



Agenda Item No. (4)

To: Transportation Committee/Committee of the Whole  
Meeting of February 24, 2022

From: Barbara Vincent, Principal Planner  
Ron Downing, Director of Planning  
Kellee J. Hopper, Deputy General Manager, Administration and Development  
Denis J. Mulligan, General Manager

Subject: **ADOPT THE DISTRICT'S 2021 TITLE VI PROGRAM**

### **Recommendation**

The Transportation Committee recommends that the Board of Directors adopt the Golden Gate Bridge, Highway and Transportation District's (District) 2021 Title VI Program as presented by staff, which demonstrates the District's compliance with Title VI of the Civil Rights Act of 1964.

This matter will be presented to the Board of Directors at its February 25, 2022, meeting for appropriate action.

### **Background**

Title VI of the Civil Rights Act of 1964 (Title VI) prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving federal financial assistance. Recognizing that low-income neighborhoods and communities of color disproportionately bear environmental burdens, Executive Order 12898, issued in 1994, mandates a commitment to achieving environmental justice in minority and low-income populations. Executive Order 13166, signed in 2000, requires recipients of Federal financial assistance to provide meaningful access to persons with limited proficiency in English.

The Federal Transit Administration (FTA) has issued guidance to assist transit agencies to develop programs in compliance with Title VI and the Executive Orders. These include the Title VI Requirements and Guidelines Circular 4702.1B (October 2012), the Environmental Justice Policy Guidance Circular 4703.1 (August 2012), and the FTA's Limited English Proficiency Handbook (April 2007). As a recipient of federal funds, the District must use these directives to ensure that all transit services, access to services, and ability to participate in planning processes are equitably distributed and provided, without regard to race, color, or national origin.

FTA guidelines require its grantees to adopt and submit a Title VI Program every three years to document the agency's Title VI compliance. The District last submitted its Title VI Program in

October 2018. The District received an extension from FTA in order to submit the current update by March 1, 2022. The next update will be due in October 2024.

### **Summary**

The District's updated 2021 Title VI Program and a resolution for its adoption are attached. The Title VI Program is compliant with FTA Circular 4702.1B's requirements for submission to the FTA. The 2021 Title VI Program, including attachments, consists of the following major components:

- Service Summary, Service Area, and Title VI Review Process
- Title VI Notice to the Public, Complaint Process and Forms, and Investigation Process
- Public Participation Plan
- Language Implementation Plan
- Summary of Outreach Efforts
- Title VI Policies adopted by the District including Service Standards and Policies, Major Service Change Policy, Disparate Impact and Disproportionate Burden Policies, and Related Public Outreach Documentation
- Ridership Demographic Profile
- Service Monitoring Results
- Title VI Analyses of Major Service Changes and Fare Changes, and Related Board Reports

The District's 2021 Title VI Program includes a summary of compliance activities conducted since the 2018 Title VI Program and identifies future activities for the District's ongoing compliance efforts. The updated Public Participation and Language Implementation Plans included in the Title VI Program contain strategies and tactics for carrying out broad and inclusive public outreach and for providing assistance to people who do not have proficiency in speaking or understanding the English language. The Title VI Program further describes efforts the District will undertake to implement and monitor its performance under Title VI requirements. The Title VI Program that would be adopted by this Board action documents that the District is in full compliance with Title VI.

The Transportation Committee recommends that the Board adopt the 2021 Title VI Program so that it may be submitted to the FTA by the deadline of March 1, 2022.

### **Fiscal Impact**

There is no fiscal impact associated with adopting and submitting the District's 2021 Title VI Program to the FTA. The cost of implementation will be determined as the associated tasks are carried out during the next three years. Those costs are included in the District's operating budget for FY 2021/22 and will be included in the budgets for the ensuing years.

Attachments: 2021 Title VI Program  
2021 Title VI Program Appendices are available on our website at:  
<https://www.goldengate.org/district/board-of-directors/meeting-documents/>

ATTACHMENT

## **2021 TITLE VI PROGRAM**

**Golden Gate Bridge, Highway and Transportation District  
1011 Andersen Drive  
San Rafael, CA 94901**



**Submitted to the  
Federal Transit Administration  
By March 1, 2022**

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## ***I. Introduction***

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving federal financial assistance. A combination of statutes, Executive Orders, regulations and published guidance further define populations that are protected under the umbrella of, and requirements related to, Title VI.

Each federal agency that provides financial assistance for any program is authorized and directed by the United States Department of Justice to apply provisions of Title VI, Executive Order 12898, and Executive Order 13166 to each program by issuing applicable rules, regulations, or requirements. The Federal Transit Administration (FTA) of the United States Department of Transportation (DOT) issued a circular on May 13, 2007, FTA C 4702.1A, that provided guidance to recipients of FTA financial assistance for carrying out the DOT's Title VI regulations (49 CFR part 21) and integrating the DOT's Order on Environmental Justice (Order 5610.2) and Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient Persons (70 FR 74087) into their programs and activities. This circular was later superseded by FTA Circular 4702.1B, published August 28, 2012 and effective October 1, 2012.

This 2021 Title VI Program, organized in accordance with Chapters III and IV of FTA Circular 4702.1B, sets forth the Title VI compliance activities of the Golden Gate Bridge, Highway and Transportation District (District), including the bus and ferry transit services operated under the names Golden Gate Transit (GGT) and Golden Gate Ferry (GGF), respectively, during the July 2018 through June 2021 reporting period.

### **A. Service Summary**

GGF provides ferry service between Marin and San Francisco counties. GGT provides bus service between Sonoma, Marin, San Francisco, and Contra Costa counties. For GGT, most passengers travel within Marin County or from Marin and Sonoma counties to San Francisco for work trips. While some San Francisco and East Bay residents use these transit services, the predominant use is by North Bay residents.

Local bus service in Marin County is the responsibility of the Marin County Transit District (MCTD), which makes all service decisions regarding these routes. GGT is one of several operators, providing a portion of this service under contract to MCTD. GGT has no role other than being a contract operator, so this Title VI Program update does not include information on MCTD service operated by GGT; that service is covered in MCTD's Title VI program.

### Golden Gate Transit Service Area



### B. Service Area and Minority and Low-Income Communities

Six exhibits provide an understanding of the GGT and GGF service area: **Exhibit 1**, Golden Gate Transit Service Area Overview (map); **Exhibit 2**, Snapshot of Minority Population in Marin and Sonoma Counties; **Exhibits 3 & 4**, Southern and Northern (respectively) Marin County 2015-2019 ACS Census Tracts with GGT Bus Routes (map exhibits); and **Exhibits 5 & 6**, Southern and Northern (respectively) Sonoma County 2015-2019 ACS Census Tracts with GGT Bus Routes (map exhibits). **Exhibit 7**, Marin County Minority and Low-Income Census Tracts, and **Exhibit 8**, Sonoma County (GGT Service Area) Minority and Low-Income Census Tracts, provide the racial and ethnic composition of census tracts in the primary GGT service area. Minority census tracts are defined as those where the percentage of minority population equals or exceeds the average percentage minority population for the entire county. These tables also include household median income data. Census tracts whose household median income is 10 percent or more below the median for the county are indicated as low-income tracts.

The District's enabling legislation authorizes the District to provide any and all modes of transportation within or partly outside the District, with the stipulation that if intra-county services are provided, local transit districts or counties are required to contribute to the system for benefits derived from such intra-county services.

The District's mission is to provide safe and reliable operation, maintenance and enhancement of the Golden Gate Bridge and to provide transportation services, as resources allow, for customers within the Highway 101 Golden Gate Corridor. Thus, the District's regional inter-county service area is defined as the U.S. Highway 101 Golden Gate Corridor extending from Sonoma County, to Marin County, and San Francisco County.

Commute routes, which operate in the morning and evening peaks, do serve some neighborhoods in Marin and Sonoma, where there are enough riders to justify such service. For midday and off-peak service, including weekends, residents of Marin and Sonoma counties must take their local transit operators' buses to their cities' hubs, where they can transfer to GGT service.

Until April of 2020, GGT's service in San Francisco was limited to pick up northbound and drop off southbound only, except at the Golden Gate Bridge Toll Plaza and the intersection of Richardson and Francisco streets, which are both stops that serve as transfer points for GGT passengers wishing to transfer from GGT bus to another. San Francisco residents are primarily served by the San Francisco Municipal Transportation Agency and by the Bay Area Rapid Transit District. However, in April 2020, at the request of the San Francisco Municipal Transit Authority, the District agreed to allow boardings and alightings at all San Francisco stops to relieve some of the burden on local Muni service during the pandemic.

The District provides bus service in Sonoma County. Specifically, the District serves regional customers as far north as Santa Rosa in Sonoma County connecting them to Marin and San Francisco, and in the attached maps and tables, the area of Sonoma County from Santa Rosa south to the Marin County border is taken into account.

Legislation prohibits the use of Golden Gate Bridge tolls for transit across the Richmond-San Rafael Bridge, so the District provides limited service between Marin and Contra Costa Counties, funded with monies provided by the Metropolitan Transportation commission (MTC). This service is the only regional public transit link between these two counties and provides commute opportunities for those living on both sides of the Richmond-San Rafael Bridge. As in San Francisco, Sonoma and Contra Costa Counties also have local bus operators, in addition to GGT regional bus service. Thus, this Title VI report is focused on the District's service area of Marin County, as well as central Sonoma County. Of the minority and low-income tracts within the GGT service area included in this analysis, the tracts with the highest concentration of minority and low-income residents are Marin City and San Rafael's Canal neighborhood in Marin County.

### **C. Title VI Review Process for Service and Fare Changes**

In June of 2013, the District established a major service change policy to determine which service changes are considered major and require an equity analysis. The policy is as follows:

- A major service change is defined as a reduction or increase of 25 percent (25%) or more in total vehicle revenue miles in service on any specific route, with the change(s) occurring at one time or over any 24-month period.

In addition, certain service changes are exempted from a Title VI Equity Analysis even if they meet the above standard:

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

As required by the FTA, all fare changes are subject to equity analysis.

During the three-year period covered by this report (July 1, 2018 through June 30, 2021), there was one major service change to GGT bus service, one major service change to GGF ferry service, and two fare changes. A second major service change to GGT bus service was subject to Board action in July 2021. Though technically outside of the review period, we have included related information in this submittal as the equity analysis addresses pandemic-related changes made during the review period.

Neither of the two bus service changes was determined to have a disparate impact on minority riders or a disproportionate burden on low-income riders. The ferry service change to establish special event service to the new Chase Center (and set a corresponding fare) also was found to have no disparate impact on minority riders nor impose a disproportionate burden on low-income riders.

The two fare changes approved during the reporting period relate to establishment of a means-based fare program (later known as Clipper Start), first on regional and commute GGT buses and GGF service, and then applying the discount to local fares within Marin County. Neither were found to have a disparate impact on minority customers nor impose a disproportionate burden on low-income customers.

## **II. GENERAL REQUIREMENTS**

This chapter responds to the general reporting information required of all Federal Transit Administration (FTA) grantees on a triennial basis. The information is required under U.S. Department of Transportation (DOT) regulations.

### **A. Provide Annual Title VI Certification and Assurance**

Current operative certifications and assurances are the Federal Fiscal Year 2021 FTA Certifications and Assurances, authorized by the District Board of Directors and executed by the General Manager by the District's Attorney on January 27, 2021. Federal Fiscal Year 2022 FTA Certifications and Assurances are in the midst of preparation.

### **B. Title VI Notice to Public**

A copy of the District's notice to the public that it complies with Title VI and instructions to the public on how to file a discrimination complaint are shown on the next pages, followed by sample complaint forms, in both English and Spanish.



#### **Title VI Notice to the Public**

The Golden Gate Bridge, Highway and Transportation District operates its programs and services without regard to race, color or national origin in accordance with *Title VI of the Civil Rights Act of 1964*, which provides that no person 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 in the provision of public transit services.

For more information on the Golden Gate Bridge, Highway and Transportation District's civil rights programs, or for information on procedures to file a complaint or obtain information in another language, please contact:

#### **GOLDEN GATE BRIDGE DISTRICT EEO OFFICE**

1011 Andersen Drive  
San Rafael, CA 94901-5318  
Phone: 511 (say "Golden Gate Transit")  
Fax: (415) 257-4555  
Email: [TitleVIComplaints@goldengate.org](mailto:TitleVIComplaints@goldengate.org)

**If information is needed in another language, call (415) 455-2000**

**Si se necesita información en otro idioma, llame (415) 455-2000**

**Nếu thông tin là cần thiết trong một ngôn ngữ khác, hãy gọi (415) 455-2000**

如果信息是需要以另一種語言，呼叫 (415) 455-2000

## Golden Gate Bridge, Highway and Transportation District

### Civil Rights Complaint Form (Title VI and ADA)



If information is needed in another language, contact 415-455-2000  
Si necesita información en otro idioma, llame a 415-455-2000

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin or solely by reason of his or her disability by the Golden Gate Bridge, Highway and Transportation District, including Golden Gate Transit and Golden Gate Ferry, (hereinafter referred to as “the District”) may file a Civil Rights Complaint by completing and submitting the District’s Civil Rights Complaint Form. The District investigates complaints received no more than 180 days after an alleged incident.

Once it receives a Civil Rights Complaint Form, the District will open an investigation into the alleged discrimination. The investigation may include a review of all relevant documents, practices and procedures as well as discussions of the complaint with all affected parties to determine the nature of the problem. The District will investigate complaints within (60) days. If more information is needed to resolve the case, the District may contact the complainant. The complainant must provide additional requested information within fifteen (15) business days of the date of receipt of a request for additional information. If the investigator is not contacted by the complainant or does not receive the additional information within fifteen (15) business days, the District can close the case administratively. A case also can be closed administratively if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter **or** a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A LOF summarizes the allegations and information obtained through the investigation of the alleged discrimination, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he can appeal directly to the United States Department of Transportation, FTA Office of Civil Rights. A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

If the complainant is unable to write because of a disability and needs assistance in completing the form, GGBHTD staff will assist by scribing the complaint by phone. If requested by complainant, GGBHTD will provide a language or sign interpreter or other accessible format. Please call or email Jon Gaffney (415) 257-4416. Email: [jgaffney@goldengate.org](mailto:jgaffney@goldengate.org) to request assistance.

The following information is necessary to assist us in processing your complaint. The completed form must be returned to: **Golden Gate Transit EEO Office**, 1011 Andersen Drive, San Rafael, CA 94901-5318 or by email at [TitleVIComplaints@goldengate.org](mailto:TitleVIComplaints@goldengate.org). You may also file a complaint by phone by dialing 415-455-2000.

**GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT**

**TITLE VI COMPLAINT**  
**FORM**

<b>Section I:</b>				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
<b>Section II:</b>				
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 complaining:				
Please explain why you have filed for a third party: _____				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
<b>Section III:</b>				
I believe the discrimination I experienced was based on (check all that apply): <input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> 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 any witnesses. _____				
<b>Section IV</b>				
Have you previously filed a Title VI complaint with this agency?			Yes	No

<b>Section V</b>
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, check all that apply: <input type="checkbox"/> Federal Agency: _____ <input type="checkbox"/> Federal Court _____ <input type="checkbox"/> State Agency _____ <input type="checkbox"/> State Court _____ <input type="checkbox"/> Local Agency _____
Please provide information about a contact person at the agency/court where the complaint was filed.
Name: _____
Title: _____
Agency: _____
Address: _____
Telephone: _____

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

Signature and date are required below.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Please submit this form in person at the address below, or fax, mail or email to

Golden Gate Transit EEO Office  
1011 Andersen Drive  
San Rafael, CA 94901-5318  
Fax: (415) 257-4555  
Email: [TitleVIComplaints@goldengate.org](mailto:TitleVIComplaints@goldengate.org)

## GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

### FORMULARIO DE QUEJA CONFORME AL TÍTULO VI

<b>Sección I:</b>				
Nombre:				
Dirección:				
Teléfono (Casa):			Teléfono (Trabajo):	
Dirección de correo electrónico:				
¿Requiere formatos accesibles?	Letra grande		Audiocasete	
	TDD		Otro	
<b>Sección II:</b>				
¿Está presentando esta queja en su propio nombre?			Sí*	No
*Si contestó “Sí” a esta pregunta, vaya a la Sección III.				
Si no es así, escriba el nombre y la relación de la persona en cuyo nombre presenta la queja:				
Por favor explique por qué ha presentado una queja en nombre de un tercero:				
Por favor confirme que ha obtenido el permiso de la parte agraviada si usted está presentando en nombre de un tercero.			Sí	No
<b>Sección III:</b>				
Creo que la discriminación que yo sentí fue basada en (marque todos los que apliquen):				
<input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Origen nacional				
Fecha de la presunta discriminación (mes, día, año): _____				
Explique lo más claramente que pueda lo que pasó y por qué cree usted que le discriminaron. Describa todas las personas que estaban involucradas. Incluya el nombre y la información de contacto de la(s) persona(s) que le discriminaron (si se los sabe) así como los nombres y la información de contacto de los testigos que hubiera. Si necesita más espacio, por favor utilice el dorso de este formulario.				
_____ _____ _____ _____				
<b>Sección IV:</b>				
¿Ha presentado una queja conforme al Título VI anteriormente con esta agencia?			Sí	No

<b>Sección V:</b>	
¿Ha presentado esta queja con otra agencia federal, estatal o local, o ante algún corte federal o estatal?	
<input type="checkbox"/> Sí <input type="checkbox"/> No	
Si es así, marque todas las que apliquen:	
<input type="checkbox"/> Agencia federal: _____	
<input type="checkbox"/> Corte federal: _____	<input type="checkbox"/> Agencia estatal: _____
<input type="checkbox"/> Corte estatal: _____	<input type="checkbox"/> Agencia local: _____
Por favor proporcione la información de contacto de una persona en la agencia o corte donde se presentó la queja.	
Nombre: _____	
Puesto: _____	
Agencia: _____	
Dirección: _____	
Teléfono: _____	

Puede adjuntar cualquier material escrito u otra información que crea pertinente para su queja.  
Se requiere su firma y la fecha a continuación

\_\_\_\_\_  
Firma

\_\_\_\_\_  
Fecha

Por favor presente este formulario en persona en la siguiente dirección, o envíelo por fax, correo electrónico o correo postal a:

Golden Gate Transit EEO Office  
1011 Andersen Drive  
San Rafael, CA 94901-5318  
Fax: (415) 257-4555  
Correo electrónico: [TitleVIComplaints@goldengate.org](mailto:TitleVIComplaints@goldengate.org)

### **C. Title VI Complaint Procedures**

The District responds to any and all lawsuits or complaints that allege discrimination on the basis of race, color, or national origin with respect to service or other transit benefits. The District's procedures for filing a complaint are available to members of the public on the District's website and in the District's Transit Guide. A copy of the District's Title VI complaint process and customer complaint reporting process overview follow:

The following summarizes the District's process for investigating and responding to complaints regarding compliance with Title VI.

