



METROPOLITAN
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**METROPOLITAN TRANSPORTATION COMMISSION
TITLE VI TRIENNIAL PROGRAM
IN RESPONSE TO
FEDERAL TRANSIT ADMINISTRATION CIRCULAR 4702.1B:
TITLE VI REQUIREMENTS AND GUIDELINES FOR FEDERAL
TRANSIT ADMINISTRATION RECIPIENTS**

November 2023

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I. INTRODUCTION

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

MTC last submitted a Title VI Triennial Program to FTA on November 6, 2020. This Title VI Triennial Program includes some information reported in the 2020 Title VI Report.

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

II. METROPOLITAN TRANSPORTATION COMMISSION AND ITS REGION

A. Description/Profile of the Metropolitan Transportation Commission

Created by the state Legislature in 1970 (California Government Code § 66500 *et seq.*), MTC is the transportation planning, coordinating and financing agency for the nine-county San Francisco Bay Area. Over the years, the agency's scope has grown, and its Commissioners now govern four agencies: MTC, the Bay Area Toll Authority (BATA) (California Streets and Highways Code § 30950 *et seq.*), the Metropolitan Transportation Commission Service Authority for Freeways and Expressways (SAFE) (California Streets and Highways Code § 2551 *et seq.*), and the Bay Area Housing Finance Authority (BAHFA) (California Government Code § 64510 *et seq.*). In addition, MTC and BATA have combined to form two additional entities, the Bay Area Infrastructure Financing Authority (BAIFA) and the Bay Area Headquarters Authority (BAHA), which are joint powers authorities established pursuant to Chapter 5 of Division 7 of Title 1 of the California Government Code (§§ 6500-6599.3).

MTC's work is guided by a 21-member policy board, with 18 of the commissioners designated as voting members. Commissioners generally serve concurrent four-year terms, with a new chair elected every two years. The current term expires in February 2025.

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

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

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

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

During the period of December 1, 2020 through November 30, 2023, MTC did not construct a vehicle storage facility, maintenance facility, operation center or transit facility of any type.

On May 24, 2017, MTC and ABAG voted to enter into a contract for services governing the terms related to a previously-approved consolidation of their staffs to improve coordination of regional transportation and land use planning and to better serve the residents of the nine-county Bay Area.¹ MTC and ABAG are jointly responsible for adopting the Bay Area’s Sustainable Communities Strategy – a state-mandated regional transportation and land use plan for accommodating population and job growth while reducing growth in greenhouse gas emissions. The staff consolidation of MTC and ABAG was intended to create a more unified vision for the Bay Area, increase collaboration, and use taxpayer dollars more efficiently. Post consolidation MTC has approximately 350 staff headquartered at the Bay Area Metro Center in San Francisco, California.

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

1. Planning for the Next Generation

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

Plan Bay Area 2050 serves as the current RTP/SCS, adopted in October 2021, and is referred to throughout this report. This was the second update to Plan Bay Area (originally adopted by MTC in 2013 and updated in 2017), the region’s first long-range integrated transportation and land use/housing strategy required under California law (Senate Bill 375) with the goal of accommodating future population growth and reducing greenhouse gas emissions. At this time, Plan Bay Area 2050 remains in effect and therefore most analysis is done in reference to Plan Bay Area 2050.

Chapter V. (A.) uses updated demographics and highlights demographic changes since Plan Bay Area 2050’s adoption. The vast majority of funds prioritized in Plan Bay Area 2050 are dedicated (by mode) to public transit and (by function) to operation and maintenance of existing facilities as reflected in Strategy T1 (see figure below).



Transportation Strategies — Cost: \$578 Billion

Maintain and Optimize the Existing System	T1. Restore, operate and maintain the existing system. Commit to operate and maintain the Bay Area's roads and transit infrastructure while reversing pandemic-related cuts to total transit service hours.	\$389 BILLION
	T2. Support community-led transportation enhancements in Equity Priority Communities. Provide direct funding to historically marginalized communities for locally identified transportation needs.	\$8 BILLION
	T3. Enable a seamless mobility experience. Eliminate barriers to multi-operator transit trips by streamlining fare payment and trip planning while requiring schedule coordination at timed transfer hubs.	\$3 BILLION
	T4. Reform regional transit fare policy. Streamline fare payment and replace existing operator-specific discounted fare programs with an integrated fare structure across all transit operators.	\$10 BILLION
	T5. Implement per-mile tolling on congested freeways with transit alternatives. Apply a per-mile charge on auto travel on select congested freeway corridors where transit alternatives exist, with discounts for carpoolers, low-income residents, and off-peak travel; and reinvest excess revenues into transit alternatives in the corridor.	\$1 BILLION
	T6. Improve interchanges and address highway bottlenecks. Rebuild interchanges and widen key highway bottlenecks to achieve short- to medium-term congestion relief.	\$12 BILLION
Create Healthy and Safe Streets	T7. Advance other regional programs and local priorities. Fund regional programs like motorist aid and 511 while supporting local transportation investments on arterials and local streets.	\$17 BILLION
	T8. Build a Complete Streets network. Enhance streets to promote walking, biking and other micro-mobility through sidewalk improvements, car-free slow streets, and 10,000 miles of bike lanes or multi-use paths.	\$13 BILLION
	T9. Advance regional Vision Zero policy through street design and reduced speeds. Reduce speed limits to between 20 and 35 miles per hour on local streets and 55 miles per hour on freeways, relying on design elements on local streets and automated speed enforcement on freeways.	\$4 BILLION
Build a Next-Generation Transit Network	T10. Enhance local transit frequency, capacity and reliability. Improve the quality and availability of local bus and light rail service, with new bus rapid transit lines, South Bay light rail extensions, and frequency increases focused in lower-income communities.	\$32 BILLION
	T11. Expand and modernize the regional rail network. Better connect communities while increasing frequencies by advancing the Link21 new transbay rail crossing, BART to Silicon Valley Phase 2, Valley Link, Caltrain Downtown Rail Extension and Caltrain/High-Speed Rail grade separations, among other projects.	\$81 BILLION
	T12. Build an integrated regional express lanes and express bus network. Complete the buildout of the regional express lanes network to provide uncongested freeway lanes for new and improved express bus services, carpools and toll-paying solo drivers.	\$9 BILLION

NOTE: Numbers may not sum due to rounding.

Summary of Plan Bay Area 2050 Transportation Strategies

In its role as MPO, MTC also prepares and adopts the federally required Transportation Improvement Program (TIP) at least once every two years. The TIP is a comprehensive listing of all Bay Area surface transportation projects that are to receive federal funding, are subject to a federally required action, or are considered regionally significant for air quality conformity purposes. The TIP covers a four-year period and must be financially constrained by year, meaning that the amount of funding committed to the projects (also referred to as

“programmed”) must not exceed the amount of funding estimated to be available. The 2023 TIP was adopted by MTC on September 28, 2022 and received final federal approval from FTA and the Federal Highway Administration (FHWA) on December 16, 2022. The 2023 TIP, as currently adopted, includes more than 400 transportation projects with more than \$13.7 billion of federal, state, regional, and local funds programmed in four fiscal years from FY 2023 through FY 2026.

MTC has played a major role in building regional consensus on where and when to expand the Bay Area transit network. A historic agreement forged by MTC with local officials as well as state and federal legislators in the late 1980s set forth a \$4.1 billion program to extend a total of six rail lines in the Bay Area, adding 40 miles to the region’s rail transit network and connecting the San Francisco Bay Area Rapid Transit District (BART) to San Francisco International Airport. In 2001, MTC laid out the next phase of major regional public transit investments in the Regional Transit Expansion Plan (or Resolution 3434). With the vast majority of transit expansion projects prioritized in Resolution 3434 now completed or under construction, MTC adopted a new investment framework for major transit expansion in October 2022. Designed to support the implementation of Plan Bay Area 2050, the Major Project Advancement Policy (MAP) balances sequencing of new projects with limited available funding, prioritizing those that already have received significant state or federal grants and are either no under construction or are poised to begin construction soon.

These include the ongoing electrification of the Caltrain corridor between San Jose and San Francisco, BART’s Core Capacity initiative to expand service frequencies through the Transbay Tube linking San Francisco and Oakland, and the extension of BART service from Berryessa/North San Jose through downtown San Jose to a new terminus in Santa Clara. The MAP also prioritizes projects readying for construction, including a Caltrain extension to the Salesforce Transit Center in downtown San Francisco and the Valley Link Rail project to connect the Dublin/Pleasanton BART station with communities in San Joaquin County. The MAP further recognizes the importance of preserving funding opportunities to advance smaller, higher-performing projects and other regional priorities such as the transition to zero-emission buses.

2. Financing and Monitoring Roles

State and federal laws have given MTC an important role in financing Bay Area transportation improvements. At the federal level, the Infrastructure Investment and Jobs Act (IIJA), also known as the Bipartisan Infrastructure Law (BIL), empowers MPOs like MTC to determine the mix of transportation projects best suited to meet their regions’ needs.

Using the region's flexible federal highway dollars, which provide approximately \$190 million per year, MTC has established several innovative grant programs. MTC's One Bay Area Grant (OBAG) program comprises the largest share of MTC's federal highway program at \$766 million from FY 2023-2026. The third cycle of this program, OBAG 3, are distributed into a Regional Program, and a County & Local Program. Funds in the Regional Program are targeted to address critical climate and focused growth goals of Plan Bay Area 2050, and used to coordinate and deploy strategies that are best suited for regional implementation. County & Local Program funds are invested in local-priority projects that support a wide range of project types that best support Plan Bay Area 2050 strategies, with an emphasis on projects that support infill, equity, and reduce vehicle miles traveled.

The second largest area of focus for the region's federal highway funds is supplementing MTC's transit programs, the Transit Capital Priorities and Transit Performance Initiative programs, which are slated to receive a combined \$189 million from FY 2018-2022. These priority transit programs help maintain and replace the region's aging transit fleet and improve speed and reliability of key transit routes. Federal highway funds also support a variety of efforts throughout the region to maximize utility and person-throughput on existing facilities using targeted capacity improvements, creative operational strategies, and technological solutions. These OBAG and Carbon Reduction Program (CRP) efforts include: Clipper[®], MTC's electronic transit fare payment system; transportation electrification infrastructure and vehicles; Mobility Hubs project implementation; Transformational Transit Action Plan near-term investments; and Bay Area Forwards program to implement near-term multimodal operational improvements on the region's priority highway and bay bridges.

In addition to programming certain federal funds, MTC administers state moneys, including those provided by the Transportation Development Act (TDA) and State Transit Assistance (STA) program. TDA funds are provided to transit operators to support transit operations and capital enhancements, with funding amounts determined by formula based on county sales tax receipts. A small portion of TDA funding is provided to cities and counties to support active transportation enhancements under TDA Article 3.

The state of California provides two pots of STA funding to regions to support transit operations and capital improvements. A portion of STA funding is provided directly to operators based on their share of revenue generated (STA Revenue-Based funds). The other portion of STA funding is provided to regions based on their share of the statewide population (STA Population-Based funds). Under MTC Resolution No. 4321, 70% of STA Population-Based funds are reserved for programming to STA eligible operators by County Transportation Agencies (CTAs) in each of the nine-Bay Area counties as part of the County Block Grant program. This program allows each county to determine how best to invest in transit operating needs, including providing lifeline transit services.

The remaining 30% of STA Population-Based Funds comprise the STA Regional Program, with funds made available to sponsors including MTC and STA-eligible operators to support regional transit coordination and enhancements, including the administration of the Clipper regional fare payment system and implementation of actions identified in the Transit Transformation Action Plan.

Legislation passed in 1997 gives MTC and other regional transportation planning agencies increased decision-making authority over the selection of state highway projects and allocation of transit expansion funds for the State Transportation Improvement Program.

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

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

3. Asset Management and State of Good Repair

Through 2050, MTC estimates that the cost to rehabilitate and maintain the region’s streets, roads and transit capital assets will approach \$170 billion. MTC has dedicated significant resources and efforts, in concert with its partner agencies, to identify the capital asset needs and to prioritize the investments that will be most cost-effective in maintaining the capital infrastructure.

For streets and roads, MTC has developed and maintains a pavement asset management program that is used by nearly all Bay Area jurisdictions. The MTC Pavement Management Program, StreetSaver[®], is a computer-assisted decision-making tool designed to help cities and counties prevent pavement problems through judicious maintenance, and to diagnose and repair existing problems in a timely, cost-effective manner.

For transit, MTC has developed and maintains a regional transit capital inventory that details the transit capital assets for the region’s twenty-plus transit operators. The transit capital inventory work has been developed closely with the transit operators and is currently used to calculate current and future replacement and rehabilitation needs and costs. Future enhancements will add asset condition information to allow better prioritization of asset replacement and rehabilitation

projects in a constrained funding environment. Additionally, MTC is coordinating and working closely with transit operators to be in compliance with the Transit Asset Management (TAM) Rule published by FTA to establish a TAM system in accordance with MAP-21, including acting as the sponsor for the Group TAM Plan for the region's small transit operators. MTC has been engaged in asset management activities at the regional level for many years and views the TAM Rule as an opportunity to refine and expand TAM efforts in the region. MTC has also been active in FTA roundtables on State of Good Repair and state-level work on transit asset management and capital planning. MTC is eager to continue partnering to advance the region's data and analytical framework for asset management. Through longstanding policy, MTC dedicates nearly all of its FTA formula funds to rehabilitation and replacement capital projects.

4. Taming Traffic and Smoothing Regional Travel

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

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

As active operators of the region's highway, arterial and transit systems, MTC continues to invest in near-term operational investments that increase passenger throughput, smooth traffic flows at key bottlenecks, and support mode shift towards transit, vanpooling and carpooling. MTC's Forward Initiatives are multi-benefit and multi-modal programs that apply these principles to provide congestion relief and shared mobility in congested corridors such as the San Francisco-Oakland Bay Bridge, State Route 37, and I-680 corridors. Congestion relief strategies such as bus on shoulder, adaptive ramp metering, high-occupancy lanes and policies, transit signal priorities and queue jump lanes, congestion pricing, and employer-based commute management technology are examples of strategies implemented via the Forward Initiatives. We also pilot innovative technologies through our MTC Innovative Deployment to Enhance Arterials that focuses on signal systems and Connected and Autonomous vehicles. MTC delivers these operational strategies in partnership and in coordination with Caltrans, county

transportation authorities, transit agencies, cities/counties, and numerous stakeholders and the general public.

MTC also oversees the implementation and operations of Clipper[®] — a regional fare payment system that can currently be used to pay fares electronically on 21 of the Bay Area’s transit systems. The Clipper[®] program processed over 20,000,000 transactions per month prior to the issuance of Shelter in Place orders due to the COVID-19 pandemic, achieving MTC’s goal to have Clipper[®] become the primary transit fare payment system in the Bay Area. A separate discussion of the Title VI implications of Clipper to MTC appears in Section VI of this Program.

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

Bay Area Express Lanes in Plan Bay Area 2050



B. Description of the San Francisco Bay Area

The region MTC serves is unique in that there are eight primary public transit systems as well as numerous other local transit operators, which together carry nearly 500 million passengers per year. The region’s varied geography has given rise to a diverse range of public transit modes: antique cable cars and historic streetcars; high-speed ferries; diesel commuter rail and electric-powered rapid transit rail; diesel and natural gas buses; and electric trolley buses. The combined annual operating budget of the transit agencies is \$2.3 billion, placing the Bay Area among the top transit centers in the nation. In addition, there are numerous specialized services for elderly

and disabled travelers (referred to as paratransit service), nearly 20,000 miles of local streets and roads, 1,400 miles of highway, six public ports and three major commercial airports.

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

C. MTC Policy Advisory Council

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

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

Based on its governing resolution, a minimum of one-third of the 27-member Council represents the perspective of low-income communities and communities of color, one-third represents the elderly and persons with disabilities, and one-third represents the environmental and business communities. The Council serves a four-year term and vacancies are filled as needed. General recruitment, as well as vacancy recruitment, is broad, allowing enough time for interested citizens in the region to apply. The four-year term of the Council coincides with the four-year planning cycle of the update of the regional transportation plan (Plan Bay Area) in order to maximize education and input from the advisors. See Appendix A for a list of the advisors serving on the Council for the term of January 2021 through December 2025. The next full recruitment of the Policy Advisory Council is scheduled for spring/summer of 2025, and the new group of advisors will be seated in the winter of 2025/2026. Vacancies will be filled with individuals representing the constituency of the individual being replaced.

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

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

D. Financial Assistance from the Federal Transit Administration

As the MPO, MTC has a varying level of administrative oversight and programming responsibilities for FTA funds that flow to the Bay Area. For the majority of formula funds, MTC serves as the designated recipient of the FTA funds and selects projects in cooperation with the region's transit operators that are consistent with the planning priorities set forth in the RTP. Table 1 summarizes oversight responsibilities. The table does not include FTA earmark/discretionary funds. The funding amounts are shown for FY 2022-23; however, MTC's website includes the FTA program of projects for other years covered by this Program (FY 2019-20 through FY 2024-25):

<https://mtc.ca.gov/funding/federal-funding/federal-transit-administration-fta-grants>

Table 1. MTC Oversight Responsibilities

Funding Source	Grant Recipient (i.e. Direct Recipient)	MTC Subrecipients FY 2022-23	FY 2022-23 Amount (\$ millions)	Percentage of FTA Funds
MTC is Designated Recipient				
Urbanized Area Formula Program (Section 5307)	Transit Operators	None	\$ 317.10	45.0%
State of Good Repair Formula Program (Section 5337)	Transit Operators	None	\$ 334.20	47.4%
Bus & Bus Facilities Formula Program (Section 5339)	Transit Operators	None	\$ 15.00	2.1%
Surface Transportation Block Grant Program (STP) / Congestion Mitigation and Air Quality Improvement Program (CMAQ) ¹	Transit Operators	None	\$ 22.80	3.2%
State (Caltrans) is Designated Recipient				
Metropolitan Transportation Planning Program (Section 5303)	Caltrans	Transit Operators ²	\$ 4.60	0.7%
Enhanced Mobility of Seniors & Individuals with Disabilities (Section 5310) ³	Caltrans	None	\$ 8.50	1.2%
Rural Area Formula Program (Section 5311)	Caltrans	None	\$ 2.40	0.3%
Total:			\$ 704.60	

Notes:

1. The amount for the STP and CMAQ programs represents funds transferred from FHWA to FTA and/or obligated in grants in that year.
2. MTC is a subrecipient to Caltrans for these funds. Of the amount MTC receives, approximately \$300,000 is dedicated to helping fund operators' development of Short-Range Transit Plans (SRTPs).
3. Represents FYs 20 and 21 combined, the latest data available. Annual data is not available.

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

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

MTC is generally the designated recipient for these funds in large urbanized areas (UZAs) in the Bay Area (Antioch, Concord, San Francisco-Oakland, San Jose and Santa Rosa). Starting in FY 2012-13, Caltrans became the designated recipient for Section 5307 and 5339 funds apportioned to small urbanized areas (Fairfield, Gilroy-Morgan Hill, Livermore, Napa, Petaluma, Vacaville and Vallejo). Starting with federal Fiscal Year 2023-24, changes to this UZA list will occur as the Concord UZA shifts to become the Concord-Walnut Creek UZA, and the Livermore small UZA becomes the Livermore-Pleasanton-Dublin large UZA; MTC will be the designated recipient for both. MTC and Caltrans staff, working with FTA Region IX, continue our agreement for MTC to develop the program of projects for Section 5307 and 5339 small urbanized area funds, and to execute supplemental agreements to FTA grants on behalf of

Caltrans. As of FY2016-17, separate supplemental agreements executed by MTC were no longer required by FTA.

MTC generally relies on MTC Resolution No. 4404 (and its predecessor and successor resolutions), the San Francisco Bay Area Transit Capital Priorities Process and Criteria, to select projects that replace and rehabilitate the region's transit capital assets. MTC programs the funds and amends the projects and funding into the TIP. Once a grant is approved for these funds, the responsibility for administration and oversight is transferred to FTA either via a direct grant relationship or through the execution of a supplemental agreement. According to the FTA supplemental agreement entered into by MTC, FTA and each grant recipient for Section 5307, and STP/CMAQ funds that are transferred to FTA, MTC as designated recipient is relieved of the responsibility of ensuring compliance with FTA grant requirements, which are fully assumed by the grant recipient. Following the discontinuation of the supplemental agreements, the transfer of administration and oversight responsibility occurs immediately upon grant award by FTA and execution of the grant by the direct recipient. The language transferring those obligations is included in the grant agreements between FTA and the grant recipient. A list of all transit operators that receive FTA grants as direct recipients within MTC's geographical area and the various categories of FTA grants received by each is provided in Appendix B.

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

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

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

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

For federal earmark and other FTA discretionary funds such as New Starts, Small Starts, and Section 5309 Bus and Bus Facilities, MTC's role is to ensure consistency with the RTP and, after completing that consistency review, to amend the funds into the TIP. Once that role is satisfied, the transit operators work directly with FTA as direct recipients. For three FTA formula programs, Caltrans serves as the designated and direct recipient of the funds. For the Enhanced Mobility of Seniors and Individuals with Disabilities program (FTA Section 5310) and the Rural Area program (FTA Section 5311), MTC assists with calls for projects and/or project selection under a cooperative relationship with Caltrans. MTC is not a grant recipient or subrecipient for 5311 funds and is a subrecipient to Caltrans of 5310 funds for mobility management planning activities only; MTC does not pass through 5310 funds to other recipients. MTC is a subrecipient to Caltrans for Metropolitan Planning funding (Section 5303) and passes through some of these funds to transit operators for Short Range Transit Plan development.

III. GENERAL REPORTING REQUIREMENTS

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

A. Monitoring Subrecipients

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

B. Title VI Complaint Procedures and Complaint Form

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

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

The complaint form is posted in English, Spanish and Chinese. In addition the English version of the complaint form includes translation of the following statement: "If information is needed in another language, contact (415) 778-6757 or (415) 778-6769 for TDD/TTY," in all

language(s) spoken by LEP populations that meet the Safe Harbor Threshold in MTC's service area/region.

C. Record of Investigations, Complaints and Lawsuits

1. Lawsuits

There were no Title VI related lawsuits to report for the period of November 1, 2020 through September 30, 2023.

2. Record of Investigations and Complaints

A listing of all Title VI investigations, complaints received, and correspondence submitted in response to the complaints for the period of November 1, 2020 through August 31, 2023 is attached to this Program as Appendix D.

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

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

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

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

MTC performs periodic checks of translated materials to ensure they are translated correctly and requires translators and interpreters to meet MTC's competency standards. MTC also monitors requests for language assistance and will update its *Final Revised Plan for Special Language*

Services to Limited English Proficient (LEP) Populations, as needed, to ensure meaningful access to its programs and services by LEP persons.

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

E. Beneficiary Notifications

Consistent with Chapter III, Section 5, of the Circular, MTC informs members of the public of their rights under Title VI in a number of ways, including notification on MTC's website and in the MTC-ABAG Library, which is open to the public. The Beneficiary Notifications are posted at the MTC offices in English, Spanish and Chinese, and on the MTC website in English with instructions in Spanish and Chinese on how to obtain translation of the notification into each of those languages. The notice is posted publicly at 375 Beale Street in the following locations:

- 1) Entry area of the public meeting room on the 1st floor
- 2) 7th Floor reception area which is the check in area for visitors to the building

MTC incorporates notice of the availability of language assistance into its existing outreach materials. This includes routine use of language on printed or electronic announcements for public meetings and public workshops on key planning efforts that alert interested individuals on how to request translation services. A similar notice is posted at the reception desk and at MTC meetings and workshops. For special projects, such as the region's long-range transportation plan, MTC works with community-based organizations and other stakeholders to inform LEP individuals of available services, including the availability of language assistance services. MTC also uses notices in local newspapers in languages other than English as well as providing notices on non-English-language radio and television stations about the available language assistance services and how to get them.

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

F. Inclusive Public Participation

Consistent with Chapter III, Section 8 of the Circular, MTC seeks out and considers the viewpoints of minority, low-income and LEP populations in the course of conducting public outreach and involvement activities. This section describes methods used by MTC to inform

minority communities of planning efforts and how minority persons are afforded an opportunity to participate in decision-making processes.

1. Public Participation Plan

MTC's most recent federal Public Participation Plan (PPP) was adopted in June 2023, in advance of updating the long-range regional transportation plan and sustainable communities strategy, know and Plan Bay Area. The PPP lays out the steps MTC takes to involve residents in decisions affecting Bay Area transportation and land use policies and investments. It is periodically reviewed and updated based on MTC's experiences and the changing circumstances of the Commission and the community it serves.

In advance of the PPP's most recent update, MTC staff reviewed the PPPs of several key partners and conducted research on engagement best practices to help inform the latest plan update. In addition, staff conducted a month-long online survey alongside a robust digital promotion campaign to solicit the public's comments and suggestions for improving public engagement. The survey opened on November 9 and closed on December 9.

The February 23 release kicked off a 45-day comment period that was supplemented with additional online engagement, virtual small group discussions, and a robust communications campaign that included e-mail blasts, social media and blog posts, press releases and paid digital promotion. The public comment period ended at 5 p.m. on Monday, April 10, 2023.

Based on research and comments heard, staff reorganized the PPP to make it more user-friendly, by moving the federally- and state-required technical content into appendices and keeping the essential information for how to get involved in the main document. Staff also revised and expanded the Guiding Principles and Engagement Strategies, which serve as a guide for all agency staff when conducting public engagement. This plan update also was an opportunity to integrate MTC's Equity Platform into its public engagement work.

The adopted PPP more succinctly outlines how the public can participate in MTC's key policy and funding decisions. Additionally, information is included on how MTC, in conjunction with the Association of Bay Area Governments (ABAG), will involve the public in developing Plan Bay Area 2050+, scheduled for adoption in late 2025.

Key Messages Heard

On February 24, 2023, MTC released the Draft PPP for a 45-day public comment period. Multiple e-mail blasts, a direct mailer to Equity Priority Communities, a press release and a digital promotion campaign encouraged the Bay Area public to read and comment on the PPP.

Additionally, MTC staff conducted a new round of engagement with leaders from community-based organizations that tested the document's proposed tactics, especially those aimed at engaging historically underrepresented and hard-to-reach populations. The discussion groups yielded robust feedback that informed a variety of strategies to improve engagement with the represented communities. The following are the key takeaways from these discussions:

- Create and maintain relationships with community-based organizations.
- Go to where the people are.
- Use small groups or focus groups to receive input on complex topics.
- Offer incentives to drive better attendance.
- Use online engagement to reach persons with disabilities, youth and those who are unhoused or housing unstable.
- Promote and advertise upcoming events and engagement opportunities broadly.
- For email and regular mail correspondence, use catchy, relevant email subject lines or make envelopes/mailers stand out.

In addition to the input received from CBO leaders, the public comment period yielded 124 comments in the form of emails, comments submitted via the web and written correspondence from members of the public as well as our partners. The following are the key takeaways from engagement on the Draft PPP:

- Prioritize online engagement and quick opportunities to provide input (e.g., surveys, questionnaires).
- When conducting in-person engagement, go to where the people are and offer incentives to increase participation.
- Increase education and raise the public's awareness about who MTC is and its work, especially regarding Plan Bay Area.
- Promote, promote, promote.
- Increase accountability and build trust by reporting back on how the public's feedback influenced the decision-making process.

The revised Guiding Principles serve as our vision for public participation and are rooted in our Equity Platform:

1. **Effective engagement has a clear purpose.**
Defining the purpose for engaging the public, understanding the context and identifying the audience of those affected is imperative to ensure effective engagement from the standpoint of the agency and the participants.
2. **Effective engagement requires two-way education and relationship building.**
Acknowledging the skills and expertise that exists within a given community and boosting community engagement with activities that increase mutual education supports productive conversations. Ongoing, mutual education improves outcomes and requires cultivating relationships with partners and communities to build trust and achieve consensus.
3. **Effective engagement is not one-size-fits-all.**
Efforts must be tailored to each unique project and audience to enhance community engagement while making every effort to increase participation opportunities for those most impacted by past and current decisions.
4. **Clear communication is essential in effective engagement.**
Public engagement must be conducted through clear and compelling communications that are appropriate for the intended audience. Leveraging inclusive storytelling builds shared understanding.
5. **Effective engagement demands accountability.**
Informing the public of opportunities to participate in the process and clearly demonstrating how community voices have influenced planning and policy decisions builds confidence in the public process.
6. **Engagement requires openness and transparency.**
An open and transparent public participation process empowers low-income communities and communities of color to participate in decision-making that affects them (adopted as an environmental justice principle by the Commission in 2006).

Additionally, our Engagement Strategies help inform *how* we conduct engagement:

1. Engage Early and Often
2. Enable Access for All
3. Prioritize Co-creation and Plain Language
4. Respond and Report Back
5. Assess Impact

The PPP is available on MTC's website at

<https://mtc.ca.gov/about-mtc/public-participation/public-participation-plan> and attached as Appendix G.

2. Public Participation in *Plan Bay Area 2050+*, the San Francisco Bay Area’s Regional Transportation Plan and Sustainable Communities Strategy

An essential component of updating the long-range regional plan, known as Plan Bay Area 2050, was reaching out to and engaging the public, stakeholders and partners from the development of the Draft Blueprint to the adoption of the final plan. The multi-phased public participation process for Plan Bay Area 2050 spanned over three and a half years, two of which were during the pandemic, and built on the values, needs and priorities that MTC heard from the public during development of the *2018 Public Participation Plan for the San Francisco Bay Area*.

Applying an equitable, comprehensive and nimble approach, staff aimed to hear from a representative swath of the Bay Area’s population. Centering the perspectives of community members who are typically left out of long-range planning processes required an inclusive approach that valued their experiences and credibly and authentically responded to their input.

Strong coordination and a shared commitment to public engagement and equity between planning and engagement staff allowed for a planning process that was demonstrably responsive to community feedback and informed every step of the plan’s development, including its guiding principles and strategies. Additional resources were invested in hearing from hard-to-reach populations including people with disabilities, communities of color and low-income communities, residents with limited English proficiency, youth and people experiencing homelessness. The multiple layers of engagement strategies and tactics, which took place in face-to-face interactions prior to COVID-19 shelter-in-place orders, and online, both before and during the pandemic, resulted in the most input received on any Bay Area Regional Transportation Plan to date — significantly improving the plan.

MTC and ABAG’s efforts to make use of new digital tools to reach wider public audiences shifted into a far more urgent phase with the arrival of COVID-19 shelter-in-place mandates. When the orders were issued by health authorities starting in March 2020, MTC and ABAG staff were in the midst of developing the second round of Plan Bay Area 2050 outreach activities. To keep engagement efforts on track, staff made the necessary switch to virtual engagement, holding digital focus groups and workshops, as well as telephone town halls and online and text-based surveys, among other tactics.

Remarkably, holding digital meetings lowered barriers for many participants, yielding more robust participation. Indeed, entirely new technologies were used during the second round to encourage input on the plan. Staff had to make it easy and fun to participate so residents would weigh in on the Bay Area’s future.

Notable aspects of Plan Bay Area 2050 public engagement activities included:

Community-Based Partnerships

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

Online Engagement

Staff developed a suite of digital engagement tactics, building off successful tools from past plans and innovating new approaches that ended up playing a crucial role with the onset of the COVID-19 pandemic. Staff maintains planbayarea.org as the one-stop source for all information related to the plan. As the working world migrated over to videoconferences conducted over Zoom and similar platforms, workshops and focus groups were conducted online. Despite some challenges, overall engagement was enhanced after the necessary conversion to a digital-first approach.

Traditional Engagement Tactics

Until the onset of the COVID-19 pandemic, staff conducted traditional in-person workshops, focus-groups and pop-up workshops at accessible locations around the Bay Area. When shelter-in-place orders prohibited such interactions at the start of the second round of public engagement in spring of 2020, staff made adjustments to provide meaningful non-digital opportunities for the public to weigh-in, recognizing that digital engagement was not the best way to reach all residents and stakeholders.

Digital Promotion

The MTC and ABAG social media team created digital promotion campaigns for each round of engagement. Ads were deployed to increase participation from the Bay Area public, including targeted ads to historically hard-to-reach groups.

Advisory Structure

Throughout the development of Plan Bay Area 2050, MTC and ABAG staff regularly consulted with several advisory groups to hear from a range of perspectives and get early input. These advisory bodies include a Regional Advisory Working Group, Regional Equity Working Group, MTC's Policy Advisory Council and ABAG's Regional Planning Committee. Staff also conducted a workshop for city managers and top officials from a range of local government and transportation agencies.

For a complete summary of Plan Bay Area 2050 public engagement activities, please refer to the *Plan Bay Area 2050 Public Engagement Report*, available at this link:

https://www.planbayarea.org/sites/default/files/documents/Plan_Bay_Area_2050_Public_Engagement_Report_October_2021.pdf.

3. Public Participation in the TIP

MTC is committed to a public involvement process that is transparent, proactive and provides comprehensive information, timely public notice, full public access to key decisions, and opportunities for continuing involvement. Because all projects included in the TIP are consistent with the region's long-range transportation plan, MTC's extensive public outreach for development of the plan is reflected in the TIP as well. Additionally, the process for updating and revising the TIP is directed by procedures contained in the MTC Public Participation Plan (PPP).

The PPP and the air quality conformity consultation process stipulate that the draft TIP must be released for a public review and comment period. As part of the public review process, the draft document is made available for review online, made available for viewing by appointment at the MTC-ABAG library, and submitted for intergovernmental review via the Association of Bay Area Government's Regional Clearinghouse, which notifies all local agencies in the Bay Area and receives their comments. Notices are also sent to an extensive list of interested parties including transportation agencies, other state, federal and tribal agencies, and other transportation interests. During the public comment period, the draft TIP and draft air quality conformity determination are presented at a public meeting of the MTC's Programming & Allocations Committee. After the public comment period, MTC's responses to significant comments are compiled and included as an appendix to the final TIP. The final TIP is then presented to the Programming & Allocations Committee and forwarded to the full Commission for adoption. Once adopted, the TIP is sent to the Caltrans Office of Federal Programs for inclusion into the California Federal Statewide Transportation Improvement Program (FSTIP), or Statewide TIP, and forwarded to FHWA and the FTA for final federal approval.

MTC publishes a Guide to the San Francisco Bay Area's TIP, which is targeted to the public. The objective of the guide is to better explain what the TIP is in the context of a larger planning and project development and funding process. The guide has been posted on the MTC website and distributed to the public at various workshops including public hearings, town halls and other events. MTC also distributes the guide to state, local and federal resource agencies and Tribal Nations as part of our consultation on the development of the TIP. The guide is available on MTC's website at:

<https://mtc.ca.gov/funding/transportation-improvement-program-tip>

As part of the 2023 TIP update process, the draft 2023 TIP and accompanying Transportation-Air Quality Conformity Analysis were released for public review and comment on July 5, 2022,

and presented at a public meeting of the Programming & Allocations Committee on July 13, 2022. The 2023 TIP and accompanying Transportation-Air Quality Conformity Analysis were adopted by the MTC on September 28, 2022 and approved by the FTA and the FHWA on December 16, 2022. More details about the public notices and hearing specific to the TIP are available online at:

<https://mtc.ca.gov/funding/transportation-improvement-program/2023-tip>.

As a part of the development of the TIP, MTC completes an analysis of TIP investments specifically focused on the Bay Area's disadvantaged populations. The 2023 TIP Investment Analysis is available at https://mtc.ca.gov/sites/default/files/documents/2022-09/A-03_2023_TIP_Investment_Analysis.pdf

Additionally, a discussion of the equity analysis of the TIP with respect to minority residents is in Section V.B.1.b.

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

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

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

Please see Appendix J, for the entire PMP for FTA 5316 JARC and 5317 New Freedom Programs. The PMP can also be viewed at

<http://mtc.ca.gov/sites/default/files/Res%203986%20JARC%20and%20New%20Freedom%20Program%20Management%20Plan.pdf>

Program-specific activities are described below.

A. Lifeline Transportation Program

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

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

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

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

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

For the selection of projects involving federal funds, Lifeline Program administrators must also consider fair and equitable solicitation and selection of project candidates in accordance with

federal Title VI requirements, i.e. funds must be distributed without regard to race, color and national origin.

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

B. Assistance and Monitoring

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

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

1. Monitoring:

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

2. Assistance:

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

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

- MTC presented the program guidelines to the PAC’s Equity and Access Subcommittee and asked the subcommittee members to notify any organizations that may be interested, including organizations that serve predominantly minority populations.
- MTC provided instructions to prospective applicants on how to collect pertinent demographic information from the U.S. Census Bureau website in order to answer the civil rights question in the grant application, and applicants were also given the option of contacting MTC for assistance with collecting the demographic data.

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

- MTC provided one-on-one technical assistance with subrecipients to explain the invoicing and reporting procedures, and to explain the various federal requirements, including those related to Title VI, DBE, procurements, etc. Subrecipients were given an overview of the PMP, Title VI and the Circular (FTA Circular 4702.1A in April 2011 and FTA Circular 4702.1B in January 2013).
- Subrecipients were provided with one-on-one consultation, as requested, regarding their responsibilities to assure effective Title VI implementation and enforcement, as well as requirements for public participation and providing meaningful access to LEP persons. Subrecipients were provided sample forms, notices and procedures. If requested, MTC provided demographic information on race and English proficiency of residents served by subrecipients.

V. PROGRAM-SPECIFIC REQUIREMENTS FOR METROPOLITAN PLANNING ORGANIZATIONS

MTC and ABAG serve diverse populations in the Bay Area. People with low incomes have increasingly been displaced from their communities due to rising home prices and rents, while people with high incomes are able to stay in place with access to the best schools, parks and other resources. People of color have been the majority since 1980 while white people are able to accrue advantages and benefits from historically unjust policies such as discrimination and redlining. Rural communities, roughly 10 percent of the population, are exposed to a different set of issues relative to their suburban or urban counterparts. Seniors are continuously rising in size relative to the rest of the population.

People with disabilities face daily barriers to housing and transportation access and are over-represented in the ranks of the economically disadvantaged and unemployed Various population

subgroups have historically faced the brunt of planning processes due to the language they speak, their disabilities, their age, their gender and sexual orientation, or the home or vehicle they do not own.

MTC and ABAG’s working definition of equity is “just inclusion into a Bay Area where everyone can participate, prosper and reach their full potential.” The agencies strive to advance equity through careful consideration of investments and policies — referred to in the Plan Bay Area 2050 context as “strategies” — that affect historically and systemically marginalized, underserved, and excluded groups, including households with low incomes, communities of color, people with disabilities and seniors.

The MTC-ABAG Equity Platform, launched in 2019, is built around the common vision of furthering long-term equity actions that meaningfully reverse disparities in access and dismantle systemic exclusion. Explored in the Introduction Chapter of Plan Bay Area 2050, historical and present-day policies have led to disparate outcomes for various population subgroups, especially Black and Indigenous people. Plan Bay Area 2050 recognizes this upfront, while also acknowledging that dismantling systemic racism and exclusion cannot and will not happen overnight. To advance racial and environmental justice, MTC adopted an equity lens approach consistently throughout the planning process, where the plan does not simply seek to mitigate adverse impacts on underserved populations, but affirmatively advance equitable outcomes through all of its strategies in transportation, housing, economy and the environment.

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

A. Demographic Profile of the Metropolitan Area

Race and Ethnicity

The Bay Area is one of the most diverse regions in the country, with 62% of the population identifying as people of color. Within the region, more than a quarter of the population identifies as Asian (28%), followed closely by Hispanic or Latino (24%), and then Black or African American (6%). Other racial minorities, including those identifying as two or more races, account for the remaining 5% of the population.

Population Distribution by Race/Ethnicity

	Population (in millions)	Percentage of Population
People of Color	4.8	62%
Asian	2.1	28%
Hispanic or Latino	1.8	24%
Black or African American	0.5	6%
Other People of Color	0.4	5%
White Population	3.0	38%
Total	7.7	100%

Notes: Tabulation prepared by MTC based on data from 2019 One-Year American Community Survey

People of Color

People of color include persons who identify as any of the following groups as defined by the Census Bureau³ in accordance with guidelines provided by the U.S. Office of Management and Budget. People of color are sometimes referred to in this report as ‘minority populations’ to be consistent with Census Bureau terminology.

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

Latino and Asian populations have grown over the last 30 years, including since the adoption of Plan Bay Area 2040, while the Black and white populations have declined. The Bay Area’s population grew by 27% between 1990 and 2018. During this period, the Bay Area diversified significantly, becoming “majority minority” by the year 2000 (Figure 1). The share of white

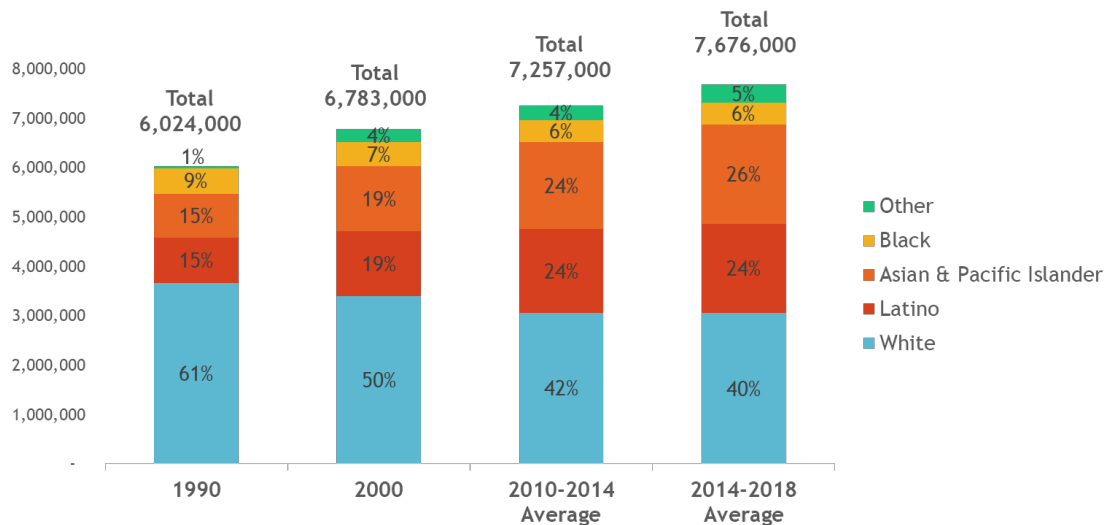
³ See Census Bureau’s [definitions](#) for race and ethnicity.

population in the Bay Area decreased from 61% in 1990 to 40% in 2018 (3,658,000 to 3,046,000 people). The share of Black population also dropped from 9% to 6% of the region’s population (520,000 to 450,000 people). The share of Hispanic/Latino and Asian & Pacific Islander populations⁴ increased from 15% to 24% (920,000 to 1,811,000 people) and 15% to 26% (880,000 to 2,013,000 people), respectively.

People/Households with Low Incomes

MTC defines persons as people with low incomes if they live in a household with incomes less than 200% of the Federal Poverty Threshold established by the Census Bureau. People or households with low incomes are sometimes referred to in this report as ‘low-income populations’ or ‘low-income households’ to be consistent with Census Bureau terms. MTC established the 200% threshold in 2001 to account for the Bay Area’s high cost of living relative to the rest of the country. The Census Bureau establishes poverty status for individuals based on a combination of an individual’s household composition, size and income in the Bay Area. In 2020, 200% of the Federal Poverty Threshold was \$25,520 a year for a single person living alone, and approximately \$52,400 a year for a family of four.⁵ Based on this definition, the share of households with low incomes in the Bay Area was 21% in 2018. Map 2 below shows the share of population that are people with low incomes at the census tract level.

While MTC strives to use the above definition throughout the analysis, the transportation and land use models used for forecasting are constrained. Within the model simulations, households that earn \$30,000 or less per year in 2000 dollars, or around \$50,000 in 2020 dollars are defined as households with low incomes. These represented about a quarter of all simulated households in the region in 2015.



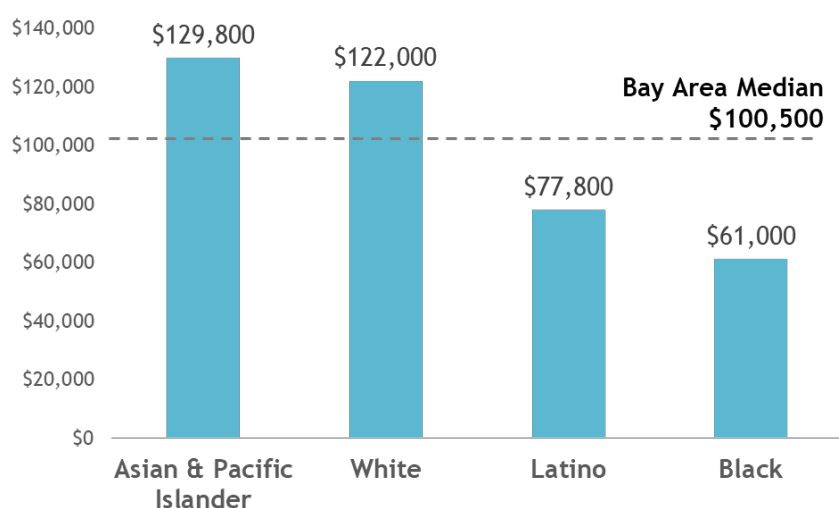
³ Prior to 2000 census, the Asian and Native Hawaiian & Pacific Islander (NHPI) populations were combined in a single category, which is maintained for comparison’s sake.

⁵ See the [Federal Poverty Thresholds](#) for 2020.

Source: 1990 Census data from NHGIS.ORG Code P010, Census 2000 Table P008, American Community Survey 2005-2009 and 2010–2014 Table B03002

Figure 1. Share of Bay Area population by race, 2018

Black and Latino households⁶ earn significantly less income than the Bay Area average. As of 2018, the regionwide median annual household income was \$100,500, with stark disparities by race. Median incomes of Asian and white households were well above the median, at \$130,000 (29% above median) and \$122,000 (21% above median) respectively. On the other hand, Latino households had a median income of \$77,800 (29% below median), and Black households had the lowest median income at \$61,000 (44% below median).

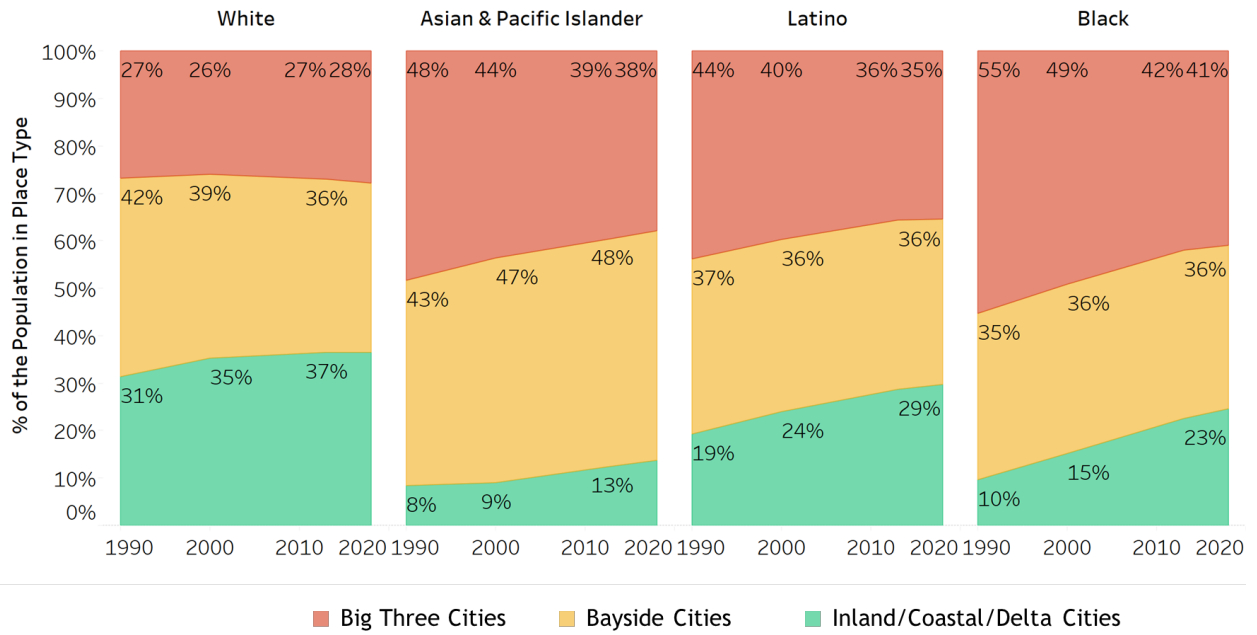


Source: 2018 American Community Survey 1-Year Estimate Tables B19013, B19013B-I

Annual household income by race/ethnicity, 2018

The Big Three cities have experienced a marginal increase in the share of white residents, while inland, coastal and delta jurisdictions have seen major increases in Black and Latino populations. The share of Black residents living in the region's three largest cities decreased from 55% in 1990 to 41% in 2018, while the share in the Inland/Coastal/Delta region increased from 10% to 25%. During the same time period, the distribution of the white population throughout the region has remained relatively consistent, with slight increases in shares in the Big Three cities. Households moving to suburban and exurban areas are more geographically isolated from job centers, face higher transportation costs with less reliable transit options, and have more limited access to social services and facilities.

⁶ The U.S. Census Bureau designates household race/ethnicity by that of the householder.

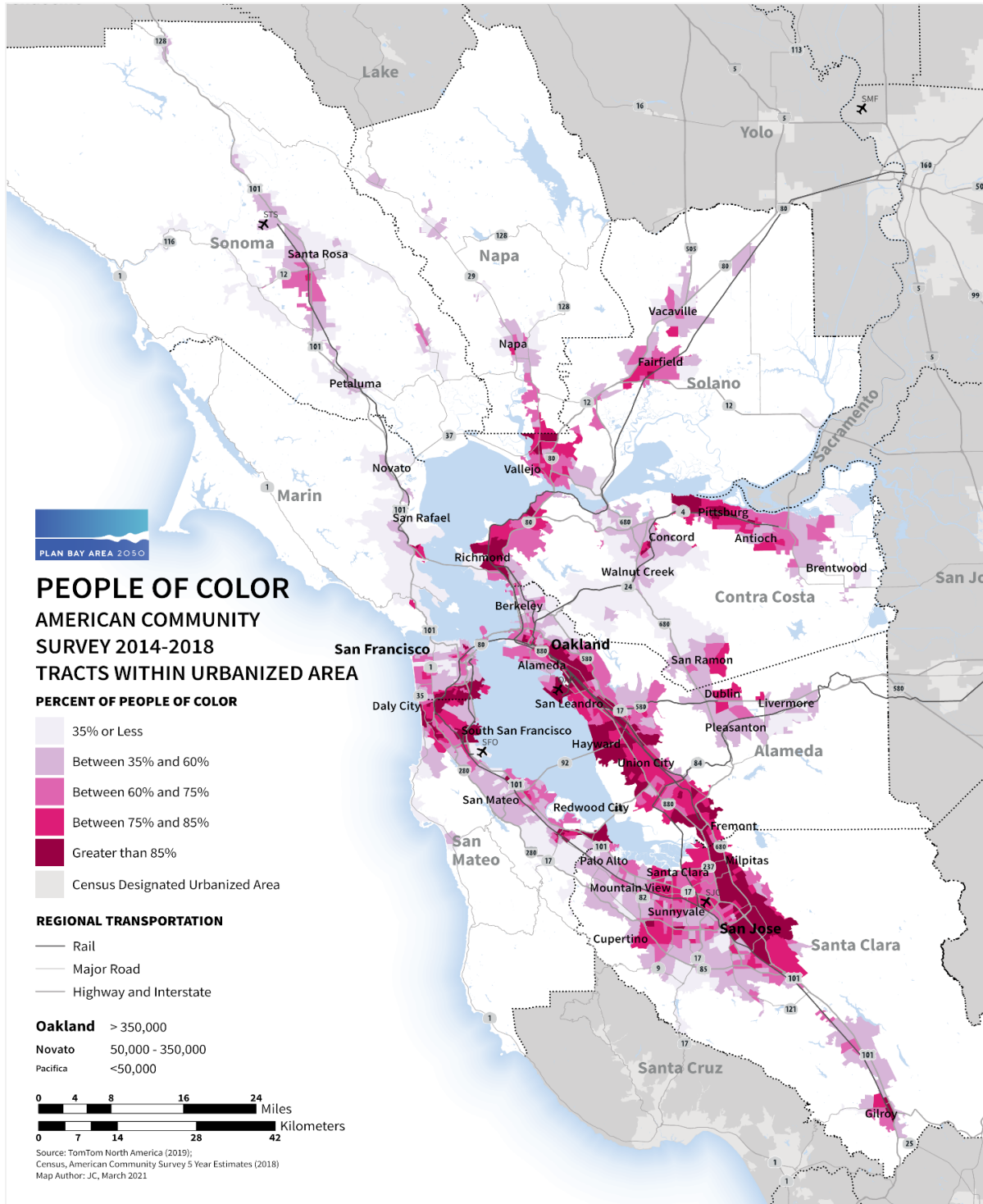


Source: 1990 Census data from NHGIS.ORG Code P010, Census 2000 Table P008, American Community Survey 2005–2009 and 2010–2014

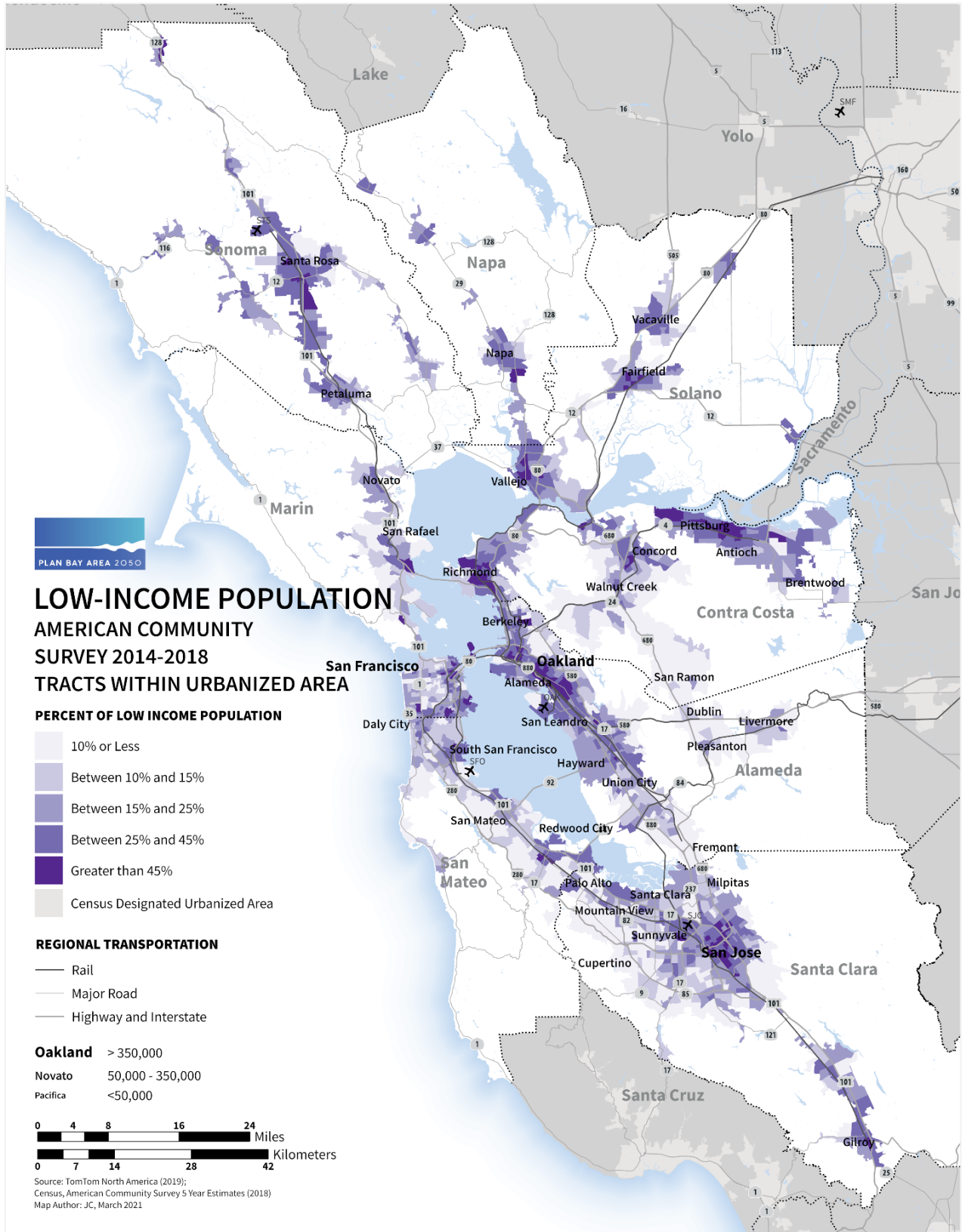
Tab

Place type by race/ethnicity, 1990–2018

Share of population that is people of color, 2018 by census tract (regionwide share: 60%)








Share of population that has low incomes (200% of the Federal Poverty Threshold), 2018 by census tract (regionwide share: 21%)



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

Extensive public engagement with over 10,000 Bay Area residents throughout the nine counties led MTC to five guiding principles that informed every step of Plan Bay Area 2050's development: affordable, connected, diverse, healthy and vibrant. These principles were distilled from the thousands of comments received at online and in-person events, as people consistently cited issues like affordable housing, racial diversity, quality transportation options and climate change as top concerns for their future. The Draft Plan Bay Area 2050 Public Engagement Report contains more details on this outreach. In September 2019, MTC formally adopted the principles in the following vision statement for Plan Bay Area 2050: “Ensure by the year 2050 that the Bay Area is affordable, connected, diverse, healthy and vibrant for all.”

CROSS-CUTTING THEMES	RESILIENCE & EQUITY
Vision	Ensure by the year 2050 that the Bay Area is affordable, connected, diverse, healthy, and vibrant for all.
GUIDING PRINCIPLE	DESCRIPTION
 AFFORDABLE	All Bay Area residents and workers have sufficient housing options they can afford – households are economically secure.
 CONNECTED	An expanded, well-functioning, safe and multimodal transportation system connects the Bay Area – fast, frequent and efficient intercity trips are complemented by a suite of local transportation options, connecting communities and creating a cohesive region.
 DIVERSE	The Bay Area is an inclusive region where people from all backgrounds, abilities, and ages can remain in place – with full access to the region's assets and resources.
 HEALTHY	The region's natural resources, open space, clean water and clean air are conserved – the region actively reduces its environmental footprint and protects residents from environmental impacts.
 VIBRANT	The Bay Area region is an innovation leader, creating quality job opportunities for all and ample fiscal resources for communities.
Adopted by MTC and ABAG in September 2019	

Plan Bay Area 2050 Cross-Cutting Themes, Vision and Guiding Principles

In furtherance of these principles, MTC continues to pursue major efforts to assure that MTC’s planning and programming activities are nondiscriminatory and involve a wide range of

stakeholders. This commitment is reflected in the varied work products described herein and further detailed on MTC’s website using the links provided.

1. Identifying the Mobility Needs of Minority Populations

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

A. Plan Bay Area 2050

Plan Bay Area 2050 consists of 35 strategies across four elements: transportation, housing, the economy and the environment. Over the course of the plan development, during the Horizon, Draft Blueprint and Final Blueprint phases, strategies were continuously refined using an equity lens approach to improve their performance and equity impacts. The first section of this chapter describes the process and engagement and outreach methods in refining the strategies. The following four sections, one for each element of the plan, capture the equity-focused components within the 35 strategies.

It is essential to note that metrics to describe outcomes of Plan Bay Area 2050 in can be insightful in understanding strategy impacts, but not every aspect of every strategy can be simulated or captured by the metrics. For this reason, the equity-focused components within the strategies are delineated into those that are captured in the simulation and metrics and those that could not be captured since they cannot be represented in MTC’s travel and land use simulation models.

Process and Methodology

The initial list of strategies was sourced from Plan Bay Area 2040 and Horizon, which included Perspective Papers that MTC staff authored on five topics, the Futures Planning scenario planning process, and Project Performance Assessment, an evaluation of major transportation investments. Strategies were prioritized based on rigorous analysis of equity and performance outcomes as well as feedback through public engagement, described further below. All strategies were refined with a strong focus on equity during multiple in-depth workshops with both community-based organizations and stakeholder working groups.



Process to develop and refine Plan Bay Area 2050 strategies

The full suite of strategies was first analyzed during the Draft Blueprint Phase. Equity and performance outcomes informed further discussion and refinement of these strategies during the Final Blueprint phase. At this stage, several new strategies were added based on challenges identified during the Draft Blueprint phase, new needs identified in light of the COVID-19 pandemic, and feedback received during small group discussions with underrepresented groups. Key resources that reflect the process of continuous refinement and addition of strategies with an equity lens can be found in the links below:

- Horizon (including Perspective Papers, Futures and Project Performance): <https://www.planbayarea.org/2050-plan/horizon/horizon-documents>
- Draft Blueprint Phase: <https://www.planbayarea.org/2050-plan/draft-blueprint/plan-bay-area-2050-draft-blueprint-documents>
- Final Blueprint Phase: <https://www.planbayarea.org/2050-plan/final-blueprint/plan-bay-area-2050-final-blueprint-documents>

Engagement and Outreach

Centering an equitable process, Plan Bay Area 2050 was developed with meaningful and extensive participation of key stakeholders that ranged from community-based organizations and labor interests to public agencies, business groups and individual residents. The complete documentation of engagement and outreach can be found in the Plan Bay Area 2050 Public Engagement Supplemental Report. Staff employed innovative engagement methods, especially in light of the COVID-19 pandemic, including game-like in-depth workshops, pop-up workshops across the region, telephone town halls, virtual cocoa chats, interactive digital whiteboards, digital surveys, an online game, virtual office hours and an online tribal summit. This section highlights few components of the public engagement most relevant to listening and learning from underrepresented communities in developing, refining and prioritizing strategies.

Targeted Outreach to Underrepresented Groups through Community-Based Organizations

MTC staff partnered with community-based organizations throughout the region to engage in small group discussions with underrepresented groups, including people with low incomes, people of color, people with disabilities and people with limited English proficiency. These discussions took place three times over the plan development process. The first set of discussions, during the Horizon phase as part of the early 2019 outreach for Plan Bay Area 2050, involved nine focus groups to get feedback on which of the strategies best addressed the challenges faced by the communities. The second set of discussions, conducted during the Draft Blueprint phase in the late spring of 2020, involved seven focus groups and were designed to function as listening sessions where participants were invited to suggest ways to improve or alter the Draft Blueprint's strategies. A third set of discussions was conducted in winter 2021, where groups provided feedback to inform the Implementation Plan of Plan Bay Area 2050. More information on these partnerships, including a list of the community-based organizations that were engaged, can be found in the Draft Plan Bay Area 2050 Public Engagement Supplemental Report.

Pop-Up Workshops in Equity Priority Communities

In spring 2018 and fall 2019, staff conducted a series of pop-up workshops. This format consists of meeting people “where they are” at public events and venues such as libraries, community colleges, farmers markets and street fairs. The pop-up locations were selected based on availability of existing community events and geographic diversity, with nearly 80% of the workshops conducted in Equity Priority Communities. Dozens of MTC and ABAG staff were enlisted to bring the planning process to every corner of the Bay Area and gather input toward the plan's vision, guiding principles and strategies.

Telephone Town Halls

To reach those with limited internet access and/or limited English proficiency during the Shelter-in-Place, staff held five telephone town hall sessions in summer 2020: two in English, one in Spanish, one in Mandarin and one in Cantonese. Staff promoted the events via a printed flyer directly mailed to 20,000 Bay Area households located in Equity Priority Communities in all nine Bay Area counties, via the Nextdoor social media platform and to members of the unhoused community in Oakland. A member of the Policy Advisory Council promoted the telephone town halls to members of the unhoused community. The events took place during the day, with three of the five town halls held on a Saturday. This effort was a first for our agency, both using the telephone town hall format and holding the events in-language, helping us meet our goal of reaching as many residents as possible.

MTC Policy Advisory Council Equity and Access Subcommittee

MTC’s Policy Advisory Council is made up of 27 Bay Area residents with extensive life experience, work, academic or volunteer backgrounds that focus on economic, environmental and equity issues, whose passions range from advocating on behalf of people with disabilities and under-served communities to protecting the environment or keeping the region's economy moving via an efficient transportation network. The Policy Advisory Council advises MTC on a variety of topics, and the Equity and Access Subcommittee within the Council advises on issues related to social equity. MTC staff regularly consulted both the Council and the Subcommittee throughout the planning process on topics including developing the plan’s vision and guiding principles, the prioritizing and refining strategies, updates to the Equity Priority Communities designations, the framework for this report, and the equity analysis methodology itself.

Regional Equity Working Group

As in Plan Bay Area 2040, MTC staff convened a Regional Equity Working Group (REWG) to solicit feedback throughout the planning process. The REWG brought together equity advocates and other interested stakeholders from government agencies, including local jurisdictions, transit agencies and county transportation agencies. The group first convened in September 2019 in the context of Plan Bay Area 2050 and has met 7 times throughout the planning process over the course of 1.5 years. The primary purpose of the engagement with REWG was to gain input in the development of strategies through an equity lens, the desired outcomes with respect to equity, and the equity analysis itself. All REWG meetings are open to the public. Meeting agendas, materials and recordings can be found on the MTC website [here](#).

Equity Focus in the Project Performance Assessment

Improve Interchanges and Address Highway Bottlenecks (T6), Enhance Local Transit Frequency, Capacity and Reliability (T10), Expand and Modernize the Regional Rail Network (T11) and Build an Integrated Regional Express Lane and Express Bus Network (T12) are strategies that are comprised of similar transportation investments. The complete list of projects can be found in the Plan Bay Area 2050 Transportation Project List. Major transportation projects were evaluated through the Project Performance Assessment. Details of this assessment can be found in the Draft Plan Bay Area 2050 Performance Assessment supplemental report.

The Equity Assessment within the Project Performance Assessment identified projects as either advancing, evenly distributing or challenging equitable outcomes based on forecasted accessibility benefits of projects to households with low incomes relative to all households. Projects that were forecasted to advance equitable outcomes—by providing a greater share of benefits to households with low incomes than their share of population—and to be cost effective were prioritized for inclusion within these strategies. On the other hand, in the case of projects that were forecasted to challenge equitable outcomes, MTC collaborated with project sponsors to seek commitments to enhance equitable outcomes prior to including them in the strategies with

regional discretionary funding. The table below highlights such commitments. Commitment letters from project sponsors can be found within the Performance Supplemental Report (Appendix 4). Beyond this, the strategies include other projects that were prioritized by county transportation agencies. These projects would be funded by county budget sources such as sales tax measures or parking revenues and do not require regional discretionary revenues.

Equity-related commitments from project sponsors for projects that were forecasted to challenge equitable outcomes, Project Performance Assessment

Project Name	Sponsor	Commitments
<i>T6. Improve Interchanges and Address Highway Bottlenecks</i>		
I-80/I-680/SR-12 Interchange	STA	<ul style="list-style-type: none"> • Support for investing in transit and managed lanes
SR-262 Mission Boulevard Improvements	ACTC	<ul style="list-style-type: none"> • Reduce scope to focus on improvements to arterial, eliminating Express Lane direct connector between I-880 and I-680
Bay Area Forward	MTC Design and Project Delivery	<ul style="list-style-type: none"> • Focus on investments that benefit transit
Resilient SR-37	NVTA, SCTA, STA, TAM	<ul style="list-style-type: none"> • Support for means-based toll discounts and transit/bike connections on the corridor
<i>T10. Enhance Local Transit Frequency, Capacity, and Reliability</i>		
Treasure Island Congestion Pricing	SFCTA	<ul style="list-style-type: none"> • Exempt low-income current Treasure Island residents from toll
Downtown San Francisco Congestion Pricing	SFCTA	<ul style="list-style-type: none"> • Explore means-based tolls and transit fares
Geary BRT Phase 2	SFCTA	<ul style="list-style-type: none"> • Support SFMTA Muni Equity Strategy
<i>T11. Expand and Modernize the Regional Rail Network</i>		
Caltrain Downtown Extension	SFCTA	<ul style="list-style-type: none"> • Continue Downtown Congestion Pricing study
Caltrain Full Electrification and Blended Baseline	Caltrain and California High-Speed Rail Authority	<ul style="list-style-type: none"> • Reduce scope to focus on increasing frequencies to 8 trains per hour per direction, which can be supported with minimal capital investment
ACE 10 Daily Round Trips	Altamont Corridor Express	<ul style="list-style-type: none"> • Support for regional fare integration and means-based discounts
Dumbarton Rail	SamTrans	<ul style="list-style-type: none"> • Reduce scope to explore lower-cost, lower-capacity; Group Rapid Transit instead of commuter rail; • Support for transit-supportive land use in growth geographies along the corridor; • Commitment to mitigate natural land loss from project implementation
San Jose Airport People Mover	City of San Jose	<ul style="list-style-type: none"> • Support for transit-supportive land use in growth geographies along corridor

Project Name	Sponsor	Commitments
<i>T12. Build an Integrated Regional Express Lanes and Express Bus Network</i>		
Regional Express Bus (ReX)	MTC Express Lanes	<ul style="list-style-type: none"> • Reduce scope to remove some capital improvements and limit routes to highest ridership routes; • Support for means-based fares
Regional Express Lanes Network	MTC Express Lanes	<ul style="list-style-type: none"> • Prioritize conversions of HOV lanes or general-purpose lanes for Express Lane construction, where possible; • Support for means-based discounts on Express Lanes and in other future pricing efforts
AC Transit Transbay Service Frequency Increase	AC Transit	<ul style="list-style-type: none"> • Reduce scope to focus on low-cost capital improvements and a limited number of routes

B. 2023 TIP Investment Analysis

One purpose of the TIP Investment Analysis is to understand whether people of color, seniors, and low-income communities are sharing equitably in the TIP’s financial investments. The analysis calculates the shares of 2023 TIP investments flowing to the identified communities and compares those shares with the proportional size of this group’s population and trip-making, relative to that of the general population. Understanding travel patterns of these target populations is therefore a key underpinning of this analysis and a key part of informing the metropolitan planning process as to the mobility needs of minority populations.

The tables below show the distribution by mode of total regional trip making for all Bay Area travelers, compared to the share of trips by mode for people of color, seniors, and low-income travelers.

Income

Although the Bay Area’s economy has shown strong growth over the past few decades, regional levels of poverty persist. Approximately 8%of the population lives below the federal poverty level (\$25,750 a year for a family of four in 2019). Another 9% of the region’s households are technically above the federal poverty line but still qualify as low-income for the purposes of this analysis, defined as households with incomes that fall below \$50,000 (approximately 200% of the federal poverty line for a family of four). For reference, the 2019 household median income ranged from approximately \$87,000 in Solano County to more than \$138,000 in San Mateo County.

Population Distribution by Household Income

	Population (in millions)	Percentage of Population
Low-Income	1.3	17%
<\$25,000	0.6	8%
\$25,000 - \$49,999	0.7	9%
Not Low- Income	6.4	83%
\$50,000 - \$99,999	1.6	21%
\$100,000 - \$149,999	1.4	18%
\$150,000+	3.4	44%
Total	7.7	100%

Notes: Tabulation prepared by MTC based on data from 2019 One-Year American Community Survey Public Use Microdata Samples. Income is calculated in 2019-denominated dollars. Note that the universe is persons in households and excludes persons living in group quarters.

Seniors and Persons with Disabilities

Nearly 16% of the Bay Area’s population is aged 65 or older. Persons reporting disabilities across six categories defined by the Census Bureau total more than 9% of the region’s population.

Seniors and Persons with Disabilities

	Population (in millions)	Percentage of Population
Seniors	1.2	16%
Persons with Disabilities	0.7	9%

Notes: Tabulation prepared by MTC based on data from 2019 One-Year American Community Survey. Note that the universe is civilian noninstitutionalized population counted in disability.

Travel Patterns

Commute trips by Bay Area residents are overwhelmingly made by motor vehicle (74%) followed by transit (13%), telecommute (6%), non-motorized trips (5%), and other modes (1%). Travel pattern data is pre-COVID-19. Any long-term impacts to travel patterns due to COVID-19 will be reflected in future TIP analyses, once updated data becomes available.

Share of Commute Trips by Mode by Population

	Low- Income	People of Color	Seniors	Total Population
Roadway (Motorized)	67%	76%	71%	74%
Roadway (Non- motorized)	10%	4%	4%	5%
Transit	14%	14%	10%	13%
Telecommute	8%	5%	14%	6%
Other	2%	1%	1%	1%
Total	100%	100%	100%	100%

Notes: Tabulation prepared by MTC based on data from 2019 One-Year American Community Survey Public Use Microdata Samples. Income is calculated in 2019-denominated dollars. Note that the universe is persons in households and excludes persons living in group quarters.

The share of all trips (including both commute and non-commute trips) made by target population groups is provided in the table below. While there are differences in the travel patterns of low-income populations, people of color, and senior populations, the vast majority of all trips are categorized as roadway trips, which includes highway and roadway travel as well as trips made by walking or biking.

Share of Commute Trips by Mode, Population

	Low- Income	People of Color	Seniors	Total Population
Roadway (Motorized)	67%	76%	71%	74%
Roadway (Non-motorized)	10%	4%	4%	5%
Transit	14%	14%	10%	13%
Telecommute	8%	5%	14%	6%
Other	2%	1%	1%	1%
Total	100%	100%	100%	100%

Notes: Tabulation prepared by MTC based on data from 2019 One-Year American Community Survey Public Use Microdata Samples. Income is calculated in 2019-denominated dollars. Note that the universe is persons in households and excludes persons living in group quarters.

For complete information and discussion of these trends in the context of the 2023 TIP Investment Analysis, see the full report Appendix I or online at:

https://mtc.ca.gov/sites/default/files/documents/2022-09/A-03_2023_TIP_Investment_Analysis.pdf

C. Regional Survey Products

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

Bay Area Transit Passenger Demographic Survey

In 2012, MTC began a program of collecting consistent demographic and trip data from Bay Area transit passengers. Since then, passengers from 15 transit agencies have been surveyed. MTC works with transit operators to collect consistent demographic and travel-activity data across all transit systems surveyed.[1] In order to make best use of available funding and resources to support these extensive survey efforts, typically surveys are being conducted for different systems on a serial basis over time.

Data collected include geographic detail of the transit trip taken and passenger race/ethnicity, age, fare payment information, household income and household vehicle availability. Results of this survey are used in the Transportation Investment Analysis[2] to determine transit-investment benefits to low-income and minority populations based on these groups' share of transit use on individual systems and across the region as a whole. The Transit Passenger Demographic Survey also informs the Title VI analysis of PBA 2040 and 2050 by establishing a consistent demographic profile of the region's overall transit ridership across all systems by minority and non-minority status.

Transit passenger data collection was suspended from 2020 to 2022 due to COVID-19. Staff have both near-term and long-term plans to update survey data post-COVID.

- Near-term: Conduct a Regional Transit Passenger Snapshot survey. Data collection for this effort began in Fall 2023 and continues in Spring 2024, with data available soon after. Compared to MTC's regular Transit Passenger Surveys, the Regional Transit Passenger Snapshot Survey collects fewer samples, does not include every transit route, and utilizes a simpler survey questionnaire. All of these simplifications will allow data collection for the entire region to be completed in a compressed timeframe of approximately one year.
- Long-term: Resume MTC's regular Transit Passenger Survey work of surveying a few transit operators every year, with the goal of completing all operators within five to seven years. The first post-COVID data collection is anticipated to begin in Spring 2024.

Bay Area Household Travel Survey 2012/2013

In the past, MTC administered large household travel surveys roughly once every 10 years. In 2023, staff have initiated a biennial (every other year) approach to data collection going forward. Reasons for this include: (1) a large decennial survey effort requires an outsized budget item for the survey year, while more frequent surveying balances costs, particularly survey administration costs, over a longer period; (2) survey technologies are evolving rapidly, including smartphone apps that greatly reduce survey burden and cost; and (3) the pace of new travel trends and behavior is evolving quickly, and a once-every-decade survey misses many behavioral changes.

Data collection began in Spring 2023 and continues in Fall 2023, with data available in early 2024. Staff anticipates approximately 4,500 households to participate. The survey provides detailed information on many trip characteristics such as trip purpose, mode, origins and destinations, as well as household demographic and socioeconomic characteristics of residents in the Bay Area (including both transit users and non-users).

Successive survey cycles thereafter are planned for 2025, 2027, and 2029.

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

This section describes involvement and consideration of minority populations specifically in the equity analysis of Plan Bay Area 2050 and the Investment Analysis of the 2023 TIP. More general discussion of the involvement of minority populations in the planning process and MTC's Public Participation Program can be found in Section III.F of this Program.

a) The Regional Equity Working Group

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

b) MTC Policy Advisory Council

The Policy Advisory Council’s Equity and Access Subcommittee (which includes representatives of minority communities within the region) reviewed and commented on staff’s proposed methodology for the 2023 TIP Investment Analysis, prior to the analysis being carried out and the draft released for public review as part of the overall TIP adoption process.

C. Demographic Maps, Funding Analysis, and Impact Assessment

Background

As part of the metropolitan planning process, MTC analyzed both Plan Bay Area 2050 and the 2023 TIP investment programs to identify the distribution of Federal and State funds in the aggregate between minority and non-minority populations, and analyzed the distribution for any potential disparate impact prior to final adoption. This section describes the methodology and results of these analyses as required by the Circular. Further discussion of these topics and analyses can be found in the Plan Bay Area 2050 Equity Analysis Report⁷ and the 2023 Transportation Improvement Program Investment Analysis Report.⁸

Methodology

In addition to modeling travel and socioeconomic outcomes, based on various land use and transportation investments using equity measures, MTC carried out an off-model analysis of Plan Bay Area 2050’s overall transportation investment strategy. This analysis illustrates the distribution of the proposed Regional Transportation Plan investments relative to different population subgroups and communities in the region. In an ongoing effort to ensure equity in the metropolitan transportation planning process, MTC has also carried out similar analyses of previous RTPs and TIPs.

The Transportation Investment Analysis serves three key functions, including:

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

⁷ See <http://2040.planbayarea.org/reports>

⁸ See <http://mtc.ca.gov/our-work/fund-invest/transportation-improvement-program-tip/2017-tip>

environmental effects of its programs, policies, and activities on minority populations and low-income populations...”; and

- Complying with MTC’s own adopted Environmental Justice Principles.

To carry out these functions, the Transportation Investment Analysis relies on three different methodologies described in this section to determine whether Plan Bay Area 2050’s investments are shared equitably among low-income and minority populations, and to determine whether there is any disparate impact at the regional level on the basis of race, color or national origin. No specific federal standard exists for conducting an environmental justice assessment. Similarly, FTA’s Title VI requirements for MPOs do not provide any specific guidelines or benchmarks for MPO Title VI analyses. Finally, there are no established best practices or approved comparative analyses available against which MTC can measure its findings. Therefore, for this analysis, MTC builds on its prior work undertaken in previous analyses.

Population/Use-Based Analysis

This portion of the analysis compares the estimated percent of investments included in the TIP that benefit low-income populations, people of color, and seniors, to the percent of these populations’ relative usage of the transportation system, for both roadways and transit. The analysis measures transit and motor vehicle trips using the 2018/19 Bay Area Travel Survey (BATS).

1. For this analysis, investments in the TIP are separated into two modes: transit and local streets and roads/highway (referred to as “roadway”). For simplicity, pedestrian and bicycle projects are assigned to local streets and roads and not evaluated as a separate mode of travel or investment type.

For reference, Appendix C includes maps for each county with projects shown with their roadway or transit categorization.

2. To analyze what share of each mode (transit and roadway) low-income populations, people of color, and seniors utilize, the following definitions are used to identify disadvantaged populations:
 - **Low-Income Households:** Low-income households were defined as households earning \$50,000 or less. This is roughly equivalent to 200% of the federal poverty level for a family of four.
 - **Households of Color:** For this analysis, households of color were defined using U.S. Census Bureau definitions. People of color, as defined for this analysis, are people identifying as Hispanic, Black or African American, Asian, and other or two or more races.

- **Seniors:** Seniors are defined as persons aged 65 and over.
3. The assignment of investments by usage is then performed by multiplying the percent of use of the mode by the investment in that particular mode. This analysis is conducted at the county level for highways and roadways and at the transit-operator level for transit.

For the multimodal, aggregate analysis, trip data from the BATS is used. As an illustrative example, low-income populations make 19% of Alameda County roadway trips. For a \$50 million state highway project in that county, 19% or \$9.5 million, would be assigned as a financial benefit to low-income populations and the remaining 81%, or \$40.5 million, to the remaining population. A similar approach is followed for transit investments by operator. A similar analysis is conducted using roadway vehicle miles traveled (VMT) and transit origin-destination distance.

For the in-depth analysis, transit usage data is derived from the most recent transit survey data available for each operator through MTC's ongoing Transit Passenger Demographic Survey. For in-depth roadway usage, VMT data is used from the BATS.

4. The investments by mode (from county or transit operator data) are summed for low-income, people of color, and senior populations based on each group's usage share of each mode. The percent of usage of the system by the target and other populations is then compared to the percent of investment for trips supporting that population.

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

- The analysis does not account for benefits and burdens at the project level. While a roadway project may benefit all users of that facility, the benefits may not necessarily accrue at the same proportion to each population group as their share of all trips in a county where the facility is located.
- The analysis also assumes that the share of trips by mode by a particular population group remains the same in future years, regardless of investments that improve efficiency, safety, capacity or access.
- The analysis does not adjust for the relative size of populations in future years. For example, the share of low-income population in 2040 may or may not be the same compared to 2014.
- Lastly, pedestrian and bicycle projects are assigned to local streets and roads due to a lack of sufficient data on use by income and race/ethnicity, and some regional programs such

as the climate initiative were not included in the assessment since they do not fit the roadway or transit categories.⁹

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

Project Mapping Analysis

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

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

Title VI Compliance

Federal Transit Administration (FTA) released updated guidance in October 2012 specifying how MPOs such as MTC must demonstrate compliance with Title VI of the Civil Rights Act of 1964 and DoT's Title VI regulations in the metropolitan planning process. This section describes the methodology for conducting the analysis that demonstrates compliance with these requirements, including the methodology for conducting a disparate impact analysis.

FTA Requirements for Title VI Analysis

FTA Requirement	Related Plan Bay Area 2040 Analysis
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⁹ For example, the Sonoma-Marín Area Rail Transit service started in mid-2017, so there no usage data was available at the time of the assessment, even though the plan allocates future funding for the project.

<p>“Demographic maps that overlay the percent minority and non-minority populations as identified by Census or ACS data ...”</p>	<p>Project mapping analysis that overlays projects that can be mapped over above-regional-average concentrations of minority residents.</p>
<p>“[C]harts that analyze the impacts of the distribution of State and Federal funds in the aggregate for public transportation purposes...”</p>	<p>Population/use-based analysis of public transit investments using state and federal funding sources.</p>
<p>“An analysis of impacts identified in paragraph [above] that identifies any disparate impacts on the basis of race, color, or national origin”¹⁰</p>	<p>Disparate impact analysis comparing Plan Bay Area 2040 investments per capita and per rider for minority and non-minority populations.</p>

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

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

- *Transit Operating* – State Transit Assistance (revenue- and population-based), FTA Sections 5307 and 5311, Low Carbon Transit Operations Program (Cap and Trade);
- *Transit Capital (Replacements)* – FTA Sections 5307, 5340, 5311, 5337, and 5339, FHWA Ferry Boat Program, FTA Passenger Ferry Grant Program, FTA Bus and Bus Facilities Discretionary Program, STBGP/CMAQ; and
- *Transit Capital (Expansions)* – FTA Section 5309, STBGP/CMAQ, Transit and Intercity Rail Program (Cap and Trade), Affordable Housing and Sustainable Communities Program (Cap and Trade), High Speed Rail, Anticipated.

To conduct the disparate impact analysis, the results of the population/use-based analysis of public transit investments using state and federal funds are assigned to minority and non-

¹⁰ FTA Circular 4702.1B, page VI-2. See: https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/FTA_Title_VI_FINAL.pdf.

minority populations on a per capita and per-rider basis. A comparison of the per capita and per-rider investments for the two groups determines whether there is any disparate impact.

Although FTA does not provide specific guidance or standard benchmarks for MPOs to use in the metropolitan planning process to determine whether any given result represents a disparate impact, a general practice in disparate impact analysis is to use the percentage result to determine whether any differences between benefits for minority or non-minority populations may be considered statistically significant. If a disparate impact is found to be statistically significant, consideration must then be given to “whether there is a substantial legitimate justification for the policy that resulted in the disparate impacts, and if there are alternatives that could be employed that would have a less discriminatory impact.”¹¹

Results: Demographic Mapping Analysis

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

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

¹¹ Ibid.

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

To create charts illustrating the impacts of the distribution of State and Federal funds in the aggregate for public transportation purposes, a population/use-based analysis was carried out on both Plan Bay Area 2050 and the 2023 TIP. This section provides the results of those analyses.

Results: Plan Bay Area 2050

Transit investments by transit operator are allocated to people of color and white populations based on their respective shares of ridership on that particular transit system. The allocations by transit operator are then added for each population subgroup, to estimate the total transit investment shares allocated to people of color and white populations. The funding shares allocated to these population subgroups based on their use of the transit system constitute the “benefit” of the investments to those groups. The analysis is similar for road investments, but shares are calculated at the county level using shares of trips, given the constraints of demographic data for road trips. Shares of transit ridership are sourced from various transit passenger demographic surveys conducted between 2012 and 2019 through the Regional Onboard Survey Program,¹² and shares of motor vehicle trips are sourced from the 2012 California Household Travel Survey (CHTS).

All transportation investments in Plan Bay Area 2050 are considered eligible for federal and state funding and hence within the scope of this analysis. This includes the nearly \$600 billion that the Draft Plan invests in transportation until 2050 – all investments within the Transportation Element, and transportation-related investments within the Environment Element, such as sea level rise adaptation investments for highway and rail facilities, clean vehicle initiatives and transportation demand management initiatives – all of which constitute the Regional Transportation Plan. The table below offers a breakdown of these transportation investments. Separate demographic data for bicycle and pedestrian investments use are not available; these investments are consolidated with road investments to allocate the investments at a county level. “Goods Movement” expenditures are consolidated with road investments, and “Other Programs” are assigned to transit or road investments based on the users they would primarily benefit.

¹²Regional Onboard Survey Program: <http://bayareametro.github.io/onboard-surveys/>

Plan Bay Area 2050: Regional Transportation Plan (RTP) investments by mode

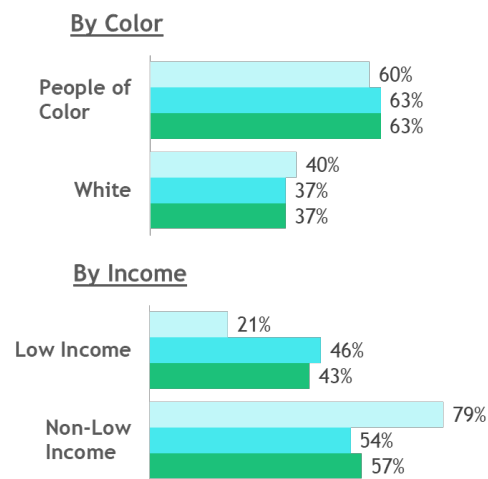
	Investment (\$ billion)	Share of Investment
Public Transit	\$406	69%
Roadway/Bridge	\$147	25%
Bicycle and Pedestrian	\$16	3%
Goods Movement	\$2	<1%
Other Programs	\$22	4%
Total	\$591	100%

Note: Numbers may not add up to total due to rounding.

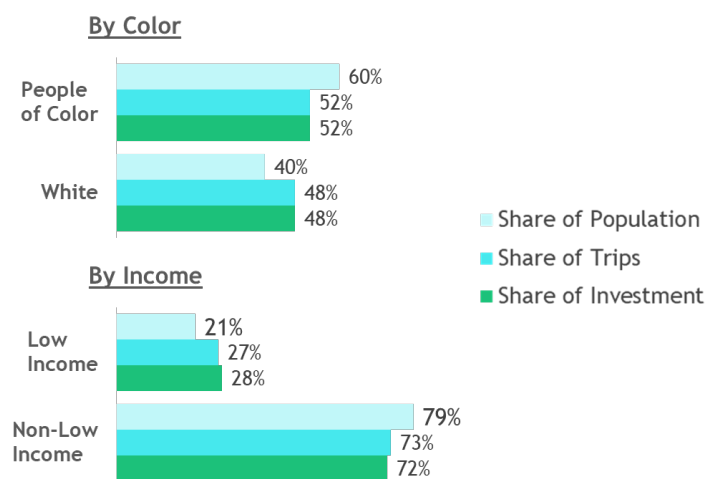
Findings

The results of this analysis are shown below. The share of transit investments that benefits people of color (63%), with respect to their current use, is proportional to the share of ridership (63%). The share of transit investments that benefits people with low incomes, with respect to their current use, is slightly lower than the share of ridership. In the case of road investments, the share of investments that benefits people of color (52%), with respect to their current use, is proportional to the share of trips (52%). The share of road investments that benefits people with low incomes (28%), with respect to their current use, is marginally higher than the share of trips (27%).

Transit Investments



Road Investments



Transit and Road investment shares relative to share of population and ridership/trips, by color and income

Following FTA guidance, MTC’s disparate impact analysis of plan investments reveals that the people of color population in the region would receive 63% of Plan Bay Area 2050 transit investment benefits, higher than the share received by the white population at 37%. In different terms, the Draft Plan invests \$56,000 per capita toward people of color, relative to \$49,300 per capita toward white people.

Disparate Impact Analysis results, population-based

	Population (2018)		Plan Bay Area 2050 Transit Investments (2021–2050)		Per Capita Benefit (2021–2050)
	#	%	\$ million	%	\$
People of Color	4,630,000	60%	\$259,100	63%	\$56,000
White	3,046,000	40%	\$150,300	37%	\$49,300

Note: Dollar values shown in year of expenditure dollars.

Source: U.S. Census Bureau American Community Survey 2014–2018, National Transit Database, Regional Onboard Survey Program 2012–2019, MTC’s analysis of Plan Bay Area 2050 Investments

When compared on a per rider basis, the Plan invests \$233,000 per rider toward people of color, relative to \$231,600 per capita toward white people. Based on these results, presented in Disparate Impact Analysis by population table above and the Disparate Impact Analysis by ridership below, MTC concludes that there are no disparate impacts of the distribution of federal and state transit funds and that the Plan is in compliance with Title VI of the Civil Rights Act of 1964.

