

The logo for samTrans, featuring the word "samTrans" in a bold, black, sans-serif font. Below the text are two horizontal bars: a red one on top and a blue one on the bottom. The entire logo is enclosed in a white rectangular box with a thin black border.

samTrans

The background of the slide is a blue-tinted photograph of a bus. The bus is viewed from a front-quarter angle. It has a wheelchair accessibility symbol on the upper left of the front window. The number "295" is visible on the top right of the window. Below the window, the "samTrans" logo is partially visible. The number "644" is printed on the side of the bus. The bus is parked on a street with a sidewalk and some trees in the background.

Conducting Major Service Changes in Light of New Regulations

APTA MOPW

July 29, 2013

- **District Background**
- **New Title VI Requirements**
- **SamTrans Service Plan Background**
- **SSP Timeline**
- **Challenges**
- **Compressed Timeline**
- **Additional Outreach**
- **SSP Equity Analysis**
- **Lessons Learned**



District Background

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- **San Mateo County Transit District**
 - SamTrans
 - Peninsula Joint Powers Board (Caltrain)
 - Transportation Authority
- **SamTrans serves whole county**
 - Service into Palo Alto and San Francisco
 - 49 routes
 - 45,000 daily unlinked trips
- **Diverse county**
 - 54 percent of riders are low-income
 - 82 percent of users are minorities



New Title VI Requirements

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- **New circular released October 2012**
 - Agencies must adopt standards and policies
 - New outreach requirements
- **Original FTA timeline required adoption of some policies by March 31**



SamTrans Service Plan

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- Developed across a two-year period
- Adjustments to most routes
- Changes designed to improve ridership, connectivity, and system efficiency.
- Held more than 40 public meetings
- More than 1,800 comments received



- Originally slated for January/February
- Draft Title VI policies not ready to go to the public until February
- Policies needed to be adopted prior to SSP consideration/adoption
- Allowed for extra time for revisions to SSP in light of public input and Title VI implications



Challenges

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- **Compressed timeline**
- **Additional outreach**
- **SSP equity analysis**



Compressed Timeline

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- **By May 1, 2013:**

- Develop new policies in concert with legal counsel and other agency staff
- Vet policies through a public process
- Hold public hearing
- Adopt policies in March
- Complete SSP and lock in changes to allow for Title VI Equity Analysis
- Conduct Equity Analysis of SSP using policies
- Adopt SSP Equity Analysis



- **Title VI Policies and Standards**
 - Held five meetings throughout the county in February
 - Difficult to create distinction between concurrent Title VI and SSP activities
 - Challenges distilling Title VI into layman's terms
- **SSP Outreach**
 - Final round of six public meetings in March 2013
 - Continued revisions to document based on public feedback up to adoption in May



SSP Equity Analysis

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- **Tight turnaround**
- **SSP was moving target**
 - Created an Excel model to allow for quick re-calculations
 - Crafted the base document and left it in draft mode while planning staff revised plan based on community feedback
- **Final results**
 - Disparate Impact: -1.2 percent
 - Disproportionate Burden: -0.6 percent



- **Title VI is a last resort**
 - Not a surrogate for good planning
 - SSP outreach was more beneficial to minority and low-income users than the Title VI Equity Analysis
- **Allow for sufficient time**
- **Be creative with public outreach**
 - Bring the process to the customers
 - Use examples
 - Create connection between high-level policies and customers' daily life