The District will review and investigate all Title VI complaints. Reasonable measures will be undertaken to preserve any information that is confidential. The investigation may include a review of all relevant documents, practices and procedures as well as discussion(s) of the complaint with all affected parties to determine the nature of the problem. The investigation will be conducted and generally completed within sixty (60) days of receipt of a formal complaint.

Based upon the information received, an investigation report will be prepared for submittal to the Deputy General Manager of Administration and Development, who has oversight for all Title VI related matters. The complainant will receive a letter stating the final decision by the end of the investigation. If no violation is found and the complainant wishes to appeal the decision, he or she may appeal directly to the United States Department of Transportation, FTA Office of Civil Rights. The District shall maintain a log of Title VI complaints received which shall include the date the complaint was filed, a summary of the allegations, the status of the complaint and actions taken by the District in response to the complaint.

If requested, documents describing the District's Title VI Policy Statement and Complaint Procedures can be translated into languages other than English by calling 511 (say "Golden Gate Transit") for assistance.

#### D. List of Investigations, Complaints, or Lawsuits

The following is a list of Title VI investigations, complaints or lawsuits, naming the District that alleged discrimination on the basis of race, color, or nation origin in the current reporting period of July 2015 through June 2018.

#### Title VI Complaints 2018 - 2021

	Date	Summary	Status	Action(s) Taken
Investigations				
<i>None</i>				
Lawsuits				
<i>None</i>				
Complaints				
1. Brown, Yolanda	12/31/2017	Riders claims the driver stated, "I hate going to Marin City because I hate picking up African Americans."	Resolved	Allegation not supported. Investigation (including driver interview and video review) confirmed an interaction between the driver and the passenger as the driver was trying to get the passenger to vacate the disabled seating for use by another passenger. Review of the video does not indicate the driver made the alleged statement or any other statements of a racial nature.

#### E. Public Participation Plan

A summary of public outreach and involvement activities undertaken during the review period in last three years, and a description of steps taken to ensure that minority and low-income persons had meaningful access to these activities is contained in various portions of this Compliance Report, including the District's Public Participation Plan in Appendix A, the Language Implementation Plan in Appendix B, and within the outreach summary portion of the District's recent Fare and Service Equity Analyses contained in Appendix D. In addition, a summary of outreach activities for the reporting period is included as Appendix C.

## **F. Language Implementation Plan**

The District's current Language Implementation Plan for providing language assistance for persons with Limited English Proficiency based on the DOT LEP Guidance is contained in Appendix B.

Data from ACIS 2015-2019 Table S1601 have been added to the LIP to bring it up to date with current conditions.

## **G. Membership of Non-elected Committees**

The District relies on three advisory committees to evaluate and give input on its plans and services. Members meet regularly to provide input and express the preferences of fellow passengers to transit managers and staff on a regular and ongoing basis. All meetings are open to the public.

***The Bus Passenger Advisory Committee*** (BPAC) provides input on the needs of transit users and how well the District is meeting them. BPAC meets the third Wednesday of every other month from 6:00 to 8:00pm. The 11-seat committee is composed of members who reside or work in a variety of locations within the Golden Gate Transit service area, including Marin, San Francisco, and Sonoma Counties and the East Bay. Members should be regular bus riders who represent a variety of travel behaviors, such as:

- Traditional commute passenger
- Reverse commute passenger
- Non-commute passenger
- Transit-dependent passenger

Members are appointed by majority vote of existing BPAC members.

***The Ferry Passenger Advisory Committee*** (FPAC) performs the same function for ferry users and ferry service. FPAC meets on the second Monday of selected months from 12:00 noon to 1:15pm. The committee ideally shall be composed of nine or more members having county residence in Southern Marin, Central Marin, Northern Main, San Francisco and Sonoma. Members are required to be frequent user of Golden Gate Ferry as a condition of joining the committee. Selection of the committee members is aided by publicizing the committee through news releases and notices on the ferries. A simple application form allows those interested in serving on the committee to provide information for the selection process.

Committee members are selected based on a consistently applied set of factors:

- Experience as a transit user in general and the ferry system in particular
- Ideally representative of the following types of ferry passengers:
  - Peak-period commuter to San Francisco
  - Early/late commuter
  - Recreational passenger
  - Transit-dependent passenger
  - Bicycle commuter
  - Ferry feeder user

Members are selected by the FPAC group through a majority vote after attending two meetings in a row.

***The Advisory Committee on Accessibility*** (ACA) reviews and gives feedback on the District's accessible services, including ferry, bus, and paratransit service. ACA meets quarterly on the third Thursday of the month from 1:30 to 3:00 p.m.

Each member is required to (1) qualify for a Regional Transit Connection Discount Card, (2) represent an organization that serves the elderly or persons with disabilities, (3) qualify for Americans with Disabilities ACT (ADA) paratransit services, or (4) have an interest in the provision of transportation services to the elderly and persons with disabilities. To qualify to vote, an individual must also be a user of Golden Gate Transit or Marin County Transit District bus service, paratransit, or Golden Gate Ferry services.

Reports are made every month to the Board of Directors on the activities of the committees.

The District's goal is to have at least eleven members on BPAC, nine on FPAC, and nine on ACA. When numbers fall below 75% of goal, the staff initiates recruitment for new members, which includes the following strategies:

- An article in the Golden Gate Gazette, our on-board newsletter for both ferry and bus customers.
- A notice in the District's Transit Guide, which is available on board buses and ferries, in ferry terminals, and at many locations around our service areas, including libraries and colleges
- Announcement at the appropriate advisory committee meeting
- News releases to local newspapers and radio stations
- Notices on buses and ferries

Racial Breakdown Table of Non-Elected Committees:

Committee	Total Members	White	Latino/Hispanic	White and American Indian/Alaska Native	Multiracial	Declined to Respond
ACA	5	2	1	1	1	0
BPAC	6	6	0	0	0	0
FPAC	8	5	0	0	0	3

For current recruitments, District staff is reaching out to community organizations that represent minorities in the service area with recruitment notices and information about the advisory committees and about openings on the committees. Notifications include language specifying that the District encourages applications and will evaluate them without consideration of race, ethnicity, or national origin, and that language assistance will be available to participants with limited English proficiency.

## **H. Sub-recipient Monitoring**

The Golden Gate Bridge District had three sub-recipients during the reporting period. Marin County Transit District (MCTD) received a federal grant through our agency in 2015 to make Capital Improvements to bus facilities. This project was closed out in 2019. The Metropolitan Transportation Commission (MTC), the District's regional MPO, is also a sub-recipient in order to receive formula funding to support the implementation of the electronic fare (Clipper) program. MCTD's Title VI program was approved by their board on June 1, 2020, and MTC submitted its Title VI program in November 2020, but neither agency has yet received concurrence as of this date. The City of Sausalito has recently become a sub-recipient of the District's. They will receive \$2 million to make landside improvements to a parking lot adjacent to a District funded project to improve the gangways and floats at the Sausalito Ferry Terminal. With the assistance of the District, the City of Sausalito adopted its Title VI program on August 31, 2021.

## **I. Determination of Site or Location of Facilities**

During the reporting period, the District has not constructed a facility or performed construction that required identifying a site or location. The District's construction projects only included renovations and refurbishments of existing facilities. For any District construction project that requires documentation under Title VI Circular 4702.1B, an environmental justice analysis will be prepared and submitted separately as allowed under the circular.

## **J. Additional Information upon Request**

At the discretion of FTA, information other than that required by the circular may be requested. FTA has not requested such information, and none has been provided at this time.

## **K. Evidence of Board of Directors' Approval of the Title VI Program**

The Resolution demonstrating that the Board of Directors has reviewed and approved the District's Title VI Program prior to its submission to the FTA is provided in Appendix F.

## ***III. Requirements for Fixed-Route Transit Providers***

This chapter responds to the specific reporting information required of all transit operators who are Federal Transit Administration (FTA) grantees on a triennial basis. The information is required under U.S. Department of Transportation (DOT) regulations.

### **A. Set System-Wide Service Standards and Policies**

#### **1. Service Standards and Policies**

Service Standards and Policies were adopted by the District's board on February 22, 2013, and are as follows:

**GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT**  
**RESOLUTION NO. 2013-014**

**APPROVE SERVICE STANDARDS AND POLICIES**  
**FOR GOLDEN GATE TRANSIT BUS AND GOLDEN GATE**  
**FERRY SERVICE, AS REQUIRED BY TITLE VI GUIDELINES**

February 22, 2013

**WHEREAS**, on October 1, 2012, the Federal Transit Administration (FTA) issued a new circular to guide transit agencies and other aid recipients in complying with Title VI of the Civil Rights Act of 1964 (Title VI), which ensures that public services, including transportation, are provided in a nondiscriminatory manner; and,

**WHEREAS**, in order to comply with the requirements of Title VI, the Golden Gate Bridge, Highway and Transportation District (District) must adopt service standards and policies by March 31, 2013; and,

**WHEREAS**, once adopted, the service standards and policies will be used to monitor the District's provision of services to minority and non-minority riders and residents of its service area in a non-discriminatory fashion; and,

**WHEREAS**, the Transportation Committee, at its meeting of February 21, 2013, has so recommended; now, therefore, be it

**RESOLVED** that the Board of Directors of the Golden Gate Bridge, Highway and Transportation District hereby adopts the service standards and policies for Golden Gate Transit bus service and Golden Gate Transit Ferry service, as required under Federal Transit Administration Circular 4702.IB Title VI Requirements and Guidelines for Direct Federal Recipients, as outlined in Attachment A.

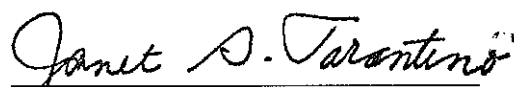
**ADOPTED** this 22<sup>nd</sup> day of February 2013, by the following vote of the Board of Directors:

**AYES (15):** Directors Arnold, Campos, Chu, Cochran, Fredericks, Mar, Moylan, Pahre, Rabbitt, Sears, Snyder, Sobel and Theriault; Second Vice President Stroeh; President Eddie

**NOES (0):** None

**ABSENT (2):** Director Reilly; First Vice President Grosboll

**ATTEST:**

  
**Janet S. Tarantino**  
**Secretary of the District**

  
**James C. Eddie**  
**President, Board of Directors**

Attachment

**Attachment:** February 21, 2013 Approve Service Standards and Policies for Golden Gate Transit Bus and Golden Gate Ferry Service, As Required by Title VI Guidelines

Agenda Item No. 3

To: Transportation Committee/Committee of the Whole  
Meeting of February 21, 2013

From: Ron Downing, Director of Planning  
Kellee Hopper, Deputy General Manager, Administration & Development  
Denis J. Mulligan, General Manager

Subject: **APPROVE SERVICE STANDARDS AND POLICIES FOR GOLDEN GATE TRANSIT BUS AND GOLDEN GATE FERRY SERVICE, AS REQUIRED BY TITLE VI GUIDELINES**

### **Recommendation**

Adopt the service standards and policies described below for Golden Gate Transit bus service and Golden Gate Ferry service, as required under FTA Circular 4702.1B Title VI Requirements and Guidelines for Direct Federal Recipients.

### **Background**

The FTA (Federal Transit Administration) issued new guidance to federal aid recipients in the form of a new circular on October 1, 2012. The circular guides transit agencies and other aid recipients on how to comply with Title VI of the Civil Rights Act of 1964, which ensures that public services, including transportation, are provided in a nondiscriminatory manner.

On October 12, 2012, staff briefed the Transportation Committee on what is required by FTA for the District's transit programs to comply with the Title VI requirements, and the specific new actions mandated by the October 1, 2012 circular. Staff indicated that there were several actions that the Board would need to take to comply with the new requirements. The adoption of service standards and policies is the first of those actions, and the FTA requires that it be completed by March 31, 2013. Other new program requirements will be brought to the Board during the next one to two years, as appropriate, before the District's next Title VI triennial program submittal in 2015.

Once adopted, the service standards and policies will be used to monitor whether the District is providing its services to minority and non-minority riders and residents of its service area in a non-discriminatory fashion. Staff will analyze how our services perform according to each of these standards and policies for minority and non-minority populations. Staff will present its findings to the Board, and the board will be required to give input on mitigations for any negative findings. The policies, monitoring results and evidence of Board input will be submitted to the FTA as part of the District's Title VI Program submittal every three years.

**Attachment:** February 21, 2013 Approve Service Standards and Policies for Golden Gate Transit Bus and Golden Gate Ferry Service, As Required by Title VI Guidelines

### **Discussion**

Several standards required by the FTA have been formally adopted previously by the District and are published in the District's Short-Range Transit Plan (SRTP). Other standards and policies have been applied informally. The new guidance from the FTA has given the District an opportunity to review existing standards and policies and to adopt new ones that will assist us in providing service in a nondiscriminatory way. While the Title VI service standards and policies do not replace the standards and policies in the existing SRTP, they will be incorporated into future versions of the SRTP and other reports that address the topics covered by the Title VI service standards and policies.

Planning Department staff met with staff from both Bus and Ferry divisions to review existing standards and policies and developed the following proposed standards and policies:

For Golden Gate Transit, these standards and policies apply only to regional bus service under the District's control. Local bus service, which operates under contract with Marin Transit, is subject to the Title VI standards and policies developed by Marin Transit.

### **Service Standards**

#### 1. Vehicle load

The vehicle load standard is designed to ensure that the passenger seats or space on board transit vehicles is provided in an equitable manner. Vehicle loads are measured using an average maximum load factor, which is the ratio of passengers to seats (buses) or vessel capacity (ferries) at the busiest point on a trip. For example, a bus with 20 passengers and 40 seats has a load factor of 0.5 (20/40), and a ferry with 300 passengers and a listed capacity of 400 has a load factor of 0.75 (300/400).

Recommended standards:

- Bus – Average maximum load factor for regional service should be 1.0, as measured by total seats on board buses.
- Ferry – Average maximum load factor should be set to 1.0, as measured by the maximum load permitted by the Coast Guard in consultation with the District for each vessel.

Buses in Golden Gate Transit's fleet currently used in regional service have seating capacities of:

Length	Make	Model	Seats
40 ft.	Nova	82VN	39
	Orion	V	41
45 ft.	MCI	102DL3	57
	MCI	D4500	57

**Attachment:** February 21, 2013 Approve Service Standards and Policies for Golden Gate Transit Bus and Golden Gate Ferry Service, As Required by Title VI Guidelines

As determined jointly by the District and the Coast Guard, Golden Gate Ferry's vessels have maximum capacities of:

Vessel(s)	Capacity
Del Norte	400
Golden Gate, Napa, Mendocino	450
San Francisco, Sonoma	634
Marin	750

## 2. Vehicle headway

The vehicle headway standard is designed to ensure that passengers have equitable wait times for transit vehicles. Vehicle headways are measured as the amount of time between the departure of two subsequent buses or ferries along the same route or service corridor.

The District differentiates between two types of bus service: Basic routes generally provide bi-directional service all day while Commute routes generally provide service during peak periods in the commute direction only. A breakdown of existing bus routes is listed below.

Service Type	Bus Routes
Basic	10, 40, 42, 70, 80, 101
Commute	2, 4, 8, 18, 24, 27, 38, 44, 54, 56, 58, 72, 74, 76, 92, 93, 97

### Recommended standards:

- Bus – The standard should be a maximum headway of 60 minutes during peak and off-peak periods along all Basic service corridors. Headway standard should be 60 minutes during peak periods only and in the commute direction only along all Commute service corridors. A service corridor is defined as a primary street and any parallel roadway facilities within ½ mile, which can be served by any number of bus routes. Improved headways will be considered along Basic service corridors in cases where the maximum load factor is exceeded and resources are available to improve service. Commute bus service will be considered in the commute and/or reverse-commute directions along service corridors with a demonstrated or projected daily ridership that supports at least two round-trips carrying 30 passengers per trip on average (120 passengers per day) when resources are available to improve service.
- Ferry – The standard should be a maximum headway of 120 minutes during peak and off-peak periods on all routes. Improved headways will be considered in cases where the maximum load factor is exceeded and resources are available to improve service.

**Attachment:** February 21, 2013 Approve Service Standards and Policies for Golden Gate Transit Bus and Golden Gate Ferry Service, As Required by Title VI Guidelines

Thresholds for adding Commute bus service are higher than they are for Basic bus service because of the substantial expense associated with service during peak commute periods. Note that the headway standard does not apply to special event services, such as ferry service that operates to/from San Francisco Giants home games.

### 3. On-time performance

The on-time performance standard is designed to ensure that the reliability of transit service is equitable for passengers. On-time performance is measured as the percentage of trips that depart timepoints within a certain number of minutes of published schedules.