Disparate Impact Analysis results, ridership-based

	Transit Ridership (2018)		Plan Bay Area 2050 Transit Investments (2021–2050)		Per Rider Benefit (2021–2050)
	#	%	\$ million	%	\$
People of Color	1,110,000	63%	\$259,100	63%	\$233,400
White	649,000	37%	\$150,300	37%	\$231,600

Note: Dollar values shown in year of expenditure dollars.

Source: U.S. Census Bureau American Community Survey 2014–2018, National Transit Database, Regional Onboard Survey Program 2012–2019, MTC’s analysis of Plan Bay Area 2050 Investments

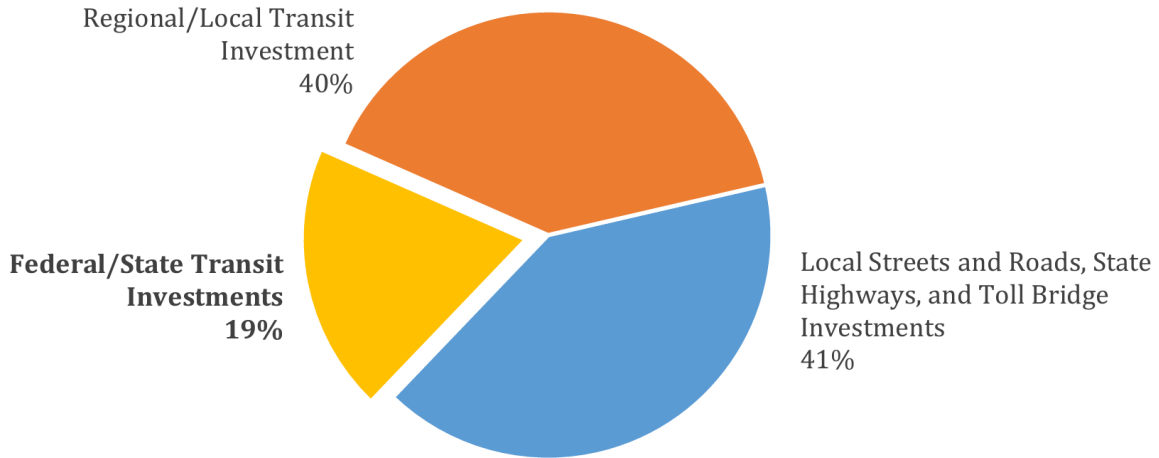
It is worth noting that calculating the shares of benefit that are attributed to population subgroups is based on current transit usage patterns. The Draft Plan invests in strategies that are designed to increase transit accessibility for households with low incomes, which might change future usage

patterns. Such strategies include means-based transit fare subsidies, seamless transit and affordable housing production and preservation in transit-rich areas. These strategies are expected to drive an increase in ridership among people of color, thereby increasing the share of benefits attributed to this subgroup relative to white people.

Results: 2023 Transportation Improvement Program

The following summarizes the disparate impact results from the Investment Analysis in 2023 TIP. The federal and state funding sources for transit account for only a small portion (19%) of funding in the 2023 TIP, as illustrated below.

2023 TIP Transit Investments from Federal/State Sources as a Share of All Investments



Source: 2023 TIP

Although 40% of the 2023 TIP is made up of regional or local investments in public transit, it is important to note that a substantial share of total funding dedicated to transit operators for ongoing operations and maintenance is not included in the TIP. This funding comes from state, regional and local sources and may not be captured in the TIP as these projects and programs do not typically require a federal action.

The disparate impact analysis indicates that the share of federal and state transit investments distributed to transit service supporting people of color is greater than the respective shares of regional transit ridership and regional population.

2023 Federal/State Transit Investments by Race/Ethnicity

	Federal/State Transit Investments (in millions)	Percent of Total Federal/State Transit Funding	Percent of Regional Ridership	Percent of Total Regional Population
People of Color	\$1,367	65%	63%	62%
White Population	\$751	35%	37%	38%
Total	\$2,119	100%	100%	100%

Sources: 2014-19 MTC Transit Passenger Demographic Survey, 2018 BART Customer Satisfaction Survey, 2023 TIP

Investments distributed on a per-capita basis indicate that people of color in the region are receiving \$286 in benefits per person, more than the \$254 in benefits per person for white populations (or 113% of the benefits received by white residents).

2023 Federal/State Transit Investments, Disparate Impact Analysis by Population

	Federal/State Transit Investments (in millions)	Regional Population (2019)	Per- Capita Benefit	Per Capita Benefit for People of Color as a Percentage of White per Capita Benefit
People of Color	\$1,367	4,778,954	\$286	113%
White Population	\$751	2,960,424	\$254	N/A
Total	\$2,119	7,739,378	\$1,631	N/A

Sources: 2014-19 MTC Transit Passenger Demographic Survey, 2018 BART Customer Satisfaction Survey, 2023 TIP

Investments distributed on a per transit rider basis indicate that people of color in the region receive \$1,294 in benefits per rider, more than the \$1,218 in benefits per transit rider for white populations (or 106% of the benefits received by white residents).

2023 Federal/State Transit Investments, Disparate Impact Analysis by Boardings

	Federal/State Transit Investments (in millions)	Average Daily Transit Ridership (2014-19)	Per- Rider Benefit	Per Capita Benefit for People of Color as a Percentage of White per Capita Benefit
People of Color	\$1,367	1,056,083	\$1,294	106%
White Population	\$751	617,342	\$1,218	N/A
Total	\$2,119	1,673,425	\$6,103	N/A

Sources: 2014-19 MTC Transit Passenger Demographic Survey, 2018 BART Customer Satisfaction Survey, 2023 TIP

While the 2023 TIP continues to make improvements in transit per rider and per capita disparate impact metrics, the proportion of investments supporting low-income transit riders continues to be less than the share of transit trips within the same group. It is important to emphasize that the TIP does not reflect the full picture of transportation investments in the Bay Area. The TIP only includes four years of near-term fund programming and tends not to include operating and maintenance funds, particularly for transit.

Comparison with Prior Analyses

The share of transit investments in the 2023 TIP that support trips made by passengers in low-income households (31%) continues to be less than these passengers' relative share of transit trips (44%). Although the share of low-income trips and the corresponding proportion of TIP investments have both declined in recent analyses, the proportion of TIP investments has declined more precipitously, resulting in a growing divide between TIP investment supporting low-income transit riders and the proportion of trips by these riders. Over the past two TIP periods, the majority of TIP transit investment has been directed to a single project: BART's Berryessa to San Jose Extension. The proportion of low-income BART riders is lower than the regional average for transit riders, consequently the last two analyses have shown a greater disparity between the proportion of low-income trips and associated TIP investment levels. Declines seen in both these metrics are also driven in part by the static definition of low-income riders, which captures a decreasing share of transit passengers over each subsequent TIP analysis due to steady increases in median income over the same period.

Conversely, the results of the disparate impact transit analysis have improved with the 2023 TIP, as compared to the 2021 TIP. The per transit rider investment benefit for people of color increased from 95% of transit investment benefits for white populations in the 2021 TIP to 106% benefit in the 2023 TIP. Similarly, the per capita transit investment benefit for people of color continues to exceed the per capita for white populations (113% of the white per capita benefit in 2023 TIP).

VI. Clipper® Fare Payment System

The Clipper® Program is a fare payment system based on smart card technology that is used to pay fares on transit systems throughout the Bay Area. The Clipper card is currently accepted on 22 Bay Area transit operators, including the Alameda-Contra Costa Transit District (AC Transit); Golden Gate Bridge Highway and Transportation District (GGBHTD); the San Francisco Bay Area Rapid Transit District (BART); the City and County of San Francisco Municipal Transportation Agency (SFMTA); the San Mateo County Transit District (SamTrans); the Santa Clara Valley Transportation Authority (VTA); the Peninsula Corridor Joint Powers Board (Caltrain); Central Contra Costa Transit Authority; City of Fairfield, as the operator of Fairfield and Suisun Transit; City of Petaluma; Eastern Contra Costa Transit Authority;

Livermore/Amador Valley Transit Authority; Marin County Transit District; Napa County Transportation and Planning Agency; Solano County Transit; Sonoma County Transit; Vacaville City Coach; Western Contra Costa Transit Authority; San Francisco Bay Area Water Emergency Transportation Authority; City of Santa Rosa; City of Union City; and the Sonoma Marin Area Rail Transit System.

MTC is authorized by state statute¹³ to adopt rules and regulations to promote the coordination of fares and schedules for all public transit systems within its jurisdiction and to require every system to enter into a joint fare revenue sharing agreement with connecting systems. Pursuant to this statute, MTC adopted a Transit Coordination Implementation Plan (MTC Resolution 3866) which required certain Bay Area transit operators to implement, operate and promote the Clipper® fare payment program as their primary fare payment systems.

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

MTC regularly conducts community and operator outreach efforts related to the Clipper® program.

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

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

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

¹³ California Government Code § 66516.

MTC Clipper® Mobile Card Fare Equity Analysis

In recent years, a similar chip as is contained in the Clipper plastic card has been integrated into most smartphones and smartwatches. This allows transit agencies to create “mobile” cards which can be read by the same card readers as the plastic cards. MTC has partnered with their fare integrator along with Google and Apple to allow customers to create Clipper mobile cards which are contained in the “wallet” of a customer’s smartphone or smartwatch.

The mobile cards have some benefits over the plastic cards. First is that the mobile cards cost less to issue than the plastic cards and do not need to be physically distributed to ticket machines or sales outlets. Another benefit is that the mobile card is integrated into a device customers tend to keep for several years, and they are difficult to share with other customers which is a fare evasion concern.

MTC introduced the mobile card in early 2021 with no card acquisition fee as a promotion for the first six months. The same \$3 fee as the plastic card started to be charged in October 2021. The fee was again waived as a promotion in March 2022 because of supply-chain issues causing delays in shipments of plastic cards.

Based on the results of the completed analysis, see Appendix M, the reduced cost of the mobile Clipper card compared to the plastic card does not cause a disparate impact or disproportionate burden for Clipper customers protected under Federal Title VI and Environmental Justice regulations. Overall, the benefits for minority customers are higher based on their higher usage of the mobile card. Low-income customers will be paying higher overall card acquisition fees if they continue to acquire more plastic than mobile cards, however the fee difference does not exceed the transit agency adopted thresholds.

To close the gap for low-income customers, MTC may consider the continuation of programs which provide plastic Clipper cards to low-income customers at no cost. The Clipper START pilot-program is one effective way to distribute more free plastic cards since the program is targeted to low-income customers. MTC also has a program to provide free cards to community-based organizations whose primary mission is serving low-income individuals.

MTC Clipper® Bay Pass Pilot Program

The Clipper BayPass Pilot Program initially launched in August 2022 at four educational institutions (San Francisco State University, San Jose State University, UC Berkeley, and Santa Rosa Junior College) and expanded on October 31, 2022, to 12 affordable housing communities managed by MidPen Housing in Alameda, San Mateo, and Santa Clara Counties. Clipper BayPass provides participants with a transit pass valid for unlimited travel (excluding San Francisco Municipal Transportation Agency’s Cable Cars in San Francisco) on all 22 Bay Area

transit operators that use the Clipper Card payment system. The Clipper BayPass Pilot Program is a research project intended to have a two-year duration, concluding in the summer/fall of 2024. The Clipper BayPass Pilot Program is being offered to participants/institutions at no charge. MTC and transit operators are funding the program with non-federal California State Transit Assistance (STA) funds.

The Clipper BayPass Pilot Program launched as a “pilot” under the provisions of the Federal Transit Administration’s (FTA) Title VI Circular for the initial six-month period permitted by the Title VI Circular. On November 28, 2022, Karin Vosgueritchian, Regional Civil Rights Officer for Region 9 of the FTA granted an extension of the “pilot” for an additional six months. On September 14, 2023, Jason Ciavarella, representative for Region 9 of the FTA approved an additional six months with the pilot concluding in February 2024. During this requested extended time period MTC, Bay Area transit operators, and a consultant team will be working to prepare a Title VI equity analysis informed by the data we have gathered over the pilot period.

VII. GLOSSARY

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

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

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

US DOT

United States Department of Transportation

VTA

Santa Clara Valley Transportation Authority

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

Appendix A
MTC Resolution 3931 - Listing of Policy Advisory Council Advisors

Date: November 18, 2009
W.I.: 1114
Referred by: Legislation
Revised: 03/24/10-C 02/23/11-C
02/22/12-C 07/25/12-C
03/27/13-C 07/24/13-C
07/23/14-C 11/19/14-C
03/25/15-C 09/23/15-C
10/26/16-C 07/26/17-C
10/25/17-C 04/24/19-C
07/24/19-C 02/26/20-C
12/16/20-C 03/24/21-C
11/17/21-C 03/23/22-C
07/27/22-C 10/26/22-C
01/25/23-C 03/22/23-C

ABSTRACT

Resolution No. 3931, Revised

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

This resolution was revised on December 16, 2020 to extend the terms of the advisors identified in Attachment B through December 2021.

This resolution was revised on March 24, 2021, to include revisions to Attachment B and Attachment C.

This resolution was revised on November 17, 2021, to include revisions to Attachment B and Attachment C.

This resolution was revised on March 23, 2022, to include revisions to Attachment B and Attachment C.

This resolution was revised on July 27, 2022, to include revisions to Attachment B and Attachment C.

This resolution was revised on October 26, 2022, to include revisions to Attachment B and Attachment C.

This resolution was revised on January 25, 2023, to include revisions to Attachment A.

This resolution was revised on March 22, 2023, to include revisions to Attachment B and Attachment C.

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

RE: Commission Policy Advisory Council

METROPOLITAN TRANSPORTATION COMMISSION
RESOLUTION NO. 3931

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

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

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

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

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

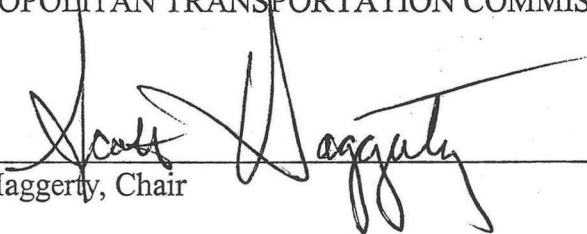
RESOLVED, that the members of the Policy Advisory Council will be appointed according to the process and shall have the role, tasks, membership and meetings as described in Attachment A to this resolution, attached hereto and incorporated herein as though set forth at length; and be it further

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

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

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

METROPOLITAN TRANSPORTATION COMMISSION



Scott Haggerty, Chair

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

Date: November 18, 2009
W.I.: 1114
Referred by: Legislation
Revised: 03/27/13-C 10/26/16-C
01/25/23-C

Attachment A
Resolution No. 3931
Page 1 of 4

Attachment A
Metropolitan Transportation Commission
Policy Advisory Council

A. Mission Statement

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

B. Roles/Expectations

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

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

2. Responsibilities

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

3. Council Work Plan

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

4. Reporting to the Commission

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

5. Limitations on Advisor Activities

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

6. Conflict of Interest Policy

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

7. Ethics Training

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

C. Membership

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

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

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

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

There shall be no alternates to the appointed membership.

D. Appointment Process

1. General

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

2. Terms of Appointment

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

E. Procedures

Attendance and Participation

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

2. Residency Requirements

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

3. Compensation

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

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

4. Meeting Frequency and Location of Meetings

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

5. Ad Hoc Working Groups

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

6. Quorum Requirements

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

7. Election of Council Chair and Vice Chair

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

8. Public Meetings

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

Date: March 24, 2010
W.I.: 1114
Referred by: Legislation
Revised: 02/23/11-C 02/22/12-C 07/25/12-C
07/24/13-C 07/23/14-C 11/19/14-C
03/25/15-C 09/23/15-C 10/26/16-C
07/26/17-C 10/25/17-C 04/24/19-C
07/24/19-C 02/26/20-C 12/16/20-C
03/24/21-C 11/17/21-C 03/23/22-C
07/27/22-C 10/26/22-C 03/22/23-C

Attachment B
Resolution No. 3931
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**Metropolitan Transportation Commission
Policy Advisory Council
Term: January 2021 – December 2025**

Advisor Name	Representing	County	Appointing Commissioner(s)
Adina Levin	Environment	At-Large	Chair Pedroza and Vice Chair Josefowitz
Anne Olivia Eldred	Environment	At-Large	Chair Pedroza and Vice Chair Josefowitz
Carina Vinh Lieu	People of Color	Alameda	Dutra-Vernaci, Miley and Schaaf
Charley Lavery	Older Adult	San Mateo	Papan, Canepa
Chris Fitzgerald	Disabled	Santa Clara	Chavez, Abe-Koga, and Liccardo
Dwayne Hankerson	Disabled	Solano	Spering
Frank Welte	Disabled	Alameda	Dutra-Vernaci, Miley and Schaaf
Gabriela Yamilet Orantes	People of Color	Sonoma	Fleming, Rabbitt
Genay Markham	Environment	At-Large	Chair Pedroza and Vice Chair Josefowitz
Gerald Glaser	Older Adult	Sonoma	Fleming, Rabbitt
Howard Wong	Older Adult	San Francisco	Vice Chair Josefowitz, Ronen, Ahn
Ihaf Esuf	Economy	At-Large	Chair Haggerty and Vice Chair Pedroza
Michael Baldini	Low-Income/Environmental Justice	Napa	Chair Pedroza (for Napa County)
Pamela Campos	People of Color	San Mateo	Papan, Canepa
Phil Pierce	Environment	At-Large	Chair Pedroza and Vice Chair Josefowitz
Rachel Zack	Environment	At-Large	Chair Pedroza and Vice Chair Josefowitz
Randi Kinman	Low-Income/Environmental Justice	Santa Clara	Chavez, Abe-Koga, and Liccardo
Rodney Nickens	Economy	At-Large	Chair Pedroza and Vice Chair Josefowitz
Terrence (Terry) Keith Scott	Older Adult	Napa	Chair Pedroza (for Napa County)
Veda Florez	Older Adult	Marin	Connolly
Vinay Pimple	Disabled	Contra Costa	Glover, Worth
Walter Wilson	Economy	At-Large	Chair Haggerty and Vice Chair Pedroza
Wendi Kallins	Low-Income/Environmental Justice	Marin	Connolly
William Goodwin	People of Color	Contra Costa	Glover, Worth
Zachary Deutsch-Gross	Economy	At-Large	Chair Pedroza and Vice Chair Josefowitz
John Parker Jr.	People of Color	Solano	Spering
Zelly Lodin	Low-Income/Environmental Justice	San Francisco	Vice Chair Josefowitz and Ronen

Date: February 23, 2011
W.I.: 1114
Referred by: Legislation
Revised: 07/25/12-C 07/24/13-C
07/23/14-C 11/19/14-C
03/25/15-C 09/23/15-C
10/26/16-C 10/25/17-C
04/24/19-C 07/24/19-C
02/26/20-C 03/24/21-C
11/17/21-C 03/23/22-C
07/27/22-C 10/26/22-C
03/22/23-C

Attachment C
Resolution No. 3931
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**Metropolitan Transportation Commission
Policy Advisory Council
Former Advisors and Their Replacements**

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

Former Advisor	Time Served	Representing	Replaced By	Replaced On
Tim Reeder	July 2013 – December 2014	Equity	Michelle R. Hernandez, Equity	September 23, 2015
Bena Chang	March 2010 – November 2014	Economy	Scott Lane, Environment	September 23, 2015
Joanne Busenbark	September 2013 – September 2015	Equity	Sudhir Chaudhary, Equity	October 26, 2016
Linda Jeffrey Sailors	July 2013 – May 2016	Environment	Sydney Fang, Environment	October 26, 2016
Gerald Rico	March 2010 – June 2016	Equity	Cathleen Baker, Equity	October 26, 2016
Sandi Galvez	February 2011 – June 2016	Environment	Jonathan Fearn, Economy	October 26, 2016
Cathleen Baker	July 2014 – October 2016	Environment	Anna Lee, Environment	October 26, 2016
Caroline Banuelos	March 2010 – October 2017	Equity	Adrian Mendoza, Equity	October 25, 2017
Naomi Armenta	March 2010 – October 2017	Equity	Abigail Cochran, Equity	October 25, 2017
Elizabeth A. Clary	July 2013 – October 2017	Equity	Rick Coates, Equity	October 25, 2017
Sydney Fang	October 2016 – October 2017	Environment	Wendi Kallins, Environment	October 25, 2017
Jonathan Fearn	October 2016 – October 2017	Economy	Teddy Kÿ-Nam Miller, Economy	October 25, 2017
Bob Glover	September 2013 – October 2017	Economy	Matt Regan, Economy	October 25, 2017
Charles Kaufman	November 2014 – October 2017	Equity	Marc Madden, Equity	October 25, 2017
Scott Lane	September 2015 – October 2017	Environment	Corinne Winter, Environment	October 25, 2017
Jerry Levine	July 2013 – October 2017	Environment	Adina Levin, Environment	October 25, 2017
Shireen Malekafzali	November 2014 – October 2017	Equity	Daniel Saver, Equity	October 25, 2017
Mark Nicholson	July 2013 – October 2017	Equity	Rahmon Momoh, Equity	October 25, 2017
Mike Pechner	July 2013 – October 2017	Equity	Richard Burnett, Equity	October 25, 2017
Alan R. Talansky	July 2012 – October 2017	Economy	Patrick Wolff, Economy	October 25, 2017
Harriet Wolf	November 2014 – October 2017	Equity	Michael Lopez, Equity	October 25, 2017
Richard Burnett	March 2010 – October 2017	Equity	K. Patrice Williams, Equity	October 25, 2017
Wil Din	September 2013 – October 2017	Equity	Jerri Diep, Equity	October 25, 2017
Corinne Winter	October 2017 – December 2018	Environment	Anne Olivia Eldred, Environment	April 24, 2019
Jerri Diep	October 2017 – January 2019	Equity	Daisy Ozim, Equity	July 24, 2019
Sudhir Chaudhary	October 2017 – March 2019	Equity	Terry Scott, Equity	February 26, 2020
Matt Regan	October 2017 – July 2018	Economy	Bob Glover, Economy	February 26, 2020
Teddy Kÿ-Nam Miller	October 2017 – July 2019	Economy	Christina Gotuaco, Economy	February 26, 2020
Patrick Wolff	October 2017 – October 2019	Economy	Walter Wilson, Economy	February 26, 2020
Daniel Saver	October 2017 – December 2019	Equity	Pamela Campos, Equity	January 12, 2022
Jim E. Blacksten	July 2012 – July 2020	Equity	Frank Welte, Equity	March 24, 2021
Cathleen Baker	October 2016 – July 2019	Equity	Michael Baldini, Equity	February 26, 2020
K. Patrice Williams	October 2017 – June 2020	Equity	Benjamin Edokpayi, Equity	January 12, 2022
Daisy Ozim	July 2019 – December 2020	Equity	Christina Gotuaco, Equity	January 12, 2022
Abigail Cochran	October 2017 – August 2021	Equity	Howard Wong, Equity	January 12, 2022
Adrian Mendoza	October 2017 – December 2021	Equity	Gabriela Yamilet Orantes, Equity	January 12, 2022
Anna Lee	October 2016 – March 2020	Environment	Genay Markham, Environment	January 12, 2022

Former Advisor	Time Served	Representing	Replaced By	Replaced On
Bob Glover	February 2020 – December 2021	Economy	Ilaf Esuf, Economy	January 12, 2022
Carlos Castellanos	2007 – December 2021	Equity	Carina Vinh Lieu	January 12, 2022
Cynthia Murray	March 2015 – December 2021	Economy	Rodney K. Nickens, Economy	January 12, 2022
Marc Madden	October 2017 – December 2021	Equity	Phil Pierce, Environment	January 12, 2022
Michael Lopez	October 2017 – December 2021	Equity	Chris Fitzgerald, Equity	January 12, 2022
Michelle Hernandez	Sept. 2015 – December 2021	Equity	Vinay Pimple, Equity	January 12, 2022
Rahmon Momoh	October 2017 – December 2021	Equity	William Goodwin, Equity	January 12, 2022
Richard Burnett	March 2010 – December 2021	Equity	Dwayne Hankerson, Equity	January 12, 2022
Rick Coates	October 2017 – December 2021	Equity	Gerald Glaser, Equity	January 12, 2022
Terry Scott	February 2020 – December 2021	Equity	Hans Korve, Equity	March 23, 2022
Benjamin Schweng	July 2013 – December 2021	Environment	Rachel Zack, Environment	January 12, 2022
Hans Korve	n/a	Equity	Terry Scott, Equity	April 13, 2022
Benjamin Edokpayi	January 2022 – April 2022	Equity	John Parker Jr., Equity	July 27, 2022
Christina Gotuaco	February 2020 – September 2022	Equity	Zelly Lodin, Environment	October 26, 2022
Richard Hedges	July 2003 – February 2023	Equity	Charley Lavery, Equity	March 22, 2023

Appendix B
Transit Operators Receiving FTA Grants as Direct Recipients

Public Participation

Title VI – Civil Rights Act

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

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

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

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

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

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

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


TITLE VI COMPLAINT PROCEDURE


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

The complaint procedure has five steps, outlined below:

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




excluded from or denied the benefits of, or subjected to discrimination under any program or activity receiving federal financial assistance through MTC may file a written complaint with the Deputy Executive Director, Operations. Such complaint must be filed within 180 calendar days after the date the person believes the discrimination occurred.

MTC's Title VI Complaint Form (/sites/default/files/Title_VI_Complaint_Form.pdf) (PDF) 

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

第六章投訴表格

(https://mtc.ca.gov/sites/default/files/Title_VI_Complaint_Form_Chinese_12-17.docx) (Word)

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

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

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

Title VI Report and Appendices

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

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

Related Documents

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

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

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

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

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

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

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

[Accessibility \(/about-mtc/access-everyone/tddtty-visual-support\)](/about-mtc/access-everyone/tddtty-visual-support)

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



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

We Want to Hear From You

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

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

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Metropolitan Transportation Commission (✓)

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

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

Accessibility (</about-mtc/access-everyone/tddty-visual-support>)

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

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

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

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

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Metropolitan Transportation Commission (MTC) Title VI Complaint Form

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

Section I:				
Name:				
Address:				
Telephone (Home):		Telephone (Work):		
Electronic Mail Address:				
Accessible Format Requirements? Check all that apply.	<input type="checkbox"/>	Large Print	<input type="checkbox"/>	Audio Tape
	<input type="checkbox"/>	TDD	<input type="checkbox"/>	Other
Section II:				
Are you filing this complaint on your own behalf?	Yes*	<input type="checkbox"/>	No	<input type="checkbox"/>
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are filing this complaint:				
Please explain why you are filing for this person:				

Please confirm that you have obtained the permission of the complaining person if you are filing on their behalf.	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Section III				
I believe the discrimination I experienced was based on (check all that apply):	<input type="checkbox"/>	Race	<input type="checkbox"/>	Color
	<input type="checkbox"/>		<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 the person(s) who discriminated against you (if known) as well as the names and contact information of any witnesses.				
Section IV				
Have you previously filed a Title VI complaint with this agency?	Yes		No	
Section V				
Have you filed a complaint with any other Federal, State or local agency, or with any Federal or State Court?	Yes		No	
If yes, check all that apply?		Federal Agency		State Agency
		Federal Court		Local Agency
		State Court		

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

Please sign here: _____

Date: _____

Note - MTC cannot accept your complaint without a signature.

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

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

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

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

APPENDIX B

Appendix B: FTA Grant Recipients in MTC Region³

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

Notes:

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

Appendix C
Complaint Procedures and Complaint Form

Public Participation

Title VI – Civil Rights Act

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

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

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

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

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

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

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


TITLE VI COMPLAINT PROCEDURE


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

The complaint procedure has five steps, outlined below:

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




excluded from or denied the benefits of, or subjected to discrimination under any program or activity receiving federal financial assistance through MTC may file a written complaint with the Deputy Executive Director, Operations. Such complaint must be filed within 180 calendar days after the date the person believes the discrimination occurred.

MTC's Title VI Complaint Form (/sites/default/files/Title_VI_Complaint_Form.pdf) (PDF) 

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

第六章投訴表格

(https://mtc.ca.gov/sites/default/files/Title_VI_Complaint_Form_Chinese_12-17.docx) (Word)

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

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

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

Title VI Report and Appendices

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

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

Related Documents

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

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

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

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

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[Accessibility \(/about-mtc/access-everyone/tddtty-visual-support\)](/about-mtc/access-everyone/tddtty-visual-support)

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



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

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

Section I:				
Name:				
Address:				
Telephone (Home):		Telephone (Work):		
Electronic Mail Address:				
Accessible Format Requirements? Check all that apply.	<input type="checkbox"/>	Large Print	<input type="checkbox"/>	Audio Tape
	<input type="checkbox"/>	TDD	<input type="checkbox"/>	Other
Section II:				
Are you filing this complaint on your own behalf?	Yes*	<input type="checkbox"/>	No	<input type="checkbox"/>
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are filing this complaint:				
Please explain why you are filing for this person:				
Please confirm that you have obtained the permission of the complaining person if you are filing on their behalf.	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Section III				
I believe the discrimination I experienced was based on (check all that apply):	<input type="checkbox"/>	Race	<input type="checkbox"/>	Color
	<input type="checkbox"/>		<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 the person(s) who discriminated against you (if known) as well as the names and contact information of any witnesses.				
Section IV				
Have you previously filed a Title VI complaint with this agency?	Yes		No	
Section V				
Have you filed a complaint with any other Federal, State or local agency, or with any Federal or State Court?	Yes		No	
If yes, check all that apply?		Federal Agency		State Agency
		Federal Court		Local Agency
		State Court		

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

Please sign here: _____

Date: _____

Note - MTC cannot accept your complaint without a signature.

Please mail your completed form to:
 Metropolitan Transportation Commission
 Deputy Executive Director, Operations
 Bay Area Metro Center
 375 Beale Street, Suite 800
 San Francisco, CA 94105
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Appendix D
Listing of Title VI Complaints

Appendix D

MTC Title VI Complaints

November 2020 – October 2023

MTC Title VI Tracking Form 2020 - 20223

	Date Submitted:	Submitted By:	Basis for Complaint:	Review Officer:	Findings:	Date Response Issued:
1.	January 30, 2022	Brent V. Lett	Disability and Race (see "J:\PROJECT\Title VI Report\Complaints\2018 to 2022 Complaints\B Lett 01.22\B Lett Information\B Lett_ClipperMTCComplaint2022.docx")	Michael Brinton/Ky-Nam Miller	"J:\PROJECT\Title VI Report\Complaints\2018 to 2022 Complaints\B Lett 01.22\Internal\Final Docs\B Lett_Title VI Compaint Response Letter.pdf"	March 31, 2022



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Development

Therese W. McMillan
Executive Director

Alix Bockelman
Deputy Executive Director, Policy

Andrew B. Fremier
Deputy Executive Director, Operations

Brad Paul
Deputy Executive Director, Local
Government Services

March 31, 2022

Mr. Brent Lett



RE: Title VI Complaint

Dear Mr. Lett:

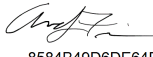
Attached is a copy of the Title VI Complaint Review Officers' evaluation of your Title VI Complaint regarding an alleged refusal to provide service to you and contacting of the BART Police on January 4, 2022 at the Clipper In Person Customer Service Center located at the Embarcadero BART Station in San Francisco, CA. I concur with the finding in the evaluation that there is insufficient evidence to conclude that you were denied service, or discriminated against, on the basis of your race, color, or national origin.

If you disagree with the response, you may request reconsideration by submitting the request, in writing, to the MTC Executive Director within 10 calendar days after receipt of this letter. The request for reconsideration shall be sufficiently detailed to contain any items you feel were not fully understood by the Deputy Executive Director, Operations. The Executive Director will notify you of her decision either to accept or reject the request for reconsideration within 10 calendar days. In cases where the Executive Director agrees to reconsider, the matter shall be returned to the staff review officer(s) to re-evaluate.

If the request for reconsideration is denied, you may appeal the Executive Director's response to the Complaint by submitting a written appeal to an MTC Committee no later than 10 calendar days after receipt of the Executive Director's written decision rejecting reconsideration. Such appeal can be sent to MTC's Title VI Coordinator, Michael Brinton, at mbrinton@bayareametro.gov or at the above address.

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

Sincerely,

DocuSigned by:

8584B49D6DE64E9...

Andrew B. Fremier
Deputy Executive Director, Operations

Attachments:

B. Lett Title VI Complaint Evaluation Report

CC:

Andrew B. Fremier (Deputy Executive Director – Operations)
Michael Brinton (Review Officer)
Ky-Nam Miller (Review Officer)

Attachment A

B. Lett Title VI Complaint Evaluation Report



ASSOCIATION OF BAY AREA GOVERNMENTS
METROPOLITAN TRANSPORTATION COMMISSION

Memorandum

TO: Andrew Fremier, Deputy Executive Director –
Operations

DATE: March 31, 2022

FR: Michael Brinton, Assistant Director – Contracts &
Compliance Manager

Ky-Nam Miller, Assistant Director – Public Engagement

RE: Brent Lett Complaint – MTC Clipper In Person Service Center: Title VI Complaint Report

This memorandum reports the results of an investigation of a Title VI complaint regarding MTC's Clipper In Person Customer Service Center at the Embarcadero BART Station (IPCSC) submitted by Mr. Brent Lett on January 30th, 2022 (See Attachments A-1 & A-2).

Mr. Lett's complaint asserts that on January 4, 2022 at approximately 3:00 PM, he was refused service at the IPCSC after waiting in line and that BART Police were called solely based on his race. Per Mr. Lett, when he arrived at the IPCSC, there was one person being serviced at the customer service window. When the IPCSC staff person asked Mr. Lett and those behind him to line up along the wall, Mr. Lett states that he did not move and he stayed in plain view of the service window as there was minimal foot traffic in the station. When it was his turn, he approached the window for assistance. The customer service representative closed the service window and informed Mr. Lett that if he did not leave, the BART police would be called. Mr. Lett states that he stepped aside and awaited the arrival of BART Police. Upon arrival at the IPCSC, a BART police officer stated that the customer service representative informed BART Police that Mr. Lett attempted to cut in line. While Mr. Lett was waiting for the BART Police, he observed the customer service representative, Christopher Bone, re-open the service window and proceed to assist other Clipper customers who he perceived to be Caucasian (Mr. Lett identifies himself as Black).

In investigating this complaint, we reviewed the following information:

- 1) Mr. Lett's complaint spanning January 29th, 2022 thru March 30, 2022
- 2) Written summary of the event prepared by Mr. Christopher Bone, Operation Manager at the Clipper IPCSC.
- 3) Interview with Mr. Bone
- 4) Interviews with management from the contractor operating the IPCSC under contract with MTC, Faneuil, Inc.
- 5) MTC / Faneuil, Inc. contract
- 6) Interview/discussion with MTC staff responsible for managing the IPCSC project.
- 7) Body-cam video from the BART Police officers who responded to the incident.



ASSOCIATION OF BAY AREA GOVERNMENTS
METROPOLITAN TRANSPORTATION COMMISSION

Memorandum

BACKGROUND:

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

The IPCSC at the Embarcadero BART Station (see Attachment B) originally opened in 2011 and is currently managed by a consultant (Faneuil, Inc.) which was awarded the contract with MTC through a formal Request for Proposal (RFP) process in 2017. The IPCSC staff are to provide a wide array of customer service to Clipper customers.

The Contract requires two employees during open business hours to operate the two installed Clipper Ticket Office Terminal (TOT) devices and answer transportation-related questions. Except when an employee is away from the IPCSC on legally mandated breaks which do not exceed fifteen (15) minutes (not including lunch breaks), or there are unanticipated employee absences for which no coverage is available, two persons shall always be present in the IPCSC to perform their responsibilities.

At the time of this incident, one of the required two staff was on a legally mandated break and the Operations Manager, Christopher Bone, was servicing customers at the service window. Per instruction from BART and San Francisco Municipal Transit Agency (Muni) staff, the IPCSC is expected to direct Clipper customers to queue in line along the wall either to the left or to the right of the service window to ensure that BART and Muni passengers moving through the station are not obstructed from free movement by the IPCSC line. Signage is posted along with a queue divided line in front of the IPCSC that includes instructions to line up along the wall.

INVESTIGATION:

The initial starting point of the investigation included an in-depth review of the formal complaint by Mr. Lett (Attachment A-1) and of the summary of the event from the perspective of the Faneuil, Inc. Operations Manager Christopher Bone. Additionally, the Review Officers interviewed MTC Staff, Faneuil, Inc. management and Mr. Bone. An attempt was made to interview Mr. Lett, however, he decided that he would prefer to pass on the interview and only speak with MTC directly once this investigation was completed.

Mr. Lett and Mr. Bone are in alignment that after initially entering a line in front of the IPCSC, Mr. Bone asked Mr. Lett to shift from queuing directly in front of the IPCSC to along the wall. According to Mr. Bone, when he noticed that more people were queuing behind Mr. Lett, he requested that they all shift the location of the line. When Mr. Lett did not move with the others in line, Mr. Bone was not sure that Mr. Lett was actually a customer in line. Furthermore, Mr. Bone stated that Mr. Lett was visibly agitated and was being verbally aggressive towards Mr. Bone, to the point that Mr. Bone was uncomfortable. As Mr. Bone



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concluded with his current customer, he made the decision that he was not comfortable interacting with Mr. Lett, closed the service window, requested that Mr. Lett leave the IPCSC and ultimately contacted the BART Police.

The Review Officers attempted to contact the BART Police through their Police Records Department and ultimately made contact with the Records and Evidence Supervisor. The Review Officers were instructed to submit a PRA request which was done on March 2, 2022 (Request # Request #22-67). The only footage that captures this event is from the body cameras of the responding BART police. The PRA request was fulfilled on March 28, 2022 and includes audio and video of the interaction between Mr. Lett and the BART Police, as well as audio and video of a discussion with Mr. Bone to obtain his explanation for why they were called. The interactions with Bart Police are consistent with the written/verbal summaries from both Mr. Lett's and Mr. Bone's perspective.

Mr. Lett and Mr. Bone give conflicting accounts of their interactions. Given the lack of audio/video recordings and the lack of third-party witnesses, the descriptions of the event from either Mr. Lett's or Mr. Bone's perspective cannot be independently proven or disproven.

FINDINGS:

Based on the information available to the review officers, there is insufficient evidence that Mr. Lett was denied the benefits of service, or discriminated against, on the basis of race, color, or national origin.

DocuSigned by:

Ky-Nam Miller

16B855C0C729404

Ky-Nam Miller,
Assistant Director, Public Engagement

DocuSigned by:

Michael Brinton

D540AD23C8AE401

Michael Brinton,
Assistant Director, Contract & Compliance



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Attachments:

A-1: Brent Lett Complaint Letter submitted January 29, 2022

A-2: Brent Lett Title VI Complaint

B: Photos of IPCSC at Embarcadero Bart Station



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Attachment A-1
Brent Lett Complaint Letter

Brent Lett (an elderly person and disabled)

[Redacted]

Brent Lett (An elderly person and disabled)

[Redacted]

Case/Claim No.

CLAIM

Claimant

Vs.

Metropolitan Transportation Commission, Faneuil, Inc.
Regional Transit Connection et al; Does 1-20
375 Beale Street Suite 800
San Francisco, CA 94105
Telephone: 415-778-6727
Attn: Matthew Lavrinets
Senior Attorney
mlavrinets@bayareametro.gov
Michael Brinton
Assistant Director,
Contract Compliance Manager
mbrinton@bayareametro.gov
Risk Management/ENO-DNO
Insurance Carrier

Defendants/Respondents'



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Re: Defamation/Slander

Violation of Civil Rights

Title 42 Section 1983

Violation of the California

Bane Act

Violation of Title VI:

Civil Rights Act

Violation of the Unruh

Civil Rights Act of California

Violation of the Rehabilitation

Act of 1973 and its Applicable

Amendments

Violation of Other Applicable Law

Date of Injury: January 3rd, 2022



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General Allegations

- I. On Monday January 3rd, 2022 at approximately 3:07pm I exited the Embarcadero Bart station and made my way to the Clipper customer service counter to make an inquiry regarding my clipper card.
- II. Upon arriving at the counter there was one gentleman being waited on and there was not an excessive amount of people within the station to warrant waiting along side the wall to prevent congestion within the transit station at the Embarcadero station.
- III. I decided to wait in plain view of the attendant whose name I found out to be Chris Bone, servicing the clipper customer service counter so that I would not sustain unnecessary delay in receiving services. Upon arriving at the counter I was disrespectfully told by Chris Bone to wait along side the wall to receive services. I informed Chris that I was going to wait where I was standing.



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IV. After the customer left that was ahead of me I moved forward to receive services. Mr. Bone proceeded to close his station and deny me services at the counter. Chris then proceeded to inform me that he was calling the police if I didn't leave. I encouraged Chris to call the police and that I would wait for them to arrive.

Meanwhile Chris proceeded to reopen his counter and serve other patrons who were Caucasian in decent it appeared to me.

V. The Bart police arrived within 5 minutes of Chris's phone call to them. I had a conversation with them and after speaking with the officers regarding the probable cause of their dispatch, I was informed that they stated that Chris Bone reported I had cut the line in front of another patron. Video evidence will prove otherwise.

VI. The intent of your organization's actions were egregious, done with malice, inept, and maladroit to say the least. The damage that you have done is permanent and cannot be undone. As a black man I could have been shot



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dead for the reporting of a lie to law enforcement.

VII. Chris Bone in essence has committed a violation of law by falsely reporting a crime and should be cited and charged with the crime of reporting a criminal act when there was not one being committed. His actions have caused me a great deal of emotional distress, PTSD, and serious emotional distress.

CONCLUSION

- IX. In closing, normally I would suggest retraining, a revision of your standard operating procedures, and best practices when it comes to these types of matters. I will forego that recommendation for I know there is an underlying culture that exists in your group's ideology which is one of racism.
- X. You will have two calendar days (close of business Tuesday February 1st, 2022 to respond to my complaint. I will allow you 30 days to offer a reasonable remedy to this situation via a compromise settlement and release or consent decree to deal with



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this matter to make an attempt to make me whole again if that in fact is possible. Your response may be in the form of telephone call or electronic mail if you believe in good faith this matter is worth a proper remedy.

XII. I am open and willing to hear what you may feel is fair and just. I believe that we can remedy this situation without engaging the services of those who are more proficient in these matters. That option is now on the table officially along with the consideration of a complaint being filed with the San Francisco District Attorneys office.

XIII. If those options do become necessary, I can assure you that the collateral damage will be more than what it is at the present time. I am not a vexatious litigant, nor do I have litigious endeavors. I do however believe in accountability and adherence to my rights, to not be defamed and have my character and reputation tarnished in a malicious way.

XIV. I look forward to hearing from you soon.

By the way Mr. Brinton has ignored my two voicemail calls I have left for him.

Not good.

Brent Lett

Date: January 29,



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IN PROPRIA PERSONA

cc: others



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Attachment A-2
Brent Lett Title VI Complaint

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

On January 3rd, 2022 I was denied and refused services at the clipper customer counter at the Embarcadero Bart Station in San Francisco in between the hour of 3:07pm and 3:30pm

Section IV

Have you previously filed a Title VI complaint with this agency?	Yes	No
		<input checked="" type="checkbox"/>

Section V

Have you filed a complaint with any other Federal, State or local agency, or with any Federal or State Court?	Yes	No
		<input checked="" type="checkbox"/>

If yes, check all that apply?	<input type="checkbox"/>	Federal Agency	<input type="checkbox"/>	State Agency
	<input type="checkbox"/>	Federal Court	<input type="checkbox"/>	Local Agency
	<input type="checkbox"/>	State Court	<input type="checkbox"/>	

Reserving all rights within the Uniform Commercial Code Sections 1-307, 31-308 and all other applicable law.

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

Please sign here: *Brent Lett*
 Date: *January 30th, 2022*
 Note - MTC cannot accept your complaint without a signature.

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

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

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

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



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Attachment B

Clipper IPCSC at the Embarcadero Bart Station



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

Bay Area Metro Center
375 Beale Street, Suite 800
San Francisco, CA 94105-2066
Main Phone Number: (415) 778-6700
Public Information Line: (415) 778-6757
Email: info@bayareametro.gov
Web: mtc.ca.gov



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

June 2019

Also available in
Chinese and
Spanish

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

為了滿足英文程度有限的人士的需要,此報告有提供中文版本。請致電 1 415.778.6757索取副本

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LIST OF ACRONYMS AND ABBREVIATIONS

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

EXECUTIVE SUMMARY

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

1.0 INTRODUCTION

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

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

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

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

www.mtc.ca.gov/get_involved/participation_plan.htm.

Authority and Guidance

Federal regulations require that recipients of federal funds take reasonable steps to ensure meaningful access to benefits, services, information and other important portions of their programs and activities for individuals with limited English proficiency. Title VI of the Civil Rights Act of 1964 and its implementing regulations state that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity that receives federal financial assistance.

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

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

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

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

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

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

2.0 FOUR-FACTOR ANALYSIS

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

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

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

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

This chapter highlights the methodology and key findings from the Four-Factor Analysis that shaped the development of the 2019 Plan.

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

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

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

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

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

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

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

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

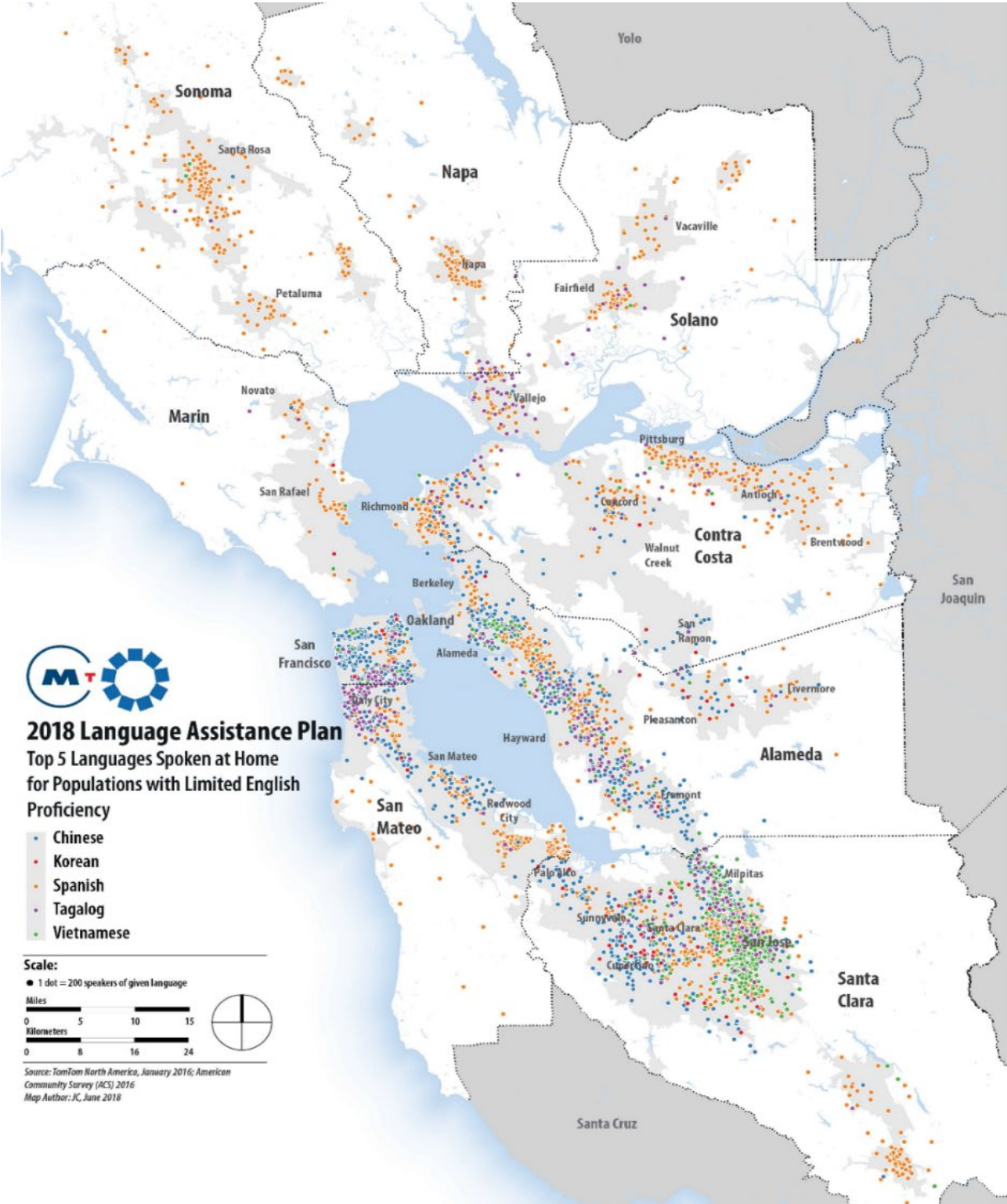
County	Spanish	Chinese	Vietnamese	Tagalog	Korean	Other Languages	Total Speaks English Less than "Very Well"	Speaks English "Very Well"	Total
Alameda	109,755	77,795	17,478	16,243	8,669	58,361	288,301	1,261,611	1,549,912
	7.1%	5.0%	1.1%	1.0%	0.6%	3.8%	18.6%	81.4%	100.0%
Contra Costa	83,950	15,697	4,358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

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

Source: American Community Survey 2016, Table C16001

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

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



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

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

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

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

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

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

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

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

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

Program, Activity or Service	LEP Component
MTC Meetings, Key Planning and Funding Activities	<ul style="list-style-type: none"> → Key planning documents include, but are not limited to, the Regional Transportation Plan and the Transportation Improvement Program. → MTC contracts with a firm to translate key documents (or summaries of documents) and/or provide in-person interpretation assistance as needed upon request. → Flyers for major community workshops and similar meetings include instructions on how to request translation services. → MTC’s website includes Spanish and Chinese language content, including translated versions or summaries of selected documents. → Public participation plans for MTC’s long-range plan include seeking out views of LEP populations by, for example, conducting meetings in languages other than English and designing content to be sensitive to the needs of low-literacy populations. → Meeting notices include multilingual notification on how to request translation services.
Motorist-Aid Call Boxes	<ul style="list-style-type: none"> → Instructions on call boxes are printed in English and Spanish; English- and Spanish-speaking dispatchers are available at all times through the toll-free dispatch center. → For other languages, dispatchers connect speakers to a translation service for assistance (available at all times).
Freeway Service Patrol (FSP)	<ul style="list-style-type: none"> → Tow truck drivers have a card available in multiple languages (Spanish, Chinese, Vietnamese and Tagalog). → Translation service is available to assist via telephone through dispatch center.
FasTrak®	<ul style="list-style-type: none"> → Applications are available in Spanish and Chinese on website. → Brochure is available in Spanish and Chinese on website. → FAQs are available in Spanish and Chinese on website. → Customer Handbook is available in Spanish and Chinese on website. → License Agreement is available in Spanish and Chinese on website. → Privacy policy is available in Spanish and Chinese on website. → Advertising and news releases are done in Spanish and Chinese on website. → Bilingual Staff are available at the FasTrak® Customer Service Center.
Clipper® Fare Payment System	<ul style="list-style-type: none"> → The program is available in English, Spanish and Chinese. Materials are printed in these three languages (separate versions in each language). Likewise, advertising is trilingual (separate versions in each language), telephone service (automated service) is available in these three languages; for self-serve “add value” machines, customers can select their language preference when they begin a transaction. → Website is in English with short program overviews in both Spanish and Chinese. → Customer service center’s live support can connect with a translation service. → Card readers are English-only due to limited capacity and a small display screen.

-
- 511 Traveler Information
- 511.org – The website uses Google’s “Select Language” drop-down menu feature, offering Spanish and Chinese translations. The following pages include content that has been professionally translated into Chinese and Spanish: 511 Phone Service, 511 Freeway Assist, Privacy Policy, Terms of Use and Accessibility.
 - 511 Phone – All functions of the 511 Phone System that are available in English are now available in Spanish. Callers press *3 to access the Spanish interactive voice response system. Essential resources are now also available on the 511-phone system in Cantonese and Mandarin. By pressing *4 (for Cantonese) or *5 (for Mandarin), callers can enter touchtone commands to access important traveler information as well as free transfers to 511 Freeway Assist, Clipper® and FasTrak®, as well as public transit and paratransit agency call centers.
 - Freeway Assist - When callers are transferred from the 511 Phone System to the Freeway Assist call center, customers can speak to operators who use a third-party language translation service.
 - 511 Carpool/Vanpool Program - When callers are transferred from the 511 Phone System to a 511 Carpool or Vanpool representative, customers can speak to operators who use a third-party language translation service.
 - 511 RideMatch – The RideMatch website uses Google’s “Select Language” drop down menu feature, offering Spanish and Chinese translations. The Match List Request (MLR) form, an enrollment form used to add new registrants to the RideMatch system, is available in Spanish and distributed at public events. A dedicated outreach staff member, who is fluent in Spanish, is available for employer events and community events.
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- Regional Transit Hub Signage Program
- Way-finding and transit information signs rely on universal icons/pictographs to bridge language barriers.
 - Limited space for text on signs precludes use of languages other than English in most cases.
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MTC provides the operating programs identified in Table 2 through third-party contractors. The largest operating programs are Clipper® and FasTrak®. MTC surveyed third-party contractor staff who provide direct customer service at the Clipper® and FasTrak® Customer Service Centers (CSCs) on behalf of MTC or who are likely to come in contact with LEP individuals. Surveyed staff members included customer service representatives, service operators and program managers who provide services for MTC throughout the region. For more information on the contractor survey, see the survey section of the Factor 2 Analysis.

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

Clipper® Fare Payment System

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

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

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

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

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

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

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

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

FasTrak®

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

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

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

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

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

511 Traveler Information

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

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

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

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

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

MTC Website

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Social Media

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

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

Surveys

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

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

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

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

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

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

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

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

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

Figure 2: 2013 LEP Person Survey Response by Language

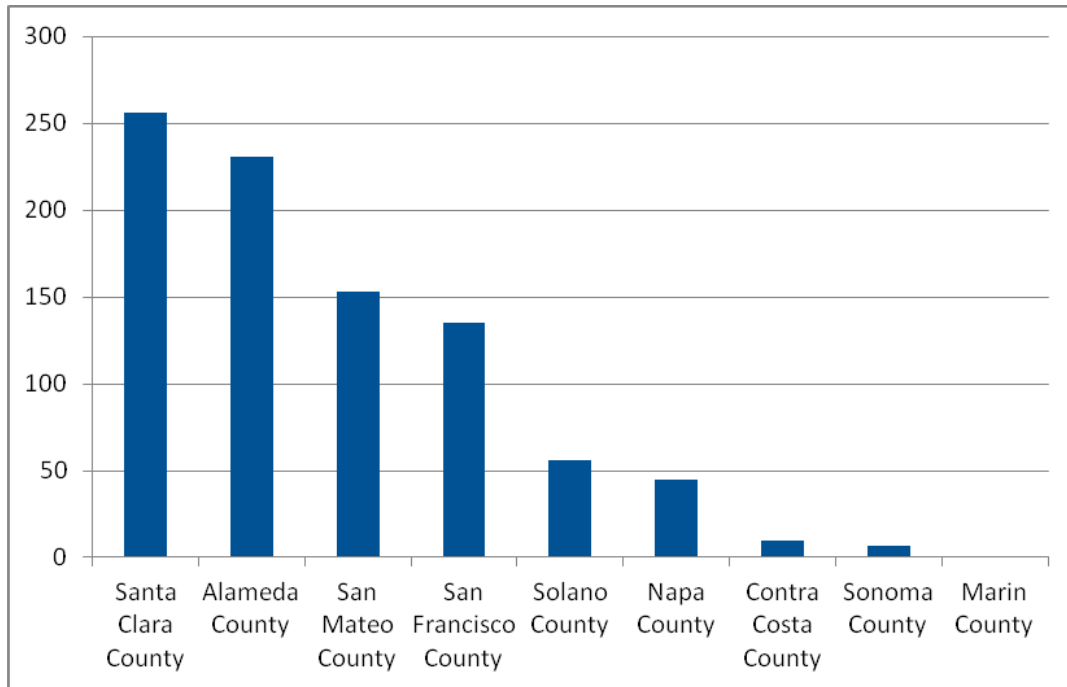


Table 13 illustrates LEP persons' rate of contact with MTC programs, services and activities. MTC held four focus groups as part of the 2013 Plan with LEP persons to evaluate current language assistance measures.

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

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

Summary

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Table 16: Requests for Interpretation, 2013 – 2016

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

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

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

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

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

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

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

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

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

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

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

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

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

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

2.5 Four-Factor Analysis Conclusion

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

3.0 LANGUAGE ASSISTANCE MEASURES

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

3.1 Current Language Assistance Measures

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

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

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

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

Written Language Assistance

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

Oral Language Assistance

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

services

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

Community Outreach

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

Media and Public Relations

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

3.2 Future Language Assistance Measures

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

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

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

instructions (e.g., Clipper® fare payment) and transit system info (e.g., regional transit hub signage program)

- Develop a regional glossary of commonly used transportation terms and translate those terms
- Continue to hire diverse and multi-lingual, multi-cultural staff members
- Regularly remind Agency staff of the resources and tools available to them for translation needs

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

4.0 VITAL DOCUMENT GUIDELINES

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

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

4.1 Language Translation Threshold

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

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

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

4.2 Categories of Vital Documents

MTC’s Vital Documents have been defined as follows:

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

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

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

Tier 1: Critical documents

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

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

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

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

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

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

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

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

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

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

5.0 STAFF TRAINING

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

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

Training Materials

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

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

Special Projects

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

"Brown Bag" Lunch Sessions

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

6.0 NOTIFICATION TO LEP PERSONS

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

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

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

7.0 PLAN MONITORING AND UPDATING

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

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

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

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

8.0 REFERENCES

Federal Transit Administration. Circular 4702.1B: Title VI and Title VI-Dependent Guidelines for Federal Transit Administration Recipients (October 2012).

Federal Transit Administration, Office of Civil Rights. Implementing the Department of Transportation's Policy Guidance Concerning Recipients Responsibilities to Limited English Proficient (LEP) Persons: A Handbook for Public Transportation Providers. (April 2007).

The White House, Office of the Press Secretary. Executive Order 13166: Improving Access to Services for Persons with Limited English Proficiency. (August 2000).

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

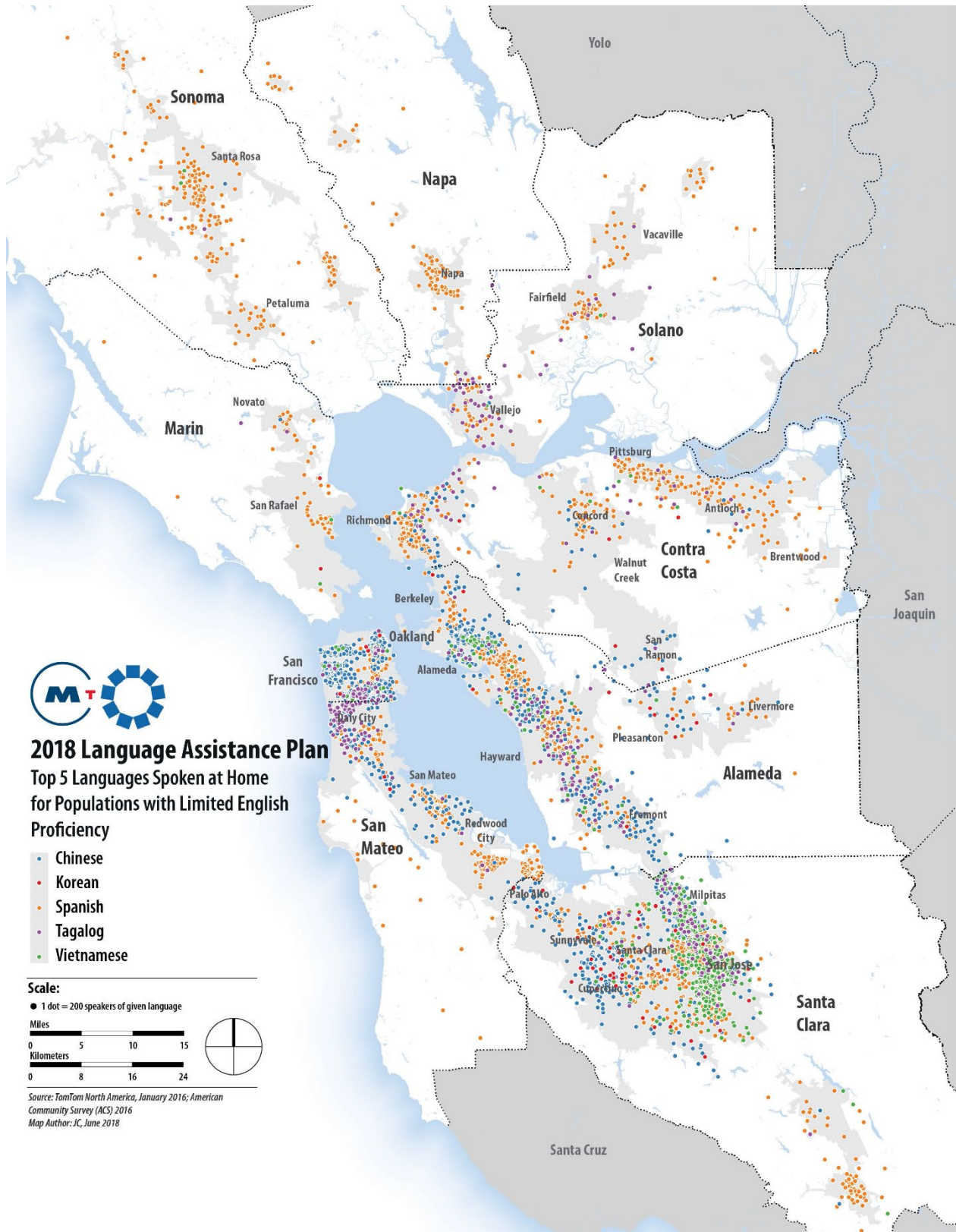
U.S. Department of Transportation. Policy Guidance Concerning Recipients Responsibilities to Limited English Proficient Persons. (December 2005).

APPENDICES

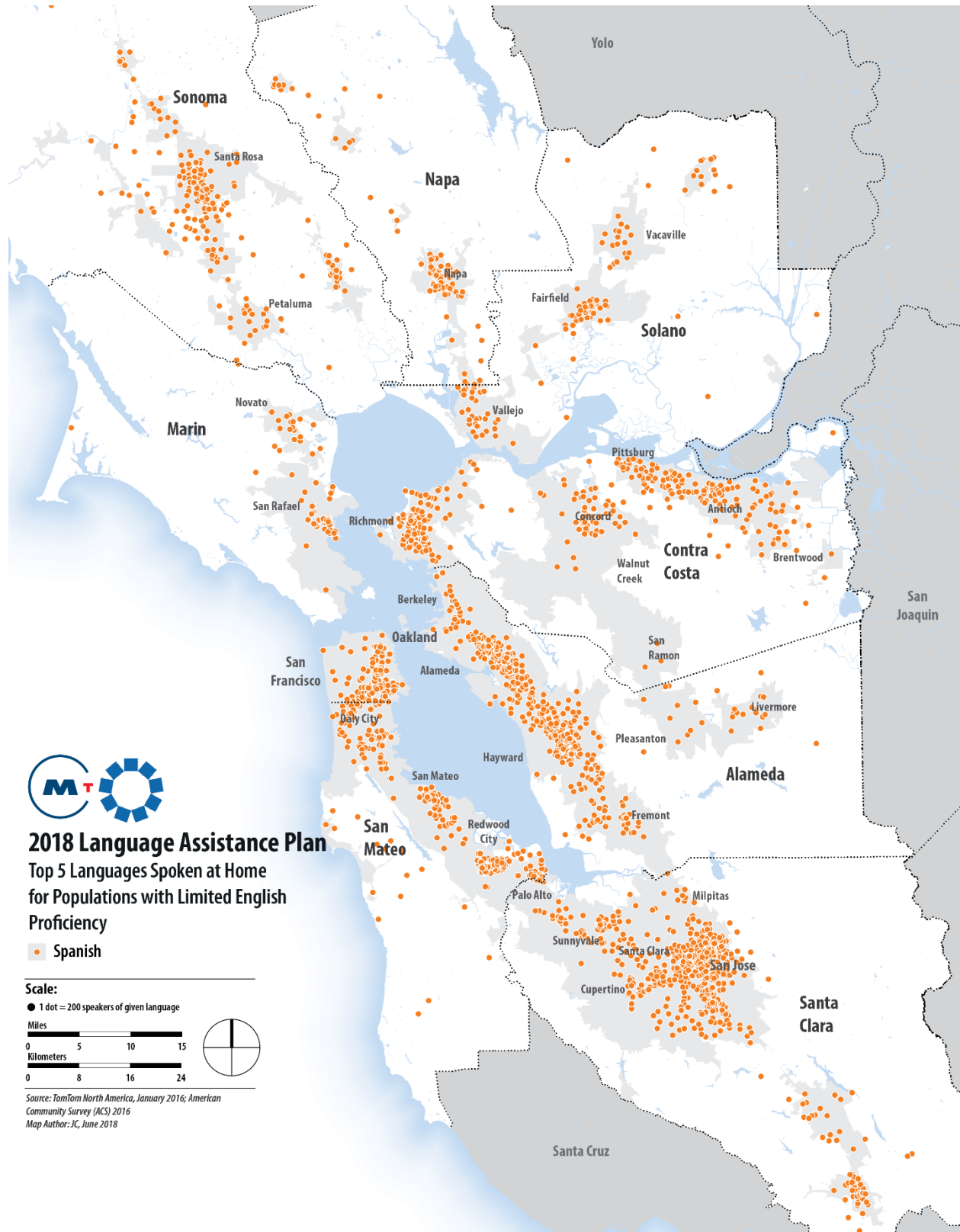
APPENDIX A

Maps of Limited English Proficient Distribution

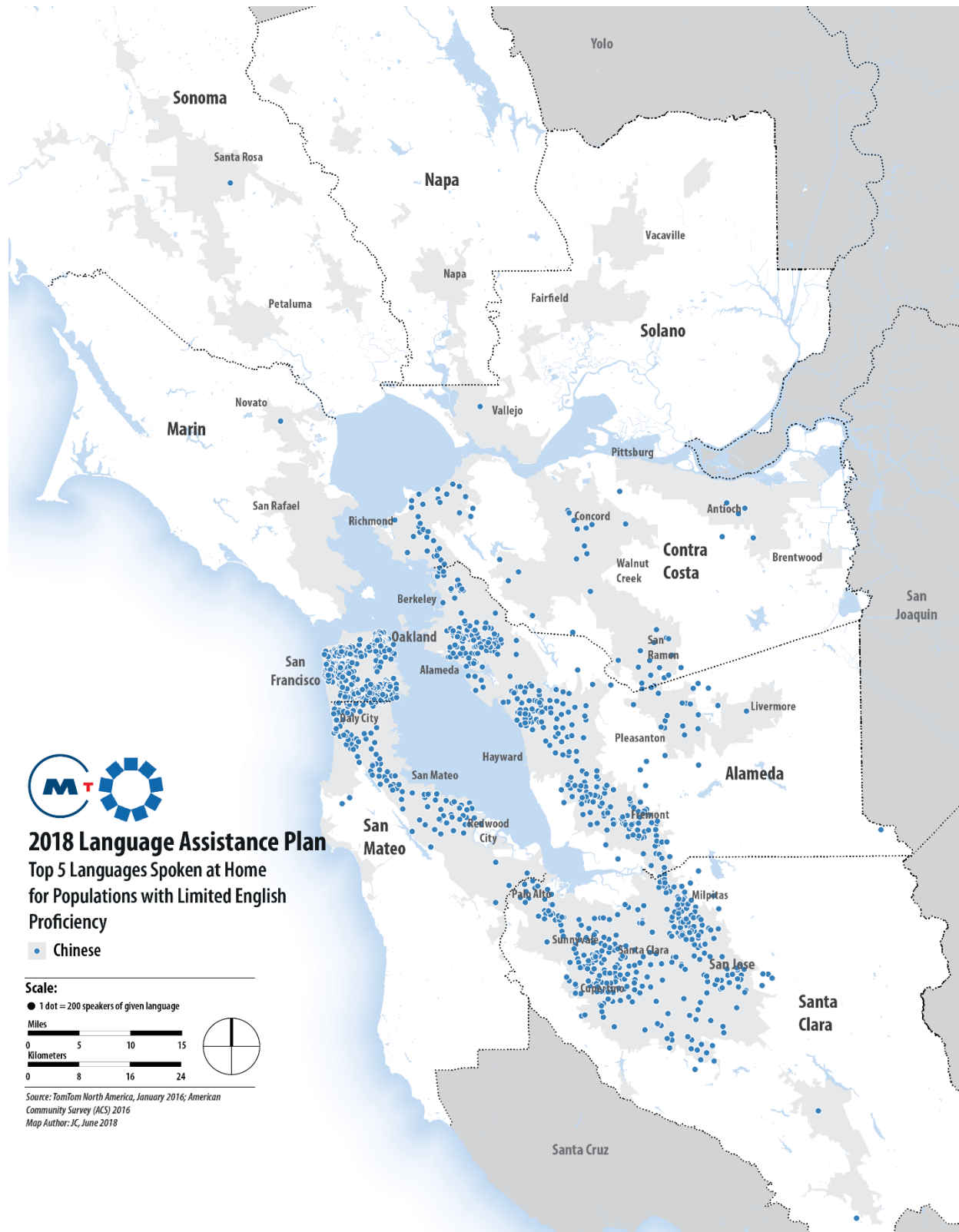
A-1 : Total Limited English Proficient (LEP) Distribution Map



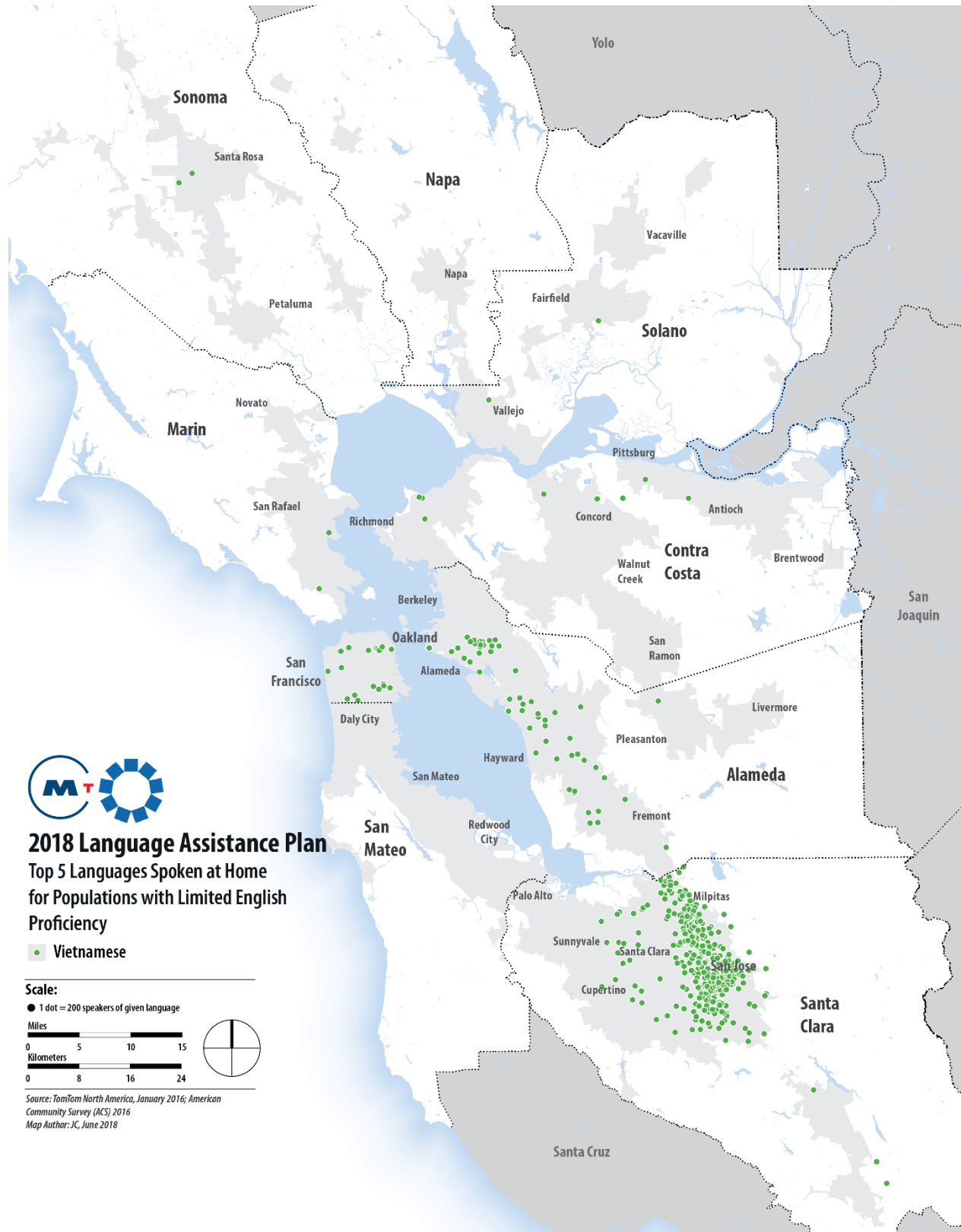
A-2 : Spanish Limited English Proficient (LEP) Distribution Map



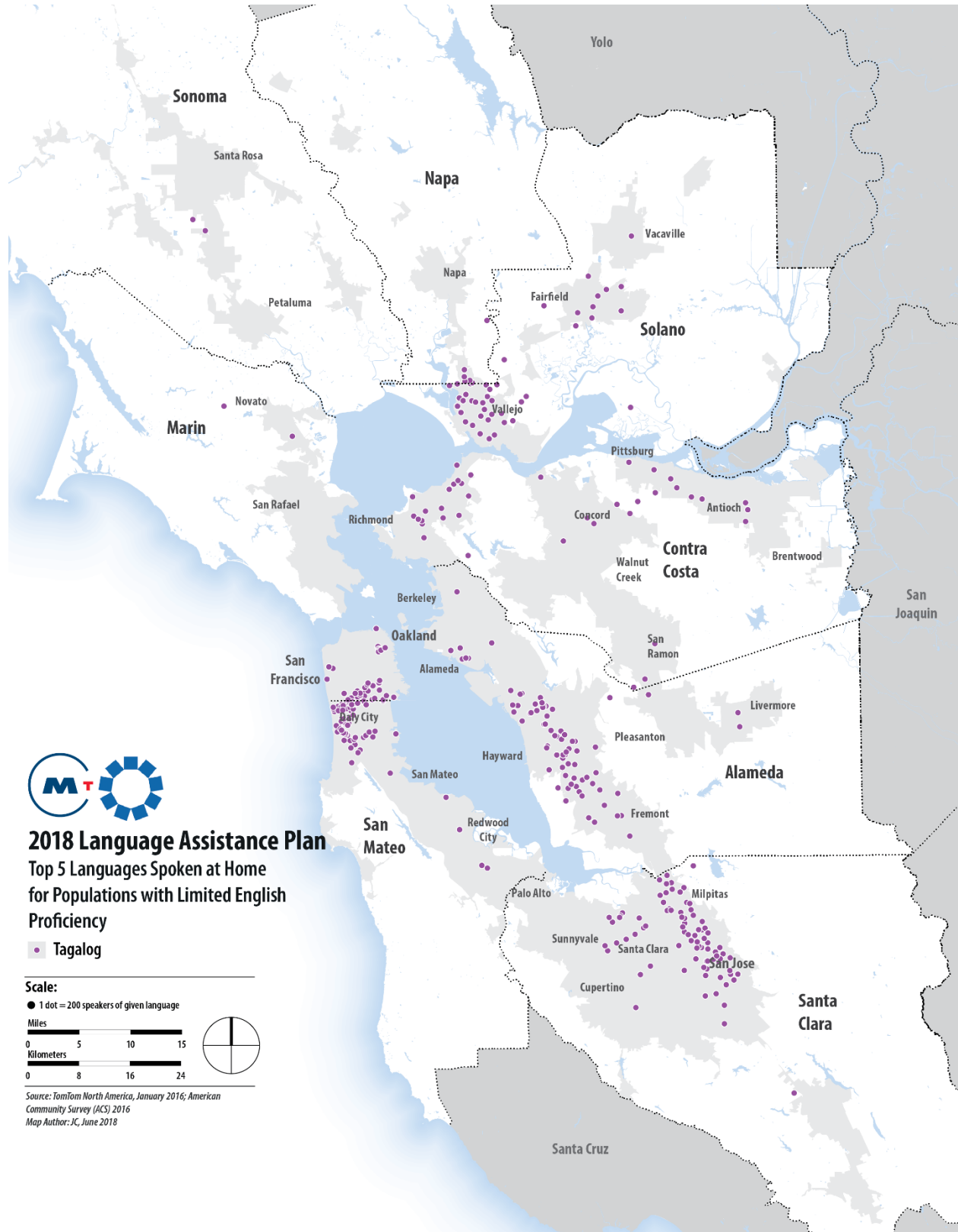
A-3 : Chinese Limited English Proficient (LEP) Distribution Map



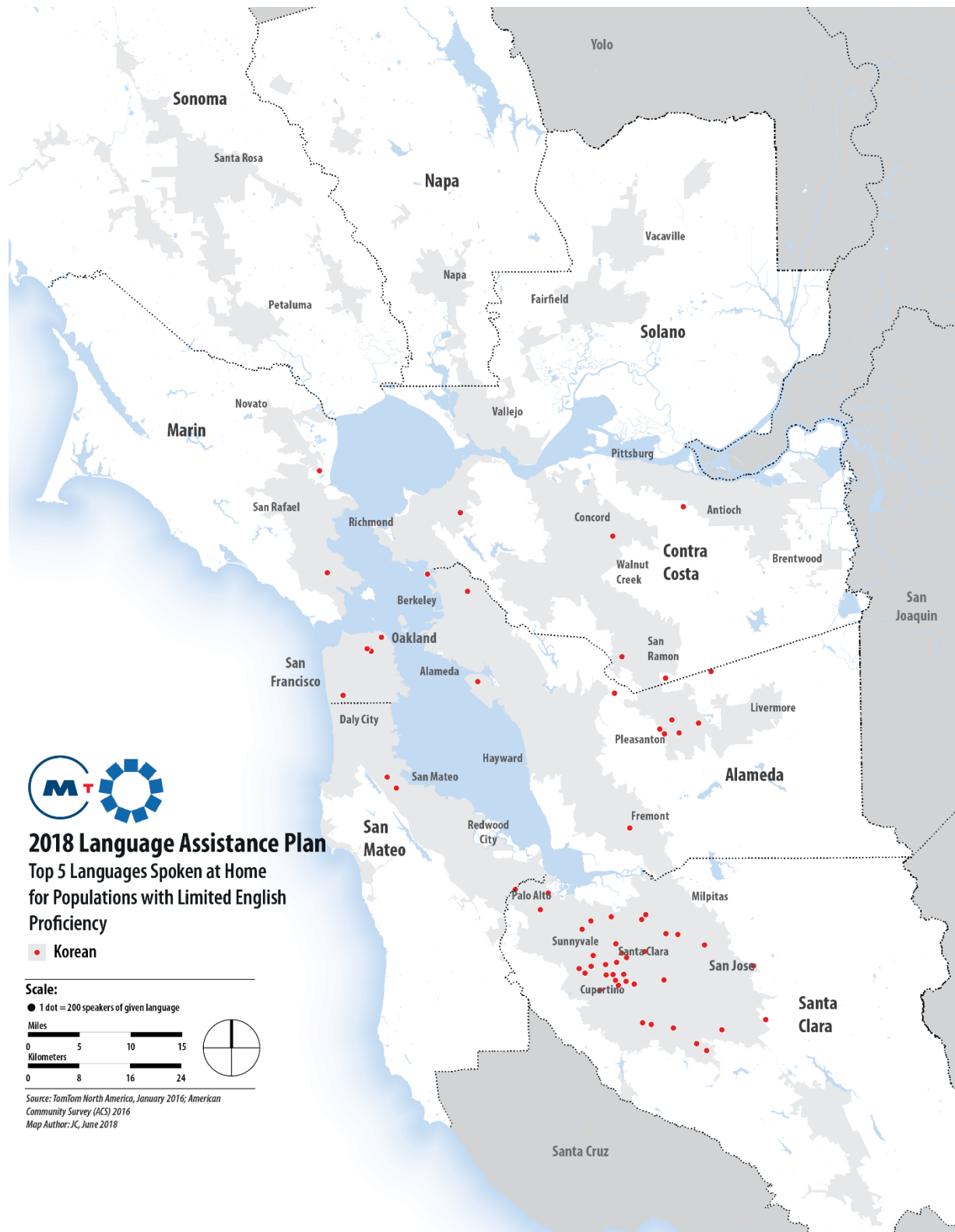
A-4 : Vietnamese Limited English Proficient (LEP) Distribution Map



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



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



APPENDIX B

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

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

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

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

Source: American Community Survey 2012-2016, Table B16001

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

APPENDIX C

MTC Staff Survey (2018)



MTC Language Assistance Plan (LAP) MTC Staff Questionnaire

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

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

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

Thank you for your assistance!

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

1. For which section or division do you work?

- | | |
|---|--|
| <input type="checkbox"/> Executive Office | <input type="checkbox"/> Operations |
| <input type="checkbox"/> Office of General Counsel | <input type="checkbox"/> Bay Area Headquarters Authority |
| <input type="checkbox"/> Finance | <input type="checkbox"/> ABAG Power |
| <input type="checkbox"/> Planning | <input type="checkbox"/> BayREN |
| <input type="checkbox"/> Legislation and Public Affairs | <input type="checkbox"/> Finance Authority for Nonprofit Corporation (FAN) |
| <input type="checkbox"/> Electronic Payments | <input type="checkbox"/> SF Estuary |
| <input type="checkbox"/> Administration and Facilities
and Allocations | <input type="checkbox"/> ABAG Resilience |
| <input type="checkbox"/> Technology Services | <input type="checkbox"/> Other: _____ |

2. How long have you worked for the MTC?

- | | |
|---|--|
| <input type="checkbox"/> Less than one year | <input type="checkbox"/> 3 – 5 years |
| <input type="checkbox"/> 1 – 3 years | <input type="checkbox"/> 5 or more years |

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

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

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

- | | |
|--|---------------------------------------|
| <input type="checkbox"/> Spanish | <input type="checkbox"/> Vietnamese |
| <input type="checkbox"/> Chinese (Cantonese or Mandarin) | <input type="checkbox"/> Korean |
| <input type="checkbox"/> Tagalog | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> None-Fluent in English only | |

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

- Yes No N/A, Fluent in English only

If so, please provide additional detail:

6. Are any services/activities provided by your section frequently sought by Limited English

Proficient (LEP) persons. Yes No

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

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

Language:	Very Frequently (Daily)	Frequently (Weekly)	Somewhat Frequently (Monthly)	Rarely or Never
Spanish	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chinese (Cantonese or Mandarin)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tagalog	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vietnamese	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Korean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-English language I did not recognize	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

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

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

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

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

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

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

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

None of the above

Other: _____

Unknown

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

Brochure or instruction card in their language

Staff training on serving Limited English Proficient (LEP) persons

A phone number to call for assistance

Guidelines and standardized materials to conduct outreach to Limited English Proficient (LEP) persons

None

Other: _____

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

Very satisfied: successfully allowed me to communicate to or with LEP persons

Dissatisfied: complicated my ability to communicate to or with LEP persons

Satisfied: helped me better communicate to or with LEP persons

Very dissatisfied: greatly hindered my ability to communicate to or with LEP persons

Neutral: neither helped nor hindered by my ability to communicate to or with LEP persons

Have not used

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

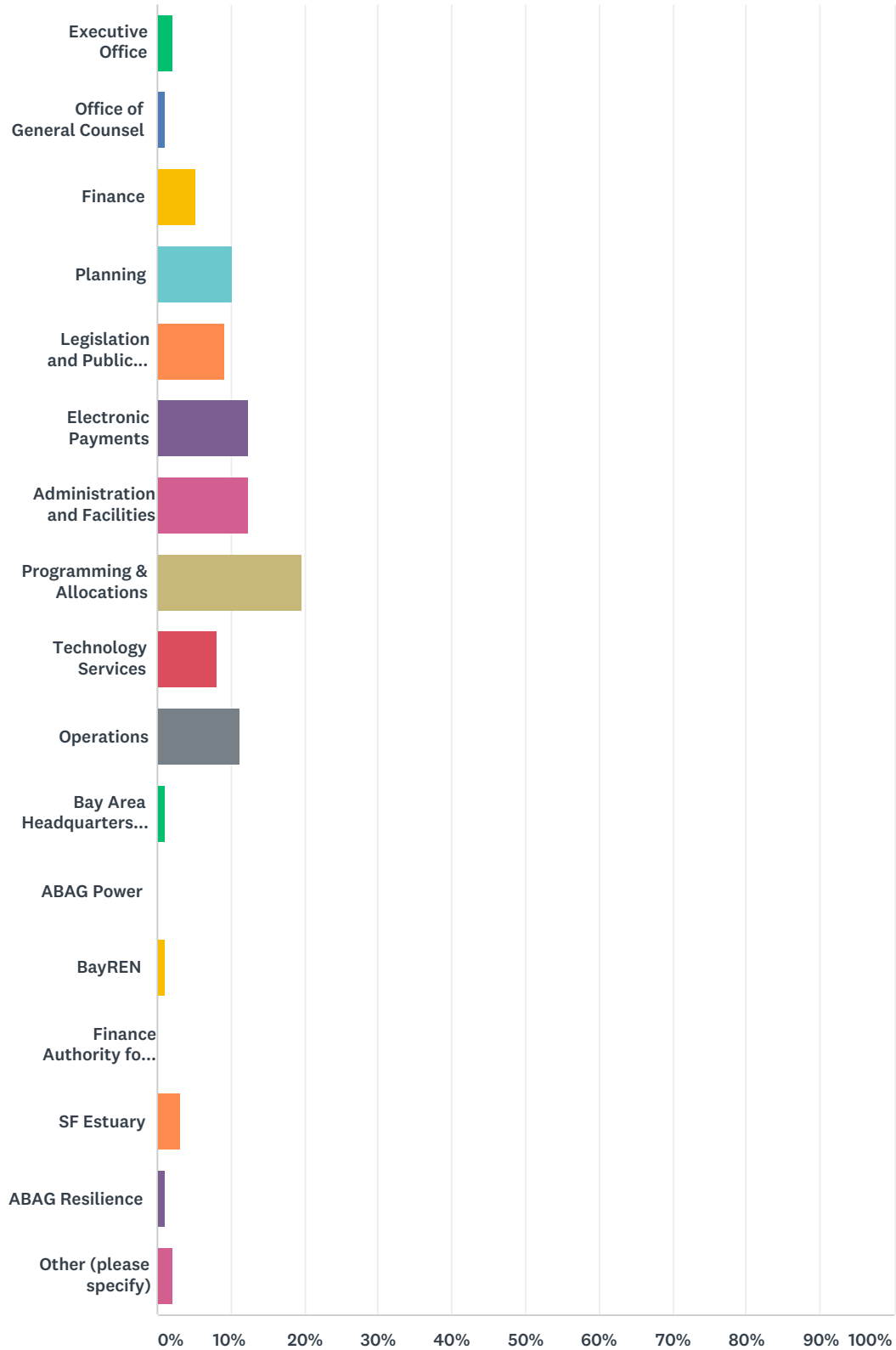
I have no suggestions

APPENDIX D

MTC Staff Survey Results (2018)

Q1 For which section or division do you work?

Answered: 97 Skipped: 0

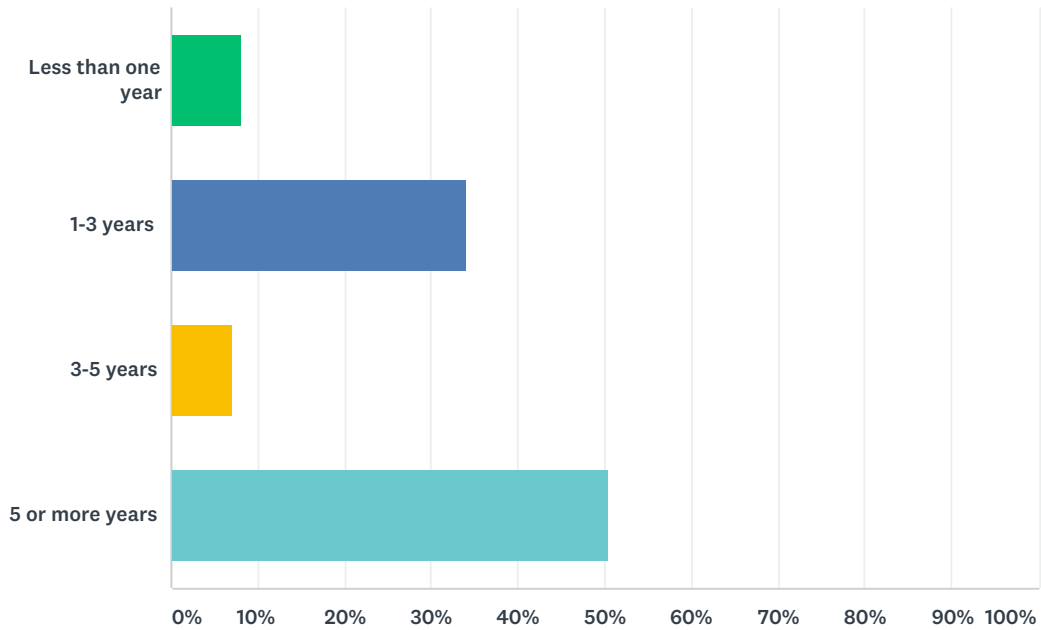


Language Assistance Plan (LAP) MTC Staff Questionnaire

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

Q2 How long have you worked for the MTC?

