hill	14	0	157
17	Martinez Amtrak	Martinez	8	0	205
18	GGT-Mission and Fremont	San Francisco	26	0	112
19	San Rafael Transit Center	San Rafael	38	0	25
20	San Rafael Transit Center	San Rafael	58	0	55
21	Concord BART	Concord	22	0	102
22	San Ramon Transit Center	San Ramon	6	0	0
23	GGT at Sansome & Sacramento	San Francisco	13	0	109
24	Pleasant Hill BART	Pleasant Hill	6	0	180
25	Martinez Amtrak	Martinez	12	0	28
26	San Rafael Transit Center	San Rafael	36	1	25
27	Concord BART	Concord	32	0	182
28	Pleasant Hill BART	Pleasant Hill	6	0	95
29	San Ramon Transit Center	San Ramon	1	0	28
30	DVC	Walnut Creek	32	0	57

31	Walnut Creek BART	Walnut Creek	28	1	202
32	Golden Gate stop at Temporary Transbay Terminal	San Francisco	8	0	26
33	San Rafael Transit Center	San Rafael	79	0	120
34	Concord BART	Concord	74	3	145
35	San Ramon Transit Center	San Ramon	8	0	30
36	Golden Gate stop at Temporary Transbay Terminal	San Francisco	0	0	25
37	Pleasant Hill BART	Pleasant Hill	13	0	52
38	Walnut Creek BART	Walnut Creek	35	3	110
39	San Rafael Transit Center	San Rafael	50	0	95
40	San Rafael Transit Center	San Rafael	33	0	82
41	DVC	Walnut Creek	22	0	74
42	Walnut Creek BART	Walnut Creek	12	1	109
43	Golden Gate stop at Sansome / Sacramento	San Francisco	17	0	26
44	Walnut Creek BART	Walnut Creek	4	0	106
45	Concord BART	Concord	41	0	95
46	San Rafael Transit Center	San Rafael	39	0	71
			1,228	20	4,413

BART National Night Out

MTC supports BART's National Night Out every August and did so again in 2019. Locations are selected by BART to support underserved customers. MTC provided multilingual outreach staff at these events.

	Event	City	Adult Cards	Senior Cards	Customer Contacts
1	16th BART	San Francisco	75	1	150
2	Richmond BART	Richmond	45	0	100
3	Castro Valley BART	Castro Valley	23	2	47
4	Fruitvale BART	Oakland	125	3	190
5	Balboa Park BART	San Francisco	38	0	185
6	16th BART	San Francisco	75	1	150
			306	6	672

Clipper Works for You – SFMTA and AC Transit

As part of a larger campaign focusing on financial savings from using Clipper, MTC held 41 outreach events targeting SFMTA and AC Transit riders. Ads in English, Spanish and Chinese were used, and all outreach events featured multilingual staff.

	Event	City	Adult Cards	Senior Cards	Customer Contacts
1	Hilltop Mall bus stops, Shane & Hilltop Mall Rd	Richmond	17	0	74

2	Geary and Park Presidio bus stops	San Francisco	49	0	220
3	Shattuck and University bus stops	Berkeley	42	0	140
4	Divisadero and California bus stops	San Francisco	5	0	105
5	West Oakland BART bus stops	Oakland	22	0	156
6	Hayward BART bus stops	Hayward	39	3	155
7	Transbay Terminal Muni stops	San Francisco	23	0	75
8	El Cerrito Plaza AC Transit bus stops	El Cerrito	6	0	45
9	Coliseum BART bus stops	Oakland	54	0	190
10	West Portal Muni Metro station and bus stops	San Francisco	64	0	250
11	14th and Broadway bus stops	Oakland	10	0	80
12	San Leandro BART bus stops	San Leandro	85	0	200
13	Van Ness and Geary bus stops	San Francisco	32	0	93
14	Rockridge BART bus stops	Oakland	14	1	99
15	19th and Lincoln bus stop	San Francisco	8	0	65
16	Fruitvale BART bus stops	Oakland	18	2	85
17	Van Ness Muni Metro station and bus stops	San Francisco	25	0	160
18	Eastmont Transit Center, Foothill Blvd. and 73rd Ave.,	Oakland	19	0	70
19	3rd St. and 20th/22nd Streets bus stops	San Francisco	27	0	160
20	Broadway and Berkeley Way bus stops	Oakland	47	0	140
21	MacArthur BART bus stops	Oakland	9	0	94
22	Forest Hill Muni Metro station and bus stops	San Francisco	17	0	49
23	Warm Springs/South Fremont AC Transit bus stops	Fremont	12	0	89
24	Parnassus and 3rd Ave - UCSF bus stops	San Francisco	25	0	42
25	International Blvd./ 82nd Ave. bus stops	Oakland	16	0	88
26	5th Street and Harrison/Bryant bus stops	San Francisco	15	0	80
27	El Cerrito del Norte AC Transit bus stops	El Cerrito	42	0	175
28	Newpark Mall, Newpark Mall Dr.	Newark	7	0	50
29	Divisadero and Geary bus stops	San Francisco	64	0	95