Recommended standards:

- Bus – Standard for regional bus service should be 90%. Buses are considered on time if they are no more than 5 minutes late or 1 minute early.
- Ferry – Standard should be 95%. Ferries are considered on time if they are no more than 5 minutes late during peak periods and 10 minutes late during off-peak periods. Ferries that depart even 1 minute early are not considered on time.

The on-time performance standard for bus service for Title VI purposes differs from the standard identified in the SRTP. The SRTP standard applies to all bus service operated by Golden Gate Transit, including service operated under contract with Marin Transit. The Title VI standard applies only to service under the control of Golden Gate Transit; Marin Transit sets its own Title VI standards.

### 4. Service availability

The service availability standard is a broadly defined measure of geographic access to transit services. The District proposes measuring availability of bus service in a manner that reflects the ability of bus service to be modified, while ferry service availability would be measured in a manner that acknowledges (a) that ferry terminals are at fixed locations, and (b) that the District has minimal discretion to alter service availability in areas around the ferry terminals.

**Attachment:** February 21, 2013 Approve Service Standards and Policies for Golden Gate Transit Bus and Golden Gate Ferry Service, As Required by Title VI Guidelines

Recommended standards:

- Bus – Golden Gate Transit regional bus service should be provided to communities within the Highway 101 corridor between Santa Rosa and San Francisco on the following basis: At least one bus stop will be served in each city that touches Highway 101 if a bus stop exists (1) at a highway interchange or (2) within three blocks of a highway interchange, so long as the travel time associated with using such stop is no more than five minutes longer than it would be if the stop were located on the highway. Additionally, service will be provided to transit hubs located within three-quarters of a mile of a highway interchange. A transit hub is defined as a bus stop that provides scheduled connections to at least two local bus routes and has passenger amenities (i.e., signage, seating, and/or shelter).
- Ferry – Multimodal access to Golden Gate Ferry service should be provided to communities within two miles of each ferry terminal. Multimodal access is defined as public transit service or bicycle facilities (paths or bicycle lanes). For communities located within three quarters of a mile of a ferry terminal, multimodal access also includes pedestrian facilities (paths or sidewalks). The District will be responsible for the provision of multimodal access only on its own property. In situations where the District does not have control over property within two miles of a ferry terminal, the District should work with the responsible local agency to develop multimodal access to the best ability of the local agency.

**Service Policies**

1. Distribution of transit amenities for each mode

The transit amenities policy is designed to provide the framework for the distribution of bus stop and ferry terminal amenities equitably throughout the system. The District does not have a formal policy regarding the distribution of transit amenities in the SRTP or elsewhere. Informally, the District's practice is to install amenities at locations with the highest number of boarding passengers. The District also weighs other factors, such as transfers between routes and access to surrounding land uses. Formalization of this policy would allow the District to quantify the factors that go into siting amenities.

Recommended policy: In situations where the District has the authority and available resources to site new amenities at multiple bus stops or ferry terminals, amenities will be programmed for placement at those stops or terminals based on a ranked score. Amenities may include, but are not limited to, shelters, seating, trash receptacles, and transit information displays. Rankings are based on total scores assigned to each candidate stop or terminal and are based on weighted factors, including passenger boardings, transfer opportunities, and access to major activity nodes. While the District will use rankings to program the installation of amenities, external factors (e.g., site limitations, regulations of local jurisdictions, etc.) may dictate that amenities be installed out of order or not at all. Maintenance and replacement of existing amenities will not be subject to ranked scoring.

**Attachment:** February 21, 2013 Approve Service Standards and Policies for Golden Gate Transit Bus and Golden Gate Ferry Service, As Required by Title VI Guidelines

2. Vehicle assignment for each mode

The vehicle assignment policy is designed to provide the framework for the distribution of buses and ferries in an equitable fashion throughout the system. This policy is complementary to the preceding policy and allows the District to demonstrate equitable provision of amenities throughout the entire passenger experience, both before and during a trip. The District currently has a policy on the assignment of higher capacity buses to trips that average 35 or more passengers, which has been incorporated into this policy.

Recommended policies:

- Bus – All trips on regional routes will be assigned 40-foot buses of similar age with air conditioning, reclining seats, luggage racks, overhead reading lights, and bicycle racks. For trips that average 35 or more passengers, comparably equipped 45-foot buses of similar age will be assigned instead. In the event that the District acquires new or refurbishes existing buses, the buses will be distributed equitably throughout the system so long as the distribution does not have a negative impact to load factors.
- Ferry – All trips will be assigned vessels with air conditioning, upholstered indoor seating, bicycle racks, restrooms, and snack bar service. Vessels will be assigned to routes based on infrastructure and environmental limitations, and vessels of similar age will be assigned to routes in situations where there are no external limiting factors. Limitations include but are not limited to the inability of some vessels to dock at the Sausalito Ferry Terminal, and the need for higher speed vessels to operate to/from Larkspur during peak periods to provide faster vessel turnaround, which results in increased service capacity. In the event that the District acquires new or refurbishes existing vessels, the vessels will be distributed equitably throughout the system in situations where there are no external limiting factors.

**Fiscal Impact**

There will be no financial impact as a result of adopting these service standards and policies.

## **2. Major Service Change, Disparate Impact, and Disproportionate Burden Policies**

On August 9, 2013, the District's Board of Directors adopted Major Service Change, Disproportionate Burden, and Disparate Impact policies to be used in complying with Title VI. The text of those policies follows:

### ***Major Service Change Policy***

The District must ensure that its services are provided equitably, without discrimination based on race, color, national origin or socio-economic status. To that end, the District must evaluate potential "major" service changes and all fare changes (except for those specifically exempt in the Circular, e.g., Spare-the-Air Days and short-term promotional service demonstrations or fare decreases) for their impact on low-income and minority populations in its service area. Before this can occur, the District must adopt a Major Service Change policy to provide a concrete basis for determining which service changes need to be analyzed for equity.

Staff proposes the following for the District's Major Service Change Policy:

- A major service change is defined as a reduction or increase of 25 percent (25%) or more in total vehicle revenue miles in service on any specific route, with the change(s) occurring at one time or over any 24- month period.

Staff further proposes that the following exemptions such that these changes would not be subject to a Title VI Equity Analysis:

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

The following examples will assist the public in understanding the impact of the proposed policy.

- Example 1: If Route 11 has 20 trips a day, and the District proposes to cancel six of those trips (30%) in January 2014, then that is a major service change, and a Title VI equity Analysis must be completed. However, if only four trips are proposed for cancellation (20%), then no analysis is required. If the District cancels these four trips and then wants to cancel two more trips in January 2015 on this same Route 11, then the percentage will again be 30% over a 24-month period, and an analysis will be required.
- Example 2: If Route 12 has eight trips a day, and four trips are proposed for cancellation, then under the proposed policy, a Title VI Analysis is not required, because the route has fewer than ten total trips a day. However, if the entire route is proposed for cancellation, then an analysis is required.
- Example 3: If Route 13 was introduced in January 1, 2014 as a demonstration service, and the District proposes to discontinue it effective December 31, 2015, then no analysis is required when the service is introduced or discontinued. However, if the District

- proposes to continue the service beyond January 1, 2015, then an analysis is required for it to continue, and for it to be discontinued thereafter.
- Example 4: If Route 14 operated four times a day from Corte Madera to Petaluma, and the District planned to cease operating this trip while another transit system planned to operate the same route four times a day at the same times, with the same or better fares and transfer options, then no analysis would be required.

### ***Disparate Impact and Disproportionate Burden Policies***

When a fare change or major service change is proposed, the District must analyze whether the change will result in a fair distribution of both negative effects (e.g., service cuts or fare increases) and positive effects (service expansions or fare reductions, such as new discounts).

In the case of the Disparate Impact Policy, the analysis focuses on whether minority riders or residents bear a disproportionately greater burden – or receive a disproportionately lesser benefit – than non-minority riders or residents.

Similarly, in the case of the Disproportionate Burden Policy, the analysis focuses on whether low-income riders or residents bear a disproportionately greater burden – or receive a disproportionately lesser benefit – than non-low-income riders or residents.

### ***Disparate Impact Policy***

In conducting equity analyses, the Disparate Impact policy provides the threshold used to determine whether greater negative impacts – or lesser positive impacts – on **minority** riders and residents are significant.

If a proposed action would have a negative impact that affects minorities more than non-minorities with a disparity that exceeds the adopted Disparate Impact Threshold, or a benefit that would be available to non-minorities more than minorities with a disparity that exceeds the adopted Disparate Impact Threshold, the District must evaluate whether there is an alternative that has a more equitable impact. If no option with a less disparate effect exists, the District must take measures to mitigate the impact of the proposed action on the affected minority population **and** demonstrate that a legitimate business purpose cannot otherwise be accomplished.

Staff proposes the following for the District’s Disparate Impact Policy:

- The District defines its Disparate Impact Threshold for determining whether the burdens or benefits of a major service change (as defined in the first part of this document) or a fare adjustment are equitable to be 10%, based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by minority populations compared to the same impacts borne by non-minority populations.

The question that must be answered for every major service change and every fare change is: are minority riders more negatively affected (or less positively affected) by this change than riders as a whole? This is determined primarily by calculating the percentage of minority riders on Golden Gate buses (or ferries, for a ferry service or fare change) and by calculating the percentage of minority riders affected by the change. If minorities represent a higher percentage in the impacted

group than in the general ridership, as a whole, the question is, how much higher? If the difference is ten percent or higher, then there is a disparate impact. As a secondary aspect of, and important precursor to, this comparative analysis, the District must define the adverse effects and/or benefits being measured for the change in question.

Some hypothetical examples of how the policy could be applied follow:

- Example 1: The District proposes to discontinue Route 16. Fifty percent of Route 16's riders belong to a minority group. If ridership on the District's bus service as a whole is 35% minority, the difference in the percentage of affected riders who are minorities and the percentage of all bus riders who are minorities is 15 percentage points. That indicates that there is a disparate impact on minority riders, and in this situation, the District would be required to evaluate whether there is an alternative with a less disparate impact on minority riders. If there is no other alternative, the District would need to mitigate the negative impact of the service cancellation on minority riders **and** demonstrate that the service reduction serves a legitimate business purpose that cannot be accomplished with less impact on minority riders.
- Example 2: The District proposes to raise fares from Zone 4 to Zone 1 by 10% and the rest of the fares only 5%. Whereas the overall ridership is 35% minority, if Zone 4 to Zone 1 riders is, for example, 46% minority, then the difference between the two groups is 11 percentage points, exceeding the 10% threshold, and there would be a disparate impact. The District would have to seek alternatives with a more equitable impact. If no such alternatives are available, then the District would have to mitigate the impact on minority riders **and** demonstrate that this fare increase serves a legitimate business purpose that cannot be accomplished in another less-discriminatory way.

### ***Disproportionate Burden Policy***

As with the Disparate Impact Policy, the Disproportionate Burden Policy comes into play when a fare change or major service change is analyzed for its equity. In this case, staff determines whether **low-income** riders and residents bear a disproportionate burden of the negative effects of – or enjoy a disproportionately low benefit from – the proposed change.

The proposed Disproportionate Burden Policy is very similar to the proposed Disparate Impact Policy and reads as follow:

- The District defines its Disproportionate Burden Threshold for determining whether the burdens or benefits of a major service change (as defined in the first part of this document) or a fare adjustment are equitable to be 10%, based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by low-income populations compared to the same impacts borne by non-low-income populations.

If, in the course of performing a Title VI Equity Analysis, the District finds that a proposed fare or major service change has a negative impact that affects low-income riders as compared to non-low-income riders with a disparity that exceeds the adopted Disproportionate Burden Threshold, or that benefits non-low-income riders more than low-income riders with a disparity that exceeds

the adopted Disproportionate Burden Threshold, the District must evaluate whether there is an alternative that has a more equitable impact. Otherwise, the District must take measures to mitigate the impact of the proposed action on the affected low-income population.

Again, illustrative examples can make the uses of the policy more transparent:

- Example 1: The District proposes to discontinue Route 16. The ridership of Route 16 is 66% low-income. If ridership on the District's bus service, as a whole, is 50% low-income, then the difference between the low-income ridership of the Route 16 and the overall bus ridership is 16 percentage points, which means this change exceeds the threshold for disproportionate burden, or in other words, that low-income riders are bearing a disproportionate burden of this service change. In this situation, the District would be required to take measures to mitigate or lessen the impact of this change on the low-income riders of Route 16.
- Example 2: The District proposes to cut four trips on Route 21. The ridership of Route 21 is 45% low-income. If the ridership on the District's bus service, as a whole, is 50% low-income, then the difference is negative five percentage points (meaning the affected ridership is five percent less low-income than the overall ridership), and the burden of this change does not fall more on low-income riders than on riders as a whole.
- Example 3: The District proposes to add a new route. The residents of the areas served are 25% low-income. If the District's ridership, as a whole, is 50% low-income, those benefiting from the service addition are 25% less low-income than the overall ridership. There is a disproportionate benefit, and the District would be required to consider options for mitigating this disproportion.

## **Public Outreach**

Staff plans to conduct a thorough outreach on the policy proposals, meeting with the public in all three counties in the District's service area and specifically meeting in communities affected by these policies. Emphasis will be placed on providing accessible explanations of the equity analysis process and how the policies are used to ensure equitable service distribution. Concrete examples such as the ones contained in this report will be highlighted when meeting with the public.

Public outreach activities will comprise:

- Translation of printed materials, website information, and community meetings in LEP areas can be conducted in Spanish;
- Advertisements in local publications announcing the Public Hearing/Community Meetings;
- Posters on board buses advertising Public Hearing/Community Meetings;
- Press Release;
- Social Media Postings on Facebook and Twitter; and,
- Email blast to customers and community-based organizations.

## **B. Collect and Report Demographic Data**

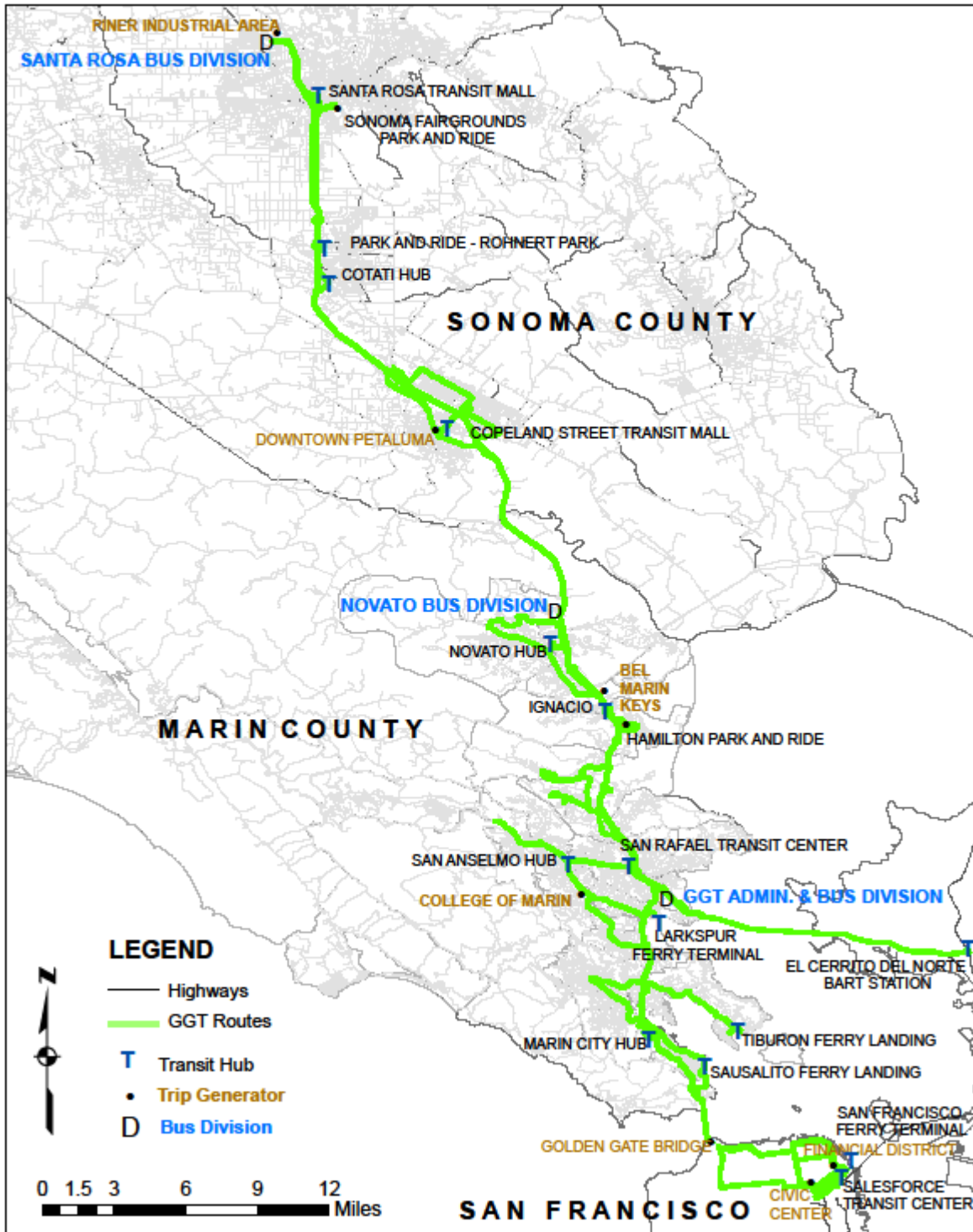
### ***Service Area Demographic Profile***

The District regularly evaluates demographic information, including as part of any proposed service or fare change, as required by the FTA. A service area overview, tabular data describing minority and low-income census tracts within the District's service area, and maps of the low-income and minority census tracts in the service area can be found in Exhibits 1 through 8 on the following pages.