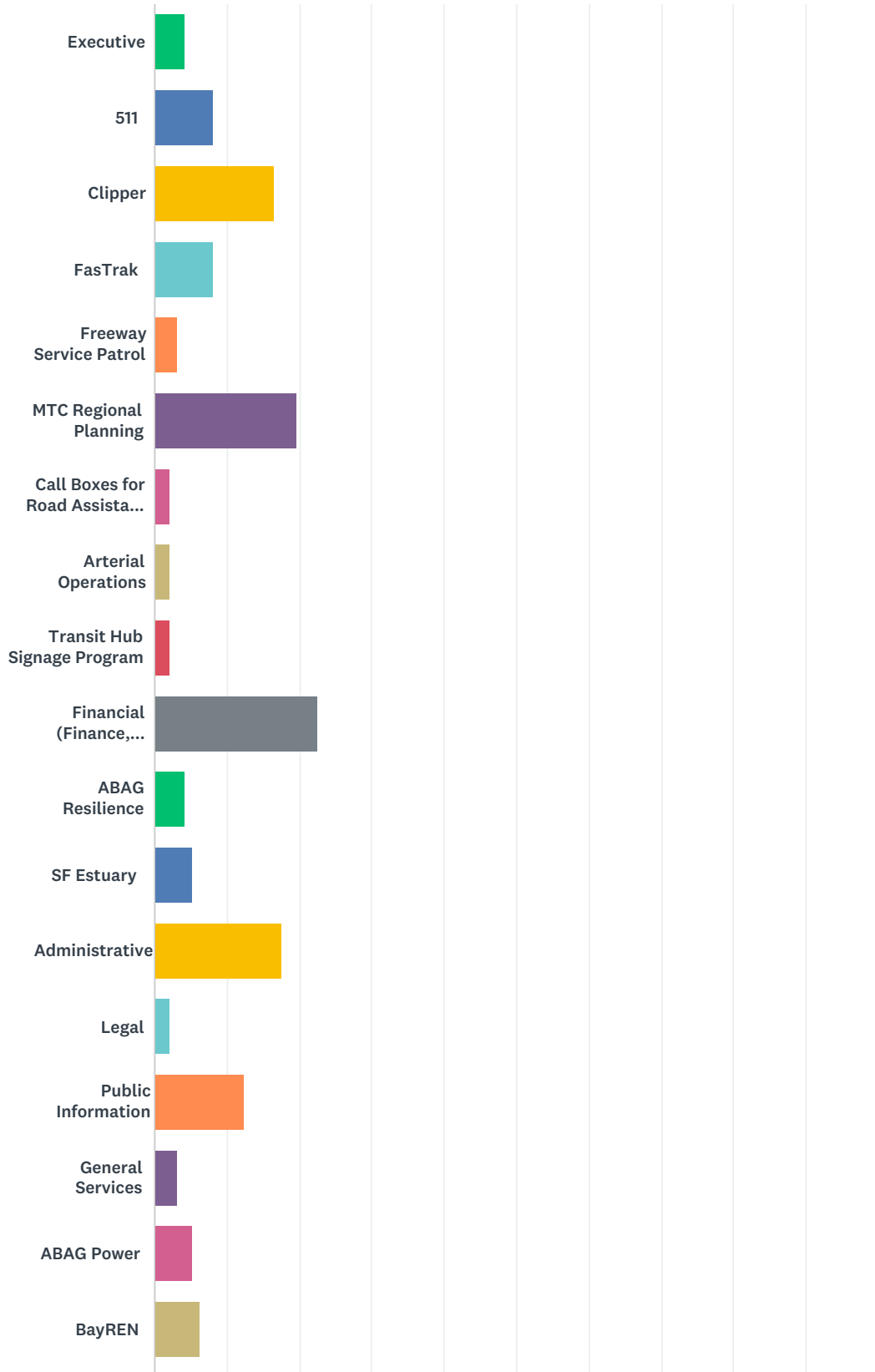
Answered: 97 Skipped: 0



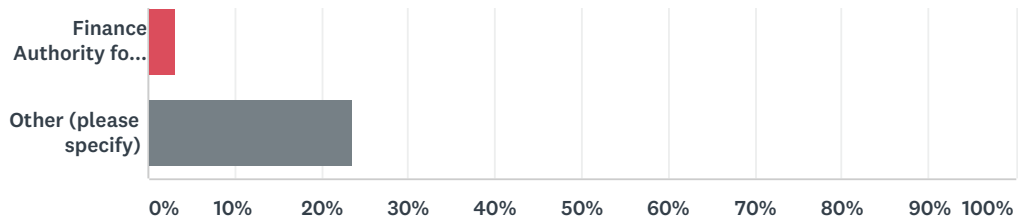
ANSWER CHOICES	RESPONSES	
Less than one year	8.25%	8
1-3 years	34.02%	33
3-5 years	7.22%	7
5 or more years	50.52%	49
TOTAL		97

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

Answered: 97 Skipped: 0



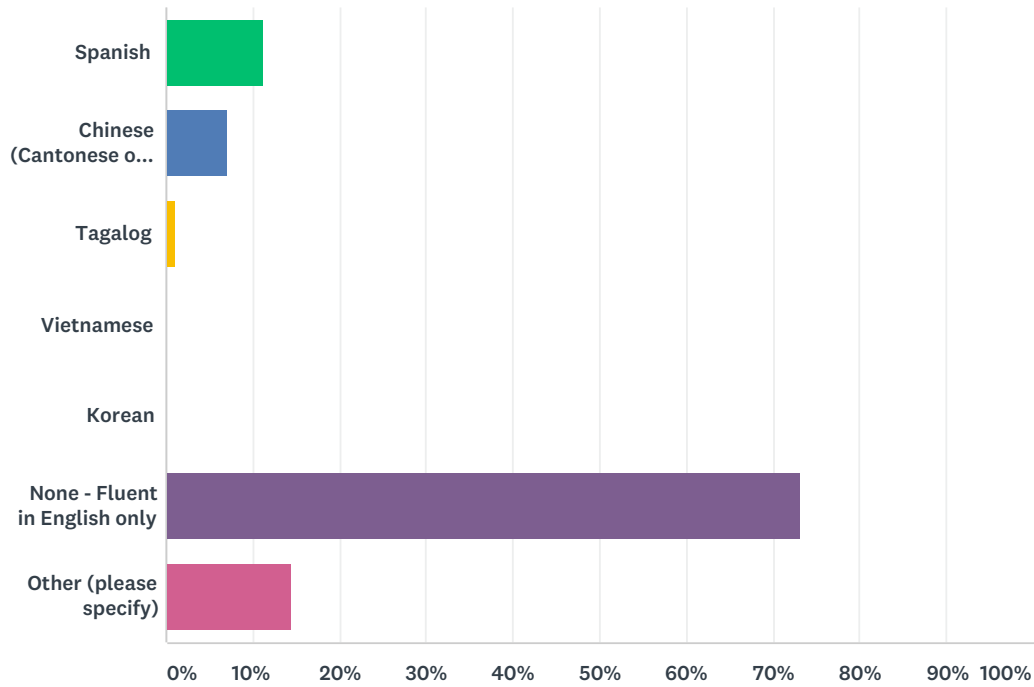
Language Assistance Plan (LAP) MTC Staff Questionnaire



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

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

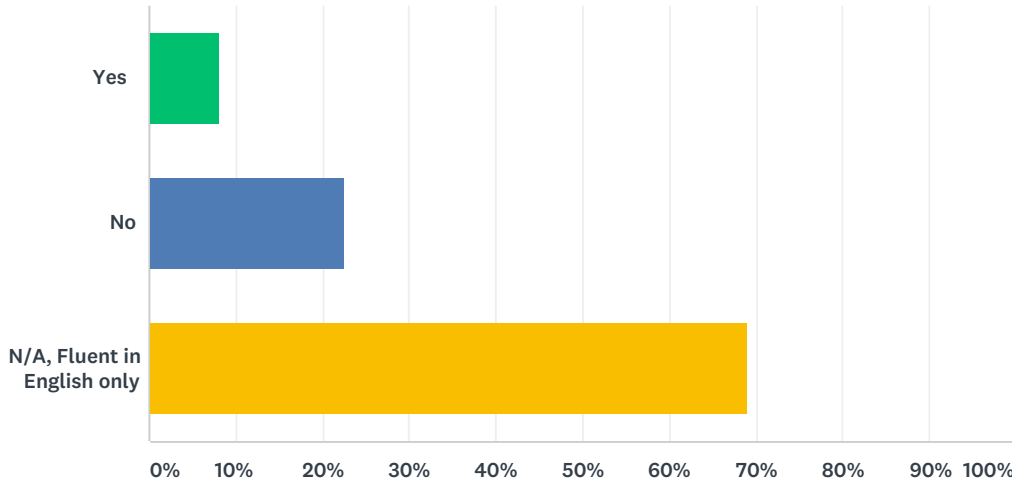
Answered: 97 Skipped: 0



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

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

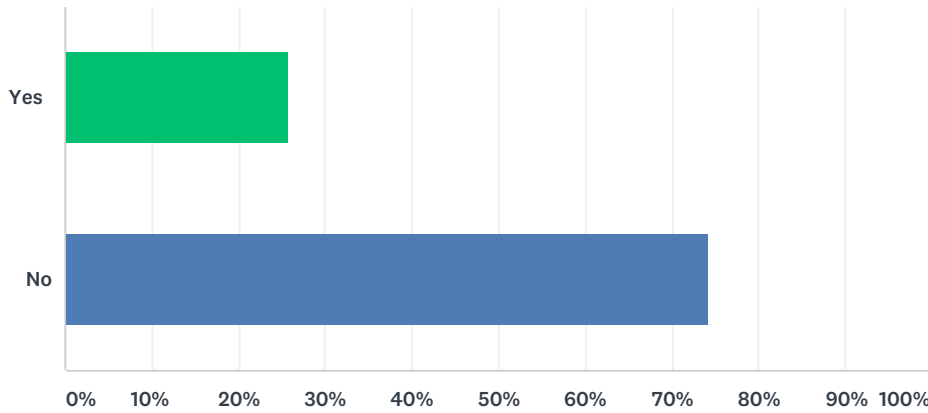
Answered: 97 Skipped: 0



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

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

Answered: 97 Skipped: 0



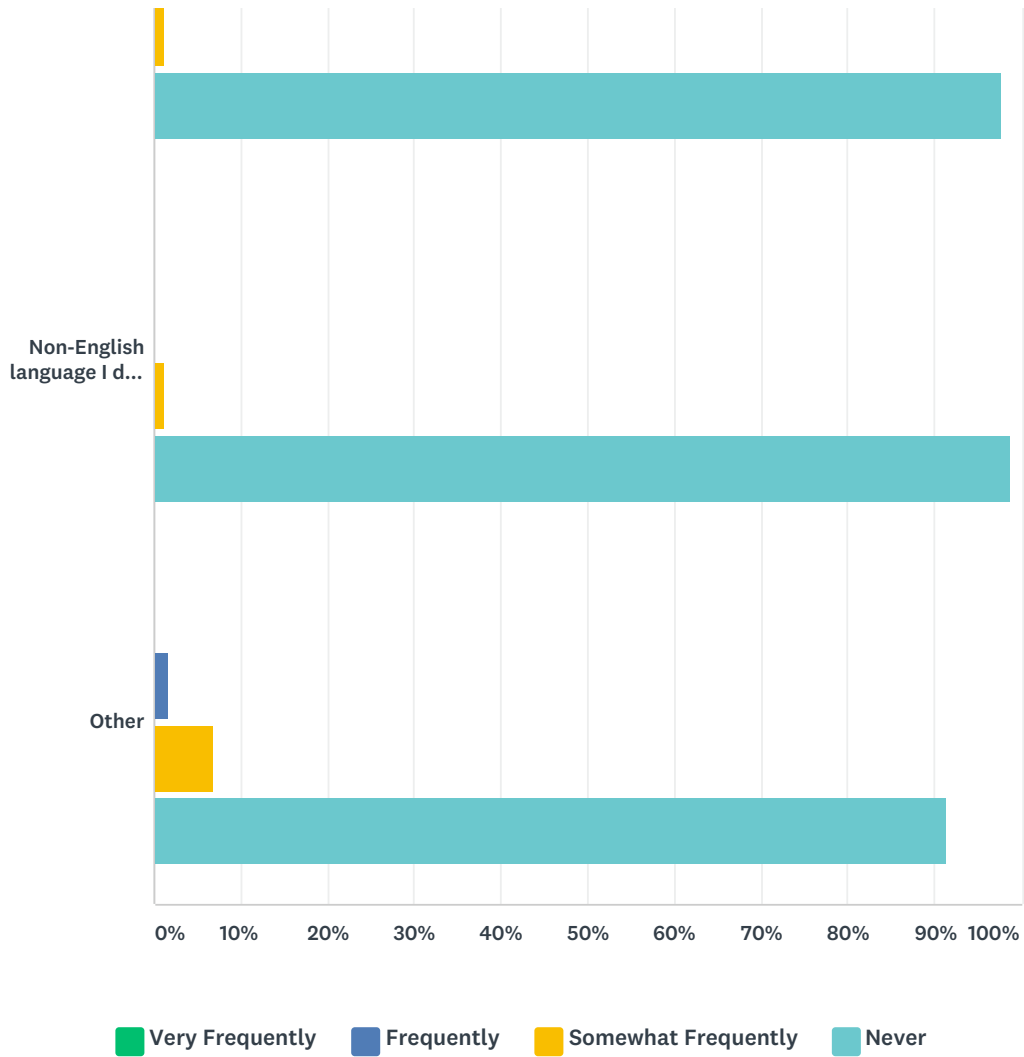
ANSWER CHOICES	RESPONSES	
Yes	25.77%	25
No	74.23%	72
TOTAL		97

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

Answered: 97 Skipped: 0



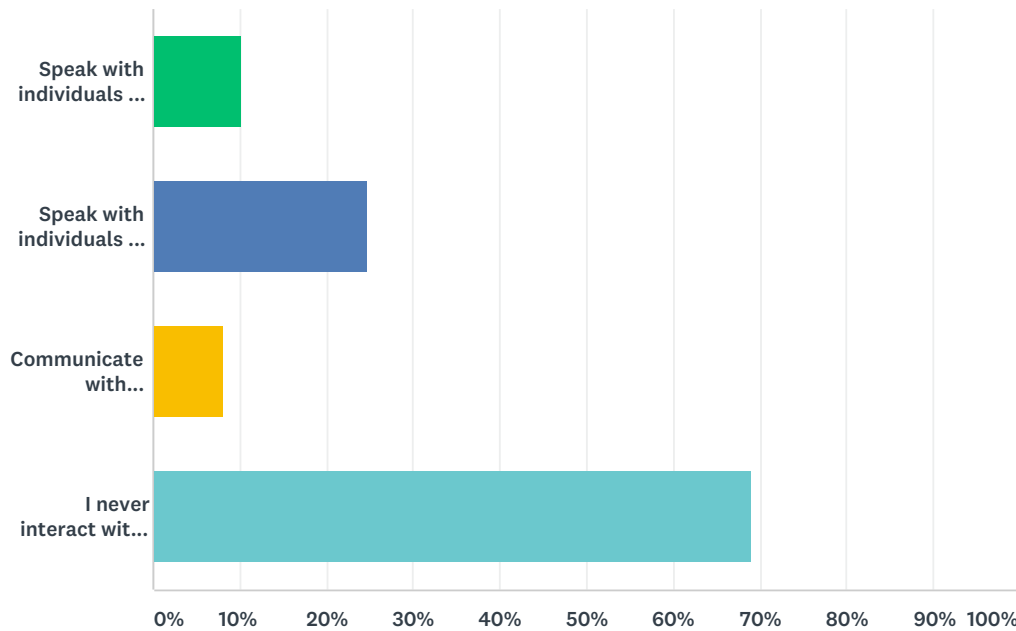
Language Assistance Plan (LAP) MTC Staff Questionnaire



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

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

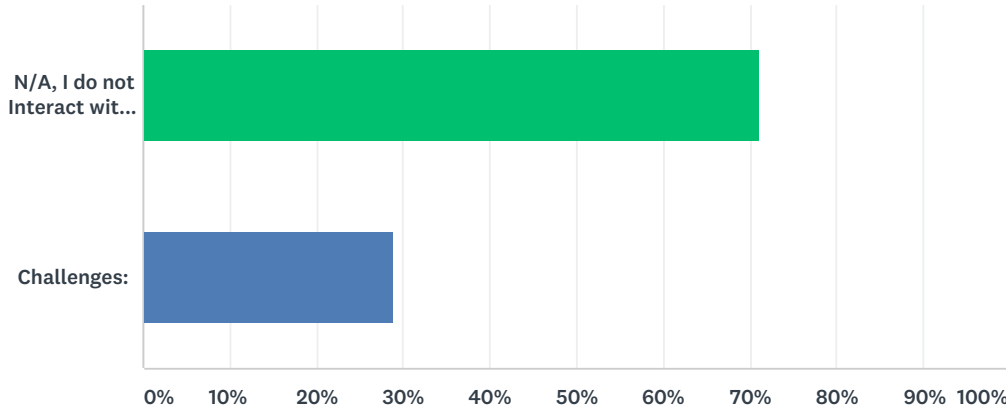
Answered: 97 Skipped: 0



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

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

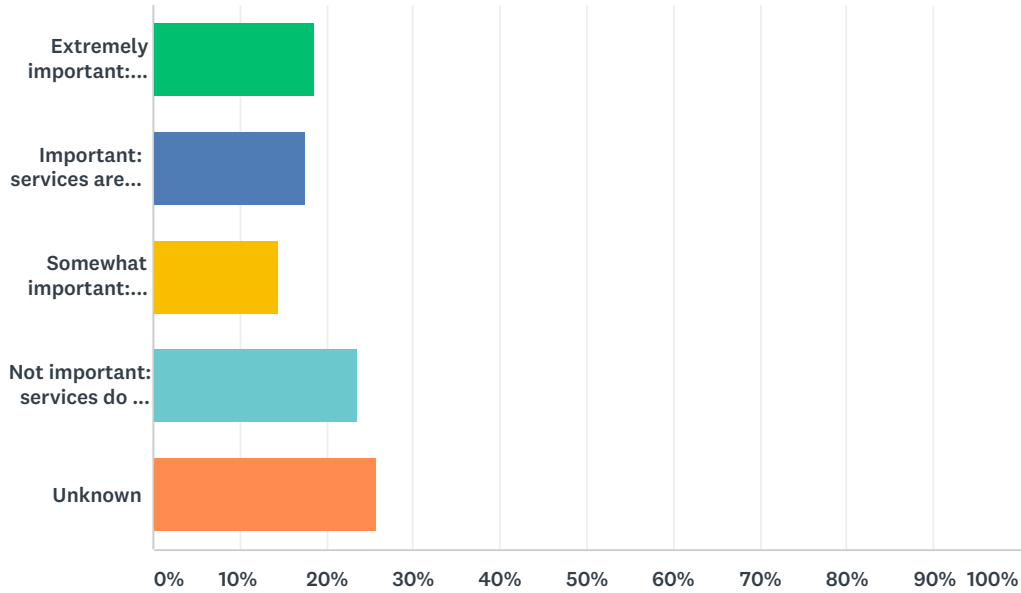
Answered: 97 Skipped: 0



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

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

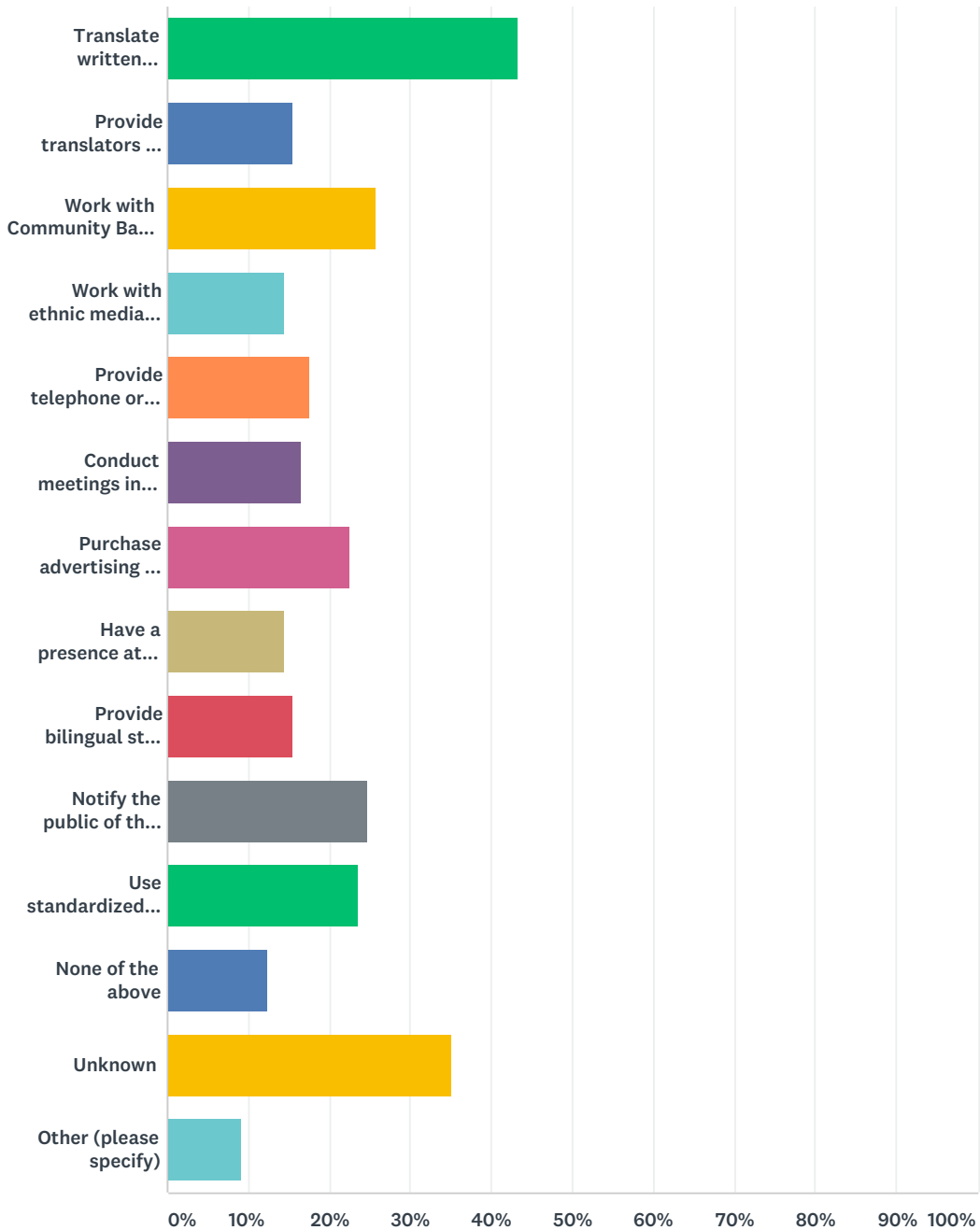
Answered: 97 Skipped: 0



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

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

Answered: 97 Skipped: 0



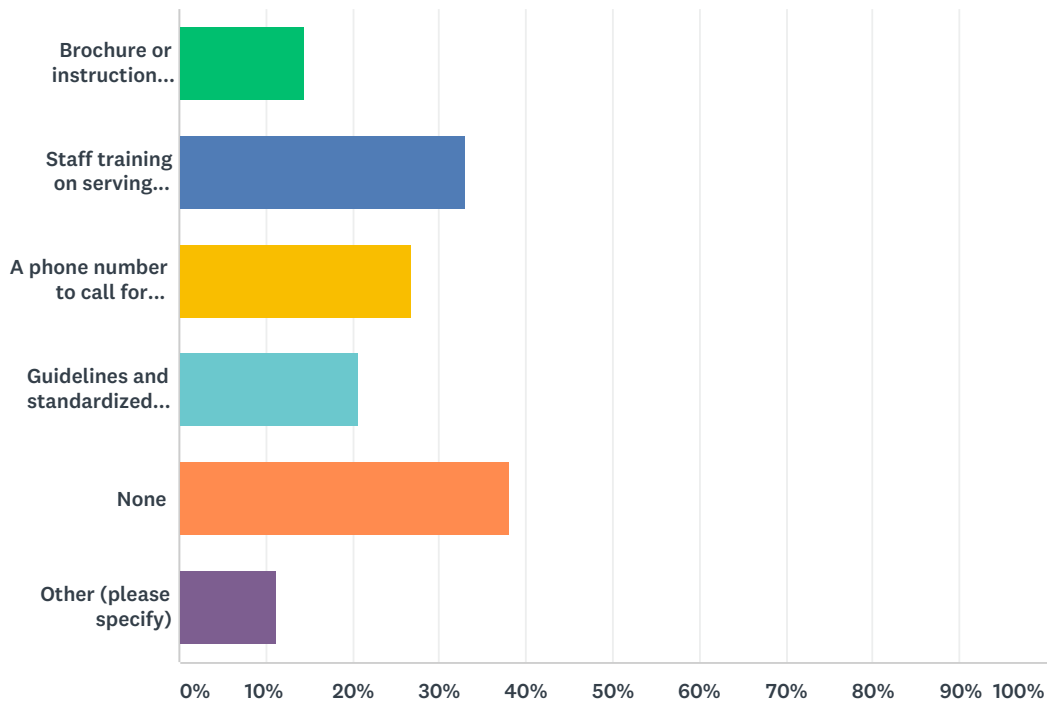
ANSWER CHOICES	RESPONSES	
Translate written materials	43.30%	42
Provide translators for meetings	15.46%	15
Work with Community Based Organizations and/or third-party firms to help distribute information to Limited English Proficient (LEP) persons	25.77%	25

Language Assistance Plan (LAP) MTC Staff Questionnaire

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

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

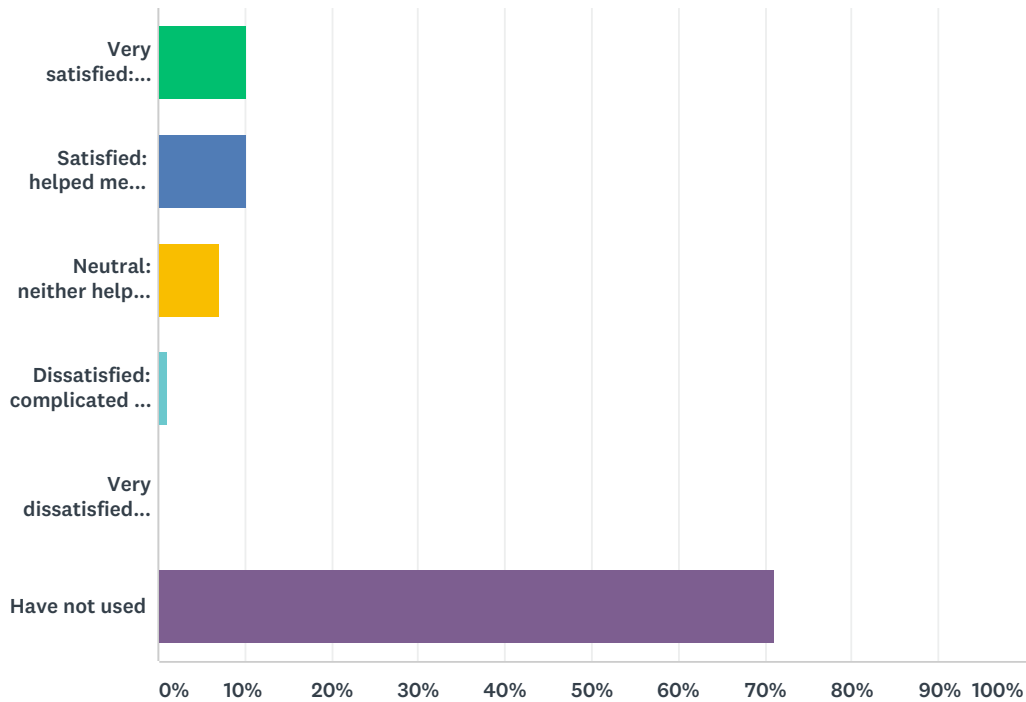
Answered: 97 Skipped: 0



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

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

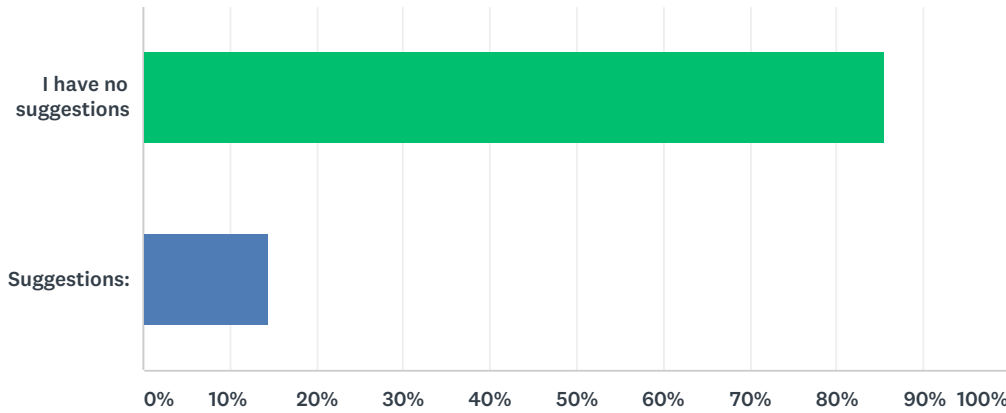
Answered: 97 Skipped: 0



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

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

Answered: 97 Skipped: 0



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

APPENDIX E

MTC Third-Party Contractor Survey (2018)



MTC Language Assistance Plan (LAP) Contractor Staff Questionnaire

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

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

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

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

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

- | | |
|---|--|
| <input type="checkbox"/> Less than one year | <input type="checkbox"/> 3 – 5 years |
| <input type="checkbox"/> 1 – 3 years | <input type="checkbox"/> 5 or more years |

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

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

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

- | | |
|--|---------------------------------------|
| <input type="checkbox"/> Spanish | <input type="checkbox"/> Vietnamese |
| <input type="checkbox"/> Chinese (Cantonese or Mandarin) | <input type="checkbox"/> Korean |
| <input type="checkbox"/> Tagalog | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> None-Fluent in English only | |

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

- Yes No N/A, Fluent in English only

If so, please provide additional detail.

Continue on next side

5. Are any services/activities provided by your section frequently sought by Limited English

Proficient (LEP) persons? Yes No

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

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

Language:	Very Frequently	Frequently	Somewhat Frequently	Never
Spanish	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chinese (Cantonese or Mandarin)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tagalog	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vietnamese	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Korean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-English language I did not recognize	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

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

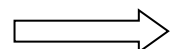
8. What are the challenges you face when interacting with Limited English Proficient (LEP) populations?

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

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

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

Continue on next side



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

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

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

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

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

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

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

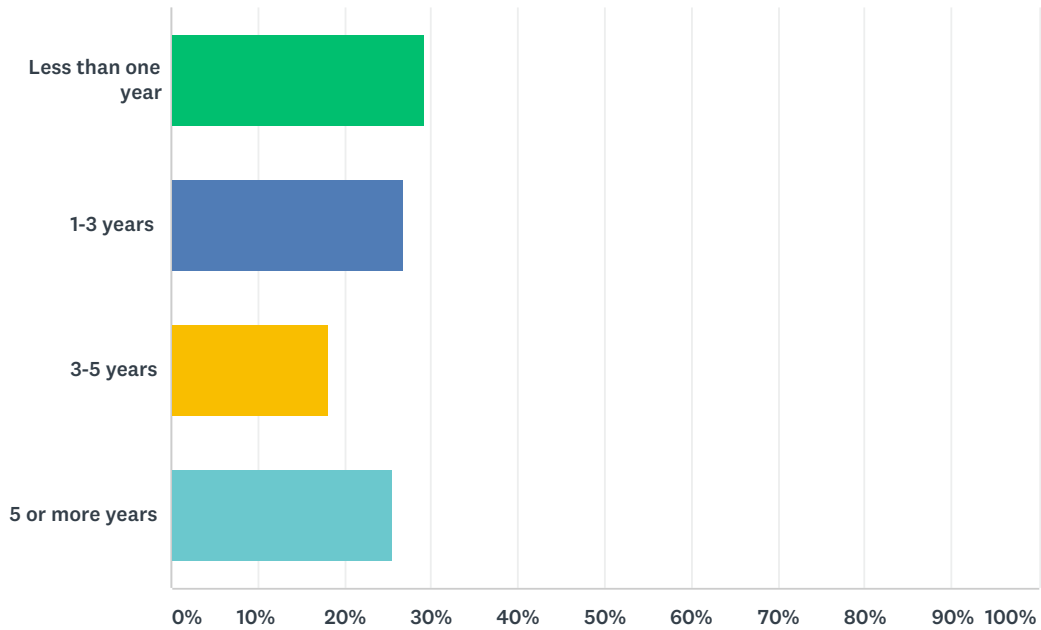
- I have no suggestions

APPENDIX F

MTC Third-Party Contractor Survey Results (2018)

Q1 How long have you provided services for the MTC?

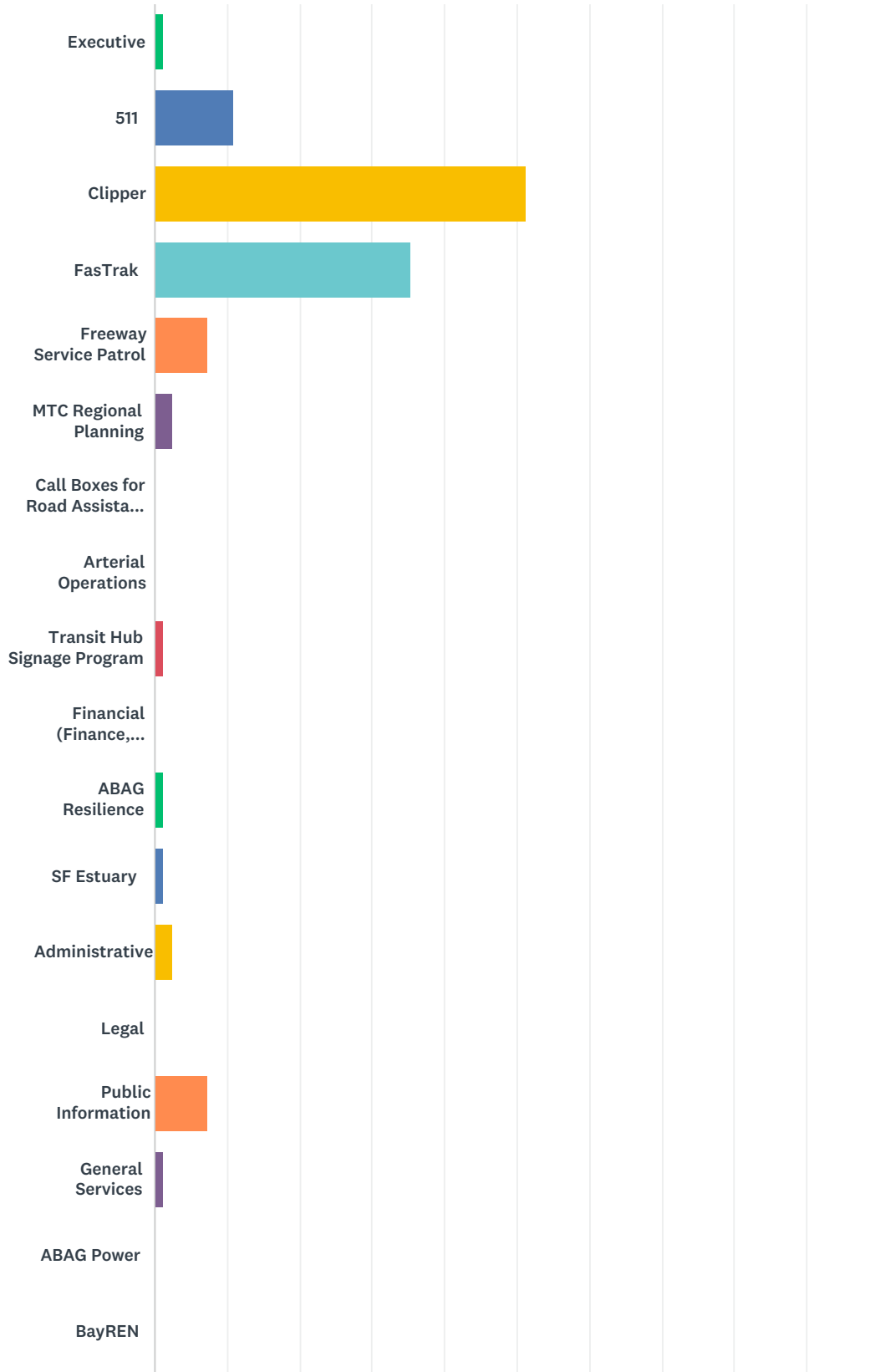
Answered: 82 Skipped: 0



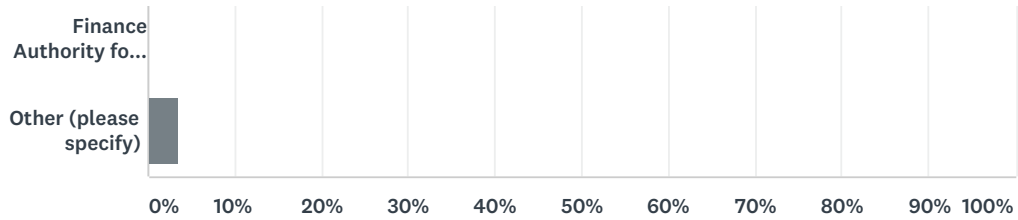
ANSWER CHOICES	RESPONSES	
Less than one year	29.27%	24
1-3 years	26.83%	22
3-5 years	18.29%	15
5 or more years	25.61%	21
TOTAL		82

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

Answered: 82 Skipped: 0



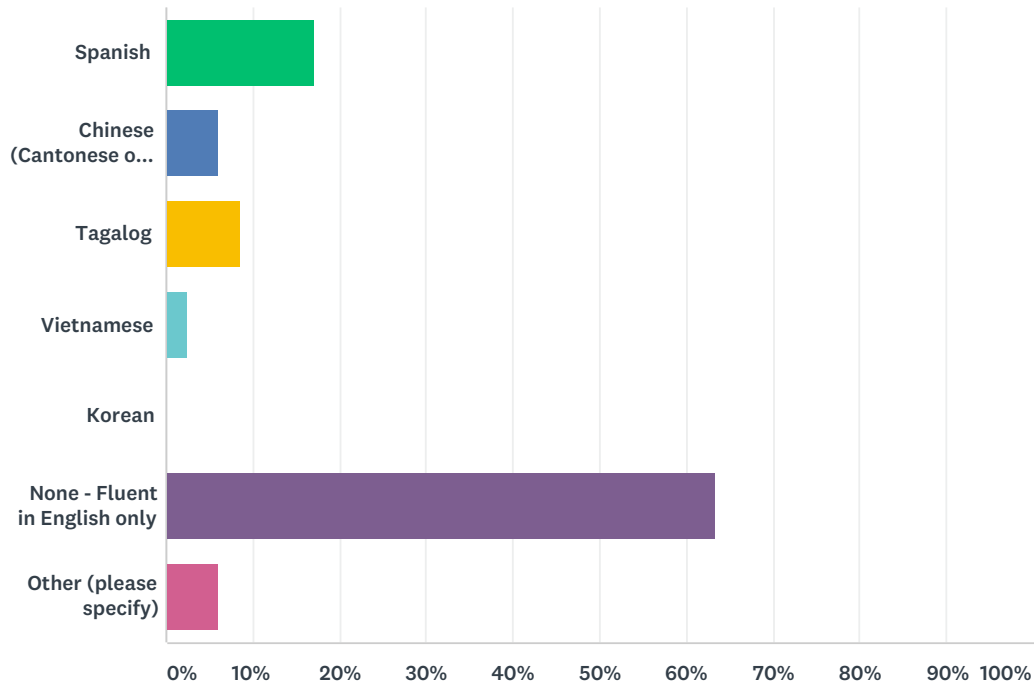
Language Assistance Plan (LAP) Contractor Staff Questionnaire



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

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

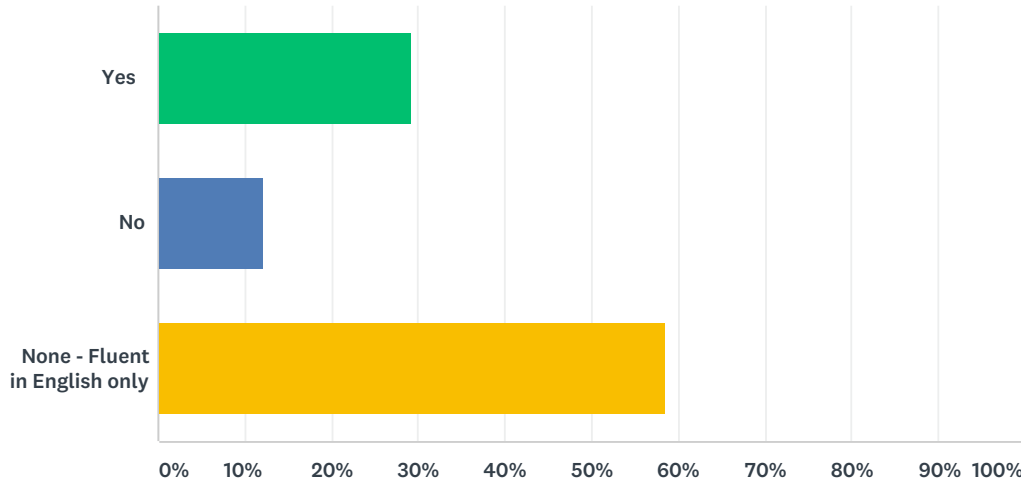
Answered: 82 Skipped: 0



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

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

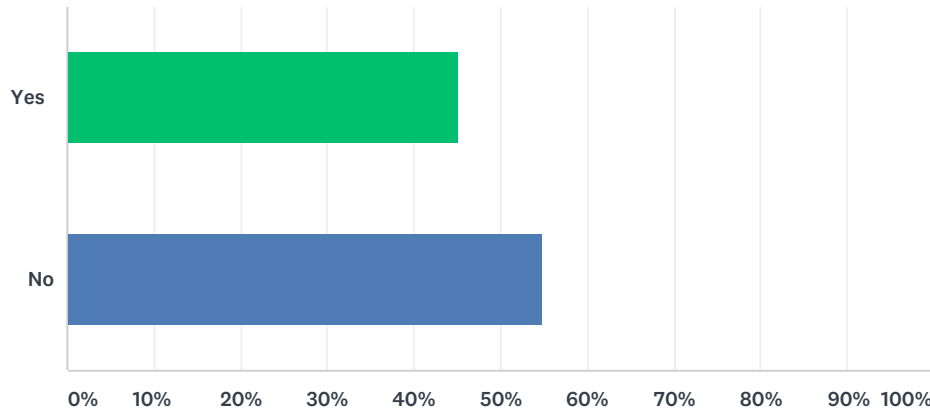
Answered: 82 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	29.27%	24
No	12.20%	10
None - Fluent in English only	58.54%	48
TOTAL		82

Q5 Are any services/activities provided by your section frequently sought by Limited English Proficient (LEP) persons?

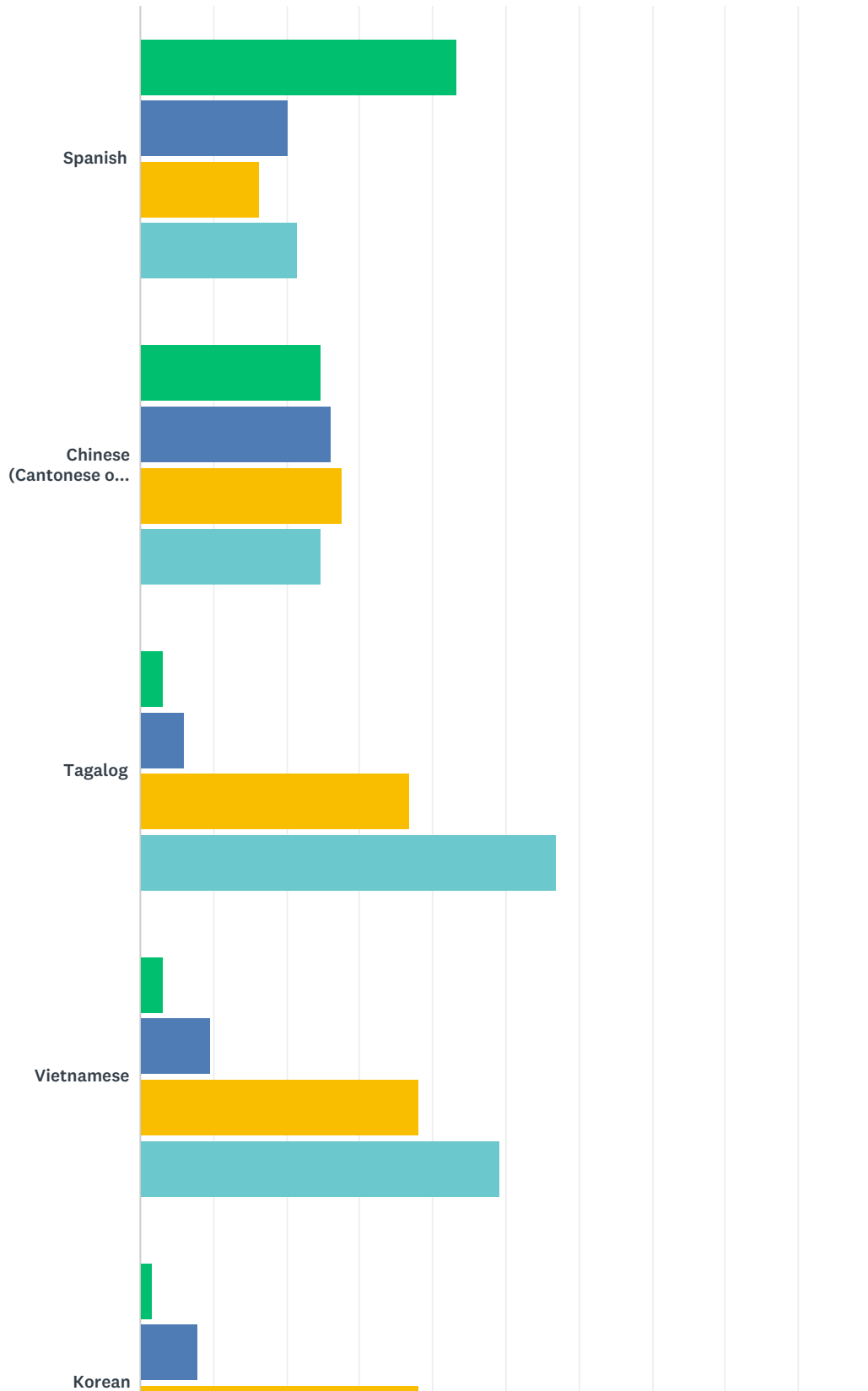
Answered: 82 Skipped: 0



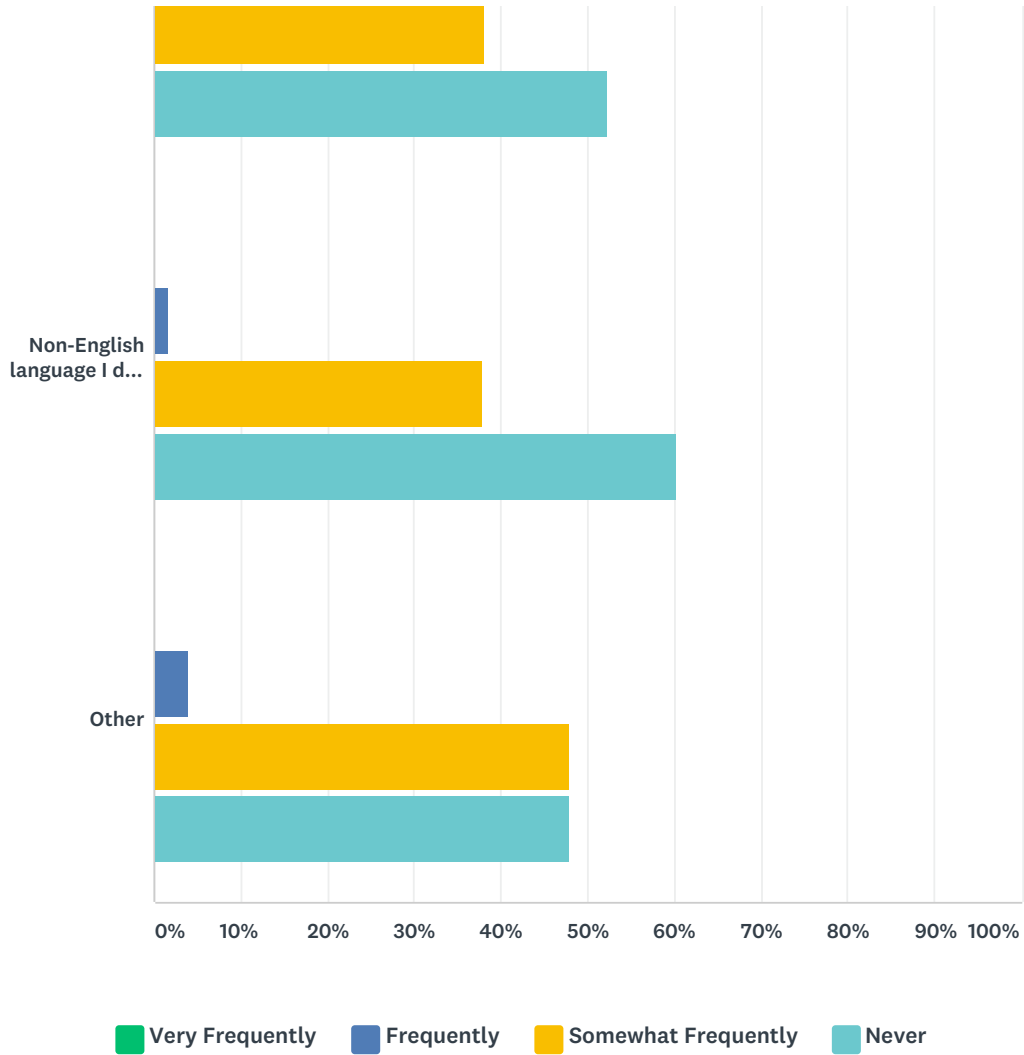
ANSWER CHOICES	RESPONSES	
Yes	45.12%	37
No	54.88%	45
TOTAL		82

Q6 How frequently do you communicate (verbally or written) with Limited English Proficient (LEP) persons?

Answered: 82 Skipped: 0



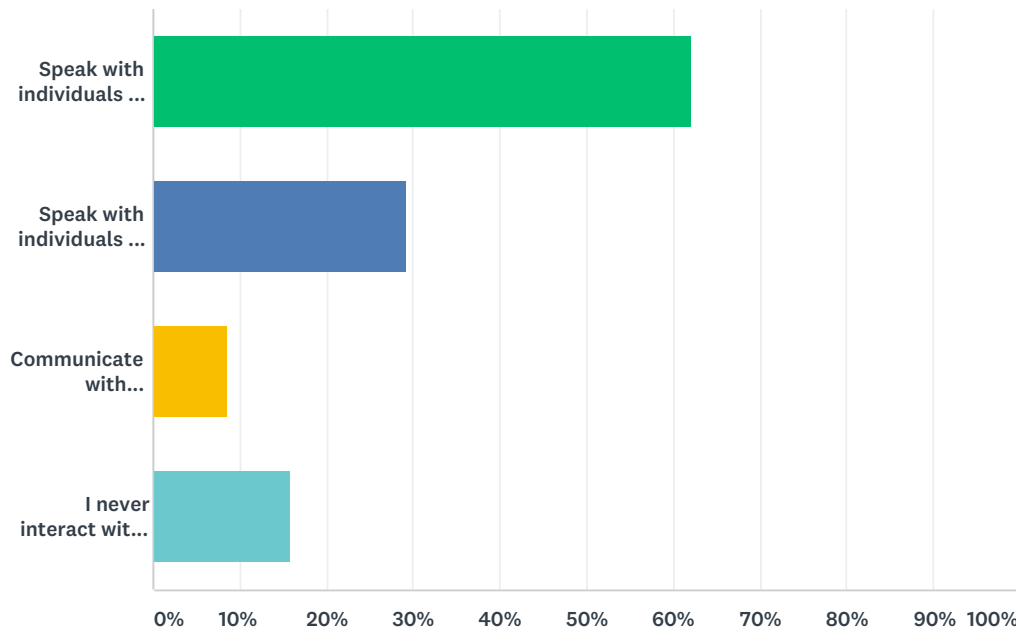
Language Assistance Plan (LAP) Contractor Staff Questionnaire



	VERY FREQUENTLY	FREQUENTLY	SOMEWHAT FREQUENTLY	NEVER	TOTAL RESPONDENTS
Spanish	43.24% 32	20.27% 15	16.22% 12	21.62% 16	74
Chinese (Cantonese or Mandarin)	24.64% 17	26.09% 18	27.54% 19	24.64% 17	69
Tagalog	3.08% 2	6.15% 4	36.92% 24	56.92% 37	65
Vietnamese	3.17% 2	9.52% 6	38.10% 24	49.21% 31	63
Korean	1.59% 1	7.94% 5	38.10% 24	52.38% 33	63
Non-English language I did not recognize	0.00% 0	1.72% 1	37.93% 22	60.34% 35	58
Other	0.00% 0	4.00% 2	48.00% 24	48.00% 24	50

Q7 How do you normally interact with Limited English Proficient (LEP) persons? (check all that apply)

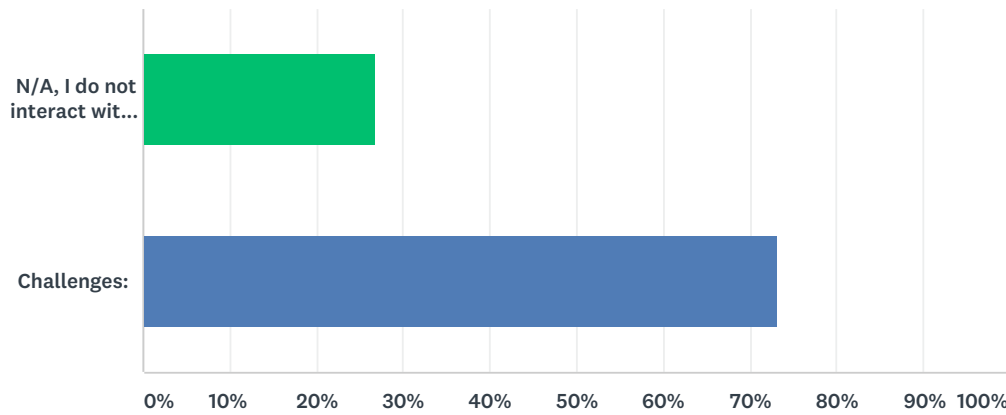
Answered: 82 Skipped: 0



ANSWER CHOICES	RESPONSES	
Speak with individuals on the phone	62.20%	51
Speak with individuals in person	29.27%	24
Communicate with individuals through written correspondence	8.54%	7
I never interact with Limited English Proficient (LEP) persons	15.85%	13
Total Respondents: 82		

Q8 What are the challenges you face when interacting with Limited English Proficient (LEP) populations?

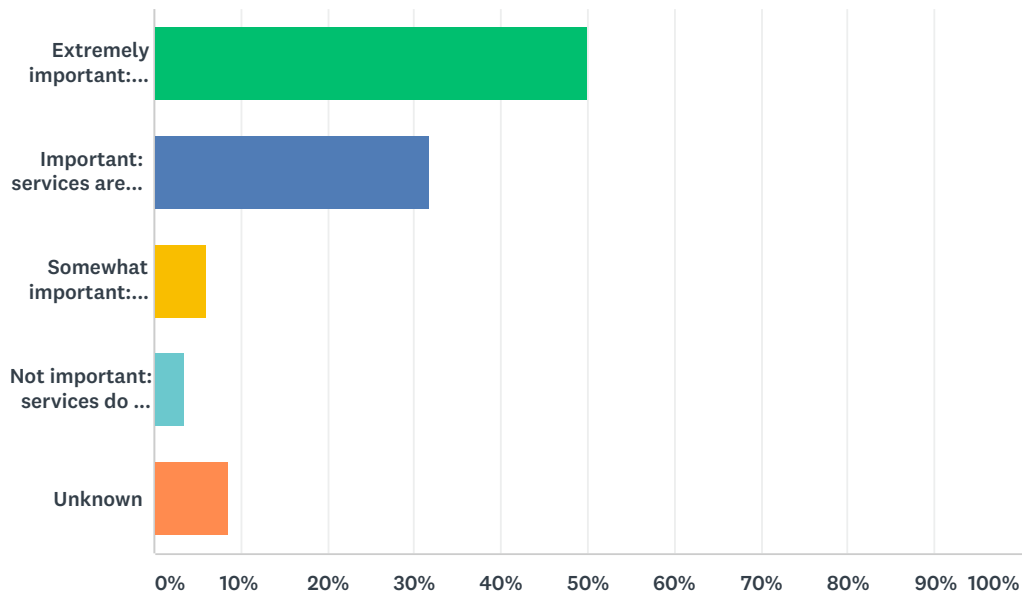
Answered: 82 Skipped: 0



ANSWER CHOICES	RESPONSES	
N/A, I do not interact with Limited English Proficient (LEP) persons	26.83%	22
Challenges:	73.17%	60
TOTAL		82

Q9 To the best of your knowledge, how important are the services provided by your section to Limited English Proficient (LEP) persons?

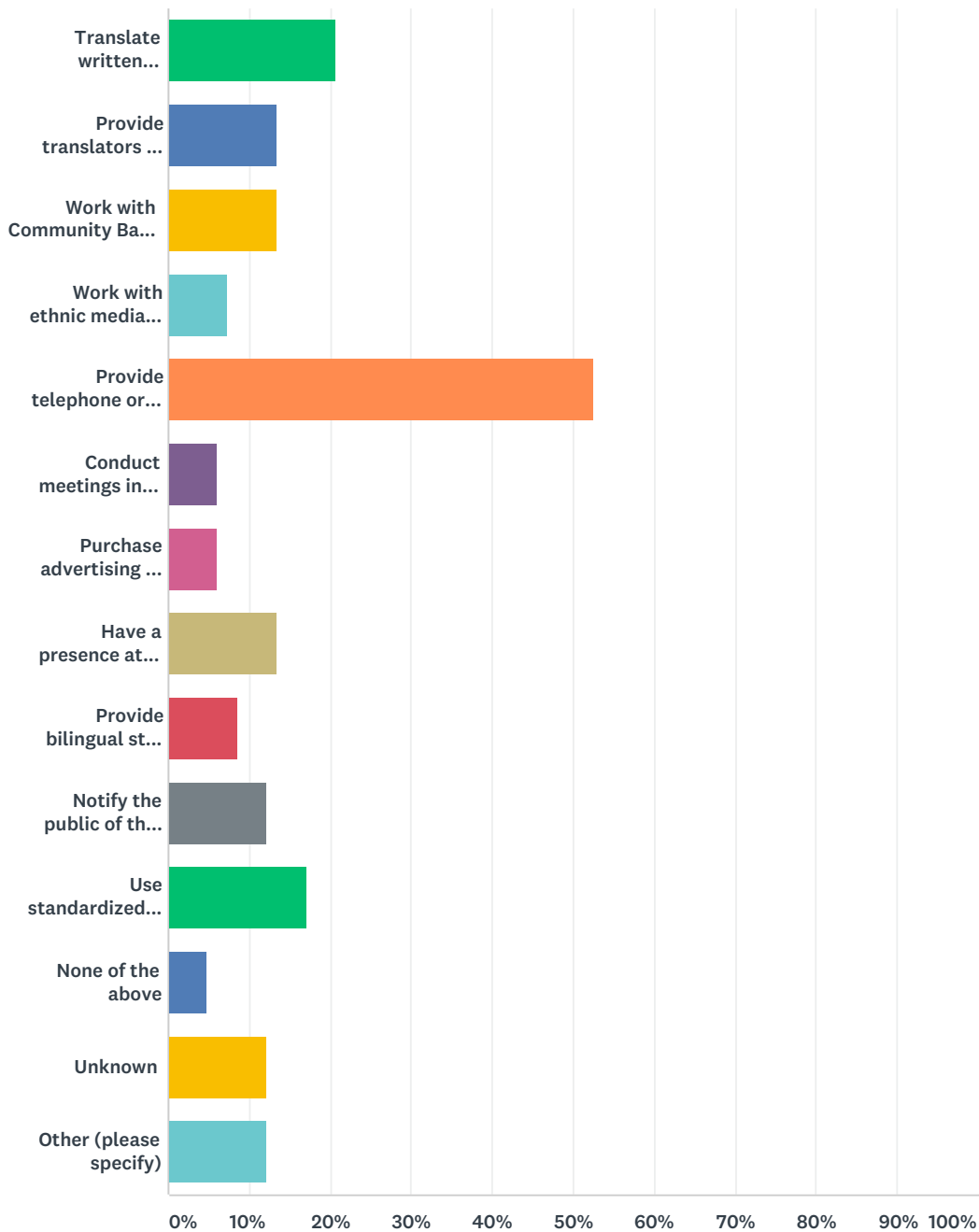
Answered: 82 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely important: services are critical to day-to-day activities	50.00%	41
Important: services are helpful to day-to-day activities	31.71%	26
Somewhat important: services may help day-to-day activities	6.10%	5
Not important: services do not impact day-to-day activities	3.66%	3
Unknown	8.54%	7
TOTAL		82

Q10 What language assistance efforts have you or your section made to assist Limited English Proficient (LEP) persons? (check all that apply)

Answered: 82 Skipped: 0



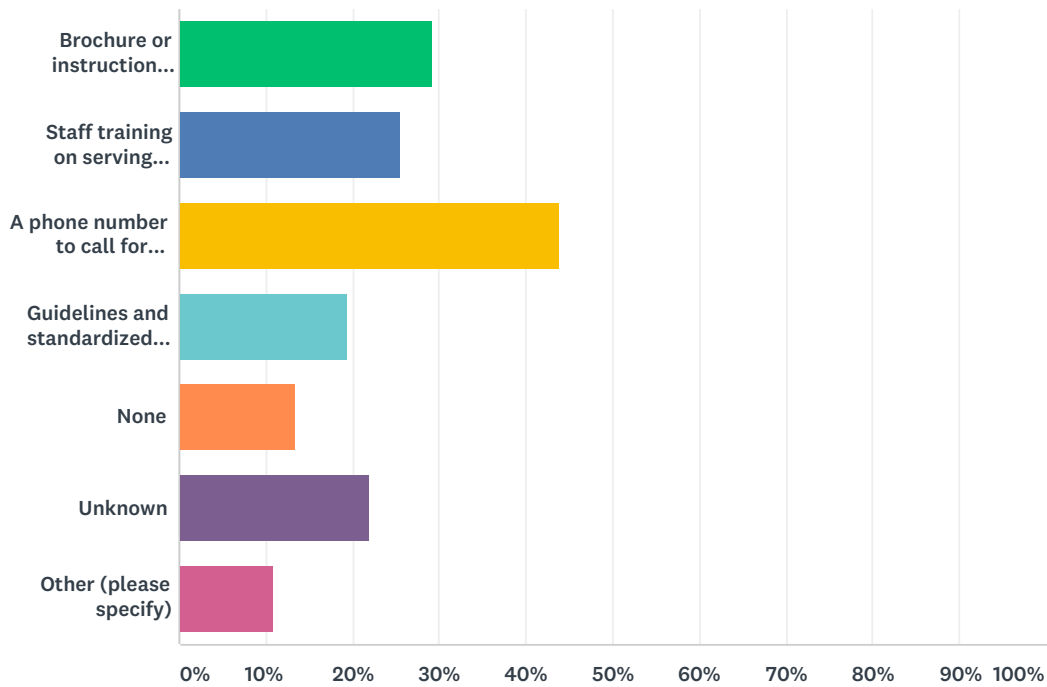
ANSWER CHOICES	RESPONSES
Translate written materials	20.73% 17
Provide translators for meetings	13.41% 11
Work with Community Based Organizations and/or third-party firms to help distribute information to Limited English Proficient (LEP) persons	13.41% 11

Language Assistance Plan (LAP) Contractor Staff Questionnaire

Work with ethnic media to provide information on MTC projects	7.32%	6
Provide telephone or in-person customer service	52.44%	43
Conduct meetings in neighborhoods with high concentrations of Limited English Proficient (LEP) persons	6.10%	5
Purchase advertising in ethnic or non-English media	6.10%	5
Have a presence at events that Limited English Proficient (LEP) persons may attend	13.41%	11
Provide bilingual staff for meetings/ events that Limited English Proficient (LEP) persons may attend	8.54%	7
Notify the public of the availability of translation by request	12.20%	10
Use standardized translated materials	17.07%	14
None of the above	4.88%	4
Unknown	12.20%	10
Other (please specify)	12.20%	10
Total Respondents: 82		

Q11 What other language assistance tools would help you to better serve Limited English Proficient (LEP) persons? (check all that apply)

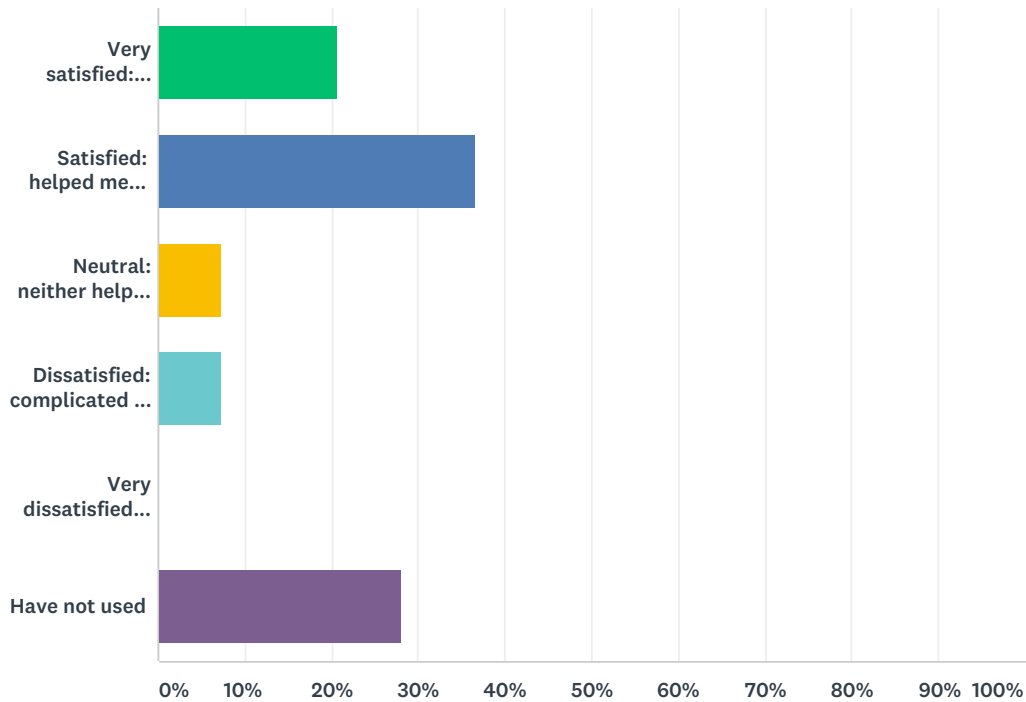
Answered: 82 Skipped: 0



ANSWER CHOICES	RESPONSES	
Brochure or instruction card in their language	29.27%	24
Staff training on serving Limited English Proficient (LEP) persons	25.61%	21
A phone number to call for assistance	43.90%	36
Guidelines and standardized materials to conduct outreach to Limited English Proficient (LEP) persons	19.51%	16
None	13.41%	11
Unknown	21.95%	18
Other (please specify)	10.98%	9
Total Respondents: 82		

Q12 If you have used MTC’s language assistance tools (translated notices to the public, translation services, multiple language telephone service), what is your satisfaction level with MTC’s existing tools to provide language assistance for Limited English Proficient (LEP) persons?

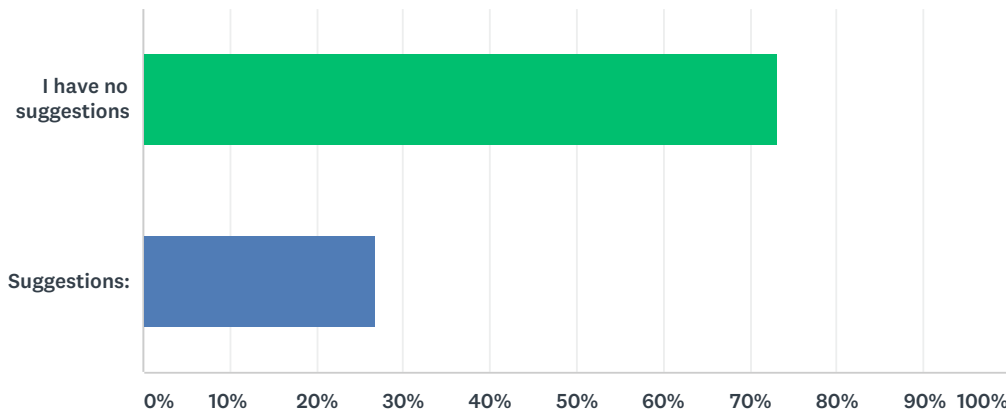
Answered: 82 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied: successfully allowed me to communicate to or with LEP persons	20.73%	17
Satisfied: helped me better communicate to or with LEP persons	36.59%	30
Neutral: neither helped nor hindered by ability to communicate to or with LEP persons	7.32%	6
Dissatisfied: complicated my ability to communicate to or with LEP persons	7.32%	6
Very dissatisfied: greatly hindered my ability to communicate to or with LEP persons	0.00%	0
Have not used	28.05%	23
TOTAL		82

Q13 Do you have suggestions for future language assistance measures that MTC should consider implementing? Please be specific

Answered: 82 Skipped: 0



ANSWER CHOICES	RESPONSES	
I have no suggestions	73.17%	60
Suggestions:	26.83%	22
TOTAL		82

APPENDIX G

Community-Based Organization Survey Partners

County	Community-Based Organization
Alameda	San Lorenzo Adult School
	Unity Council
Contra Costa	Familias Unidas
Marin	Community Action Marin, Inc.
Napa	American Canyon Family Resource Center
	Napa Valley Adult Education
	ParentsCAN
San Francisco	Cameron House
	Chinatown Community Development Center
	Chinese Newcomers Service Center
	Community Learning Center
	Community Youth Center
San Mateo	West Bay Pilipino Multi-Service Center
	Latino Collaborative, San Mateo Health Dept.
	San Mateo Adult School/Smart Center
Santa Clara	International Institute of the Bay Area (IIBA)
	Nuestra Casa
	Metro Adult Learning Center
Solano	Viet Voters
	Fairfield-Suisan Adult School
Sonoma	Vallejo Adult School
	Filipino American Community of Sonoma County

APPENDIX H

LEP Person Survey (2013)



Language Questionnaire
**Help Your Community Get Connected
 To Important Transportation Information**

Please help the **Metropolitan Transportation Commission (MTC)** — the Bay Area’s transportation planning and financing agency — by answering questions about language services. Your responses will help develop Metropolitan Transportation Commission’s “Language Assistance Plan.” This is a plan that will help the Metropolitan Transportation Commission better serve people who speak languages other than English. Your answers will be treated confidentially. Thank you for your assistance. Check the appropriate box to answer questions, or fill in the appropriate blanks.

1. What type of transportation do you use most often?

- | | |
|---|---|
| <input type="checkbox"/> Bus | <input type="checkbox"/> Carpool/ Rideshare |
| <input type="checkbox"/> Train | <input type="checkbox"/> Taxi |
| <input type="checkbox"/> Walk or ride a bicycle | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Personal vehicle | |

2. Please write the name of the city where you live.

3. What language do you speak at home?

- | | |
|----------------------------------|---------------------------------------|
| <input type="checkbox"/> English | <input type="checkbox"/> Vietnamese |
| <input type="checkbox"/> Spanish | <input type="checkbox"/> Tagalog |
| <input type="checkbox"/> Chinese | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Korean | |

4. Please identify how well you speak English.

- | | |
|------------------------------------|-------------------------------------|
| <input type="checkbox"/> Very well | <input type="checkbox"/> Not well |
| <input type="checkbox"/> Well | <input type="checkbox"/> Not at all |

5. Which of the following Metropolitan Transportation Commission services do you use?

(check all that apply)

- | | |
|---|---|
| <input type="checkbox"/> 511 | <input type="checkbox"/> Freeway Service Patrol (Roving Tow Trucks) |
| <input type="checkbox"/> Clipper Card | <input type="checkbox"/> None |
| <input type="checkbox"/> FasTrak | |
| <input type="checkbox"/> Call Boxes for Roadside Assistance | |

6. How frequently do you use the following Bay Area transportation services? (select only one response for each service)

Services:	Very Frequently	Frequently	Somewhat Frequently	Never
511	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clipper Card	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FasTrak	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Freeway Service Patrol (Roving Tow Trucks)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Roadside Call Boxes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. How important are the following services to you? (select only one response for each service)

Services:	Very Important	Important	Somewhat Important	Not Important
511	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clipper Card	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FasTrak	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Freeway Service Patrol (Roving Tow Trucks)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Roadside Call Boxes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Continue to next side

8. Did you know that Metropolitan Transportation Commission (MTC) provides the following language assistance services? (select only one response for each service)

Language Services:	Yes	No	Not Sure
Language Line Services (free telephone interpretation services for MTC, 511, Clipper, Freeway Service Patrol and FasTrak)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Translation/ Interpretation at MTC meetings upon request	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MTC website information (in Spanish or Chinese)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
511 website information (in Spanish or Chinese)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clipper website information (in Spanish or Chinese)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FasTrak website information (in Spanish or Chinese)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. If you have used Metropolitan Transportation Commission’s language assistance services, how satisfied were you with the experience?

- | | |
|---|--|
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Dissatisfied |
| <input type="checkbox"/> Satisfied | <input type="checkbox"/> Very dissatisfied |
| <input type="checkbox"/> Neutral | <input type="checkbox"/> Have not used |

10. What are your suggestions for additional language assistance services that the Metropolitan Transportation Commission should consider to improve its services? Please be specific.

11. Do you currently receive information from or about the Metropolitan Transportation Commission?

- Yes No

12. If you answered yes to question #11, how do you receive this information? (check all that apply)

- | | |
|---|---|
| <input type="checkbox"/> 511 | <input type="checkbox"/> Newsletters at stations |
| <input type="checkbox"/> Metropolitan Transportation Commission website | <input type="checkbox"/> Community groups |
| <input type="checkbox"/> Metropolitan Transportation Commission public meetings | <input type="checkbox"/> Newspaper or other media |
| <input type="checkbox"/> Signs in transit stations | <input type="checkbox"/> Friends and family members |
| | <input type="checkbox"/> Emails or text messages to your cell phone |
| | <input type="checkbox"/> Other: _____ |

13. What is the best way to notify you about a meeting or important news?

- | | |
|---|--|
| <input type="checkbox"/> Email | <input type="checkbox"/> Announcement from community group or church |
| <input type="checkbox"/> Postcard or letter | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Ad in newspaper | |
| <input type="checkbox"/> Metropolitan Transportation Commission website | |

14. How familiar are you with the transportation planning activities of the Metropolitan Transportation Commission?

- Very familiar Not familiar at all
- Somewhat familiar

15. How important is it for you to be informed of long-range transportation planning in the Bay Area?

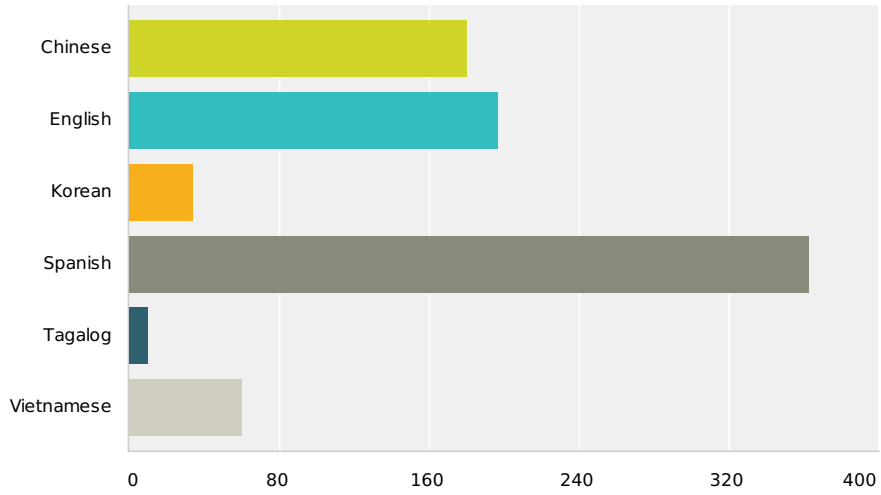
- Very important Somewhat important
- Important Not important

APPENDIX I

LEP Person Survey Results (2013)

Q1 What language was this survey taken in?

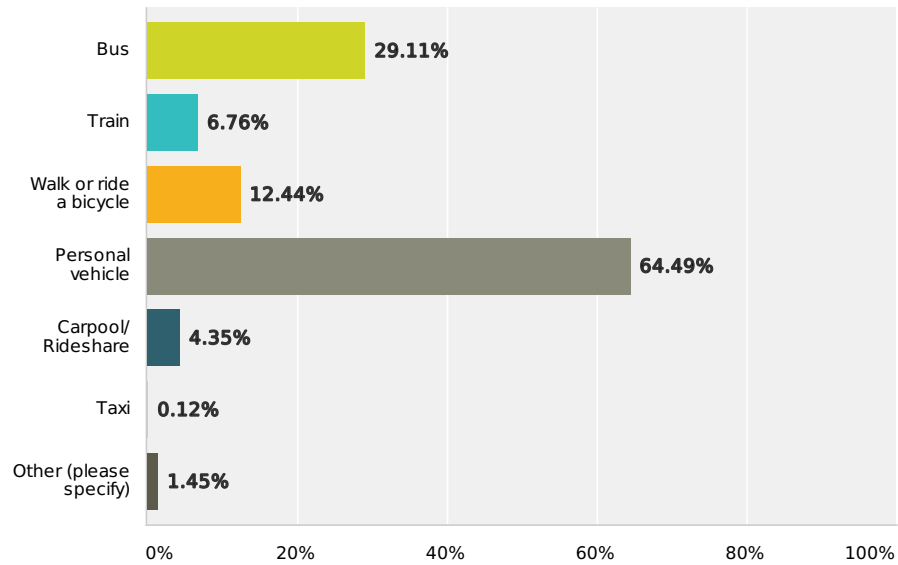
Answered: 844 Skipped: 1



Answer Choices	Responses	
Spanish	43.01%	363
English	23.34%	197
Chinese	21.33%	180
Vietnamese	7.11%	60
Korean	4.03%	34
Tagalog	1.18%	10
Total		844

Q2 What type of transportation do you use most often?

Answered: 828 Skipped: 17



Answer Choices	Responses	Count
Bus	29.11%	241
Train	6.76%	56
Walk or ride a bicycle	12.44%	103
Personal vehicle	64.49%	534
Carpool/ Rideshare	4.35%	36
Taxi	0.12%	1
Other (please specify)	1.45%	12
Total Respondents: 828		

Q2 "Other" Responses

#	Other:	Date
1	none given	Feb 1, 2013 12:03 AM
2	mother	Jan 31, 2013 10:02 PM
3	subway	Jan 31, 2013 9:57 PM
4	none given	Jan 30, 2013 10:35 PM
5	none given	Jan 29, 2013 11:11 PM
6	scooter	Jan 29, 2013 10:45 PM
7	SamTrans	Jan 22, 2013 5:34 PM
8	Bart	Jan 22, 2013 5:11 PM
9	BART	Jan 16, 2013 11:04 PM
10	Bart	Jan 16, 2013 10:59 PM
11	BART	Jan 16, 2013 10:47 PM
12	motorcycle	Jan 16, 2013 9:24 PM
13	Bart	Jan 16, 2013 12:41 AM
14	none given	Jan 2, 2013 10:44 PM

LEP Person Survey

Q3 Please write the name of the city where you live.