30	Fruitvale Ave. and MacArthur bus stops	Oakland	14	0	67
31	Van Ness and Sacramento/Clay bus stops	San Francisco	16	0	80
32	South Hayward BART AC Transit bus stops	Hayward	50	1	85
33	Union City BART AC Transit bus stops	Union City	66	0	105
34	Foothill Square bus stops, MacArthur/Foothill and 106th/108th	Oakland	9	0	68
35	Van Ness and Chestnut/Lombard bus stops	San Francisco	14	0	75
36	Bay Fair BART bus stops	San Leandro	19	0	95
37	16th St. and Mission bus stops	San Francisco	134	0	285
38	Hesperian and West Tennyson bus stops	Hayward	18	0	65
39	Mason and Geary/O'Farrell bus stops	San Francisco	43	0	125
40	Fremont BART AC Transit bus stops	Fremont	34	0	155
41	Daly City BART bus stops	Daly City	114	1	253
			1,344	8	4,782

BART Clipper-Only Pilot

In summer 2019, BART decided to convert ticket machines to sell only Clipper cards instead of paper tickets. BART decided to conduct a pilot at four stations: 19th Street Oakland, Embarcadero, Powell St., and Downtown Berkeley. MTC provided support at 14 outreach events, providing multilingual outreach staff. Volume was extremely high at these events, so card distribution and customer contact numbers are rounded.

	Event	City	Adult Cards	Senior Cards	Customer Contacts
1	19th Street	Oakland	200	5	150
2	19th Street	Oakland	517	5	450
3	19th Street	Oakland	464	5	350
4	Embarcadero	San Francisco	1500	0	500
5	Embarcadero	San Francisco	1000	0	360
6	Embarcadero	San Francisco	1000	0	390
7	Embarcadero	San Francisco	1000	0	360
8	Embarcadero	San Francisco	1001	0	320
9	Powell St.	San Francisco	2000	3	800
10	Powell St.	San Francisco	2000	0	700
11	Powell St.	San Francisco	2000	0	600
12	Downtown Berkeley	Berkeley	500	1	250

13	Downtown Berkeley	Berkeley	500	0	150
14	Downtown Berkeley	Berkeley	550	4	200
			14,232	23	5,580

Community-Based Organization Free Card Distribution

As a policy, MTC provides cards with no fee to community-based organizations serving low-income and limited English-proficient individuals. Normally the per-card fee is $3. Between June 2018 and June 2020, MTC has approved the distribution of free cards to the following organizations:

Organization	**Number of Cards Requested**
Birth and Beyond Woman's center	100
SF General Hospital	200
THE CHURCH ON THE CORNER	28
New Bridge Foundation	20
Contra Costa Interfaith Housing	38
PATMA	30
The Suitcase Clinic	200
ALAMEDA COUNTY DEPUTY SHERIFF ACITIVITIES LEAGUE	25
Safe Alternative to Violent Environments	20
Congregation Emanu-el	252
North Marin Community Services	10
Central City Hospitality House	150
Fesco Family Emergency Shelter Coalition	100
Ruby's Place	20
Shelter Inc	25
Abode Services	40
Asian Pacific Islander Legal Outreach	250
City Of County of San Francisco Department of Adult Probation	30
Mills-Peninsula Health Services, San Mateo	100
San Francisco Unified School District	15
Brighter Beginnings	20
Community & Youth Outreach Inc.	40
Contra Costa County Probation	100
Abode Services	30
Catholic Charities of Santa Rosa	17
Faphael House	100
Resources for Community Development/ Affordable Housing Property Developers	80
Lao Family Community Development	50
Native American Health Center	20
African Advocacy Network	50
Amador Institute	50
Code Tenderloin	120

NAACP	50
Native American Health Center	20
Skyline College	600
The Center for Employment Opportunities	50
The Family Violence Law Center	20
Resources for Community Development	77
Community Action Partnership of Sonoma County	50
Fair Oaks Community Center	100
Rubicon Program	100
The Bread Project	100
The Law Foundation of Silicon Valley	10
Tri-Valley Haven	50
SEO Scholars	60
St Catherine of Siena	50
Stanford Social Work	30
Tiburcio Vaquez Health Center	100
Arriba Juntos	50
Drug Safe Solano	50
UC Berkeley	60
SHELTER, Inc.	40
Social Advocates for Youth	50
Next Step	20
Baycat.org	15