### ***Ridership Demographic Profile***

A survey of systemwide demographic characteristics was conducted in spring of 2018. A summary of the key demographic results is presented in the pages following the service area exhibits.

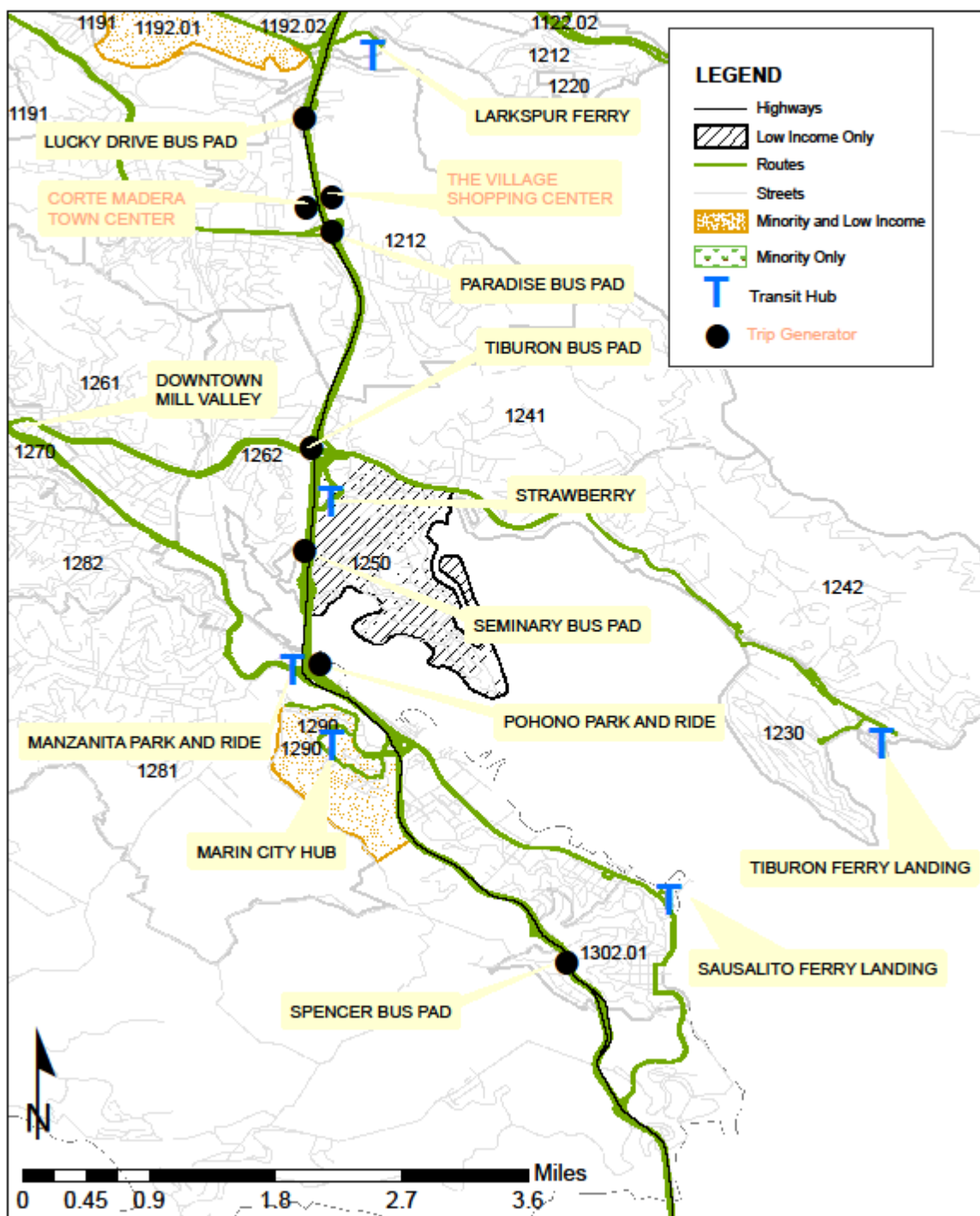
**EXHIBIT 1: 2018-2021 GOLDEN GATE TRANSIT SERVICE AREA OVERVIEW**



2021 Title VI Civil Rights Submission						Exhibit 2
Last revision: 1/20/22						
Snapshot of Minority Population in Marin County						2015-2019 ACS Census
Total:	259,943			Minority:	74,983	~or~ 28.8%
Census Tracts with Highest Proportion of Minorities (>50%)						
Tract No.	Total Pop.	Minority	Share	White*	Share	Location
1122.02	4,771	3,782	79.3%	989	20.7%	Canal east end (San Rafael)
1290	2,939	2,093	71.2%	846	28.8%	Marin City
1041.02	5,760	3,027	52.6%	2,733	47.4%	South-central Novato
1022.03	5,761	2,922	50.7%	2,839	49.3%	Central Novato
Census Tracts with Minority Population >25%						
Tract No.	Total Pop.	Minority	Share	White*	Share	Location
1050	7,077	3,419	48.3%	3,658	51.7%	Hamilton (Novato)
1082	6,901	3,326	48.2%	3,575	51.8%	Terra Linda (San Rafael)
1121	4,512	1,783	39.5%	2,729	60.5%	Woodland-Bret Harte
1090.01	4,280	1,615	37.7%	2,665	62.3%	San Rafael nw. of 4th St.
1032	7,290	2,721	37.3%	4,569	62.7%	Novato, south of Novato Bl.
1060.01	4,582	1,710	37.3%	2,872	62.7%	Smith Ranch (San Rafael)
1041.01	8,039	2,732	34.0%	5,307	66.0%	Ignacio, north of Boulevard
1192.01	3,601	1,219	33.9%	2,382	66.1%	Greenbrae, s. of Drake
1042	5,894	1,855	31.5%	4,039	68.5%	Ignacio, south of Boulevard
1110	5,204	1,560	30.0%	3,644	70.0%	Downtown San Rafael
1060.02	5,598	1,597	28.5%	4,001	71.5%	Santa Venetia (San Rafael)
1022.02	6,142	1,655	26.9%	4,487	73.1%	West-central Novato
1101	5,903	1,583	26.8%	4,320	73.2%	Montecito/Dominican (San Rafael)
1070	6,803	1,765	25.9%	5,038	74.1%	Lucas Valley
1250	4,177	1,073	25.7%	3,104	74.3%	Strawberry
1211	5,453	1,371	25.1%	4,082	74.9%	Corte Madera
Census Tract with Greatest Hispanic Population						
Tract No.	Total Pop.	Hispanic	Share	White*	Share	Location
1122.02	4,771	3,182	66.7%	989	20.7%	Canal east end (San Rafael)
Census Tract with Greatest Black Population						
Tract No.	Total Pop.	Black	Share	White*	Share	Location
1290	2,939	688	23.4%	846	28.8%	Marin City
Census Tract with Greatest Asian Population						
Tract No.	Total Pop.	Asian	Share	White*	Share	Location
1082	6,901	919	13.3%	3,575	51.8%	Terra Linda (San Rafael)

Snapshot of Minority Population in Sonoma County (GGT Service Area)						2015-2019 ACS Census	
Total:	251,395			Minority:	114,151	~or~	45.4%
Census Tracts with Highest Proportion of Minorities (>50%)							
Tract No.	Total Pop.	Minority	Share	White*	Share	Location	
1531.02	5,976	4,918	82.3%	1,058	17.7%	Southeast Roseland (S.R.)	
1531.04	3,949	2,993	75.8%	956	24.2%	North Roseland (S.R.)	
1531.03	4,507	3,235	71.8%	1,272	28.2%	Southwest Roseland (S.R.)	
1529.03	5,488	3,759	68.5%	1,729	31.5%	S.R. s. of Piner, w. of RR	
1532	8,327	5,640	67.7%	2,687	32.3%	S.R. s. of Hearn	
1514.02	9,853	6,322	64.2%	3,531	35.8%	S.R. s. btw. 101 & Pet. Hill	
1530.02	6,864	4,368	63.6%	2,496	36.4%	S.R. s. of College, w. of 101	
1528.02	7,564	4,778	63.2%	2,786	36.8%	S.R. s. of Piner, w. of 101	
1514.01	8,050	4,927	61.2%	3,123	38.8%	S.R. Fairgrounds & south	
1533	12,385	7,486	60.4%	4,899	39.6%	S.R. w. of Stony Pt., s. of 12	
1513.01	4,970	2,988	60.1%	1,982	39.9%	South Rohnert Park	
1530.01	7,147	4,019	56.2%	3,128	43.8%	S.R. s. of G'ville, w. of 101	
1530.03	5,669	2,892	51.0%	2,777	49.0%	S.R. btw. 12 & ck., w. of 101	
Census Tract with Greatest Hispanic Population							
Tract No.	Total Pop.	Hispanic	Share	White*	Share	Location	
1531.02	5,976	4,147	69.4%	1,058	17.7%	Southeast Roseland (S.R.)	
Census Tract with Greatest Black Population							
Tract No.	Total Pop.	Black	Share	White*	Share	Location	
1522.01	3,937	299	7.6%	2,375	60.3%	S.R. n.e. of College	
Census Tract with Greatest Asian Population							
Tract No.	Total Pop.	Asian	Share	White*	Share	Location	
1513.10	5,716	616	10.8%	3,342	58.5%	East Cotati	
Note: *White = Non-Minority White.							

**EXHIBIT 3: SOUTHERN MARIN COUNTY 2015-2019 ACS CENSUS TRACTS WITH GOLDEN GATE TRANSIT BUS ROUTES**  
**MINORITY TRACTS ABOVE THE COUNTY MEAN**  
**LOW INCOME TRACTS BELOW 90% OF THE COUNTY MEAN**



**EXHIBIT 4: NORTHERN MARIN COUNTY 2015-2019 ACS CENSUS TRACTS WITH GOLDEN GATE TRANSIT BUS ROUTES**  
MINORITY TRACTS ABOVE THE COUNTY MEAN  
LOW INCOME TRACTS BELOW 90% OF THE COUNTY MEAN

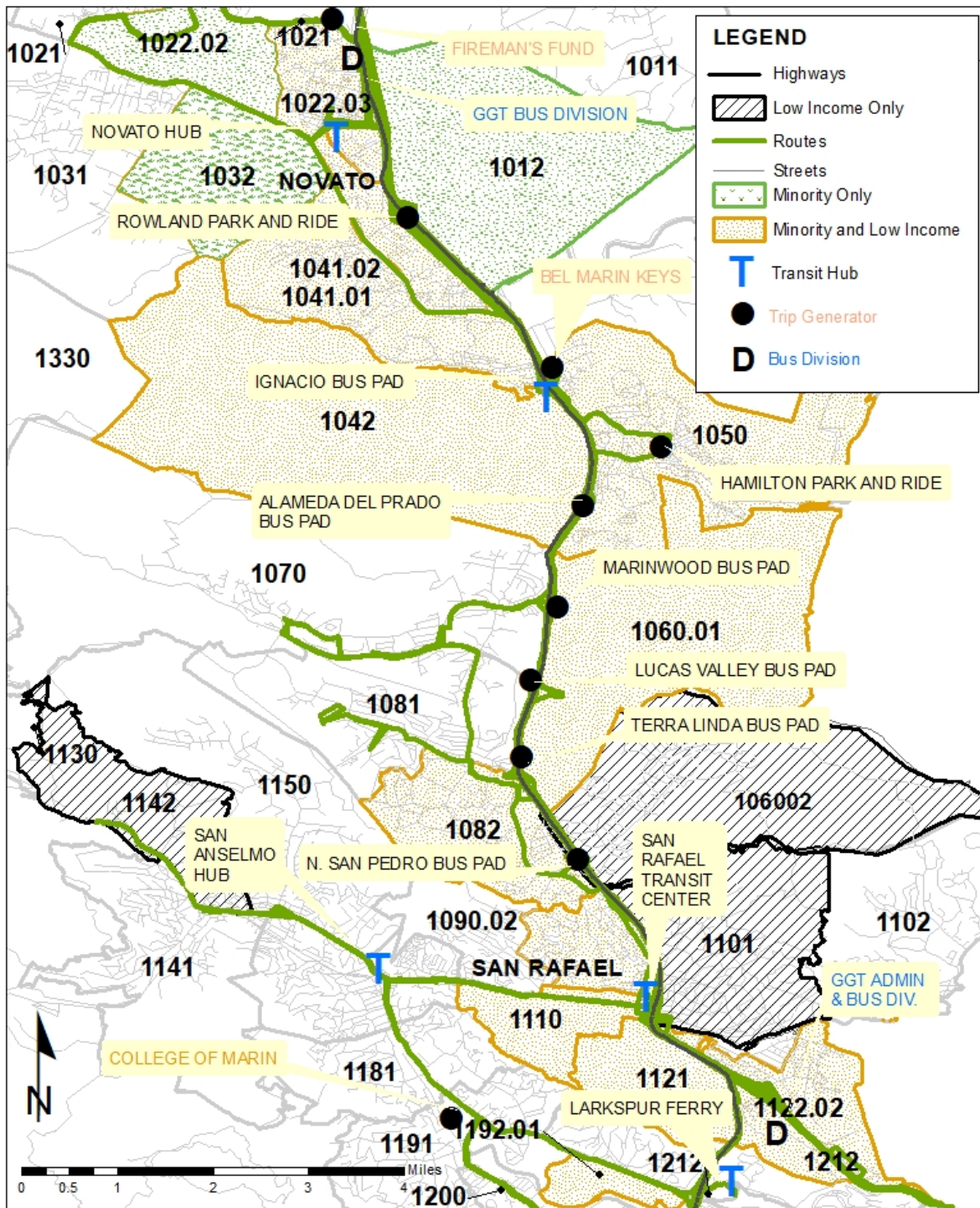
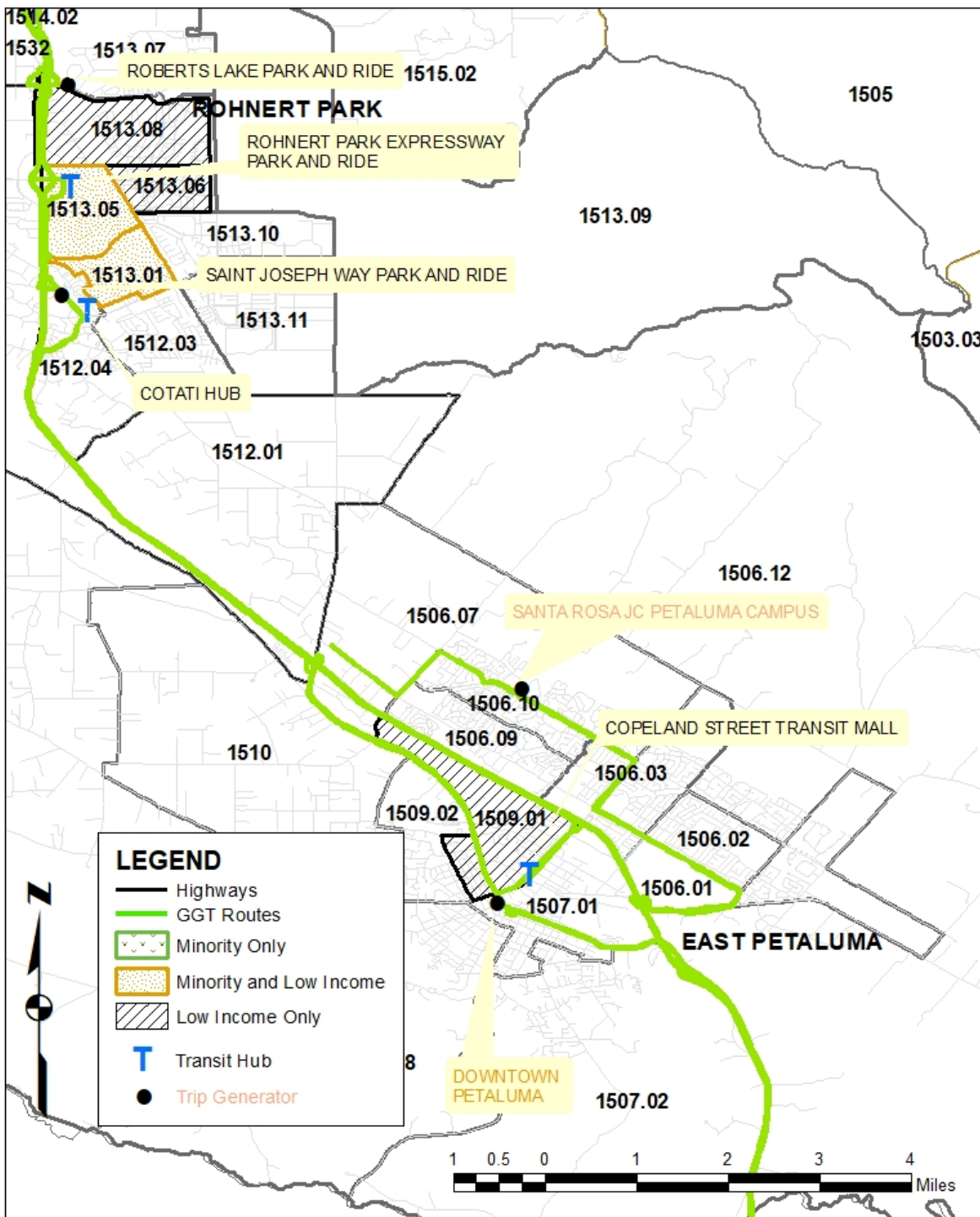
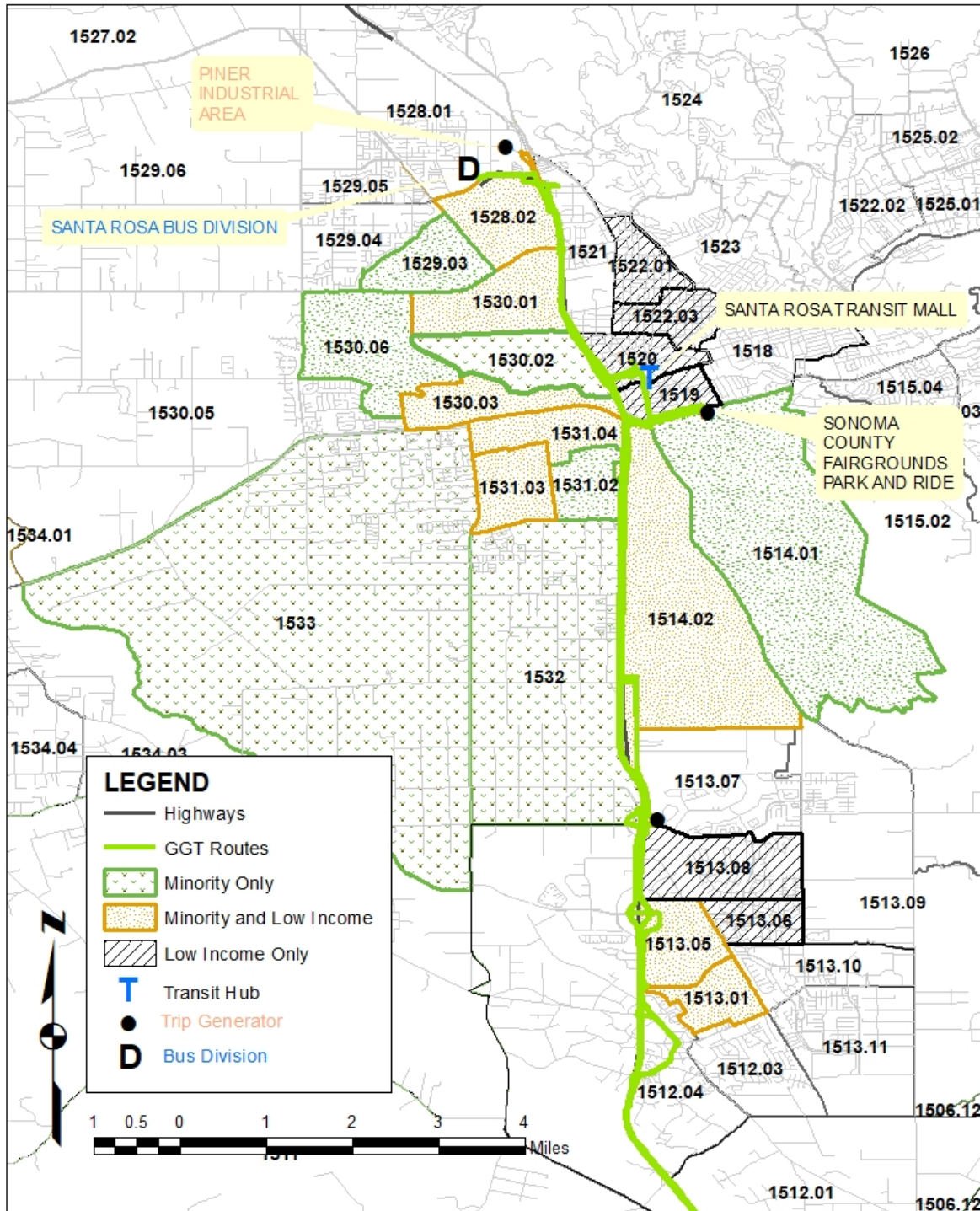