Answered: 776 Skipped: 69

#	Responses	Date
1	San Mateo	2/14/2013 1:12 PM
2	Millbrae	2/14/2013 1:10 PM
3	San Jose	2/14/2013 1:09 PM
4	San Jose	2/14/2013 1:07 PM
5	San Francisco	2/14/2013 1:05 PM
6	Millbrae	2/14/2013 1:04 PM
7	San Mateo	2/14/2013 1:02 PM
8	San Bruno	2/14/2013 1:01 PM
9	Half Moon Bay	2/14/2013 12:59 PM
10	Millbrae	2/14/2013 12:56 PM
11	Burlingame	2/14/2013 12:54 PM
12	San Mateo	2/14/2013 12:53 PM
13	San Mateo	2/14/2013 12:52 PM
14	San Francisco	2/14/2013 12:51 PM
15	San Francisco	2/14/2013 12:49 PM
16	San Francisco	2/14/2013 12:46 PM
17	San Francisco	2/14/2013 12:45 PM
18	San Francisco	2/14/2013 12:42 PM
19	San Francisco	2/14/2013 12:41 PM
20	San Francisco	2/14/2013 12:40 PM
21	San Francisco	2/14/2013 12:39 PM
22	San Francisco	2/14/2013 12:38 PM
23	San Francisco	2/14/2013 12:36 PM
24	San Francisco	2/14/2013 12:35 PM
25	San Francisco	2/14/2013 12:34 PM
26	San Francisco	2/14/2013 12:32 PM
27	San Francisco	2/14/2013 12:30 PM
28	San Francisco	2/14/2013 12:29 PM
29	San Francisco	2/14/2013 12:28 PM
30	San Francisco	2/14/2013 12:27 PM
31	Vallejo	2/14/2013 12:25 PM
32	San Jose	2/14/2013 12:23 PM
33	Farfield	1/31/2013 4:32 PM
34	Farfield	1/31/2013 4:32 PM
35	Farfield	1/31/2013 4:30 PM
36	Farfield	1/31/2013 4:29 PM
37	Farfield	1/31/2013 4:29 PM
38	Farfield	1/31/2013 4:26 PM
39	Farfield	1/31/2013 4:25 PM
40	Farfield	1/31/2013 4:24 PM

LEP Person Survey

#	Responses	Date
41	Farfield	1/31/2013 4:23 PM
42	Farfield	1/31/2013 4:22 PM
43	Farfield	1/31/2013 4:21 PM
44	Farfield	1/31/2013 4:20 PM
45	Farfield	1/31/2013 4:18 PM
46	Farfield	1/31/2013 4:17 PM
47	Suisan City	1/31/2013 4:08 PM
48	Farfield	1/31/2013 4:07 PM
49	Farfield	1/31/2013 4:07 PM
50	Farfield	1/31/2013 4:06 PM
51	Farfield	1/31/2013 4:04 PM
52	Farfield	1/31/2013 4:03 PM
53	Farfield	1/31/2013 4:02 PM
54	Suisan City	1/31/2013 3:59 PM
55	Farfield	1/31/2013 3:58 PM
56	Farfield	1/31/2013 3:57 PM
57	Farfield	1/31/2013 3:56 PM
58	Farfield	1/31/2013 3:56 PM
59	Farfield	1/31/2013 3:55 PM
60	Farfield	1/31/2013 3:54 PM
61	Farfield	1/31/2013 3:52 PM
62	Farfield	1/31/2013 3:50 PM
63	Farfield	1/31/2013 3:49 PM
64	Suisan City	1/31/2013 3:47 PM
65	Suisan City	1/31/2013 3:46 PM
66	Suisan City	1/31/2013 3:45 PM
67	Farfield	1/31/2013 3:44 PM
68	Farfield	1/31/2013 3:43 PM
69	Farfield	1/31/2013 3:41 PM
70	Farfield	1/31/2013 3:40 PM
71	Farfield	1/31/2013 3:40 PM
72	Farfield	1/31/2013 3:35 PM
73	Suisan City	1/31/2013 3:34 PM
74	Farfield	1/31/2013 3:33 PM
75	Farfield	1/31/2013 3:31 PM
76	Farfield	1/31/2013 3:29 PM
77	Farfield	1/31/2013 3:28 PM
78	Vacaville	1/31/2013 3:27 PM
79	Farfield	1/31/2013 3:26 PM
80	Farfield	1/31/2013 3:25 PM
81	Farfield	1/31/2013 3:24 PM
82	Suisan City	1/31/2013 3:23 PM
83	Farfield	1/31/2013 3:22 PM
84	Vacaville	1/31/2013 3:21 PM

LEP Person Survey

#	Responses	Date
85	Farfield	1/31/2013 3:19 PM
86	Farfield	1/31/2013 3:18 PM
87	Farfield	1/31/2013 3:17 PM
88	Farfield	1/31/2013 3:16 PM
89	Farfield	1/31/2013 3:15 PM
90	Farfield	1/31/2013 3:13 PM
91	Farfield	1/31/2013 3:12 PM
92	Farfield	1/31/2013 3:10 PM
93	Farfield	1/31/2013 3:08 PM
94	Farfield	1/31/2013 3:07 PM
95	Suisan City	1/31/2013 3:06 PM
96	Farfield	1/31/2013 3:05 PM
97	Farfield	1/31/2013 3:04 PM
98	Farfield	1/31/2013 3:02 PM
99	Suisan City	1/31/2013 3:01 PM
100	Farfield	1/31/2013 2:59 PM
101	Suisan City	1/31/2013 2:58 PM
102	Farfield	1/31/2013 2:57 PM
103	Farfield	1/31/2013 2:56 PM
104	Farfield	1/31/2013 2:56 PM
105	Farfield	1/31/2013 2:53 PM
106	Farfield	1/31/2013 2:52 PM
107	Farfield	1/31/2013 2:50 PM
108	Farfield	1/31/2013 2:49 PM
109	Farfield	1/31/2013 2:47 PM
110	Farfield	1/31/2013 2:45 PM
111	Farfield	1/31/2013 2:42 PM
112	Suisan City	1/31/2013 2:35 PM
113	Farfield	1/31/2013 2:34 PM
114	Farfield	1/31/2013 2:32 PM
115	Farfield	1/31/2013 2:31 PM
116	Farfield	1/31/2013 2:30 PM
117	Farfield	1/31/2013 2:29 PM
118	Suisan City	1/31/2013 2:28 PM
119	Farfield	1/31/2013 2:27 PM
120	Vacaville	1/31/2013 2:26 PM
121	Vacaville	1/31/2013 2:25 PM
122	Vacaville	1/31/2013 2:25 PM
123	Farfield	1/31/2013 2:24 PM
124	Farfield	1/31/2013 2:23 PM
125	Farfield	1/31/2013 2:21 PM
126	Farfield	1/31/2013 2:19 PM
127	Farfield	1/31/2013 2:18 PM
128	Farfield	1/31/2013 2:17 PM

LEP Person Survey

#	Responses	Date
129	Farfield	1/31/2013 2:15 PM
130	Farfield	1/31/2013 2:13 PM
131	Farfield	1/31/2013 2:12 PM
132	Farfield	1/31/2013 2:11 PM
133	Farfield	1/31/2013 2:10 PM
134	Suisan City	1/31/2013 2:08 PM
135	Suisan city	1/31/2013 2:06 PM
136	Farfield	1/31/2013 2:05 PM
137	Farfield	1/31/2013 2:03 PM
138	Farfield	1/31/2013 2:02 PM
139	Farfield	1/31/2013 1:59 PM
140	Farfield	1/31/2013 1:57 PM
141	Farfield	1/31/2013 1:56 PM
142	Farfield	1/31/2013 1:55 PM
143	Farfield	1/31/2013 1:54 PM
144	Farfield	1/31/2013 1:53 PM
145	Suisan City	1/31/2013 1:52 PM
146	Suisan City	1/31/2013 1:50 PM
147	Farfield	1/31/2013 1:47 PM
148	Farfield	1/31/2013 1:46 PM
149	Farfield	1/31/2013 1:43 PM
150	Farfield	1/31/2013 1:42 PM
151	Union City	1/31/2013 1:39 PM
152	Half Moon Bay	1/31/2013 1:37 PM
153	Half Moon Bay	1/31/2013 1:37 PM
154	Half Moon Bay	1/31/2013 1:36 PM
155	RWC	1/31/2013 1:35 PM
156	San Mateo	1/31/2013 1:33 PM
157	San Jose	1/30/2013 2:47 PM
158	San Jose	1/30/2013 2:37 PM
159	San Jose	1/30/2013 2:36 PM
160	San Jose	1/30/2013 2:35 PM
161	San Jose	1/30/2013 2:34 PM
162	San Jose	1/30/2013 2:33 PM
163	San Jose	1/30/2013 2:32 PM
164	San Jose	1/30/2013 2:31 PM
165	San Jose	1/30/2013 2:30 PM
166	San Jose	1/30/2013 2:29 PM
167	San Jose	1/30/2013 2:27 PM
168	San Jose	1/30/2013 2:26 PM
169	San Jose	1/30/2013 2:26 PM
170	San Jose	1/30/2013 2:25 PM
171	San Jose	1/30/2013 2:24 PM
172	San Jose	1/30/2013 2:23 PM

LEP Person Survey

#	Responses	Date
173	San Jose	1/30/2013 2:22 PM
174	San Jose	1/30/2013 2:21 PM
175	San Jose	1/30/2013 1:19 PM
176	San Jose	1/30/2013 1:17 PM
177	San Jose	1/30/2013 1:16 PM
178	San Jose	1/30/2013 1:15 PM
179	San Jose	1/30/2013 1:14 PM
180	San Jose	1/30/2013 1:13 PM
181	San Jose	1/30/2013 1:10 PM
182	San Jose	1/30/2013 1:09 PM
183	San Jose	1/30/2013 1:08 PM
184	San Jose	1/30/2013 1:07 PM
185	San Jose	1/30/2013 1:06 PM
186	San Jose	1/30/2013 1:05 PM
187	San Jose	1/30/2013 1:04 PM
188	San Jose	1/30/2013 1:03 PM
189	San Jose	1/30/2013 1:02 PM
190	San Jose	1/30/2013 1:01 PM
191	San Jose	1/30/2013 1:00 PM
192	San Jose	1/30/2013 12:59 PM
193	San Jose	1/30/2013 12:56 PM
194	San Jose	1/30/2013 12:55 PM
195	San Jose	1/30/2013 12:53 PM
196	San Jose	1/30/2013 12:52 PM
197	San Jose	1/30/2013 12:52 PM
198	San Jose	1/30/2013 12:50 PM
199	San Jose	1/30/2013 12:49 PM
200	San Jose	1/30/2013 12:48 PM
201	San Jose	1/30/2013 12:47 PM
202	San Jose	1/30/2013 12:46 PM
203	San Jose	1/30/2013 12:44 PM
204	San Jose	1/30/2013 12:44 PM
205	San Jose	1/30/2013 12:41 PM
206	San Jose	1/30/2013 12:40 PM
207	San Jose	1/30/2013 12:39 PM
208	San Jose	1/30/2013 12:35 PM
209	San Jose	1/30/2013 12:34 PM
210	San Jose	1/30/2013 12:33 PM
211	San Jose	1/30/2013 12:30 PM
212	San Jose	1/30/2013 12:27 PM
213	San Jose	1/30/2013 12:26 PM
214	San Jose	1/30/2013 12:25 PM
215	San Jose	1/30/2013 12:24 PM
216	San Jose	1/30/2013 12:13 PM

LEP Person Survey

#	Responses	Date
217	San Jose	1/30/2013 12:13 PM
218	San Jose	1/30/2013 12:12 PM
219	San Jose	1/30/2013 12:11 PM
220	San Jose	1/30/2013 12:10 PM
221	San Jose	1/30/2013 12:10 PM
222	San Jose	1/30/2013 12:09 PM
223	San Jose	1/30/2013 12:08 PM
224	San Jose	1/30/2013 12:07 PM
225	San Jose	1/30/2013 12:06 PM
226	San Jose	1/30/2013 12:05 PM
227	San Jose	1/30/2013 12:04 PM
228	San Jose	1/30/2013 12:03 PM
229	San Jose	1/30/2013 12:02 PM
230	San Jose	1/29/2013 5:31 PM
231	San Jose	1/29/2013 5:30 PM
232	San Jose	1/29/2013 5:29 PM
233	San Jose	1/29/2013 5:28 PM
234	San Jose	1/29/2013 5:27 PM
235	San Jose	1/29/2013 5:26 PM
236	San Jose	1/29/2013 5:24 PM
237	San Jose	1/29/2013 5:24 PM
238	San Jose	1/29/2013 5:23 PM
239	San Jose	1/29/2013 5:21 PM
240	San Jose	1/29/2013 5:20 PM
241	San Jose	1/29/2013 5:19 PM
242	San Jose	1/29/2013 5:18 PM
243	San Jose	1/29/2013 5:17 PM
244	Milpitas	1/29/2013 5:16 PM
245	San Jose	1/29/2013 5:15 PM
246	San Jose	1/29/2013 5:14 PM
247	San Jose	1/29/2013 5:13 PM
248	San Jose	1/29/2013 5:12 PM
249	Manila, Philippines	1/29/2013 5:11 PM
250	San Jose	1/29/2013 4:45 PM
251	San Jose	1/29/2013 4:44 PM
252	San Jose	1/29/2013 4:43 PM
253	San Jose	1/29/2013 4:42 PM
254	San Jose	1/29/2013 4:40 PM
255	San Jose	1/29/2013 4:38 PM
256	San Jose	1/29/2013 4:37 PM
257	San Jose	1/29/2013 4:36 PM
258	San Jose	1/29/2013 4:35 PM
259	San Jose	1/29/2013 4:34 PM
260	San Jose	1/29/2013 4:34 PM

LEP Person Survey

#	Responses	Date
261	San Jose	1/29/2013 4:33 PM
262	San Jose	1/29/2013 4:32 PM
263	San Jose	1/29/2013 4:28 PM
264	San Jose	1/29/2013 4:27 PM
265	San Jose	1/29/2013 4:26 PM
266	San Jose	1/29/2013 4:25 PM
267	San Jose	1/29/2013 4:24 PM
268	San Jose	1/29/2013 4:12 PM
269	San Jose	1/29/2013 4:10 PM
270	San Jose	1/29/2013 4:09 PM
271	San Jose	1/29/2013 4:08 PM
272	San Jose	1/29/2013 4:06 PM
273	San Jose	1/29/2013 4:05 PM
274	San Jose	1/29/2013 4:03 PM
275	San Jose	1/29/2013 4:02 PM
276	San Jose	1/29/2013 4:01 PM
277	San Jose	1/29/2013 4:00 PM
278	San Jose	1/29/2013 3:59 PM
279	San Jose	1/29/2013 3:58 PM
280	San Jose	1/29/2013 3:55 PM
281	Campbell	1/29/2013 3:51 PM
282	San Jose	1/29/2013 3:50 PM
283	Los Gatos	1/29/2013 3:48 PM
284	San Jose	1/29/2013 3:42 PM
285	San Jose	1/29/2013 3:41 PM
286	San Jose	1/29/2013 3:40 PM
287	San Jose	1/29/2013 3:39 PM
288	San Jose	1/29/2013 3:38 PM
289	Thailand	1/29/2013 3:37 PM
290	San Jose	1/29/2013 3:36 PM
291	San Jose	1/29/2013 3:35 PM
292	San Jose	1/29/2013 3:34 PM
293	San Jose	1/29/2013 3:32 PM
294	San Jose	1/29/2013 3:31 PM
295	San Jose	1/29/2013 3:30 PM
296	San Jose	1/29/2013 3:30 PM
297	San Jose	1/29/2013 3:29 PM
298	San Jose	1/29/2013 3:28 PM
299	San Jose	1/29/2013 3:27 PM
300	San Jose	1/29/2013 3:26 PM
301	San Jose	1/29/2013 3:25 PM
302	San Jose	1/29/2013 3:23 PM
303	San Jose	1/29/2013 3:20 PM
304	San Jose	1/29/2013 3:19 PM

LEP Person Survey

#	Responses	Date
305	San Jose	1/29/2013 3:14 PM
306	Santa Clara	1/29/2013 3:13 PM
307	San Jose	1/29/2013 3:12 PM
308	San Jose	1/29/2013 3:11 PM
309	San Jose	1/29/2013 3:10 PM
310	San Jose	1/29/2013 3:09 PM
311	San Jose	1/29/2013 3:07 PM
312	San Jose	1/29/2013 3:05 PM
313	San Jose	1/29/2013 3:03 PM
314	San Jose	1/29/2013 2:58 PM
315	San Jose	1/29/2013 2:52 PM
316	San Jose	1/29/2013 2:51 PM
317	San Jose	1/29/2013 2:50 PM
318	San Jose	1/29/2013 2:48 PM
319	San Jose	1/29/2013 2:47 PM
320	San Jose	1/29/2013 2:47 PM
321	San Jose	1/29/2013 2:45 PM
322	San Jose	1/29/2013 2:44 PM
323	San Jose	1/29/2013 2:43 PM
324	San Jose	1/29/2013 2:41 PM
325	San Jose	1/29/2013 2:39 PM
326	San Jose	1/29/2013 2:36 PM
327	San Jose	1/29/2013 2:36 PM
328	San Jose	1/29/2013 2:35 PM
329	San Jose	1/29/2013 2:33 PM
330	San Jose	1/29/2013 2:32 PM
331	San Jose	1/29/2013 2:31 PM
332	San Jose	1/29/2013 2:30 PM
333	San Jose	1/29/2013 2:29 PM
334	San Jose	1/29/2013 2:27 PM
335	San Jose	1/29/2013 2:26 PM
336	San Jose	1/29/2013 2:25 PM
337	San Jose	1/29/2013 2:24 PM
338	San Jose	1/29/2013 2:23 PM
339	San Jose	1/29/2013 2:18 PM
340	San Jose	1/29/2013 2:16 PM
341	San Jose	1/29/2013 2:14 PM
342	San Jose	1/29/2013 2:13 PM
343	San Jose	1/28/2013 5:01 PM
344	Campbell	1/28/2013 4:59 PM
345	San Jose	1/28/2013 4:58 PM
346	San Jose	1/28/2013 4:56 PM
347	San Jose	1/28/2013 4:55 PM
348	San Jose	1/28/2013 4:54 PM

LEP Person Survey

#	Responses	Date
349	San Jose	1/28/2013 4:52 PM
350	San Jose	1/28/2013 4:51 PM
351	San Jose	1/28/2013 4:51 PM
352	San Jose	1/28/2013 4:49 PM
353	San Jose	1/28/2013 4:48 PM
354	San Jose	1/28/2013 4:47 PM
355	San Jose	1/28/2013 4:46 PM
356	San Jose	1/28/2013 4:44 PM
357	San Jose	1/28/2013 4:44 PM
358	San Jose	1/28/2013 4:40 PM
359	San Jose	1/28/2013 4:36 PM
360	San Jose	1/28/2013 4:35 PM
361	San Jose	1/28/2013 4:34 PM
362	San Jose	1/28/2013 4:30 PM
363	San Jose	1/28/2013 4:29 PM
364	San Jose	1/28/2013 4:28 PM
365	San Jose	1/28/2013 4:27 PM
366	San Jose	1/28/2013 4:26 PM
367	San Jose	1/28/2013 4:25 PM
368	San Jose	1/28/2013 4:24 PM
369	San Jose	1/28/2013 4:23 PM
370	San Jose	1/28/2013 4:22 PM
371	San Jose	1/28/2013 4:21 PM
372	San Jose	1/28/2013 4:20 PM
373	San Francisco	1/28/2013 4:15 PM
374	San Francisco	1/28/2013 4:13 PM
375	Oakland	1/28/2013 4:07 PM
376	San Francisco	1/28/2013 4:02 PM
377	San Francisco	1/28/2013 4:00 PM
378	San Francisco	1/28/2013 3:57 PM
379	San Francisco	1/28/2013 3:56 PM
380	San Francisco	1/28/2013 3:54 PM
381	San Francisco	1/28/2013 3:53 PM
382	San Francisco	1/28/2013 3:52 PM
383	San Francisco	1/28/2013 3:51 PM
384	San Francisco	1/28/2013 3:48 PM
385	San Francisco	1/28/2013 3:47 PM
386	San Francisco	1/28/2013 3:46 PM
387	San Francisco	1/28/2013 3:24 PM
388	San Francisco	1/28/2013 3:23 PM
389	San Francisco	1/28/2013 3:22 PM
390	San Francisco	1/28/2013 3:21 PM
391	San Francisco	1/28/2013 3:19 PM
392	Daly City	1/28/2013 3:16 PM

LEP Person Survey

#	Responses	Date
393	San Francisco	1/28/2013 3:12 PM
394	San Francisco	1/28/2013 3:07 PM
395	San Francisco	1/28/2013 3:06 PM
396	San Francisco	1/28/2013 3:05 PM
397	San Francisco	1/28/2013 3:03 PM
398	San Francisco	1/28/2013 3:03 PM
399	San Francisco	1/28/2013 3:02 PM
400	San Francisco	1/28/2013 3:01 PM
401	San Francisco	1/28/2013 3:00 PM
402	San Francisco	1/28/2013 3:00 PM
403	San Francisco	1/28/2013 2:59 PM
404	San Francisco	1/28/2013 2:58 PM
405	San Francisco	1/28/2013 2:57 PM
406	San Francisco	1/28/2013 2:56 PM
407	San Francisco	1/28/2013 2:55 PM
408	San Francisco	1/28/2013 2:54 PM
409	San Francisco	1/28/2013 2:53 PM
410	San Francisco	1/28/2013 2:53 PM
411	San Francisco	1/28/2013 2:52 PM
412	San Francisco	1/28/2013 2:51 PM
413	San Francisco	1/28/2013 2:48 PM
414	San Francisco	1/28/2013 2:45 PM
415	San Francisco	1/28/2013 2:44 PM
416	San Francisco	1/28/2013 2:44 PM
417	San Francisco	1/28/2013 2:43 PM
418	San Francisco	1/28/2013 2:41 PM
419	San Francisco	1/28/2013 2:35 PM
420	San Francisco	1/28/2013 2:35 PM
421	San Francisco	1/28/2013 2:34 PM
422	San Francisco	1/28/2013 2:33 PM
423	San Francisco	1/28/2013 2:32 PM
424	San Francisco	1/28/2013 2:31 PM
425	San Francisco	1/28/2013 2:30 PM
426	Daly City	1/28/2013 2:29 PM
427	Daly City	1/28/2013 2:28 PM
428	San Francisco	1/28/2013 2:27 PM
429	San Francisco	1/28/2013 2:26 PM
430	San Francisco	1/28/2013 2:25 PM
431	San Francisco	1/28/2013 2:24 PM
432	San Francisco	1/28/2013 2:23 PM
433	San Francisco	1/28/2013 2:22 PM
434	San Francisco	1/28/2013 2:21 PM
435	San Francisco	1/28/2013 2:18 PM
436	San Francisco	1/28/2013 2:17 PM

LEP Person Survey

#	Responses	Date
437	San Francisco	1/28/2013 2:16 PM
438	San Francisco	1/28/2013 2:15 PM
439	San Francisco	1/28/2013 2:14 PM
440	San Francisco	1/28/2013 2:12 PM
441	Napa	1/28/2013 2:07 PM
442	Oakland	1/28/2013 2:05 PM
443	Oakland	1/28/2013 2:04 PM
444	Oakland	1/28/2013 1:59 PM
445	Vallejo	1/28/2013 1:52 PM
446	American Canyon	1/28/2013 1:48 PM
447	Vallejo	1/28/2013 1:45 PM
448	Vallejo	1/28/2013 1:43 PM
449	Vallejo	1/28/2013 1:42 PM
450	Vallejo	1/28/2013 1:41 PM
451	Vallejo	1/28/2013 1:40 PM
452	Vallejo	1/28/2013 1:39 PM
453	Vallejo	1/28/2013 1:38 PM
454	Vallejo	1/28/2013 1:37 PM
455	Vallejo	1/28/2013 1:36 PM
456	Vallejo	1/28/2013 1:35 PM
457	Benicia	1/28/2013 1:34 PM
458	Vallejo	1/28/2013 1:33 PM
459	Vallejo	1/28/2013 1:32 PM
460	Vallejo	1/28/2013 1:31 PM
461	Vallejo	1/28/2013 1:31 PM
462	Vallejo	1/28/2013 1:30 PM
463	Vallejo	1/28/2013 1:28 PM
464	Vallejo	1/28/2013 1:27 PM
465	Vallejo	1/28/2013 1:26 PM
466	Vallejo	1/28/2013 1:23 PM
467	Vallejo	1/28/2013 1:22 PM
468	Vallejo	1/28/2013 1:22 PM
469	Vallejo	1/28/2013 1:21 PM
470	Vallejo	1/28/2013 1:19 PM
471	Vallejo	1/28/2013 1:18 PM
472	Vallejo	1/28/2013 1:18 PM
473	Vallejo	1/28/2013 1:17 PM
474	Vallejo	1/28/2013 1:16 PM
475	Vallejo	1/28/2013 1:15 PM
476	Farfield	1/28/2013 1:14 PM
477	Vallejo	1/28/2013 1:10 PM
478	San Francisco	1/22/2013 9:43 AM
479	San Francisco	1/22/2013 9:42 AM
480	San Francisco	1/22/2013 9:41 AM

LEP Person Survey

#	Responses	Date
481	San Francisco	1/22/2013 9:40 AM
482	San Francisco	1/22/2013 9:39 AM
483	San Francisco	1/22/2013 9:38 AM
484	San Francisco	1/22/2013 9:37 AM
485	San Jose	1/22/2013 9:35 AM
486	San Francisco	1/22/2013 9:34 AM
487	Millbrae	1/22/2013 9:30 AM
488	San Mateo	1/22/2013 9:30 AM
489	San Mateo	1/22/2013 9:29 AM
490	Millbrae	1/22/2013 9:28 AM
491	San Mateo	1/22/2013 9:27 AM
492	Millbrae	1/22/2013 9:26 AM
493	Belmont	1/22/2013 9:24 AM
494	San Francisco	1/22/2013 9:21 AM
495	Millbrae	1/22/2013 9:19 AM
496	Millbrae	1/22/2013 9:19 AM
497	Millbrae	1/22/2013 9:18 AM
498	San Mateo	1/22/2013 9:15 AM
499	San Mateo	1/22/2013 9:15 AM
500	Burlingame	1/22/2013 9:14 AM
501	Foster City	1/22/2013 9:12 AM
502	San Mateo	1/22/2013 9:11 AM
503	Burlingame	1/22/2013 9:10 AM
504	San Mateo	1/22/2013 9:09 AM
505	San Mateo	1/22/2013 9:08 AM
506	San Mateo	1/22/2013 9:01 AM
507	Foster City	1/22/2013 9:00 AM
508	Burlingame	1/22/2013 8:48 AM
509	San Bruno	1/22/2013 8:48 AM
510	San Francisco	1/22/2013 8:47 AM
511	Burlingame	1/22/2013 8:44 AM
512	Hillsborough	1/22/2013 8:42 AM
513	South San Francisco	1/22/2013 8:41 AM
514	Half Moon Bay	1/22/2013 8:41 AM
515	Millbrae	1/22/2013 8:39 AM
516	San Mateo	1/22/2013 8:39 AM
517	San Mateo	1/22/2013 8:32 AM
518	Bellevue	1/22/2013 8:31 AM
519	San Mateo	1/22/2013 8:29 AM
520	Millbrae	1/22/2013 8:24 AM
521	San Mateo	1/22/2013 8:24 AM
522	San Mateo	1/22/2013 8:23 AM
523	San Mateo	1/22/2013 8:22 AM
524	San Mateo	1/22/2013 8:21 AM

LEP Person Survey

#	Responses	Date
525	San Mateo	1/21/2013 9:38 PM
526	Millbrae	1/21/2013 9:33 PM
527	San Mateo	1/21/2013 9:27 PM
528	Hillsborough	1/21/2013 9:21 PM
529	San Bruno	1/21/2013 9:20 PM
530	Redwood City	1/21/2013 9:19 PM
531	San Bruno	1/21/2013 9:17 PM
532	San Mateo	1/21/2013 9:16 PM
533	Palo Alto	1/21/2013 9:12 PM
534	San Mateo	1/21/2013 9:11 PM
535	San Mateo	1/21/2013 9:10 PM
536	Stockton	1/21/2013 9:09 PM
537	San Mateo	1/21/2013 9:08 PM
538	San Mateo	1/21/2013 9:07 PM
539	Burlingame	1/21/2013 9:06 PM
540	San Mateo	1/21/2013 9:05 PM
541	San Carlos	1/21/2013 9:04 PM
542	San Mateo	1/21/2013 9:03 PM
543	Redwood Shores	1/21/2013 9:03 PM
544	San Mateo	1/21/2013 9:02 PM
545	Half Moon Bay	1/21/2013 9:01 PM
546	San Mateo	1/21/2013 8:59 PM
547	San Mateo	1/21/2013 8:58 PM
548	Daly City	1/21/2013 8:46 PM
549	San Mateo	1/21/2013 8:45 PM
550	Half Moon Bay	1/21/2013 8:44 PM
551	San Mateo	1/21/2013 8:43 PM
552	Redwood City	1/21/2013 8:42 PM
553	San Mateo	1/21/2013 8:40 PM
554	San Bruno	1/21/2013 8:39 PM
555	Hayward	1/21/2013 8:38 PM
556	Millbrae	1/21/2013 8:37 PM
557	Redwood City	1/21/2013 8:36 PM
558	Redwood City	1/21/2013 8:35 PM
559	San Mateo	1/21/2013 8:29 PM
560	San Mateo	1/21/2013 8:29 PM
561	Burlingame	1/21/2013 8:27 PM
562	Redwood City	1/21/2013 8:27 PM
563	San Mateo	1/21/2013 8:24 PM
564	San Mateo	1/21/2013 8:23 PM
565	San Mateo	1/21/2013 8:22 PM
566	San Mateo	1/21/2013 8:22 PM
567	San Mateo	1/21/2013 8:21 PM
568	Burlingame	1/21/2013 8:20 PM

LEP Person Survey

#	Responses	Date
569	San Mateo	1/21/2013 8:18 PM
570	Hillsborough	1/21/2013 8:17 PM
571	San Mateo	1/21/2013 8:16 PM
572	San Carlos	1/21/2013 8:15 PM
573	San Mateo	1/21/2013 8:13 PM
574	San Mateo	1/21/2013 8:11 PM
575	Hillsborough	1/21/2013 8:10 PM
576	Foster City	1/21/2013 7:51 PM
577	Belmont	1/21/2013 7:50 PM
578	San Mateo	1/21/2013 7:48 PM
579	San Mateo	1/21/2013 7:47 PM
580	Foster City	1/21/2013 7:46 PM
581	Redwood Shores	1/21/2013 7:40 PM
582	Burlingame	1/21/2013 7:38 PM
583	Burlingame	1/21/2013 7:36 PM
584	San Mateo	1/21/2013 7:32 PM
585	Redwood City	1/21/2013 7:31 PM
586	Redwood City	1/21/2013 7:30 PM
587	Millbrae	1/21/2013 7:24 PM
588	Redwood Shores	1/16/2013 2:58 PM
589	Alameda	1/16/2013 2:54 PM
590	Hayward	1/16/2013 1:28 PM
591	San Francisco	1/16/2013 1:27 PM
592	San Leandro	1/16/2013 1:25 PM
593	San Pablo	1/16/2013 1:24 PM
594	Hawthorne	1/16/2013 1:22 PM
595	San Francisco	1/16/2013 1:20 PM
596	Alhambra	1/16/2013 1:07 PM
597	Oakland	1/16/2013 1:02 PM
598	San Francisco	1/16/2013 12:59 PM
599	Daly City	1/16/2013 12:56 PM
600	San Francisco	1/16/2013 12:55 PM
601	Oakland	1/16/2013 12:50 PM
602	San Francisco	1/16/2013 12:47 PM
603	San Francisco	1/16/2013 12:44 PM
604	American Canyon	1/16/2013 11:53 AM
605	American Canyon	1/16/2013 11:51 AM
606	American Canyon	1/16/2013 11:51 AM
607	American Canyon	1/16/2013 11:50 AM
608	American Canyon	1/16/2013 11:49 AM
609	American Canyon	1/16/2013 11:48 AM
610	Napa	1/16/2013 11:44 AM
611	Yountville	1/16/2013 11:43 AM
612	Napa	1/16/2013 11:42 AM

LEP Person Survey

#	Responses	Date
613	Napa	1/16/2013 11:42 AM
614	Napa	1/16/2013 11:39 AM
615	Napa	1/16/2013 11:38 AM
616	Napa	1/16/2013 11:37 AM
617	Napa	1/16/2013 11:36 AM
618	Napa	1/16/2013 11:35 AM
619	Napa	1/16/2013 11:32 AM
620	Napa	1/16/2013 11:31 AM
621	Napa	1/16/2013 11:30 AM
622	Napa	1/16/2013 11:29 AM
623	Napa	1/16/2013 11:28 AM
624	Napa	1/16/2013 11:26 AM
625	Hayward	1/16/2013 11:23 AM
626	Hayward	1/16/2013 11:21 AM
627	Hayward	1/16/2013 11:20 AM
628	Hayward	1/16/2013 11:19 AM
629	Hayward	1/16/2013 11:17 AM
630	Hayward	1/16/2013 11:15 AM
631	Hayward	1/16/2013 11:14 AM
632	Hayward	1/16/2013 11:11 AM
633	Hayward	1/16/2013 11:10 AM
634	Hayward	1/16/2013 11:10 AM
635	Hayward	1/16/2013 11:09 AM
636	Hayward	1/16/2013 11:06 AM
637	Hayward	1/16/2013 11:05 AM
638	Hayward	1/16/2013 11:04 AM
639	Hayward	1/16/2013 11:03 AM
640	Hayward	1/16/2013 11:02 AM
641	Hayward	1/16/2013 11:01 AM
642	Hayward	1/16/2013 10:59 AM
643	Hayward	1/16/2013 10:58 AM
644	Hayward	1/16/2013 10:57 AM
645	Hayward	1/16/2013 10:56 AM
646	Hayward	1/16/2013 10:52 AM
647	Oakland	1/16/2013 10:51 AM
648	Hayward	1/16/2013 10:49 AM
649	Hayward	1/16/2013 10:48 AM
650	Oakland	1/16/2013 10:47 AM
651	Hayward	1/16/2013 10:45 AM
652	Napa	1/16/2013 10:43 AM
653	Napa	1/16/2013 10:42 AM
654	Napa	1/16/2013 10:41 AM
655	Napa	1/16/2013 10:40 AM
656	Napa	1/16/2013 10:39 AM

LEP Person Survey

#	Responses	Date
657	Napa	1/16/2013 10:38 AM
658	Napa	1/16/2013 10:37 AM
659	Napa	1/16/2013 10:36 AM
660	Napa	1/16/2013 10:32 AM
661	Napa	1/16/2013 10:31 AM
662	Napa	1/16/2013 10:29 AM
663	Napa	1/16/2013 10:28 AM
664	Napa	1/16/2013 10:27 AM
665	Napa	1/16/2013 10:26 AM
666	Napa	1/16/2013 10:25 AM
667	Napa	1/16/2013 10:24 AM
668	Napa	1/16/2013 10:22 AM
669	Napa	1/16/2013 10:22 AM
670	Napa	1/16/2013 10:19 AM
671	Napa	1/16/2013 10:18 AM
672	Napa	1/16/2013 10:17 AM
673	Richmond	1/15/2013 4:42 PM
674	Richmond	1/15/2013 4:41 PM
675	Richmond	1/15/2013 4:39 PM
676	Milpitas	1/15/2013 4:37 PM
677	San Jose	1/15/2013 4:36 PM
678	San Jose	1/15/2013 4:35 PM
679	San Jose	1/15/2013 4:34 PM
680	San Jose	1/15/2013 4:33 PM
681	Sunnyvale	1/15/2013 4:32 PM
682	San Jose	1/15/2013 4:30 PM
683	San Lorenzo	1/15/2013 4:28 PM
684	San Leandro	1/15/2013 4:28 PM
685	San Leandro	1/15/2013 4:26 PM
686	San Leandro	1/15/2013 4:25 PM
687	San Leandro	1/15/2013 4:24 PM
688	San Lorenzo	1/15/2013 4:23 PM
689	Oakland	1/15/2013 4:22 PM
690	San Francisco	1/15/2013 4:19 PM
691	San Francisco	1/15/2013 4:18 PM
692	San Francisco	1/15/2013 4:14 PM
693	San Francisco	1/15/2013 4:12 PM
694	San Francisco	1/15/2013 4:11 PM
695	San Francisco	1/15/2013 4:09 PM
696	San Francisco	1/15/2013 4:08 PM
697	San Francisco	1/15/2013 4:06 PM
698	San Francisco	1/15/2013 4:05 PM
699	Daly City	1/15/2013 4:05 PM
700	San Francisco	1/15/2013 4:05 PM

LEP Person Survey

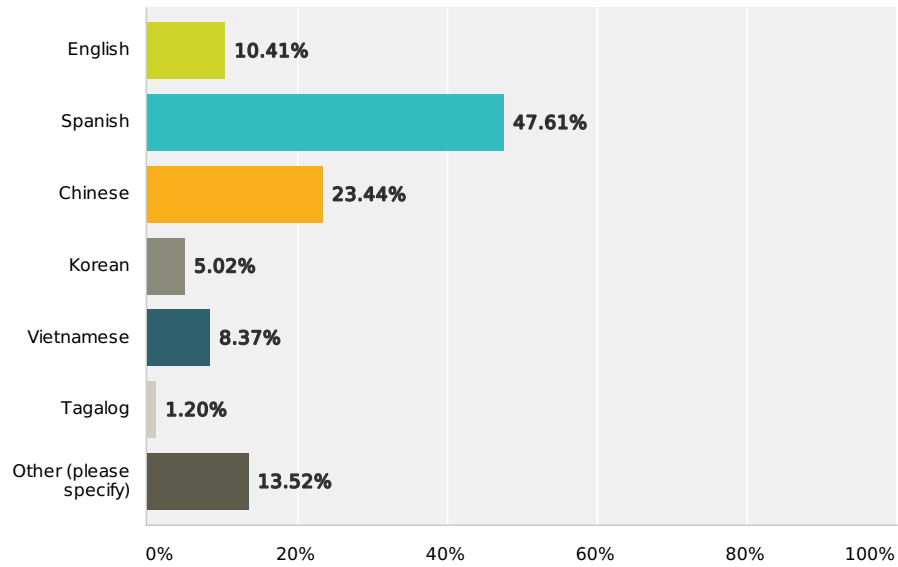
#	Responses	Date
701	Fremont	1/15/2013 4:04 PM
702	San Bruno	1/15/2013 4:04 PM
703	San Leandro	1/2/2013 3:02 PM
704	San Lorenzo	1/2/2013 3:01 PM
705	San Leandro	1/2/2013 3:00 PM
706	San Jose	1/2/2013 2:58 PM
707	San Jose	1/2/2013 2:57 PM
708	San Jose	1/2/2013 2:57 PM
709	San Jose	1/2/2013 2:55 PM
710	San Jose	1/2/2013 2:54 PM
711	Milpitas	1/2/2013 2:53 PM
712	Milpitas	1/2/2013 2:52 PM
713	San Jose	1/2/2013 2:51 PM
714	San Jose	1/2/2013 2:51 PM
715	San Jose	1/2/2013 2:49 PM
716	San Jose	1/2/2013 2:48 PM
717	San Jose	1/2/2013 2:47 PM
718	San Jose	1/2/2013 2:46 PM
719	San Jose	1/2/2013 2:45 PM
720	Milpitas	1/2/2013 2:44 PM
721	Milpitas	1/2/2013 2:43 PM
722	San Jose	1/2/2013 2:42 PM
723	San Jose	1/2/2013 2:41 PM
724	San Jose	1/2/2013 2:40 PM
725	San Jose	1/2/2013 2:39 PM
726	Milpitas	1/2/2013 2:38 PM
727	San Jose	1/2/2013 2:37 PM
728	San Jose	1/2/2013 2:36 PM
729	San Jose	1/2/2013 2:36 PM
730	San Jose	1/2/2013 2:34 PM
731	San Jose	1/2/2013 2:32 PM
732	San Jose	1/2/2013 2:31 PM
733	Milpitas	1/2/2013 2:31 PM
734	Vallejo	1/2/2013 2:24 PM
735	San Jose	1/2/2013 2:23 PM
736	Millbrae	1/2/2013 2:20 PM
737	San Francisco	1/2/2013 2:19 PM
738	Daly City	1/2/2013 2:15 PM
739	Fremont	1/2/2013 2:14 PM
740	Fremont	1/2/2013 2:13 PM
741	San Leandro	1/2/2013 2:03 PM
742	San Leandro	1/2/2013 2:02 PM
743	South San Francisco	1/2/2013 1:56 PM
744	South San Francisco	1/2/2013 1:55 PM

LEP Person Survey

#	Responses	Date
745	South San Francisco	1/2/2013 1:54 PM
746	South San Francisco	1/2/2013 1:54 PM
747	South San Francisco	1/2/2013 1:52 PM
748	South San Francisco	1/2/2013 1:52 PM
749	South San Francisco	1/2/2013 1:51 PM
750	South San Francisco	1/2/2013 1:50 PM
751	South San Francisco	1/2/2013 1:48 PM
752	South San Francisco	1/2/2013 1:46 PM
753	South San Francisco	1/2/2013 1:43 PM
754	South San Francisco	1/2/2013 1:43 PM
755	South San Francisco	1/2/2013 1:42 PM
756	Daly City	1/2/2013 1:40 PM
757	Oakland	1/2/2013 1:36 PM
758	Hayward	1/2/2013 1:34 PM
759	San Lorenzo	1/2/2013 1:33 PM
760	San Leandro	1/2/2013 1:32 PM
761	Hayward	1/2/2013 1:29 PM
762	San Leandro	1/2/2013 1:27 PM
763	Hayward	1/2/2013 1:25 PM
764	Hayward	1/2/2013 1:18 PM
765	San Lorenzo	1/2/2013 1:16 PM
766	San Leandro	1/2/2013 1:15 PM
767	San Leandro	1/2/2013 1:14 PM
768	San Leandro	1/2/2013 1:13 PM
769	San Leandro	1/2/2013 1:09 PM
770	Hayward	1/2/2013 1:08 PM
771	San Leandro	1/2/2013 1:07 PM
772	San Leandro	1/2/2013 1:05 PM
773	San Leandro	1/2/2013 1:03 PM
774	Hayward	1/2/2013 1:02 PM
775	San Leandro	1/2/2013 1:01 PM
776	San Lorenzo	1/2/2013 1:00 PM

Q4 What language do you speak at home?

Answered: 836 Skipped: 9



Answer Choices	Responses
English	10.41% 87
Spanish	47.61% 398
Chinese	23.44% 196
Korean	5.02% 42
Vietnamese	8.37% 70
Tagalog	1.20% 10
Other (please specify)	13.52% 113
Total Respondents: 836	

Q4 "Other" Responses

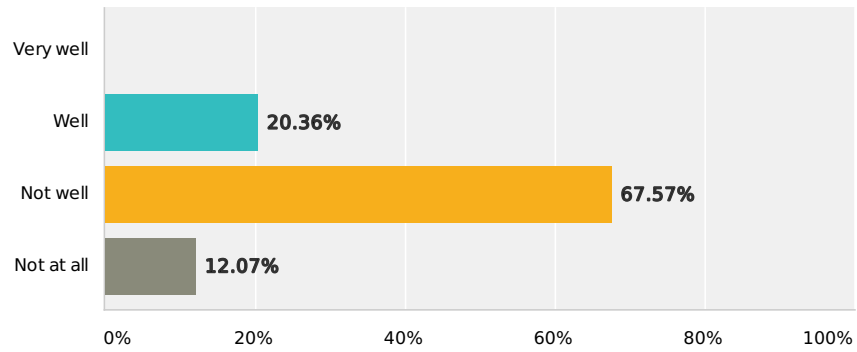
#	Other:	Date
1	Japanese	Feb 14, 2013 8:25 PM
2	none given	Feb 1, 2013 12:03 AM
3	Farsi	Jan 31, 2013 10:36 PM
4	Thai	Jan 31, 2013 10:34 PM
5	Farsi	Jan 31, 2013 10:32 PM
6	French	Jan 31, 2013 10:29 PM
7	French	Jan 31, 2013 10:28 PM
8	Arabic	Jan 31, 2013 10:26 PM
9	Arabic	Jan 31, 2013 10:25 PM
10	Arabic	Jan 31, 2013 10:24 PM
11	Punjabi	Jan 31, 2013 10:15 PM
12	Italian, Russian	Jan 31, 2013 10:13 PM
13	Thai	Jan 31, 2013 10:11 PM
14	French	Jan 31, 2013 10:10 PM
15	Cambodian	Jan 31, 2013 10:08 PM
16	Thai	Jan 31, 2013 10:05 PM
17	tigrigna	Jan 31, 2013 10:02 PM
18	Hungarian	Jan 31, 2013 9:54 PM
19	none given	Jan 31, 2013 9:50 PM
20	amharic	Jan 30, 2013 12:45 AM
21	none given	Jan 30, 2013 12:44 AM
22	Turkish	Jan 30, 2013 12:43 AM
23	assyrian	Jan 30, 2013 12:42 AM
24	Iraqi(arabic)	Jan 30, 2013 12:41 AM
25	assyrian	Jan 30, 2013 12:40 AM
26	Serbian	Jan 30, 2013 12:38 AM
27	Farsi	Jan 30, 2013 12:37 AM
28	Farsi	Jan 30, 2013 12:36 AM
29	Thai	Jan 30, 2013 12:35 AM
30	Russian	Jan 30, 2013 12:34 AM
31	Pasto and Farsi	Jan 30, 2013 12:34 AM
32	assyrian	Jan 30, 2013 12:33 AM
33	Punjabi	Jan 30, 2013 12:32 AM
34	Ukranian	Jan 30, 2013 12:28 AM
35	Russian	Jan 30, 2013 12:27 AM
36	Russian	Jan 30, 2013 12:26 AM
37	Farsi	Jan 30, 2013 12:25 AM
38	Russian	Jan 30, 2013 12:24 AM
39	Russian and Hebrew	Jan 30, 2013 12:11 AM
40	Farsi	Jan 30, 2013 12:10 AM
41	Farsi	Jan 30, 2013 12:06 AM
42	Farsi	Jan 30, 2013 12:02 AM
43	amharic	Jan 30, 2013 12:01 AM

44	Farsi	Jan 30, 2013 12:00 AM
45	Farsi	Jan 29, 2013 11:59 PM
46	Russian	Jan 29, 2013 11:58 PM
47	amharic	Jan 29, 2013 11:57 PM
48	tigrigna	Jan 29, 2013 11:55 PM
49	Farsi	Jan 29, 2013 11:54 PM
50	Farsi	Jan 29, 2013 11:51 PM
51	French	Jan 29, 2013 11:50 PM
52	Farsi	Jan 29, 2013 11:49 PM
53	Russian	Jan 29, 2013 11:48 PM
54	Farsi	Jan 29, 2013 11:47 PM
55	Somali	Jan 29, 2013 11:45 PM
56	Somali	Jan 29, 2013 11:44 PM
57	Somali	Jan 29, 2013 11:43 PM
58	Russian	Jan 29, 2013 11:42 PM
59	Farsi	Jan 29, 2013 11:41 PM
60	Japanese	Jan 29, 2013 11:39 PM
61	Thai	Jan 29, 2013 11:37 PM
62	Hindu	Jan 29, 2013 11:30 PM
63	Japanese	Jan 29, 2013 11:29 PM
64	Bulgarian	Jan 29, 2013 11:25 PM
65	Cambodian	Jan 29, 2013 11:23 PM
66	Farsi	Jan 29, 2013 11:22 PM
67	Farsi	Jan 29, 2013 11:21 PM
68	Polish	Jan 29, 2013 11:20 PM
69	Persian	Jan 29, 2013 11:19 PM
70	tigrigna	Jan 29, 2013 11:14 PM
71	Farsi	Jan 29, 2013 11:13 PM
72	Somali	Jan 29, 2013 11:12 PM
73	Romanian	Jan 29, 2013 11:11 PM
74	amharic	Jan 29, 2013 11:10 PM
75	Farsi	Jan 29, 2013 11:09 PM
76	Russian	Jan 29, 2013 11:07 PM
77	Farsi	Jan 29, 2013 11:05 PM
78	Farsi	Jan 29, 2013 11:03 PM
79	assyrian	Jan 29, 2013 11:00 PM
80	Russian	Jan 29, 2013 10:51 PM
81	Russian	Jan 29, 2013 10:45 PM
82	amharic	Jan 29, 2013 10:44 PM
83	swaheli	Jan 29, 2013 10:43 PM
84	allaman	Jan 29, 2013 10:39 PM
85	Farsi	Jan 29, 2013 10:36 PM
86	Amharic	Jan 29, 2013 10:36 PM
87	Russian	Jan 29, 2013 10:35 PM
88	amharic	Jan 29, 2013 10:33 PM
89	none given	Jan 29, 2013 10:27 PM
90	Farsi	Jan 29, 2013 10:26 PM
91	tigrigna	Jan 29, 2013 10:24 PM
92	tigrigna	Jan 29, 2013 10:23 PM
93	Farsi	Jan 29, 2013 10:19 PM

94	none given	Jan 29, 2013 10:18 PM
95	none given	Jan 29, 2013 12:59 AM
96	Persian	Jan 29, 2013 12:58 AM
97	Farsi	Jan 29, 2013 12:56 AM
98	Russian	Jan 29, 2013 12:49 AM
99	none given	Jan 29, 2013 12:44 AM
100	Russian	Jan 29, 2013 12:27 AM
101	Ukrainian	Jan 29, 2013 12:26 AM
102	none given	Jan 29, 2013 12:20 AM
103	Japan	Jan 28, 2013 9:50 PM
104	French	Jan 28, 2013 9:48 PM
105	Cebuano	Jan 22, 2013 5:37 PM
106	no response	Jan 22, 2013 5:21 AM
107	Italian	Jan 22, 2013 4:17 AM
108	no response	Jan 22, 2013 4:11 AM
109	Japanese	Jan 22, 2013 4:10 AM
110	Japanese	Jan 22, 2013 3:51 AM
111	Japanese	Jan 22, 2013 3:50 AM
112	Japanese	Jan 22, 2013 3:49 AM
113	Japanese	Jan 22, 2013 3:47 AM
114	Japanese	Jan 22, 2013 3:46 AM
115	Russian	Jan 16, 2013 10:58 PM
116	French	Jan 16, 2013 10:11 PM
117	Russian	Jan 16, 2013 10:09 PM
118	Italian	Jan 16, 2013 6:59 PM
119	Farsi	Jan 2, 2013 9:03 PM
120	Burmese	Jan 2, 2013 9:02 PM
121	none given	Jan 2, 2013 9:01 PM

Q5 Please identify how well you speak English.

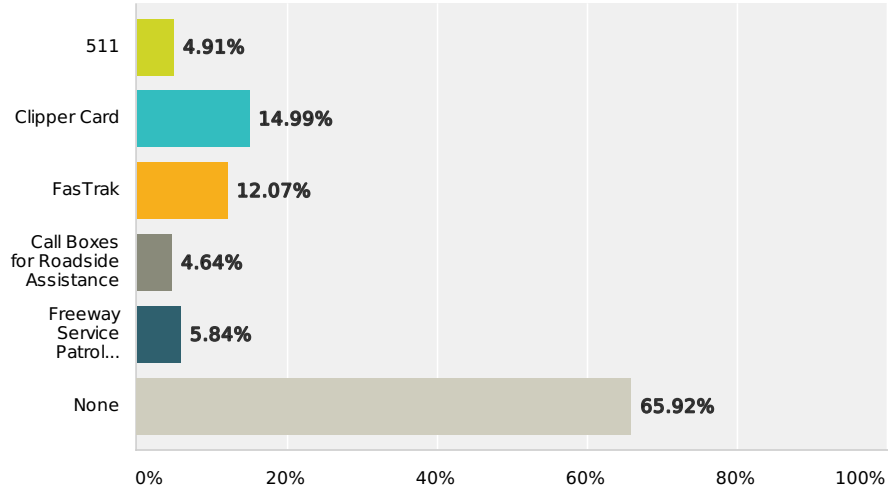
Answered: 845 Skipped: 0



Answer Choices	Responses	
Not well	67.57%	571
Well	20.36%	172
Not at all	12.07%	102
Very well	0%	0
Total		845

**Q6 Which of the following
Metropolitan Transportation
Commission services do you use?
(check all that apply)**

Answered: 754 Skipped: 91

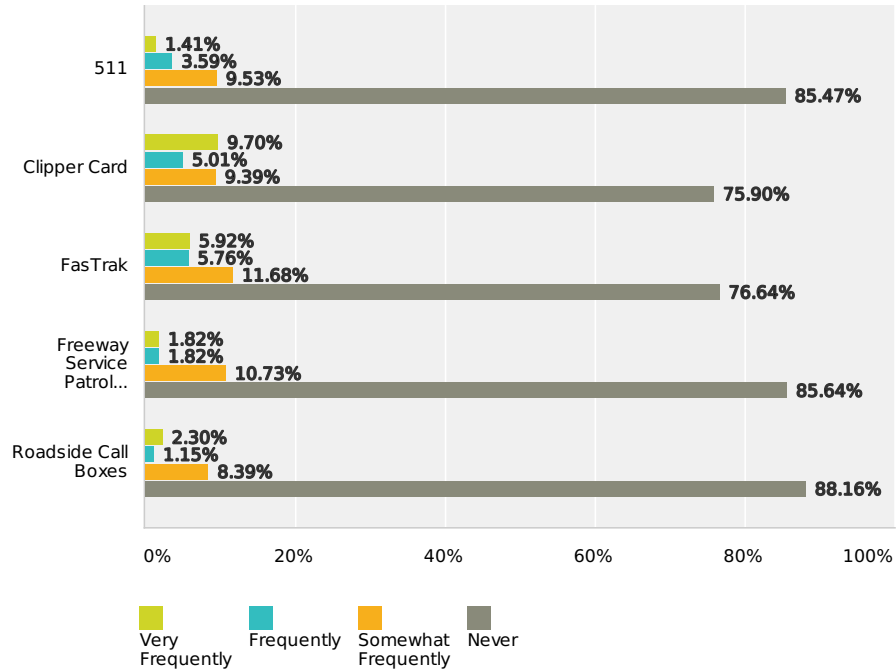


Answer Choices	Responses	
511	4.91%	37
Clipper Card	14.99%	113
FasTrak	12.07%	91
Call Boxes for Roadside Assistance	4.64%	35
Freeway Service Patrol (Roving Tow Trucks)	5.84%	44
None	65.92%	497

Total Respondents: 754

Q7 How frequently do you use the following Bay Area transportation services? (select only one response for each service)

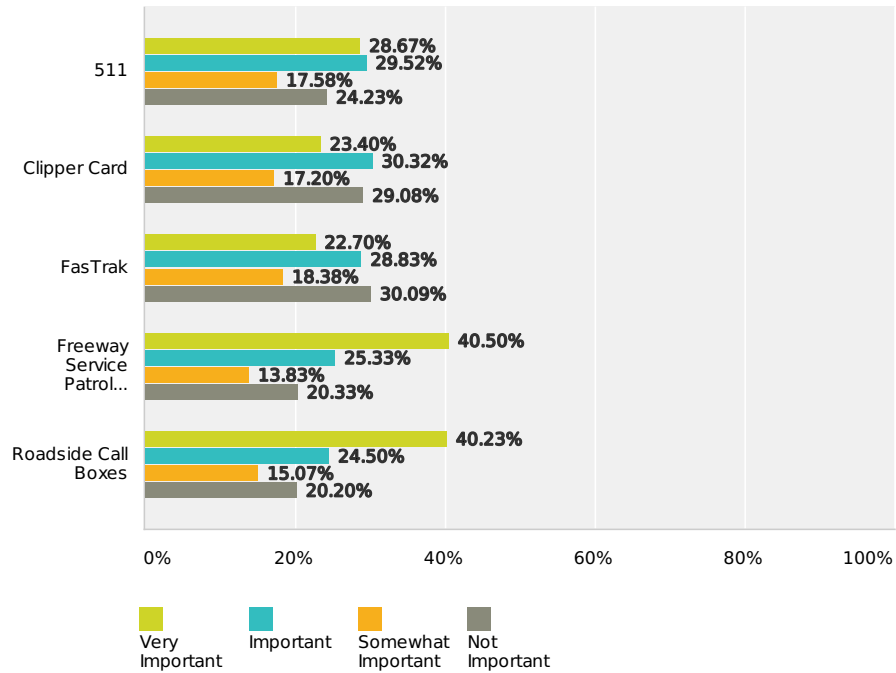
Answered: 761 Skipped: 84



	Very Frequently	Frequently	Somewhat Frequently	Never	Total
511	1.41% 9	3.59% 23	9.53% 61	85.47% 547	640
Clipper Card	9.70% 62	5.01% 32	9.39% 60	75.90% 485	639
FasTrak	5.92% 37	5.76% 36	11.68% 73	76.64% 479	625
Freeway Service Patrol (Roving Tow Trucks)	1.82% 11	1.82% 11	10.73% 65	85.64% 519	606
Roadside Call Boxes	2.30% 14	1.15% 7	8.39% 51	88.16% 536	608

Q8 How important are the following services to you? (select only one response for each service)

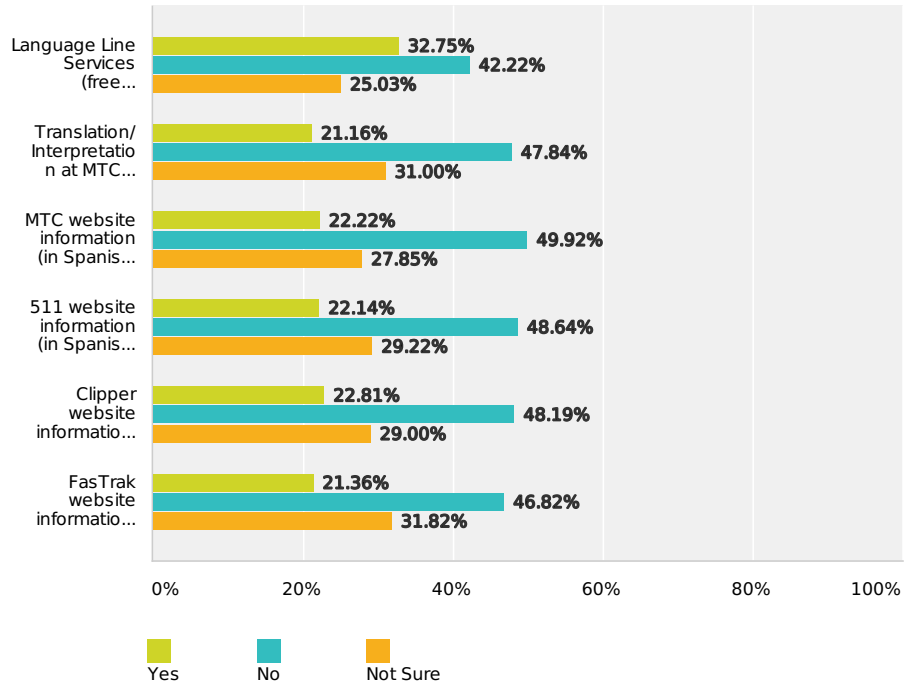
Answered: 748 Skipped: 97



	Very Important	Important	Somewhat Important	Not Important	Total
511	28.67% 168	29.52% 173	17.58% 103	24.23% 142	586
Clipper Card	23.40% 132	30.32% 171	17.20% 97	29.08% 164	564
FasTrak	22.70% 126	28.83% 160	18.38% 102	30.09% 167	555
Freeway Service Patrol (Roving Tow Trucks)	40.50% 243	25.33% 152	13.83% 83	20.33% 122	600
Roadside Call Boxes	40.23% 243	24.50% 148	15.07% 91	20.20% 122	604

Q9 Did you know that Metropolitan Transportation Commission (MTC) provides the following language assistance services? (select only one response for each service)

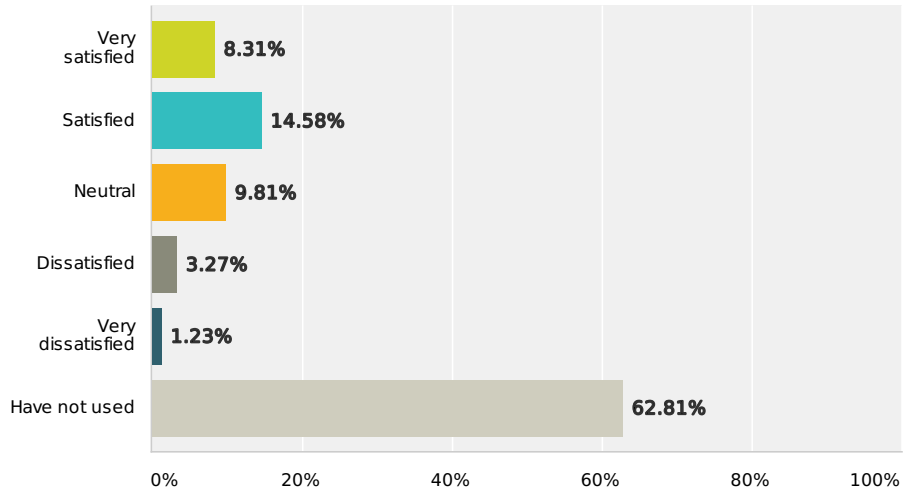
Answered: 769 Skipped: 76



	Yes	No	Not Sure	Total
Language Line Services (free telephone interpretation services for MTC, 511, Clipper, Freeway Service Patrol and FasTrak)	32.75% 242	42.22% 312	25.03% 185	739
Translation/ Interpretation at MTC meetings upon request	21.16% 142	47.84% 321	31.00% 208	671
MTC website information (in Spanish or Chinese)	22.22% 146	49.92% 328	27.85% 183	657
511 website information (in Spanish or Chinese)	22.14% 147	48.64% 323	29.22% 194	664
Clipper website information (in Spanish or Chinese)	22.81% 151	48.19% 319	29.00% 192	662
FasTrak website information (in Spanish or Chinese)	21.36% 141	46.82% 309	31.82% 210	660

Q10 If you have used Metropolitan Transportation Commission's language assistance services, how satisfied were you with the experience?

Answered: 734 Skipped: 111



Answer Choices	Responses
Very satisfied	8.31% 61
Satisfied	14.58% 107
Neutral	9.81% 72
Dissatisfied	3.27% 24
Very dissatisfied	1.23% 9
Have not used	62.81% 461
Total	734

**Q11 What are your suggestions for additional language assistance services that the Metropolitan Transportation Commission should consider to improve its services?
Please be specific.**

Answered: 275 Skipped: 570

#	Responses	Date
1	Public relations required	2/14/2013 1:13 PM
2	Korean language service required	2/14/2013 1:11 PM
3	Translation services are important to help drivers when something occurs	2/14/2013 1:09 PM
4	No comment	2/14/2013 1:08 PM
5	Best to have Bilingual service. (Chinese)	2/14/2013 1:05 PM
6	I need more Chinese service. (Do not need Cantonese, don't understand)	2/14/2013 1:04 PM
7	I don't know how to say.	2/14/2013 1:03 PM
8	No suggestion.	2/14/2013 1:01 PM
9	Can Chinese translation be arranged for every items please. Thank you.	2/14/2013 1:00 PM
10	I am an elderly, should use Chinese language for assisting service.	2/14/2013 12:58 PM
11	When I need to use Chinese, the operator will quickly transfer me to the language I need.	2/14/2013 12:56 PM
12	Chinese (Mandarin). There are many Chinese who cannot speak good English. Need Chinese Mandarin service.	2/14/2013 12:55 PM
13	Improve the popularity of service and using standard language for announcement will highly improve the service.	2/14/2013 12:54 PM
14	When riding the bus, there is only english to announce the station. It will be much better if there is Chinese or at least two to other three languages to announce the station. Thank you!	2/14/2013 12:52 PM
15	No suggestion	2/14/2013 12:51 PM
16	Let the bus arrive on time. Lower the bus fare.	2/14/2013 12:50 PM
17	No	2/14/2013 12:46 PM
18	Don't know	2/14/2013 12:45 PM
19	Should widely promote Chinese hotline and information service.	2/14/2013 12:43 PM
20	English, Vietnamese and Chinese	2/14/2013 12:42 PM
21	My education level is poor, don't have any suggestions.	2/14/2013 12:40 PM
22	Chinese	2/14/2013 12:39 PM
23	Chinese	2/14/2013 12:38 PM
24	Chinese	2/14/2013 12:37 PM
25	Mandarin	2/14/2013 12:36 PM
26	Chinese	2/14/2013 12:34 PM
27	Cantonese	2/14/2013 12:33 PM
28	Bilingual (Cantonese, Mandarin)	2/14/2013 12:31 PM
29	Cantonese	2/14/2013 12:30 PM
30	Safety inside the bus and need to have Chinese service.	2/14/2013 12:29 PM
31	I never use it, therefore I don't know what other languages provided. Best to have Chinese.	2/14/2013 12:27 PM
32	Japanese	2/14/2013 12:26 PM
33	The waiting time of the Chinese complaint hotline 311 takes too long. Hope the waiting time can be shortened. Whether a direct Chinese phone line can be added to report to the police.	2/14/2013 12:24 PM

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#	Responses	Date
34	bilingual personnel	1/31/2013 4:31 PM
35	bilingual people	1/31/2013 4:30 PM
36	Its very important for people who need transit everyday to get to work and do not speak English	1/31/2013 4:28 PM
37	bilingual people	1/31/2013 4:23 PM
38	That there is transportation to cities where people live and not to other places	1/31/2013 4:21 PM
39	That there are people of good character to attend to the passengers	1/31/2013 4:05 PM
40	That there was better, more frequent service	1/31/2013 4:04 PM
41	That the bus stops were more secure. That the buses were more frequent, come every 20min instead of every hour.	1/31/2013 4:01 PM
42	That there was more information and education about the services provided.	1/31/2013 3:53 PM
43	That you hire bus drivers who speak Spanish	1/31/2013 3:48 PM
44	I think that the MTC should have their services in different languages for the good of all people	1/31/2013 3:43 PM
45	Many people do not know about these services. It would be good if more information was available in television, radio, or pamphlets so people would know about the offered services	1/31/2013 3:37 PM
46	Have more patience with those people who have difficulty with English and help these people more.	1/31/2013 3:32 PM
47	The workers should be more patient and listen to people who speak slowly	1/31/2013 3:30 PM
48	We need more frequent transit and route information for worker who have 20 to 30min long commutes.	1/31/2013 3:14 PM
49	When buying tickets sometimes my family needs a translators because the workers only speak English	1/31/2013 3:11 PM
50	That the telephone call boxes on the highways and freeways were safer	1/31/2013 3:02 PM
51	The bus drivers should be able to speak Spanish so they can assist the passengers.	1/31/2013 2:54 PM
52	I would like it if they spoke Spanish	1/31/2013 2:53 PM
53	Thank you, but I have not used any of these services	1/31/2013 2:51 PM
54	I think that everything is ok, but I don't travel much. Speak more Spanish	1/31/2013 2:48 PM
55	I can't give an opinion or offer guidance because I haven't used the services	1/31/2013 2:46 PM
56	To be honest I don't know, but I think you should continue	1/31/2013 2:44 PM
57	We are satisfied	1/31/2013 2:21 PM
58	I think no language is necessary. Dialect because some people need it	1/31/2013 2:20 PM
59	I suggest to provide all languages because many old people do not speak English	1/31/2013 2:16 PM
60	Cambodian	1/31/2013 2:09 PM
61	If we had assistance services for every language that would be very good.	1/31/2013 2:07 PM
62	Thai language	1/31/2013 2:05 PM
63	Spanish	1/31/2013 1:58 PM
64	I think that the Commission is doing a good job	1/31/2013 1:40 PM
65	More help in Spanish	1/31/2013 1:35 PM
66	I'm not sure, but it would be a good idea to have visible service announcements in Spanish	1/31/2013 1:34 PM
67	I can't get any information about MTC. Why don't you provide some convenient way to get some information.	1/30/2013 2:46 PM
68	Spanish	1/30/2013 2:31 PM
69	That there are more personnel who speak Spanish	1/30/2013 2:30 PM
70	People that speak Spanish	1/30/2013 2:28 PM
71	Farsi, Romania, Somalia, Tigrigna, Spanish	1/30/2013 1:23 PM
72	Respect velocity	1/30/2013 1:18 PM
73	My language is Spanish	1/30/2013 1:16 PM
74	You should improve the frequency of the buses. An example is the 63 line. If this line passed 10 minutes after 12:30 I would not have to wait 50 minutes to take another one.	1/30/2013 12:43 PM
75	Announcements on TV about transportation	1/30/2013 12:38 PM
76	Announcements on television about transportation. That workers are educated and nice to the riders.	1/30/2013 12:37 PM

LEP Person Survey

#	Responses	Date
77	The service is good, this form is hard to understand. What do you want to know?	1/30/2013 12:34 PM
78	There should be a person working in the transportation service (bus, trains) who speaks Spanish and Vietnamese and who is also aware of their different customs. There should be more buses. The transit service for me is very bad. There are not many buses.	1/30/2013 12:31 PM
79	farsi please	1/29/2013 5:28 PM
80	Please provide services in Vietnamese!	1/29/2013 5:26 PM
81	Farsi please	1/29/2013 5:21 PM
82	I hope you provide Chinese language services	1/29/2013 5:17 PM
83	nothing	1/29/2013 5:16 PM
84	Please speak Chinese	1/29/2013 5:14 PM
85	more services if possible	1/29/2013 5:12 PM
86	Farsi	1/29/2013 4:37 PM
87	put Thai language in your services	1/29/2013 4:36 PM
88	use Russian language	1/29/2013 4:35 PM
89	I don't understand this form	1/29/2013 4:32 PM
90	I'm not sure the MTC has to think too much about it. All the transit signs are understandable enough and we can always get information from the internet.	1/29/2013 4:29 PM
91	I don't know	1/29/2013 4:25 PM
92	Offer services in English, Cambodian, Chinese, Korean and Vietnamese	1/29/2013 4:13 PM
93	I would like information about routes and how much money	1/29/2013 4:11 PM
94	I would like information about routes and how much money	1/29/2013 4:10 PM
95	I would like information about routes and how much money	1/29/2013 4:09 PM
96	I would like information about routes and how much money	1/29/2013 4:06 PM
97	I would like information about routes and how much money	1/29/2013 4:05 PM
98	I would like information about routes and how much money	1/29/2013 4:04 PM
99	I would like information about routes and how much money	1/29/2013 4:03 PM
100	I don't know	1/29/2013 4:01 PM
101	Farsi please	1/29/2013 4:00 PM
102	Farsi please	1/29/2013 3:59 PM
103	Russian please	1/29/2013 3:58 PM
104	amheric please	1/29/2013 3:57 PM
105	Tigrigna please	1/29/2013 3:56 PM
106	Farsi please. Why no surveys in Farsi?	1/29/2013 3:52 PM
107	Farsi please	1/29/2013 3:51 PM
108	Russian please	1/29/2013 3:48 PM
109	Somali please	1/29/2013 3:45 PM
110	Somali please	1/29/2013 3:44 PM
111	Somali please	1/29/2013 3:43 PM
112	I want Russian	1/29/2013 3:42 PM
113	I want services in Persian	1/29/2013 3:41 PM
114	Korean	1/29/2013 3:40 PM
115	Japanese	1/29/2013 3:39 PM
116	I would like this in Thai	1/29/2013 3:37 PM
117	need more bus stops with benches and shelters. I wait too long for transfers. More frequent service. More bilingual drivers.	1/29/2013 3:24 PM
118	Need more bus stops with benches and shelters. More bilingual drivers. More frequent service.	1/29/2013 3:21 PM

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#	Responses	Date
119	farsi	1/29/2013 3:14 PM
120	Farsi	1/29/2013 3:09 PM
121	It would be better if this paper was in Russian	1/29/2013 3:08 PM
122	It would be better for me if this paper was in Farsi language	1/29/2013 3:06 PM
123	It would be better if this paper was in Farsi because I speak Farsi.	1/29/2013 3:04 PM
124	I would be interested to have this information provided in different languages such as Farsi	1/29/2013 3:02 PM
125	I want services in vietnamese	1/29/2013 2:59 PM
126	I need this service in Spanish	1/29/2013 2:53 PM
127	I need this service in Russian	1/29/2013 2:52 PM
128	I need the "511" in Spanish	1/29/2013 2:49 PM
129	I need this paper in Russian language	1/29/2013 2:46 PM
130	Its necessary to do more practice in the English language	1/29/2013 2:40 PM
131	I need these services to Amharic language	1/29/2013 2:34 PM
132	I need this service in Spanish	1/29/2013 2:32 PM
133	I need service Vietnamese language	1/29/2013 2:30 PM
134	I need services in Vietnamese language	1/29/2013 2:29 PM
135	I need these services in Persian	1/29/2013 2:18 PM
136	I need this service in Spanish	1/29/2013 2:17 PM
137	Vietnamese, chinese	1/29/2013 2:14 PM
138	I need services in Korean	1/28/2013 5:02 PM
139	I need services in Farsi	1/28/2013 5:00 PM
140	I need the services in Persian	1/28/2013 4:58 PM
141	I need the service in Farsi	1/28/2013 4:57 PM
142	I need all the information in Spanish	1/28/2013 4:56 PM
143	to use the Russian language	1/28/2013 4:50 PM
144	Portuguese	1/28/2013 4:46 PM
145	Spanish	1/28/2013 4:45 PM
146	Spanish	1/28/2013 4:31 PM
147	Spanish	1/28/2013 4:29 PM
148	Mandarin	1/28/2013 4:24 PM
149	Give more language services in 511	1/28/2013 4:14 PM
150	24 hour hotline/services	1/28/2013 4:07 PM
151	Different languages, not just Spanish or Chinese	1/28/2013 4:03 PM
152	Many MTC services do not have Cantonese (Chinese) language services. I think that they are ignoring us.	1/28/2013 3:50 PM
153	Everything is ok	1/28/2013 3:24 PM
154	Chinese. More and more Chinese are living in the City and some might not speak or read English/Spanish and they could get help if there is customer service in Chinese	1/28/2013 3:21 PM
155	culturally competency services	1/28/2013 3:17 PM
156	chinese	1/28/2013 2:49 PM
157	chinese	1/28/2013 2:30 PM
158	chinese	1/28/2013 2:27 PM
159	chinese	1/28/2013 2:27 PM
160	chinese	1/28/2013 2:26 PM
161	chinese	1/28/2013 2:25 PM
162	chinese	1/28/2013 2:24 PM

LEP Person Survey

#	Responses	Date
163	chinese	1/28/2013 2:23 PM
164	chinese	1/28/2013 2:22 PM
165	Chinese	1/28/2013 2:17 PM
166	chinese	1/28/2013 2:17 PM
167	chinese	1/28/2013 2:16 PM
168	chinese	1/28/2013 2:12 PM
169	Distribute flyers. Television publicity	1/28/2013 2:06 PM
170	Have more people who are bilingual	1/28/2013 2:04 PM
171	Spanish	1/28/2013 2:00 PM
172	Its important that transit workers speak at least 2 languages so they can properly help community members. Thanks!	1/28/2013 1:48 PM
173	Its important that transit workers speak multiple languages so they can help passengers.	1/28/2013 1:44 PM
174	I don't know about these services because I haven't lived here for long	1/28/2013 1:20 PM
175	I don't have suggestions, but all your offered services appear very important	1/28/2013 1:12 PM
176	Cebuano dialect	1/22/2013 9:37 AM
177	nothing	1/21/2013 9:33 PM
178	Have different routes	1/21/2013 9:19 PM
179	That service providers speak Spanish so they can help older passengers.	1/21/2013 9:18 PM
180	The truth is I will not be living in this city for long.	1/21/2013 9:11 PM
181	Public bus transit to school	1/21/2013 9:08 PM
182	Everything is good.	1/21/2013 8:58 PM
183	Have Spanish language instructions on the train.	1/21/2013 8:36 PM
184	It was more clear how to explain oneself.	1/21/2013 8:31 PM
185	The buses should run more frequently.	1/21/2013 8:28 PM
186	Its ok	1/21/2013 8:27 PM
187	I have not used these services so I can't offer any recommendations.	1/21/2013 8:24 PM
188	that there were bilingual services.	1/21/2013 8:19 PM
189	I don't have any idea about the MTC.	1/21/2013 8:13 PM
190	I have no idea.	1/21/2013 8:12 PM
191	It isn't needed because here in America we should use English	1/21/2013 8:10 PM
192	It would be great if I could get information in Japanese, but English is alright.	1/21/2013 7:52 PM
193	Please make an app for smartphones. It would be very useful for me.	1/21/2013 7:29 PM
194	Spanish telephone line	1/16/2013 1:24 PM
195	Chinese	1/16/2013 1:00 PM
196	no	1/16/2013 12:48 PM
197	Bus drivers who speak Spanish. Many of the people who work for the bus company don't speak other languages and I have questions, but can't communicate with them.	1/16/2013 11:46 AM
198	I don't know	1/16/2013 11:43 AM
199	That you don't remove the services that already exist	1/16/2013 11:34 AM
200	more interpreters	1/16/2013 11:31 AM
201	more security in the schools	1/16/2013 11:28 AM
202	Continue helping the community.	1/16/2013 11:24 AM
203	Help more incapacitated people	1/16/2013 11:22 AM
204	Improve Spanish speaking skills of your employees.	1/16/2013 11:21 AM
205	Employ more people who speak Spanish	1/16/2013 11:16 AM

LEP Person Survey

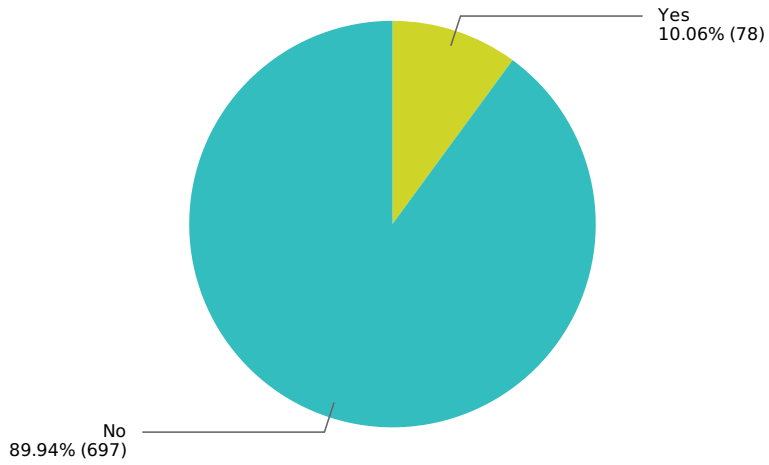
#	Responses	Date
206	All the best. Happiness and Thanks!!!	1/16/2013 11:08 AM
207	everything is great.	1/16/2013 11:06 AM
208	better translators	1/16/2013 11:01 AM
209	That they provide more help to vehicles stuck on the highways.	1/16/2013 10:54 AM
210	Spanish language announcements and information in public places like schools, libraries, etc.	1/16/2013 10:51 AM
211	Improve Spanish speaking skills of service providers	1/16/2013 10:48 AM
212	Improve Spanish speaking skills of service providers	1/16/2013 10:46 AM
213	I would like more information in Spanish	1/16/2013 10:35 AM
214	I need to speak English	1/16/2013 10:33 AM
215	I need more information about what is available.	1/16/2013 10:30 AM
216	I do not have any suggestions	1/16/2013 10:29 AM
217	Don't be so rude.	1/16/2013 10:24 AM
218	More control to improve traffic congestion. Construct more roads/lanes to improve traffic. Thanks	1/16/2013 10:21 AM
219	no comments	1/16/2013 10:17 AM
220	I would like it if there were more services available in Spanish, especially emergency services.	1/15/2013 4:43 PM
221	None	1/15/2013 4:41 PM
222	no	1/15/2013 4:40 PM
223	Need translation when reach destination or station	1/15/2013 4:37 PM
224	Need translation for announcements, posters, need interpreter	1/15/2013 4:36 PM
225	Need translation for announcements	1/15/2013 4:35 PM
226	Need translation for announcements, posters	1/15/2013 4:34 PM
227	Need translation for announcements, electronic billboards	1/15/2013 4:33 PM
228	Need translation for all informations	1/15/2013 4:32 PM
229	Need translation for announcements, posters, 511 line	1/15/2013 4:31 PM
230	Must have Chinese language services.	1/15/2013 4:27 PM
231	Must have Chinese language services.	1/15/2013 4:26 PM
232	Wish to add more routes and less transportation time.	1/15/2013 4:25 PM
233	Should establish more organizations which have variety of language services.	1/15/2013 4:24 PM
234	I wish there is Chinese language services because there are a lot more Chinese in America and some new immigrants are not good in English. That is why I wish there is Chinese language services.	1/15/2013 4:22 PM
235	Korean required	1/15/2013 4:16 PM
236	Korean Interpreters required	1/15/2013 4:15 PM
237	Satisfied	1/15/2013 4:13 PM
238	Okay	1/15/2013 4:11 PM
239	I hope buses runs more often and on time.	1/15/2013 4:10 PM
240	I hope buses runs more often and on time.	1/15/2013 4:08 PM
241	I hope buses run on time.	1/15/2013 4:07 PM
242	I hope buses run on time.	1/15/2013 4:05 PM
243	I hope buses run on time.	1/15/2013 4:05 PM
244	Bicycle lanes are dangerous with bus Lanes.	1/15/2013 4:04 PM
245	I hope buses run on time.	1/15/2013 4:03 PM
246	Transportation delayed frequently. I often miss a couple of buses during rush hour.	1/15/2013 4:03 PM
247	Speaker	1/2/2013 2:55 PM
248	Speaker	1/2/2013 2:55 PM
249	Speaker	1/2/2013 2:54 PM

LEP Person Survey

#	Responses	Date
250	Speaker	1/2/2013 2:53 PM
251	Speaker	1/2/2013 2:52 PM
252	Speaker	1/2/2013 2:51 PM
253	Interepreter	1/2/2013 2:50 PM
254	Speaker	1/2/2013 2:49 PM
255	Speaker and pictures	1/2/2013 2:47 PM
256	Speaker	1/2/2013 2:45 PM
257	Pictures	1/2/2013 2:45 PM
258	Speaker, Pictures	1/2/2013 2:44 PM
259	Speaker	1/2/2013 2:42 PM
260	Speaker, Pictures, Interpreter	1/2/2013 2:41 PM
261	Speaker, picture, call 511, interpreter	1/2/2013 2:40 PM
262	Speaker, picture, call 511, interpreter	1/2/2013 2:39 PM
263	Speaker	1/2/2013 2:38 PM
264	Speaker	1/2/2013 2:37 PM
265	Announcements in Spanish	1/2/2013 1:56 PM
266	Transit drivers and attendants should speak Spanish and English	1/2/2013 1:37 PM
267	To provide translators, either in person or machine.	1/2/2013 1:36 PM
268	Provide Spanish manuals that include routes and what transit to take.	1/2/2013 1:31 PM
269	That attendants speak Spanish or other languages to assist non-English speakers.	1/2/2013 1:29 PM
270	Spanish signs indicating where transit is going.	1/2/2013 1:27 PM
271	That the bus ran more frequently	1/2/2013 1:19 PM
272	The bus service was more frequent. It is often running late.	1/2/2013 1:17 PM
273	Help with language services	1/2/2013 1:12 PM
274	The attendants should be able to speak multiple languages and be more attentive.	1/2/2013 1:11 PM
275	More information in Farsi	1/2/2013 1:04 PM

Q12 Do you currently receive information from or about the Metropolitan Transportation Commission?

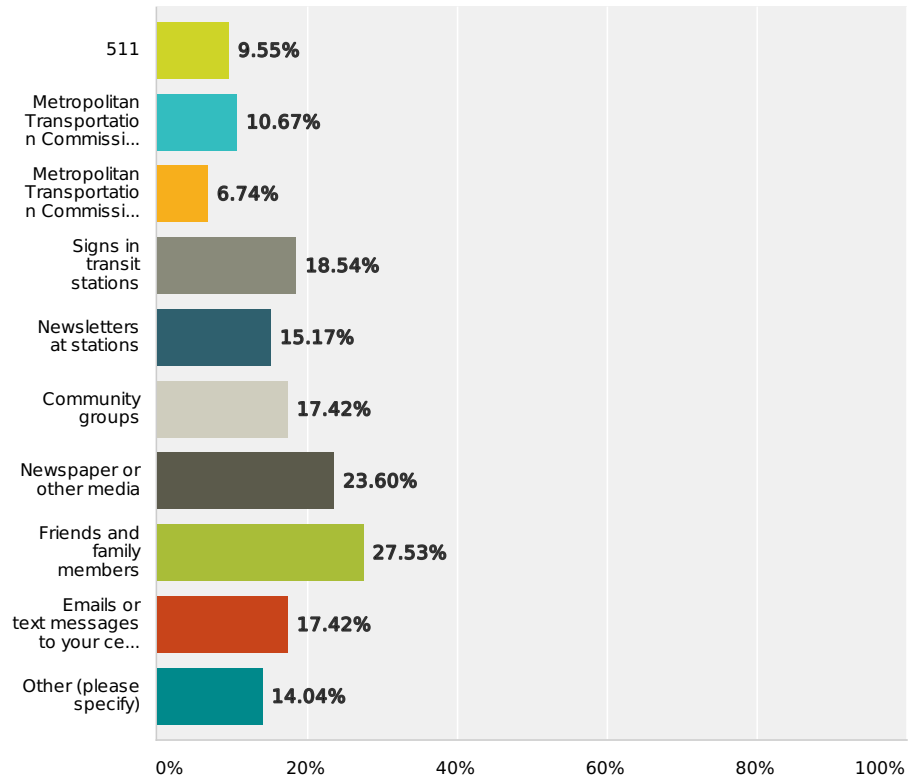
Answered: 775 Skipped: 70



Answer Choices	Responses	
Yes	10.06%	78
No	89.94%	697
Total		775

Q13 If you answered yes to question #11, how do you receive this information? (check all that apply)

Answered: 178 Skipped: 667



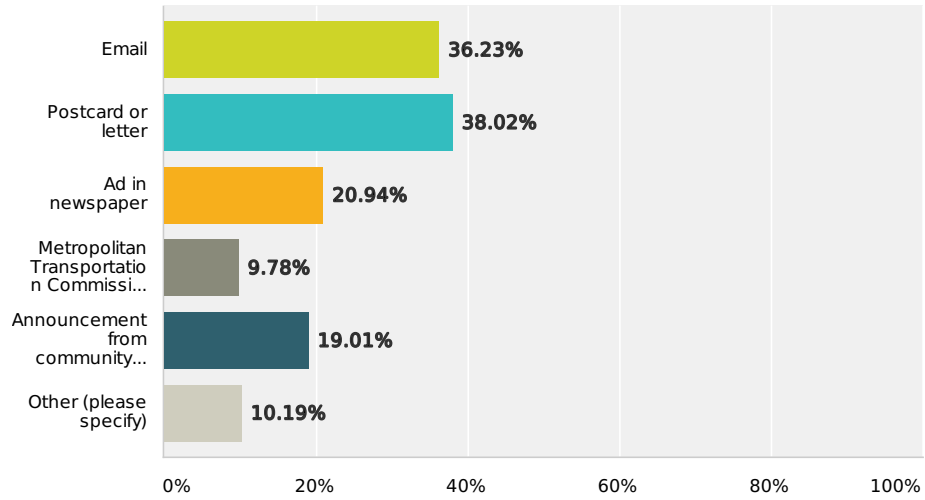
Answer Choices	Responses	
Friends and family members	27.53%	49
Newspaper or other media	23.60%	42
Signs in transit stations	18.54%	33
Community groups	17.42%	31
Emails or text messages to your cell phone	17.42%	31
Newsletters at stations	15.17%	27
Metropolitan Transportation Commission website	10.67%	19
511	9.55%	17
Metropolitan Transportation Commission public meetings	6.74%	12
Other (please specify)	14.04%	25
Total Respondents: 178		

Q13 "Other" Responses

#	Other:	Date
1	none	Feb 14, 2013 9:11 PM
2	school	Feb 14, 2013 9:00 PM
3	none given	Jan 31, 2013 10:25 PM
4	none given	Jan 30, 2013 10:35 PM
5	school	Jan 30, 2013 10:31 PM
6	school	Jan 29, 2013 11:43 PM
7	school	Jan 29, 2013 11:11 PM
8	Metro ED Teacher	Jan 29, 2013 11:08 PM
9	Metro ED Teacher	Jan 29, 2013 11:06 PM
10	Metro ED Teacher	Jan 29, 2013 11:04 PM
11	none given	Jan 22, 2013 5:39 PM
12	school	Jan 22, 2013 5:10 AM
13	none given	Jan 22, 2013 4:59 AM
14	Facebook	Jan 16, 2013 10:18 PM
15	Facebook	Jan 16, 2013 10:14 PM
16	mail	Jan 16, 2013 7:43 PM
17	none given	Jan 16, 2013 7:29 PM
18	none given	Jan 16, 2013 7:24 PM
19	none given	Jan 16, 2013 7:22 PM
20	none given	Jan 16, 2013 7:21 PM
21	none given	Jan 16, 2013 7:14 PM
22	Info on freeway	Jan 16, 2013 6:51 PM
23	none given	Jan 16, 2013 6:46 PM
24	none given	Jan 16, 2013 6:35 PM
25	at school	Jan 16, 2013 6:21 PM
26	none given	Jan 2, 2013 10:06 PM
27	none given	Jan 2, 2013 9:53 PM

Q14 What is the best way to notify you about a meeting or important news?

Answered: 726 Skipped: 119



Answer Choices	Responses	
Email	36.23%	263
Postcard or letter	38.02%	276
Ad in newspaper	20.94%	152
Metropolitan Transportation Commission website	9.78%	71
Announcement from community group or church	19.01%	138
Other (please specify)	10.19%	74
Total Respondents: 726		

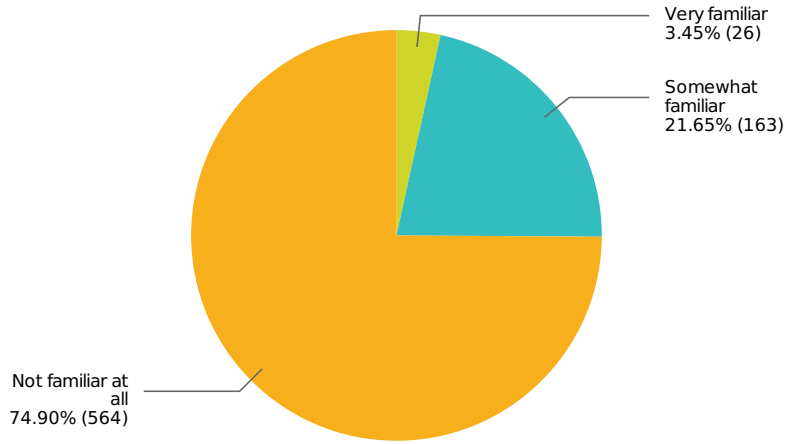
Q14 “Other” Responses

#	Other:	Date
1	Adult school	Feb 14, 2013 9:04 PM
2	Other: Notice posted on the wall of the bus	Feb 14, 2013 8:49 PM
3	none given	Jan 31, 2013 11:43 PM
4	none given	Jan 31, 2013 10:12 PM
5	none given	Jan 31, 2013 9:52 PM
6	none given	Jan 31, 2013 9:51 PM
7	signs in transit stations	Jan 31, 2013 9:46 PM
8	school	Jan 30, 2013 10:36 PM
9	school	Jan 30, 2013 10:35 PM
10	school	Jan 30, 2013 10:34 PM
11	school	Jan 30, 2013 10:33 PM
12	school	Jan 30, 2013 10:32 PM
13	school	Jan 30, 2013 10:31 PM
14	school	Jan 30, 2013 10:27 PM
15	school	Jan 30, 2013 10:26 PM
16	school	Jan 30, 2013 10:25 PM
17	school	Jan 30, 2013 10:24 PM
18	school	Jan 30, 2013 10:23 PM
19	school	Jan 30, 2013 10:22 PM
20	school	Jan 30, 2013 10:22 PM
21	school	Jan 30, 2013 9:23 PM
22	school	Jan 30, 2013 9:18 PM
23	school	Jan 30, 2013 9:16 PM
24	phone	Jan 30, 2013 9:01 PM
25	telephone	Jan 30, 2013 9:00 PM
26	school or cell phone text message	Jan 30, 2013 8:45 PM
27	school	Jan 30, 2013 1:29 AM
28	school	Jan 30, 2013 1:28 AM
29	school	Jan 30, 2013 1:21 AM
30	school	Jan 30, 2013 1:21 AM
31	school	Jan 30, 2013 1:20 AM
32	none given	Jan 30, 2013 12:06 AM
33	school	Jan 30, 2013 12:00 AM
34	school	Jan 29, 2013 11:59 PM
35	school	Jan 29, 2013 11:58 PM
36	school	Jan 29, 2013 11:57 PM
37	school	Jan 29, 2013 11:56 PM
38	school	Jan 29, 2013 11:55 PM
39	school	Jan 29, 2013 11:52 PM
40	school	Jan 29, 2013 11:51 PM
41	school	Jan 29, 2013 11:50 PM

42	school	Jan 29, 2013 11:48 PM
43	school	Jan 29, 2013 11:47 PM
44	school	Jan 29, 2013 11:45 PM
45	school	Jan 29, 2013 11:44 PM
46	phone	Jan 29, 2013 11:31 PM
47	school	Jan 29, 2013 11:15 PM
48	school	Jan 29, 2013 11:14 PM
49	school	Jan 29, 2013 11:12 PM
50	school	Jan 29, 2013 11:10 PM
51	school	Jan 29, 2013 11:09 PM
52	Metro ED teacher	Jan 29, 2013 10:46 PM
53	Community Board Site - ex: MYCBO.org	Jan 29, 2013 12:12 AM
54	ad on Muni	Jan 29, 2013 12:09 AM
55	Facebook	Jan 28, 2013 11:46 PM
56	Facebook	Jan 28, 2013 11:24 PM
57	Send information to public agencies like PLAN and the Family Center	Jan 28, 2013 10:08 PM
58	TV	Jan 28, 2013 9:42 PM
59	TV	Jan 28, 2013 9:41 PM
60	TV	Jan 28, 2013 9:40 PM
61	TV	Jan 28, 2013 9:39 PM
62	none given	Jan 28, 2013 9:37 PM
63	none given	Jan 28, 2013 9:36 PM
64	none given	Jan 28, 2013 9:25 PM
65	school	Jan 28, 2013 9:17 PM
66	Cell phone	Jan 22, 2013 5:19 AM
67	school	Jan 22, 2013 5:10 AM
68	none given	Jan 22, 2013 4:59 AM
69	by phone	Jan 22, 2013 4:41 AM
70	none given	Jan 22, 2013 4:23 AM
71	Facebook	Jan 16, 2013 10:18 PM
72	Family Resource Center in Napa County	Jan 16, 2013 7:46 PM
73	phone call	Jan 16, 2013 7:41 PM
74	stations	Jan 16, 2013 7:34 PM
75	Family Resource Center	Jan 16, 2013 7:29 PM
76	none given	Jan 16, 2013 7:28 PM
77	none given	Jan 16, 2013 7:24 PM
78	telephone	Jan 16, 2013 7:04 PM
79	Spanish	Jan 16, 2013 6:57 PM
80	none given	Jan 16, 2013 6:48 PM
81	ad in paper	Jan 16, 2013 12:25 AM
82	none given	Jan 2, 2013 10:17 PM
83	CLC or the library	Jan 2, 2013 9:41 PM
84	telephone	Jan 2, 2013 9:06 PM

Q15 How familiar are you with the transportation planning activities of the Metropolitan Transportation Commission?

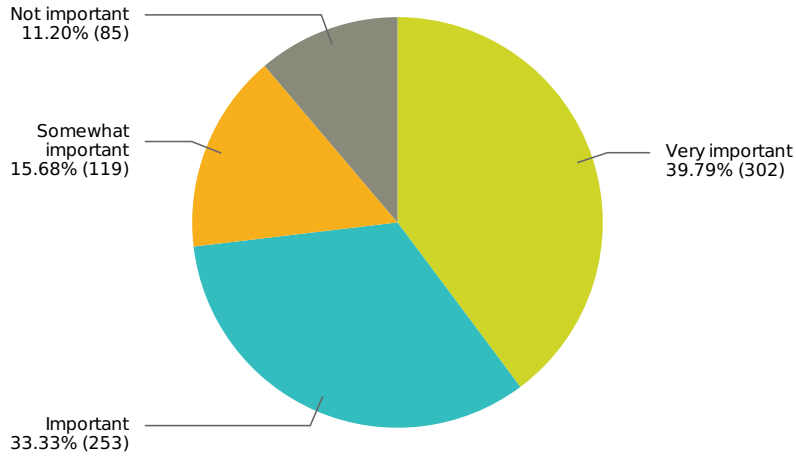
Answered: 753 Skipped: 92



Answer Choices	Responses	
Very familiar	3.45%	26
Somewhat familiar	21.65%	163
Not familiar at all	74.90%	564
Total		753

Q16 How important is it for you to be informed of long-range transportation planning in the Bay Area?

Answered: 759 Skipped: 86



Answer Choices	Responses	
Very important	39.79%	302
Important	33.33%	253
Somewhat important	15.68%	119
Not important	11.20%	85
Total		759

APPENDIX J

Focus Group Summary Responses (2013)

**Responses/Comments from Cantonese LEP Person Focus Group
Hosted by Chinatown Community Development Corporation
San Francisco Chinatown (July 21, 2010)**

The focus group was attended by 18 Cantonese speakers. Comments from the focus group are listed below.

Regarding Translation Process at Meetings:

- About 1/3 prefer simultaneous translation w/ headsets (must have *functional* headsets)
- About 2/3 prefer delayed translation with a live person
- A presentation entirely in Cantonese, however, is preferable to everyone.
- Positive points about meetings with translators:
 - able to understand everything as it happens
 - able to respond appropriately when you understand the specifics of the meeting
 - able to communicate with other people and tell them *our* opinion
 - good to have dialogue between people of different backgrounds and languages
- Negative points about meetings with translators:
 - some people can't hear the translations
 - doesn't work without an accurate translator
 - also, people might not respond well if the interpreter isn't sensitive

What would draw you to a meeting/event about transportation issues?

- An interesting meeting topic
- To learn about a new service or program
(want to learn about other issues like services, welfare, benefits, health care, housing, topics related to life issues, topics related to attendees' immediate interest)
- If the meeting were co-sponsored by a community-based group
- Childcare and lunch or dinner would make it easier to attend
- Transit pass or other gift: does not affect attendance; when topic affects them, they will come, gift or not

What is the best way to notify you about a meeting or important news?

- An announcement from a community group or church: this method especially helpful.
- Postcard or letter: a good method if in a language they can read
- Advertisement in a newspaper: not as helpful because they may not get the newspaper; more likely to watch TV or listen to radio
- Other ways: inform each other through friends/word-of-mouth

- No one recommended an e-mail notice because no one had internet access

Other than a meeting, what venue/forum would you most likely use to express your views?

- Focus groups or small group meetings — a good/preferred method
- One-on-one interviews — some people indicated this would be a good option, others said many seniors would be too scared to participate
- Survey by a community group — a good option
- Write a letter — a few mentioned they might do this
- Mail survey — not likely to respond to a mail survey
- Phone comment line — not likely to respond; would hang up if someone called

**Responses/Comments from Spanish LEP Person Focus Group
Hosted by the Spanish Speaking Citizens Foundation
Oakland Fruitvale Community (July 24, 2010)**

The focus group was attended by 23 Spanish speakers. Comments from the focus group are listed below.

Regarding Translation Process at Meetings:

- Prefer a meeting conducted entirely in Spanish
- It helps to be able to see the person doing the translation
- Prefer a person translating rather than headsets
- Don't trust that translation is correct
- May not translate the entire response or comment
- The interpreter may inject her opinion in both translating from English to Spanish and from when translating from Spanish to English

What would draw you to a meeting/event about transportation issues?

- An interesting meeting topic
- To learn about a new service or program
- If the meeting were co-sponsored by a community-based group
- Childcare would help people be able to attend
- Transit pass or other gift would encourage attendance
- Lunch or dinner would be nice, but not as critical to their attendance

What is the best way to notify you about a meeting or important news?

- An announcement from a community group or church: this method especially helpful.
- Postcard or letter: a good method if in a language they can read
- Advertisement via television stations: a good method
- Advertisement in a newspaper not as helpful; mentioned that distribution of some community newspapers is limited
- Other ways: flyers distributed in the community
- A telephone message could be a good idea, except phone numbers tend to change frequently
- A small minority suggested an e-mail notice or use of a website; most participants did not have internet access

Other than a meeting, what venue/forum would you most likely use to express your views?

- Focus groups or small group meetings — a good/preferred method
- Other good techniques: One-on-one interviews; a survey by a community group; a survey received in the mail
- Would leave a phone message, for example, on a phone comment line
- Would write a letter to express views
- Only a few of the younger participants were open to techniques on the web

**Responses/Comments from Vietnamese LEP Person Focus Group
Hosted by the Viet Voters of Northern California
San Jose, California (December 15, 2012)**

The focus group was attended by 27 Vietnamese speaking participants of various ages. The majority of participants resided in San Jose.

Participants were given a brief introduction to the Metropolitan Transportation Commission (MTC) and the development of the Language Assistance Plan. Participants were then asked to introduce themselves and identify the general neighborhood where they lived. Next, they were asked a series of discussion questions to collect their input on their transportation needs, language assistance measures and effective methods of communication.

Facilitators also described the various transportation services offered by MTC as well as the language assistance services available to the public. At the end of the session, participants were thanked for their time and provided with information on how to utilize MTC services and programs.

All questions asked of participants and their responses are summarized below. Since respondents were not limited to one response and not required to answer all questions, the response count total for each question may be larger or smaller than the total number of focus group participants.

Question #1: What type of transportation do you use most often?

- (18) Bus (SamTrans)
- (3) Train (Caltrain)
- (4) Walk or ride a bicycle
- (6) Personal vehicle
- (4) Carpool/ Rideshare
- (0) Taxi
- (0) Other

Question #2: What language do you speak at home?

- (3) English
- (0) Spanish
- (0) Chinese
- (0) Korean
- (26) Vietnamese
- (0) Tagalog
- (0) Other

Question #3: Please identify how well you speak English.

- (0) Very well
- (2) Well
- (20) Not well
- (7) Not at all

Question #4: Which of the following Metropolitan Transportation Commission services do you use?

- (1) 511
- (2) Clipper Card
- (2) FasTrak
- (0) Call Boxes for Roadside Assistance
- (0) Freeway Service Patrol (Roving Tow Trucks)
- (18) None

Question #5: Did you know that Metropolitan Transportation Commission (MTC) provides the following language assistance services?

- (2) Language Line Services
- (0) Translation/ Interpretation at MTC meetings upon request
- (0) MTC website information (in Spanish or Chinese)
- (0) 511 website information (in Spanish or Chinese)
- (0) Clipper website information (in Spanish or Chinese)
- (0) FasTrak website information (in Spanish or Chinese)
- (0) Other

Question #6: What are your suggestions for additional language assistance services that the Metropolitan Transportation Commission should consider to improve its services? Please be specific.

- Speakers on the bus to make announcements
- Announce transit stops in multiple languages
- Bus drivers who speak multiple languages

Question #7: Do you currently receive information from or about the Metropolitan Transportation Commission?

- (0) Yes
- (14) No
- (8) Don't know

Question #8: What is the best way to notify you about a meeting or important news?

- (0) Email notice
- (13) Postcard or letter
- (2) Ad in newspaper
- (0) MTC's website
- (10) Announcement from community group or church
- (6) Other: Local Vietnamese newspapers and radio stations

Additional key findings:

- Participants indicated that postal mail (e.g., postcards), local community-based organizations and ethnic media are effective ways to inform Vietnamese-speaking individuals of important news or meetings.
- Many of the focus group participants were not familiar with MTC and lacked awareness of MTC's programs and services (e.g., 511 Traveler Information, Freeway Service Patrol).
- The majority of focus group participants have never used any of MTC's language assistance services.

**Responses/Comments from Spanish LEP Person Focus Group
Hosted by the Community Learning Center
South San Francisco, California (December 18, 2012)**

The focus group was attended by 18 Spanish speaking participants of various ages. The focus group participants included 16 women (age range of 23-75) and 2 males (age range of 30-50). The majority of participants resided in South San Francisco near the Community Learning Center.

Participants were given a brief introduction to the Metropolitan Transportation Commission (MTC) and the development of the Language Assistance Plan. Participants were then asked to introduce themselves and identify the general neighborhood where they lived. Next, they were asked a series of discussion questions to collect their input on their transportation needs, language assistance measures and effective methods of communication.

Facilitators also described the various transportation services offered by MTC as well as the language assistance services available to the public. At the end of the session, participants were thanked for their time and provided with information on how to utilize MTC services and programs.

All questions asked of participants and their responses are summarized below. Since respondents were not limited to one response and not required to answer all questions, the response count total for each question may be larger or smaller than the total number of focus group participants.

Question #1: What type of transportation do you use most often?

- (10) Bus
- (0) Train
- (4) Walk or ride a bicycle
- (5) Personal vehicle
- (4) Carpool/ Rideshare
- (0) Taxi
- (0) Other

Question #2: What language do you speak at home?

- (2) English
- (17) Spanish
- (0) Chinese
- (0) Korean
- (0) Vietnamese
- (0) Tagalog
- (0) Other

Question #3: Please identify how well you speak English.

- (0) Very well
- (1) Well
- (12) Not well
- (5) Not at all

Question #4: Which of the following Metropolitan Transportation Commission services do you use? (check all that apply)

- (1) 511
- (3) Clipper Card
- (1) FasTrak
- (0) Call Boxes for Roadside Assistance
- (0) Freeway Service Patrol (Roving Tow Trucks)
- (11) None

Question #5: Did you know that Metropolitan Transportation Commission (MTC) provides the following language assistance services?

- (1) Language Line Services
- (1) Translation/ Interpretation at MTC meetings upon request
- (0) MTC website information (in Spanish or Chinese)
- (0) 511 website information (in Spanish or Chinese)
- (0) Clipper website information (in Spanish or Chinese)
- (0) FasTrak website information (in Spanish or Chinese)
- (0) Other

Question #6: What are your suggestions for additional language assistance services that the Metropolitan Transportation Commission should consider to improve its services? Please be specific.

- Better customer service personnel
- Easier directions to access services over the telephone
- More promotion of services available in key access points (e.g. churches, schools)
- More access to customer service operators not automated voice assistance

Question #7: Do you currently receive information from or about the Metropolitan Transportation Commission?

- (0) Yes
- (12) No
- (5) Don't know

Question #8: What is the best way to notify you about a meeting or important news?

- (1) Email notice
- (7) Postcard or letter
- (1) Ad in newspaper
- (0) MTC's website
- (9) Announcement from community group or church
- (4) Other: Send information home with children after school

Additional key findings:

- Many of the focus group participants were not familiar with MTC and lacked awareness of MTC's programs and services (e.g., 511 Traveler Information, Freeway Service Patrol).
- The majority of focus group participants have never used any of MTC's language assistance services.
- Participants asked several questions about how to use the Clipper Card program.
 - Participants expressed interest in the convenience of the Clipper Card program and the ability to use the card to access BART, Muni, VTA and SamTrans.
 - Participants inquired about the process for purchasing and refilling Clipper cards.
- Participants expressed the need for fare instructions to be translated in Spanish.

APPENDIX K

List of Interviewed Community-Based Organizations and Languages Served (2013)

Community-Based Organization	Languages Served
Hayward Day Labor Center	Spanish
	Quiche
	Quetzal
Community Learning Center	Spanish
Vietnamese Voluntary Foundation (VIVO)	Vietnamese
	Chinese
	Tagalog
	Korean
	Arabic
	Persian
	Amharic
	Nepalese
	Somali
	Burmese
Spanish	
Chinese Newcomers Service Center	Chinese
	Vietnamese

APPENDIX L

List of Community-Based Organization Interview Questions (2013)

Population Overview

- What geographic area does your agency serve?
- How many people does your agency provide services to?
- Has the size of the population you serve increased, stayed the same, or decreased over the past five years?
- What are the countries of origin from which your population has immigrated?
- Does your population come from an urban or rural background?
- What are the languages spoken by the population you serve?
- What is the age and gender of your population?
- What is the education and literacy level of the population you serve?

Transportation

- Has the population inquired about how to access public transportation or expressed a need for public transportation service?
- What are the most frequently traveled destinations?
- Are there locations that the population has expressed difficulty accessing via the public transportation system?
- Do the transit needs and travel patterns of the population vary depending on the age or gender of the population members?
- Has the population expressed an interest in getting involved in the transportation planning process?

Communication

- What needs or expectations for transportation-related language access services has this population expressed?
- What are your suggestions for language assistance measures that MTC should consider to improve its services?
- Do you think long-range planning and programming documents should be translated upon request or automatically translated for your community?
- What is the best way to obtain input from the population?
- Who would the population trust most in delivering language appropriate messages?

APPENDIX M

Summary Responses of Community-Based Organization Interviews

CBO Interview #1: Hayward Day Labor Center (Hayward)

CBO Staff: Gabriel Hernandez, Executive Director

January 4th, 2012

Population Overview

1. What geographic area does your agency serve?

Southern Alameda County (Hayward, Union City, Oakland).

2. How many people does your agency provide services to?

350 to 400 members annually.

3. Has the size of the population you serve increased, stayed the same, or decreased over the past five years?

Increased.

4. What are the countries of origin from which your population has immigrated?

Approximately 75% - 80% are from Guatemala, Mexico and Honduras. (mostly rural)

5. Does your population come from an urban or rural background?

Mostly rural.

6. What are the languages spoken by the population you serve?

Spanish, Quiche, Quetzal and English.

7. What is the age and gender of your population?

Males account for 75% of the population, ages 16-35. Females account for 25% of the population, ages 25-45 years old.

8. What is the education and literacy level of the population you serve?

Approximately 35% – 40% are not literate in any language.

Transportation

9. Has the population inquired about how to access public transportation or expressed a need for public transportation service?

Clients inquire about public transit in order to access employment opportunities.

10. What are the most frequently traveled destinations?

Clients travel across the Bay Area for work in all nine counties. Most of the clients travel within the East Bay.

11. Do the transit needs and travel patterns of the population vary depending on the age or gender of the population members?

Travel patterns vary by gender and age.

12. Are there locations that the population has expressed difficulty accessing via the public transportation system?

Accessing public transit in the North Bay counties and cities (e.g., Sonoma County, the City of Santa Rosa) is difficult.

13. Has the population expressed an interest in getting involved in the transportation planning process?

The organization works with BART to provide trainings and information sessions to the population. These trainings are initiated by transit agencies; however, the population attends trainings and has expressed interest in attending other related workshops.

Communication

14. What needs or expectations for transportation-related language access services has this population expressed?

Low literacy levels in both English and the native languages of clients is an important consideration for language access services.

15. What are your suggestions for language assistance measures that MTC should consider to improve its services?

Using more visuals including colors and symbols to explain the public transit system would help improve accessibility to those with lower literacy levels. MTC should also incorporate cell phone technology in its public outreach efforts (e.g., text messages).

16. Do you think long-range planning and programming documents should be translated upon request or automatically translated for your community?

Easy to understand instructions on how to access transportation services (e.g., how to use a Clipper card) are critical for accommodating low-literacy passengers.

17. What is the best way to obtain input from the population?

Collaborate with community organizations and trusted community leaders.

18. Who would the population trust most in delivering language appropriate messages?

Many clients trust information from the police and community-based organizations.

CBO Interview #2: Community Learning Center (South San Francisco)

CBO Staff: Marta Bookbinder, Collaborative Projects Coordinator

January 15th, 2012

Population Overview

1. What geographic area does your agency serve?

South San Francisco. According to U.S. Census 2010, the population is 63,632.

2. How many people does your agency provide services to?

Agency serves 737 people annually.

3. Has the size of the population you serve increased, stayed the same, or decreased over the past five years?

Stayed the same.

4. What are the countries of origin from which your population has immigrated?

Ninety percent (90%) are from Latin America. Of those, most are from Mexico (90%).

5. Does your population come from an urban or rural background?

Both urban and rural, though 70% are from rural backgrounds.

6. What are the languages spoken by the population you serve?

Spanish is the primary language. 70% of constituents are monolingual Spanish speakers.

7. What is the age and gender of your population?

The Community Learning Center (CLC) serves children and adults from ages 3 – 100. The gender distribution is 60% female and 40% male.

8. What is the education and literacy level of the population you serve?

The majority (80%) of clients have an elementary school education and literacy level..

Transportation

9. Has the population inquired about how to access public transportation or expressed a need for public transportation service?

Yes. Some clients have requested trainings on public transportation (e.g. how to get to specific locations and how to use different public transportation services). Most of these requests are based on functional need.

10. What are the most frequently traveled destinations?

The corridor from San Francisco to Santa Clara is among the most frequently traveled routes. Another frequent route is the Cal-tran corridor.

11. Are there locations that the population has expressed difficulty accessing via the public transportation system?

There is difficulty accessing the coast side (e.g., Half Moon Bay, Pescadero). There is very minimal public transit service to the coast side and the farming communities.

12. Do the transit needs and travel patterns of the population vary depending on the age or gender of the population members?

Travel patterns vary by gender and age.

13. Has the population expressed an interest in getting involved in the transportation planning process?

Clients have expressed interest in the issues that are important to them, such as eliminating routes or fare changes. If clients are informed of meetings in accessible locations, they often will attend.

Communication

14. What needs or expectations for transportation-related language access services has this population expressed?

Clients have expressed a need for better customer service personnel. MTC and transit operators should keep in mind the various literacy levels of passengers. Transit agencies should use more visuals and develop more intelligently crafted instructions.

15. What are your suggestions for language assistance measures that MTC should consider to improve its services?

Using pictures and symbols for public transit services would help improve accessibility to those with lower literacy levels. Transit agencies should also incorporate instructions in the primary language of customers. Transit agencies should have a "help" button if customers get stuck on the phone (e.g., a button option that states "Would you like to speak with an operator").

16. Do you think long-range planning and programming documents should be translated upon request or automatically translated for your community?

Information regarding routes and fares should be translated. Customers need translated information and instructions on how to access transit services and how to pay for transit services.

17. What is the best way to obtain input from the population?

Convene focus groups. Work with CBOs as allies and partners in promoting services and information. Use simple and appealing language when reaching out to LEP customers.

18. Who would the population trust most in delivering language appropriate messages?

The population trusts local, well-known community leaders and institutions, such as churches and libraries.

CBO Interview #3: Vietnamese Voluntary Foundation, VIVO (San Jose)

CBO Staff: Cat Nguyen, Director of Operations

January 16th, 2013

Population Overview

1. What geographic area does your agency serve?

Santa Clara County.

2. How many people does your agency provide services to?

10,000 people served annually. VIVO serves 1,100 – 1,300 people weekly through non-event services.

3. Has the size of the population you serve increased, stayed the same, or decreased over the past five years?

Increased.

4. What are the countries of origin from which your population has immigrated?

About 90% of clients are from Vietnam. VIVO serves many Vietnamese refugees. Other clients served are Chinese, Iranian, Iraqi, Nepalese, Somali, Hispanic, Bosnian, Burmese, Ethiopian, Cambodian, and Filipino. VIVO's food program serves mostly Hispanics and Vietnamese. Recent refugees often come for employment services. VIVO has a contract with Santa Clara County to provide employment and acculturation services.

5. Does your population come from an urban or rural background?

Approximately 90% are from rural backgrounds.

6. What are the languages spoken by the population you serve?

Chinese, Iranian, Iraqi, Nepalese, Somali, Spanish, Bosnian, Burmese, Ethiopian, Cambodian, and Tagalog. VIVO staff are equipped to serve all the languages.

7. What is the age and gender of your population?

Seniors primarily, but the agency serves everyone including youth and adults. Gender distribution is 60% female, 40% male.

8. What is the education and literacy level of the population you serve?

Most have elementary-level education and are limited English speakers. Approximately 30% of the clients have limited literacy in their native language.

Transportation

9. Has the population inquired about how to access public transportation or expressed a need for public transportation service?

Yes, both elderly and recent refugees ask about how to access public transit. Many clients do not own cars. Public transportation is a crucial asset to these populations. Carpooling and informal ridesharing among clients is an important alternative for transit-dependent people. The agency provides transportation and service delivery to disabled clients through VIVO's food program.

10. What are the most frequently traveled destinations?

San Jose City, Fremont and routes to public transit are frequently traveled destinations.

11. Are there locations that the population has expressed difficulty accessing via the public transportation system?

Recreation destinations such as San Francisco and Monterrey are difficult to access. Job destinations like Milpitas, Gilroy, Fremont, and Sunnyvale are important locations for VIVO's population to have access to via public transit.

12. Do the transit needs and travel patterns of the population vary depending on the age or gender of the population members?

Travel patterns vary by gender and age. Most clients travel out of necessity because of limited resources to pay for transit.

13. Has the population expressed an interest in getting involved in the transportation planning process?

No.

Communication

14. What needs or expectations for transportation-related language access services has this population expressed?

Clients inquire about how to access specific locations (e.g., doctor's office, social service building, etc.) using public transit. Clients have difficulty navigating transit stops due to limited English skills. Most clients do not have internet and cannot access traveler information online.

15. What are your suggestions for language assistance measures that MTC should consider to improve its services?

Arrange for spoken and written translations in appropriate languages. Translate services into as many languages as you can. Examine the language needs of certain cities (e.g., San Jose needs to have Spanish and Vietnamese language services because of the demographics). Improve passenger knowledge of how to navigate the transit stops (e.g., how to get from here to there). Increase public outreach and better publicize language line services.

16. Do you think long-range planning and programming documents should be translated upon request or automatically translated for your community?

Anything that MTC wants people to read needs to be translated. This includes information regarding fee increases, schedule changes, route maps and public meetings.

17. What is the best way to obtain input from the population?

One-on-one communication from a source the population trusts (e.g., VIVO, churches). Hold meetings at VIVO's office to promote and advertise transportation services. People trust the places that are already serving them such as schools, local businesses and markets. Radio and local television is also a good resource. There is a huge media base in Santa Clara County.

18. Who would the population trust most in delivering language appropriate messages?

There is mistrust of mainstream institutions and government agencies. Refugees are often fleeing oppressive governments. There is greater trust in grassroots communication and word-of-mouth transfer of information.

CBO Interview #4: Chinese Newcomers Service Center (San Francisco)

CBO Staff: George Chan, Program Coordinator

February 13th, 2013

Population Overview

1. What geographic area does your agency serve?

San Francisco Chinatown.

2. How many people does your agency provide services to?

The agency averages about 100 clients per day.

3. Has the size of the population you serve increased, stayed the same, or decreased over the past five years?

Increased.

4. What are the countries of origin from which your population has immigrated?

China, Vietnam, Hong Kong, Taiwan, Singapore.

5. Does your population come from an urban or rural background?

Mainly urban.

6. What are the languages spoken by the population you serve?

Chinese (Mandarin, Cantonese, Tai-shen-ese) and Vietnamese.

7. What is the age and gender of your population?

Various ages from 18-85. The population includes both males and females.

8. What is the education and literacy level of the population you serve?

Most non-English speaking clients have less than a high-school education.

Transportation

- 9. Has the population inquired about how to access public transportation or expressed a need for public transportation service?**

Not quite, they say the informative posters on Muni are good.

- 10. What are the most frequently traveled destinations?**

Chinatown, Sunset District, Silver Street, Cow Plaza and Mission District.

- 11. Are there locations that the population has expressed difficulty accessing via the public transportation system?**

Yes, the Sunset District is difficult to access because public transit is slow.

- 12. Do the transit needs and travel patterns of the population vary depending on the age or gender of the population members?**

Yes, workers/ laborers travel during rush hours (7am to 9am) and evening hours (5pm to 7 pm). Parents travel during schools hours (11am to 1pm and 3pm to 4pm).

- 13. Has the population expressed an interest in getting involved in the transportation planning process?**

Not quite.

Communication

- 14. What needs or expectations for transportation-related language access services has this population expressed?**

Clients have requested more Chinese posters advertising transportation services on buses. Clients have also expressed a desire for MUNI to provide Chinese broadcasting for the "The Next Muni" programs.

- 15. What are your suggestions for language assistance measures that MTC should consider to improve its services?**

Provide a route map for the Muni lines in Chinese.

16. Do you think long-range planning and programming documents should be translated upon request or automatically translated for your community?

Documents should be automatically translated into Chinese because it is the 3rd most frequently spoken language in San Francisco.

17. What is the best way to obtain input from the population?

Surveys, town meeting, workshops, and online forums are effective ways to reach the population.

18. Who would the population trust most in delivering language appropriate messages?

Community leaders (e.g., David Chu), community partners and local media (e.g., television, radio and newspaper) are trusted sources of information.

APPENDIX N

Breakdown of Translation Costs

I. Written Translation Services

Standard Rates for Translation Services

Language	Cost Per Word
Spanish	14 cents
Chinese	16 cents
Vietnamese	16 cents
Tagalog	17 cents
Other Languages	Depending on language

Turnaround Time for Translation Services

Word Limit	Turnaround Time	Language	Cost
Up to 500 words	Same-day (Super Rush)	All languages	16 to 30 cents per word depending on language
Up to 1,000 words	24-hour (Rush)	All languages	15 to 26 cents per word depending on language
Up to 4,000 words	48-hour (Standard)	All languages	See costs in table above

Graphic Work

Service	Cost
Standard formatting in Microsoft Word	N/A
Layout in InDesign, Quark, Adobe Illustrator or Photoshop	\$50 per hour for all languages

II. Oral Interpretation Services

Oral Interpretation Service Rates

Language	Cost Per Hour (Consecutive)	Cost Per Hour (Simultaneous)	Travel Charges
Spanish	\$50	\$95	None
Chinese	\$65	\$120	
Vietnamese	\$65	\$120	
All Other Languages	\$70-95	\$130-\$150 depending on language	

Minimum Charge: Oral interpreter services shall carry a minimum two-hour charge. Rates for Spanish, Chinese, and Vietnamese are shown in the table above. Rates for all other languages shall be at rates as mutually agreed upon in writing by MTC and Consultant, as needed with the range of rates set forth above.

Travel Time: Consultant shall exercise best efforts to assign a translator who lives within 10 miles of the assignment. When this is not feasible, an additional \$30 per hour shall be charged for travel time as shown in the table above.

III. Simultaneous Interpretation Equipment Rates

Standard Interpreting Equipment

Equipment	Cost
Headset	\$10 per hour
Receiver / Transmitter	\$75 per transmitter
Shipping	Shipping charges

IV. American Sign Language (ASL) Interpreter Services

American Sign Language (ASL) Interpreter Services

Service	Cost Per Hour (Consecutive)	Cost Per Hour (Simultaneous)	Travel Charges
ASL	\$95	\$95	\$30 per hour

ASL interpreter services shall carry a minimum two-hour charge. Consultant shall exercise best efforts to assign a translator who lives within 10 miles of the assignment. When this is not feasible, an additional \$30 per hour shall be charged for travel time as shown in the table above.

APPENDIX O

Vital Documents Guidelines

4.0 VITAL DOCUMENT GUIDELINES

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

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

4.1 - Language Translation Threshold

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

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

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

4.2 - Categories of Vital Documents

MTC’s Vital Documents have been defined as follows:

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

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

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

Tier 1: Critical documents

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

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

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

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

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

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

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

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

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

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

Appendix F
Beneficiary Notifications



METROPOLITAN
TRANSPORTATION
COMMISSION

Bay Area Metro Center
375 Beale Street
San Francisco, CA 94105
EMAIL info@mtc.ca.gov
WEB www.mtc.ca.gov

Title VI – Civil Rights Act of 1964

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

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

If information is needed in another language, contact (415) 778-6757 or 415.778.6769 for TDD/TTY.

Titulo VI de la Ley de Derechos Civiles de 1964

La MTC se compromete en asegurar que ninguna persona sea excluida de participaren, se le nieguen los beneficios de, o se discrimine en su contra en sus proyectos, programas o actividades en base asuraza, coloru origen nacional, según el Titulo VI de la Ley de Derechos Civiles.

Paramás información sobre el programa de derechos civiles de laMTC, y los procedimientos para presentar una queja, visite: <http://mtc.ca.gov/about-mtc/access-everyone/civil-rights-act-file-complaint>; comuníquese con:

Michael Brinton, Oficial de Conformidad de Contratos, al 415.778.6727, e-mail mbrinton@bayareametro.gov; o visite nuestra oficina administrativa en 375 Beale Street, Suite 800, San Francisco, CA 94105.

Si necesita información en otro idioma, llame al 415.778.6757 o 415.778.6769 para servicio de TDD/TTY.

1964年《民權法案》第六篇

都市交通委員會 (MTC) 致力於確保根據《民權法》第六篇的規定，任何人都不會因種族、膚色、信仰或原國籍被阻止參加專案、計劃或活動，或拒絕向其提供福利，或在專案、計劃或活動中收到歧視。

如需瞭解有關MTC的民權計劃和提交申訴程序的進一步諮詢，請查詢網站

<http://mtc.ca.gov/about-mtc/access-everyone/civil-rights-act-file-complaint>; 請洽：Michael Brinton, 合約遵守檢察官，電話號碼 415.778.6727，電子郵件 mbrinton@bayareametro.gov；或前往我們的行政管理辦公室，地址 375 Beale Street, Suite 800, San Francisco CA 94105。

如需要透過其他語言查詢資訊，請致電415.778.6757或TDD/TTY電話415.778.6769。

Appendix G
2023 Public Participation Plan

Public Participation Plan

for the San Francisco Bay Area



June 2023



**METROPOLITAN
TRANSPORTATION
COMMISSION**

Bay Area Metro Center
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Tel 415-778-6700 | Fax 415-536-9800
info@bayareametro.gov | mtc.ca.gov

To request this document in other languages, please call 415-778-6757.

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List of Acronyms

ABAG	Association of Bay Area Governments
AC	Advance Construction
AC Transit	Alameda-Contra Costa Transit District
ADA	Americans with Disabilities Act
ASL	American Sign Language
BAIFA	Bay Area Infrastructure Financing Authority
BAHA	Bay Area Headquarters Authority
BAHFA	Bay Area Housing Finance Authority
BART	Bay Area Rapid Transit
BATA	Bay Area Toll Authority
Caltrans	California Department of Transportation
CARB	California Air Resources Board
CBO	Community-based Organization
CEQA	California Environmental Quality Act
CMP	Congestion Management Process
CNP	Connected Network Plan
CTA	County Transportation Agency
CTP	Countywide Transportation Plan
EIR	Environmental Impact Report
FAST	Fairfield/Suisun Transit System
FAST Act	Fixing America's Surface Transportation Act
FHWA	Federal Highway Administration
FMS	Fund Management System
FTA	Federal Transit Administration
GHG	Greenhouse gas
GGBHTD	Golden Gate Bridge, Highway and Transportation District
IIJA	Infrastructure Investment and Jobs Act
LAVTA	Livermore-Amador Valley Transit Authority
LEP	Limited English Proficient
LGBTQ+	Lesbian, gay, bisexual, transgender, queer and others

MAP-21 Act	Moving Ahead for Progress in the 21st Century Act
MPO	Metropolitan Planning Organization
MTC	Metropolitan Transportation Commission
NEPA	National Environmental Policy Act
NOC	Notice of Completion
NOD	Notice of Determination
NOP	Notice of Preparation
OWP	Overall Work Plan
PDA	Priority Development Area
PM	Particulate matter
POP	Program of Projects
PPA	Priority Production Area
PPP	Public Participation Plan
PTAC	Partnership Technical Advisory Committee
RHNA	Regional Housing Needs Allocation
RTP	Regional Transportation Plan
SAFE	Service Authority for Freeways and Expressways
SAFETEA-LU	Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users
SamTrans	San Mateo County Transit District
SB 375	Senate Bill 375, the Sustainable Communities and Climate Protection Act (2008)
SFMTA	San Francisco Municipal Transportation Agency
SIM	State Implementation Plan
SCS	Sustainable Communities Strategy
SMART	Sonoma Marin Area Rail Transit
Soltrans	Solano County Transit
TIP	Transportation Improvement Program
VTA	Santa Clara Valley Transportation Authority

Chapter 1 — Introduction

The policies and investments made by the Metropolitan Transportation Commission (MTC) influence the lives of all people who live and work in the San Francisco Bay Area every day. MTC wants residents of the Bay Area to be involved in the regional planning process and is committed to a transparent decision-making process that is informed by meaningful public consultation and community engagement. To help inform its decisions, MTC is committed to providing:

- 1) ample opportunities for early and continuing participation in its projects, programs and plans; and
- 2) full public access to the decision-making process.

This Public Participation Plan outlines the many opportunities available to get engaged in MTC's work. This plan defines our mission and vision for public engagement and participation, along with the processes for communicating with the public about our programs, plans, projects and decisions. This plan seeks to provide Bay Area residents from across the nine counties with the information necessary to participate in and influence the regional policy development and decision-making processes.

What is MTC?

The Metropolitan Transportation Commission (MTC) is the transportation planning, financing and coordinating agency for the nine-county San Francisco Bay Area. MTC supports the region's network of streets, roads, highways, public transit systems, airports and other transportation resources, including the movement of goods through ports and freight rail lines. MTC was created by the California Legislature in 1970 to plan the Bay Area's transportation system. The federal government later designated MTC as the Bay Area's metropolitan planning organization (MPO) charging it with the task of coordinating and deciding how to spend federal transportation dollars that are suballocated to the region.

Over the years, MTC's work has expanded through state legislation to address other regional issues, including administration of toll bridge revenues, the environment and housing. MTC's role has expanded into multiple authorities — created by state law or as a

joint powers authority to carry out specific duties or projects for residents of the Bay Area. These authorities include:

- [Bay Area Toll Authority](#) (BATA) – manages the toll revenues from the Bay Area’s seven state-owned bridges. BATA also manages FasTrak®, the electronic toll payment system established in state law.
- [Service Authority for Freeways and Expressways](#) (SAFE) – operates the freeway service patrol tow trucks and the emergency roadside call box programs. State law established the framework for establishing a SAFE as well as their funding sources; MTC is the Bay Area’s SAFE.
- [Bay Area Infrastructure Financing Authority](#) (BAIFA) – oversees the financing, planning and operation of MTC Express Lanes and related transportation projects. BAIFA was established as a joint powers authority of MTC and BATA to administer express lanes and other toll facilities.
- [Bay Area Housing Finance Authority](#) (BAHFA) – established in state law, BAHFA is a first-of-its kind regional authority created to address the Bay Area’s chronic housing challenges.
- [Bay Area Headquarters Authority](#) (BAHA) – manages and maintains the Bay Area Metro Center building in San Francisco where ABAG and MTC are housed. BAHA was established as a joint powers authority of MTC, ABAG, the Bay Area Air Quality Management District and the San Francisco Bay Conservation and Development Commission — all co-located in the Bay Area Metro Center.

Two Boards, One Staff

In 2008, Senate Bill 375 (Steinberg) was enacted and called upon regional agencies to link together their transportation and land use plans more closely to help achieve climate goals — specifically, reducing greenhouse gas (GHG) emissions from the transportation sector. This law linked some of MTC’s planning work more closely with that of the Association of Bay Area Governments (ABAG), the Bay Area’s regional planning agency responsible for land use planning. SB 375 requires that MTC and ABAG jointly develop the Bay Area’s long-range plan known as Plan Bay Area.

ABAG is a joint powers authority of the nine counties and 101 cities in the region that works to strengthen cooperation and collaboration among them to build healthier, stronger communities. ABAG helps local governments plan for new housing development and adapt to change while addressing sustainability, energy, resilience and equity. In

2017, the staffs of both agencies merged, and they now work as one integrated organization reporting to two boards to promote better collaboration and integration on common Bay Area goals.

Most of the work of each board is conducted and approved separately. However, some work — such as setting legislative priorities and developing Plan Bay Area — is conducted jointly. To streamline the decision-making process, MTC and ABAG have a merged legislation policy committee (the Joint MTC-ABAG Legislation Committee; see p. 21) and each board has a separate committee that meets jointly (the Joint MTC Planning Committee with the ABAG Administrative Committee; see p. 22). Action items brought before this committee are approved individually by each board.

Public Participation Plan Purpose

Two key planning efforts prompt the development of the Public Participation Plan: the [Regional Transportation Plan](#) (RTP) and the [Transportation Improvement Program](#) (TIP). However, the work of MTC expands beyond these two planning efforts to encompass a range of plans, projects and programs that work together to improve the quality of life for all Bay Area residents as well as our natural environment. As such, this Public Participation Plan highlights opportunities for getting involved and influencing the regional decision-making process, and it details MTC’s decision-making process.

The federal and state requirements for public participation related to the RTP and TIP are included as:

- Appendix A. Public Participation Plan Statutory Requirements
- Appendix B. Public Participation Procedures for the Regional Transportation Plan and the Transportation Improvement Program
- Appendix C. Public Participation Plan for Plan Bay Area 2050+

Public Participation Opportunities

While MTC and ABAG work on a myriad of plans, projects and programs with a wealth of engagement opportunities, below is a sampling of the major efforts.

- [Plan Bay Area](#) – The long-range regional plan for the Bay Area required under SB 375 is focused on transportation, housing, economic development and environmental resilience, and serves as the region’s RTP and Sustainable Communities Strategy

(SCS). Federal regulations require MTC to engage in a planning process that creates opportunities for public involvement, participation and consultation throughout the development of the RTP. As such, the public participation procedures for the RTP are thoroughly detailed in Appendix A. Furthermore, SB 375 requires MTC and ABAG to develop a Public Participation Plan for developing the RTP/SCS. See Appendix B for the complete Public Participation Plan for the next update of Plan Bay Area.

- **Transportation Improvement Program (TIP)** – The TIP is a federally-required comprehensive four-year regional spending plan for near-term transportation projects, programs and investment priorities. Federal regulations require MTC to engage in a planning process that creates opportunities for public involvement, participation and consultation throughout the development of the TIP. The public participation procedures for the TIP are thoroughly detailed in Appendix A.
- **Overall Work Plan (OWP)** – The OWP describes the annual budget, allocation and use of federal and state transportation planning funds in the Bay Area. The OWP is developed each fiscal year and details the agency’s planning and budgetary priorities for the following fiscal year.
- **Bay Area Housing Finance Authority (BAHFA)** – BAHFA is a first-of-its-kind regional authority created to address the Bay Area’s chronic housing challenges. It offers a powerful new set of financing and policy tools to promote housing affordability and address the region’s housing crisis. BAHFA is a separate legal entity but is governed by the same board as MTC.
- **Regional Housing Needs Allocation (RHNA)** – Establishes a blueprint for how each city and county in the state must plan for housing. Required by state law, RHNA is updated every eight years by ABAG.

Chapter 3 describes in detail the various opportunities to get involved in MTC’s work.

Who We Engage

MTC represents the entire nine-county San Francisco Bay Area in all its economic, geographic and demographic diversity. The agency is committed to engaging and using input from a range of stakeholders from all nine Bay Area counties, including:

- **General Public** – all residents of the region, with special consideration for the needs of [Equity Priority Communities](#)¹, people of color, communities with low-incomes, persons with disabilities, youth, communities with limited English proficiency and seniors.
- **Community Organizations** – especially those that serve Equity Priority Communities as well as other groups such as environmental advocates, special interest nonprofit organizations, neighborhood groups, homeowner associations, among others.
- **Government Agencies** – public agencies like local transit operators, cities and counties, other regional agencies like the Air District, public health agencies, water districts, county transportation agencies (CTAs), the region’s ports and airports, and agencies at the state and federal levels.
- **Labor and Business Community** – unions, building trade councils. private-sector entities whose work intersects with transportation and land use planning, business associations, private transportation providers, freight shippers, consulting firms, technology developers. non-profit business interest groups, and more.
- **Elected Officials** – elected representatives at all levels, including city councils and mayoral offices, county supervisors, and state and federal legislators.
- **Tribal Governments and Communities** – federally recognized Tribal governments within the Bay Area and California Native American Tribes with Tribal cultural resources in the region.

See Chapter 5 for a full list of stakeholders and partners that MTC aims to engage with.

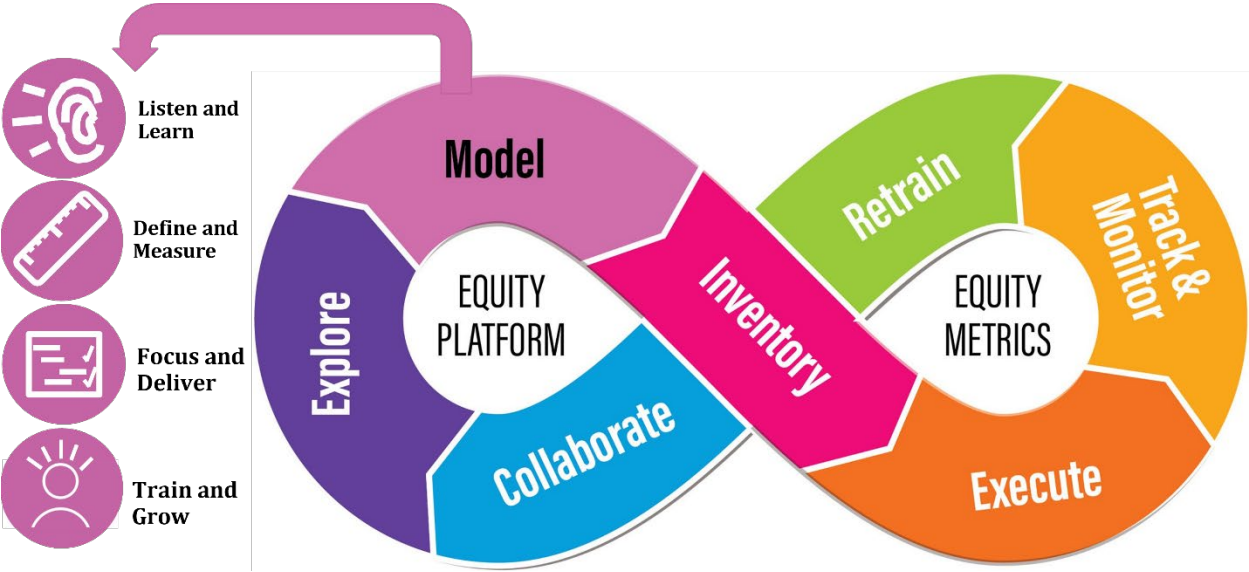
¹ Equity Priority Communities are census tracts that have a significant concentration of underserved populations, such as households with low incomes and people of color. A combination of additional factors helps define these areas. See: <https://mtc.ca.gov/planning/transportation/access-equity-mobility/equity-priority-communities>.



Chapter 2 — MTC’s Commitment to Participation

Equity Platform

MTC defines equity as “inclusion into a Bay Area where everyone can participate, prosper and reach their full potential.” The agency strives to advance equity through carefully considered investments and policies that can support historically underserved and systemically marginalized communities, including people with low incomes and communities of color.



The Equity Platform, adopted by MTC (Resolution No. 4559) in January 2023, provides a framework for how MTC addresses equity challenges and approaches complex systems and environments. It is grounded by four pillars:

- Listen and Learn
- Define and Measure
- Focus and Deliver
- Train and Grow

The Equity Platform is an ongoing, iterative process that guides staff to create and design solutions that focus on affected communities; increase opportunity for those people most affected by exclusion; shift decision-making power to the people who are affected by policies; and invest in training and education to advance goals for fairness and inclusion. Additional information about MTC's Equity Platform is available at mtc.ca.gov/about-mtc/what-mtc/equity-platform.

Operationalizing our Equity Platform in our public and community engagement means revising policies and implementing processes that lift the voices of those who have been systemically excluded from the regional decision-making process, including people of color, communities with low incomes, persons with disabilities, seniors and people who speak languages other than English.

Guiding Principles: Our Vision for Engagement

MTC's guiding principles for engagement serve as our vision for public participation and are rooted in our mission to advance equity in the Bay Area. MTC advances equity by investing resources in engagement strategies that lift the voices of those who have been historically left out of the decision-making process, and by working to ensure historically underserved communities can meaningfully influence decision-making.

1. Effective engagement has a clear purpose.

Defining the purpose for engaging the public, understanding the context and identifying the audience of those affected is imperative to ensure meaningful engagement from the standpoint of the agency and the participants.

2. Effective engagement requires two-way education and relationship building.

Acknowledging the expertise that exists within a given community and boosting engagement with activities that increase mutual education fosters more productive conversations. Ongoing, mutual education improves outcomes and requires cultivating relationships with partners and communities to build trust and achieve consensus.

3. Effective engagement is not one-size-fits-all.

Efforts must be tailored to each unique project and audience to enhance community engagement while making every effort to increase participation opportunities for those most impacted by past and current decisions.

4. Clear communication is essential in effective engagement.

Public engagement must be conducted through clear and compelling communications that are appropriate for the intended audience. Leveraging inclusive storytelling builds shared understanding.

5. Effective engagement demands accountability.

Informing the public of opportunities to participate in the process and clearly demonstrating how community voices have influenced planning and policy decisions builds confidence in the public process.

6. Engagement requires openness and transparency.

An open and transparent public participation process empowers low-income communities and communities of color to participate in decision-making that affects them (this guiding principle was adopted as an environmental justice principle by the Commission in 2006).

Engagement Strategies

Our strategies describe the iterative process MTC follows when implementing public engagement programs and inform *how* we conduct engagement.

Strategy 1: Engage Early and Often

MTC structures major planning initiatives and funding decisions to provide the public and our partners with ample opportunity to help shape outcomes as early as possible. MTC provides timely information to raise awareness of upcoming projects, key milestones and opportunities to influence the policy development and decision-making processes.

Strategy 2: Enable Access for All

MTC works to provide all Bay Area residents with opportunities for meaningful participation, regardless of ability, age or income. This strategy aims to increase activities that reach communities who have been historically left out of policy decisions that affect them. Further, MTC recognizes that individuals should not need to be a transportation professional to understand and participate in our work.

Strategy 3: Prioritize Co-creation and Plain Language

MTC aims to conduct engagement activities that design and create solutions in partnership and collaboration with communities affected by policies and decisions. MTC

strives to use clear communications and plain language to foster informed, productive dialogue throughout the engagement process.

Strategy 4: Respond and Report Back

MTC is committed to responding to all correspondence received and summarizing comments heard from participants on impending actions, so decision-makers and the public have a clear understanding of the depth and breadth of opinions on a given issue. MTC also strives to inform participants about how their input and feedback help shape or contribute to key decisions and actions. When outcomes do not correspond to the views expressed, every effort is made to explain why.

Strategy 5: Assess Impact

MTC evaluates our engagement activities in an effort to inform and improve future engagement. Evaluation helps determine who was missing from the process and identifies opportunities for improvement and corrective action.



Chapter 3 — How to Get Involved

MTC uses a variety of methods to engage the Bay Area public in its policies, projects and programs. The following information outlines how the public can get involved in MTC's work.

Engagement Opportunities

Public Meetings and Events

Public meetings on specific issues are held as needed and promoted and publicized broadly. These meetings can range from large in-person open houses and community workshops to small group discussions and focus groups to webinars and online workshops. To solicit comments on various plans, projects and programs, MTC holds meetings online or in-person throughout the nine-county San Francisco Bay Area. Meetings are located and scheduled to maximize public participation (including virtual, evening meetings, etc.) and can include non-traditional meetings such as pop-up workshops at existing events or online interactive workshops. Additionally, MTC works with community-based organizations to ensure that historically underserved communities have opportunities to provide input. MTC provides [notice of upcoming meetings and events on the MTC website](#). If warranted, e-mail announcements and news releases are also sent to the public and local media outlets, respectively.

Public Hearings

Public hearings are sometimes required by law for certain policy decisions. Notice of these public hearings is placed on [MTC's website](#), and — when required by law — in the legal section of numerous newspapers in the region, including newspapers circulated in historically underserved communities of the Bay Area. Materials to be considered at public hearings are posted online and made available to interested persons upon request. To be notified when public hearings are scheduled, contact the MTC Public Information Office at (415) 778-6747 or info@bayareametro.gov and request to be added to the public hearing distribution list.

Public Information Office

MTC's commitment to public participation includes staff dedicated to involving the public in our work. In addition to the components of MTC's public outreach program detailed in this plan, public information staff can:

- request translation services or Americans with Disabilities Act (ADA) accommodations for members of the public who speak languages other than English or are visually- or hearing-impaired.
- offer assistance and make hard copies available to the public of any item on its websites (including meeting notices, agendas, meeting materials, etc.) when a person does not have Internet access.
- work with interested organizations to arrange for staff and/or Commissioners to make presentations to community groups.
- respond to inquiries from the public and media received by:
 - Telephone: (415) 778-6757
 - Mail: 375 Beale Street, Suite 800, San Francisco, CA 94105
 - E-mail: info@bayareametro.gov

Multilingual Phone Lines

Members of the public can reach public information staff in various languages, including:

- English: (415) 778-6757
- Chinese: (415) 778-6689
- Spanish: (415) 778-6656

Members of the public who speak languages other than Cantonese, English, Mandarin or Spanish, can call the MTC main line at (415) 778-6700 and be connected to an operator who will facilitate language assistance in any other language.

Plan Bay Area Comment Line

Plan Bay Area has a dedicated listening line that allows members of the public to participate in the plan update process via phone. Participants can record their comments to be entered into the official record. Callers can leave Plan Bay Area-related comments in English, Cantonese, Mandarin and Spanish by calling (415) 778-2292.

Library

The [MTC-ABAG Library](#) provides access to both a digital and physical collection of materials on transportation planning, housing, demographics, economic trends, public policy issues and more. The library, located at 375 Beale Street, offers a collection of publications from MTC and ABAG, as well as research on current topics, historical documents from transit agencies and local governments, and more.

The digital collection can be accessed [through the library catalog](#), and the physical collection can be accessed by making an appointment to visit the library. Call or email our American Library Association-accredited librarian for reference assistance or to make an appointment to visit the library's physical collection at (415) 778-5236 or library@bayareametro.gov. MTC also offers a searchable, complete digital archive of reports, plans and more at mtc.ca.gov/digital-library.

Virtual Engagement

Websites

MTC's website — mtc.ca.gov — is targeted to audiences ranging from transit riders to transportation professionals, as well as elected officials and news media seeking information on particular programs, projects and public meetings. Updated daily, the site provides information about MTC's projects and programs, the agency's structure and governing body, and upcoming public meetings and workshops. It contains the names, e-mail addresses and phone numbers for staff and Commission members; all of MTC's current planning and funding documents; information about the MTC-ABAG Library and a link to the library catalog; as well as detailed facts about the region's travel patterns, among others. It also includes important links to partner government agencies as well as to other MTC sites such as the Bay Area's 511.org, ClipperCard.com, and BayAreaFasTrak.org.

The Vital Signs website — vitalsigns.mtc.ca.gov — provides a wealth of data on Bay Area travel and commute patterns. Vital Signs tracks trends related to transportation, land and people, the economy, the environment and social equity. This data-driven website compiles dozens of indicators; each is presented with interactive visualizations that allow readers to explore historical trends, examine differences between cities and counties, and even compare the Bay Area with other peer metropolitan areas.

The ABAG website — abag.ca.gov — is targeted to local government staff and elected officials. The site provides information on ABAG’s work, as well as the agency’s structure and governing body; upcoming public meetings and events; and technical assistance resources for local staff.

Social Media Channels

MTC has a plethora of social media channels that help to engage the Bay Area’s nearly eight million residents.

MTC’s main social media channels

- Facebook, [MTCBATA](#)
- Instagram, [MTCBATA](#)
- Twitter, [@MTCBATA](#)
- YouTube, [MTCBATA](#)
- Nextdoor, MTCBATA
- LinkedIn, [MTCBATA](#)

Other MTC social media channels

- Clipper
 - Facebook, [BayAreaClipper](#)
 - Twitter, [@BayAreaClipper](#)
 - YouTube, [BayAreaClipper](#), [Clipperonyourphone4742](#)
 - Twitter, [@fastrakbayarea](#)
 - Vimeo, [bayareafastrak](#)
- FasTrak®
 - Facebook, [BayAreaFasTrak](#)
- 511
 - Facebook, [511SFBay](#)
 - Instagram, [511sfbay](#)
 - Twitter, [@511SFBay](#)

Bay Link Blog

The Bay Link blog is a source for news and insights from MTC and ABAG. The blog compiles news headlines about transportation, housing, the environment and the economy from around the Bay Area and shares original content about MTC’s and ABAG’s work. The blog is available at: blog.bayareametro.gov.

e-News

MTC maintains several distribution lists used to send out announcements, e-newsletters, meeting agendas, project updates, and much more. To sign up to receive updates from MTC, visit mtc.ca.gov/about-mtc/public-participation/get-involved. To be added to the distribution lists of MTC committees, contact the MTC Public Information Office at info@bayareametro.gov or (415) 778-6757 and request to be added to the individual committee distribution list.

As required by state statute, Plan Bay Area and BAHFA offer a simple way for the public to register to receive updates. During the plan development process, Plan Bay Area has an e-newsletter that is sent monthly, and as needed, delivering project updates and announcements. To sign up to receive Plan Bay Area updates, visit planbayarea.org/get-involved/mailling-list.

As its work ramps up, BAHFA will begin to send updates to interested individuals who register to receive news on their projects and engagement opportunities. To sign up to receive BAHFA updates, visit abag.ca.gov/our-work/housing/bahfa-bay-area-housing-finance-authority.



Policy Committees

MTC conducts its work through various committees that provide planning, policy and funding recommendations to the full [Commission](#). Much of the substantive work of the agency is done at the committee level. As such, MTC encourages the public to participate at this stage when decisions are being debated.

All meetings are open to the public. A complete calendar of meetings is available on the MTC website: mtc.ca.gov/meetings-events. Additionally, the public can receive email updates about individual committee meetings by contacting the MTC Public Information Office at info@bayareametro.gov or (415) 778-6757 and requesting to be added to a committee's distribution list.

Members of the public can watch meetings via webcast on the [MTC website](#), or they can participate in meetings via Zoom or in-person. (Note: to actively participate in a meeting, members of the public must join the meeting via Zoom or in person.) To participate in live meetings, visit the main [Meetings & Events page](#) on the MTC website and click on the name of the meeting. There, you will find the details to participate in the meeting via Zoom.

MTC Committees

The following committees make recommendations to the Commission:

- [Administration Committee](#) – Oversees and approves administrative tasks, including staff oversight, consultant contracts, budgeting and financial policies, reports and audits. Has final decision-making authority over most items.
- [Joint MTC-ABAG Legislation Committee](#) – A joint committee of MTC and ABAG that oversees both agencies' legislative advocacy priorities, including positions on state bills and budget requests.
- [Operations Committee](#)² – Oversees MTC's public-facing programs like Clipper®.
- [Planning Committee](#) – Oversees MTC's planning studies, including updates to Plan Bay Area. Typically meets jointly with the ABAG Administrative Committee.

² The Operations Committee will become the Regional Network Management Committee starting July 2023, and its scope will include customer-facing improvements for transit.

- [Programming and Allocations Committee](#) – Develops the policies and recommendations about how to spend regional, state and federal funds, and allocates funding to specific projects.

In addition, BAHFA and BATA have their own oversight committees:

- [BAHFA Oversight Committee](#) — Oversees BAHFA’s work to address the Bay Area’s chronic housing challenges.
- [BATA Oversight Committee](#) – Oversees policies and funding decisions related to BATA, including FasTrak, the region’s electronic toll collection system.

MTC’s work is sometimes conducted jointly with ABAG. For example, ABAG’s [General Assembly](#) periodically receives updates on [Plan Bay Area](#). Additionally, the legislation committee is a joint committee of ABAG and MTC (see above) and two separate committees meet jointly:

- [Joint MTC Planning Committee with the ABAG Administrative Committee](#) – MTC and ABAG committees that meet jointly to oversee planning initiatives for both agencies, including Plan Bay Area, which is approved jointly by MTC and the ABAG Executive Committee.

Additional information on ABAG’s policy committees is available at abag.ca.gov/about-abag/what-we-do/how-we-govern.

Furthermore, MTC believes that strong collaboration creates better transportation systems for the Bay Area and has several [interagency committees](#) that work with many partners to manage a transportation network that ranges from sidewalks to regional rail, and that is owned and operated by dozens of government agencies.

Policy Advisory Council

MTC’s [Policy Advisory Council](#) — made up of 27 Bay Area residents — advises MTC on current and future transportation policies. The Policy Advisory Council reflects MTC’s commitment to including the public in an open and transparent process of making transportation decisions for the Bay Area. [Current Council members](#) are selected for a 4-year term with the current term ending in 2025. Members of the public are encouraged to apply to become a member of the Policy Advisory Council during its next open recruitment process.

The Policy Advisory Council will meet the fourth Friday of each month starting in July 2023, and its meetings are open to the public. To be notified about Policy Advisory Council

meetings, contact the MTC Public Information Office at (415) 778-6747 or info@bayareametro.gov and request to be added to the Council’s distribution list.



Chapter 4 — Engagement Techniques

MTC uses various techniques to engage the public. A menu of the participation methods is outlined below and includes traditional approaches as well as opportunities to engage virtually. These techniques are informed by outreach we conducted in advance of updating this plan, as well as input received during the public comment period.

Traditional Methods

- Conduct meetings, workshops and open houses at varied times of day and in various locations throughout the nine county Bay Area, including evening/weekend meetings in all nine counties, to encourage participation.
- Present to existing groups and organizations, co-host events with community groups, business associations, etc.
- Participate in community events.
- Contract with community-based organizations in Equity Priority Communities for focused engagement.
- Conduct “pop-up” workshops/meetings in public locations. These are on-the-spot meetings or workshops held in locations where the public is already gathered.
- Organize small-group discussions, such as focus groups, with participants recruited randomly from telephone polls, by stakeholder interest groups or by community-based organizations.
- Sponsor a topical forum or summit with partner agencies, the media or other community organizations.
- Host question-and-answer sessions with planners and policy board members.
- Offer food and childcare at in-person events to attract more participants.
- Offer incentives such as gift cards or Clipper cards to increase participation.

Virtual Engagement

- Hold virtual workshops/open houses hosted via online meeting platforms like Zoom. Include dial-in options to ensure more people can participate.

- Provide remote access to meetings by webcasting meetings online or via Facebook, YouTube, etc.
- Host telephone town halls or online webinars.
- Provide asynchronous opportunities for participating (e.g., webinar recordings with online comment forms, interactive games, etc.).
- Conduct online interactive surveys.
- Use social media, texting platforms or apps and paid digital promotion to reach a larger audience.
- Post video recordings of past public meetings/workshops.
- Post written or display materials from in-person meetings online.
- Encourage interaction among participants via web (e.g., online discussion boards, etc.).
- Provide access to planning data (e.g., maps, charts, background on travel models, forecasts, census data, research reports, etc.).
- Post information online in advance of public meetings.

Visualization Techniques

- Maps
- Charts, illustrations, photographs
- Table-top displays and models
- Electronic voting at workshops
- PowerPoint slide shows
- Videos (traditional, animated, simulation)
- Online or in-person games

Polls/Surveys

- Statistically valid polls to gauge public opinion
- Electronic surveys via web and SMS-based (text) surveys
- Intercept interviews/surveys where people congregate, such as at transit hubs
- Printed surveys distributed at meetings, transit hubs, on-board transit vehicles, etc.
- Short surveys at in-person meetings to obtain input

Online and Printed Materials

- User-friendly, easy-to-understand, accessible documents (including use of executive summaries)
- Post cards, mailers, etc.
- Maps, charts, photographs and other means of displaying information
- The Bay Link blog to share important or complex information in an accessible manner

Targeted Mailings/Flyers

- Work with community-based organizations to distribute flyers/information via their channels.
- Send e-mails to targeted distribution lists.
- Provide easy-to-use email subscription services allowing members of the public to sign-up for periodic e-newsletters, e-announcements, etc.
- Distribute flyers and other printed collateral to key community organizations.
- Place notices on board transit vehicles and at transit hubs.

Local Media

- Issue news/press releases.
- Invite reporters to news briefings.
- Conduct media roundtables to educate reporters on complex topics.
- Meet with editorial staff.
- Submit opinion pieces/commentaries to local news media.
- Purchase display ads.
- Negotiate inserts into local printed media.
- Visit ethnic media outlets to encourage use of MTC/ABAG news releases.
- Place speakers on radio/TV talk shows.
- Place Public Service Announcements on radio and TV.
- Develop content for public access/cable television programming.
- Develop civic journalism partnerships.

Promotion of Meetings and Events

- Post meeting and events announcements online, including on a regularly-updated Meeting & Events calendar.
- Use paid digital promotion to promote events and meetings.
- Use the Bay Link blog to promote events and meetings.
- Distribute e-mail blasts to share important announcements, project updates, etc.
- Disseminate information through partnerships with local government, transit operators and community-based and interest organizations.
- Distribute periodic e-newsletters.
- Disseminate information via social media channels.
- Disseminate information via local media.
- Promote meetings and events via bus/car cards, posters, bus tails and queens and transit shelter posters.
- Create and distribute messaging toolkits for local government and other partners to promote MTC's programs and events.

Techniques for Reporting on Impact

- Present/share information on what was heard with decision-makers and members of the public.
- Report on how public input influenced the process to decision-makers and members of the public.
- Summarize key themes of public comments in staff reports to policy committees.
- Notify participants via presentations, email and/or e-newsletter when reporting how public input influenced the process and/or when sharing information on what was heard.
- When partnering with community-based organizations, report back to organization leaders about how public input influenced the process.
- Post comments, key themes and how feedback influenced the process online.

Techniques for Involving Historically Underserved Populations

Communities with Low Incomes, Communities of Color and Unhoused Communities

- Make presentations to and have discussions with MTC’s Policy Advisory Council.
- Use paid partnerships with community-based organizations to co-host meetings and small group sessions in order to remove barriers to participation by offering assistance, such as childcare, meals, translation services, etc.
- Offer cash incentives to bolster participation of in-person discussion groups or meetings.
- Distribute “take one” flyers, banners or posters on transit vehicles, at transit hubs and at housing shelters.
- Conduct outreach in the community (such as pop-up meetings at flea markets, libraries, health centers, etc.).
- Use community and ethnic media outlets to announce participation opportunities.
- Place paid informational stories in ethnic media.
- Post information on websites or send via email or social media as some do not have a physical address.
- For the unhoused or housing unstable, hold discussion groups or one-on-one sessions at housing shelters or centers to obtain input. Also, hold regular events targeted to those experiencing homelessness or housing instability

Low-Literacy Populations

- Use plain language in all materials and presentations.
- Use visualization techniques to communicate about complex topics, including maps and/or graphics to illustrate trends, choices being debated, etc.
- Conduct personal interviews or use audio recording to obtain oral comments.
- Use a listening line for participants to submit audio comments via phone.
- Train staff to be alert to and anticipate the needs of low-literacy participants in meetings, workshops, etc.

Persons with Disabilities

- Tailor engagement tactics to each disability community as needs differ.
- For those with visual impairments, use online or telephone engagement.
- For persons who are deaf or hard-of-hearing, use closed captions for all online meetings or workshops and provide ASL interpreters upon request.
- When giving an online PowerPoint presentation, provide comprehensive verbal description of all content.
- Ensure that all electronic documents are screen reader accessible.
- Provide a dial-in option for all online meetings or workshops.
- Ensure in-person events are close to transit and are easy-to-navigate for wheelchair users and persons with visual impairments.
- Ensure online meetings are recorded so people can watch/listen at a later date.

Limited-English Proficient Populations

The U.S. Department of Transportation requires that agencies that receive federal funds conduct a Limited English Proficiency (LEP) needs assessment (also known as a Four-Factor Analysis) to determine what reasonable steps should be taken to ensure meaningful access to MTC's services, programs and activities by LEP persons. This analysis identifies the number of persons in the Bay Area who speak English "less than very well" and uses four factors to determine into which languages MTC must provide translation for vital services, documents or activities.

The results of the latest analysis conducted in 2019 requires MTC to regularly translate into Spanish and Chinese; however, MTC reviews each project prior to conducting public engagement to determine if translation into languages other than Spanish and Chinese is required. Additionally, translation into other languages is always available upon request. For more information on MTC's LEP needs assessment, see MTC's Final Revised Plan for Special Language Services to Limited English Proficient (LEP) Populations, which can be found in English, Spanish and Chinese on MTC's website at mtc.ca.gov/about-mtc/public-participation/language-assistance.

Here are techniques for engaging LEP populations:

- Conduct meetings entirely in languages other than English (e.g., Spanish, Chinese).
- Train staff to be alert to, and to anticipate the needs of, participants who speak languages other than English at meetings and workshops.

- Conduct personal interviews or use video/audio recordings to obtain oral comments in languages other than English.
- Use social media channels used by persons who speak languages other than English.
- Translate documents and web content on key initiatives.
- Translate meeting materials and have translators available at meetings, upon request.
- Include information on meeting notices about how to request translation assistance.
- Translate vital news releases and conduct outreach to non-English media, such as radio, television, newspapers and social media.
- When conducting statistically valid polls, surveys or focus groups, offer the information in other languages.
- Follow the guidance in MTC’s [language assistance plan](#).

Native American Tribes

- Connect with Tribal governments in order to establish a channel of communication.
- Send Tribal governments and relevant Tribal representatives, organizations or groups timely and adequate public notices and announcements.
- Actively seek Tribal government input on MTC projects and programs through direct contact with Chairpersons and/or Tribal representatives, as appropriate.
- Respond to all Tribal government comments and consultation requests.
- Intentionally create engagement opportunities for Tribes to be involved in the regional planning process.
- Present information to Tribal leaders and representatives at a Tribal Summit.

See Chapter 6 for additional details on how MTC engages with Tribal Governments and Native American Tribes.



Chapter 5 — Who We Engage

MTC aims to meaningfully engage those affected by its policies, actions and decisions and to tailor engagement efforts to each project and its respective audience.

Below is a sample list of partners MTC strives to engage in its work as required by federal and state law:

- affected public agencies
- affordable housing advocates and organizations
- airport operations
- bicycle and pedestrian advocacy organizations
- broad-based business organizations
- building trade councils
- chambers of commerce
- city managers
- commercial property interests
- communities with low-incomes
- community development agencies and organizations
- community-based organizations
- county transportation agencies
- economic development agencies
- educational community and institutions, including colleges and universities
- elderly and retired persons
- elected officials
- environmental advocates
- environmental protection agencies
- Equity Priority Communities
- families
- federal land management agencies
- freight interests
- general public
- health and wellness representatives
- home builder representatives
- homeowner associations
- labor unions
- landowners
- LGBTQ+ community
- limited English proficiency communities
- local government staff
- local planning departments
- natural disaster risk reduction agencies/organizations
- neighborhood and community groups
- neighborhood councils
- organizations serving rural area residents
- parent organizations
- pedestrians
- persons with disabilities
- private providers of transportation
- private sector
- property owners

- providers of freight transportation services
- public agencies
- public health and wellness representatives
- public ports
- public sector
- regional government agencies
- renter/tenant advocacy organizations
- representatives of public transportation employees
- representatives of the disabled
- representatives of users of pedestrian walkways and bicycle transportation facilities
- representatives of users of public transit
- schools and school districts
- seniors and older populations
- small businesses
- state agencies
- students and youth
- tourism interests
- transit agencies
- transportation and transit advocates
- transportation commissions
- Tribal governments and Indigenous communities

Community-based Organizations

For over two decades, MTC has partnered with the Bay Area’s community-based organizations (CBOs) to engage historically underserved communities on MTC’s policies, programs and projects. Because of the established relationships that CBOs have with the communities they serve, MTC is able to engage communities that are difficult to reach via traditional methods. Using CBOs’ social media channels, email distribution lists, existing meetings and events and/or small group sessions convened for MTC, CBOs provide MTC with an invaluable link to the Bay Area’s diverse communities. Partnering with CBOs ensures that MTC hears from these communities regularly, and that the input is incorporated into MTC’s policies, programs and projects.

Chapter 6 — Tribal Government Consultation and Engagement with Native American Tribes

MTC acknowledges that the land that makes up the nine-county San Francisco Bay Area has been home to diverse groups of Indigenous peoples with unique cultures and deeply rooted relationships to the land for over 10,000 years. MTC acknowledges these diverse groups of Indigenous peoples as the traditional caretakers of the land that makes up the Bay Area. We honor their connection to the land and the deep respect they hold for this region.

MTC is committed to furthering meaningful partnerships with the Tribes of this region and consulting with Tribal governments prior to making decisions, taking actions, or implementing programs that may impact their communities. We will strive to ensure that MTC's programs and activities avoid or minimize adverse impacts on cultural and other important Tribal resources.

Federally Recognized Tribes

There are six federally recognized Native American Tribes in the San Francisco Bay Area:

- Cloverdale Rancheria of Pomo Indians
- Dry Creek Rancheria Band of Pomo Indians
- The Federated Indians of Graton Rancheria
- Kashia Band of Pomo Indians of the Stewarts Point Rancheria
- Lower Lake Rancheria Koi Nation
- Lytton Rancheria Band of Pomo Indians

MTC is committed to consulting with the region's federally-recognized Tribal governments on Plan Bay Area and the Transportation Improvement program, as well as in projects of priority to Tribes. However, MTC encourages the Tribes to request government-to-government consultation at any time and on any project, program, action or decision. MTC commissioners and executive staff will participate in government-to-government

consultation with Tribal governments and will conduct consultation and/or engagement activities in locations convenient for the Tribal governments.

The groundwork for engagement and consultation with our region’s Tribal governments will occur early in an engagement process and will be conducted according to Tribal preference. MTC will continue to host Tribal Summits as an opportunity for Tribes to collaborate with MTC and ABAG and other regional and local partners. Staff will work with Tribal leaders and their representatives to co-create agendas and will present topics of interest to the Tribes. Additionally, MTC commits to conducting individual meetings with each Tribe, upon request.

California Native American Tribes

It is important to note that there are many other Tribes with connections to the lands that make up the nine-county San Francisco Bay Area, including Tribes that are not recognized by the federal government. MTC recognizes these Tribes as important stakeholders in the regional planning process who are also affected by our work and decisions. As such, MTC is committed to building relationships with and engaging the many Tribes connected to our region, including:

- Amah Mutsun Tribal Band
- Amah Mutsun Tribal Band of Mission San Juan Bautista
- Big Valley Rancheria/Big Valley Band of Pomo Indians
- Cachil Dehe Band of Wintun Indians of the Colusa Indian Community
- Coastanoan Rumsen Carmel Tribe
- Coyote Valley Band of Pomo Indians
- Guidiville Rancheria
- Indian Canyon Mutsun Band of Costanoan
- Ione Band of Miwok Indians
- Kletsel Dehe Band of Wintun Indians
- Mishewal-Wappo Tribe of Alexander Valley
- Muwekma Ohlone Indian Tribe of the SF Bay Area
- North Valley Yokuts Tribe
- Pinoleville Pomo Nation
- Potter Valley Rancheria
- Redwood Valley Rancheria
- Robinson Rancheria of Pomo Indians
- Scotts Valley Band of Pomo Indians
- The Confederated Villages of Lisjan
- The Ohlone Indian Tribe
- Torres Martinez Desert Cahuilla Indians
- United Auburn Indian Community of the Auburn Rancheria
- Wilton Rancheria
- Yocha Dehe Wintun Nation

Furthermore, MTC will provide written notification to all Tribes in the region, including federally-recognized Tribes and all California Native American Tribes on the Native American Heritage Commission list with Tribal Cultural Resources in the Bay Area, about the opportunity for engagement in projects that require environmental review under CEQA, as required by Assembly Bill 52. As such, MTC actively engages the region’s Tribes on Plan Bay Area.



Chapter 7 — Revising the Public Participation Plan

MTC’s Public Participation Plan is not a static document, but rather an ongoing strategy that is reviewed and updated every four to five years in accordance with federal and state regulations to reflect changing circumstances, current best practices and to present the schedule and process of updating the long-range regional plan (Plan Bay Area), which includes a public engagement program (see Appendix C). As part of the Plan Bay Area public engagement program, MTC sets performance measures to gauge the effectiveness of the engagement program. This evaluation serves to inform and improve future engagement programs, including future updates to this Public Participation Plan.

Furthermore, when a change to MTC’s policies or procedures occurs that may warrant a change to the Public Participation Plan outside of the abovementioned update process, minor changes will be noticed and posted on the MTC website. Any substantive changes will be released for public review and comment for a period of 45 days and also will include review by MTC’s Policy Advisory Council, the Joint MTC-ABAG Legislation Committee and approval by the Commission. MTC will extend the public comment period by an additional 45 days in instances where substantive revisions are proposed in response to comments heard.



Appendix A.

Public Participation Plan Statutory Requirements

FINAL

June 2023

Public Participation Plan — Statutory Requirements

MTC’s Public Participation Plan is developed and updated in accordance with guidelines established by federal laws and regulations and state statutes (listed below) that affect the work of metropolitan planning organizations like MTC.

Federal Requirements

- **Federal Metropolitan Planning Law and Regulations**, 23 USC 134 et seq. and 23 CFR Part 450 et seq.
- **Infrastructure Investment and Jobs Act**, Public Law as passed by Congress and signed by President Joseph R. Biden, Jr. on November 15, 2021.
- **Fixing America’s Surface Transportation Act (FAST Act)**, Public Law as passed by Congress and signed by President Barack Obama on December 4, 2015.
- **Moving Ahead for Progress in the 21st Century Act (MAP-21)**, signed into law in 2012, requires metropolitan planning organizations to provide opportunities for public involvement.
- **Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU)**, signed into law in 2005 as Public Law 109-59, authorized funds for Federal-aid highways, highway safety programs, transit program and other purposes and established federal metropolitan transportation planning requirements.
- **Federal Clean Air Act of 1970**, 42 USC 85 and 40 CFR Parts 50-99.
- **Title VI of the Civil Rights Act of 1964**, prohibits discrimination on the basis of race, color or national origin in carrying out planning and programming activities.
- **Americans with Disabilities Act of 1990**, 42 USC 126 and 49 CFR 27.19.
- **Executive Order 12372 — Intergovernmental Review of Federal Programs**, signed July 14, 1982 by President Ronald Reagan.
- **Executive Order 12898 — Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations**, signed February 11, 1994 by President William J. Clinton.

- **Executive Order 13166 — Improving Access to Services for Persons with Limited English Proficiency**, signed August 11, 2000 by President William J. Clinton.

State Requirements

- **Assembly Bill 52**, enacted in 2012, amended CEQA to create a separate category for cultural resources and established a notification and consultation process with affected Tribes.
- **Senate Bill 375**, enacted in 2008, requires ABAG and MTC to jointly develop a Sustainable Communities Strategy as part of the Regional Transportation Plan.
- **California Environmental Quality Act (CEQA)**, passed in 1970, requires public agencies and local governments to evaluate and disclose the environmental impacts of projects or other major land use decisions, and to limit or avoid those impacts to the extent feasible.
- **California Public Records Act**, adopted in 1968, requires disclosure of records to the public upon request unless otherwise exempt.
- **Ralph M. Brown Act**, passed in 1953, guarantees the public's right to attend and participate in meetings of local legislative bodies.

Appendix B.

Public Participation

Procedures for the Regional
Transportation Plan and the
Transportation Improvement
Program

FINAL

June 2023

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Public Participation Procedures for the Regional Transportation Plan and the Transportation Improvement Program

The long-range regional plan looks at least 20 years into the future and charts the course for the nine-county San Francisco Bay Area, connecting the dots between transportation, housing, economic development, and environmental resilience. The current plan, known as Plan Bay Area 2050, serves as both the federally-required Regional Transportation Plan (RTP) and the region’s Sustainable Communities Strategy (SCS), which is required by state law. Plan Bay Area 2050 identifies a path to make the Bay Area more equitable for all residents and more resilient in the face of unexpected challenges through 35 long-range strategies complemented by 80+ near-term implementation priorities.

The Transportation Improvement Program (TIP) is a comprehensive four-year regional spending plan for near-term transportation projects, programs and investment priorities. The TIP lists projects or programs that have a federal interest — meaning projects or programs for which federal funds or actions by federal agencies are anticipated — along with local- and state-funded projects that are regionally significant.

Federal regulations require MTC to engage in a planning process that creates opportunities for public involvement, participation and consultation throughout the development of the RTP and the TIP. This Appendix B outlines how to get involved in the development of these two important regional transportation documents.

Public Participation in the RTP and TIP

Because of its comprehensive, long-term vision, the long-range regional plan, which includes the RTP, provides the earliest and best opportunity for interested persons and public agencies to influence MTC’s policy and investment priorities for the Bay Area. It is during the development of Plan Bay Area where investment priorities are established, and broad, regional policy decisions are made.

Another opportunity for public participation, but further along in the process, is the TIP, which is a programming document that identifies funding only for those programs and

projects that are already included in the RTP and have secured at least partial funding. A mid-point between the RTP and TIP is the project- selection process. Interested residents can become versed in how a transportation project moves from an idea to implementation in a publication titled “A Guide to the San Francisco Bay Area’s Transportation Improvement Program, or TIP,” available on MTC’s website: mtc.ca.gov/funding/transportation-improvement-program-tip.

An easy way to become involved in the development of Plan Bay Area and the TIP is to sign up to receive updates from MTC: mtc.ca.gov/about-mtc/public-participation/get-involved. MTC also has a dedicated mailing list for Plan Bay Area available at planbayarea.org/get-involved/mailling-list. To receive updates about the TIP, contact MTC’s Public Information Office at info@bayareametro.gov or (415) 778-6757 and request to be added to the TIP email distribution list.

A. Regional Transportation Plan

The long-range Regional Transportation Plan (RTP) prioritizes and guides Bay Area transportation development for at least the next 20 years. The RTP integrates transportation strategies — public policies and packages of investments — and establishes the financial foundation for how the region invests in its surface transportation system by identifying how much funding is reasonably expected to be available to address critical transportation needs and describing how it should be prioritized. Per federal requirements, the RTP must be updated at least once every four years to reflect reaffirmed or new planning priorities and includes a reasonable forecast of future transportation revenues available to the region.

Under California Senate Bill 375 (Steinberg, Chapter 728, Statutes of 2008) the RTP must include a Sustainable Communities Strategy (SCS) for achieving a state-mandated target for reducing per-capita greenhouse gas (GHG) emissions from cars and light trucks and identify specific areas in the nine-county Bay Area to accommodate all the region’s projected population growth, including all income groups, for at least the next 25 years. The law requires MTC and ABAG to jointly develop the Sustainable Communities Strategy to integrate planning for growth and housing with transportation. These two statutory planning requirements are fulfilled as part of the broader regional plan, known as Plan Bay Area. The current plan, adopted in October 2021, is called Plan Bay Area 2050 (planbayarea.org/finalplan2050). The next update of the RTP/SCS will be known as Plan Bay Area 2050+. SB 375 calls for a separate Public Participation Plan for development of

the Regional Transportation Plan and the Sustainable Communities Strategy, and therefore Appendix C describes the Public Participation Plan for Plan Bay Area 2050+.

MTC prepares several technical companion documents for Plan Bay Area updates. These include a program-level Environmental Impact Report (EIR) per California Environmental Quality Act (CEQA) guidelines, and transportation air quality conformity analyses (to ensure clean air mandates are met) per federal Clean Air Act requirements. Certain revisions or updates to Plan Bay Area may warrant a revision or update to these technical documents. The process for preparing and conducting interagency consultation on the conformity analysis is described in MTC Resolution No. 3757, Revised.

MTC also prepares an equity analysis of Plan Bay Area to determine whether systemically-excluded and low-income communities in the Bay Area share equitably in the benefits of the long-range regional plan without bearing a disproportionate share of the burdens. As an assessment of the region's long-range transportation investments, this analysis is conducted at a regional, program-level scale. This assessment of the long-range plan is intended to satisfy federal requirements under Title VI of the Civil Rights Act and federal policies and guidance on environmental justice. For each update of Plan Bay Area, MTC will prepare a public participation plan (see below "Plan Bay Area Update") that will provide more information on how the equity analysis will be conducted throughout that update of the RTP.

Updating and Revising the Regional Transportation Plan

An update of an existing RTP/SCS (Plan Bay Area) is required at least once every four years. Plan Bay Area also may be revised in between major updates under certain circumstances, as described below:

Plan Bay Area (RTP/SCS) Update

This is an update to the current long-range regional plan, which includes the RTP, and is prepared pursuant to state and federal requirements.

Plan Bay Area updates include extensive public consultation and engagement involving thousands of Bay Area residents; local and partner agency officials and staff; private sector stakeholders; community-based and advocacy organizations; and others over many months. MTC's Policy Advisory Council also plays a key role in providing feedback on the strategies contained in the plan, which are public policies and investments that can be implemented in the Bay Area at the city, county, regional or state level. Local and Tribal governments, transit operators, and other federal, state and regional agencies also

actively participate in the development of the Plan Bay Area update via existing and ad hoc forums.

For each Plan Bay Area update, MTC will prepare a multi-phased public outreach and engagement program to ensure that all those with a stake in the outcome are actively involved in its preparation. See Appendix C for specific information on public engagement for Plan Bay Area 2050+, the next update to the long-range regional plan (RTP/SCS) that is slated to be completed by 2025.

Public Participation Process for a Plan Bay Area Update

- 1.** Prepare a public participation plan to provide early and continuing opportunities to comment.
- 2.** Review public participation plan with the public and advisory groups.
- 3.** Implement public outreach and engagement program, which may include:
 - A. Numerous targeted in-person and/or virtual workshops/meetings with local governments, partner agencies, advisory groups (including MTC’s Policy Advisory Council), and the general public.
 - B. Opportunities to participate online and/or by phone, such as web- and text-based surveys, webinars, statistically valid telephone poll, etc.
 - C. Posting plan-related documents to the web for public review and comment.
 - D. Making documents available for viewing by appointment at the MTC-ABAG library.
- 4.** Notify the public of opportunities to participate using e-mail announcements and newsletters, mailers, press releases, web postings, MTC’s social media channels, etc.
- 5.** Conduct intergovernmental consultation, as required and as appropriate.
- 6.** Conduct interagency consultation, as appropriate, based on Air Quality Conformity Protocol (MTC Resolution No. 3757, Revised).
- 7.** Post draft plan to the Plan Bay Area website and release for at least a 45-day public review period:
 - A. Hold at least three public hearings.
 - B. Respond to comments.
 - C. Provide an additional review and comment opportunity of five days if the final Plan Bay Area differs significantly from the draft plan and raises new material issues.
- 8.** Adoption by the MTC Commission and ABAG Executive Board at a joint public meeting.
- 9.** Post final Plan Bay Area Update to the planbayarea.org website.
- 10.** Notify the public about the Commission and Board action via electronic mailings.

Plan Bay Area (RTP/SCS) Amendment

An amendment is a major revision to the long-range regional plan, including adding or deleting a transportation project; major changes in transportation project/project phase costs (e.g., having to remove or postpone a named project to accommodate higher costs); initiation dates (e.g., when the expected opening day of operation changes from short-term to long-term or vice versa); and/or design concept and scope (e.g., changing project locations or the number of through traffic lanes). Changes to transportation projects that are included in the RTP only for illustrative purposes (such as in a potential financially unconstrained “vision” element) do not require an amendment.

An amendment requires public review and comment, demonstration that the project can be completed based on expected funding, and/or a finding that the change is consistent with federal transportation air quality conformity mandates. Amendments that require an update to the air quality conformity analysis will be subject to the conformity and interagency consultation procedures described in MTC Resolution No. 3757, Revised.

Public Participation Process for a Plan Bay Area Amendment

- 1.** Release proposed amendment for a 30-day public review period:
 - D. Notify the public of opportunities to participate using e-mail announcements/newsletters, mailers, press releases, web postings and/or MTC’s social media channels.
 - E. Post amendment on the Plan Bay Area website for public review.
 - F. Make amendment available for viewing by appointment at the MTC-ABAG library.
- 2.** Plan Bay Area Amendment reviewed at a public meeting of the Joint MTC Planning Committee with the ABAG Administrative Committee.
- 3.** Approval by the MTC Commission and ABAG Executive Board at public meetings.
- 4.** Post approved Plan Bay Area Amendment on the Plan Bay Area website.
- 5.** Notify the public about the Commission and Board action via electronic mailings.

Plan Bay Area (RTP/SCS) Administrative Modification

This is a minor revision to the long-range regional plan for minor changes to transportation project/project phase costs, funding sources and/or initiation dates. An administrative modification does not require public review and comment, demonstration that the transportation project can be completed based on expected funding, nor a finding that the change is consistent with federal transportation conformity requirements. As with a Plan

Bay Area amendment, changes to transportation projects that are included in an RTP’s potential financially unconstrained “vision” element may be changed without going through this process.

Public Participation Process for a Plan Bay Area Administrative Modification

1. No formal public review
2. Approval by MTC Executive Director
3. Plan Bay Area Administrative Modification posted on the Plan Bay Area website following approval

Other Federal and State Requirements

Countywide Transportation Plans

Bay Area counties are authorized by state law to develop Countywide Transportation Plans (CTP) on a voluntary basis approximately once every four years. MTC, however, is required to develop guidelines for the development of CTPs by the County Transportation Agencies (CTAs). The intent of these guidelines is to achieve compatibility between CTPs and the RTP through a common planning framework, even though the plans differ in scope.

CTPs assess transportation needs and guide transportation priorities and funding decisions for that county over a 20- to 25-year horizon. These countywide plans inform the transportation projects and programs that are forwarded to MTC for consideration in the RTP. Information on the CTP process is available here: mtc.ca.gov/planning/long-range-planning/countywide-transportation-plans.

Congestion Management Process

Under federal regulations, MTC is required to [prepare a congestion management process \(CMP\) for the Bay Area](#) that provides, “accurate, up-to-date information on transportation system performance and assesses alternative strategies for congestion management that meet state and local needs.” In addition to the regional CMP, county-level planning work by CTAs also informs MTC’s decisions on program and investment priorities, including the RTP. Examples of this local planning work include county CMPs, Countywide Transportation Plans, corridor studies, sales tax investment plans, among others. Generally, MTC’s Planning Committee adopts guidelines every two years to guide the development and ensure consistency between the RTP and countywide CMPs. Those interested in this planning effort may obtain copies of the relevant memoranda via MTC’s

website, or by requesting to be added to the Planning Committee’s mailing list at info@bayareametro.gov.

B. Transportation Improvement Program

The Transportation Improvement Program (TIP) helps implement the policy and investment priorities expressed by the public and adopted by MTC in Plan Bay Area. In this way, public comments made as part of the plan are reflected in the TIP as well. The TIP covers at least a four-year timeframe, and all projects included in the TIP must be consistent with Plan Bay Area, which covers 20 or more years. The TIP is a comprehensive listing of Bay Area surface transportation projects — including transit, highway, local roadway, bicycle and pedestrian investments — that:

- receive federal surface transportation funding, or
- are subject to a federally required action, or
- are regionally significant, for federal air quality conformity purposes.

The TIP does not contain all funds, projects or programs identified in Plan Bay Area. The majority of revenues identified in the plan are never included in the TIP. These include local and state funds used to operate and maintain the transportation network that do not meet the criteria listed above. The TIP itself does not implement the plan, but rather is a subset of projects that contribute to the achievement of the plan’s goals.

The TIP includes a financial plan that demonstrates there are sufficient revenues to ensure that the funds committed (or “programmed”) to the projects are in fact available to implement the projects or project phases. Adoption of the TIP also requires a finding of conformity with federal air quality standards.

Individual project listings may be viewed through MTC’s web-based Fund Management System at fms.bayareametro.gov. As part of MTC’s commitment to public engagement, many projects in the TIP are mapped to present a visual location of the project. Individuals without access to the internet may view a printed copy of the project listings in the MTC-ABAG library by scheduling an appointment by calling 415-778-5236 or emailing library@bayareametro.gov.

In addition to a Transportation Improvement Program that is accessible online at mtc.ca.gov/funding/transportation-improvement-program-tip, MTC maintains free, subscription-based e-mail distribution lists to inform interested individuals, transportation officials and staff of changes and actions related to the TIP. Through this

list, individuals may be alerted as needed regarding the development and approval of a new TIP and updates, such as the notice of a TIP update or notice and approval of the TIP amendments. These notifications facilitate public review and comments as well as coordination with transportation and other public agencies. Sign up for the service by contacting MTC at info@bayareametro.gov.

To further assist in the public assessment of the TIP, and specifically to analyze the equity implications of the proposed TIP investments, MTC conducts an analysis for the TIP with a focus on specific populations, including systemically-excluded and low-income communities.

Updating and Revising the TIP

Federal regulations require that the TIP be updated at least once every four years. State statute requires that the TIP be updated every two years. From time to time, circumstances dictate that revisions be made to the TIP between updates, such as adding a new project. MTC will consider such revisions when the circumstances prompting the change are compelling. The change must be consistent with Plan Bay Area, be consistent with (“conform to”) the federal air quality plan known as the State Implementation Plan (SIP), and it must be financially feasible.

In addition to a TIP update, revisions to the TIP may occur as TIP Amendments, TIP Administrative Modifications, or TIP Technical Corrections. The criteria for administrative modifications and amendments are defined in federal regulations, specifically Title 23, CFR part 450.104.

The Federal Highway Administration (FHWA), Federal Transit Administration (FTA), and California Department of Transportation (Caltrans) have developed amendment and administrative modification procedures for the TIP. These procedures are posted online at: mtc.ca.gov/sites/default/files/TIP_Revision_Procedures.pdf. Further explanation about TIP updates and how different types of revisions are processed are described below.

TIP Update

This is a complete update of the existing TIP, to reflect new or revised transportation investment strategies and priorities. Federal regulations require an update of the TIP at least once every four years, while state statute requires an update of the TIP every two years. Because all projects included in the TIP are consistent with Plan Bay Area, MTC’s extensive public outreach for development of Plan Bay Area is reflected in the TIP as well. The TIP supports implementation, in the short-term, of the financially constrained element

of Plan Bay Area and is responsive to comments received during the development of Plan Bay Area. TIP updates will be subject to the conformity and interagency consultation procedures described in MTC Resolution No. 3757, Revised.

State law requires a TIP update more frequently than the federally-required four-year update cycle, for which MTC may perform a limited and less robust update and outreach effort by simply updating project information using prior TIP reports, analysis and methodologies. In such circumstances, significant modification of analytical approaches and additional features to the TIP will be made on the federal four-year update cycle, and more in-line with the four-year update cycle of Plan Bay Area.

TIP Amendment

This is a revision that involves a major change to the TIP, such as the addition or deletion of a project; a major change in project cost; a significant change in project schedule; or a major change in design concept or design scope (e.g., changing project termini or the number of through traffic lanes). An amendment is a revision that requires public review and comment, re-demonstration of fiscal constraint, or an air quality conformity determination. Amendments requiring a transportation air quality conformity analysis will be subject to the conformity and interagency consultation procedures described in MTC Resolution No. 3757, Revised.

TIP Administrative Modification

An administrative modification includes minor changes to a project's costs or to the cost of a project phase; minor changes to funding sources of previously included projects; and minor changes to the initiation date of a project or project phase. An administrative modification does not require public review and comment, re-demonstration of fiscal constraint or conformity determination.

TIP Technical Correction

Technical corrections may be made by MTC staff as necessary. Such corrections are not subject to an administrative modification or an amendment, and may include revisions such as: changes to information and projects that are included only for illustrative purposes; changes to information outside of the TIP period; changes to information not required to be included in the TIP per federal regulations; use of toll credits; identification of Advance Construction (AC) or conversion of AC for funds already in the TIP; changes to the informational expanded project description, if such change does not change the TIP-required project description; changes to funding in prior years (if outside the TIP period); changes to a project phase following federal authorization to proceed for that phase of

work; or changes to correct simple errors or omissions including data entry errors. By definition, these technical corrections do not significantly impact the cost, scope or schedule within the TIP period. Accordingly, they are not subject to a public review and comment process, re-demonstration of fiscal constraint, or a conformity determination.

Public Participation Process for Updating and Revising the Transportation Improvement Program

Update	Amendment	Administrative Modification	Technical Correction
<ol style="list-style-type: none"> 1. Notify the public, interested parties and the Bay Area Partnership technical committees and/or working groups of opportunities to participate using e-mail notifications/ announcements and/or e-newsletters. 2. Conduct intergovernmental review and consultation, as appropriate. 3. Release Draft TIP for public review and comment as required by the air quality conformity consultation process¹: <ol style="list-style-type: none"> A. Post on MTC’s website B. Make available for viewing by appointment at the MTC-ABAG library. 4. Respond to significant material comments pertinent to the TIP; include MTC’s response in an appendix in the final TIP. 5. Provide additional review and comment opportunity of five days if the final TIP differs significantly from the Draft TIP and raises new material issues. 6. Review by MTC’s Programming & Allocations Committee at a public meeting; refer to Commission for final adoption. 7. Adoption by the Commission at a public meeting. 8. Approval by Caltrans. 9. Approval by FHWA and FTA. 	<ol style="list-style-type: none"> 1. Notify the public, interested parties and the Bay Area Partnership technical committees and/or working groups of opportunities to participate using e-mail notifications/ announcements and/or e-newsletters. 2. Post on MTC’s website for public review and make available for viewing by appointment at the MTC-ABAG library. <ul style="list-style-type: none"> → Amendments deleting, adding and/or changing a project subject to a new air quality conformity analysis: <ol style="list-style-type: none"> A. Public review and comment period, as required by the air quality conformity consultation process. B. Review by an MTC standing committee at a public meeting. C. Approval by the Commission at a public meeting. → Amendments deleting or adding a project not subject to an air quality conformity analysis (such as a roadway rehabilitation): <ol style="list-style-type: none"> A. Review and approval by an MTC standing committee or the Commission at a public meeting. → Amendments changing an existing project that is not subject to an air quality conformity analysis; or changing an existing grouped project listing (such as the highway bridge program); or bringing a previously listed project or phase back into the TIP for financial purposes; or changing TIP funding revenues: <ol style="list-style-type: none"> A. Approval by the MTC Executive Director or designee, following a 5-day notice on MTC’s website; or B. Review and approval by an MTC standing committee or the full Commission at a public meeting. 3. Approval by Caltrans 4. Approval by FHWA and FTA 	<ol style="list-style-type: none"> 1. No public review 2. Approval by MTC Executive Director or designee by delegated authority (authority is delegated by the Federal Highway Administration/Federal Transit Administration), or Caltrans. 	<ol style="list-style-type: none"> 1. No public review 2. Technical corrections by staff 3. No approval required
<p>After approval...</p>	<p>After approval...</p>	<p>After approval...</p>	<p>After approval...</p>
<ol style="list-style-type: none"> 1. Post on MTC website. 2. Make available for viewing by appointment at the MTC-ABAG library. 3. Notify the public, interested parties and the Bay Area Partnership technical committees and/or working groups about the Commission’s action. 	<ol style="list-style-type: none"> 1. Post on MTC website. 2. Make available for viewing by appointment at the MTC-ABAG library. 3. Notify the public, interested parties and the Bay Area Partnership technical committees and/or working groups about the Executive Director’s or the Commission’s action. 	<ol style="list-style-type: none"> 1. Post on MTC website. 2. Make available for viewing by appointment at the MTC-ABAG library. 	<p>N/A</p>

¹ MTC staff may make minor, technical edits to the Draft TIP during the review and comment period. In these instances, staff will post the technical edits on MTC’s website and notify interested parties via e-mail notification.