EXHIBIT 5: SOUTHERN SONOMA COUNTY 2015-2019 ACS CENSUS TRACTS WITH GOLDEN GATE TRANSIT BUS ROUTES  
MINORITY TRACTS WITH PERCENTAGES ABOVE THE COUNTY MEAN  
LOW INCOME TRACTS BELOW 90% OF THE COUNTY MEAN



**EXHIBIT 6: NORTHERN SONOMA COUNTY 2015-2019 CENSUS TRACTS WITH GOLDEN GATE TRANSIT BUS ROUTES  
MINORITY TRACTS WITH PERCENTAGES ABOVE THE COUNTY MEAN  
LOW INCOME TRACTS BELOW 90% OF THE COUNTY MEAN**



**Exhibit 7 Marin County**

Tract No.	Total Pop.	Non-Minority White	Share	Minority	Share	Minority Tract?	ACS Median Income	Low Income?	Location
1011	2,677	2,201	82%	476	18%		\$ 147,581		
1012	3,015	2,079	69%	936	31%	Yes	\$ 118,167		Black Point - Not Incl.
1021	2,421	1,956	81%	465	19%		\$ 142,396		
1022.02	6,142	4,487	73%	1,655	27%		\$ 125,833		
1022.03	5,761	2,839	49%	2,922	51%	Yes	\$ 70,344	Yes	Central Novato
1031	7,887	6,502	82%	1,385	18%		\$ 140,143		
1032	7,290	4,569	63%	2,721	37%	Yes	\$ 115,847		Novato, south of Novato Bl.
1041.01	8,039	5,307	66%	2,732	34%	Yes	\$ 92,614	Yes	Ignacio, north of Boulevard
1041.02	5,760	2,733	47%	3,027	53%	Yes	\$ 95,750	Yes	South-central Novato
1042	5,894	4,039	69%	1,855	31%	Yes	\$ 96,113	Yes	Ignacio, south of Boulevard
1043	1,653	1,367	83%	286	17%		\$ 133,693		
1050	7,077	3,658	52%	3,419	48%	Yes	\$ 83,700	Yes	Hamilton (Novato)
1060.01	4,582	2,872	63%	1,710	37%	Yes	\$ 91,630	Yes	Smith Ranch (San Rafael)
1060.02	5,598	4,001	71%	1,597	29%		\$ 95,638	Yes	Santa Venetia (San Rafael)
1070	6,803	5,038	74%	1,765	26%		\$ 138,534		
1081	6,543	5,432	83%	1,111	17%		\$ 119,014		
1082	6,901	3,575	52%	3,326	48%	Yes	\$ 87,713	Yes	Terra Linda (San Rafael)
1090.01	4,280	2,665	62%	1,615	38%	Yes	\$ 103,344	Yes	San Rafael nw. of 4th St.
1090.02	3,851	3,278	85%	573	15%		\$ 111,888		
1101	5,903	4,320	73%	1,583	27%		\$ 101,875	Yes	Montecito/Dominican (San Raf.
1102	5,016	4,360	87%	656	13%		\$ 182,064		
1110	5,204	3,644	70%	1,560	30%	Yes	\$ 79,500	Yes	Downtown San Rafael
1121	4,512	2,729	60%	1,783	40%	Yes	\$ 96,313	Yes	Woodland-Bret Harte
1122.01	8,175	463	6%	7,712	94%	Yes	\$ 49,333	Yes	Canal west (San Rafael) - Not In
1122.02	4,771	989	21%	3,782	79%	Yes	\$ 62,886	Yes	Canal east (San Rafael)
1130	3,371	2,891	86%	480	14%		\$ 97,321	Yes	San Geronimo - Not Incl.
1141	5,206	4,274	82%	932	18%		\$ 111,060		
1142	3,242	2,636	81%	606	19%		\$ 96,591	Yes	Fairfax, n. of Drake
1150	7,528	6,486	86%	1,042	14%		\$ 146,343		
1160	3,154	2,691	85%	463	15%		\$ 137,802		
1170	4,212	3,643	86%	569	14%		\$ 105,863		
1181	2,290	2,041	89%	249	11%		\$ 224,500		
1191	4,983	4,486	90%	497	10%		\$ 233,500		
1192.01	3,601	2,382	66%	1,219	34%	Yes	\$ 84,056	Yes	Greenbrae, s. of Drake
1192.02	3,546	2,773	78%	773	22%		\$ 194,808		
1200	5,857	5,134	88%	723	12%		\$ 122,685		
1211	5,453	4,082	75%	1,371	25%		\$ 147,763		
1212	6,414	4,879	76%	1,535	24%		\$ 145,000		
1220*	2,649	496	19%	2,153	81%	-----	-	-----	San Quentin - Not Incl.
1230	2,124	1,960	92%	164	8%		\$ 246,250		
1241	5,889	4,718	80%	1,171	20%		\$ 159,963		
1242	5,716	4,635	81%	1,081	19%		\$ 153,512		
1250	4,177	3,104	74%	1,073	26%		\$ 98,750	Yes	Strawberry
1261	6,195	5,502	89%	693	11%		\$ 213,811		
1262	4,224	3,491	83%	733	17%		\$ 116,528		
1270	4,583	3,955	86%	628	14%		\$ 176,776		
1281	6,911	5,758	83%	1,153	17%		\$ 160,417		
1282	4,957	4,068	82%	889	18%		\$ 157,321		
1290	2,939	846	29%	2,093	71%	Yes	\$ 38,958	Yes	Marin City
1302.01	3,232	2,787	86%	445	14%		\$ 133,611		
1302.02	4,377	3,855	88%	522	12%		\$ 105,913		
1311	1,234	1,059	86%	175	14%	-----	\$ 138,750	-----	West Marin - Not Incl.
1321	1,825	1,596	87%	229	13%	-----	\$ 85,903	-----	West Marin - Not Incl.
1322	1,641	1,470	90%	171	10%	-----	\$ 95,441	-----	West Marin - Not Incl.
1330	2,658	2,159	81%	499	19%	-----	\$ 96,667	-----	West Marin - Not Incl.
Total	259,943	184,960	71.2%	74,983	28.8%	16	\$ 116,188	19	
Sources:					90% of median:		\$ 104,569		
Non Hispanic White - ACS 2015-2019 B03002									
Income - ACS 2015-2019 S1903									

**Exhibit 8 Sonoma County**

Tract No.	Total Pop.	Non-Minority White	Share	Minority	Share	Minority Tract?	ACS Median Income	Low Income?	Location
1506.01	4,413	2,526	57%	1,887	43%		\$ 90,114		
1506.02	4,271	3,009	70%	1,262	30%		\$ 90,556		
1506.03	7,691	4,931	64%	2,760	36%		\$ 77,690		
1506.07	5,145	3,563	69%	1,582	31%		\$ 124,643		
1506.09	5,033	3,267	65%	1,766	35%		\$ 78,160		
1506.1	3,983	2,568	64%	1,415	36%		\$ 111,429		
1506.11	4,147	2,677	65%	1,470	35%		\$ 99,722		
1507.01	4,939	3,383	68%	1,556	32%		\$ 87,025		
1507.02	4,915	4,046	82%	869	18%		\$ 108,281		
1508	5,401	3,631	67%	1,770	33%		\$ 84,744		
1509.01	5,053	2,886	57%	2,167	43%		\$ 64,772	Yes	Petaluma n. of E. Washington
1509.02	3,423	2,849	83%	574	17%		\$ 107,740		
1510	3,968	3,234	82%	734	18%		\$ 89,792		
1512.01	7,069	4,801	68%	2,268	32%		\$ 72,985		
1512.03	4,460	3,564	80%	896	20%		\$ 82,931		
1512.04	2,987	2,157	72%	830	28%		\$ 70,438		
1513.01	4,970	1,982	40%	2,988	60%	Yes	\$ 62,809	Yes	South Rohnert Park
1513.05	6,038	3,120	52%	2,918	48%	Yes	\$ 52,375	Yes	R. Pk. n. of SW, w. of RR
1513.06	3,841	2,466	64%	1,375	36%		\$ 63,125	Yes	R. Pk. n. of SW, e. of RR
1513.07	5,783	3,644	63%	2,139	37%		\$ 95,161		
1513.08	5,119	3,696	72%	1,423	28%		\$ 65,119	Yes	R. Pk. n. of RPE, w. of 101
1513.1	5,716	3,342	58%	2,374	42%		\$ 75,025		
1513.11	6,575	4,169	63%	2,406	37%		\$ 89,038		
1514.01	8,050	3,123	39%	4,927	61%	Yes	\$ 71,539		S.R. Fairgrounds & south
1514.02	9,853	3,531	36%	6,322	64%	Yes	\$ 50,059	Yes	S.R. s. btw. 101 & Pet. Hill
1518	4,848	3,732	77%	1,116	23%		\$ 81,948		
1519	3,286	1,994	61%	1,292	39%		\$ 50,282	Yes	S.R. n. of 12, e. of 101
1520	1,980	1,155	58%	825	42%		\$ 49,856	Yes	S.R. e. of 101 s. of College
1521	3,136	2,085	66%	1,051	34%		\$ 69,074		
1522.01	3,937	2,375	60%	1,562	40%		\$ 58,333	Yes	S.R. n.e. of Jr. College
1522.03	3,535	2,607	74%	928	26%		\$ 57,679	Yes	S.R. e. of Jr. College
1528.01	4,631	2,572	56%	2,059	44%		\$ 109,167		
1528.02	7,564	2,786	37%	4,778	63%	Yes	\$ 50,691	Yes	S.R. s. of Piner, w. of 101
1529.03	5,488	1,729	32%	3,759	68%	Yes	\$ 70,136		S.R. s. of Piner, w. of RR
1529.04	5,459	3,173	58%	2,286	42%		\$ 89,510		
1529.05	4,458	2,710	61%	1,748	39%		\$ 86,852		
1530.01	7,147	3,128	44%	4,019	56%	Yes	\$ 54,106	Yes	S.R. s. of G'ville, w. of 101
1530.02	6,864	2,496	36%	4,368	64%	Yes	\$ 81,911		S.R. s. of College, w. of 101
1530.03	5,669	2,777	49%	2,892	51%	Yes	\$ 65,701	Yes	S.R. btw. 12 & ck., w. of 101
1530.05	7,207	4,472	62%	2,735	38%		\$ 104,951		
1530.06	8,199	4,416	54%	3,783	46%	Yes	\$ 69,722		S.R. s. of G'ville, w. of Marlow
1531.02	5,976	1,058	18%	4,918	82%	Yes	\$ 81,189		Southeast Roseland (S.R.)
1531.03	4,507	1,272	28%	3,235	72%	Yes	\$ 60,640	Yes	Southwest Roseland (S.R.)
1531.04	3,949	956	24%	2,993	76%	Yes	\$ 52,132	Yes	North Roseland (S.R.)
1532	8,327	2,687	32%	5,640	68%	Yes	\$ 69,280		S.R. s. of Hearn
1533	12,385	4,899	40%	7,486	60%	Yes	\$ 79,528		S.R. w. of Stony Pt., s. of 12
Total	251,395	137,244	55%	114,151	45%	15	\$76,358	15	
Sources:									
Non-Hispanic White - ACS 2015-2019 B03002				90% of median:		\$68,721.75			
Income - ACS 2015-2019 S1903									

## Summary of Key Results from 2018 Demographic Survey

The following shows only the key demographic information collected. Other questions asked included trip characteristics, fare payment media and fare type, and trip purpose.

### Bus Service

#### Household Vehicle Availability

	Time Period (Weekday)					Day Type		Service Type (Weekday)	
	AM Off-Peak	AM Peak	Midday	PM Peak	PM Off-Peak	Weekday	Weekend	Basic	Commute
Base Respondents	851	3035	1133	3280	456	8754	327	2813	5942
Yes	59.8%	48.9%	51.0%	55.1%	29.8%	51.5%	15.9%	43.5%	55.3%
No	27.3%	44.0%	47.4%	41.0%	66.7%	42.9%	61.5%	54.2%	37.5%
Don't Know/Refuse	12.9%	7.2%	1.7%	3.9%	3.6%	5.6%	22.6%	2.2%	7.2%

#### Household Size

	Time Period (Weekday)					Day Type		Service Type (Weekday)	
	AM Off-Peak	AM Peak	Midday	PM Peak	PM Off-Peak	Weekday	Weekend	Basic	Commute
Base Respondents	1104	3777	1630	3836	797	11144	509	4318	6826
One (1)	28.5%	14.6%	20.2%	12.9%	31.1%	17.4%	19.8%	23.6%	13.5%
Two (2)	26.5%	25.5%	24.4%	22.7%	29.0%	24.7%	21.6%	22.8%	26.0%
Three (3)	18.1%	16.2%	11.8%	17.6%	17.3%	16.3%	16.7%	15.8%	16.6%
Four (4)	16.0%	20.1%	22.9%	23.4%	9.7%	20.5%	16.5%	18.3%	21.8%
Five (5)	3.8%	15.1%	12.6%	14.9%	6.9%	13.0%	13.9%	9.5%	15.1%
Six (6)	2.9%	6.8%	4.7%	6.8%	2.5%	5.8%	9.0%	6.3%	5.5%
Seven (7)	1.4%	0.7%	1.6%	0.7%	3.1%	1.1%	1.4%	2.0%	0.5%
Eight (8)	0.0%	0.3%	0.7%	0.3%	0.0%	0.3%	0.4%	0.4%	0.2%
Nine (9)	0.0%	0.0%	0.2%	0.5%	0.0%	0.2%	0.2%	0.1%	0.3%
Ten or more (10+)	0.0%	0.7%	0.0%	0.0%	0.0%	0.2%	0.2%	0.4%	0.2%
Unknown	2.8%	0.0%	0.7%	0.1%	0.3%	0.5%	0.2%	0.9%	0.2%
Skip - Paper Survey	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

## Employment Status

	Time Period (Weekday)					Day Type		Service Type (Weekday)	
	AM Off-Peak	AM Peak	Midday	PM Peak	PM Off-Peak	Weekday	Weekend	Basic	Commute
Base Respondents	1104	3777	1630	3836	797	11144	509	4318	6826
Employed	95.6%	90.4%	81.5%	87.9%	81.2%	88.1%	65.6%	82.9%	91.3%
Not employed	4.4%	9.3%	17.5%	11.6%	18.2%	11.5%	19.1%	17.0%	8.0%
Skip - Paper Survey	0.0%	0.3%	1.0%	0.5%	0.6%	0.5%	15.3%	0.1%	0.7%