Other Federal Requirements

Federal Transit Administration Program of Projects (POP) Public Participation Requirements

Federal transit law and joint FHWA-FTA planning regulations governing the metropolitan planning process require a locality to include the public and to solicit comment when the locality develops its metropolitan long-range transportation plan and its metropolitan TIP. FTA has determined that when a recipient follows the procedures of the public involvement process outlined in the FHWA-FTA planning regulations, the recipient satisfies the public participation requirements associated with development of the Program of Projects (POP) that recipients of Section 5307, Section 5337 and Section 5339 funds must meet.

This Public Participation Plan is being used by the recipients listed below to satisfy their public participation process for the POP. This Public Participation Plan (PPP) follows the procedures for public involvement associated with TIP development and therefore satisfies public participation requirements for the POP. All public notices of public involvement activities and times established for public review and comment on the TIP will state that they satisfy the POP requirements for applicable funds.

Recipients using MTC's PPP to satisfy their public participation process for the POP include:

1. AC Transit (Alameda-Contra Costa Transit District)
2. ACE (Altamont Corridor Express)
3. BART (Bay Area Rapid Transit District)
4. Caltrain (Peninsula Corridor Joint Powers Board)
5. County Connection (Central Contra Costa Transit Authority)
6. FAST (Fairfield/Suisun Transit System)
7. Golden Gate Transit (Golden Gate Bridge, Highway and Transportation District)
8. LAVTA (Livermore-Amador Valley Transit Authority/ Wheels)
9. Marin Transit (Marin County Transit District)
10. Petaluma Transit
11. SamTrans (San Mateo County Transit District)
12. San Francisco Bay Ferry (WETA/Water Emergency Transportation Authority)
13. Santa Rosa CityBus
14. SFMTA (San Francisco Municipal Transportation Agency)

15. SMART (Sonoma Marin Area Rail Transit)
16. SolTrans (Solano County Transit)
17. Sonoma County Transit
18. Tri Delta Transit (Eastern Contra Costa Transit Authority)
19. Union City Transit
20. Vacaville City Coach
21. VINE (Napa Valley Transportation Authority)
22. VTA (Santa Clara Valley Transportation Authority)
23. WestCAT (Western Contra Costa Transit Authority)

Annual Listing of Obligated Projects

By federal requirement, MTC at the end of each calendar year publishes an annual listing of obligated projects, which is a record of federally-funded transportation projects that have been delivered the previous year. The listing also is intended to increase public awareness of government spending on transportation projects. Copies of this annual listing may be obtained from MTC's website: mtc.ca.gov/funding/federal-funding/project-delivery or by contacting MTC's Public Information Office at (415) 778-6757 or info@bayareametro.gov.

Interagency and Tribal Government Consultation Procedures for the Regional Transportation Plan and the Transportation Improvement Program

A. Public Agency Consultation

The Infrastructure Investment and Jobs Act is the federal surface transportation legislation that specifies a public participation process, directing metropolitan transportation agencies like MTC to consult with officials responsible for other types of planning activities that are affected by transportation in the area, be that conservation and historic preservation or local planned growth and land use management.

Like the public, the most effective time to involve governmental agencies in the planning and programming process is as early as possible. As such, the development of the RTP (Plan Bay Area), with its long-range timeframe, is the earliest key decision point for the

interagency consultation process. It is at this stage where funding priorities and major projects' planning-level design concepts and scopes are introduced, prioritized and considered for implementation. Furthermore, MTC's funding programs and any projects flowing from them are derived directly from the policies and transportation investments contained in Plan Bay Area. Because Plan Bay Area governs the selection and programming of projects in the TIP, MTC considers the agency consultation process as a continuum starting with the regional transportation plan. Plan Bay Area is the key decision point for policy decisions regarding project and program priorities that address mobility, congestion, air quality and other planning factors. The TIP is a short-term programming document detailing the funding for only those investments identified and adopted in the RTP.

MTC will use the following approaches to coordinate and consult with affected agencies in the development of the RTP and the TIP. Throughout the process, consultation will be based on the agency's needs and interests. At a minimum, all agencies will be provided an opportunity to comment on the RTP and TIP updates.

Regional Transportation Plan (Plan Bay Area)

In addition to the public agency consultation described in the previous section, MTC's compliance with CEQA further serves as a framework to consult, as appropriate, in the development of Plan Bay Area with federal, state and local resource agencies responsible for land use management, natural resources, environmental protections, conservation and historic preservation. This consultation will include other agencies and officials responsible for other planning activities in the MTC region that are affected by transportation to the maximum extent practicable.

As required by CEQA, the Notice of Preparation (NOP) stating that MTC and ABAG, as the lead agencies, will prepare a program-level Environmental Impact Report (EIR) for Plan Bay Area is the first step in the environmental process. The NOP gives federal, state and local agencies, as well as the public, an opportunity to identify areas of concern to be addressed in the EIR and to submit them in writing to MTC and ABAG. Further, MTC and ABAG also will hold a public scoping meeting (see Appendix C for complete details on the Plan Bay Area EIR process) to explain the environmental process and solicit early input on areas of concern. During the development of the Draft EIR, MTC will consult with the relevant agencies on resource maps and inventories for use in the EIR analysis.

MTC and ABAG will consider the issues raised during the NOP period and scoping meeting during its preparation of the EIR. Subsequently, as soon as the Draft EIR is completed, MTC and ABAG will file a Notice of Completion (NOC) with the State Clearinghouse and release the Draft EIR for a 45-day public review period. MTC will seek written comments from agencies and the public on the environmental effects and mitigation measures identified in the Draft EIR. During the comment period, MTC and ABAG may consult directly with any agency or person with respect to any environmental impact or mitigation measure. MTC and ABAG will respond to written comments received prior to the close of the comment period and make technical corrections to the Draft EIR where necessary. The Commission will be requested to certify the Final EIR, and MTC and ABAG will file a Notice of Determination (NOD) within five days of Commission certification.

Note that while the RTP is not subject to the federal National Environmental Policy Act (NEPA), MTC and ABAG will consult with federal agencies as appropriate during the preparation of the CEQA environmental document. Additionally, the involvement of federal agencies in Plan Bay Area can link the transportation planning process with the federal NEPA process. As the projects in Plan Bay Area and TIP continue down the pipeline toward construction or implementation, most must comply with NEPA to address individual project impacts.

Transportation Improvement Program (TIP)

As discussed above, crucial decisions about whether or not to support or fund a transportation program or project in the region start at the RTP level. The TIP translates recommendations from Plan Bay Area into a short-term program of improvements focused on projects that have a federal interest. Therefore, the earlier and more effective timeframe for public comment on the merits of a particular transportation project is during the development of the long-range plan. The TIP defines project budgets, schedules and phasing for those programs and projects that are already part of the RTP. The TIP does not provide any additional information regarding environmental impacts, beyond that found in the program-level environmental analysis prepared for the RTP.

As such, starting at the Plan Bay Area development stage, MTC staff will concurrently consult with all agencies regarding the TIP. Subsequent to the RTP, additional consultations at the TIP stage will be based on an agency's needs and interests. At a minimum, all agencies will be provided with an opportunity to review and comment on the TIP. Project sponsors — including the California Department of Transportation (Caltrans), local jurisdictions, transit operators and county transportation agencies (CTAs) — review

and consult with MTC on each of their respective projects in the TIP. These agencies (and any other interested agency) are involved every step of the way in the establishment of MTC programs, selection of projects and their inclusion in the TIP.

B. Other Protocols for Working with Public Agencies

The Bay Area Partnership Review and Coordination

MTC established the Bay Area Partnership to collaboratively assist the Commission in fashioning consensus among its federal, state, regional and local transportation agency partners regarding the policies, plans and programs to be adopted and implemented by the Commission. More recently, that focus has shifted to advising the Commission on specific transportation investment policies and matters related to Plan Bay Area.

Membership includes a chief staff officer from all public agencies representing the following transportation interests:

- Transit operations
- Transportation facilities
- Congestion management agencies
- Public works agencies
- Airports and seaports
- Regional, state and federal transportation, environmental, and land use agencies

The Partnership Board and its Partnership Technical Advisory Committee (PTAC) and working group(s) consider the ongoing and more technical aspects of transportation funding issues. The Partnership Board and PTAC meetings are open to the public. The Partnership Board's meetings are webcast live and later archived on MTC's website. Offsite Board meetings and all PTAC meetings are recorded, and recordings may be requested by contacting the MTC Public Information Office at (415) 778-6757 or info@bayareametro.gov. The status of TIP revisions are provided to the Partnership through email notifications. For TIP updates, PTAC and working group(s) will be kept informed and consulted throughout the process by e-mail notifications or presentations as appropriate.

Air Quality Conformity and Interagency Consultation

A dialogue between agencies over transportation air quality conformity considerations must take place in certain instances prior to MTC's adoption of its RTP or TIP. These consultations are conducted through the Air Quality Conformity Task Force, which

includes representatives of the U.S. Environmental Protection Agency, the Federal Highway Administration (FHWA), Federal Transit Administration (FTA), the California Air Resources Board (CARB), Caltrans, the Bay Area Air Quality Management District and other state and local transportation agencies. These agencies review updates and, in certain instances, amendments to Plan Bay Area and the TIP to ensure they conform to federal transportation air quality conformity regulations.

In accordance with Transportation Air Quality Conformity and Interagency Consultation Protocol procedures (MTC Resolution No. 3757, Revised), MTC must implement the interagency consultation process for the nine-county San Francisco Bay Area before making a transportation conformity determination on Plan Bay Area or the TIP. In developing an update to Plan Bay Area/TIP, MTC will bring important issues to the Partnership Board or its technical committees/working groups for discussion and feedback. All materials that are relevant to interagency consultation, such as the Plan Bay Area/TIP schedule, important Plan Bay Area/TIP-related issues and the draft Plan Bay Area/TIP, will also be transmitted to the Conformity Task Force for discussion and feedback. Similar consultation will occur for Plan Bay Area/TIP amendments requiring an air quality conformity analysis.

Intergovernmental Review via State Clearinghouse

The intent of intergovernmental review, per Executive Order 12372, is to ensure that federally funded or assisted projects do not inadvertently interfere with state and local plans and priorities. Applicants in the Bay Area with programs/projects for intergovernmental review are required to submit documentation to the State Clearinghouse via the Office of Planning and Research in Sacramento, which is the Single Point of Contact for the intergovernmental review of federal grant proposals and other activities. In this capacity, it is also the function of the clearinghouse to coordinate state and local review of federal financial assistance applications, federally required state plans, direct federal development activities and federal environmental documents. The purpose of the clearinghouse is to facilitate state and local participation in federal activities occurring within California. The Executive Order does not replace public participation, comment or review requirements of other federal laws, such as the National Environmental Policy Act (NEPA), but rather gives states an additional mechanism to ensure federal agency responsiveness to state and local concerns.

The clearinghouse also receives and distributes environmental documents prepared pursuant to CEQA and coordinates the state-level environmental review process. The RTP is subject to CEQA and therefore is reviewed through the clearinghouse.

C. Tribal Government Consultation

MTC also consults with the region's Native American Tribal governments. There are six federally recognized Native American tribes in the San Francisco Bay Area:

- Cloverdale Rancheria of Pomo Indians
- Dry Creek Rancheria Band of Pomo Indians
- The Federated Indians of Graton Rancheria
- Kashia Band of Pomo Indians of the Stewarts Point Rancheria
- Lower Lake Rancheria Koi Nation
- Lytton Rancheria Band of Pomo Indians

The groundwork for consultation with our region's Tribal governments will occur early in the process of developing Plan Bay Area/the TIP. Engagement activities with the Tribes will be conducted according to Tribal preference. As required, MTC and ABAG also will invite and encourage Tribal leaders and their representatives to request government-to-government consultation at any time during the development of Plan Bay Area/the TIP. Tribal Summits will continue in order to offer Tribes the ability to collaborate with MTC and ABAG and several of their partners as appropriate. MTC and ABAG will also conduct individual meetings at each Tribe's request in a forum that is convenient for them.

As required by Assembly Bill 52, MTC and ABAG will provide written notification to all Tribes in the region, including federally recognized Tribes and all California Native American Tribes on the Native American Heritage Commission List with Tribal Cultural Resources in the Bay Area, about the opportunity for engagement in the Plan Bay Area update process. Additionally, MTC and ABAG will be available for consultation at the Tribe's request.

Appendix C.

Public Participation Plan for Plan Bay Area 2050+

FINAL

June 2023

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I. Introduction

The Metropolitan Transportation Commission (MTC) and the Association of Bay Area Governments (ABAG) work together to adopt a long-range regional plan every four years that serves as the Bay Area’s Regional Transportation Plan (RTP) and Sustainable Communities Strategy (SCS). This joint effort is required under state law, and it helps the Bay Area plan and prioritize strategies (i.e., public policies and investments) necessary to advance the region’s vision of a more affordable, connected, diverse, healthy and vibrant Bay Area for all.

The current plan, known as Plan Bay Area 2050, was adopted by ABAG and MTC in October 2021. Plan Bay Area 2050 focuses on four key elements — housing, the economy, transportation and the environment — and identifies a path to make the Bay Area more equitable for all residents and more resilient in the face of unexpected challenges. This was the third RTP for the nine-county San Francisco Bay Area that also includes the Bay Area’s SCS as required by [California Senate Bill 375 \(Steinberg, Statutes of 2008\)](#).

Senate Bill 375 gives MTC and ABAG joint responsibility for preparing Plan Bay Area. The legislation also states that the two agencies “set forth a forecasted development pattern for the region, which, when integrated with the transportation network, and other transportation measures and policies, will reduce the greenhouse gas emissions from automobiles and light trucks to achieve, if there is a feasible way to do so, the greenhouse gas emission reduction targets approved by the state board.”

This Appendix C to MTC’s Draft 2023 Public Participation Plan outlines the anticipated approach and schedule for the next update for the Bay Area’s regional plan, known as Plan Bay Area 2050+. Scheduled to begin in 2023 and be considered for adoption in 2025, Plan Bay Area 2050+ will focus on making select, high-impact refinements to the Blueprint — the suite of strategies that advance the long-range plan’s vision — and identifying the next set of implementation actions through the end of this decade.

Federal and state law requires MTC and ABAG to work together with federal and state agencies, local governments, county transportation agencies (CTAs), public transit agencies, business and community groups, nonprofits and residents to provide all who are interested with opportunities to be involved in crafting Plan Bay Area. We invite the participation of all Bay Area residents to make the plan’s vision a reality.

II. Developing Plan Bay Area 2050+

Given that Plan Bay Area 2050 was a major update to the regional vision connecting transportation, housing, economic development and environmental resilience, MTC/ABAG staff focused on implementation soon after the plan’s adoption. Highlights of implementation efforts include adoption of the [Transit-Oriented Communities \(TOC\) Policy](#), the advancement of key [Bay Area Housing Financing Authority \(BAHFA\) pilot programs](#), preparation for new cycles of planning grants for [Priority Development Areas \(PDAs\)](#) and [pilot Priority Production Areas \(PPAs\)](#), and accelerated efforts on parking and electrification to advance climate strategies in the current plan, among others. With further initiatives in the queue for 2023 and constrained resources to implement the plan’s strategies, it will be essential to balance efforts in the long-range planning space with the important work of implementing the strategies already adopted by MTC and ABAG in 2021.

A. Process and Schedule

Plan Bay Area 2050+ will build upon the solid foundation of Plan Bay Area 2050 to address ongoing challenges, including those introduced by the COVID-19 pandemic. Plan Bay Area 2050 was the most comprehensive effort to-date, reflecting four years of deep and sustained public and stakeholder engagement, as well as robust analytical exploration of “what if…” scenarios to make the plan’s policies more resilient and equitable than prior cycles. Composed of 35 strategies identifying priorities for transportation, housing, economic development and environmental resilience, the adopted plan also included a near-term Implementation Plan spotlighting more than 80 actions for MTC and ABAG to advance through 2025.

Plan Bay Area 2050+ will be a focused update with the goal of making high-impact refinements to select plan strategies and identifying new implementation actions to move the Bay Area’s vision forward. This approach will enable implementation efforts of Plan Bay Area 2050 to continue apace, rather than shifting considerable staff and financial resources toward long-range planning to accommodate more significant updates.

As noted, this update will identify a new suite of implementation actions, recognizing that many of the implementation activities identified in Plan Bay Area 2050 will be substantially completed by 2025. This will allow a significant update to the plan — on par with the

magnitude of Plan Bay Area 2050 — to be advanced starting in the next update cycle (in early 2026) with robust exploratory scenario planning and deep-dive policy analyses. Given that the subsequent planning cycle will likely face more aggressive climate goals, feature an extended time horizon, and sync up with a brand-new Regional Housing Needs Allocation (RHNA) cycle, it will be better primed to enact more significant policy changes to the next 30-year regional vision.

Development of Plan Bay Area 2050+ will occur between mid-2023 and late 2025, a 2.5-year long process. Public participation is critical to ensure an open process, in which all interested residents have the opportunity to offer input and share their vision for what the Bay Area will look like decades from now. The process will require flexibility and is subject to change in response to input received. To help direct Bay Area residents and organizations interested in participating in key actions and decisions, any changes to the update process, as well as any other relevant details will be posted on the Plan Bay Area website and communicated via e-mail to interested parties and through social media. The Plan Bay Area website includes a clear option to sign up for e-mail updates: planbayarea.org/get-involved/mailing-list.

B. Summary of Key Milestones

This section describes key milestones along the path to developing Plan Bay Area 2050+. Key milestones also are displayed visually in the Plan Bay Area 2050+ development timeline (see Attachment 1).

Plan Bay Area 2050+ Step 1: Update or Reaffirm Planning Assumptions

The COVID-19 pandemic changed overnight how everyone in the Bay Area lives, works and travels. Plan Bay Area 2050 was shaped by and responds to COVID-19's challenges — making it a solid foundation for Plan Bay Area 2050+ to build upon. As part of this focused update, certain targeted revisions may be pursued to better align future planning with the “new normal” and the challenges introduced by the pandemic, such as the transit fiscal cliff's impacts on transportation revenue forecasts. This focused approach will consider whether to pursue targeted updates to, or to reaffirm, the Regional Growth Forecast, while maintaining its forecast methodology, as well as to the External Forces, the Growth Geographies and the Needs and Revenue Forecasts.

Regional Growth Forecast, Growth Geographies, and External Forces

The Plan Bay Area 2050+ Regional Growth Forecast identifies how much the Bay Area might grow over the planning period, including population, jobs, households and associated housing units. The forecast also includes important components of that growth, including employment by sector, population by age and ethnic characteristics, and households by income level. These figures are then integrated with modeling tools to explore how the plan's strategies affect growth in households and employment at the local level, and how they impact regional travel patterns, demand on the transportation system and resulting emissions.

MTC and ABAG will also pursue targeted updates to the plan's Growth Geographies — geographic areas used to guide where future growth in housing and jobs would be focused under the plan's strategies over the next 30 years. These geographies are identified for growth either by local jurisdictions or because of their proximity to transit or access to opportunity. MTC and ABAG also will reassess both the on-the-ground and anticipated external (or exogenous) forces that will shape the impacts of the strategies included in the plan. External forces are defined as long-term trends or discrete events that affect the Bay Area, but over which residents and elected officials have little-to-no influence, such as a pandemic, the cost of fuel or anticipated sea level rise impacts.

- **Opportunities for Input:**
 - Technical stakeholder engagement, which may include webinars, virtual and/or in-person workshops, asynchronous opportunities to participate or office hours, etc.; discussion at MTC's Policy Advisory Council.
 - Opportunity for public input via public meetings of the Policy Advisory Council, the Joint MTC Planning Committee with the ABAG Administrative Committee, the ABAG Executive Board and the Commission.
- **Decision-Making Roles:** Direction from the Joint MTC Planning Committee with the ABAG Administrative Committee; adoption by ABAG Executive Board and the Commission.
- **Significance:** This technical work sets the stage for future analysis by identifying anticipated employment, population and housing growth; the geographic areas prioritized for future homes and jobs; and the external forces that will shape the performance of plan strategies under reasonably anticipated future conditions.
- **Timeframe:** Summer-Fall 2023

Needs and Revenue Forecasts

Plan Bay Area 2050 envisioned an investment in the Bay Area’s future of approximately \$1.4 trillion across the interconnected areas of transportation, housing, the economy and the environment. A central element of implementing this vision is understanding the potential cost of carrying out each of the plan’s strategies, as well as identifying the resources available to meet those needs.

To support this work within Plan Bay Area 2050+, MTC and ABAG will conduct a set of needs assessments to quantify financial needs in the realms of transportation, housing and the environment. Staff will work with applicable public agencies, both on the local and regional levels, to develop these needs assessments.

MTC will also work with partner agencies and use financial models to forecast how much revenue will be available for transportation purposes over the duration of the plan, consistent with relevant state and federal planning requirements. In addition, MTC and ABAG will provide estimates of revenues that will be available for investment in select housing and environment areas. The financial forecasts, coupled with needs assessments in the areas of transportation, housing and the environment, will help identify funding gaps and update the plan’s strategies and associated investments.

- **Opportunities for Input:**
 - Technical stakeholder engagement, which may include webinars, virtual and/or in-person workshops, asynchronous opportunities to participate or office hours, etc.; discussion at MTC’s Policy Advisory Council.
 - Opportunity for public input via public meetings of the Policy Advisory Council and the Joint MTC Planning Committee with the ABAG Administrative Committee.
- **Decision-Making Roles:** Direction from the Joint MTC Planning Committee with the ABAG Administrative Committee.
- **Significance:** This technical evaluation will provide information on the funding needed to achieve key goals related to transportation infrastructure, affordable housing and climate adaptation. The technical work sets the stage for future investment strategies and identifies revenue expected to flow into the region over the life of the plan.
- **Timeframe:** Summer 2023 (Draft)–Summer 2024 (Final)

Plan Bay Area 2050+ Step 2: Update Select Blueprint Strategies

Develop Draft Blueprint

Given Plan Bay Area 2050's solid foundation of 35 strategies, the Draft Blueprint phase for Plan Bay Area 2050+ will focus on making high-impact refinements to select strategies while retaining the remaining ones. Assumptions for select Blueprint strategies will be refined to reflect ongoing implementation efforts from Plan Bay Area 2050, while also leveraging findings from previous scenario planning efforts that may be relevant to the post-COVID environment. Equity and performance analyses will also be conducted during both the Draft and Final Blueprint phases of Plan Bay Area 2050+ to evaluate how the plan's strategies are supporting progress towards making the Bay Area more affordable, connected, diverse, healthy and vibrant for all.

- **Opportunities for Input:**
 - *Round 1 of Public Engagement (Summer–Fall 2023):* Strategies under consideration for inclusion in the Draft Blueprint will be presented for public review and input at Plan Bay Area 2050+ public events. Events will include a combination of virtual, asynchronous and/or in-person techniques (see Chapter 4 of MTC's Public Participation Plan and Section V below) to ensure meaningful public engagement and will be supplemented with robust digital promotion.
 - Additional public input opportunities via public meetings of the Policy Advisory Council, the Joint MTC Planning Committee with the ABAG Administrative Committee, the ABAG Executive Board and the Commission.
 - Multiple virtual, asynchronous and/or in-person technical stakeholder engagement events (which could include webinars, workshops, office hours, etc.); discussion at MTC's Policy Advisory Council.
- **Decision-Making Roles:** Direction from the Joint MTC Planning Committee with the ABAG Administrative Committee; adoption by the ABAG Executive Board and the Commission.
- **Significance:** The Draft Blueprint will demonstrate how integrated transportation, housing, economic and environmental strategies can advance a more resilient and equitable future for the San Francisco Bay Area.
- **Timeframe:** Summer 2023–Winter 2024

Integrating Transit 2050+

There is significant interest in prioritizing revisions to six transit-related strategies during Plan Bay Area 2050+ given the continued financial challenges in this space and the need to re-evaluate legacy (i.e., pre-COVID) transportation projects to ensure they align with current and future regional needs. At the same time, both the [Transit Transformation Action Plan](#), which aims to improve the Bay Area’s public transportation network to create a more user-friendly and connected system, and the [Plan Bay Area 2050 Implementation Plan](#) identified development of a new transit modal plan known as the Connected Network Plan (CNP), which would take a service-oriented approach to creating an aspirational transit vision for the Bay Area.

As such, a harmonized approach where connected network planning directly informs the core of Plan Bay Area 2050+ is imperative, assigning the task of re-imagining the six transit-related strategies in the Plan Bay Area 2050+ Transportation Element using a service-based, hub-oriented, and fiscally responsible approach while working closely with the region’s transit operators to co-create this next-generation vision. Accordingly, we have renamed the Connected Network Plan “Transit 2050+” to indicate its linkage to Plan Bay Area 2050+. It will be developed in a parallel process — with its own engagement program — that will feed into the development of the Plan Bay Area 2050+ Blueprint. It is important to note that public engagement for Transit 2050+ will generally be timed to align with Blueprint engagement.

Develop and Adopt Final Blueprint

Based on the results of the technical analysis, MTC and ABAG will define a preferred alternative to advance to final environmental analysis. The preferred alternative will include the strategies and Growth Geographies that will best meet the plan’s vision given identified fiscal and policy constraints.

- **Opportunities for Input:**
 - *Round 2 of Public Engagement (Spring–Summer 2024):* A combination of various engagement techniques will be used to present the Final Blueprint for public review and input. The engagement strategy for Round 2 will be informed by MTC’s Public Participation Plan and will employ a robust combination of techniques (see Section V below) to ensure meaningful public engagement. Engagement will be supplemented with robust digital promotion.

- Additional public input opportunities via public meetings of the Policy Advisory Council, the MTC Planning Committee, the ABAG Administrative Committee, the ABAG Executive Board and the Commission.
- Multiple virtual, asynchronous and/or in-person technical stakeholder engagement events (which could include webinars, workshops, office hours, etc.); discussion at MTC’s Policy Advisory Council.
- **Decision-Making Roles:** Direction from MTC’s Planning Committee and ABAG’s Administrative Committee; adoption by the ABAG Executive Board and the Commission.
- **Significance:** The Final Blueprint will refine and finalize how integrated transportation, housing, economic and environmental strategies can advance a more resilient and equitable future for the San Francisco Bay Area.
- **Timeframe:** Spring–Fall 2024. Adoption expected in fall 2024.

Plan Bay Area 2050+ Step 3: Identify New Implementation Priorities and Associated Actions

The revised Implementation Plan for Plan Bay Area 2050+ will focus on short-term, tangible actions that MTC and ABAG can take to advance the plan’s strategies, in partnership with other public agencies, non-profit organizations and the private sector. The Implementation Plan process will engage Bay Area residents, local governments, civic organizations, business interest, non-profits and other stakeholders to identify and prioritize new actions to advance implementation of Plan Bay Area 2050+.

- **Opportunities for Input:**
 - *Round 3 of Public Engagement (Winter 2024-25):* Implementation priorities will be identified with robust public input at Plan Bay Area 2050+ public events. The engagement strategy for Round 3 will be informed by MTC’s Public Participation Plan and will employ a combination of techniques (see Section V below) to ensure meaningful public engagement. Engagement will be supplemented with robust digital promotion.
 - Additional public input opportunities via public meetings of the Policy Advisory Council, the Joint MTC Planning Committee with the ABAG Administrative Committee, the ABAG Executive Board and the Commission.

- Multiple virtual, asynchronous and/or in-person technical stakeholder engagement events (which could include webinars, workshops, office hours, etc.); discussion at MTC’s Policy Advisory Council.
- **Decision-Making Roles:** Direction from the Joint MTC Planning Committee with the ABAG Administrative Committee; approval from the ABAG Executive Board and the Commission.
- **Significance:** The Implementation Plan identifies the near-term steps necessary to accelerate the plan’s long-term vision, focusing on concrete actions that MTC and ABAG can advance in partnership with public, non-profit and private organizations for each of the plan’s adopted strategies.
- **Timeframe:** Fall 2024–Fall 2025

Plan Bay Area 2050+ Step 4: Draft and Final Plan

Draft and Final Environmental Impact Report (EIR)

A programmatic environmental impact report on the plan, including the preferred scenario and a limited set of alternatives, will identify the environmental impacts of the proposed long-range plan as a whole, as required by the California Environmental Quality Act (CEQA). A Draft EIR will be released for public comment and submitted to the appropriate resource agencies for review and comment.

- **Opportunities for Input:**
 - A Notice of Preparation will be issued, followed by a public virtual scoping meeting to explain the environmental process and solicit early input on areas of concern. A recording of the scoping meeting will be posted to the Plan Bay Area website to provide interested parties with an asynchronous opportunity to participate. The Draft EIR will be the subject of three public hearings. To maximize participation, public hearings providing the opportunity for virtual public participation will be prioritized. There will be discussion with technical stakeholders, as well as with MTC’s Policy Advisory Council. A statutorily-required 45-day public comment period will be established for written and oral public comments on the Draft EIR; responses to comments will be included in the Final EIR.
 - Additional opportunity for public input via public meetings of the Joint MTC Planning Committee with the ABAG Administrative Committee, the ABAG Executive Board and the Commission.

- **Decision-Making Roles:** Direction from the Joint MTC Planning Committee with the ABAG Administrative Committee; approval from the ABAG Executive Board and the Commission.
- **Significance:** The EIR identifies the environmental impacts of the proposed plan at a programmatic level, in accordance with CEQA requirements.
- **Timeframe:** Draft EIR release expected late spring 2025 with adoption of Final EIR slated for fall 2025.

Title VI and Environmental Justice Analysis

MTC and ABAG will conduct an equity analysis to satisfy federal requirements with respect to the metropolitan planning process. The analysis will measure both the benefits and burdens associated with the investments in Plan Bay Area 2050+ to determine if systemically-excluded, limited English proficient and low-income communities share equitably in the benefits of the investments without bearing a disproportionate share of the burdens.

- **Opportunities for Input:**
 - Multiple virtual, asynchronous and/or in-person technical stakeholder engagement events (which could include webinars, workshops, office hours, etc.); discussion at MTC’s Policy Advisory Council. Detailed technical input will be sought at the Policy Advisory Council’s Equity and Access Subcommittee on an as needed basis.
 - Additional opportunity for public input via public meetings of the Policy Advisory Council, the Equity and Access Subcommittee and the Joint MTC Planning Committee with the ABAG Administrative Committee.
- **Decision-Making Roles:** Direction from the Joint MTC Planning Committee with the ABAG Administrative Committee
- **Significance:** Provides information on the effects of Plan Bay Area 2050+ on the region’s systemically-excluded, limited English proficient and low-income communities.
- **Timeframe:** Fall 2024–Fall 2025

Air Quality Conformity Analysis

The air quality conformity analysis considers if the transportation projects in the financially-constrained Plan Bay Area 2050+, taken together, do not cause new air quality violations, worsen existing air quality or delay timely attainment of the federal air quality

standards pertaining to ozone, carbon monoxide and particulate matter (PM_{2.5}). The analysis is done to meet federal planning requirements for MPOs in accordance with the latest U.S. Environmental Protection Agency transportation conformity regulations and the Bay Area Air Quality Conformity Protocol (MTC Resolution No. 3757, Revised).

- **Opportunities for Input:**
 - Technical analysis will be discussed with the Regional Air Quality Conformity Task Force.
 - Additional opportunity for public input via public meetings of the MTC Planning Committee and the Commission.
- **Decision-Making Roles:** Direction from MTC’s Planning Committee; approval from the Commission.
- **Significance:** The Air Quality Conformity Report will demonstrate whether the plan conforms with the latest U.S. Environmental Protection Agency transportation conformity regulations. Timeframe: Fall 2024–Fall 2025

Draft and Final Plan

Release of the Draft Plan will initiate another round of public meetings to gather comments on the draft in preparation for final plan adoption. MTC and ABAG will seek input on the Draft Plan through a variety of methods. Various supplemental reports will also provide more detail on specific subject areas covered in the plan.

As with Plan Bay Area 2050, staff anticipates a concurrent release of the Draft EIR and Draft Plan Bay Area 2050 documents for a 45-day public comment period. The Draft EIR analysis, together with input from the public on the Draft Plan, will inform the policy discussions and public dialogue leading to the Final Plan adoption by both ABAG and MTC, anticipated to occur in fall 2025.

- **Opportunities for Input:**
 - *Draft Plan Public Engagement (Spring 2025):* The Draft Plan Bay Area 2050+ will be the subject of public meetings, including at least three public hearings. The Draft Plan will be posted online for a 45-day public review and comment period. Engagement on the Draft Plan will be supplemented with robust digital promotion.
 - Additional opportunity for public input on the Draft and Final Plan via public meetings of the Policy Advisory Council, the Joint MTC Planning Committee with

the ABAG Administrative Committee, the ABAG Executive Board and the Commission.

- Multiple virtual, asynchronous and/or in-person technical stakeholder engagement events (which could include webinars, workshops, office hours, etc.); discussion at MTC’s Policy Advisory Council.
- **Decision-Making Roles:** Direction from the Joint MTC Planning Committee with the ABAG Administrative Committee; approval from the ABAG Executive Board and the Commission.
- **Significance:** The plan document provides the public with a consolidated overview of the strategies and investments included in the long-range plan, including an overview of the plan’s anticipated outcomes and implementation commitments.
- **Timeframe:** Draft Plan release expected late spring 2025 with adoption slated for fall 2025.

III. Related Work

A. Tracking Performance

MTC, in conjunction with its partners, has established an innovative monitoring initiative that tracks trends related to transportation, land and people, the economy, the environment and social equity. Measurements in these areas are our region’s [Vital Signs](#), helping us understand where we are succeeding and where we are falling short.

This data-driven Vital Signs website compiles dozens of indicators, including short-range performance targets that support national transportation goals, as mandated by federal planning requirements. Indicators are presented with interactive visualizations that allow users to explore historical trends, examine differences between cities and counties and even compare the Bay Area with other peer metropolitan areas. The Vital Signs website is available at vitalsigns.mtc.ca.gov.

B. Countywide Transportation Plans

Bay Area counties are authorized by state law to develop Countywide Transportation Plans (CTPs) on a voluntary basis. These countywide plans are an integral part of Plan Bay Area.

As long-range planning and policy documents, they assess transportation needs and guide transportation priorities and funding decisions for that county over a 20- to 25-year horizon. These countywide plans inform the transportation projects and programs that are forwarded to MTC for consideration in the region’s long-range plan. Adopted countywide transportation plans in the Bay Area can be found at the links shown below. MTC’s guidelines for the development of countywide plans by the CTAs can be found here: mtc.ca.gov/sites/default/files/documents/2023-02/Guidelines_for_Countywide_Transportations_Plans.pdf.

- **Alameda County:** Alameda County Transportation Commission
alamedactc.org/planning/countywidetransportationplan
- **Contra Costa County:** Contra Costa Transportation Authority
ccta.net/planning/countywide-transportation-plan
- **Marin County:** Transportation Authority of Marin
No current plan
- **Napa County:** Napa Valley Transportation Authority
https://nvta.ca.gov/wp-content/uploads/2023/03/NVTA-NapaValleyTransportationPlan_r10_6-22-21-Reduced-with-Appendix.pdf
- **San Francisco City & County:** San Francisco County Transportation Authority
sfcta.org/projects/san-francisco-transportation-plan
- **San Mateo County:** City/County Association of Governments of San Mateo County
ccag.ca.gov/programs/countywide-transportation-plan
- **Santa Clara County:** Santa Clara Valley Transportation Authority
(under development)
vta.org/projects/valley-transportation-plan-vtp-2050
- **Solano County:** Solano Transportation Authority
sta.ca.gov/documents_and_report/solano-comprehensive-transportation-plan-ctp
- **Sonoma County:** Sonoma County Transportation Authority
scta.ca.gov/planning/comprehensive-transportation-plan

IV. Public Engagement

In developing Plan Bay Area 2050+, MTC and ABAG strive to promote an open, transparent process that encourages the ongoing and active participation of local governments and a broad range of interest groups as well as the general public. Engagement efforts for Plan

Bay Area 2050+ will be guided by [MTC's Draft 2023 Public Participation Plan for the San Francisco Bay Area](#). Additionally, Plan Bay Area 2050+ will build on the robust engagement efforts of Plan Bay Area 2050, which used a variety of platforms to successfully communicate and engage with record numbers of Bay Area residents, partner agencies and organizations, even in the midst of a global pandemic and shelter-in-place orders.

A. General Public

In addition to the public engagement activities planned for each key milestone (see Section II, B. Summary of Key Milestones above), the general public has several other avenues for ongoing participation in the development of Plan Bay Area 2050+.

e-News

Sign up to receive regular updates on Plan Bay Area 2050+: planbayarea.org/get-involved/mailling-list. This regular e-newsletter, and occasional e-mail announcements provide the most current information on the process of developing Plan Bay Area 2050+, including announcements about upcoming participation opportunities; key milestones, decision points and meetings; process updates; and much more. This is the best way for the public, and all interested parties, to stay abreast of all Plan Bay Area 2050+ activities. Plan Bay Area also has a dedicated email address where members of the public can send all Plan Bay Area-related questions: info@planbayarea.org.

Policy Committees/Board Meetings

MTC and ABAG policy committee and board meetings¹ are public meetings that present another opportunity for the public to influence the plan's development. Plan Bay Area 2050+ updates are typically presented before the following decision-making bodies:

- MTC's [Planning Committee](#)
- [Joint MTC Planning Committee with the ABAG Administrative Committee](#)
- ABAG [Executive Board](#)
- [Metropolitan Transportation Commission](#)

¹ All policy committees of the Commission and ABAG Board are described in MTC's [Draft 2023 Public Participation Plan](#).

Occasionally, Plan Bay Area updates may be presented at other policy committees, such as ABAG’s General Assembly. To stay involved in individual policy committees, contact the MTC Public Information Office at info@bayareametro.gov or (415) 778-6757 and ask to be added to the committee’s mailing list. Calendars of meetings and events are available online (see “Meetings and Events Online Calendars” below) and also are posted at the entrance to MTC’s and ABAG’s offices at 375 Beale Street, San Francisco.

Advisory Bodies

MTC’s [Policy Advisory Council](#) meets on a regular basis and will play a key role in the development of Plan Bay Area 2050+, providing feedback on proposed strategy revisions and implementation priorities. The plan’s development will be presented approximately quarterly to the Council for discussion and comment. Additional context on the Policy Advisory Council can be found in MTC’s Public Participation Plan. These meetings are open to the public.

Public Events

Updating Plan Bay Area always involves several rounds of public engagement during key milestones of the plan’s development. These engagement rounds will typically include a slew of virtual and/or in-person activities that are tailored to best inform the development of the plan at any given point in the process. As appropriate, MTC and ABAG will seek partnerships with cities and counties, Caltrans and other public agencies to explain the relationship of the long-range regional plan to adopted local priorities for transportation and land use.

Plan Bay Area Website

The Plan Bay Area website is another way for the public to stay informed on the progress of the plan or to participate in online surveys or comment forums. The website is available at planbayarea.org.

Plan Bay Area Listening Line

Members of the public also can participate in the Plan Bay Area 2050+ process via phone. MTC and ABAG have a listening line available where participants can record their comments to be entered into the official record. Participants can leave messages in English, Cantonese, Mandarin and Spanish by calling (415) 778-2292.

Meetings and Events Online Calendars

- MTC website: mtc.ca.gov/meetings-events
- ABAG website: abag.ca.gov/meetings
- Plan Bay Area website: planbayarea.org/meetings-and-events

B. Local Governments and Partner Agencies

Working with local governments and partner agencies — from elected officials to city managers, planning and public works directors, transit operators and county transportation agencies — is critical to the development of Plan Bay Area 2050+. Local officials can provide valuable context and specifics about local priorities and explain how the regional plan supports these priorities. One avenue for discussion with local government staff is through robust virtual, asynchronous and/or in-person technical stakeholder engagement (which could include webinars, workshops, office hours, etc.). In addition, MTC and ABAG staff are available to meet with elected officials and local government staff in each county. Additionally, CTAs provide an existing forum that will also be used to discuss issues related to the plan.

C. Additional Statutorily-Required Outreach

Federal, State and Other Government Agencies

In addition to the local governments that will be involved with Plan Bay Area 2050+, MTC and ABAG will consult with officials responsible for other types of planning activities that are affected by long-range regional planning, such as state and local agencies responsible for land use, natural resources, environmental protection, conservation and historic preservation; federal land management agencies; regional air quality planning authorities, etc. Consultation will be based on the agency's interests and needs. At a minimum, agencies will be informed about the process to develop the update and will be provided an opportunity to participate.

Native American Tribal Governments

Consultation with the region's Native American Tribal governments also will occur. There are six federally recognized Native American tribes in the San Francisco Bay Area:

- Cloverdale Rancheria of Pomo Indians
- Dry Creek Rancheria Band of Pomo Indians
- The Federated Indians of Graton Rancheria
- Kashia Band of Pomo Indians of the Stewarts Point Rancheria
- Lower Lake Rancheria Koi Nation
- Lytton Rancheria Band of Pomo Indians

The groundwork for consultation with our region’s Tribal governments will occur early in the process of developing the plan. Engagement activities with the Tribes will be conducted according to Tribal preference. MTC and ABAG also will invite and encourage Tribal leaders and their representatives to request government-to-government consultation at any time during development the plan. Tribal Summits will continue in order to offer Tribes the ability to collaborate with MTC and ABAG and several of their partners as appropriate. MTC and ABAG will also conduct individual meetings at each Tribe’s convenience.

MTC and ABAG will provide written notification to all Tribes in the region, including federally recognized Tribes and all California Native American Tribes on the Native American Heritage Commission List with Tribal Cultural Resources in the Bay Area, about the opportunity for engagement in the Plan Bay Area 2050+ update process. Additionally, MTC and ABAG will be available for consultation at the Tribe’s request.

Presentations to Local Governments

As required by SB 375, at least one informational meeting in each county will be held for members of the county board of supervisors and city councils to review and discuss the Draft Plan, and to consider their input and recommendations. Notice of the meeting shall be sent to each city clerk and to the clerk of the board of supervisors. One informational meeting will be conducted if attendance at the one meeting includes county board of supervisors and city council members representing a majority of the cities representing a majority of the population in the incorporated areas of that county.

V. Public Engagement Strategies

Development of Plan Bay Area 2050+ will be a multi-year effort. Public participation strategies for each round of engagement will be presented in advance to the Joint MTC

Planning Committee with the ABAG Administrative Committee and posted on the Plan Bay Area website (planbayarea.org). Throughout each round of engagement, MTC and ABAG staff will be guided by MTC’s Draft 2023 Public Participation Plan for the San Francisco Bay Area and will use a variety of participation tools and techniques to meaningfully engage a wide range of partners and residents.

A. The New Engagement Normal

In the first two Plan Bay Area processes, MTC and ABAG engaged in more traditional planning and outreach techniques. Plan Bay Area 2050 pushed the boundaries of engagement innovation and involved record numbers of residents and partners. Just as MTC and ABAG were experimenting further with virtual public engagement, the COVID-19 pandemic forced all manner of business to be conducted remotely, including public engagement. As people gained experience with new online platforms, expectations shifted and the demand for increased opportunities for virtual participation and “meeting people where they already are” became the norm.

In order to engage as many Bay Area residents as possible, MTC and ABAG will prioritize tools and techniques that allow the public to continue participating from the comfort of their homes and to reach people “where they are,” with a special focus on youth and Equity Priority Communities. Although MTC and ABAG are statutorily required to hold workshops, innovative strategies will be used whenever possible.

B. Integrating MTC and ABAG’s Equity Platform

The success of the plan is dependent on all voices in the region being represented and involved. Guided by MTC and ABAG’s Equity Platform, Plan Bay Area 2050+’s engagement will invest resources to ensure systemically-excluded communities can meaningfully influence decision-making. MTC and ABAG’s Equity Platform is based on a commitment to meaningfully reverse disparities in access and dismantle systemic exclusion. As such, MTC and ABAG will take special effort to engage systemically-excluded and low-income residents who cannot easily participate in regional government planning efforts.

In order to seek out and consider the needs of those systemically excluded from the planning process, including people of color, communities with low incomes, persons with disabilities, unhoused/housing unstable persons and communities with limited English proficiency, MTC and ABAG will work closely with community-based organizations

(CBOs), particularly in Equity Priority Communities. As done in past plans, MTC will complete a request for proposals (RFP) process to contract with local CBOs that serve Equity Priority Communities.

C. Engagement Activities

In addition to each round of engagement as outlined in Section II, B, public engagement efforts also will include:

Advance Notice

- Develop details for the planning process and opportunities for public engagement in advance of each phase of Plan Bay Area 2050+ engagement and post these details on the Plan Bay Area website.
- Maintain an updated calendar of events on the Plan Bay Area website.
- Provide timely notice about upcoming meetings via e-newsletters and social media channels.
- Post agendas and meeting materials on the web as required by law.
- Use a contacts list database to keep participants notified throughout the multi-year process.
- Circulate a Draft Plan or Alternative Planning Strategy, if one is prepared, for public review at least 45 days before the adoption of the Final Plan Bay Area 2050+.
- Issue press releases to encourage news coverage.

Virtual, Asynchronous and In-Person Events

- Provide opportunities for participation in each county on important issues surrounding Plan Bay Area 2050+. Pursuant to state statute, MTC and ABAG will hold a minimum of three workshops in Alameda, Contra Costa, San Francisco, San Mateo and Santa Clara counties, and one or more workshops in the less populous Marin, Napa, Solano and Sonoma counties.
- Promote a civil atmosphere at public meetings to ensure the opportunity for all participants to speak free of disruptions or personal attacks.
- Host public meetings, open houses or workshops at a variety of times (evenings, weekends, as well as weekdays). Host in-person events in convenient and accessible locations.

- Maximize use of webinars, virtual workshops and/or telephone town halls to encourage greater participation.
- Hold at least three public hearings on the Draft Plan or Alternative Planning Strategy, if one is prepared. Prioritize virtual public hearings to encourage broader and more participation. Hold at least one of the three public hearings at a policy committee meeting, as appropriate.

Digital Engagement

- Maintain a comprehensive project website — planbayarea.org — so members of the public have a single place to go for current updates. The website enables the public, and all interested parties, to easily request to receive notices and information as required by state law.
- Use social media to reach, educate and engage residents.
- Maintain an archive of past workshop meeting materials on the Plan Bay Area website.
- Offer interactive activities to seek public feedback, such as web polls, surveys, games, etc.
- Provide timely, easy-to-understand information on a website that is mobile-ready and accessible, per the Americans with Disabilities Act.

Media Outlets

- Issue press releases to media outlets, including ethnic, foreign-language and community media, to keep reporters apprised of progress and generate coverage on radio, television, newspapers and the Internet.
- Translate news releases about public meetings following guidance from [MTC's Plan for Special Language Services to Limited English Proficient \(LEP\) Populations](#).

Outreach to Systemically-Excluded Groups

- Seek out and consider the needs of those systemically-excluded from the planning process, including people of color, persons with low income, unhoused/ housing unstable persons, communities with limited English proficiency and persons with disabilities.
- Partner with CBOs to reach these groups.
- Provide assistance to people with disabilities and language assistance to people with limited English proficiency. Such requests may be made in advance by

contacting the MTC Public Information Office at (415) 778-6757 or info@bayareametro.gov. Staff requests at least three working days' notice to provide reasonable accommodation.

- Ask partners to help spread the word about public comment opportunities.
- Leverage existing meetings/events in order to attract greater attendance and participation.
- Consider the needs of the Bay Area's growing senior population.

Other Strategies

- Use paid digital promotion to raise awareness, educate the public and promote upcoming events.
- Engage in “pop-up” style intercept outreach at community events and popular local gathering places (e.g., farmers' markets, malls, festivals, etc.)
- Involve youth in helping to shape the draft Plan Bay Area 2050+ through partnerships with academic or nonprofit organizations.
- Use video to communicate complex concepts to the public; video could use humor or animation in order to make the subject matter more understandable or relatable.
- Conduct a statistically valid public opinion poll (also available in languages other than English).
- Use visualization techniques to communicate technical planning issues and strategies to the public, such as maps, videos, graphics, animation or computer simulations to depict strategies under consideration.
- Provide a summary of comments heard at public meetings via the Plan Bay Area website.
- Inform the public and decision-makers how the public's input influenced the process.

VI. Public Participation Goals

People who make the time to participate in public processes should feel their participation is valued. MTC and ABAG commit to the following goals and performance benchmarks to measure the effectiveness of the public participation program:

- 1. Promote transparency and inform participants:** MTC and ABAG should make every effort to make the complex planning process transparent by informing participants early and often of opportunities for participation and developing content and materials in plain easy-to-understand language.
- 2. Encourage broad participation:** Rooted in the Equity Platform, MTC and ABAG should make every effort to increase participation opportunities for those communities most affected by past exclusionary policies. The process should include the greatest number of people possible from throughout the region and reflect the diverse Bay Area population, regardless of individuals' language, personal mobility or ability to attend or access a meeting.
- 3. Influence decision-making:** Rooted in the Equity Platform, MTC and ABAG should make every effort to shift decision-making power to the people who are affected by policies by empowering participants with the information to influence the process most effectively. The input and feedback received from the public and partners should be analyzed and provided to decision-makers in a timely manner to inform their decisions. MTC and ABAG will inform the public and decision-makers on how the public's input influenced the process.
- 4. Build knowledge:** MTC and ABAG should make every effort to inform a wide range of people about transportation and land-use issues in the Bay Area. Each step of the process should include an educational element to set context and promote increased understanding of the plan and relevant topics.

Targeted Performance Measures

MTC and ABAG will track various performance measures in an effort to inform and improve future outreach. Data will be used to conduct an evaluation of Plan Bay Area public engagement at the conclusion of the planning process. The following performance metrics will be tracked:

Promote Transparency and Inform Participants

- **Objective:** Inform participants early and often
- **Performance Metrics:**
 - Plan Bay Area mailing list sign-ups
 - E-mail analytics such as open rates, click-through rate, etc.
 - E-mail distribution list size

- Website analytics such as site visits, pageviews, etc.
- Digital engagement analytics such as impressions, post engagement, link-clicks
- Total number of e-mail announcements, web stories, news releases, etc.

- **Objective:** Develop user-friendly content written in plain language
- **Performance Metrics:**
 - Ratings collected via participant surveys
 - Public comments received

Encourage Broad Participation

- **Objective:** Increase participation from those most affected by past exclusionary policies
- **Performance Metrics:**
 - Geographic distribution of events
 - Number of events held in Equity Priority Communities
 - Participant demographics collected via surveys
 - Public comments received
 - Number of listening line participants
 - Digital engagement analytics such as impressions, post engagement, link-clicks
 - CBO engagement reach (to be determine based on CBO-recommended metrics)
- **Objective:** Include the greatest number of people possible from throughout the region
- **Performance Metrics:**
 - Geographic distribution of events
 - Number of listening line participants
 - Mailing list participant location
 - Digital engagement analytics such as impressions, post engagement and/or link-clicks
- **Objective:** Participants reflect the diverse Bay Area population
- **Performance Metrics:**
 - Participant demographics collected via surveys
 - Number of public comments received from CBOs that serve Equity Priority Communities

- CBO engagement participation numbers
- Comment letter demographics

Engage for Impact

- **Objective:** Shift decision-making power to the people who are affected by policies
- **Performance Metrics:**
 - Participant demographics collected via surveys
 - Total public comments received
 - Ratings collected via participant surveys
- **Objective:** Analyze and provide public feedback to decision-makers in a timely manner
- **Performance Metrics:**
 - Ability to provide information before key actions
- **Objective:** Inform the public and decision-makers how the public’s input influenced the process
- **Performance Metrics:**
 - Ratings collected via participant surveys
 - Presentations to the Joint MTC Planning Committee with the ABAG Administrative Committee, the Commission and ABAG Executive Board

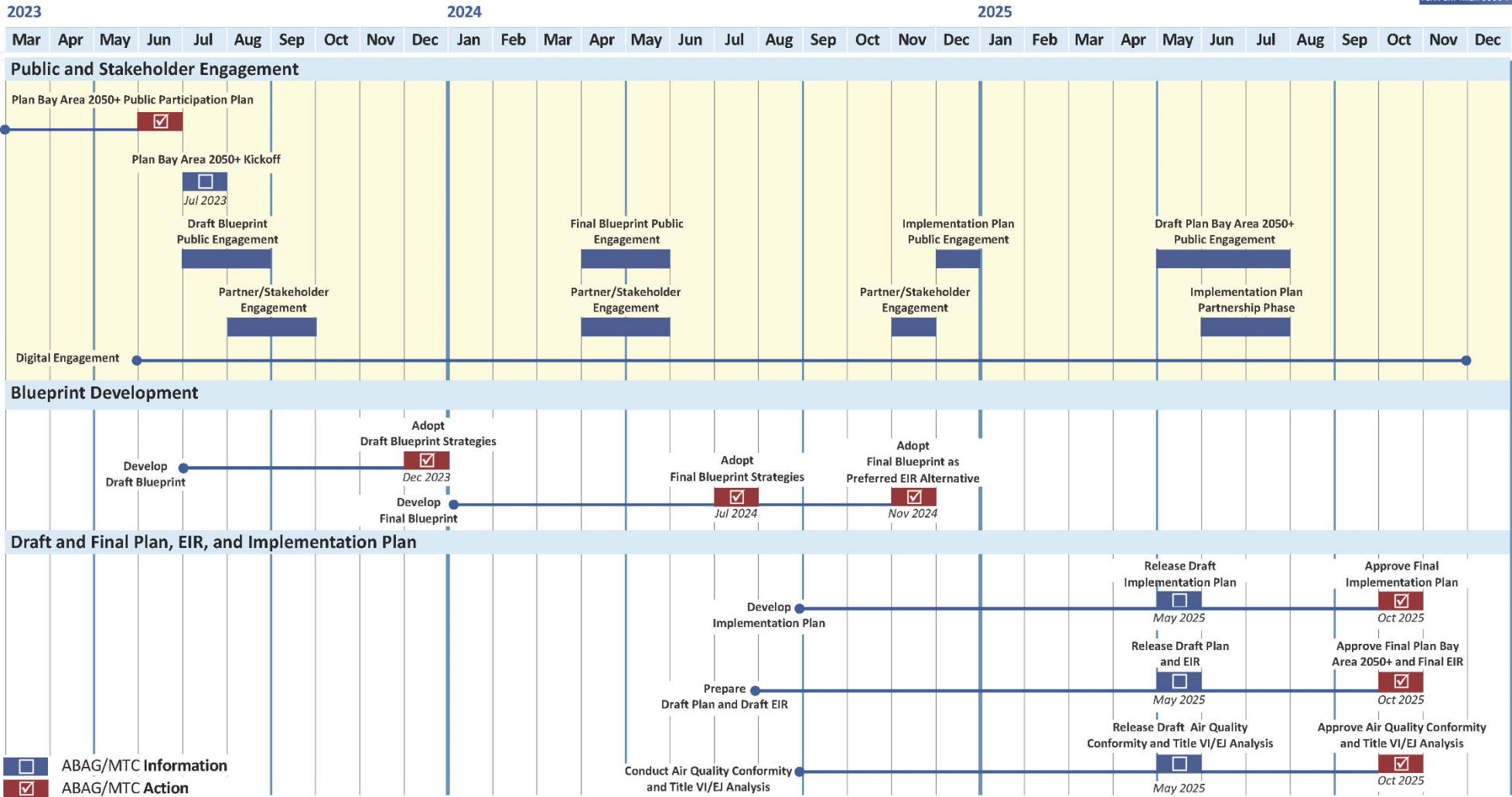
Build Knowledge

- **Objective:** Inform a wide range of people about regional planning issues in the Bay Area, including transportation, housing, economic and environmental topic areas
- **Performance Metrics:**
 - Ratings from before and after participant surveys
 - Number of participants in educational efforts
- **Objective:** Each step of the process should include an educational element
- **Performance Metrics:**
 - Ratings collected via participant surveys
 - Number of participants in educational efforts

Attachment 1.

Plan Bay Area 2050+ Timeline

Plan Bay Area 2050+: Key Milestones (DRAFT)



(Dates are tentative and subject to change.)

Appendix H
2021 TIP Investment Analysis

2021 TIP Investment Analysis

A FOCUS ON LOW-INCOME AND MINORITY POPULATIONS,
SENIORS, AND PERSONS WITH DISABILITIES

INTRODUCTION

The 2021 TIP Investment Analysis is an assessment of TIP investments through an equity lens, specifically focused on the Bay Area's disadvantaged populations. The purpose of the analysis is to understand if low-income and minority populations, seniors, and persons with disabilities are sharing equitably in the region's near-term transportation investments. Although investment information is current as of development of the 2021 TIP, travel data and modal usage is pre-COVID-19. Any long-term impacts to travel patterns due to COVID-19 will be reflected in the analysis of future TIPs.

2021 TIP

The Bay Area's 2021 TIP covers the four-year period of FY 2020-21 through FY 2023-24 and includes approximately 330 transportation projects with \$10.3 billion in committed funding during the four-year period.

Projects in the TIP

The TIP includes all transportation projects that are federally funded, require a federal action, or are considered regionally significant for air quality conformity purposes. The majority of projects in the TIP are federally funded, although some local or state-funded projects are also included, particularly those that are large in scale or impact travel patterns over a relatively large geographic area, such as a new lane on a state highway. In reviewing TIP investments as a whole, it is important to keep in mind that most transportation projects are local, in both scale and funding, and these projects are typically not reflected in the TIP. These projects include pavement preservation, transit operations and maintenance, planning efforts, bicycle/pedestrian improvements, and minor intersection improvements.

All projects included in the TIP must be consistent with the region's long-range plan, the Amended Plan Bay Area 2040 (the Plan). As such, the TIP represents a four-year snapshot that is a small part of the 24 years of the Plan.

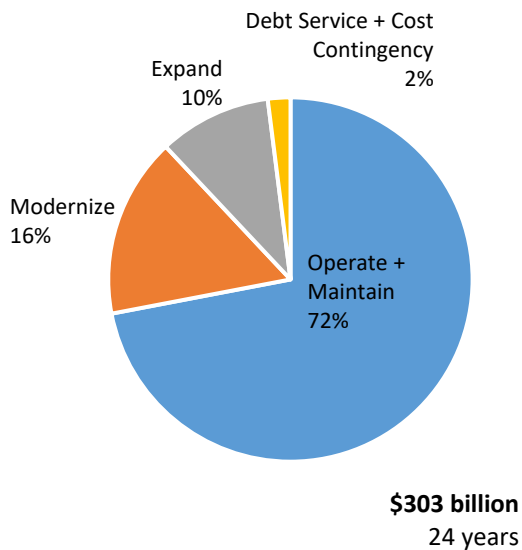
In addition to the total investments captured in the TIP versus the Plan, there is an important difference between these two documents that complicates any side-by-side comparison. While the Plan includes the universe of revenues reasonably expected to be available (federal, state, local, and private funds) to implement planned transportation projects, program, and strategies, the TIP is much more focused on projects with federal funding or that affect air quality conformity. This means that the TIP is more heavily weighted toward large capital projects, such as transit and highway expansions, that are more likely to require federal funds or action. The vast majority of funds that go to operate, maintain, and manage the region's existing transportation system, a top priority of the long-range plan, are not typically captured in a TIP as they tend to be locally funded. See Figure 1, on the following page, for an illustration of this distinction.



Figure 1. TIP and Plan Investments by Mode/Type

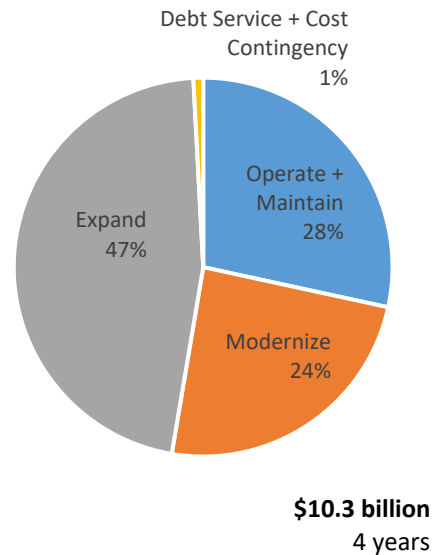
Plan Bay Area 2040 Investments

Expenditures by Investment Strategy



2021 TIP Investments

Expenditures by Investment Strategy



The narrower focus of the TIP also means only a fraction of total regional transportation expenditures are captured in any given year. On average, one year of investments in the 2021 TIP accounts for less than a quarter of annual expenditures in the regional long-range plan.

Another feature of the TIP that distinguishes it from the regional long-range plan is that it tends to be a more dynamic document – meaning that it is revised frequently to reflect changing funding and project changes, and on-going funding efforts. For context, the 2019 TIP was amended or modified more than 40 times in the two years following its federal approval.

Equity and Environmental Justice Considerations

As the federally designated Metropolitan Planning Organization (MPO) for the Bay Area, MTC is required to ensure that the region’s transportation planning processes comply with applicable equity and environmental justice requirements. The legal, regulatory, and policy framework for addressing those issues is described in Appendix A and includes:

- ❖ **Title VI of the Civil Rights Act:** states that no person shall be subject to discrimination based on his or her race, color or national origin under any federally funded program.
- ❖ **Federal Guidance on Environmental Justice:** requirement that federal programs and funds do not result in disproportionately high and adverse impacts on minority and low-income populations.

- ❖ **MTC’s Environmental Justice Principles:** adopted principles that affirm MTC’s ongoing commitments to:
 - ◆ Create an open and transparent public participation process that empowers disadvantaged communities to participate in decision making that affects them, and
 - ◆ Collect accurate and current data essential to defining and understanding the presence and extent of inequities, if any, in transportation funding based on race and income.

MTC satisfies its requirements for equity and environmental justice primarily through Plan Bay Area’s Equity Analysis, MTC’s Public Participation Plan, and MTC’s broader Title VI program. To further build upon MTC’s commitment to address equity concerns, the TIP Investment Analysis provides the public with an additional opportunity to assess the region’s near-term transportation investments funded within the TIP.

BAY AREA COMMUNITY CONTEXT

Demographic Profile

An important first step of the investment analysis is to understand the demographic context and travel patterns for the Bay Area.

Race and Ethnicity

The Bay Area is one of the most diverse regions in the country, with 62 percent of the population identifying as non-white. Within the region, more than a quarter of the population identifies as Asian (27%), followed closely by Hispanic or Latino (24%), and then Black or African American (6%). Other racial minorities, including those identifying as two or more races, account for the remaining 5% of the population.

TABLE 1. Population Distribution by Race/Ethnicity

	Population (in millions)	%
Non-white	4.7	62%
Asian	2.1	27%
Hispanic or Latino	1.8	24%
Black or African American	0.5	6%
Other minority	0.4	5%
White	3.0	38%
Total	7.7	100%

Notes: Tabulation prepared by MTC based on data from 2019 American Community Survey, Table C03002.

Income

Although the Bay Area's economy has shown strong growth over the past few decades, regional levels of poverty persist. Approximately 10 percent of the population lives below the federal poverty level (\$25,100 a year for a family of four). Another 12 percent of the region's households are technically above the federal poverty line but still qualify as low-income for the purposes of this analysis, defined as households with incomes that fall below \$50,000 (approximately 200 percent of the federal poverty line for a family of four). For reference, the 2018 household median income ranges from nearly \$78,000 in Solano County to more than \$116,000 in Santa Clara County.

TABLE 2. Population Distribution by Household Income

	Population (in millions)	%
Low-Income	1.7	22%
<\$25,000	0.8	10%
\$25,000 - \$49,999	0.9	12%
Not Low-Income	6.0	78%
\$50,000 - \$99,999	1.8	24%
\$100,000 - \$149,999	1.5	19%
>\$150,000	2.7	35%
Total	7.7	100%

Notes: Tabulation prepared by MTC based on data from 2018 American Community Survey Public Use Microdata Samples. Income is calculated in 2018-denominated dollars. Note that the universe is persons in households and excludes persons living in group quarters.

Seniors and Persons with Disabilities

Nearly 15% of the Bay Area’s population is aged 65 or older. Persons reporting disabilities across six categories defined by the Census Bureau total more than 9% of the region’s population.

TABLE 3. Seniors and Persons with Disabilities

	Population (in millions)	%
Seniors	1.1	15%
Persons with Disabilities	0.7	9%

Notes: Tabulation prepared by MTC based on data from 2019 American Community Survey Tables C18101 and B01001. Note that the universe is civilian noninstitutionalized population counted in disability.

Travel Patterns

Commute trips by Bay Area residents are overwhelmingly made by motor vehicle (76%) followed by transit (12%), non-motorized trips (5%), telecommute (6%), and other modes (1%). Travel pattern data is pre-COVID-19. Any long-term impacts to travel patterns due to COVID-19 will be reflected in future TIP analyses, once updated data becomes available.

TABLE 4. Share of Commute Trips by Mode by Population

	Low- Income	Minority	Seniors	Total Population
Roadway (Motorized)	73%	78%	73%	76%
Roadway (Non-motorized)	8%	4%	4%	5%
Transit	11%	12%	8%	12%
Telecommute	6%	4%	14%	6%
Other	2%	1%	1%	1%
Total	100%	100%	100%	100%

Notes: Tabulation prepared by MTC based on data from 2016 American Community Survey Public Use Microdata Samples. Income is calculated in 2016-denominated dollars. Note that the universe is persons in households and excludes persons living in group quarters.

The share of all trips (including both commute and non-commute trips) made by target population groups is provided in Table 4 below. While there are differences in the travel patterns of low-income, minority and senior populations, the vast majority of all trips are categorized as roadway trips, which includes highway and roadway travel as well as trips made by walking or biking.

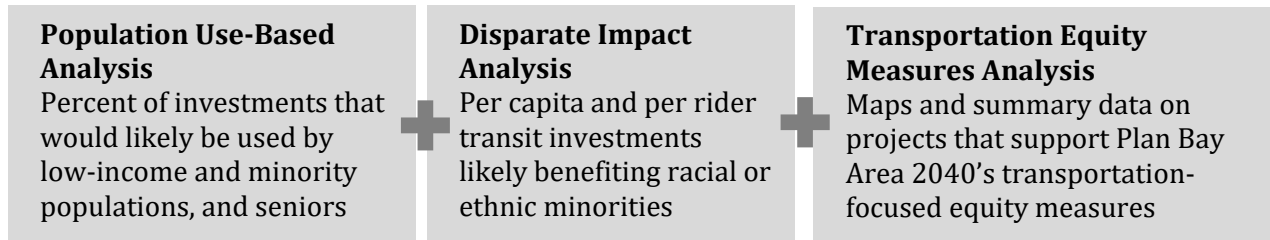
TABLE 5. Share of Commute and Non-Commute Trips by Mode by Population

	Low- Income	Minority	Seniors	Total Population
Roadway (Motorized)	74%	80%	82%	80%
Roadway (Non-motorized)	18%	14%	14%	15%
Transit	7%	6%	4%	5%
Total	100%	100%	100%	100%

Notes: Tabulation based on 2012 California Household Travel Survey. Tabulation does not include share of trips made by persons with disabilities due to sample size limitations.

METHODOLOGY

The 2021 TIP investment analysis is built on three components that work together to inform how low-income and minority communities, seniors, and persons with disabilities may be affected by the investments in the 2021 TIP.



The methodologies used in each analysis are described in more detail below. Appendix B includes definitions and data sources used in this analysis.

Population Use-Based Analysis

This portion of the analysis compares the estimated percent of investments included in the TIP that benefit low-income and minority populations, as well as seniors, to the percent of these populations' relative usage of the transportation system, for both roadways and transit. The analysis measures transit and motor vehicle trips using the 2012-2013 California Household Travel Survey.

1. For this analysis, investments in the TIP are separated into two modes: transit and local streets and roads/highway (referred to as "roadway"). For simplicity, pedestrian and bicycle projects are assigned to local streets and roads and not evaluated as a separate mode of travel or investment type.

For reference, Appendix C includes maps for each county with projects shown with their roadway or transit categorization.

2. To analyze what share of each mode (transit and roadway) low-income, minority, and senior populations utilize, the following definitions are used to identify disadvantaged populations:
 - **Low-Income Households:** Low-income households were defined as households earning \$50,000 or less. This is roughly equivalent to 200 percent of the federal poverty level for a family of four.
 - **Minority Households:** For this analysis, minority households were defined using U.S. Census Bureau definitions. Racial and ethnic minorities examined in this analysis are Hispanic, black or African American, Asian, and other or two or more races.
 - **Seniors:** Seniors are defined as persons aged 65 and over.

3. The assignment of investments by usage is then performed by multiplying the percent of use of the mode by the investment in that particular mode. This analysis is conducted at the county level for highways and roadways and at the transit-operator level for transit.

For the multimodal, aggregate analysis, trip data from the household travel survey is used. As an illustrative example, low-income populations make 32% of Alameda County roadway trips. For a \$50 million state highway project in that county, 32% or \$16 million, would be assigned as a financial benefit to low-income populations and the remaining 68%, or \$34 million, to the remaining population. A similar approach is followed for transit investments by operator. A similar analysis is conducted using roadway vehicle miles traveled (VMT) and transit origin-destination distance.

For the in-depth analysis, transit usage data is derived from the most recent transit survey data available for each operator through MTC's ongoing Transit Passenger Demographic Survey. For in-depth roadway usage, VMT data is used from the household travel survey.

4. The investments by mode (from county or transit operator data) are summed for low-income, minority, and senior populations based on each group's usage share of each mode. The percent of usage of the system by the target and other populations is then compared to the percent of investment for trips supporting that population.

Disparate Impact Analysis

This portion of the analysis compares 2021 TIP investments per capita for racial or ethnic minority populations to per capita investments identified for non-minority populations, to investigate whether disadvantaged persons in the region are receiving an equitable share of the benefits from TIP investments. Due to the similarities in the analysis required by the Federal Transit Administration (FTA) for the long-range transportation plan, this portion of the analysis is also referred to as the Title VI analysis. The disparate impact analysis is not a required component of the TIP, and is provided for informational purposes only.

This portion of the analysis focuses on federal- and state-funded projects only. Some of the State and Federal fund sources included are FTA 5307, FTA 5309, FTA 5311, FTA 5337 funds, STP/CMAQ, Proposition 1B, and Senate Bill 1 (SB 1) funds. In addition, racial or ethnic minority groups (Asian, Black or African American, Hispanic or Latino and other minorities) are evaluated collectively in comparison to the investments per capita for non-minority populations.

The disparate impact analysis incorporates the quantitative results produced by the population/use-based analysis for state and federally funded projects. Investments are first expressed in terms of investments per capita for both minority and non-minority transit riders (or total population) in the region as follows:

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

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

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

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

Although FTA does not provide specific guidance or standard benchmarks for MPOs to use in the metropolitan planning process to determine whether any given result for a long-range plan represents a disparate impact, a general practice is to use the percentage result to determine whether any differences between benefits for minority or non-minority populations may be considered statistically significant. If a disparate impact in the long-range plan is found to be statistically significant, consideration must then be given to “whether there is a substantial legitimate justification for the policy that resulted in the disparate impacts, and if there are alternatives that could be employed that would have a less discriminatory impact.”¹ As stated earlier, the disparate impact analysis is not a federal requirement for the TIP, and is included in the 2021 TIP Investment Analysis for informational purposes.

Transportation Equity Measures Analysis

The third component of the analysis highlights projects and investments that are likely to support our regional performance targets in four transportation-related equity measures from Plan Bay Area 2040.

Plan Bay Area 2040		
Goal Area	Goal #	Performance Target
Healthy and Safe Communities	3	Reduced adverse health impacts associated with air quality, road safety, and physical inactivity by 10%
Economic Vitality	8	Increase by 20% the share of jobs accessible within 30 minutes by auto or within 45 minutes by transit in congested conditions
Transportation System Effectiveness	12	Reduce vehicle operating and maintenance costs due to pavement conditions by 100%
	13	Reduce per-rider transit delay due to aged infrastructure by 100%

In 2019 TIP Investment Analysis, an additional Plan Bay Area 2040 equity measure was included. The target for Equitable Access was to decrease the share of lower-income residents’ household income consumed by transportation and housing by 10%. Due to limitations of the travel demand model in estimating changes in transportation costs from projects in the TIP, this measure was not included in the 2021 TIP Investment Analysis.

¹ FTA Circular 4702.1B, page VI-2.

Healthy and Safe Communities

Projects that are expected to contribute towards reaching our regional goals for healthy and safe communities include projects that improve road safety, projects that increase physical activity, and projects that improve air quality. These projects are identified by:

- **Safety:** Projects identified by the project sponsors as having a primary purpose of addressing safety, or as anticipated to have a significant impact on reducing fatalities and serious injuries for all users.
- **Physical Activity:** Projects identified by project sponsors as being focused primarily on bicycle or pedestrians (greater than 50% of the project's investment supports bicyclists and/or pedestrians), and the total investments included in the TIP that support bicycle or pedestrian mode regardless of the project's primary purpose.
- **Air Quality:** Projects funded with federal Congestion Mitigation Air Quality Improvement Program (CMAQ), state California Air Resources Board (CARB), regional Transportation for Clean Air (TFCA) grants, or in MTC's Climate Initiatives Program.

The number and investment level of the projects supporting the healthy and safe communities goal area are summarized at the regional and county level. Safety and active transportation projects that have physical locations (ex.: a complete streets project, or an interchange improvement) are also mapped over the region's Communities of Concern (COCs).

Economic Vitality

Transportation projects that can be expected to increase accessibility to the share of jobs by car and transit are projects that reduce traffic congestion or improve the reliability of the existing transportation system. These projects are identified by:

- **Road Congestion/Reliability:** Road projects identified by the project sponsors as having a primary purpose of addressing congestion or system reliability, or projects anticipated as having a significant impact on congestion reduction or improved system reliability.
- **Transit Service/Capacity:** Transit projects identified by the project sponsors as having a primary purpose of addressing congestion or system reliability, or projects anticipated as having a significant impact on congestion reduction or improved system reliability.

The number and investment level of projects supporting the economic vitality goal area are summarized at the regional and county level. Additionally, projects identified as improving congestion or system reliability that have physical locations (ex.: a new bus rapid transit project, or a new HOV or express lane) are also mapped over the region's Communities of Concern (COCs).

Transportation System Effectiveness

The transportation system effectiveness goal area encompasses two performance measures: pavement condition and transit state of good repair. These projects are identified by:

- **Pavement Condition:** Projects that include a pavement rehabilitation or preservation component.
- **Transit State of Good Repair:** Projects that rehabilitate or replace existing transit assets.

The number and investment level of projects supporting improved pavement conditions are summarized at the regional level and county level. Additionally, pavement projects are also mapped over the region's Communities of Concern (COCs).

Transit state of good repair investments are summarized at the regional and transit operator level. As transit asset projects tend to be systemwide, rather than tied to a static location, they are not included in the Transportation System Effectiveness maps. Transit projects associated with new or expanded service in specific locations, such as a new light rail line, are represented in the Economic Vitality maps.

Limitations

As a regional analysis, the methods used in the TIP investment analysis have several limitations. The most significant limitation is that the analysis does not directly assess the resulting benefit and burden of specific projects or programs, such as travel time savings or improved accessibility to jobs or other destinations. Other limitations are:

- ***TIP is a snapshot in time:*** It is also important to re-emphasize that the TIP does not reflect the full picture of transportation investments in the Bay Area over the long-term. As discussed in the introduction, the TIP only includes four years of near-term fund programming, compared to the 20+ years forecast in Plan Bay Area 2040. Also, funding shown in the TIP is included in the year that project phases begin or are obligated and does not reflect the actual flow of funding and expenditures within these phases. While rehabilitation programs will typically have their funding spread across many years, large capital projects tend to have their funding lumped into a single year in the TIP, even if the funds will actually be expended over a number of years, some of which may be outside the 4-year period of the TIP.
- ***Notes on assumptions:*** In addition, the analysis assumes that mode choice and system usage remain constant over time. System expansion, such as a new transit line or highway, and changing conditions, such as improvements to reliability and travel costs, tend to influence travel behavior over time. However, this analysis assumes that the usage derived in the recent travel survey and transit passenger surveys remain static over time.

The classification of investments into either roadway or transit investments also presents some limitations. For example, classifying a pavement rehabilitation project as strictly roadway does not account for the benefit to the region's transit vehicles that share the street with private automobiles.

- **Mapping limitations:** Mapping projects provides a visual representation of the location of projects in relation to COCs. However, project mapping also presents certain limitations. First, not all significant regional investments are mappable. For example, a substantial share of total funding in the TIP is dedicated to transit operators for ongoing maintenance and rehabilitation of their entire system, which cannot be represented as a simple point or line on a map in relation to a specific community. Second, displaying investments on a map does not translate into a direct benefit or burden for the surrounding communities. Given these limitations, the mapping analysis provides a qualitative, rather than quantitative, assessment of the spatial distribution of mappable projects included in the TIP.
- **Funding and project types:** Given the document's federal focus, the investments reflected in the TIP represent only about a quarter of all transportation investments in the Bay Area at any given time. As a result, the investment analysis does not capture the equity implications of many locally funded projects. Local projects tend to be smaller, in both geography and scope, but collectively, these projects are expected to have a significant impact on travel behaviors and experiences throughout the region.
- **Demographic data:** While the latest available demographic data was used in the investment analysis, some data sets have been updated more recently than others. The information from the household travel survey is more than 7 years old, with data collected from households between 2012 and 2013. The transit passenger survey data is more recent. However, the exact year of data collection varies, as MTC conducts the surveys by operator on a rolling basis. Given the pace with which travel patterns and behaviors have changed in recent years, the year in which data is collected is expected to influence the results of the analysis. Furthermore, travel pattern data is pre- COVID-19. Any long-term impacts to travel patterns due to COVID-19 will be reflected in future TIP analyses, once updated data becomes available.

The 2021 TIP Investment Analysis includes an analysis of investments benefiting seniors. Unfortunately, a similar analysis for persons with disabilities is not included due to sample size limitations of the travel survey, and data unavailability from the transit passenger demographic survey. However, a qualitative discussion of regional transportation investments that benefit seniors and persons with disabilities is included in the following section.

ANALYSIS RESULTS & DISCUSSION

Population Use-Based Results

The population use-based analysis is divided into three focus areas: income, race/ethnicity, and seniors. Additional information is also provided at the end of this section on regional efforts and initiatives to support and better understand the transportation needs of residents with transportation related disabilities.

Investments by Income

Bay Area residents living in low-income households, earning less than \$50,000 per year, account for nearly a third of all trips (27%) in the region.

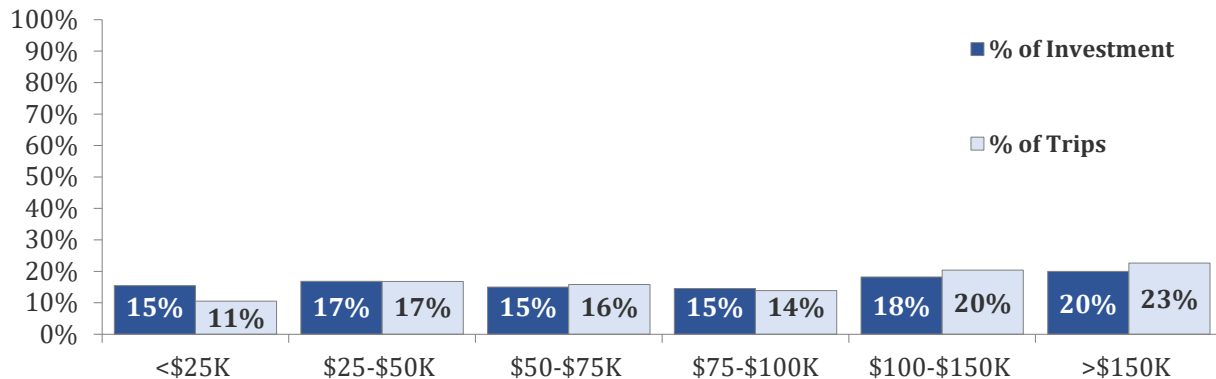
In the 2021 TIP, 32%, or more than \$3 billion, is directed to projects supporting trips made by residents from low-income households. The share of these investments supporting low-income trips exceeds the share of trips made by persons from low-income households by approximately 5%.

See Table 6 and Figures 2 and 3 for additional detail.

TABLE 6. 2021 TIP Investments and Trips by Income

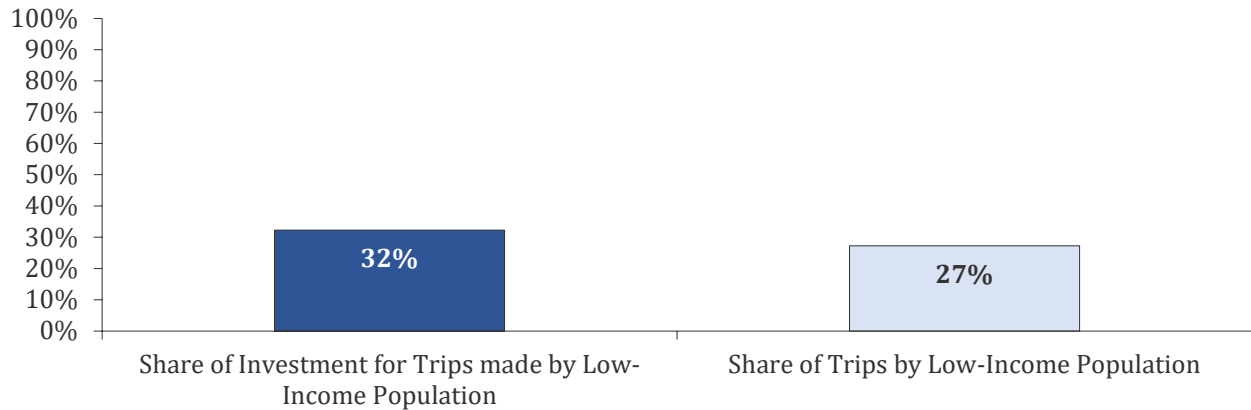
	2021 TIP Investments (in \$ billions)	% of Investment	% of Trips
Low-Income	\$3.3	32%	27%
<\$25,000	\$1.6	15%	11%
\$25,000 - \$49,999	\$1.7	17%	17%
Not Low-Income	\$7.0	68%	73%
\$50,000 - \$74,999	\$1.5	15%	16%
\$75,000 - \$99,999	\$1.5	15%	14%
\$100,000 - \$149,999	\$1.9	18%	20%
>\$150,000	\$2.1	20%	23%
Total	\$10.3	100%	100%

FIGURE 2. 2021 TIP Investments and Trips by Income Category



Source: 2021 TIP and California Household Travel Survey

FIGURE 3. 2021 TIP Investments and Low-Income Trips



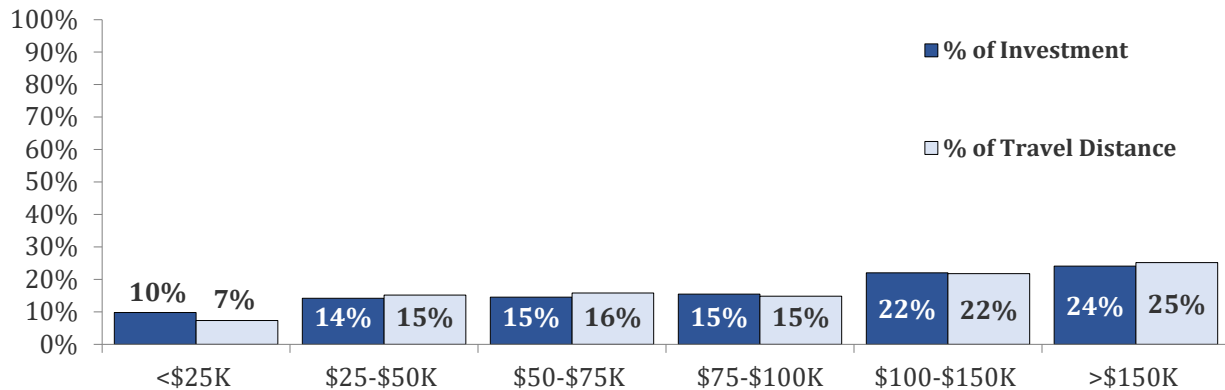
Source: 2021 TIP and California Household Travel Survey

Similarly, the share of investments in projects that support travel made by low-income populations (24%) slightly exceeds their usage share of the transportation system in terms of share of the total distance traveled (22%) – vehicle miles traveled (VMT) for auto trips and origin-destination distance for transit trips. See Table 7 and Figure 4.

TABLE 7. 2021 TIP Investments and Travel Distance by Income

	2021 TIP Investments (in \$ billions)	% of Investment	% of Total Travel Distance
Low-Income	\$2.5	24%	22%
<\$25,000	\$1.0	10%	7%
\$25,000 - \$49,999	\$1.5	14%	15%
Not Low-Income	\$7.8	76%	78%
\$50,000 - \$74,999	\$1.5	15%	16%
\$75,000 - \$99,999	\$1.6	15%	15%
\$100,000 - \$149,999	\$2.3	22%	22%
>\$150,000	\$2.5	24%	25%
Total	\$10.3	100%	100%

FIGURE 4. 2021 TIP Investments and Travel Distance by Income Category



Source: 2021 TIP and California Household Travel Survey

The analysis indicates that the share of investments in local road, state highway and toll bridge systems that benefit drivers living in low-income households (22%) is roughly equivalent to the share of total VMT by drivers living in low-income households (22%). See Table 8 and Figure 5.

TABLE 8. 2021 TIP Roadway Investments and Travel Distance by Income

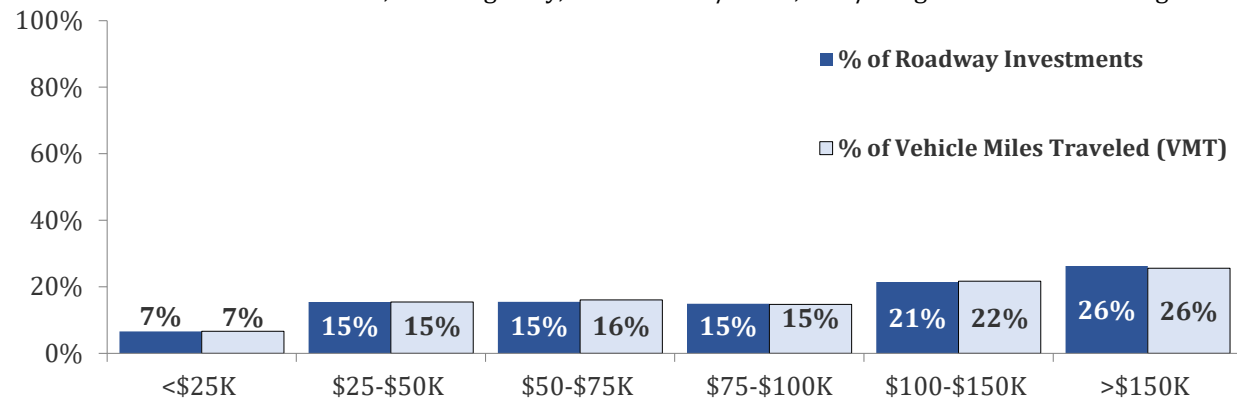
Includes Local Streets and Roads, State Highway, Public Lands/Trails, Port/Freight Rail and Toll Bridge

	2021 TIP Roadway Investments (in \$ billions)	% of Investment	% of Total Travel Distance*
Low-Income	\$1.2	22%	22%
<\$25,000	\$0.3	7%	7%
\$25,000 - \$49,999	\$0.8	15%	15%
Not Low-Income	\$4.1	78%	78%
\$50,000 - \$74,999	\$0.8	15%	16%
\$75,000 - \$99,999	\$0.8	15%	15%
\$100,000 - \$149,999	\$1.1	21%	22%
>\$150,000	\$1.4	26%	26%
Total	\$5.4	100%	100%

*Total travel distance is vehicle miles traveled (VMT) for all non-transit trips as derived from the California Household Travel Survey.

FIGURE 5. 2021 TIP Roadway Investments and Travel Distance by Income

Includes Local Streets and Roads, State Highway, Public Lands/Trails, Port/Freight Rail and Toll Bridge



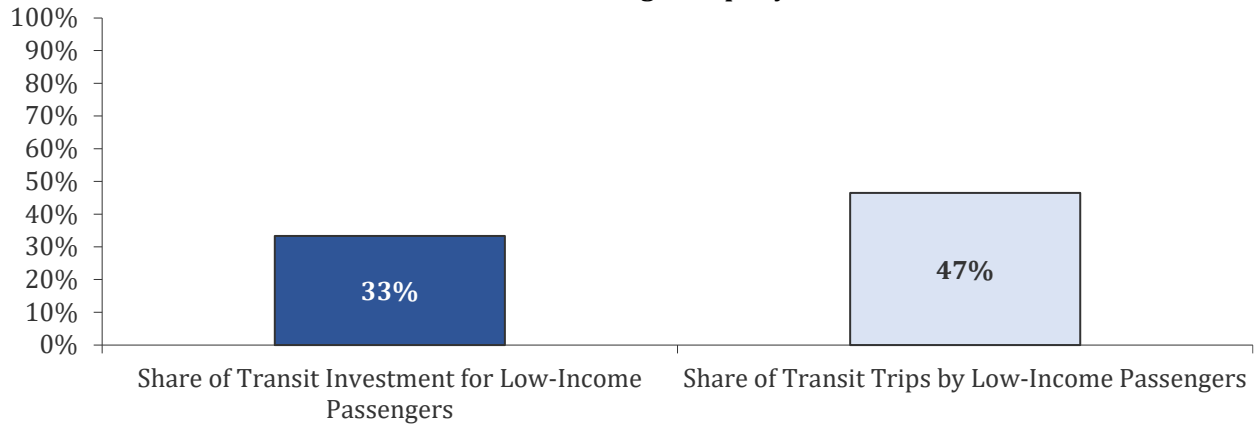
Source: 2021 TIP and California Household Travel Survey

The share of transit investments in the 2021 TIP for passengers living in low-income households (33%) falls short of the share of transit trips by passengers living in low-income households (47%).

TABLE 9. 2021 TIP Transit Investments and Transit Trips by Income

	2021 TIP Transit Investments (in \$ billions)	% of Transit Investment	% of Passenger Transit Trips
Low-Income	\$1.7	33%	47%
Not Low-Income	\$3.3	67%	53%
Total	\$5.0	100%	100%

FIGURE 6. 2021 TIP Transit Investments and Passenger Trips by Income



Sources: 2021 TIP and Transit Passenger Demographic Survey (MTC) and BART Customer Satisfaction Survey

Investments by Race/Ethnicity

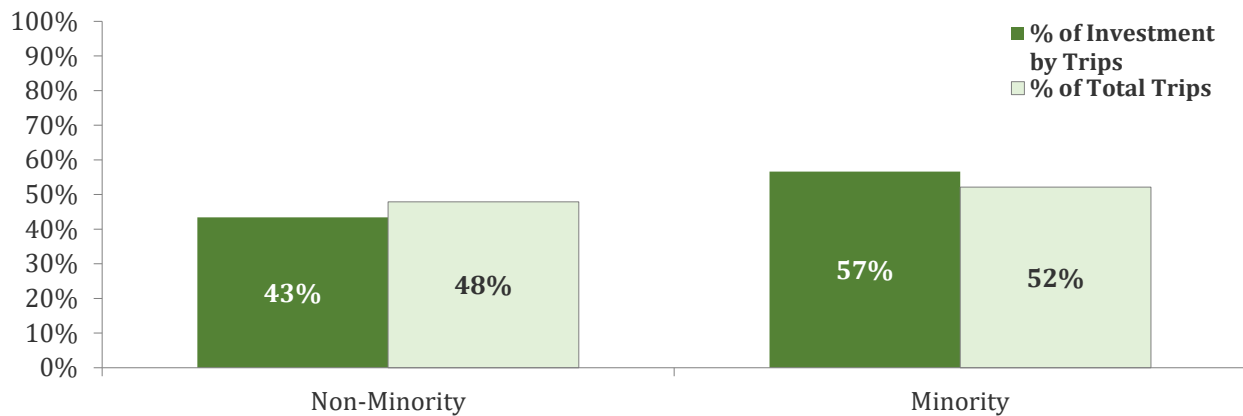
Minority households make up 62% of the region’s population and account for 52% of all trips.

The share of transportation investments in the Bay Area that support minority population trips (57%) is greater than the share of trips taken by these populations (52%).

TABLE 10. 2021 TIP Investments and Trips by Race/Ethnicity

	2021 TIP Investments by Trips (in \$ billions)	% of Investment	% of Trips
Non-Minority	\$4.5	43%	48%
Minority	\$5.8	57%	52%
Total	\$10.3	100%	100%

FIGURE 7. 2021 TIP Investments and Trips by Race/Ethnicity



Source: 2021 TIP and California Household Travel Survey

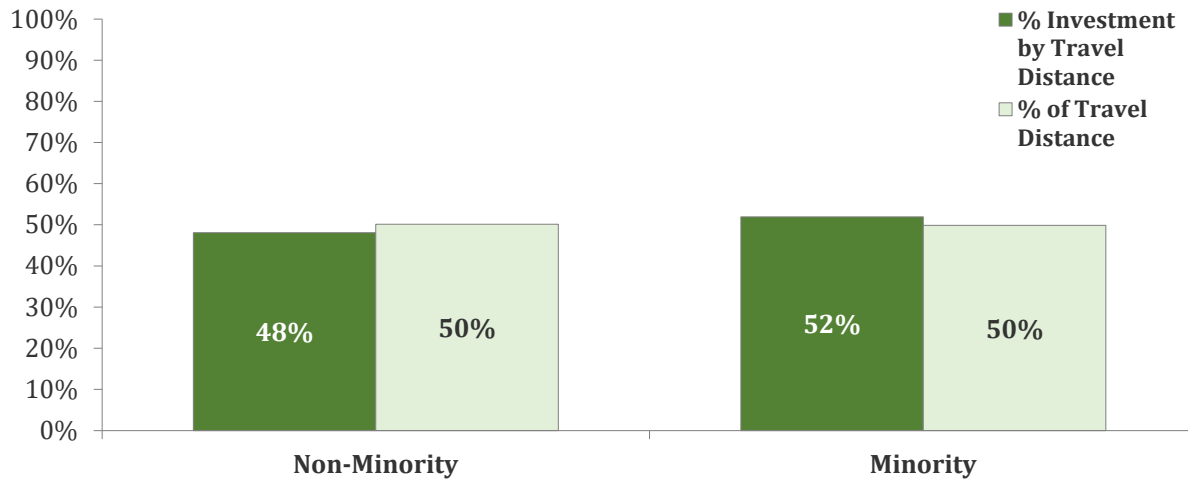
The minority household populations account for approximately half (50%) of all travel distance, as measured by VMT of roadway trips and origin destination distance for transit trips.

The share of investments supporting minority travel by distance (52%) is slightly more than the share of travel distance traversed by the minority populations (50%).

TABLE 11. 2021 TIP Investments and Travel Distance by Race/Ethnicity

	2021 TIP Investments by Travel Distance (in \$ billions)	% of Investment	% of Travel Distance
Non-Minority	\$4.9	48%	50%
Minority	\$5.3	52%	50%
Total	\$10.3	100%	100%

FIGURE 8. 2021 TIP Investments and Travel Distance by Race/Ethnicity



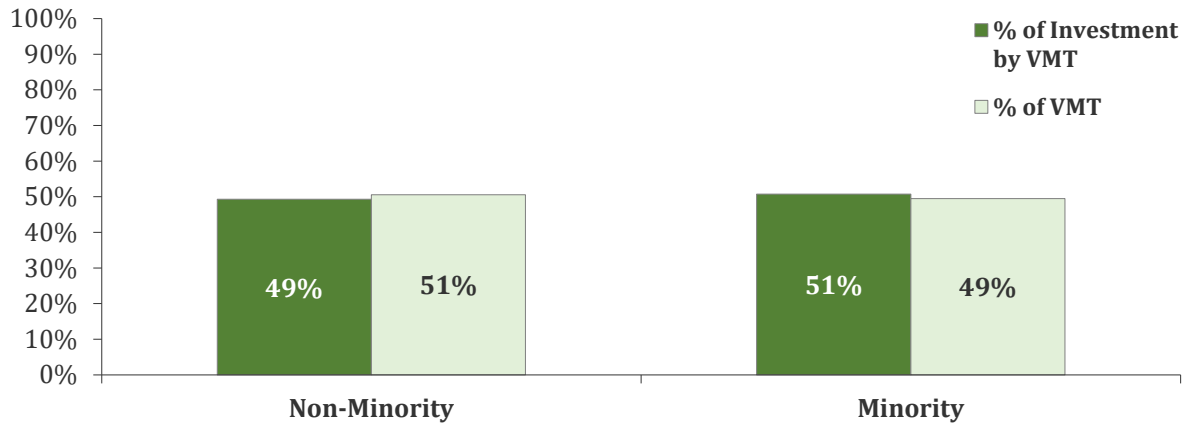
Source: 2021 TIP and California Household Travel Survey

Persons from minority households account for about half of all roadway travel distance, as measured by VMT. The share of investments supporting minority roadway travel by distance (51%) is roughly equivalent to the overall share of VMT traveled by minority populations (49%).

TABLE 12. 2021 TIP Roadway Investments and Travel Distance (VMT) by Race/Ethnicity
Includes Local Streets and Roads, State Highway, Public Lands/Trails, Port/Freight Rail and Toll Bridge

	2021 TIP Investments by VMT (in \$ billions)	% of Investment	% of VMT
Non-Minority	\$2.6	49%	51%
Minority	\$2.7	51%	49%
Total	\$5.3	100%	100%

FIGURE 9. 2021 TIP Roadway Investments and Travel Distance (VMT) by Race/Ethnicity
Includes Local Streets and Roads, State Highway, Public Lands/Trails, Port/Freight Rail and Toll Bridge



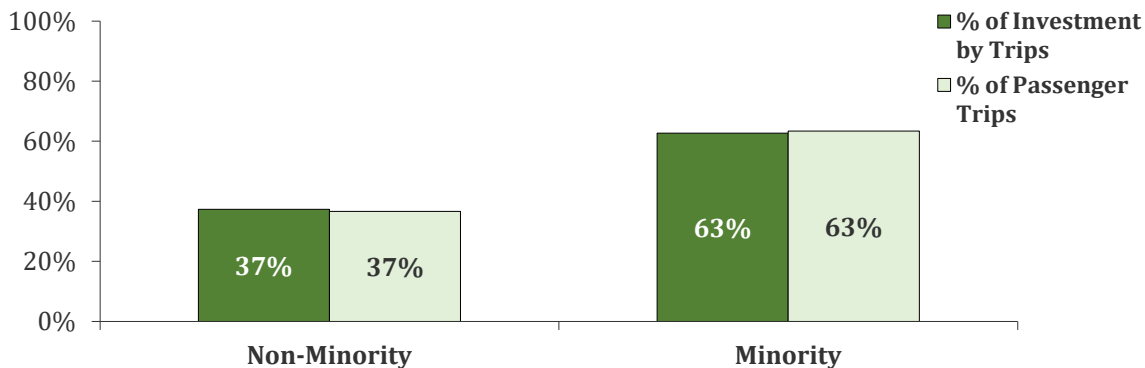
Source: 2021 TIP and California Household Travel Survey

Nearly two-thirds (63%) of transit trips in the Bay Area are taken by residents identifying as a racial or ethnic minority. The share of investments in the 2021 TIP that support these transit trips (63%) is roughly equivalent to the share of transit trips made by minority populations (63%).

TABLE 13. 2021 TIP Transit Investments and Transit Trips by Race/Ethnicity

	2021 TIP Investments by Transit Trips (in \$ billions)	% of Investment	% of Transit Trips
Non-Minority	\$1.9	37%	37%
Minority	\$3.1	63%	63%
Total	\$5.0	100%	100%

FIGURE 10. 2021 TIP Transit Investments and Transit Trips by Race/Ethnicity



Sources: 2021 TIP and Transit Passenger Demographic Survey (MTC) and BART Customer Satisfaction Survey

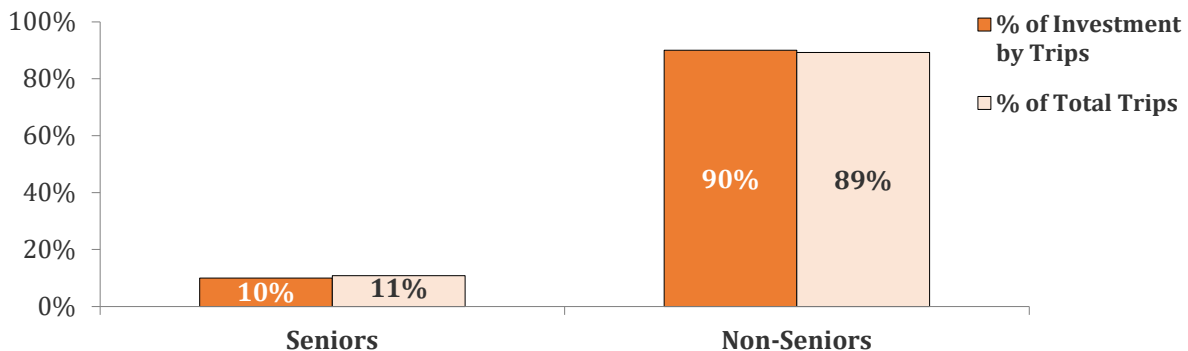
Investments by Seniors

Seniors, defined for this analysis as persons over the age of 65, account for 15% of the region's population. The share of transportation investments that support trips taken by seniors (10%) is slightly less than, but roughly equivalent to, their share of trips (11%).

TABLE 14. 2021 TIP Investments and Trips by Seniors

	2021 TIP Investments by Trips (in \$ billions)	% of Investment	% of Trips
Senior	\$1.0	10%	11%
Non-Senior	\$9.3	90%	89%
Total	\$10.3	100%	100%

FIGURE 11. 2021 TIP Investments and Trips by Seniors



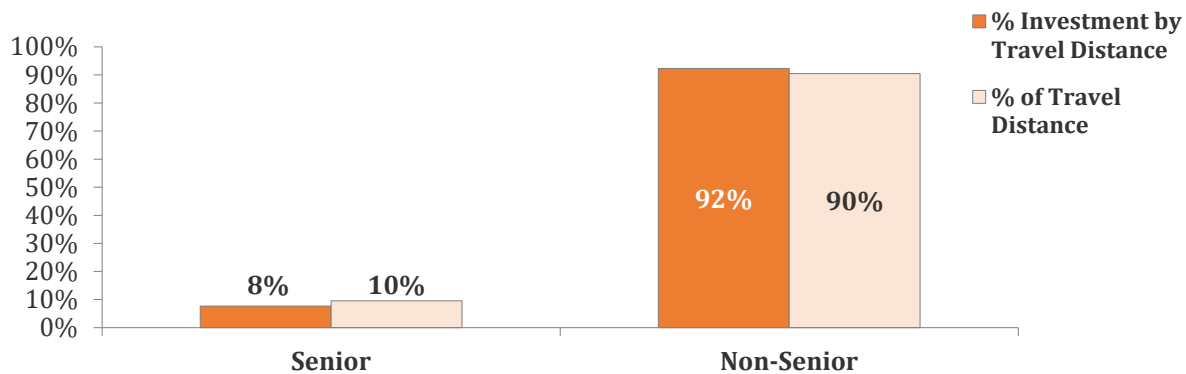
Source: 2021 TIP and California Household Travel Survey

Seniors also account for 10% of all travel distance, as measured by VMT of roadway trips and origin/destination distance for transit trips. This is roughly equivalent to their share of the investments (8%) supporting distance travelled by senior populations.

TABLE 15. 2021 TIP Investments and Travel Distance by Seniors

	2021 TIP Investments by Travel Distance (in \$ billions)	% of Investment	% of Travel Distance
Senior	\$0.8	8%	10%
Non-Senior	\$9.5	92%	90%
Total	\$10.3	100%	100%

FIGURE 12. 2021 TIP Investments and Travel Distance by Seniors



Source: 2021 TIP and California Household Travel Survey

For roadway travel, seniors account for 10% of all VMT and benefit from an equivalent share of investments (10%).

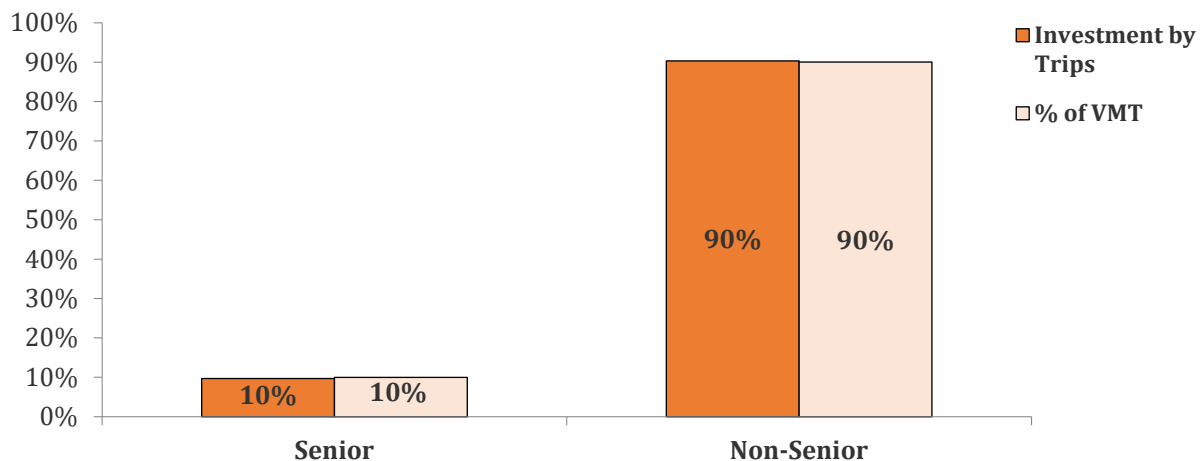
TABLE 16. 2021 TIP Roadway Investments and Travel Distance (VMT) by Seniors

Includes Local Streets and Roads, State Highway, Public Lands/Trails, Port/Freight Rail and Toll Bridge

	2021 TIP Investments by VMT (in \$ billions)	% of Investment	% of VMT
Senior	\$0.5	10%	10%
Non-Senior	\$4.8	90%	90%
Total	\$5.3	100%	100%

FIGURE 13. 2021 TIP Roadway Investments and Travel Distance (VMT) by Seniors

Includes Local Streets and Roads, State Highway, Public Lands/Trails, Port/Freight Rail and Toll Bridge



Source: 2021 TIP and California Household Travel Survey

Given the limitations of the data available, a detailed look at investments by transit trip length by passenger age is not included in the population use-based analysis.

Supplemental Information - Persons with Transportation-Related Disabilities

Limitations in the data available make it difficult to quantify transportation system usage of persons with disabilities to the degree necessary for the population use-based analysis. However, transportation investments benefiting these populations are being made throughout the region. Below is an overview of regional investments and planning initiatives that support transportation by persons with disabilities. A list of transit projects compliant with the Americans with Disabilities Act (ADA) is included Appendix A-48.

- **Community Based-Transportation Planning (CBTP)** – Provides planning funds for developing project recommendations in each of the region’s Communities of Concern (COCs). Persons with disabilities are one of eight factors that are used to determine COC designations. Between 2004 and 2020, forty-one CBTPs were completed by and for these communities, with roughly ten CBTPs currently in production. The current \$1,465,000 funding cycle for CBTPs is set to last from Fiscal Year 2017/2018 through Fiscal Year 2021/2022; another round of funding for this work is expected to be released as part of the third One Bay Area Grant (OBAG) program in Fiscal Year 2022/2023.
- **Lifeline Transportation Program** – Provides funds to address mobility needs of low-income residents, including seniors and individuals with disabilities. Funding is used to support projects from CBTPs and other improvements to publicly available transportation projects. Historically, \$20 million has been provided annually, with the exception of the most recent cycle, which was \$7 million.
- **FTA Section 5310 Enhanced Mobility of Seniors & Individuals with Disabilities** – Provides capital and operating grants to private nonprofit and public agencies to improve mobility for seniors and individuals with disabilities by removing barriers to and expanding services. In the last round of funding, \$12.1 million in awards were made in the region's large urbanized areas. The region's small urbanized areas received \$2.0 million in awards.
- **Transit Capital Priorities** – Provides an ADA set aside of 10% of the FTA Section 5307 urbanized area apportionment. Operators may use this funding to defray the operating costs of their paratransit systems. Annually, this amounts to approximately \$20 million.
- **State Transit Assistance** – With the adoption of MTC Resolution No. 4321 in February 2018, 70% of all STA Population-Based funds now flow to each county Congestion Management Agency through the STA County Block Grant and 30% is directed to the Regional Program managed by MTC. Paratransit operations are an eligible use of the County Block Grant program.
- **MTC’s Coordinated Public Transit—Human Services Transportation Plan** – Identifies the transportation needs of older adults, low-income populations and people with disabilities, and identifies funding priorities and coordination strategies

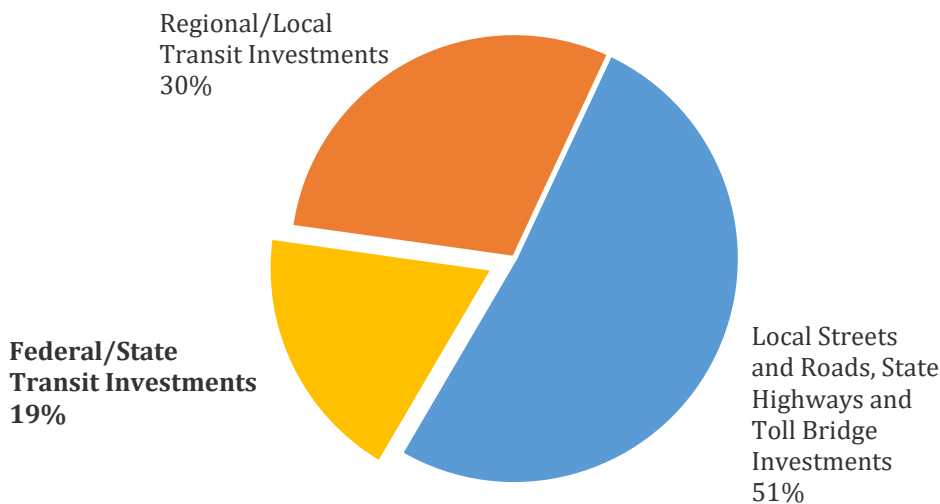
for meeting these needs. The Coordinated Plan is intended to meet the federal planning requirements as well as to provide MTC and its regional partners with a “blueprint” for implementing a range of strategies to advance local efforts to improve transportation for transportation disadvantaged populations. MTC staff works with stakeholders throughout the region to gather input on transportation gaps, as well as solutions that are then eligible for federal funding through the Section 5310 program. The Coordinated Plan was last updated in 2018. The next Coordinated Plan will be adopted in 2022.

- Caltrans awarded a \$406,000 grant to the World Institute on Disability (WID) through MTC for a planning project focused on exploring ways to expand partnerships between public transit and the disability community, and make recommendations to transportation planning agencies such as MTC, public transit agencies, county transportation authorities, and local jurisdictions to better understand and address access and mobility needs of people with a disabilities. MTC will support WID to engage community-based organizations, transportation agencies and stakeholders. The project started in fall 2018 and will end by March 2021.

Disparate Impact Analysis

The second component of the investment analysis includes a closer look at federal and state investments in public transportation. The federal and state funding sources for transit account for only a small portion (19%) of funding in the 2021 TIP, as illustrated below in Figure 11.

FIGURE 11. 2021 TIP Transit Investments from Federal/State Sources as a Share of All Investments



Source: 2021 TIP

Although 30% of the TIP is made up of regional or local investments in public transit, it is important to note that a substantial share of total funding dedicated to transit operators for ongoing operations and maintenance is not included in the TIP. This funding comes from state, regional and local sources and may not be captured in the TIP as these projects and programs do not typically require a federal action.

The disparate impact analysis indicates that the share of federal and state transit investments distributed to transit service supporting minority populations vary as compared to respective shares of regional transit ridership and regional population.

TABLE 17. 2021 TIP Federal/State Transit Investments by Minority Status

	Federal/State Transit Investments (\$ millions)	% of Total Federal/State Transit Funding	% of Regional Transit Ridership	% of Total Regional Population
Minority	\$1,203	62%	63%	60%
Non-Minority	\$729	38%	37%	40%
Total	\$1,932	100%	100%	100%

Investments distributed on a per-capita basis indicate that minority populations in the region are receiving \$252 in benefits per person, more than the \$246 in benefits per person for non-minority populations (or 102% of the benefits received by non-minority residents).

TABLE 18. 2021 TIP Federal/State Transit Investments, Disparate Impact Analysis by Population

	Federal/State Transit Investments (\$ millions)	Regional Population (2019)	Per-Capita Benefit	Minority per Capita Benefit as % of Non-Minority Per Capita Benefit
Minority	\$1,203	4,778,954	\$252	102%
Non-minority	\$729	2,960,424	\$246	
Total	\$1,932	7,739,378	\$250	

Investments distributed on a per transit rider basis indicate that minority populations in the region receive \$1,178 in benefits per rider, less than the \$1,234 in benefits per transit rider for non-minority populations (or 95% of the benefits received by non-minority residents).

TABLE 19. 2021 TIP Federal/State Transit Investments, Disparate Impact Analysis by Boardings

	Federal/State Transit Investments (\$ millions)	Average Daily Transit Ridership (2017)	Per-Rider Benefit	Minority per Rider Benefit as % of Non-Minority Per Rider Benefit
Minority	\$1,203	1,021,704	\$1,178	95%
Non-minority	\$729	590,626	\$1,234	
Total	\$1,932	1,612,330	\$1,198	

Transportation Equity Measures

Healthy and Safe Communities

Projects that are expected to contribute towards reaching our regional goals for healthy and safe communities include projects that improve road safety, increase physical activity, and improve air quality.

- **Road Safety:** In the 2021 TIP, 99 projects and more than \$1.5 billion in funding are directed to projects that are identified by project sponsors as having a primary purpose of improving road safety or that are otherwise anticipated to significantly reduce fatalities and serious injuries

Table 20. 2021 TIP Road Safety Improvements

County	Projects	Investments
Alameda	23	\$408
Contra Costa	9	\$61
Marin	6	\$14
Napa	6	\$39
San Francisco	5	\$119
San Mateo	10	\$41
Santa Clara	23	\$282
Solano	8	\$39
Sonoma	5	\$12
Multiple	4	\$514
	99	\$1,531

due to traffic collisions (Table 20). It is important to note that many other projects in the 2021 TIP are anticipated to have a moderate or slight positive impact on transportation safety. However, this analysis focuses on those projects that have safety improvement as a primary purpose or that are otherwise anticipated to lead to significant reductions in transportation fatalities and serious injuries caused by traffic collisions.

A few of the largest safety investments in the 2021 TIP include:

- ❖ \$319 million for various State Highway Operation and Protection Program (SHOPP) Collision Reduction projects
- ❖ \$50 million for I-80/Gilman St Interchange Improvements in Berkeley
- ❖ \$38 million for various local Highway Safety Improvement Program projects
- ❖ \$35 million for the Caltrain Rengstorff Grade Separation in Mountain View

Additional information is provided on projects that are expected to improve the safety of our roads for pedestrians and bicyclists.

As shown in Table 21, nearly \$800 million is invested in 55 projects in the 2021 TIP that are identified by the project sponsors as anticipated to have a significant impact on reducing fatalities and serious injuries for pedestrians and bicyclists.

Safety of the transportation system includes more than just the reduction of collisions. Projects unrelated to reducing collisions can also have significant impacts on safety to the traveling public, including seismic retrofits, security improvements, and resiliency projects. The 2021 TIP also includes a significant investment in the Golden Gate Bridge Suicide Deterrent Safety System, which aims to impede the ability of individuals to jump off the bridge. This project was not included in the Healthy and Safe Communities measure for this analysis, but does serve an important safety purpose.

Table 21. 2021 TIP Safety Improvements for Pedestrians & Bicyclists

County	Projects	Investments
Alameda	18	\$372
Contra Costa	2	\$15
Marin	3	\$3
Napa	4	\$35
San Francisco	4	\$35
San Mateo	7	\$39
Santa Clara	14	\$215
Solano	-*	-*
Sonoma	1	\$1
Multiple Counties	2	\$42
	55	\$757

*Bicycle and pedestrian projects are programmed within Solano County in the 2021 TIP; however, no bicycle and pedestrian projects in Solano County are anticipated by the project sponsor as having a significant effect on bicyclist and pedestrian safety.

- **Physical Activity:** The 2021 TIP includes 85 projects and over \$300 million invested in projects that are primarily focused on bicycle and pedestrian improvements and programs, which enable and encourage active transportation.

Some of the largest bicycle and pedestrian investments in the 2021 TIP include:

- ❖ \$20 million for Willow-Keyes Complete Streets Improvement in San Jose
- ❖ \$17 million Iron Horse Trail Bike and Pedestrian Overcrossing in San Ramon
- ❖ \$15 million Rumrill Blvd Complete Streets in San Pablo
- ❖ \$15 million for Powell St Safety Improvements in San Francisco

Many projects in the TIP that are focused on other modes or purposes also include improvements that benefit bicyclists or pedestrians, such as a pavement rehabilitation project that includes adding a new bike lane. Project sponsors report the share of each project’s total project cost that can be attributed to the various modes that will benefit from the project. Table 22 displays county and regional investments in bike/pedestrian projects as well as the total dollars invested on all projects that are anticipated to benefit bicyclists and pedestrians over the four-year TIP period, as reported by the project sponsors.

Table 22. 2021 TIP Bike & Pedestrian Investments

County	Bicycle & Pedestrian Projects		Projects with Bicycle & Pedestrian Elements	
	Projects	Investments	Projects	Investments
Alameda	16	\$99	29	\$92
Contra Costa	8	\$54	24	\$61
Marin	6	\$6	8	\$7
Napa	4	\$14	10	\$19
San Francisco	4	\$27	8	\$34
San Mateo	8	\$11	19	\$26
Santa Clara	26	\$102	45	\$217
Solano	6	\$14	12	\$23
Sonoma	6	\$9	10	\$11
Multiple	1	\$1	4	\$5
	85	\$337	169	\$496

- **Air Quality:** Projects funded with federal Congestion Mitigation Air Quality Improvement Program (CMAQ), California Air Resources Board (CARB), the state Affordable Housing and Sustainable Communities (AHSC), or regional Transportation for Clean Air (TFCA) funds are expected to improve air quality through promoting cleaner technologies, alternative modes of transportation, or compact development. Many other projects in the 2021 TIP may also support improved air quality, but this analysis focused on projects funded with air quality specific fund sources (Table 23).

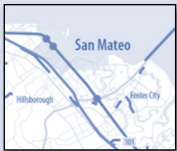
A few of the projects funded through air quality funding programs in the 2021 TIP include:

- ❖ \$8 million for Alameda County Complete Streets Improvements
- ❖ \$6 million for Tully Road Safety Improvements in San Jose
- ❖ \$5 million for El Cerrito del Norte Transit Oriented Development
- ❖ \$2 million for Francisco Boulevard East Sidewalk Widening in San Rafael

Table 23. 2021 TIP Air Quality Focused Investments

County	Projects	Investments
Alameda	10	\$25
Contra Costa	7	\$20
Marin	4	\$4
Napa	2	\$2
San Francisco	-*	-*
San Mateo	8	\$8
Santa Clara	20	\$34
Solano	6	\$8
Sonoma	2	\$2
Multiple	1	<\$1
	60	\$104

*The bulk of CMAQ funding programmed to local projects as part of the One Bay Area Grant Program (OBAG 2) obligated during the 2019 TIP, including all CMAQ funded projects in San Francisco.



Maps: 2021 TIP Healthy & Safe Communities

Safety and active transportation projects are mapped, where possible, by county and overlaid against Communities of Concern to display the overall spatial distribution of projects that support the region’s goals to improve the health and safety of region. These maps can be viewed starting on page

34, and can also be viewed on an interactive webmap that include additional data on spatial concentrations by race and ethnicity, here: <https://mtc.ca.gov/our-work/fund-invest/transportation-improvement-program>.

Economic Vitality

Projects that reduce congestion, improve reliability, or improve transit service or capacity are most likely to support the regional goal to increase the share of jobs accessible within 30 minutes by car or 45 minutes by transit in congested conditions.

- **Road Congestion/Reliability:** There are 81 roadway projects in the 2021 TIP, totaling more than \$3.4 billion, which are identified by project sponsors as having a primary purpose of reducing congestion or improving system reliability or are otherwise anticipated to significantly improve congestion or reliability (Table 24).

A few of these projects in the 2021 TIP include:

- ❖ \$762 million for various SHOPP Roadway Preservation projects
- ❖ \$356 million for various SHOPP Mobility Program projects
- ❖ \$243 million for I-80 Managed Lanes in Solano County
- ❖ \$154 million for US 101/Zanker Road-Skyport Drive-N. Fourth St. Improvements in Santa Clara County
- ❖ \$128 million for Yerba Buena Island (YBI) Ramp Improvements in San Francisco
- ❖ \$28 million for US 101/Woodside Interchange Improvement in San Mateo County
- ❖ \$27 million for SR 12/29/221 Soscol Junction Interchange Improvements in Napa County

Table 24. 2021 TIP Roadway Congestion/Reliability Investments

County	Projects	Investments
Alameda	16	\$345
Contra Costa	8	\$73
Marin	3	\$93
Napa	5	\$39
San Francisco	3	\$145
San Mateo	14	\$120
Santa Clara	20	\$664
Solano	4	\$341
Sonoma	2	\$1
Multiple	6	\$1,648
	81	\$3,470

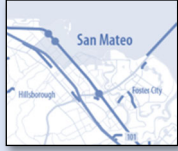
- **Transit Service/Capacity:** There are 9 transit projects in the 2021 TIP, totaling more than \$3.4 billion, which are identified by project sponsors as having a primary purpose of reducing congestion or improving system reliability or are otherwise anticipated to significantly improve congestion or reliability (Table 25).

A few of these projects in the 2021 TIP include:

- ❖ \$3.2 billion for the BART – Berryessa to San Jose Extension
- ❖ \$103 million for the Transbay Terminal/Caltrain Downtown Extension Phase 2
- ❖ \$8 million for ACE Platform Extensions in Alameda County

Table 25. 2021 TIP Transit Service/Capacity Improvements

County	Projects	Investments
Alameda	1	\$8
Contra Costa	1	\$1
Marin	1	\$1
Napa	1	\$2
San Francisco	1	\$103
San Mateo	-	-
Santa Clara	1	\$3,184
Solano	1	<\$1
Sonoma	-	-
Multiple	2	\$7
	9	\$3,306



Maps: 2021 TIP Economic Vitality

Road congestion or reliability projects and transit service or capacity improvement projects are mapped, where possible, by county and overlaid against Communities of Concern to display the overall spatial distribution of projects that support the region’s goals to improve economic vitality.

These maps can be viewed starting on page 34, and can also be viewed on an interactive webmap that include additional data on spatial concentrations by race and ethnicity, here: <https://mtc.ca.gov/our-work/fund-invest/transportation-improvement-program>.

Transportation System Effectiveness

The transportation system effectiveness goal area encompasses two performance measures: improved pavement condition and transit state of good repair. Projects that include a pavement or bridge rehabilitation or preservation component or rehabilitate or replace existing transit assets are compiled for this portion of the analysis.

- **Pavement and Bridge Condition:** In the 2021 TIP, 74 projects totaling more than \$3.1 billion is invested in rehabilitation and preservation of existing roads and bridges (Table 26).

A few of the larger rehabilitation projects in the 2021 TIP include:

- ❖ \$762 million for various SHOPP Roadway Preservation projects
- ❖ \$508 million for various SHOPP Bridge Rehabilitation and Reconstruction projects
- ❖ \$201 million for various Local Highway Bridge Program projects
- ❖ \$159 million for the regional Toll Bridge Rehabilitation Program

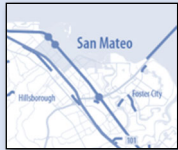
Table 26. 2021 TIP Pavement and Bridge Rehabilitation Projects

County	Projects	Investments
Alameda	20	\$321
Contra Costa	7	\$15
Marin	6	\$74
Napa	3	\$15
San Francisco	3	\$219
San Mateo	6	\$8
Santa Clara	16	\$689
Solano	4	\$13
Sonoma	3	\$5
Multiple	6	\$1,741
	74	\$3,102

- **Transit State of Good Repair:** There are 31 transit state of good repair projects in the 2021 TIP, totaling \$956 million in committed investments. The transit investments in the 2021 TIP include:
 - ❖ \$425 million for BART’s Transbay Core Capacity Improvements
 - ❖ \$218 million for Caltrain Electrification
 - ❖ \$41 million for SFMTA’s Train Control & Trolley Signal Rehabilitation and Replacement
 - ❖ \$10 million for Concord BART Station Modernization

Table 27. 2021 TIP Transit Rehabilitation/Replacement Projects

Sponsor	Projects	Investments	Sponsor	Projects	Investments
AC Transit	-	-	SamTrans	-	-
ACE	1	\$7	SantaRosa Bus	-	-
BART	5	\$541	SFMTA	11	\$144
Caltrain	1	\$218	SMART	1	\$11
CCCTA	-	-	SolTrans	-	-
ECCTA	-	-	Son Co Transit	-	-
Fairfield	1	<\$1	Union City Transit	1	\$7
GGBHTD	-	-	Vacaville	-	-
LAVTA	-	-	VTA	7	\$20
MCTD	-	-	WCCTA	-	-
NVTA	2	\$6	WETA	1	\$1
Grand Total				31	\$956



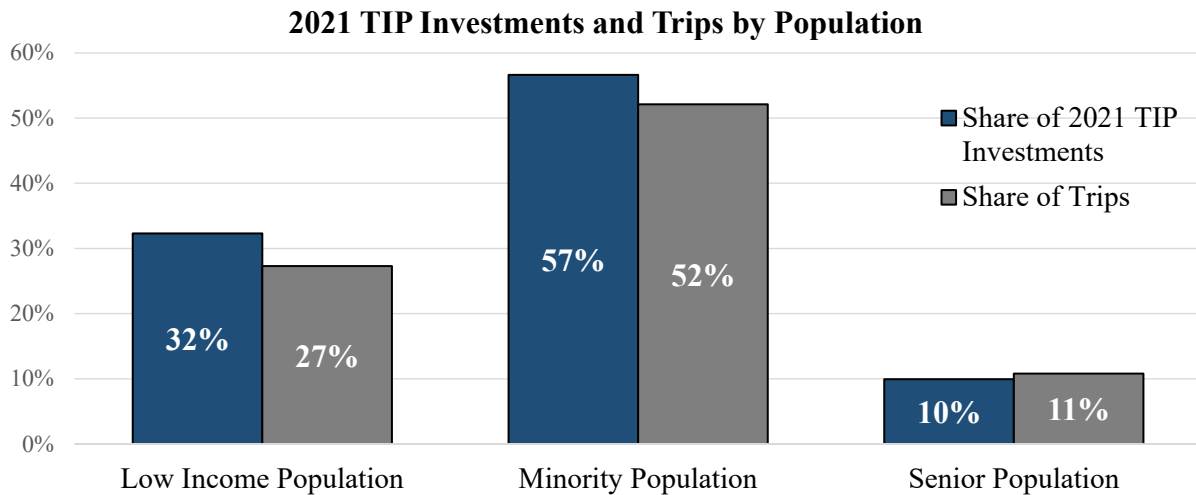
Maps: 2021 TIP Transportation System Effectiveness

Pavement and bridge condition projects and transit asset management projects are mapped, where possible, by county and overlaid against Communities of Concern to display the overall spatial distribution of projects that support the region’s goals to improve economic vitality. These maps can be viewed starting on page 34, and can also be viewed on an interactive webmap that include additional data on spatial concentrations by race and ethnicity, here: <https://mtc.ca.gov/our-work/fund-invest/transportation-improvement-program>.

2021 TIP Investment Analysis Key Findings

Equitable distribution of investments overall

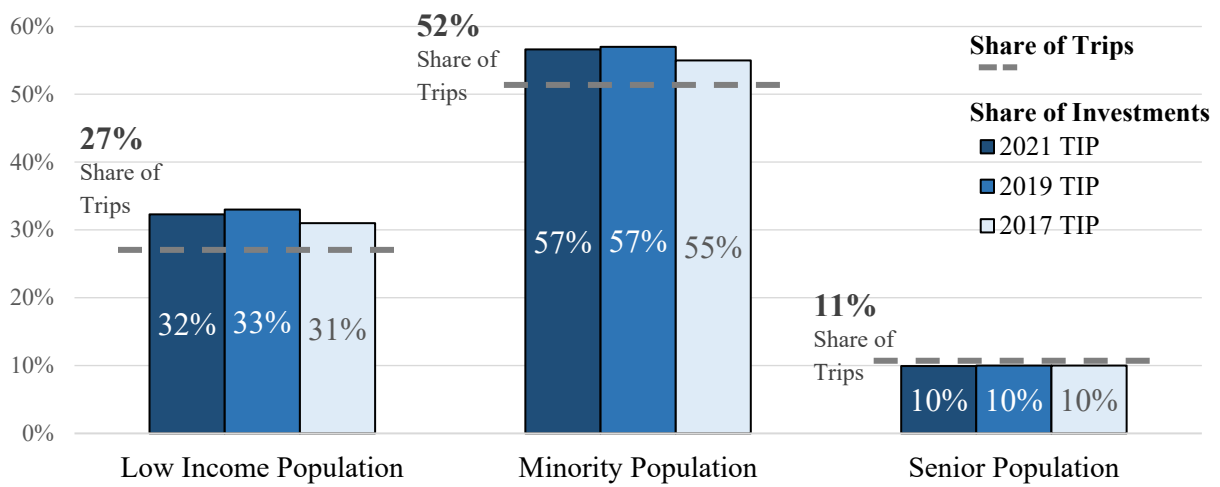
The results of the population use-based analysis indicate that overall, the investments in the 2021 TIP direct an equitable proportion of investments to projects that support the transportation of residents of low-income households, racial or ethnic minorities, and seniors.



Comparison with Prior Analyses

The equitable distribution of investments in the 2021 TIP is largely consistent with results of recent analyses, with levels of investment to support the mobility of specific population groups changing less than two percentage points between each TIP.

2021 TIP Investments: Comparison with 2019 TIP and 2017 TIP



Variable results for transit, due to small number of very large investments

There are a few variances worth noting in the population used-based analysis and disparate impact analysis of the 2021 TIP, specifically related to transit.

- The share of transit investments that support trips made by passengers in low-income households (33%) falls somewhat short of these passengers' relative share of the transit trips taken (47%).
- Federal and state transit investments result in a per capita benefit for minorities that slightly exceeds the per capita benefit for non-minorities (102% of non-minority per capita benefit). However, on a per transit rider basis, federal and state transit investments fall short, with a minority per rider benefit of 95% of the non-minority per rider benefit.

The varied transit results in the 2021 TIP are attributed to a small number of very large projects, particularly the BART Berryessa to San Jose Extension. With \$3.2 billion programmed to the project, the BART extension alone accounts for 64% of all transit funding in the 2021 TIP. When focusing only on state and federal funds, this project accounts for approximately 33% of funding in the TIP period. While BART ridership approximately mirrors the regional ridership share for minority populations, the share of BART riders from low-income households is less than the regional average share.

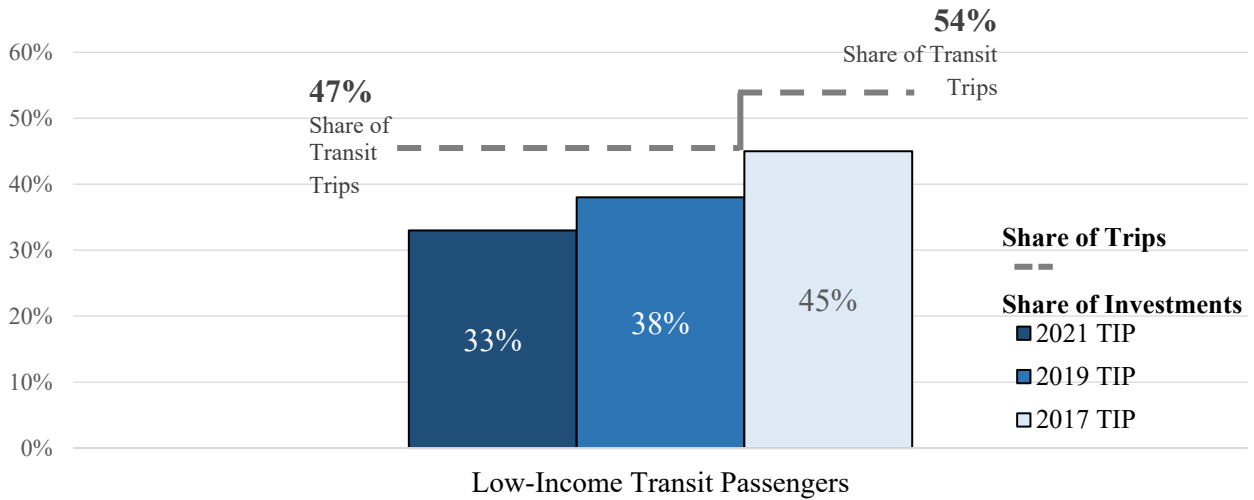
In addition, FTA formula funding of approximately \$1.9 billion for the four-years of the 2021 TIP has not yet been included in the TIP. These funds will be amended into the TIP through the Transit Capital Priorities (TCP) program when the funds are made available by FTA. Minority populations and low-income households benefit from this funding in accordance with the regional TCP funding process.

It is also important to re-emphasize that the TIP does not reflect the full picture of transportation investments in the Bay Area. The TIP only includes four years of near-term fund programming and tends not to include operating and maintenance funds, particularly for transit.

Comparison with Prior Analyses

In the case of transit investments, the share of transit investments in the 2021 TIP that support trips made by passengers in low-income households (33%) continues to fall short of these passengers' relative share of transit trips (47%). This mismatch has increased over recent TIPs, as shown in the table on the following page.

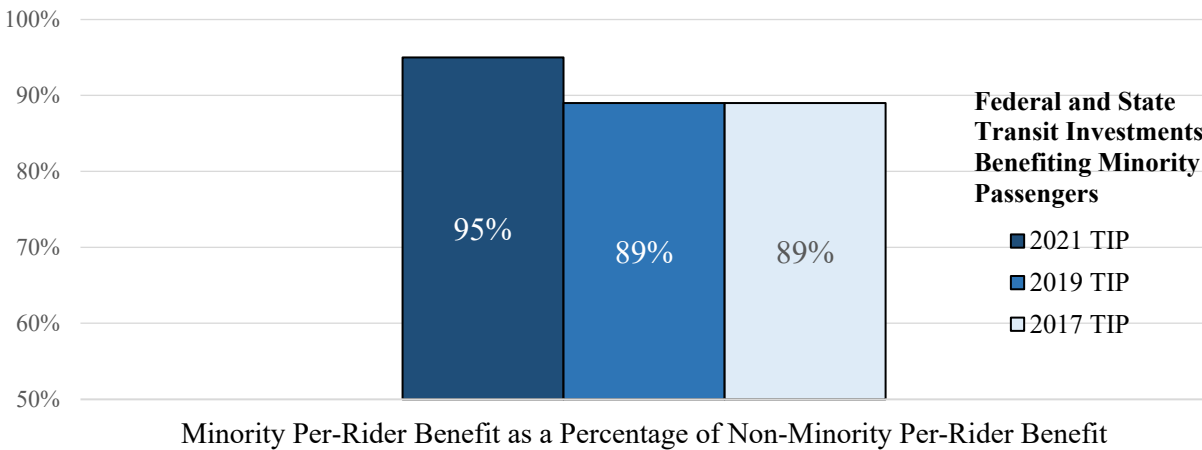
2021 TIP Transit Investments: Comparison with 2019 TIP and 2017 TIP



Note: The share of transit trips by low-income passengers changes with each TIP Investment Analysis, as the data is based on the latest available transit operator surveys derived from MTC's ongoing Transit Passenger Demographic Survey.

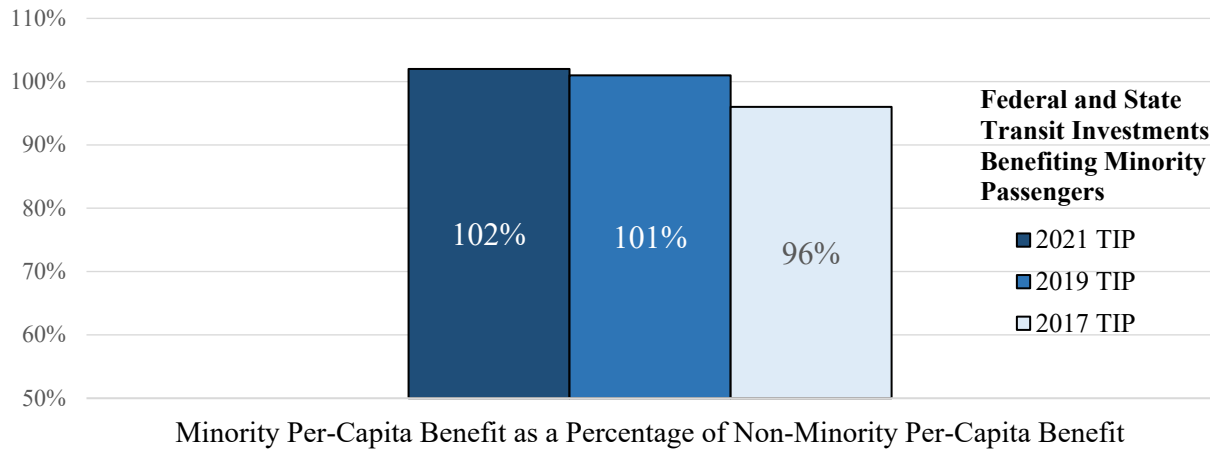
Conversely, the results of the disparate impact transit analysis have improved with the 2021 TIP, as compared to the 2019 TIP. The minority per transit rider investment benefit increased from 89% of non-minority transit investment benefits in the 2019 TIP to 95% benefit in the 2021 TIP.

2021 TIP Transit Investments *Per Rider*: Comparison with 2019 TIP and 2017 TIP



Additionally, the per capita transit investment benefit for minorities continues to slightly exceed the per capita for non-minorities (102% of the non-minority per capita benefit in both the 2019 and 2021 TIP), an improvement from minority residents receiving 96% of the benefits received by non-minority residents in the 2017 TIP.

2021 TIP Transit Investments *Per Capita*: Comparison with 2019 TIP and 2017 TIP



Addition of transportation equity measures provides opportunity for better understanding of potential equity impacts

For the 2021 TIP, additional information is provided on projects that support Plan Bay Area 2040’s transportation-focused equity measures: Healthy and Safe Communities, Economic Vitality, Transportation System Effectiveness, and Equitable Access. Although the analysis does not identify direct benefits and burdens resulting from individual investments, it builds upon the population use-based and disparate impact analyses to better understand the nature of the projects included in the 2021 TIP and their anticipated effects on long-term regional goals. Data for the transportation equity measures is self-reported by project sponsors, therefore the resulting information is limited by the quality and consistency of the data provided.

Where possible, projects supporting the transportation-focused equity measures were also mapped to illustrate the location of 2021 investments in relation to adopted COCs as well as census tracts with concentrations of minority populations that are above regional averages. The geographic display of projects allows for examination and identification of any apparent systematic exclusion of communities in the spatial distribution of benefits, or any apparent systematic imbalances between the distribution of projects between communities of concern and the remainder of the region, or between minority and non-minority communities. As noted above, many projects and additional data can be viewed on an interactive webmap available on <https://mtc.ca.gov/our-work/fund-invest/transportation-improvement-program>.

2021 TIP Investment Analysis

Alameda County Project List

- | | |
|--|---|
| <ul style="list-style-type: none"> 1 ACE: ACE Platform Extensions 2 ACTC: I-680 Express Lane Gap Closure: SR-84 to Alcosta 3 ACTC: I-80 Gilman Interchange Improvements 4 ACTC: I-80/Ashby Avenue Interchange Improvements 5 ACTC: I-880 NB HOV/HOT: North of Hacienda to Hegenberger 6 ACTC: I-880/Whipple Rd Industrial Pkwy SW I/C Imps 7 ACTC: Oakland/Alameda Access Project 8 ACTC: SR 84 Widening, South of Ruby Hill Dr to I-680 9 Alameda County: Complete Street Improvements 10 Alameda County: E14th St/Mission Blvd Corridor Improvements 11 Alameda County: Estuary Bridges Seismic Retrofit and Repairs 12 Alameda County: Fruitvale Ave Roadway Bridge Lifeline 13 Alameda County: Niles Canyon Trail, Phase I 14 Alameda County: Various Streets and Roads Preservation 15 Alameda: Central Avenue Safety Improvements 16 Alameda: Citywide Pavement Rehabilitation 17 Alameda: Clement Avenue Complete Streets 18 Albany: San Pablo Ave & Buchanan St Pedestrian Imps 19 BART: Bay Fair Connection 20 BART: Railcar Procurement Program 21 BART: Transbay Core Capacity Improvements 22 Berkeley: Southside Complete Streets & Transit Improvement 23 Dublin: Dublin Blvd - North Canyons Pkwy Extension 24 Dublin: Dublin Blvd Rehabilitation 25 Dublin: I-580 Interchange Imps at Hacienda/Fallon Rd, Ph 2 26 EBRPD: Doolittle Drive Bay Trail 27 Emeryville: Frontage Rd, 65th St and Powell St Pavement Maint 28 Fremont: Centerville Complete Streets of Relinquished SR 84 29 Fremont: SR 262 (Mission Blvd) Improvements 30 Hayward: I-880/A Street Interchange Reconstruction 31 Hayward: I-880/Industrial Parkway West Interchange 32 Hayward: I-880/West Winton Avenue Interchange 33 Hayward: Main Street Complete Street 34 Hayward: Winton Ave Complete Street 35 MTC: Bay Bridge Forward-Commuter Parking Access Imps. 36 MTC: Bay Bridge Park 37 MTC: Bike Share Capital Program 38 MTC: Freeway Performance Program: SR 84 | <ul style="list-style-type: none"> 39 MTC: I-880 Integrated Corridor Management - Central 40 MTC: Improved Bike/Ped Access to East Span of SFOBB 41 MTC: Toll Bridge Maintenance 42 MTC: Toll Bridge Rehabilitation Program 43 Oakland: Fruitvale Alive Bike/Ped Gap Closure 44 Oakland: Lake Merritt to Bay Trail Bike/Ped Bridge 45 Oakland: Lakeside Family Streets 46 Oakland: Telegraph Avenue Complete Streets 47 Oakland: Various Streets Improvements 48 Piedmont: Oakland Avenue Improvements 49 Pleasanton: I-680/Sunol Interchange Improvements 50 San Leandro: SR 185- E 14th St/ Hesperian Blvd/150th Ave 51 San Leandro: Washington Avenue Rehabilitation 52 Union City: Dyer Street Pavement Rehabilitation 53 WETA: Ferry Service - Berkeley |
|--|---|

NOT MAPPED

- AC Transit: COVID-19 Emergency Transit Operations
- ACE: Fixed Guideway (Capital Lease)
- ACE: Railcar Midlife Overhaul
- BART: COVID-19 Emergency Transit Operations
- BART: Elevator Renovation Program
- BART: TOD Implementation
- Caltrans: Alameda County - TOS-Mobility
- Caltrans: Bridge Rehab and Reconstruction - SHOPP
- Caltrans: Bridge Rehab/Recon. - Local Hwy Bridge Program
- Caltrans: Emergency Repair - SHOPP Emergency Response
- Caltrans: Highway Safety Improvement Program
- Caltrans: Pavement Resurf./Rehab - SHOPP Roadway Presv.
- Caltrans: Pvmnt Resurf/Rehab State Hwy Sys - SHOPP Minor
- Caltrans: Railroad-Highway Crossing
- Caltrans: Safety Improvements - SHOPP Mandates
- Caltrans: Safety Improvements - SHOPP Mobility Program
- Caltrans: Safety Imprv. - SHOPP Collision Reduction
- Caltrans: Shoulder Imprv - SHOPP Roadside Preservation
- LAVTA: COVID-19 Emergency Transit Operations
- MTC: 511 Next Gen
- MTC: Active Operations Management

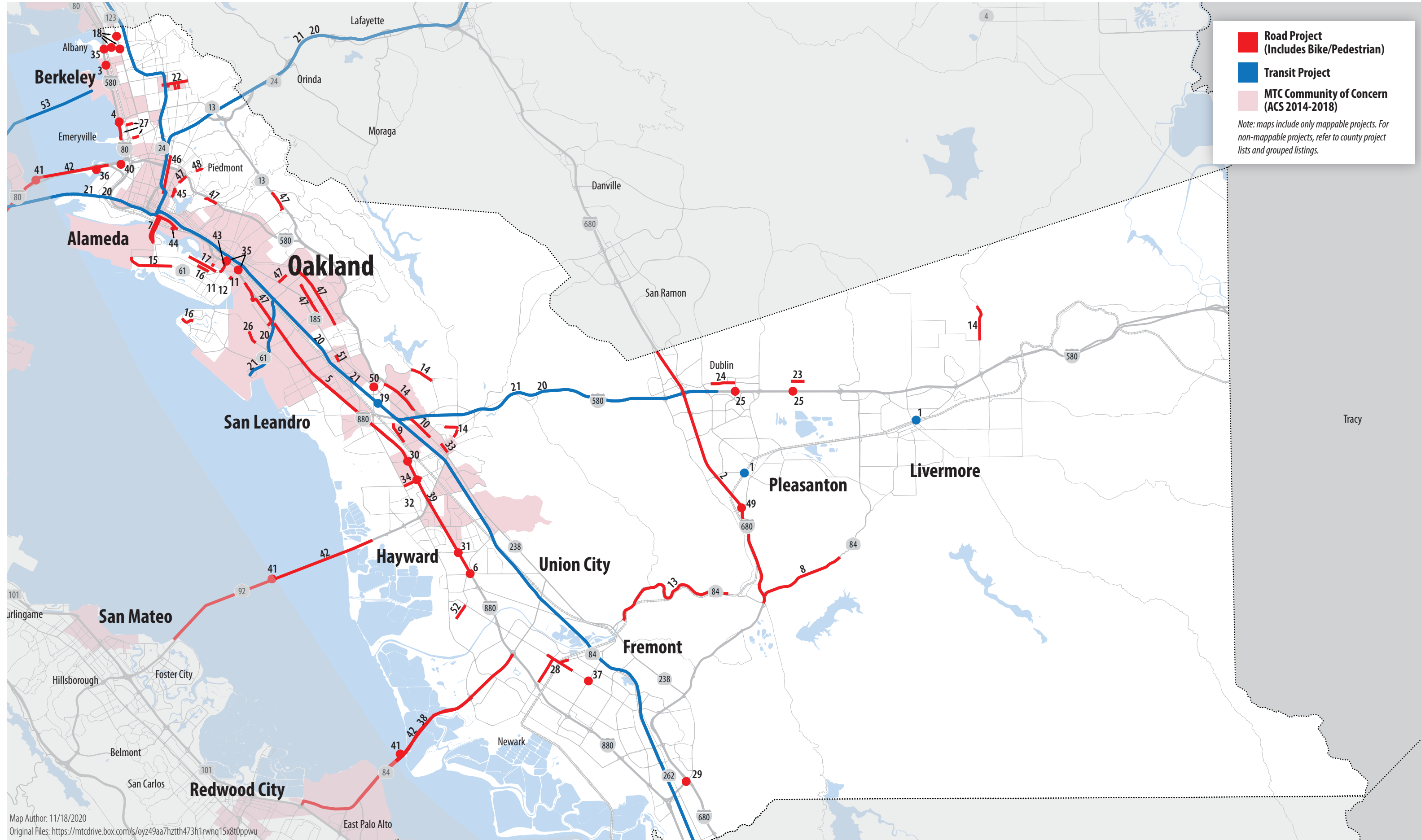
2021 TIP Investment Analysis

Alameda County Project List

NOT MAPPED (Continued)

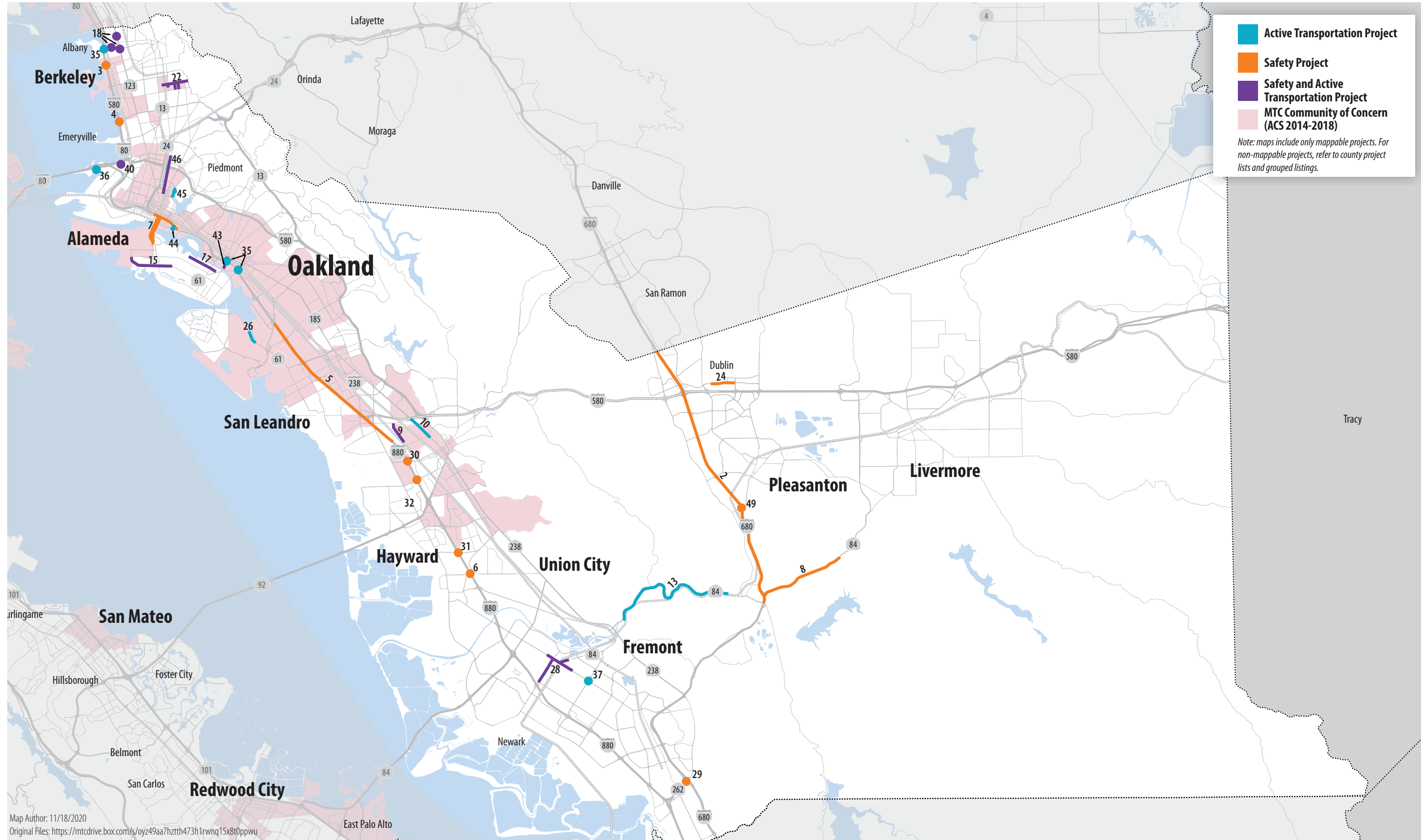
- MTC: Bay Area Commuter Benefits Program
- MTC: Connected Bay Area
- MTC: COVID-19 Emergency Transit Operations
- MTC: Regional Planning - PDA Implementation
- MTC: Regional Planning Activities and PPM - Alameda County
- MTC: Regional Planning Activities and PPM - MTC
- MTC: Regional Streets and Roads Program
- Union City Transit: COVID-19 Emergency Transit Operations
- Union City Transit: Electric Bus Procurement
- WETA: COVID-19 Emergency Transit Operations
- WETA: Replace Ferry Vessels

Alameda County: Roadway and Transit Projects

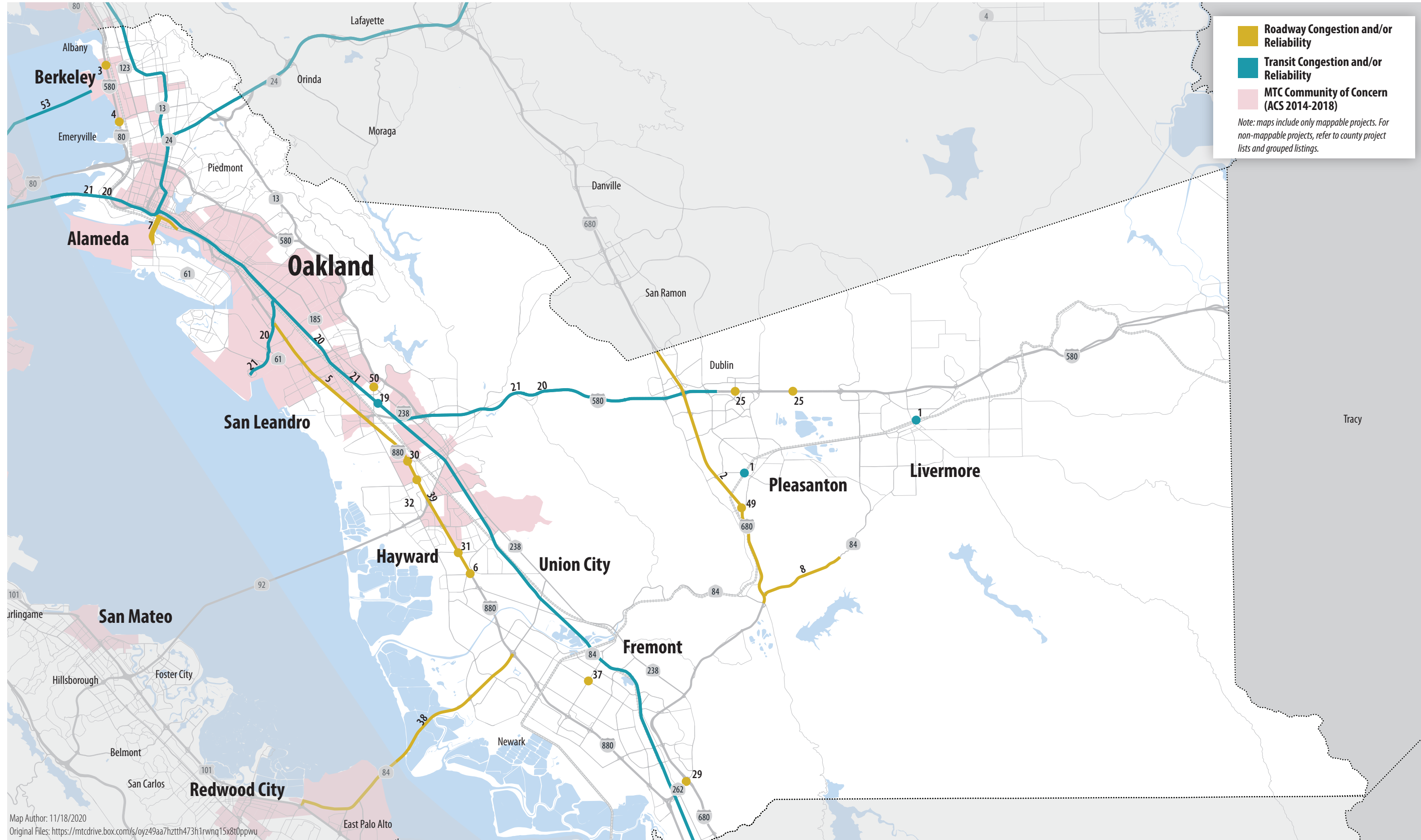


Map Author: 11/18/2020
Original Files: <https://mtcdrive.box.com/s/oyz49aa7hztth473h1rwnq15x8t0ppwu>

Alameda County: Healthy and Safe Communities Projects

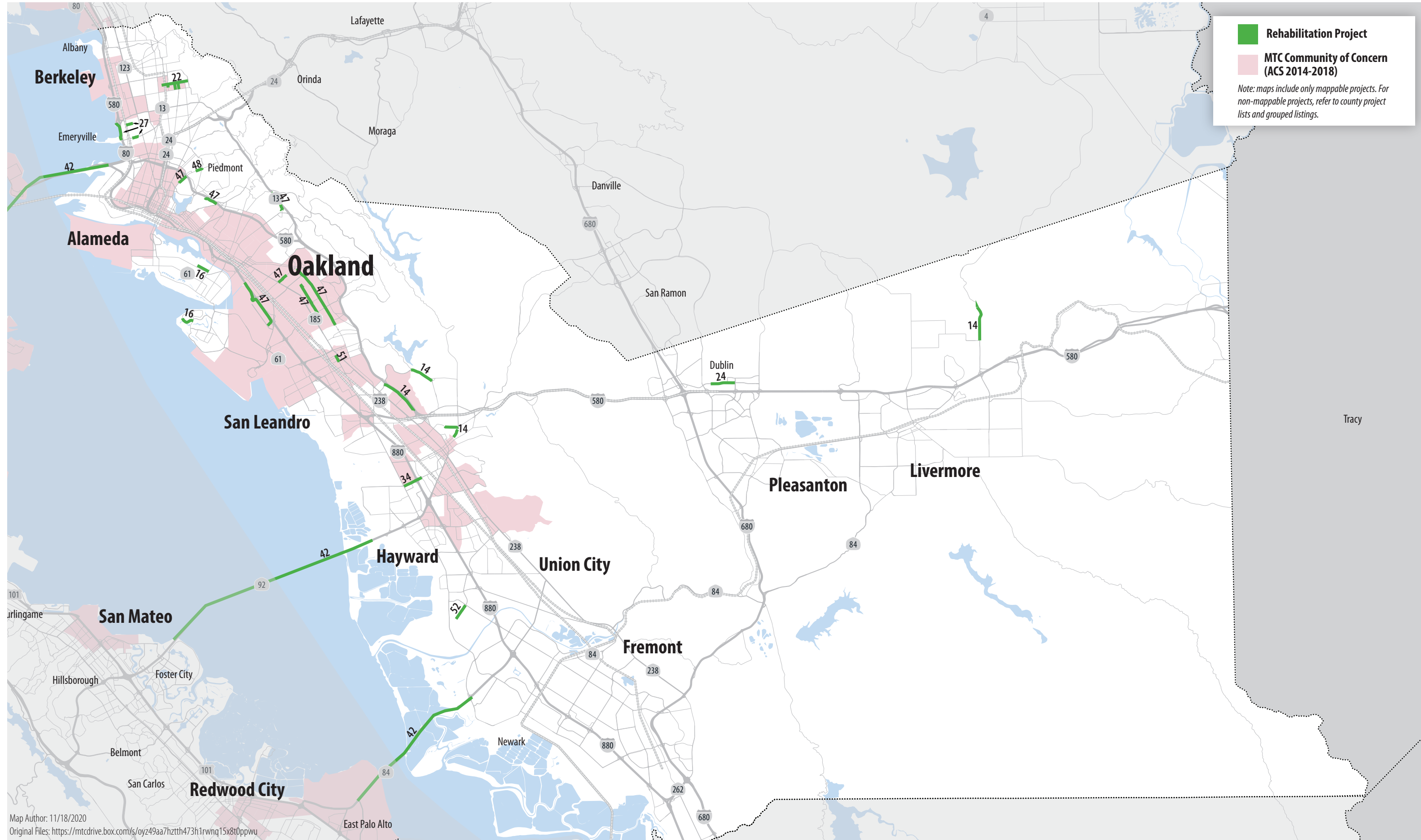


Alameda County: Economic Vitality Projects



Map Author: 11/18/2020
Original Files: <https://mtcdrive.box.com/s/oyz49aa7hztth473h1rwnq15x8t0ppwu>

Alameda County: Transportation System Effectiveness-Pavement and Bridge Condition Projects



Map Author: 11/18/2020
Original Files: <https://mtcdrive.box.com/s/oyz49aa7hztth473h1rwnq15x8t0ppwu>

2021 TIP Investment Analysis

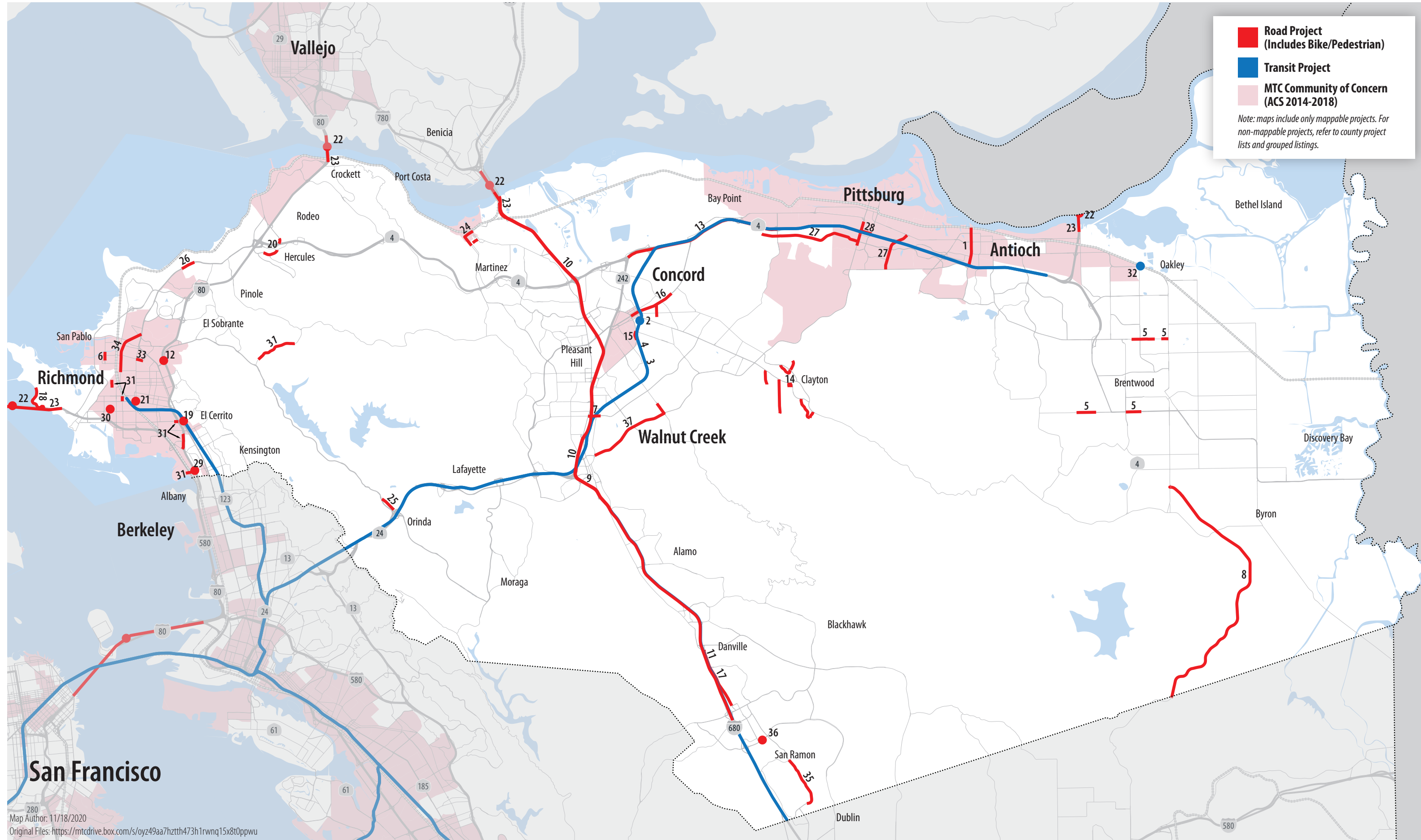
Contra Costa County Project List

- 1 Antioch: L Street Pathway to Transit
- 2 BART: Concord BART Station Modernization
- 3 BART: Railcar Procurement Program
- 4 BART: Transbay Core Capacity Improvements
- 5 Brentwood: Various Streets and Roads Preservation
- 6 CC County: Fred Jackson Way First Mile/Last Mile Connection
- 7 CC County: Treat Boulevard Corridor Improvements
- 8 CC County: Vasco Road Safety Improvements
- 9 CCTA: I-680 Advanced Technologies
- 10 CCTA: I-680 NB Express Lane Completion
- 11 CCTA: I-680 Part Time Transit Lane
- 12 CCTA: Reconstruct I-80/San Pablo Dam Rd Interchange
- 13 CCTA: SR-4 Operational Improvements - Initial Phases
- 14 Clayton: Neighborhood Street Rehab
- 15 Concord: Monument Boulevard Class I Path
- 16 Concord: Willow Pass Road Repaving SR2T
- 17 Danville: Camino Ramon Improvements
- 18 EBRPD: SF Bay Trail Point Molate
- 19 El Cerrito: El Cerrito del Norte Area TOD Complete Street Imps
- 20 Hercules: Sycamore/Willow Pavement Rehabilitation
- 21 MTC: Bike Share Capital Program
- 22 MTC: Toll Bridge Maintenance
- 23 MTC: Toll Bridge Rehabilitation Program
- 24 Martinez: Downtown Streets Rehabilitation
- 25 Orinda: Orinda Way Pavement Rehabilitation
- 26 Pinole: San Pablo Avenue Rehabilitation
- 27 Pittsburg: Citywide Pavement Improvements
- 28 Pittsburg: Pittsburg BART Pedestrian and Bicycle Connectivity
- 29 Richmond: I-80/Central Avenue - Local Portion
- 30 Richmond: Lincoln Elementary SRTS Pedestrian Enhancements
- 31 Richmond: Roadway Preservation and ADA Improvement
- 32 SJRC: Oakley Station Platform
- 33 San Pablo: Giant Road Pavement Rehabilitation
- 34 San Pablo: Rumrill Blvd Complete Streets Improvements
- 35 San Ramon: Alcosta Boulevard Pavement Rehab
- 36 San Ramon: Iron Horse Trail Bike and Pedestrian Overcrossing
- 37 Walnut Creek: Ygnacio Valley Road Rehabilitation

NOT MAPPED

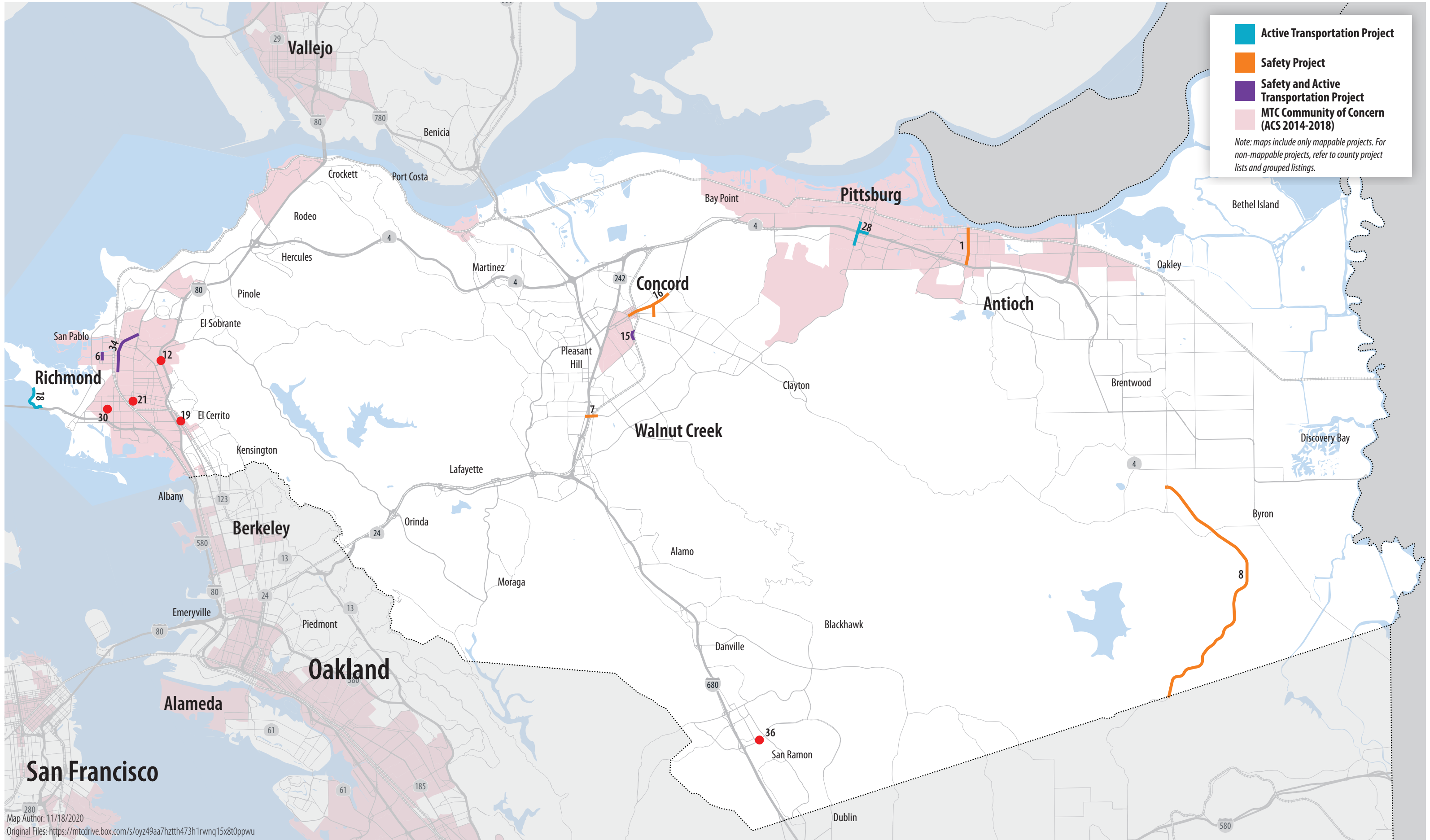
-
- AC Transit: COVID-19 Emergency Transit Operations
 - BART: COVID-19 Emergency Transit Operations
 - BART: Elevator Renovation Program
 - BART: TOD Implementation
 - Caltrans: Bridge Rehab and Reconstruction - SHOPP
 - Caltrans: Bridge Rehab/Recon. - Local Hwy Bridge Program
 - Caltrans: Emergency Repair - SHOPP Emergency Response
 - Caltrans: Highway Safety Improvement Program
 - Caltrans: Pavement Resurf./Rehab - SHOPP Roadway Presv.
 - Caltrans: Pvmnt Resurf/Rehab State Hwy Sys - SHOPP Minor
 - Caltrans: Railroad-Highway Crossing
 - Caltrans: Safety Improvements - SHOPP Mandates
 - Caltrans: Safety Improvements - SHOPP Mobility Program
 - Caltrans: Safety Imprv. - SHOPP Collision Reduction
 - Caltrans: Shoulder Imprv - SHOPP Roadside Preservation
 - CCCTA: COVID-19 Emergency Transit Operations
 - CCTA: Automated Driving System
 - CCTA: Bay Area MOD
 - ECCTA: COVID-19 Emergency Transit Operations
 - MTC: 511 Next Gen
 - MTC: Active Operations Management
 - MTC: Bay Area Commuter Benefits Program
 - MTC: Connected Bay Area
 - MTC: COVID-19 Emergency Transit Operations
 - MTC: Regional Planning - PDA Implementation
 - MTC: Regional Planning Activities and PPM - Contra Costa County
 - MTC: Regional Planning Activities and PPM - MTC
 - MTC: Regional Streets and Roads Program
 - WCCTA: COVID-19 Emergency Transit Operations
 - WETA: COVID-19 Emergency Transit Operations
 - WETA: Replace Ferry Vessels

Contra Costa County: Roadway and Transit Projects

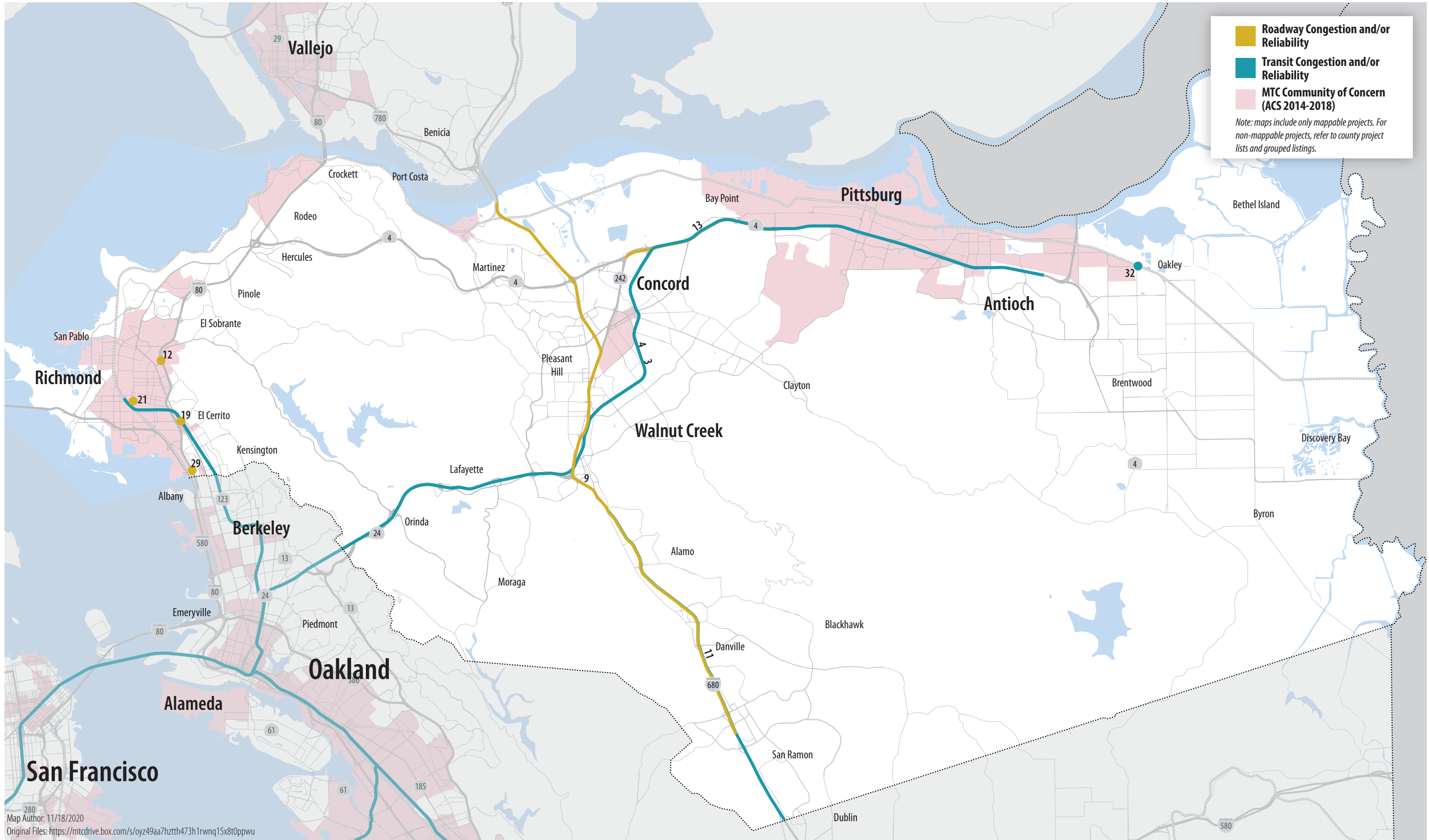


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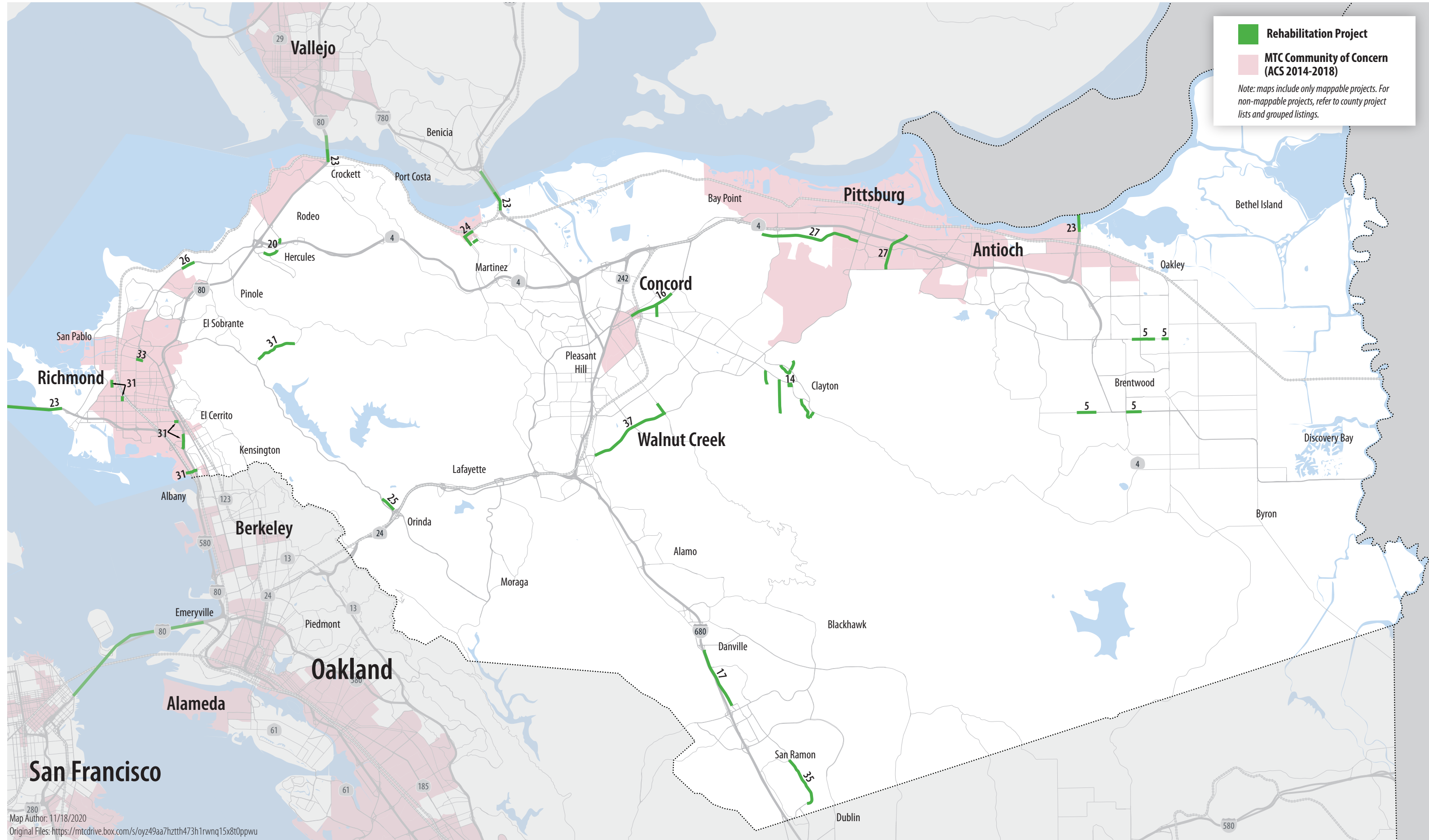
Contra Costa County: Healthy and Safe Communities Projects



Contra Costa County: Economic Vitality Projects



Contra Costa County: Transportation System Effectiveness-Pavement and Bridge Condition Projects



2021 TIP Investment Analysis

Marin County Project List

- 1 Corte Madera: Paradise Drive Multiuse Path
- 2 GGBHTD: Golden Gate Bridge Seismic Retrofit, Ph: 1-3A
- 3 GGBHTD: Golden Gate Bridge Seismic Retrofit, Phase 3B
- 4 GGBHTD: Golden Gate Bridge-Suicide Deterrent System
- 5 GGBHTD: Larkspur Ferry Terminal Parking Garage
- 6 Larkspur: Old Redwood Highway Multi-Use Path
- 7 MTC: Bike Share Capital Program
- 8 MTC: Toll Bridge Maintenance
- 9 MTC: Toll Bridge Rehabilitation Program
- 10 Marin County: Hicks Valley/MarshallPetaluma/Wilson Hill Rd Rehab
- 11 Marin County: Marin City Pedestrian Crossing Improvements
- 12 Marin County: Mountain View Rd Bridge Replacement
- 13 National Parks Service: Fort Baker's Vista Point Trail
- 14 SMART: Sonoma Marin Area Rail Corridor
- 15 San Anselmo: Center Blvd Bridge Replacement
- 16 San Anselmo: San Anselmo Bike Spine
- 17 San Anselmo: Sir Francis Drake Blvd Pavement Rehabilitation
- 18 San Rafael: Francisco Boulevard East Sidewalk Widening