## Number of Workers in Household

	Time Period (Weekday)					Day Type		Service Type (Weekday)	
	AM Off-Peak	AM Peak	Midday	PM Peak	PM Off-Peak	Weekday	Weekend	Basic	Commute
Base Respondents	1104	3777	1630	3836	797	11144	509	4318	6826
None (0)	3.6%	3.0%	6.6%	2.1%	9.3%	3.7%	7.9%	6.7%	1.9%
One (1)	39.4%	22.5%	28.4%	22.5%	33.7%	25.8%	25.1%	30.2%	23.1%
Two (2)	42.1%	37.7%	30.4%	39.6%	34.5%	37.5%	28.9%	26.5%	44.4%
Three (3)	10.9%	26.0%	18.6%	25.7%	10.8%	22.2%	24.2%	22.9%	21.8%
Four (4)	2.6%	9.2%	13.0%	8.2%	5.9%	8.5%	9.8%	10.2%	7.5%
Five (5)	1.4%	0.6%	2.3%	1.2%	4.0%	1.4%	2.8%	2.4%	0.7%
Six (6)	0.0%	0.6%	0.3%	0.7%	1.9%	0.6%	1.2%	1.2%	0.3%
Seven or More (7+)	0.0%	0.3%	0.4%	0.1%	0.0%	0.2%	0.2%	0.0%	0.4%

## Age of Respondent

	Time Period (Weekday)					Day Type		Service Type (Weekday)	
	AM Off-Peak	AM Peak	Midday	PM Peak	PM Off-Peak	Weekday	Weekend	Basic	Commute
Base Respondents	1104	3777	1630	3836	797	11144	509	4318	6826
Under 18	0.0%	0.8%	3.8%	2.5%	0.6%	1.7%	2.0%	2.4%	1.3%
18-24	8.9%	10.3%	15.4%	10.1%	21.3%	11.6%	16.3%	16.2%	8.7%
25-34	24.3%	29.7%	18.3%	28.4%	38.6%	27.7%	31.4%	25.0%	29.4%
35-44	29.4%	26.8%	19.6%	27.6%	23.8%	26.1%	22.4%	24.3%	27.2%
45-54	26.3%	17.4%	21.7%	18.2%	8.9%	18.6%	12.6%	15.7%	20.4%
55-64	5.6%	8.4%	11.5%	9.6%	4.9%	8.7%	8.8%	9.0%	8.5%
65 or older	2.7%	6.2%	8.9%	3.5%	1.4%	5.0%	6.1%	6.5%	4.0%
Not provided	2.8%	0.3%	0.7%	0.1%	0.3%	0.6%	0.4%	0.9%	0.4%

## Gender of Respondent

	Time Period (Weekday)					Day Type		Service Type (Weekday)	
	AM Off-Peak	AM Peak	Midday	PM Peak	PM Off-Peak	Weekday	Weekend	Basic	Commute
Base Respondents	1104	3777	1630	3836	797	11144	509	4318	6826
Male	61.9%	60.5%	59.3%	54.2%	55.3%	57.9%	53.2%	59.2%	57.1%
Female	34.9%	38.5%	39.9%	45.4%	44.4%	41.2%	42.4%	39.9%	41.9%
Other Gender	1.0%	0.1%	0.0%	0.1%	0.0%	0.2%	0.8%	0.3%	0.1%
Refuse	1.9%	0.3%	0.7%	0.1%	0.3%	0.5%	0.0%	0.6%	0.4%
Skip - Paper Survey	0.4%	0.6%	0.0%	0.1%	0.0%	0.3%	3.5%	0.0%	0.4%

## Race/Ethnicity of Respondent

	Time Period (Weekday)					Day Type		Service Type (Weekday)	
	AM Off-Peak	AM Peak	Midday	PM Peak	PM Off-Peak	Weekday	Weekend	Basic	Commute
Base Respondents	1104	3777	1630	3836	797	11144	509	4318	6826
African-American alone, non-Hispanic	14.4%	8.6%	9.4%	7.8%	21.1%	9.9%	11.6%	12.8%	8.1%
American Indian or Alaskan Native alone, non-Hispanic	0.0%	0.7%	0.4%	0.7%	0.0%	0.5%	1.2%	0.3%	0.7%
Asian alone, non-Hispanic	2.8%	9.4%	7.5%	10.2%	4.5%	8.4%	7.1%	7.8%	8.7%
Latino/Hispanic, any race	17.6%	13.2%	20.3%	13.2%	32.7%	16.1%	22.6%	25.8%	9.9%
Mixed race, non-Hispanic	1.8%	5.5%	4.2%	5.2%	0.0%	4.5%	10.0%	2.8%	5.5%
Native Hawaiian or Pacific Islander alone, non-Hispanic	0.4%	1.2%	1.4%	0.4%	0.0%	0.8%	0.6%	1.2%	0.5%
White alone, non-Hispanic	60.2%	60.8%	54.8%	61.8%	41.4%	58.8%	45.2%	47.8%	65.8%
Other, non-Hispanic	0.0%	0.4%	1.2%	0.6%	0.0%	0.5%	1.8%	0.6%	0.4%
No race provided	2.8%	0.3%	0.7%	0.1%	0.3%	0.6%	0.0%	0.9%	0.4%

## Household Income

	Time Period (Weekday)					Day Type		Service Type (Weekday)	
	AM Off-Peak	AM Peak	Midday	PM Peak	PM Off-Peak	Weekday	Weekend	Basic	Commute
Base Respondents	1104	3777	1630	3836	797	11144	509	4318	6826
Below \$10,000	0.0%	3.0%	5.5%	2.1%	1.2%	2.6%	8.3%	4.2%	1.6%
\$10,000-\$24,999	5.7%	1.5%	11.6%	4.9%	5.6%	4.9%	6.9%	9.5%	1.9%
\$25,000-\$34,999	5.9%	6.1%	6.1%	7.8%	8.4%	6.8%	6.1%	8.7%	5.6%
\$35,000-\$49,999	19.8%	11.8%	11.2%	9.1%	33.4%	13.1%	11.8%	15.2%	11.8%
\$50,000 - \$74,999	22.8%	26.2%	18.4%	25.3%	30.1%	24.7%	26.3%	26.0%	23.9%
\$75,000 - \$99,999	11.6%	15.2%	10.6%	14.0%	7.5%	13.2%	14.1%	10.6%	14.8%
\$100,000 - \$149,999	15.9%	10.1%	15.1%	12.9%	6.0%	12.0%	7.3%	6.8%	15.4%
\$150,000 or more	3.2%	9.0%	5.5%	8.8%	4.3%	7.5%	4.7%	5.2%	8.9%
Refused	14.3%	17.1%	16.0%	15.2%	3.5%	15.0%	14.5%	13.7%	15.9%
Skip - Paper Survey	0.9%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.1%

## English Proficiency

	Time Period (Weekday)					Day Type		Service Type (Weekday)	
	AM Off-Peak	AM Peak	Midday	PM Peak	PM Off-Peak	Weekday	Weekend	Basic	Commute
Base Respondents	167	672	540	699	249	2327	130	1354	973
Very well	42.8%	58.0%	71.1%	59.3%	28.0%	57.1%	20.0%	53.1%	62.8%
Well	36.2%	23.6%	23.4%	18.7%	44.6%	25.3%	3.1%	29.3%	19.6%
Not at all	0.0%	0.0%	1.0%	1.5%	0.0%	0.7%	2.3%	1.2%	0.0%
Not well	18.5%	12.4%	3.2%	14.6%	27.4%	12.9%	4.6%	13.9%	11.6%
Unknown	0.0%	2.7%	0.3%	5.1%	0.0%	2.4%	69.2%	1.8%	3.2%
Skip - Paper Survey	2.6%	3.3%	1.0%	0.8%	0.0%	1.6%	0.8%	0.7%	2.8%

## Ferry Service

### Household Vehicle Availability

	Total		AT&T Ferry			Larkspur			Sausalito			Tiburon		
	Weekday	Weekend	Weekday	Weekend	Total	Weekday	Weekend	Total	Weekday	Weekend	Total	Weekday	Weekend	Total
Base Respondents	8498	449	892	144	1036	5300	130	5430	1566	174	1740	740	0	740
Yes	55.9%	24.5%	36.9%	0.0%	31.8%	66.7%	53.8%	66.4%	27.1%	23.0%	26.7%	61.7%	N/A	61.7%
No	38.0%	53.9%	6.3%	39.6%	10.9%	33.0%	45.4%	33.3%	72.9%	72.4%	72.8%	38.3%	N/A	38.3%
Don't Know/Refuse	6.1%	21.6%	56.8%	60.4%	57.3%	0.2%	0.8%	0.2%	0.0%	4.6%	0.5%	0.0%	N/A	0.0%

## Household Size

	Total		AT&T Ferry			Larkspur			Sausalito			Tiburon		
	Weekday	Weekend	Weekday	Weekend	Total	Weekday	Weekend	Total	Weekday	Weekend	Total	Weekday	Weekend	Total
Base Respondents	9444	634	981	177	1158	5716	164	5880	1956	293	2249	790	0	790
One (1)	9.2%	15.0%	15.0%	13.6%	14.7%	10.5%	16.5%	10.7%	3.9%	15.0%	5.3%	5.8%	0.0%	5.8%
Two (2)	21.2%	34.2%	35.5%	22.6%	33.5%	20.0%	32.3%	20.4%	14.4%	42.3%	18.1%	28.4%	0.0%	28.4%
Three (3)	15.8%	15.0%	12.5%	13.6%	12.6%	17.3%	17.1%	17.3%	15.1%	14.7%	15.1%	10.4%	0.0%	10.4%
Four (4)	19.0%	18.9%	22.8%	23.2%	22.8%	21.2%	18.9%	21.1%	11.6%	16.4%	12.2%	16.9%	0.0%	16.9%
Five (5)	21.5%	11.4%	7.7%	15.3%	8.9%	20.4%	13.4%	20.2%	31.6%	7.8%	28.5%	21.3%	0.0%	21.3%
Six (6)	10.5%	3.5%	3.6%	7.3%	4.2%	7.7%	1.8%	7.5%	20.3%	2.0%	17.9%	14.9%	0.0%	14.9%
Seven (7)	1.8%	1.3%	1.9%	2.8%	2.1%	2.1%	0.0%	2.0%	1.8%	1.0%	1.7%	0.0%	0.0%	0.0%
Eight (8)	0.8%	0.3%	1.1%	0.6%	1.0%	0.5%	0.0%	0.5%	1.1%	0.3%	1.0%	2.3%	0.0%	2.3%
Nine (9)	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.2%	0.0%	0.0%	0.0%
Ten or more (10+)	0.0%	0.2%	0.0%	0.6%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Unknown	0.1%	0.2%	0.0%	0.0%	0.0%	0.2%	0.0%	0.2%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%
Skip - Paper Survey	0.0%	0.2%	0.0%	0.6%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

## Employment Status

	Total		AT&T Ferry			Larkspur			Sausalito			Tiburon		
	Weekday	Weekend	Weekday	Weekend	Total	Weekday	Weekend	Total	Weekday	Weekend	Total	Weekday	Weekend	Total
Base Respondents	9444	634	981	177	1158	5716	164	5880	1956	293	2249	790	0	790
Employed	81.7%	54.3%	17.9%	19.2%	18.1%	94.6%	68.9%	93.9%	71.2%	67.2%	70.7%	93.5%	0.0%	93.5%
Not employed	12.7%	28.4%	28.7%	23.2%	27.8%	5.4%	31.1%	6.1%	28.8%	30.0%	28.9%	6.5%	0.0%	6.5%
Skip - Paper Survey	5.6%	17.4%	53.5%	57.6%	54.1%	0.0%	0.0%	0.0%	0.0%	2.7%	0.4%	0.0%	0.0%	0.0%

## Number of Workers in Household

	Total		AT&T Ferry			Larkspur			Sausalito			Tiburon		
	Weekday	Weekend	Weekday	Weekend	Total	Weekday	Weekend	Total	Weekday	Weekend	Total	Weekday	Weekend	Total
Base Respondents	9444	634	981	177	1158	5716	164	5880	1956	293	2249	790	0	790
None (0)	6.5%	16.6%	15.6%	9.6%	14.7%	1.9%	16.5%	2.4%	17.2%	20.8%	17.7%	1.2%	0.0%	1.2%
One (1)	17.6%	23.5%	26.1%	22.0%	25.5%	19.9%	23.2%	20.0%	5.9%	24.6%	8.4%	18.7%	0.0%	18.7%
Two (2)	31.2%	37.2%	32.7%	38.4%	33.6%	36.0%	42.7%	36.2%	14.5%	33.4%	17.0%	36.0%	0.0%	36.0%
Three (3)	25.2%	15.0%	13.1%	19.2%	14.0%	27.1%	12.8%	26.7%	27.6%	13.7%	25.8%	20.1%	0.0%	20.1%
Four (4)	15.6%	6.6%	8.7%	8.5%	8.7%	12.0%	4.3%	11.8%	29.0%	6.8%	26.1%	17.1%	0.0%	17.1%
Five (5)	3.5%	0.8%	3.0%	1.7%	2.8%	2.6%	0.6%	2.6%	5.1%	0.3%	4.5%	6.7%	0.0%	6.7%
Six (6)	0.4%	0.2%	0.0%	0.6%	0.1%	0.4%	0.0%	0.3%	0.7%	0.0%	0.6%	0.2%	0.0%	0.2%
Seven or More (7+)	0.1%	0.2%	0.8%	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%
Unknown	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Skip - Paper Survey	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

## Age of Respondent

	Total		AT&T Ferry			Larkspur			Sausalito			Tiburon		
	Weekday	Weekend	Weekday	Weekend	Total	Weekday	Weekend	Total	Weekday	Weekend	Total	Weekday	Weekend	Total
Base Respondents	9444	634	981	177	1158	5716	164	5880	1956	293	2249	790	0	790
Under 18	0.3%	2.7%	0.0%	1.1%	0.2%	0.1%	7.3%	0.3%	0.9%	1.0%	1.0%	0.0%	0.0%	0.0%
18-24	5.5%	12.1%	10.2%	13.6%	10.7%	3.6%	9.1%	3.8%	9.3%	13.0%	9.8%	3.6%	0.0%	3.6%
25-34	35.6%	25.4%	29.7%	25.4%	29.0%	32.5%	23.2%	32.2%	46.3%	26.6%	43.7%	39.0%	0.0%	39.0%
35-44	30.2%	23.2%	18.8%	31.6%	20.7%	33.1%	22.6%	32.8%	26.7%	18.4%	25.6%	32.3%	0.0%	32.3%
45-54	16.5%	15.0%	18.1%	11.9%	17.1%	18.6%	15.2%	18.5%	10.1%	16.7%	10.9%	15.5%	0.0%	15.5%
55-64	7.2%	11.7%	12.0%	10.2%	11.7%	7.7%	11.6%	7.8%	3.4%	12.6%	4.6%	7.6%	0.0%	7.6%
65 or older	4.5%	9.5%	11.3%	6.2%	10.5%	4.1%	9.1%	4.2%	3.3%	11.6%	4.4%	1.8%	0.0%	1.8%
Not provided	0.1%	0.5%	0.0%	0.0%	0.0%	0.2%	1.8%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

## Gender of Respondent

	Total		AT&T Ferry			Larkspur			Sausalito			Tiburon		
	Weekday	Weekend	Weekday	Weekend	Total	Weekday	Weekend	Total	Weekday	Weekend	Total	Weekday	Weekend	Total
Base Respondents	9444	634	981	177	1158	5716	164	5880	1956	293	2249	790	0	790
Male	58.0%	51.3%	57.5%	51.4%	56.6%	60.4%	50.0%	60.1%	52.8%	51.9%	52.7%	54.5%	0.0%	54.5%
Female	41.6%	48.3%	41.4%	48.0%	42.4%	39.1%	50.0%	39.4%	47.2%	47.4%	47.2%	45.5%	0.0%	45.5%
Other	0.1%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Refuse	0.1%	0.0%	0.0%	0.6%	0.1%	0.5%	0.0%	0.5%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%
Skip - Paper Survey	0.1%	0.2%	1.1%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%

## Race/Ethnicity of Respondent

	Total		AT&T Ferry			Larkspur			Sausalito			Tiburon		
	Weekday	Weekend	Weekday	Weekend	Total	Weekday	Weekend	Total	Weekday	Weekend	Total	Weekday	Weekend	Total
Base Respondents	9444	634	981	177	1158	5716	164	5880	1956	293	2249	790	0	790
African-American alone, non-Hispanic	5.7%	5.2%	10.1%	14.1%	10.7%	5.8%	1.2%	5.7%	4.8%	2.0%	4.5%	1.2%	0.0%	1.2%
American Indian or Alaskan Native alone, non-Hispanic	0.1%	0.3%	0.8%	1.1%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Asian alone, non-Hispanic	6.8%	6.5%	4.9%	4.5%	4.8%	7.2%	7.3%	7.2%	6.8%	7.2%	6.9%	5.3%	0.0%	5.3%
Latino/Hispanic, any race	6.2%	11.0%	17.9%	18.6%	18.0%	5.7%	11.0%	5.8%	3.1%	6.5%	3.5%	3.3%	0.0%	3.3%
Mixed race, non-Hispanic	10.9%	5.8%	5.9%	11.3%	6.7%	13.5%	2.4%	13.1%	7.9%	4.4%	7.4%	6.1%	0.0%	6.1%
Native Hawaiian or Pacific Islander alone, non-Hispanic	0.5%	0.3%	0.0%	0.0%	0.0%	0.4%	0.0%	0.4%	0.8%	0.7%	0.8%	1.1%	0.0%	1.1%
White alone, non-Hispanic	69.3%	67.5%	60.4%	50.3%	58.9%	66.9%	76.2%	67.2%	75.5%	73.0%	75.2%	82.7%	0.0%	82.7%
No race provided	0.1%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other, non-Hispanic	0.4%	3.3%	0.0%	0.0%	0.0%	0.2%	1.8%	0.3%	1.0%	6.1%	1.7%	0.3%	0.0%	0.3%

## Household Income

	Total		AT&T Ferry			Larkspur			Sausalito			Tiburon		
	Weekday	Weekend	Weekday	Weekend	Total	Weekday	Weekend	Total	Weekday	Weekend	Total	Weekday	Weekend	Total
Base Respondents	9444	634	981	177	1158	5716	164	5880	1956	293	2249	790	0	790
Below \$10,000	0.3%	3.6%	0.8%	7.3%	1.8%	0.3%	1.8%	0.3%	0.0%	2.4%	0.3%	0.0%	0.0%	0.0%
\$10,000-\$24,999	0.6%	2.5%	2.3%	4.5%	2.7%	0.5%	1.2%	0.6%	0.0%	2.0%	0.3%	0.0%	0.0%	0.0%
\$25,000-\$34,999	1.9%	5.2%	10.6%	10.7%	10.6%	1.3%	3.0%	1.3%	0.1%	3.1%	0.5%	0.0%	0.0%	0.0%
\$35,000-\$49,999	9.4%	11.2%	20.0%	27.7%	21.2%	8.3%	4.3%	8.2%	8.6%	5.1%	8.1%	6.7%	0.0%	6.7%
\$50,000 - \$74,999	35.5%	17.5%	23.7%	13.6%	22.1%	35.0%	26.2%	34.7%	46.3%	15.0%	42.2%	26.6%	0.0%	26.6%
\$75,000 - \$99,999	16.1%	12.5%	15.9%	9.6%	15.0%	18.4%	17.1%	18.4%	11.9%	11.6%	11.8%	9.7%	0.0%	9.7%
\$100,000 - \$149,999	11.3%	13.1%	8.6%	4.5%	8.0%	12.1%	9.8%	12.1%	4.8%	20.1%	6.8%	25.1%	0.0%	25.1%
\$150,000 or more	12.0%	13.9%	10.3%	0.0%	8.7%	15.9%	12.2%	15.8%	0.8%	23.2%	3.7%	14.6%	0.0%	14.6%
Refused	12.8%	20.5%	6.9%	22.0%	9.2%	8.2%	24.4%	8.6%	27.6%	17.4%	26.3%	17.3%	0.0%	17.3%
Skip - Paper Survey	0.1%	0.0%	0.8%	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

## English Proficiency

	Total		AT&T Ferry			Larkspur			Sausalito			Tiburon		
	Weekday	Weekend	Weekday	Weekend	Total	Weekday	Weekend	Total	Weekday	Weekend	Total	Weekday	Weekend	Total
Base Respondents	9444	634	251	62	313	554	70	624	234	88	322	75	0	75
Very well	76.0%	20.9%	55.4%	4.8%	45.4%	90.7%	28.6%	83.7%	56.5%	26.1%	48.2%	97.3%	0.0%	97.3%
Well	15.0%	4.5%	16.3%	3.2%	13.7%	6.9%	4.3%	6.6%	36.4%	5.7%	28.0%	2.7%	0.0%	2.7%
Not well	2.4%	1.4%	4.0%	0.0%	3.2%	0.0%	0.0%	0.0%	7.1%	3.4%	6.1%	0.0%	0.0%	0.0%
Not at all	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Unknown	1.2%	67.3%	0.0%	71.0%	14.0%	2.4%	67.1%	9.7%	0.0%	64.8%	17.7%	0.0%	0.0%	0.0%
Skip - Paper Survey	5.5%	5.9%	24.3%	21.0%	23.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*\*AT&T Ferry Service is now known as Oracle Ferry Service*

### C. Monitor Transit Service

The results of the District's most recent analysis of service provision versus the standards and policies adopted in February 2013 follows.

#### SYSTEM-WIDE SERVICE STANDARDS

Pursuant to requirements set forth in The Federal Transit Administration's (FTA) Circular 4702.1B, the District must establish and monitor its performance using quantitative Service Standards and qualitative Service Policies. These service standards are used to evaluate the effectiveness of transit service and to ensure the same standard of effectiveness is applied without discrimination as to race, ethnicity, or income.

Different standards have been established for ferry service and bus service.

As described below, the District differentiates between two types of bus service: Basic routes generally provide bi-directional service all day while Commute routes generally provide service during peak periods in the commute direction only. A breakdown of existing bus routes is listed below.

Service Type	Bus Routes
Basic	30, 40/40X, 70, 101/101X
Commute	2, 4/4C, 8, 18, 24/24C/24X, 25, 27, 38/38A, 54/54C, 56X, 58, 72/72X, 74, 76, 92

The vehicle headway standard for basic service is 60 minutes, where the standard for commute service is 60 minutes during the peak period in the commute direction only, based on the nature of that service.

Standards for basic and commute service are otherwise the same.

#### Minority Routes

Using the definition of a minority transit route as one in which at least one-third of the revenue miles are located in a Census block, Census block group, or traffic analysis zone where the percentage minority population exceeds the percentage minority population in the service area, two Golden Gate Transit bus routes meet this definition: **Routes 40 and 70**. This report will compare the performance of these two minority routes with **Routes 27 and 54**, routes that are comparable in length and service characteristics with the two minority routes. Routes 40 and 70 are both all-day routes that provide a main line connection between counties. Routes 27 and 54 both operate only during the peaks with an emphasis on the peak direction as well and are aimed at getting residents to work locations in another county.

Golden Gate Ferry operates three ferry routes, one from Larkspur to San Francisco, one from Sausalito to San Francisco, and one from Tiburon to San Francisco. The Larkspur and Sausalito routes operate seven-day service from 6:00am to 10:00pm on weekdays and from 9:30am to 8:00pm on weekends and holidays. Tiburon Ferry service is operated in weekday peak periods only. None of these routes directly serves a minority census tract, and none of these routes has

high minority ridership. According to the 2015-2019 ACS the Census tract ferry service areas are 20% non-white for Larkspur, 14% non-white for Sausalito, and 19% non-white for Tiburon.

### Service Standards

This reporting period includes time of the ongoing Covid-19 pandemic. Starting in March 2020, transit ridership declined steeply, had periods of modest recovery, and has remained at a fraction of pre-pandemic ridership. As of February 2022, bus ridership is down approximately 65% from pre-pandemic levels, and ferry ridership is down 79%. Service was also reduced, as witnessed by the inclusion of an equity analysis of pandemic service reductions on the bus service in Appendix D. For consistency of service evaluation, routes that persisted throughout the reporting period were chosen for evaluation of service standards.

#### 5. Vehicle load

- Bus – Average maximum load factor for regional service is 1.0, as measured by total seats on board buses.
- Ferry – Average maximum load factor is set to 1.0, as measured by the maximum load permitted by the Coast Guard in consultation with the District for each vessel.

Buses in Golden Gate Transit's fleet currently used in regional service have seating capacities of:

Length	Make	Model	Seats
40 ft.	Gillig	Low Floor	39
45 ft.			
	MCI	D4500	57

As determined jointly by the District and the U.S. Coast Guard, Golden Gate Ferry's vessels have maximum capacities of:

Vessel(s)	Capacity
Del Norte	400
Golden Gate, Mendocino	450
Napa	450
Sonoma	752
Marin, San Francisco	750

## Results

Load Factor

Route	FY19	FY20	FY21
40	0.26	0.22	0.13
70	0.69	0.56	0.22
27	0.38	0.30	0.12
54	0.49	0.36	0.12
LSSF	0.32	0.28	0.05
SSSF	0.12	0.13	0.02
TBSF	0.09	0.12	0.02

All bus and ferry routes had a load factor of 1 or below, so the service standard was met in an equitable fashion.

### 6. Vehicle headway

The vehicle headway standard is designed to ensure that passengers have equitable wait times for transit vehicles. Vehicle headways are measured as the amount of time between the departure of two subsequent buses or ferries along the same route or service corridor.

The District differentiates between two types of bus service: Basic routes generally provide bi-directional service all day while Commute routes generally provide service during peak periods in the commute direction only. A breakdown of existing bus routes is listed below.

Service Type	Bus Routes
Basic	30, 40/40X, 70, 101/101X
Commute	2, 4/4C, 8, 18, 24/24C/24X, 25, 27, 38/38A, 54/54C, 56X, 58, 72/72X, 74, 76, 92

- Bus – Headway standard is 60 minutes during peak and off-peak periods along all Basic service corridors. Headway standard is 60 minutes during peak periods only and in the commute direction only along all Commute service corridors. A service corridor is defined as a primary street and any parallel roadway facilities within ½ mile, which can be served by any number of bus routes. Improved headways will be considered along Basic service corridors in cases where the maximum load factor is exceeded and resources are available to improve service. Commute bus service will be considered in the commute and/or reverse-commute directions along service corridors with a demonstrated or projected daily ridership that supports at least two round-trips carrying 30 passengers per trip on average (120 passengers per day) when resources are available to improve service.
- Ferry – Headway standard is 120 minutes during peak and off-peak periods on all routes. Improved headways will be considered in cases where the maximum load factor is exceeded and resources are available to improve service.

Thresholds for adding Commute bus service are higher than they are for Basic bus service because of the substantial expense associated with service during peak commute periods. Note that the headway standard does not apply to special event services, such as ferry service that operates to/from San Francisco Giants home games.

## Results

### Bus

#### June 2019 Sign-up

Route	Headway	Time Period	
40	30	5:30am-8:30am	2:00pm-7:30pm
	60	8:30am-2:00pm	7:30pm-10:30pm
70	60	5:00am-1:15am	
27	15	6:45am-9:00am	5:00pm-6:30pm
		6:00am-6:45am,	3:30pm-5:00pm, 6:30pm-
	30	9:00am-10:30am	7:45pm
	60	10:30am-3:30pm	
	90	4:30am-6:00am	
54	20	6:15am-9:45am	3:30pm-6:45pm
			2:30pm-3:30pm, 6:45pm-
	30	4:45am-6:15am	8:30pm

#### June 2020 Sign-up

Route	Headway	Time Period	
40	30	5:30am-8:30am	2:00pm-7:30pm
	60	8:30am-2:00pm	7:30pm-10:30pm
70	60	5:00am-1:15am	
27	30	6:00am-10:30am	3:30pm-7:45pm
	60	10:30am-3:30pm	
	90	4:30am-6:00am	
54	30	4:45am-10:00am	2:30pm-8:30pm

#### June 2021 Sign-up

Route	Headway	Time Period	
40	30	5:45am-9:00am	2:30pm-6:00pm
	60	9:00am-2:30pm	6:00pm-10:00pm
70	60	4:45am-10:30pm	
27	30	6:00am-9:30am	3:15pm-6:45pm
54	30	6:45am-9:00am	4:30pm-7:00pm
	60	5:45am-6:45am	3:30pm-4:30pm

**Ferry**

**June 2019 Sign-up**

Route	Headway	Time Period		
Sausalito	65	7:10am-8:15am	5:30pm-7:55pm	
	90	8:15am-5:30pm		
Larkspur	20	7:30am-8:20am		
	30	6:35am-7:30am	8:20am-9:20am	3:00pm-6:30pm
	60	5:45am-6:35am	9:20am-2:50pm	6:30pm-9:35pm
Tiburon	75	5:30am-9:10am	4:25pm-8:05pm	

**June 2020 Sign-up**

Route	Headway	Time Period		
Sausalito	n/a	One 8:20am trip		
	95	4:25pm-6:00pm		
Larkspur	85	6:35am-9:30am		
	90	5:30pm-9:00pm		
Tiburon	n/a	One 7:55am trip		
	95	4:25pm-6:00pm		

**June 2021 Sign-up**

Route	Headway	Time Period		
Sausalito	n/a	One 8:20am trip		
	95	4:25pm-6:00pm		
Larkspur	85	6:35am-9:30am		
	90	5:30pm-9:00pm		
Tiburon	n/a	One 7:55am trip		
	95	4:25pm-6:00pm		

## *Analysis*

### **Bus**

Routes 40 and 70 use the Basic service standard of 60-minute headways, with 30-minute headways on the Route 40 during peak periods to accommodate higher ridership. Routes 27 and 54 use the Commute service standard of 60 minutes in the peak time and direction.

Did the route meet the standard?

Route	FY19	FY20	FY21
40	yes	Yes	yes
70	Yes	Yes	Yes
27	Yes	Yes	Yes
54	Yes	Yes	Yes

All routes met the standard, so this service standard has been met in an equitable fashion. It should be pointed out that the two minority routes actually exceed the standard by providing 30-minute service during part of their span.

### **Ferry**

Larkspur, Sausalito, and Tiburon routes all use the 120-minute headway standard.

Did the route meet the standard?

Route	FY19	FY20	FY21
Sausalito	yes	Yes	yes
Larkspur	yes	Yes	yes
Tiburon	yes	Yes	yes

All three routes met the standard, so this service standard has been met in an equitable fashion. All three ferries have headways that exceed the standard at hours of peak usage.

## **7. On-time performance**

The on-time performance standard is designed to ensure that the reliability of transit service is equitable for passengers. On-time performance is measured as the percentage of trips that depart timepoints within a certain number of minutes of published schedules.

- Bus – Standard for regional bus service is 85%. Buses are considered on time if they are no more than 5 minutes late or 1 minute early.
- Ferry – Standard is 95%. Ferries have the benefit of travelling across the uncongested waters of San Francisco Bay, bypassing the congestion of local streets and Highway 101. Ferries are considered on time if they are no more than 5 minutes late during peak periods and 10 minutes late during off-peak periods. Ferries that depart even 1 minute early are not considered on time.

## ***Results***

### **Bus**

#### **FY 2019**

Route	On-Time Performance
40	76.5%
70	83.1%
27	70.5%
54	81.6%

#### **FY 2020**

Route	On-Time Performance
40	80.7%
70	84.8%
27	77.8%
54	79.9%

#### **FY 2021**

Route	On-Time Performance
40	80.7%
70	88.0%
27	89.7%
54	94.8%

## ***Analysis***

No routes met the standard, either the old 90% standard or the new 85% standard, in the first two years of the years of the reporting period. With the new system, a new on-time performance goal will be set in the coming year. In 2021, all routes except the Route 40 met the standard. In terms of equity, Route 40, a minority route, performs the worst of all four routes. The corridor that Routes 40 operates on has become ever-more unreliable over the past ten years. The main issue is traffic back-up in both directions on the Richmond Bridge. With the opening of a third eastbound lane on the bridge, Route 40 running times did improve somewhat during the second two years of the reporting period but running times will need to be monitored and adjusted. Running times were adjusted most recently in December of 2021, after the current reporting period, and results are positive so far.

The westbound approach to the Richmond-San Rafael Bridge was originally constructed as a high occupancy vehicle (HOV) lane; however, MTC and Caltrans converted the HOV lane to mixed flow several years ago. If this lane is converted back to an HOV lane, the on-time performance of the Route 40 would be greatly improved and the trip travel time significantly shortened during the morning commute period.

## Ferry

### Results

Route/Year	On-Time Performance
LSSF	94.3%
FY19	94.6%
FY20	93.2%
FY21	96.4%
SSSF	92.8%
FY19	92.8%
FY20	92.1%
FY21	99.6%
TBSF	97.0%
FY19	97.0%
FY20	96.5%
FY21	98.8%

### Analysis

All three routes met the service standard in 2021. Larkspur Ferry almost met the standard in 2018 but did not meet it in 2020. The Sausalito Ferry also did not meet the standard for the first two years of the reporting period. Tiburon met the on-time performance threshold for all three years.

## 8. Service availability

The service availability standard is a broadly defined measure of geographic access to transit services. The District measures availability of bus service in a manner that reflects the ability of bus service to be modified, while ferry service availability is measured in a manner that acknowledges (a) that ferry terminals are at fixed locations, and (b) that the District has minimal discretion to alter service availability in areas around the ferry terminals.

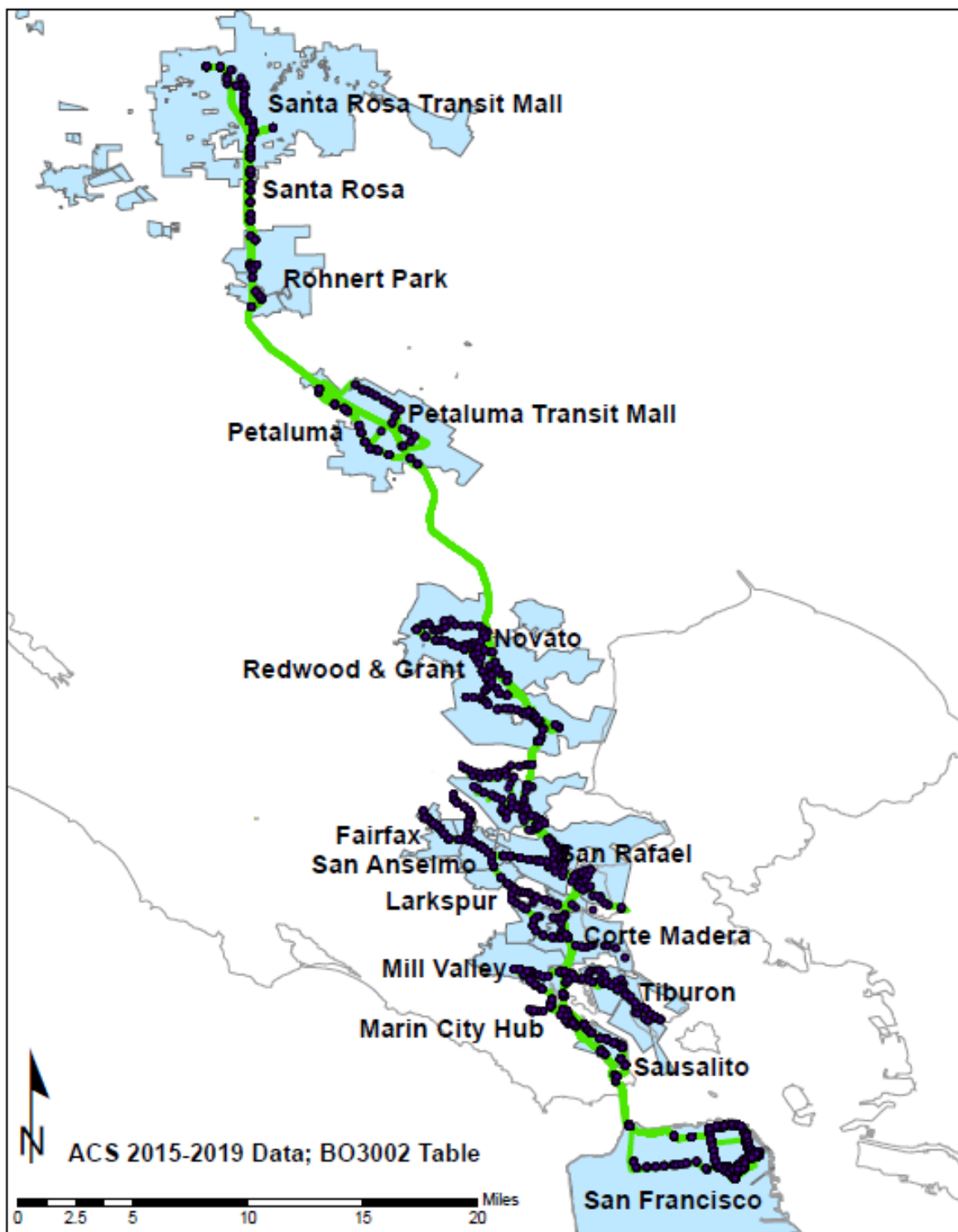
- Bus – Golden Gate Transit regional bus service should be provided to communities within the Highway 101 corridor between Santa Rosa and San Francisco on the following basis: At least one bus stop will be served in each city that touches Highway 101 if a bus stop exists (1) at a highway interchange or (2) within three blocks of a highway interchange, so long as the travel time associated with using such stop is no more than five minutes longer than it would be if the stop were located on the highway. Additionally, service will be provided to transit hubs located within three-quarters of a mile of a highway interchange. A transit hub is defined as a bus stop that provides scheduled connections to at least two local bus routes and has passenger amenities (i.e., signage, seating, and/or shelter).

- Ferry – Multimodal access to Golden Gate Ferry service should be provided to communities within two miles of each ferry terminal. Multimodal access is defined as public transit service or bicycle facilities (paths or bicycle lanes). For communities located within three quarters of a mile of a ferry terminal, multimodal access also includes pedestrian facilities (paths or sidewalks). The District will be responsible for the provision of multimodal access only on its own property. In situations where the District does not have control over property within two miles of a ferry terminal, the District should work with the responsible local agency to develop multimodal access to the best ability of the local agency.

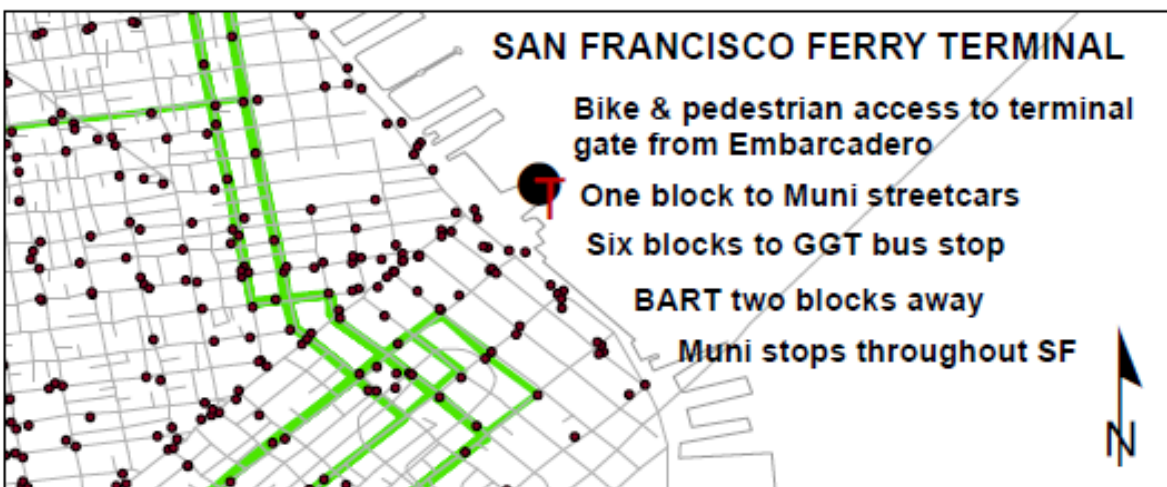
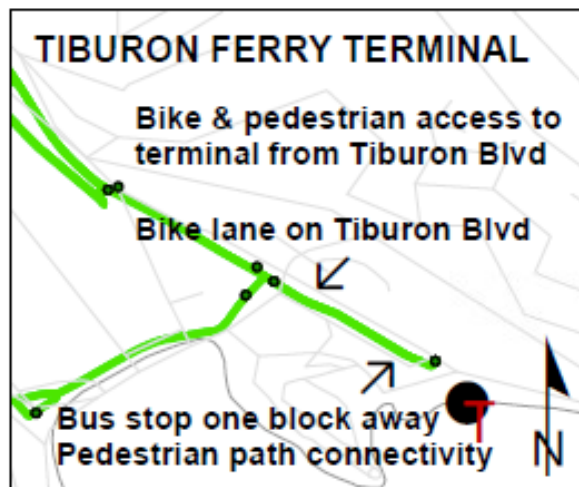
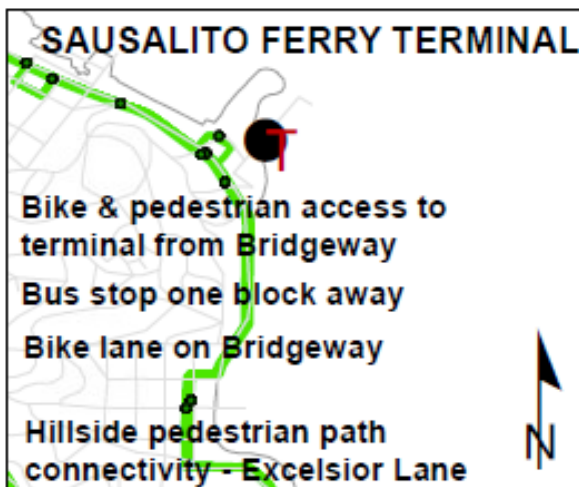
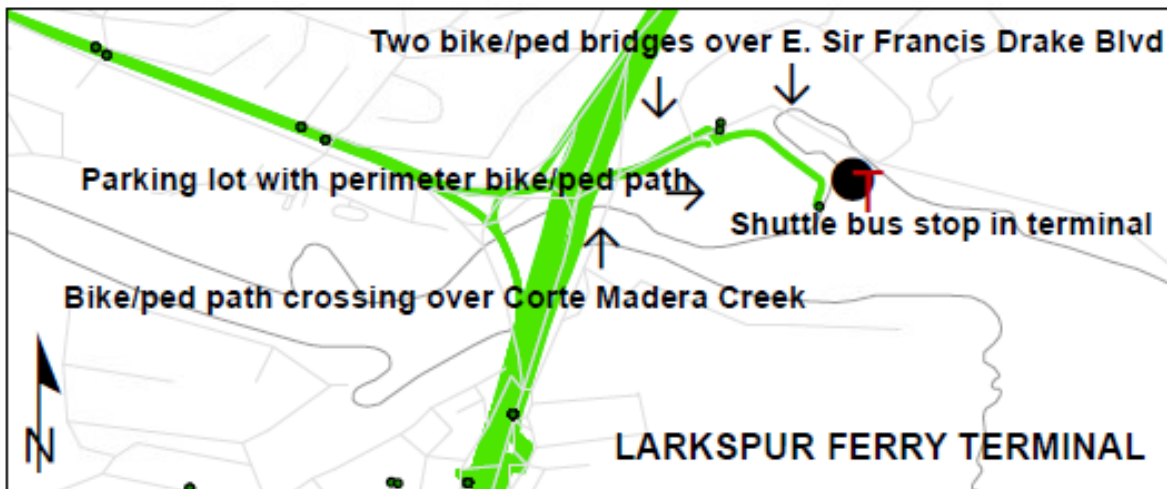
### ***Results***

Maps showing Golden Gate Transit Service Availability and Golden Gate Ferry Service Availability are presented in Exhibits 9 and 10 on the following pages.

**EXHIBIT 9 - 2019-2021 GOLDEN GATE TRANSIT SERVICE AVAILABILITY**



**EXHIBIT 10 - 2019-2021 GOLDEN GATE FERRY SERVICE AVAILABILITY**



## *Analysis*

### **Bus**

All cities containing routes in the Golden Gate Bus service area contain stops. All transit hubs within three-quarters of a mile of a highway interchange are also served by Golden Gate Bus routes including the Santa Rosa Transit Mall, Petaluma Transit Mall, Redwood and Grant Novato Hub, San Rafael Transit Center, and Marin City Hub. Due to the fact that all cities are covered, all census tracts are covered, included the high percentage minority tracts in the service area.

### **Ferry**

The Larkspur Ferry Terminal, Sausalito Ferry Terminal, Tiburon Ferry Landing, and San Francisco Ferry Terminal all are accessible via bicycle routes and paths, pedestrian routes and paths, and bus service. The Larkspur Ferry Terminal and Sausalito Ferry Terminal are served by both Golden Gate Bus regional routes as well as Marin Transit Local Routes. The Tiburon Ferry Landing is served by Marin Transit Local Routes. The Larkspur Ferry Terminal is served by ferry feeder shuttle bus service provided by Golden Gate buses. The San Francisco Ferry Terminal is served by San Francisco Muni bus service, Amtrak bus service, and Soltrans bus service to Solano County. The San Francisco Ferry Terminal also provides the opportunity for transfers to the Vallejo Ferry and Alameda/Oakland Ferry. Additionally, the San Francisco Ferry Terminal connects with Muni metro rail and the BART heavy rail system. The Larkspur Ferry Terminal is accessible by the Larkspur Station SMART commuter train line. A number of free transfer opportunities existed from adjacent high percentage minority tracts to access the ferry terminals up until the pandemic service reductions on bus, including routes 2, 4, 24, 25, and 30. Currently, access is provided to the Larkspur Ferry Terminal on Marin Transit's Route 29, to the Sausalito Ferry Terminal on GGT Route 30, and to the Tiburon Ferry Terminal on Marin Transit's Route 219.

## **Service Policies**

### 3. Distribution of transit amenities for each mode

In situations where the District has the authority and available resources to site new amenities at multiple bus stops or ferry terminals, amenities will be programmed for placement at those stops or terminals based on a ranked score. Amenities may include, but are not limited to, shelters, seating, trash receptacles, and transit information displays. Rankings are based on total scores assigned to each candidate stop or terminal and are based on weighted factors, including passenger boardings, transfer opportunities, and access to major activity nodes. While the District will use rankings to program the installation of amenities, external factors (e.g., site limitations, regulations of local jurisdictions, etc.) may dictate that amenities be installed out of order or not at all. Maintenance and replacement of existing amenities will not be subject to ranked scoring.

### **Bus Shelters**

#### *Standard*

Passenger shelters are provided by the District and by local agencies as appropriate, and as resources permit. Some locations have arrangements with advertising companies to provide

shelters without cost to the District or the local jurisdiction. Priority is given to providing shelters in the predominant pick-up direction of travel and to high-use stops utilized by fifty or more passengers a day.

### *Finding*

Shelters are located based on a variety of factors from feasibility, vendor site selection, historical location, and demand based on high boarding locations. Marin County high percentage minority Census tracts are all served by shelters. Sonoma county high percentage minority Census tracts are also all served by shelters. Some census tracts are adjacent to shelter locations due to the fact that some routing along U.S. Highway 101 operates as express service and does not make stops on certain highway segments. As a whole, no pattern of shelter exclusion exists throughout the service area in relation to the location of high percentage minority tracts.

### Bus Stop Benches

#### *Standard*

Passenger benches are also provided by the District and local agencies as appropriate, where warranted by demand, staff decision, and requests from merchants or the public.

#### *Finding*

Nearly all shelters contain benches inside the enclosed area for customer convenience. While a number of locations contain benches alone, over 90 percent of locations surveyed contained a bench on the site. There is no pattern of the unequal distribution of benches throughout the service area or in exclusion of minority census tracts.

### Trash Receptacles

#### *Standard*

Trash receptacles are provided on an as-needed basis in busy areas as determined by high ridership locations, local municipal desire, local business desire, and District Bus Maintenance Department staff recommendation.

#### *Finding*

Almost all locations containing trash receptacles also contain a shelter. Three locations mapped below contain trash bins only. Seventeen locations in the surveyed area contained no trash bins but contained other amenities such as a bench or shelter. Throughout the geographic service area there is no evidence of an unequal distribution or lack of distribution of trash receptacles.

During the 2018-2021 reporting period, no new trash receptacles, benches, or shelters were placed. Trash receptacles and shelters were replaced or repaired when damaged.

#### 4. Vehicle assignment for each mode

- Bus – All trips on regional routes will be assigned 40-foot buses of similar age with air conditioning, reclining seats, luggage racks, overhead reading lights, and bicycle racks. For trips that average 35 or more passengers, comparably equipped 45-foot buses of similar age will be assigned instead. In the event that the District acquires new or refurbishes existing buses, the buses will be distributed equitably throughout the system so long as the distribution does not have a negative impact to load factors.
- Ferry – All trips will be assigned vessels with air conditioning, upholstered indoor seating, bicycle racks, restrooms, and snack bar service. Vessels will be assigned to routes based on infrastructure and environmental limitations, and vessels of similar age will be assigned to routes in situations where there are no external limiting factors. Limitations include but are not limited to the inability of some vessels to dock at the Sausalito Ferry Terminal, and the need for higher speed vessels to operate to/from Larkspur during peak periods to provide faster vessel turnaround, which results in increased service capacity. In the event that the District acquires new or refurbishes existing vessels, the vessels will be distributed equitably throughout the system in situations where there are no external limiting factors.

## ***Results***

Average Age of Bus/Vessel  
Assignments:

Route	FY19	FY20	FY21
40	15.6	2.1	2.3
70	15.7	2.6	8.3
27	13.1	4.7	7.4
54	8.9	7.0	8.1
LSSF	20.5	21.2	22.6
SSSF	41.6	40.2	21.0
TBSF	34.7	22.3	22.5

## ***Analysis***

All bus and ferry routes had well maintained buses and vessels with comparable amenities assigned to them. District policies and practices dictate that buses and vessels be assigned so that passenger load and operational requirements are met. These operational requirements result in the indicated fluctuations in average age, but average age does not impact the amenities provided by or maintenance given to each bus or vessel.

## **D. Evaluate Major Service Changes and All Fare Changes**

During the three-year period covered by this report (July 1, 2018 through June 30, 2021), there were two major service changes to GGT bus service, one major service change to GGF ferry service, and two fare changes.

Neither of the two bus service changes was determined to have a disparate impact on minority riders or a disproportionate burden on low-income riders. The ferry service change, establishment of a new special event service with corresponding fare to the new Chase Center, was also not found to have a disparate impact on minority riders or a disproportionate burden on low-income riders.

The two fare changes, the establishment of a means-based fare program (later known as Clipper Start) and the addition of local fares within Marin County to the Clipper Start program, were found to have neither disparate impact on minority customers nor disproportionate burden on low-income customers.

Complete copies of all fare and service equity analyses conducted by the District during the review period, and evidence of Board consideration, are included in Appendices D and E.

#### ***IV. Conclusion***

As demonstrated in this submittal, the District has met its Title VI obligations, including providing equitable transit service to minority and low-income persons within its service area. Service in minority and low-income tracts is of comparable quality to the service provided in other tracts, and service standards and policies are applied consistently throughout the District's service area. The District provides a high level of GGT bus service, including in areas identified as both low-income and minority tracts, with appropriately sized vehicles that provide a high level of amenities. Amenities such as real-time information signs for the U.S. Highway 101 bus pads are planned and implemented to benefit all customers, with particular emphasis on providing access to minority and low-income populations and customers. Public outreach occurs not only for fare changes and major service changes, but for all service changes that will impact local communities. The District has a Language Implementation Plan to facilitate communications with members of the public with Limited English Proficiency, and it has an established Title VI complaint procedure in place. The District's website, in particular, is now available in approximately 100 languages through Google Translate. Combined, these programs and policies allow the District to provide transit service that is distributed equitably across economic and social boundaries.

ATTACHMENTS: (Available on the District's web site)

<b>Appendix A</b>	Public Participation Plan
<b>Appendix B</b>	Language Implementation Plan
<b>Appendix C</b>	Summary of Outreach Efforts
<b>Appendix D</b>	Title VI Analyses of Major Service Changes and Board Reports
<b>Appendix E</b>	Board Meeting Minutes Demonstrating Review and Approval of Equity Analyses
<b>Appendix F</b>	Evidence of the Board of Directors' Approval of Title VI Program [ <b>Note: this will not be available until after board meeting</b> ]

The Appendices relative to the District's 2021 Title VI Program are available at:  
<https://www.goldengate.org/district/board-of-directors/meeting-documents/>