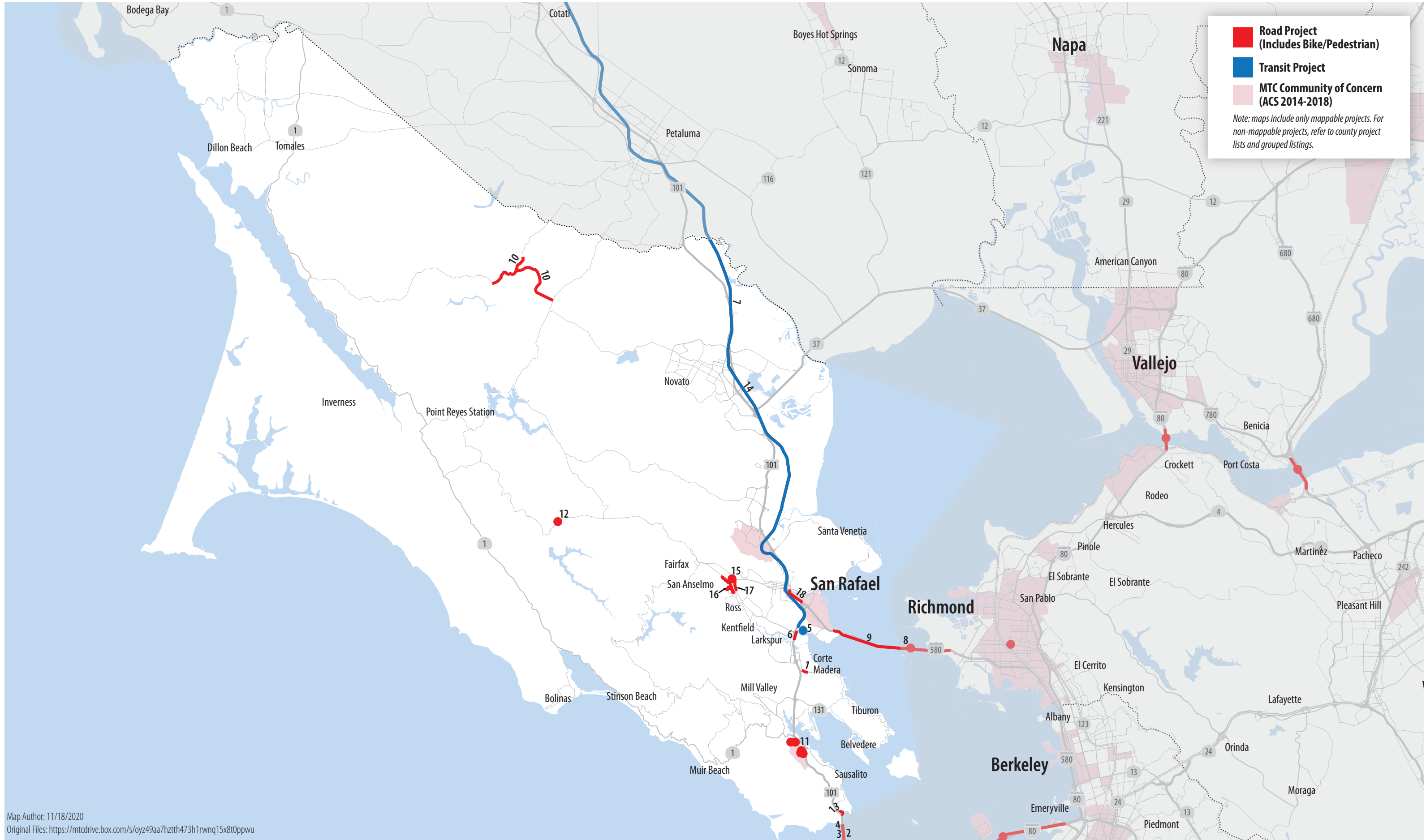
- MTC: Regional Planning - PDA Implementation
- MTC: Regional Planning Activities and PPM - Marin County
- MTC: Regional Planning Activities and PPM - MTC
- MTC: Regional Streets and Roads Program
- SMART: COVID-19 Emergency Transit Operations

NOT MAPPED

- Caltrans: Bridge Rehab and Reconstruction - SHOPP
- Caltrans: Bridge Rehab/Recon. - Local Hwy Bridge Program
- Caltrans: Emergency Repair - SHOPP Emergency Response
- Caltrans: Highway Safety Improvement Program
- Caltrans: Pavement Resurf./Rehab - SHOPP Roadway Presv.
- Caltrans: Pvmt Resurf/Rehab State Hwy Sys - SHOPP Minor
- Caltrans: Railroad-Highway Crossing
- Caltrans: Safety Improvements - SHOPP Mandates
- Caltrans: Safety Improvements - SHOPP Mobility Program
- Caltrans: Safety Imprv. - SHOPP Collision Reduction
- Caltrans: Shoulder Imprv - SHOPP Roadside Preservation
- GGBHTD: COVID-19 Emergency Transit Operations
- Marin Transit: COVID-19 Emergency Transit Operations
- MTC: 511 Next Gen
- MTC: Active Operations Management
- MTC: Bay Area Commuter Benefits Program
- MTC: Connected Bay Area
- MTC: COVID-19 Emergency Transit Operations

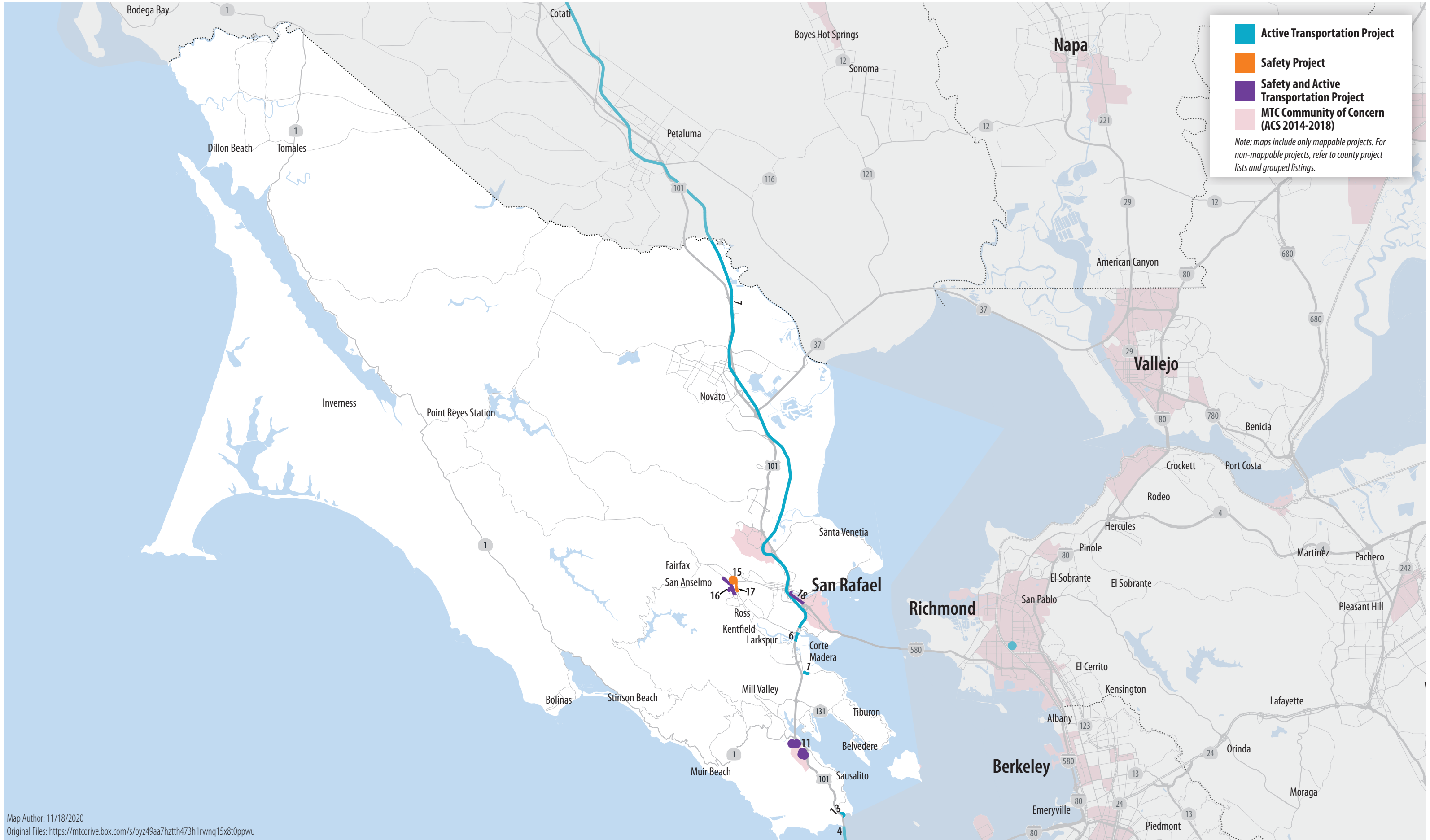
2021 TIP Investment Analysis

Marin County: Roadway and Transit Projects



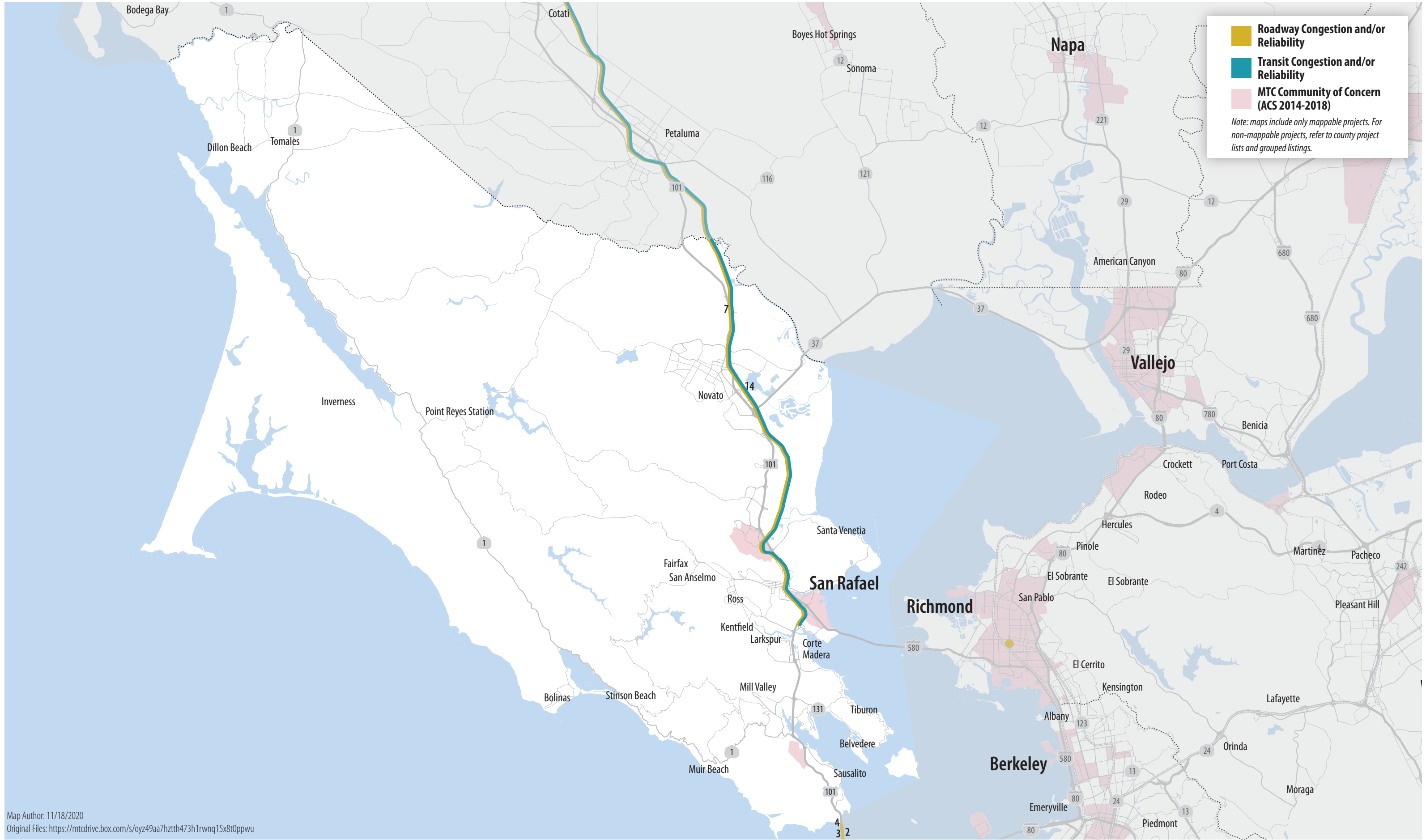
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Marin County: Healthy and Safe Communities Projects

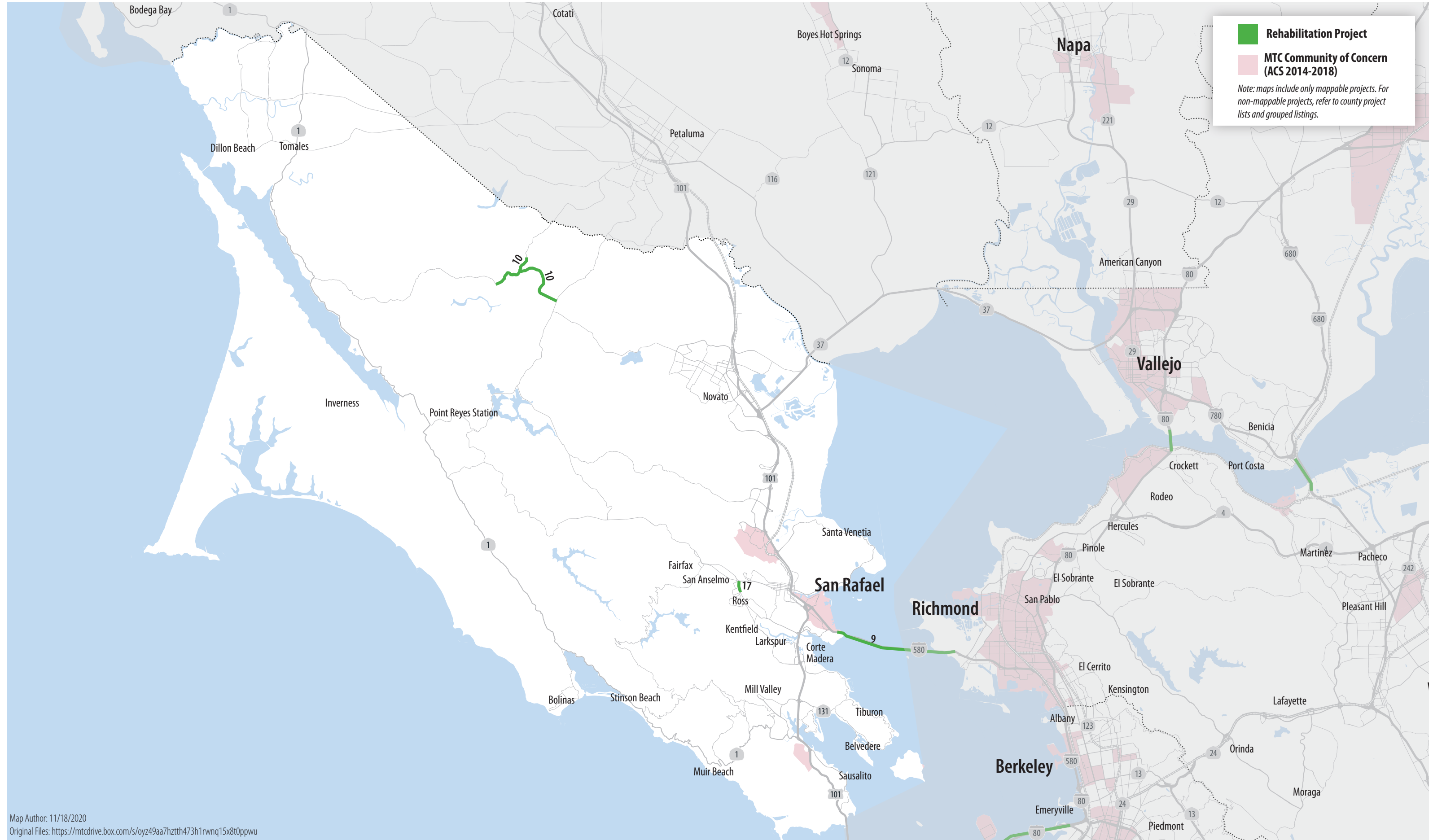


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Marin County: Economic Vitality Projects



Marin County: Transportation System Effectiveness-Pavement and Bridge Condition Projects



Map Author: 11/18/2020
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2021 TIP Investment Analysis

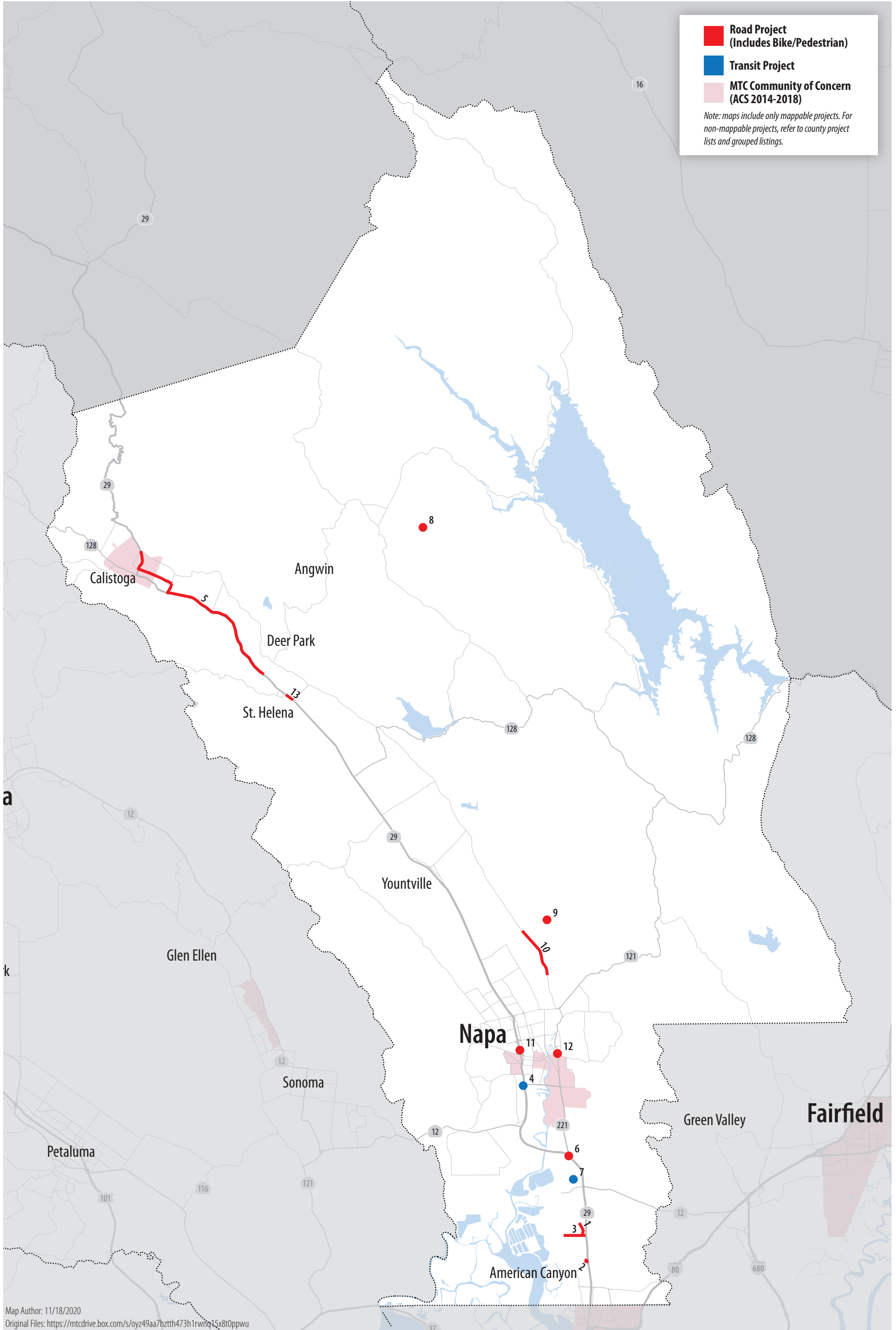
Napa County Project List

- 1 American Canyon: Devlin Road and Vine Trail Extension
- 2 American Canyon: Eucalyptus Drive Realignment Complete Streets
- 3 American Canyon: Green Island Road Class I
- 4 NVRTA: Imola Park & Ride and Express Bus Stop Improvement
- 5 NVRTA: Napa Valley Vine Trail Calistoga-St. Helena Seg.
- 6 NVRTA: SR 12/29/221 Soscol Junction Interchange Imps.
- 7 NVRTA: Vine Transit Bus Maintenance Facility
- 8 Napa County: Hardin Rd Bridge Replacement - 21C0058
- 9 Napa County: Loma Vista Dr Bridge Replacement - 21C0080
- 10 Napa County: Silverado Trail Phase L Rehab
- 11 Napa: SR 29 Bicycle & Pedestrian Undercrossing
- 12 Napa: Silverado Trail Five-Way Intersection Improvements
- 13 St. Helena: Main Street St. Helena Pedestrian Improvements

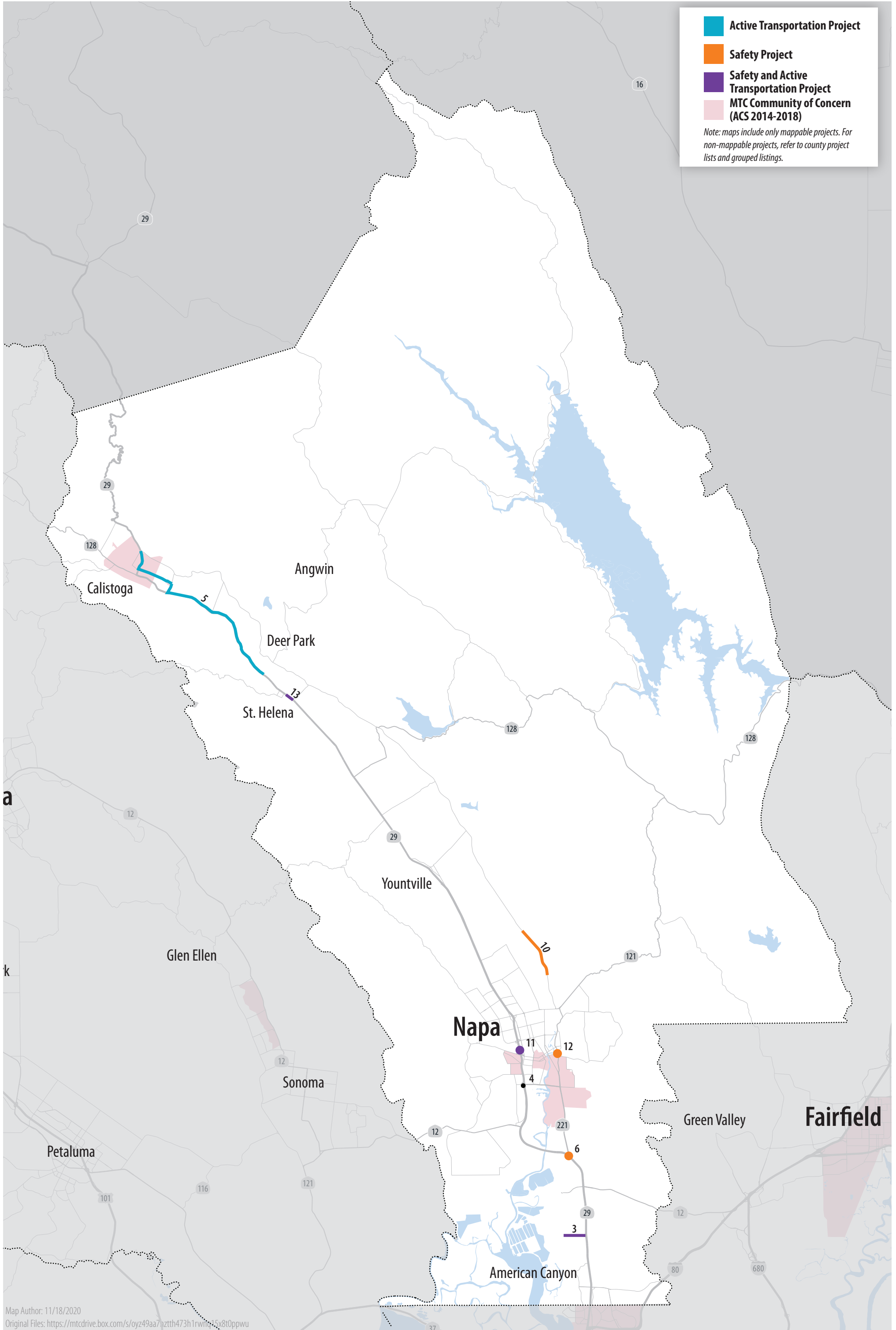
NOT MAPPED

Caltrans: Bridge Rehab and Reconstruction - SHOPP
Caltrans: Bridge Rehab/Recon. - Local Hwy Bridge Program
Caltrans: Emergency Repair - SHOPP Emergency Response
Caltrans: Highway Safety Improvement Program
Caltrans: Pavement Resurf./Rehab - SHOPP Roadway Presv.
Caltrans: Pvmnt Resurf/Rehab State Hwy Sys - SHOPP Minor
Caltrans: Railroad-Highway Crossing
Caltrans: Safety Improvements - SHOPP Mandates
Caltrans: Safety Improvements - SHOPP Mobility Program
Caltrans: Safety Imprv. - SHOPP Collision Reduction
Caltrans: Shoulder Imprv - SHOPP Roadside Preservation
MTC: 511 Next Gen
MTC: Active Operations Management
MTC: Bay Area Commuter Benefits Program
MTC: Connected Bay Area
MTC: COVID-19 Emergency Transit Operations
MTC: Napa Valley Forward -Traffic Calming & Multimodal
MTC: Regional Planning - PDA Implementation
MTC: Regional Planning Activities and PPM - MTC
MTC: Regional Planning Activities and PPM - Napa County
MTC: Regional Streets and Roads Program
NVRTA: COVID-19 Emergency Transit Operations

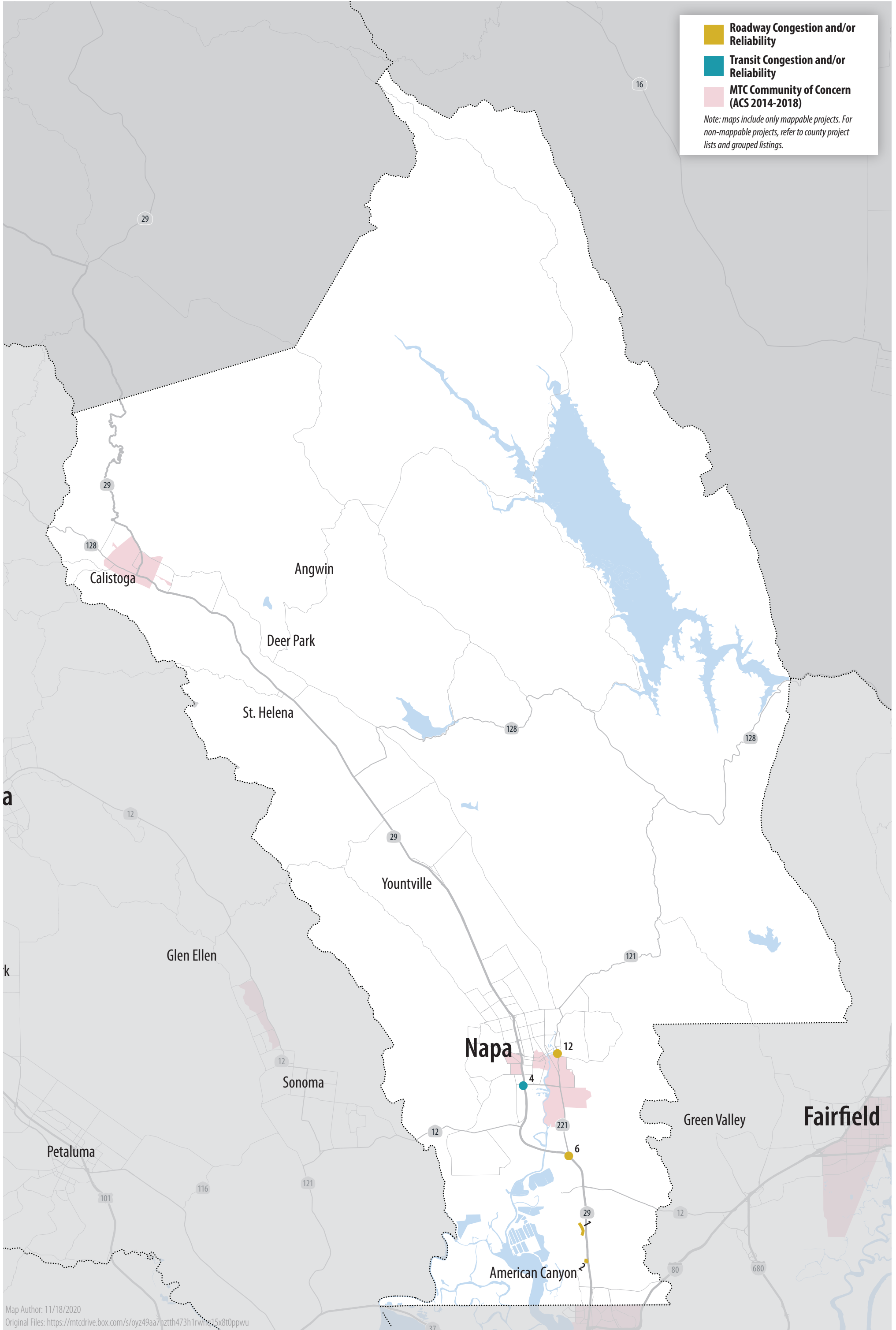
Napa County: Roadway and Transit Projects



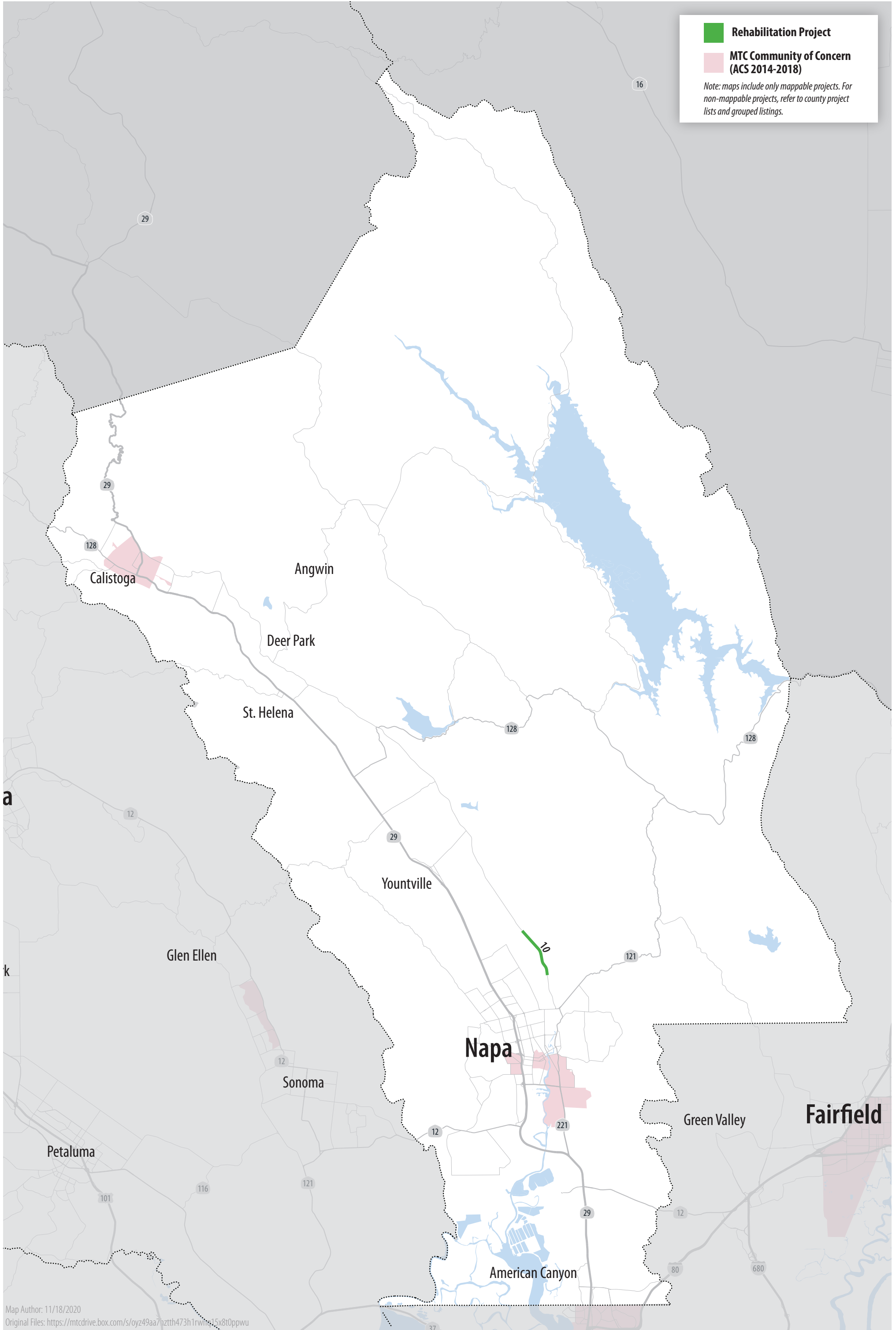
Napa County: Healthy and Safe Communities Projects



Napa County: Economic Vitality Projects



Napa County: Transportation System Effectiveness-Pavement and Bridge Condition Projects



2021 TIP Investment Analysis

San Francisco County Project List

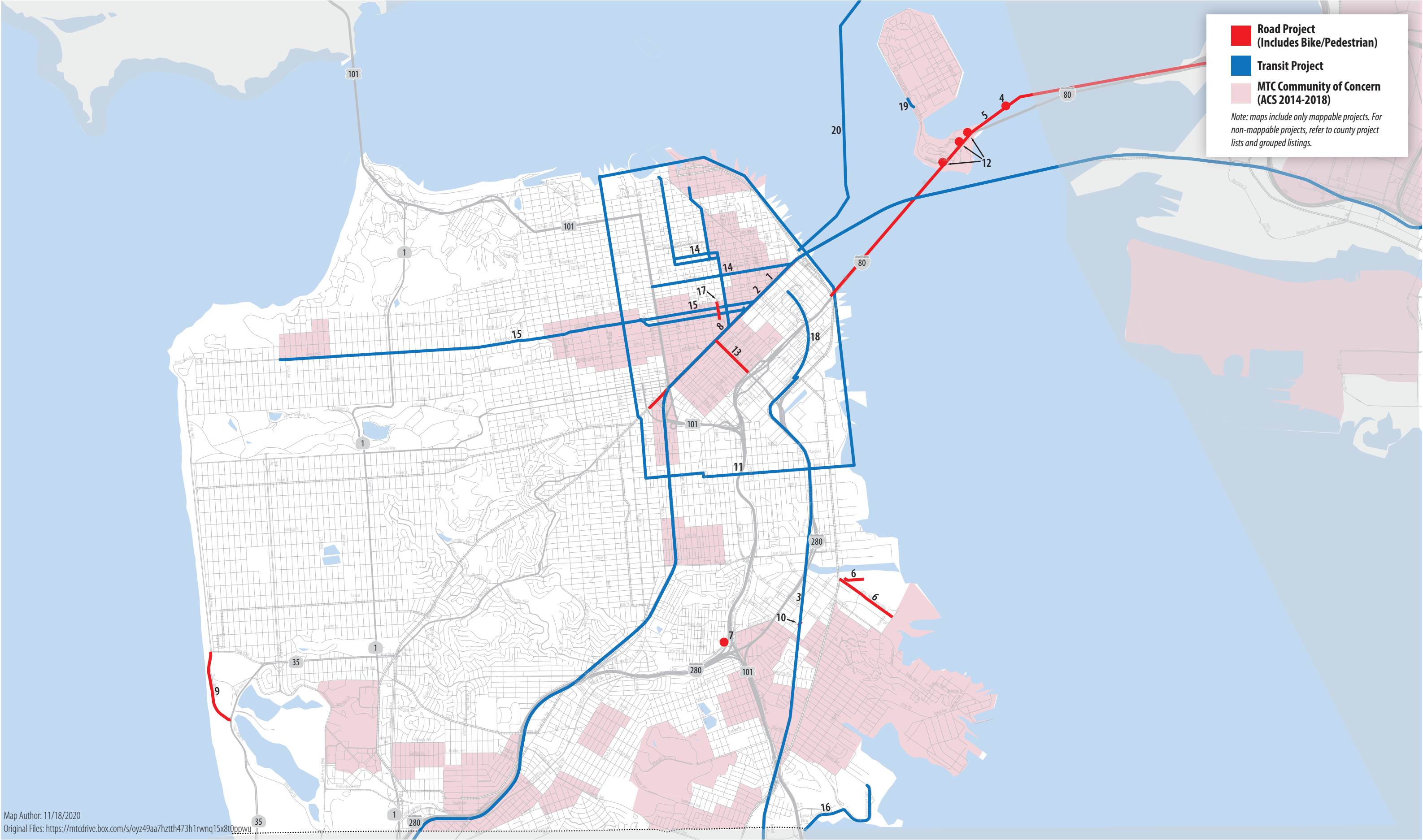
- 1 BART: Railcar Procurement Program
- 2 BART: Transbay Core Capacity Improvements
- 3 Caltrain: Caltrain Electrification
- 4 MTC: Toll Bridge Maintenance
- 5 MTC: Toll Bridge Rehabilitation Program
- 6 Port of SF: Cargo Way and Amador Street Improvements
- 7 SF DPW: Alemany Interchange Improvements, Phase 2
- 8 SF DPW: Better Market Street Transportation Elements
- 9 SF DPW: Great Highway Restoration
- 10 SFCTA: Quint-Jerrold Connector Road
- 11 SFCTA: SF Downtown Congestion Pricing
- 12 SFCTA: Yerba Buena Island (YBI) Ramp Improvements
- 13 SFMTA: 6th Street Pedestrian Safety Improvements
- 14 SFMTA: Cable Car Traction Power & Guideway Rehab
- 15 SFMTA: Geary Bus Rapid Transit
- 16 SFMTA: Geneva Harney BRT Infrastructure - Eastern Segment
- 17 SFMTA: Powell Street Safety Improvement
- 18 TBJPA: Transbay Terminal/Caltrain Downtown Ext: Ph. 2
- 19 TIMMA: Treasure Island Ferry Terminal Landside Improvements
- 20 WETA: Ferry Service - Berkeley

NOT MAPPED

GGBHTD: COVID-19 Emergency Transit Operations
 BART: COVID-19 Emergency Transit Operations
 BART: Elevator Renovation Program
 BART: TOD Implementation
 Caltrans: Bridge Rehab and Reconstruction - SHOPP
 Caltrans: Bridge Rehab/Recon. - Local Hwy Bridge Program
 Caltrans: Emergency Repair - SHOPP Emergency Response
 Caltrans: Highway Safety Improvement Program
 Caltrans: Pavement Resurf./Rehab - SHOPP Roadway Presv.
 Caltrans: Pvmnt Resurf/Rehab State Hwy Sys - SHOPP Minor
 Caltrans: Railroad-Highway Crossing
 Caltrans: Safety Improvements - SHOPP Mandates
 Caltrans: Safety Improvements - SHOPP Mobility Program
 Caltrans: Safety Imprv. - SHOPP Collision Reduction
 Caltrans: Shoulder Imprv - SHOPP Roadside Preservation
 MTC: 511 Next Gen

MTC: Active Operations Management
 MTC: Bay Area Commuter Benefits Program
 MTC: Connected Bay Area
 MTC: COVID-19 Emergency Transit Operations
 MTC: Regional Planning - PDA Implementation
 MTC: Regional Planning Activities and PPM - MTC
 MTC: Regional Planning Activities and PPM - San Francisco County
 MTC: Regional Streets and Roads Program
 SFCTA: US 101 Doyle Drive Availability Payments
 SFMTA: Zero Emission Bus Procurement
 SFMTA: 60' Motor Coach Mid-Life Overhaul
 SFMTA: Cable Car Vehicle Renovation Program
 SFMTA: Core Capacity Program
 SFMTA: COVID-19 Emergency Transit Operations
 SFMTA: Facilities Condition Assessment Repairs
 SFMTA: Light Rail Vehicle Procurement
 SFMTA: L-Taraval - SGR Project Elements
 SFMTA: Overhead Line Recon. & Traction Power Prog
 SFMTA: Rail Replacement Program
 SFMTA: Rehab Historic Streetcars
 SFMTA: Replacement of 30' Motor Coaches
 SFMTA: Train Control & Trolley Signal Rehab/Replace
 TBJPA: COVID-19 Emergency Transit Operations
 WETA: COVID-19 Emergency Transit Operations
 WETA: Replace Ferry Vessels

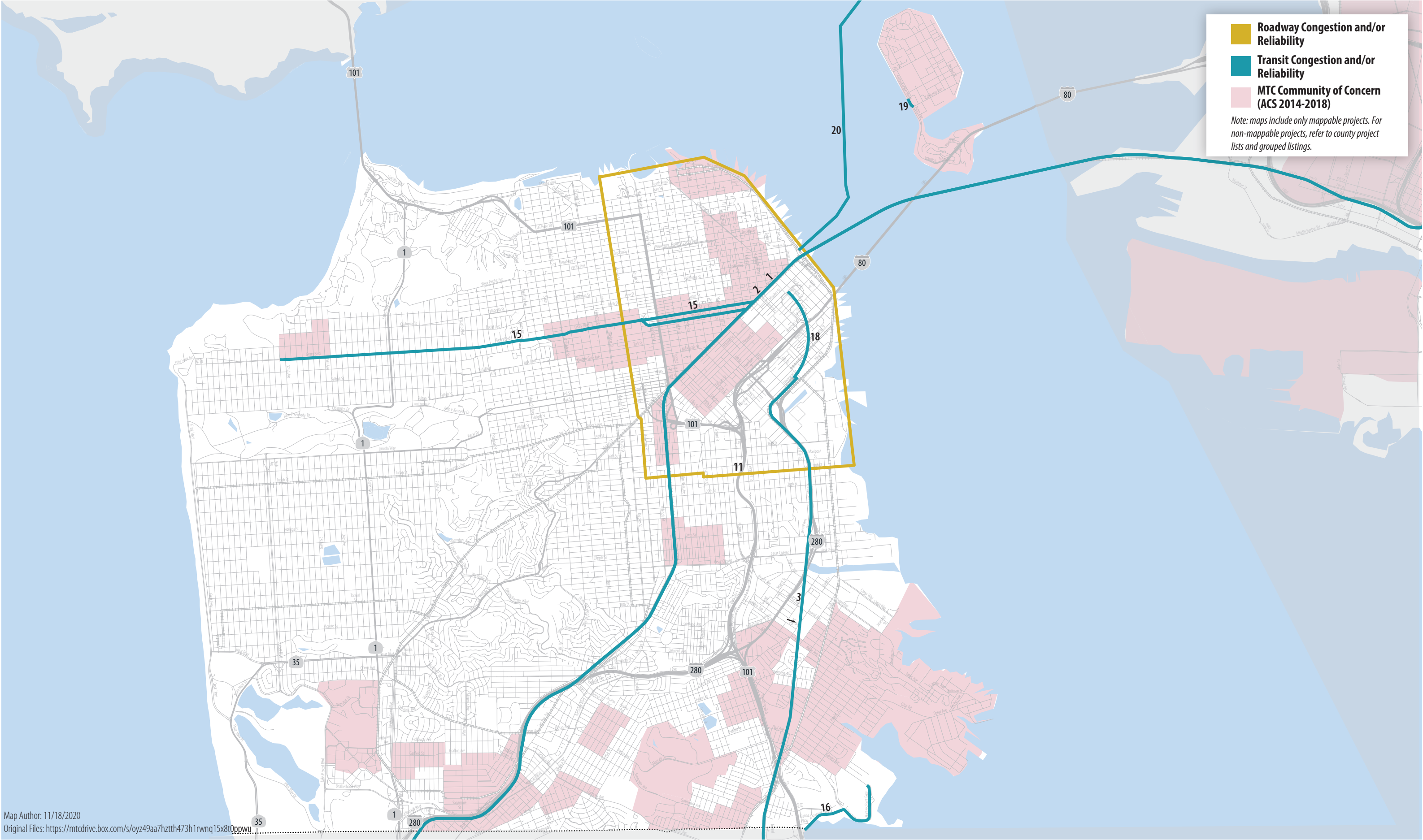
San Francisco County: Roadway and Transit Projects



San Francisco County: Healthy and Safe Communities Projects



San Francisco County: Economic Vitality Projects



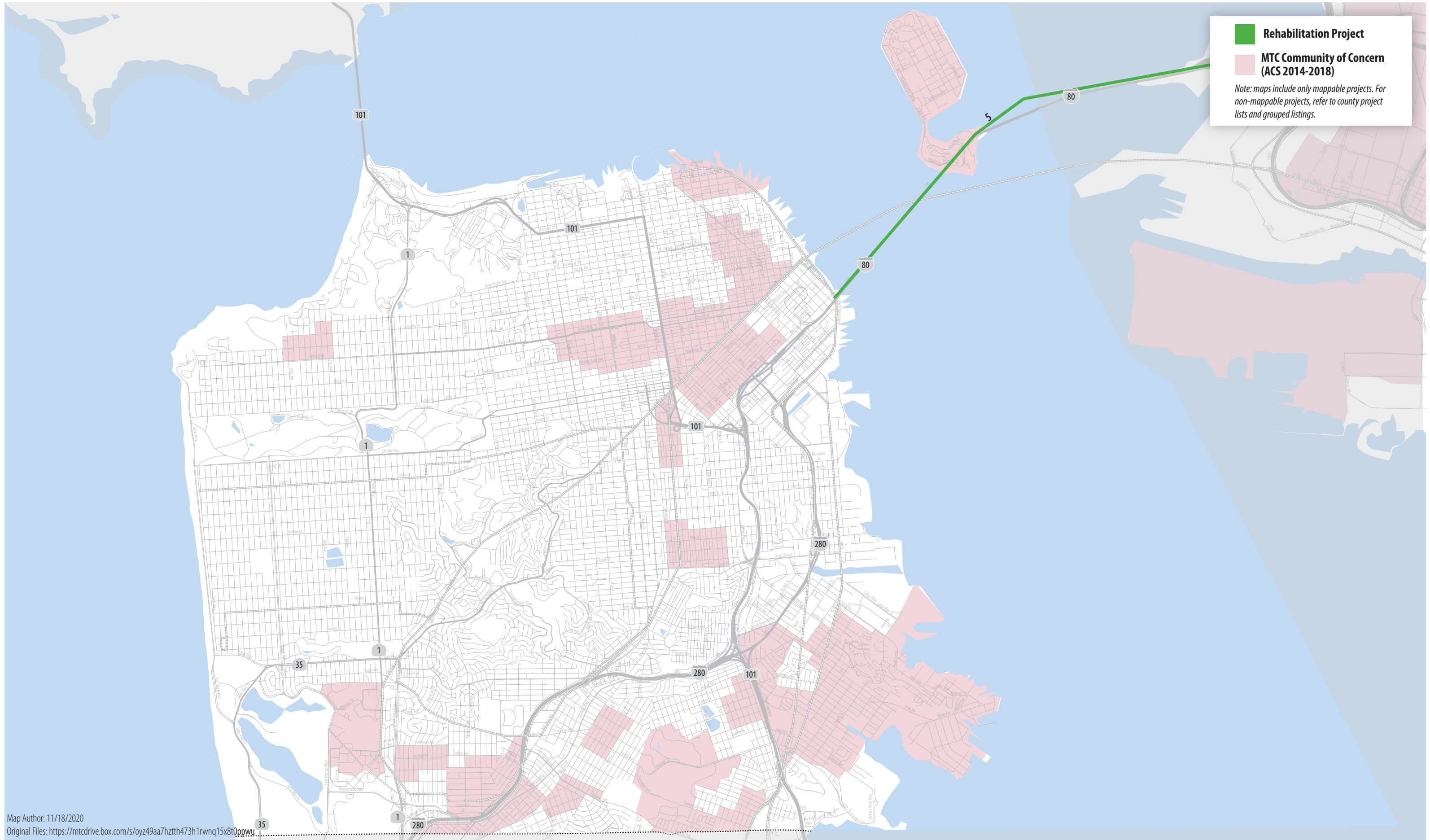
Yellow Roadway Congestion and/or Reliability

Teal Transit Congestion and/or Reliability

Pink MTC Community of Concern (ACS 2014-2018)

Note: maps include only mappable projects. For non-mappable projects, refer to county project lists and grouped listings.

San Francisco County: Transportation System Effectiveness-Pavement and Bridge Condition Projects



2021 TIP Investment Analysis

San Mateo County Project List

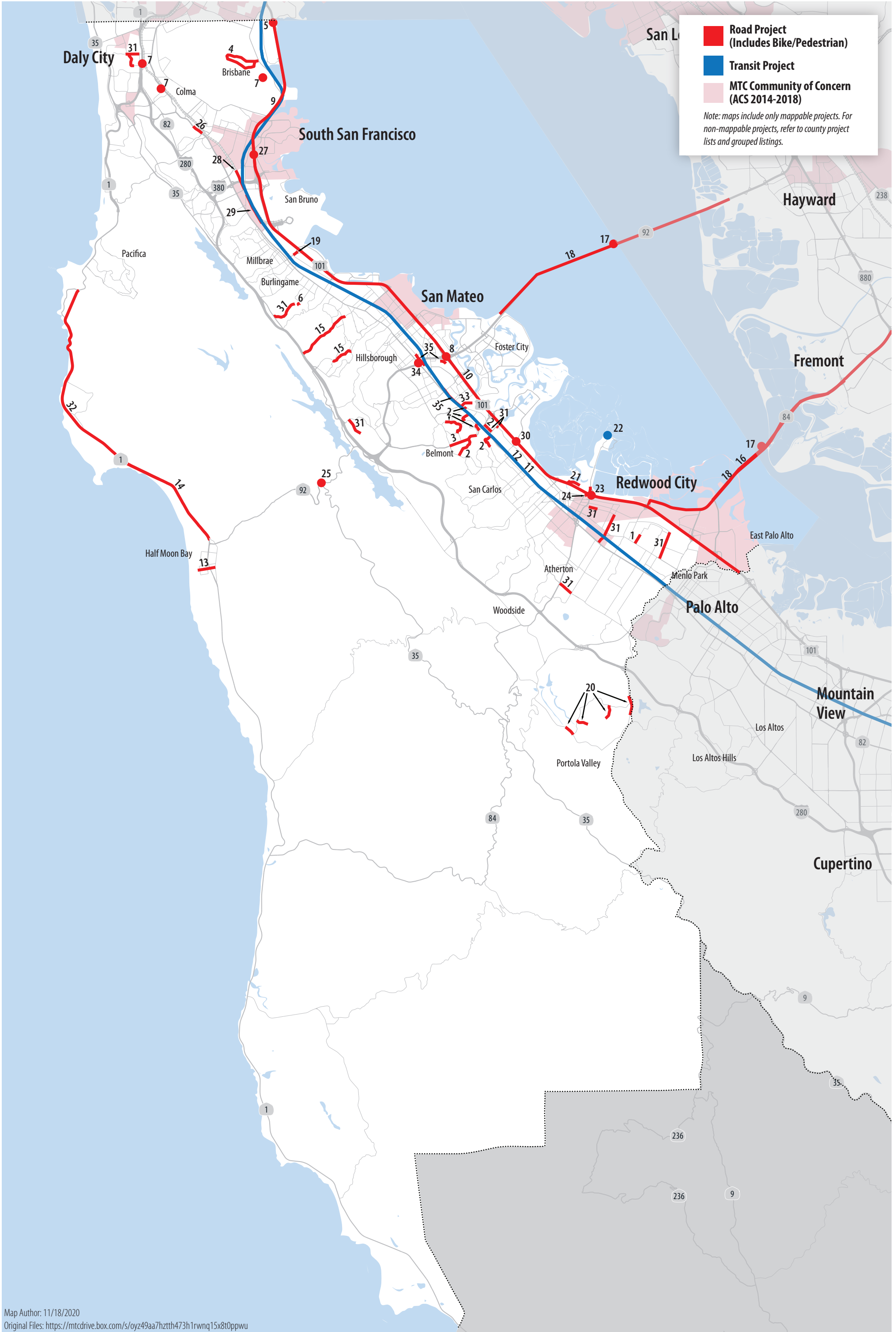
- 1 Atherton: Atherton Street Preservation
- 2 Belmont: Belmont Pavement Preservation
- 3 Belmont: Ralston Avenue Corridor Bike-Ped Imps
- 4 Brisbane: Crocker Trail Commuter Connectivity Upgrades
- 5 Brisbane: US 101/Candlestick I/C Reconfiguration
- 6 Burlingame: Hoover School Area Sidewalk Impvts (Summit Dr.)
- 7 CCAG: ITS Improvements in Northern Cities
- 8 CCAG: Improve US 101 operations near SR 92
- 9 CCAG: US-101 Managed Lanes North of I-380
- 10 CCAG: US101 Managed Lanes: Santa Clara Co-S of Grand Ave
- 11 Caltrain: Caltrain Electrification
- 12 Caltrain: Peninsula Corridor Electrification Expansion
- 13 Half Moon Bay: Poplar Complete Streets
- 14 Half Moon Bay: SR 1 improvements in Half Moon Bay
- 15 Hillsborough: Hillsborough Street Resurfacing
- 16 MTC: Freeway Performance Program: SR 84
- 17 MTC: Toll Bridge Maintenance
- 18 MTC: Toll Bridge Rehabilitation Program
- 19 Millbrae: Widen Millbrae Avenue
- 20 Portola Valley: Portola Valley Street Preservation
- 21 Redwood City: Blomquist Street Extension
- 22 Redwood City: Redwood City Ferry Service
- 23 Redwood City: US 101/Woodside Interchange Improvement
- 24 Redwood City: US 101/Woodside Road Class 1 Bikeway
- 25 SF City/County: Southern Skyline Blvd. Ridge Trail Extension
- 26 SSF: Grand Boulevard Complete Streets (Phase III)
- 27 SSF: US 101/Produce Avenue New Interchange
- 28 San Bruno: Huntington Transit Corridor Bike/Ped Improvements
- 29 San Bruno: Huntington/San Antonio Street Rehabilitation
- 30 San Carlos: US101/Holly St I/C Mod and Bike/Ped Overcrossing
- 31 San Mateo Co: Countywide Pavement Maintenance
- 32 San Mateo Co: SR 1 Congestion & Safety Improvements
- 33 San Mateo: Laurie Meadows Ped/Bike Safety Improvements
- 34 San Mateo: SR92/El Camino Real (SR82) Ramp Modifications
- 35 San Mateo: San Mateo Street Rehabilitation

NOT MAPPED

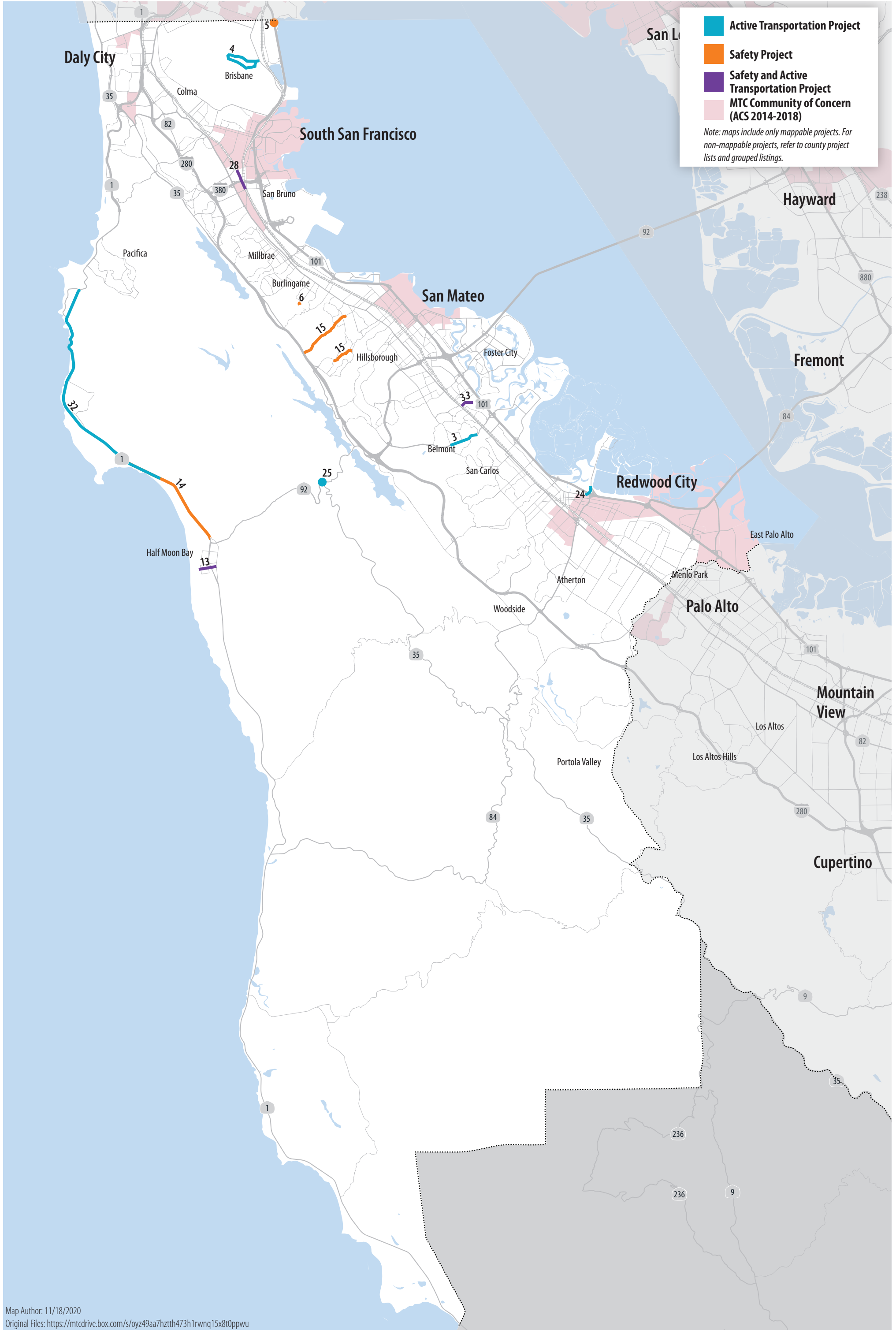
- Caltrans: Bridge Rehab and Reconstruction - SHOPP
- Caltrans: Bridge Rehab/Recon. - Local Hwy Bridge Program
- Caltrans: Emergency Repair - SHOPP Emergency Response
- Caltrans: Highway Safety Improvement Program
- Caltrans: Pavement Resurf./Rehab - SHOPP Roadway Presv.
- Caltrans: Pvmnt Resurf/Rehab State Hwy Sys - SHOPP Minor
- Caltrans: Railroad-Highway Crossing
- Caltrans: Safety Improvements - SHOPP Mandates
- Caltrans: Safety Improvements - SHOPP Mobility Program
- Caltrans: Safety Imprv. - SHOPP Collision Reduction
- Caltrans: Shoulder Imprv - SHOPP Roadside Preservation
- CCAG: Countywide ITS Improvements - SSF Segment
- MTC: 511 Next Gen
- MTC: Active Operations Management
- MTC: Bay Area Commuter Benefits Program
- MTC: Connected Bay Area
- MTC: COVID-19 Emergency Transit Operations
- MTC: Regional Planning - PDA Implementation
- MTC: Regional Planning Activities and PPM - MTC
- MTC: Regional Planning Activities and PPM - San Mateo County
- MTC: Regional Streets and Roads Program
- SamTrans: COVID-19 Emergency Transit Operations
- WETA: COVID-19 Emergency Transit Operations
- WETA: Replace Ferry Vessels

2021 TIP Investment Analysis

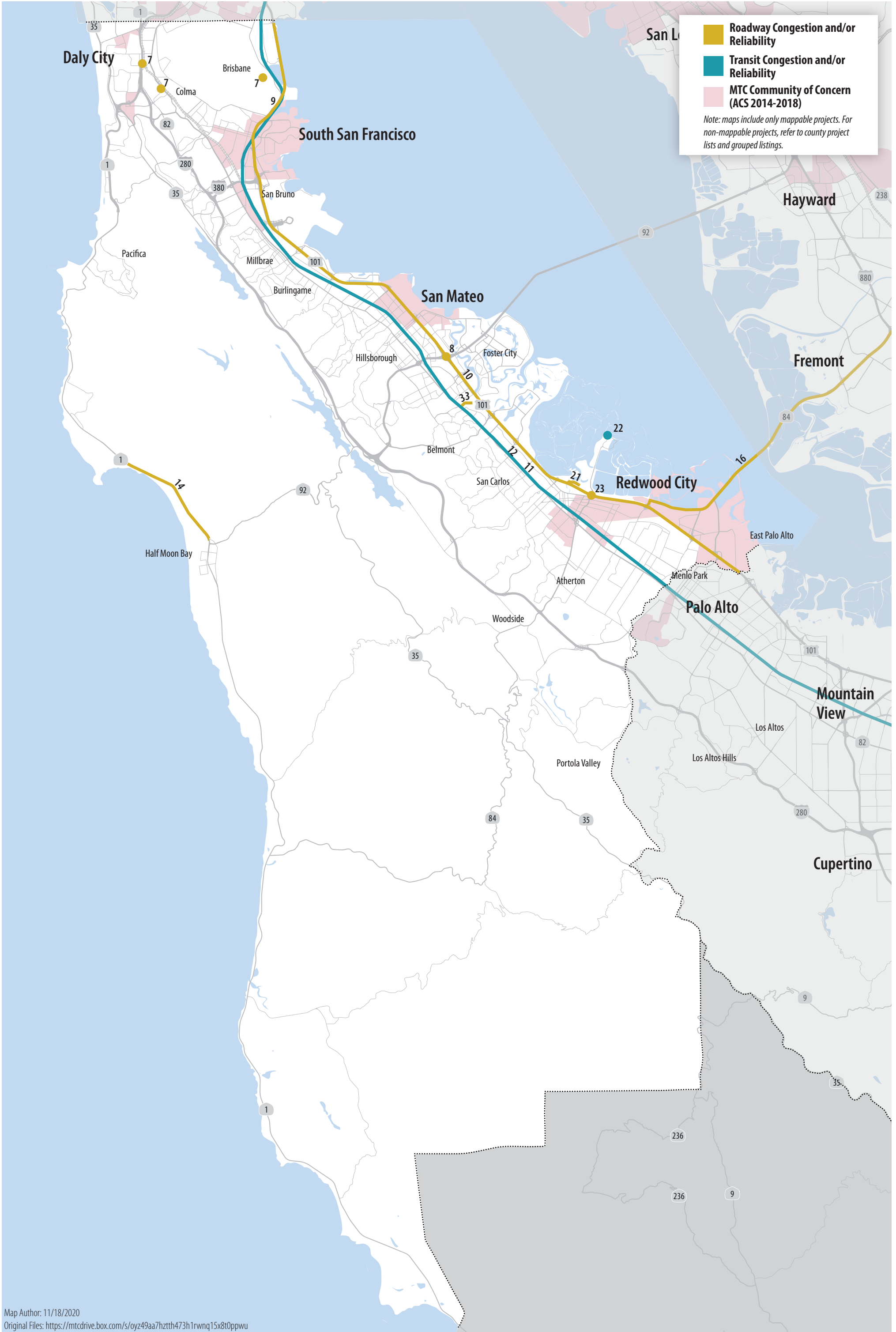
San Mateo County: Roadway and Transit Projects



San Mateo County: Healthy and Safe Communities Projects

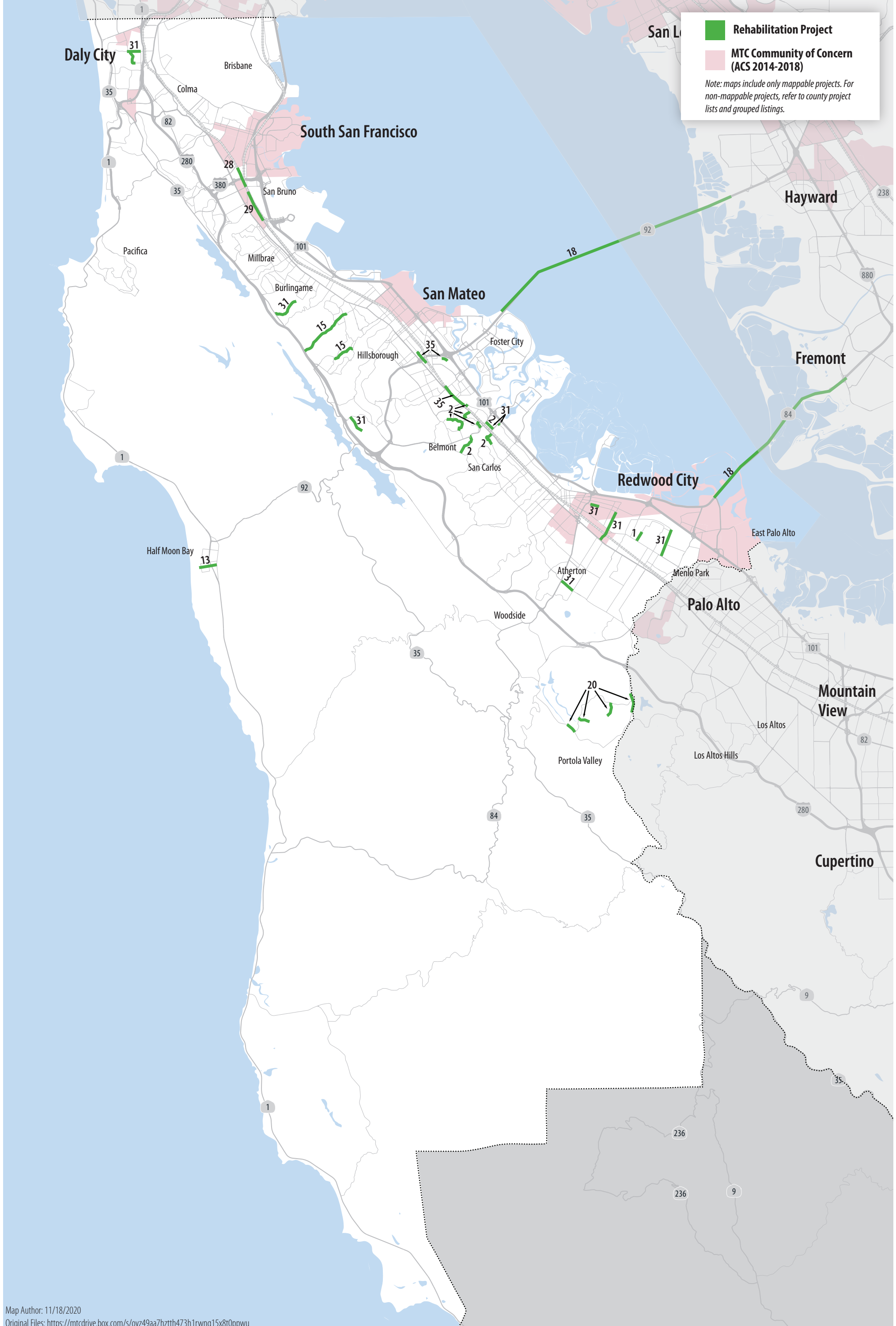


San Mateo County: Economic Vitality Projects



2021 TIP Investment Analysis

San Mateo County: Transportation System Effectiveness-Pavement and Bridge Condition Projects



Map Author: 11/18/2020
Original Files: <https://mtcdrive.box.com/s/oyz49aa7hztth473h1rwnq15x8t0ppwu>

2021 TIP Investment Analysis

Santa Clara County Project List

- | | | | |
|----|---|----|--|
| 1 | BART: Railcar Procurement Program | 39 | VTA: Calaveras Boulevard Widening |
| 2 | BART: Transbay Core Capacity Improvements | 40 | VTA: I-280 HOV - San Mateo County line to Magdalena Ave |
| 3 | Caltrain: Caltrain Electrification | 41 | VTA: I-280 NB Braided Ramps btw Foothill Expwy & SR 85 |
| 4 | Campbell: Harriet Avenue Sidewalk Improvements | 42 | VTA: I-280 Soundwalls - SR-87 to Los Gatos Creek Bridge |
| 5 | Campbell: SR 17 Southbound/Hamilton Ave. Off-Ramp Widening | 43 | VTA: I-280/Saratoga Avenue Interchange Improvement |
| 6 | Cupertino: McClellan Road Separated Bikeways (Phase 3) | 44 | VTA: I-280/Winchester Blvd Interchange Improvement |
| 7 | Los Altos: Fremont Ave Pavement Preservation | 45 | VTA: I-280/Wolfe Road Interchange Improvement |
| 8 | Los Gatos: Shannon Road Complete Streets | 46 | VTA: I-680 Soundwalls - Capitol Expwy to Mueller Ave |
| 9 | Milpitas: Street Resurfacing 2020 & 2021 | 47 | VTA: I-680/ Alum Rock/ McKee Road Interchange Imp |
| 10 | Morgan Hill: Dunne Avenue Pavement Rehabilitation | 48 | VTA: SR 17 Congestion Relief in Los Gatos |
| 11 | Mountain View: Rengstorff Grade Separation | 49 | VTA: SR 237 WB Auxiliary Lane fr McCarthy to North 1st |
| 12 | Palo Alto: El Camino Real Ped Safety & Streetscape | 50 | VTA: SR 237/US 101/Mathilda Interchange Modifications |
| 13 | Palo Alto: Waverley, E. Meadow & Fabian Enhanced Bikeways | 51 | VTA: SR 85 Express Lanes |
| 14 | San Jose: Better Bikeway San Jose - San Fernando Street | 52 | VTA: SR 87/Charcot Ave On-Ramp HOV Bypass |
| 15 | San Jose: Coyote Creek Trail (Hwy 237-Story Rd) | 53 | VTA: Santa Clara County - US 101 Express Lanes |
| 16 | San Jose: McKee Road Safety Improvements | 54 | VTA: US 101/Buena Vista Avenue Interchange Improvement |
| 17 | San Jose: Mt Pleasant Ped & Bike Traffic Safety Improvements | 55 | VTA: US 101/De L Cruz Blvd - Trimble Road I/C Imp |
| 18 | San Jose: San Jose Pavement Maintenance | 56 | VTA: US 101/SR 152/10th Ramp and Intersection Imp. |
| 19 | San Jose: Tully Road Safety Improvements | 57 | VTA: US 101/SR 25 Interchange - Phase 1 |
| 20 | San Jose: US 101/Old Oakland Road Interchange improvements | 58 | VTA: US 101/San Antonio Rd/Charleston/Rengstorff I/C Imp |
| 21 | San Jose: W San Carlos Urban Village Streets Improvements | 59 | VTA: US 101/Zanker Road-Skyport Drive-N. Fourth St. Imp |
| 22 | San Jose: Willow-Keyes Complete Streets Improvements | | |
| 23 | Santa Clara Co: Montague Expwy Widening - Trade Zone-Great Mall | | |
| 24 | Santa Clara: Hetch-Hetchy Trail Phase 1 | | |
| 25 | Santa Clara: San Tomas Aquino Creek Trail Underpass | | |
| 26 | Santa Clara: Saratoga Creek Trail Phase 1 | | |
| 27 | Saratoga: Saratoga Village Crosswalks and Sidewalk Rehab | | |
| 28 | Sunnyvale: Bernardo Avenue Bicycle Underpass | | |
| 29 | Sunnyvale: East Sunnyvale Area "Sense of Place" | | |
| 30 | Sunnyvale: Fair Oaks Avenue Bikeway - Phase 2 | | |
| 31 | Sunnyvale: Homestead Rd at Homestead High School Improvements | | |
| 32 | Sunnyvale: Java Dr Road Diet and Bike Lanes | | |
| 33 | Sunnyvale: Lawrence Station Area Sidewalks & Bike Facilities | | |
| 34 | Sunnyvale: Ped and Bike Infrastructure Improvements | | |
| 35 | Sunnyvale: Peery Park "Sense of Place" Improvements | | |
| 36 | Sunnyvale: SNAIL Neighborhood Improvements | | |
| 37 | Sunnyvale: Safe Routes to School Improvements | | |
| 38 | VTA: BART - Berryessa to San Jose Extension | | |
| | | | NOT MAPPED |
| | | | Caltrans: Bridge Rehab and Reconstruction - SHOPP |
| | | | Caltrans: Bridge Rehab/Recon. - Local Hwy Bridge Program |
| | | | Caltrans: Emergency Repair - SHOPP Emergency Response |
| | | | Caltrans: Highway Safety Improvement Program |
| | | | Caltrans: Pavement Resurf./Rehab - SHOPP Roadway Presv. |
| | | | Caltrans: Pvmnt Resurf/Rehab State Hwy Sys - SHOPP Minor |
| | | | Caltrans: Railroad-Highway Crossing |
| | | | Caltrans: Safety Improvements - SHOPP Mandates |
| | | | Caltrans: Safety Improvements - SHOPP Mobility Program |
| | | | Caltrans: Safety Imprv. - SHOPP Collision Reduction |
| | | | Caltrans: Shoulder Imprv - SHOPP Roadside Preservation |
| | | | MTC: 511 Next Gen |
| | | | MTC: Active Operations Management |

2021 TIP Investment Analysis

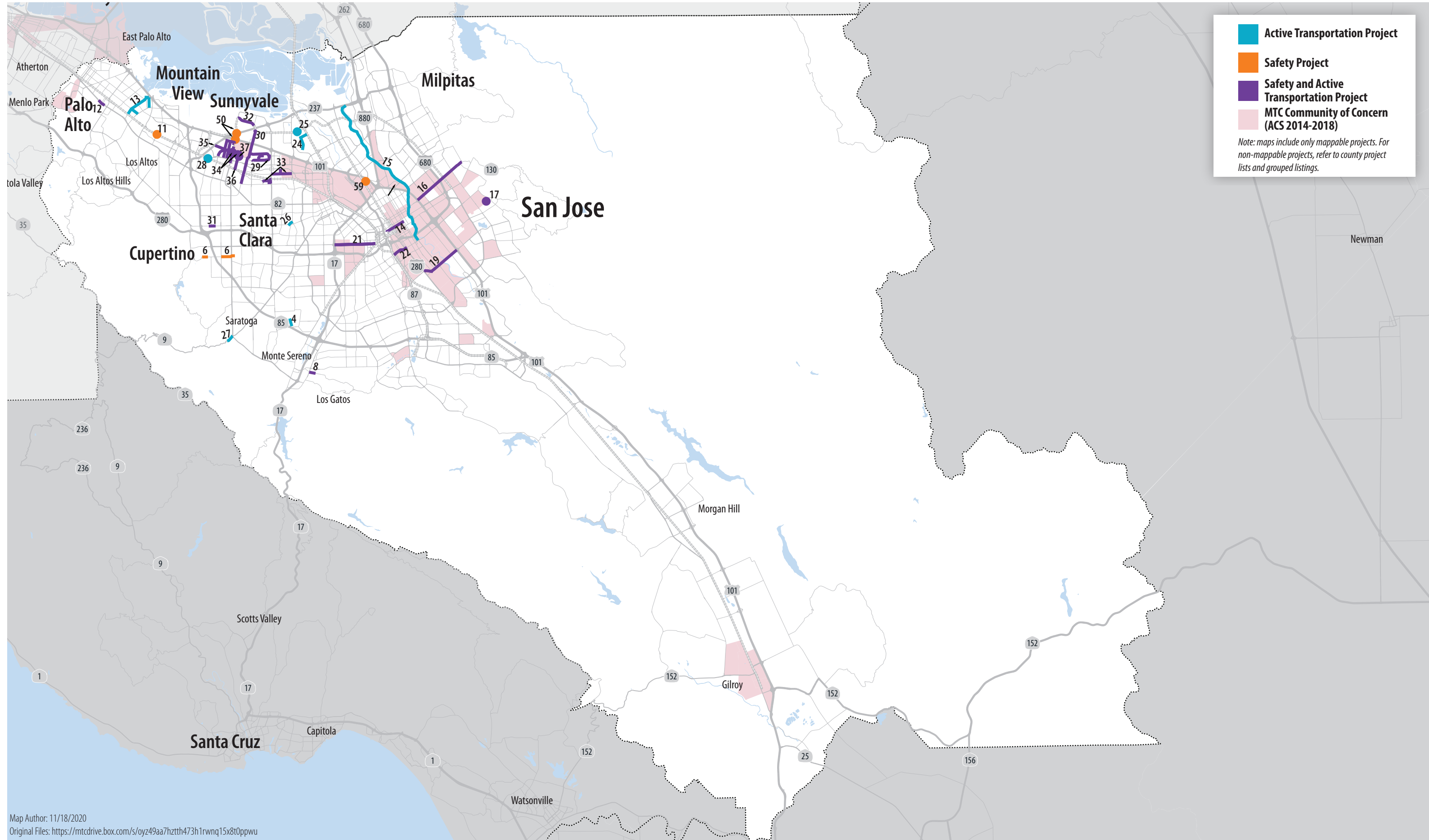
Santa Clara County Project List

NOT MAPPED (Continued)

MTC: Bay Area Commuter Benefits Program
MTC: Connected Bay Area
MTC: COVID-19 Emergency Transit Operations
MTC: Regional Planning - PDA Implementation
MTC: Regional Planning Activities and PPM - MTC
MTC: Regional Planning Activities and PPM - Santa Clara County
MTC: Regional Streets and Roads Program
Santa Clara: School Access Improvements
Sunnyvale: Traffic Signal Upgrades/Replacements
VTA: COVID-19 Emergency Transit Operations
VTA: Downtown San Jose Speed Improvements
VTA: Guadalupe Entrance Security Improvement
VTA: Guadalupe Roll Up Doors
VTA: Guadalupe Steam Rack Improv & Liner Replace
VTA: Hwy. Transp Operations System/FPI Phase 1 & 2
VTA: Light Rail Station Rehabilitation
VTA: LR Platform CCTV System Replacement
VTA: Pedestrian Backgates - Non-Vasona
VTA: Public Address System Upgrade
VTA: Rehab of LR System Elevators and Escalators
VTA: Santa Clara Countywide Noise Abatement Program

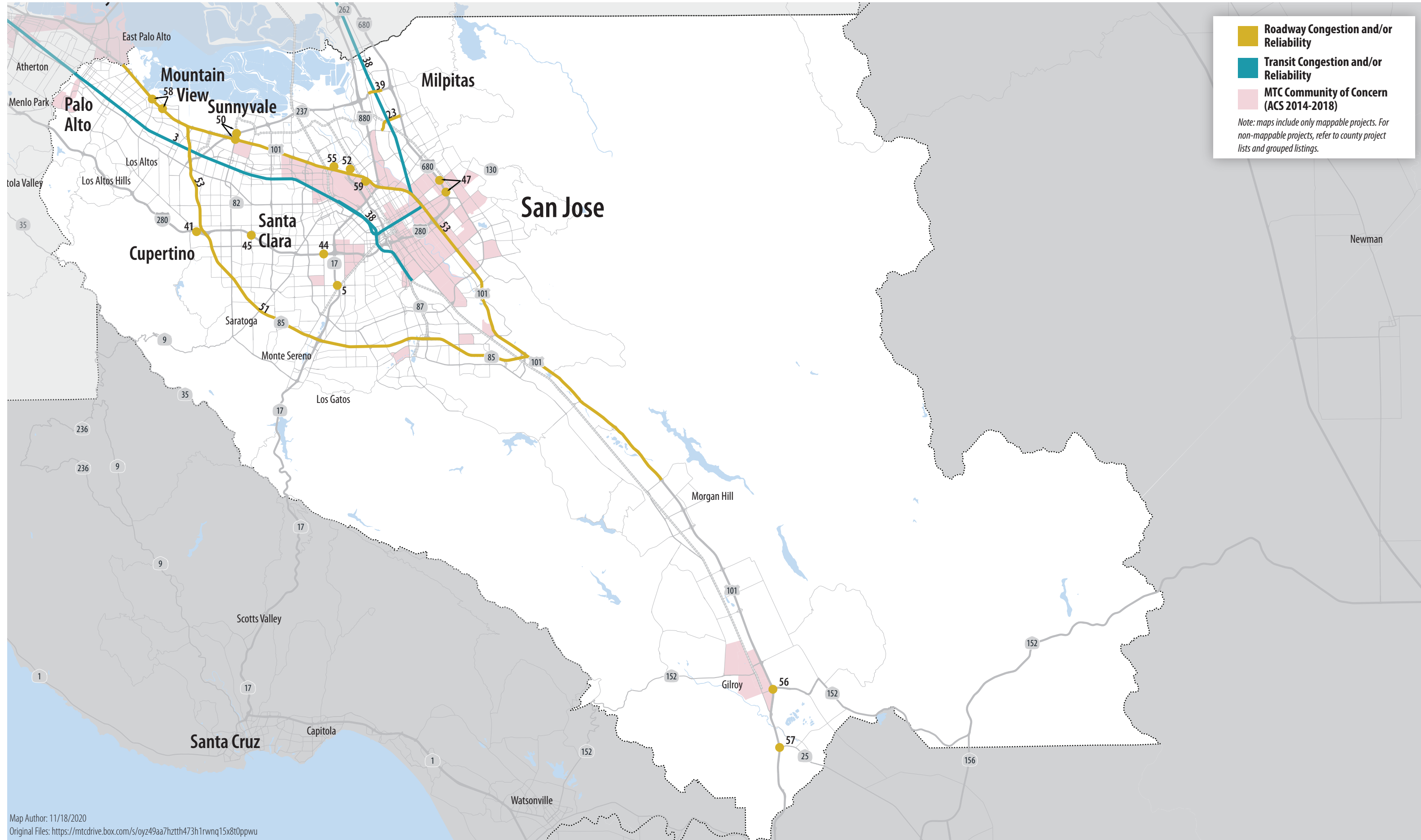
2021 TIP Investment Analysis

Santa Clara County: Healthy and Safe Communities Projects



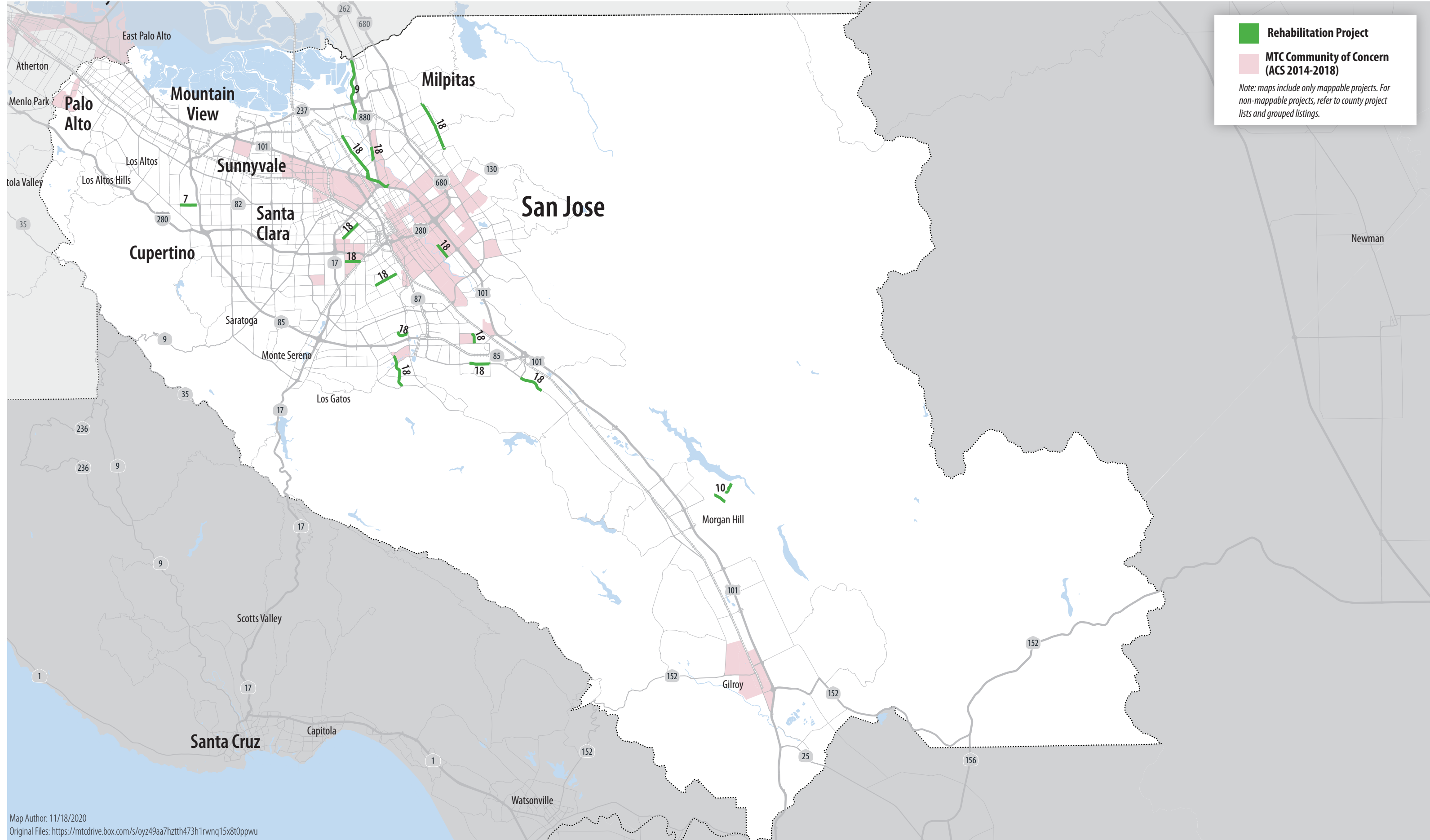
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Santa Clara County: Economic Vitality Projects



Map Author: 11/18/2020
Original Files: <https://mtcdrive.box.com/s/oyz49aa7hztth473h1rwnq15x8t0ppwu>

Santa Clara County: Transportation System Effectiveness-Pavement and Bridge Condition Projects



Map Author: 11/18/2020
Original Files: <https://mtcdrive.box.com/s/oyz49aa7hztth473h1rwnq15x8t0ppwu>

2021 TIP Investment Analysis

Solano County Project List

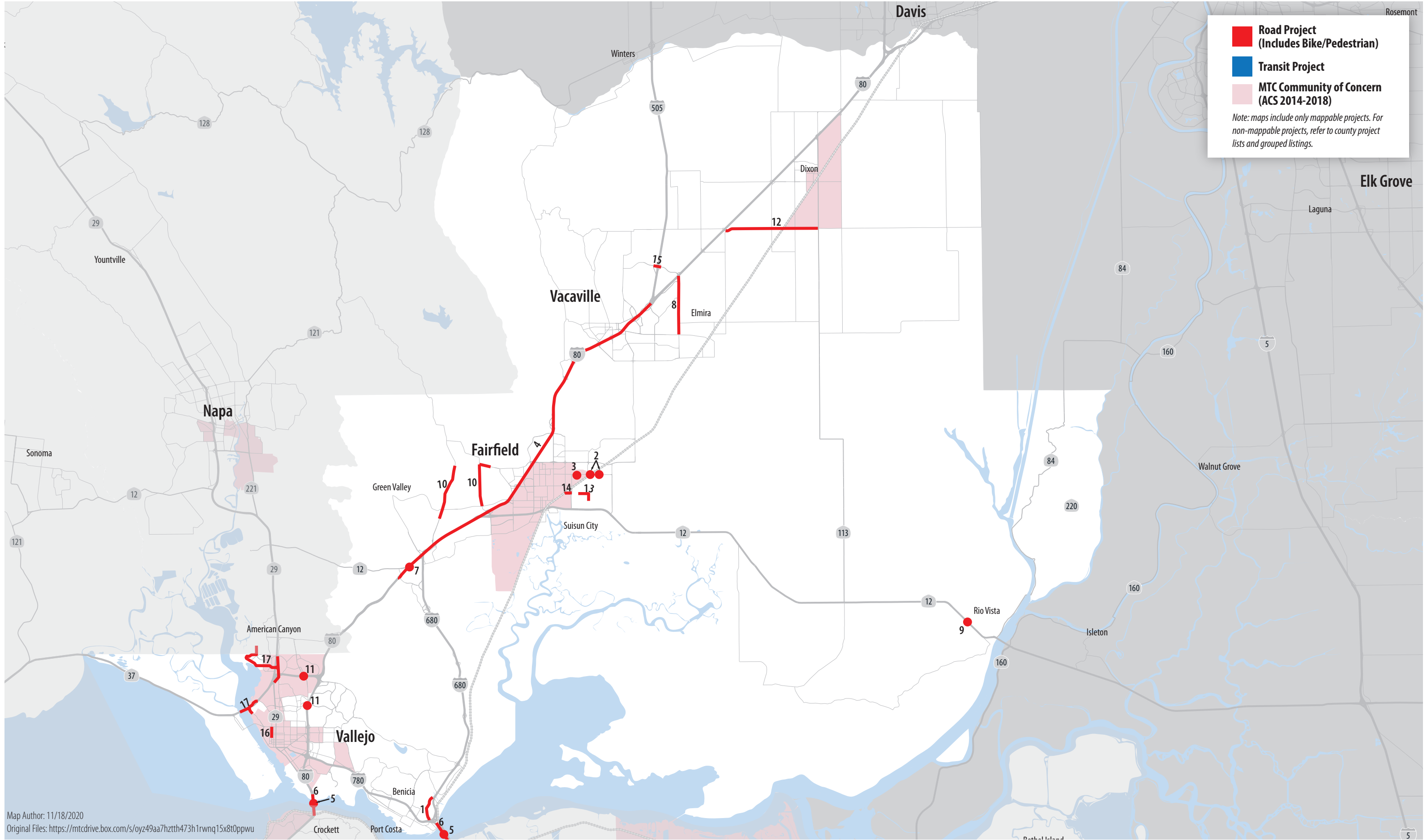
- 1 Benicia: Park Road Improvements
- 2 Fairfield: East Tabor Tolenas SR2S Sidewalk Gap Closure
- 3 Fairfield: Grange Middle School Safe Routes to School
- 4 MTC: Solano I-80 Managed Lanes
- 5 MTC: Toll Bridge Maintenance
- 6 MTC: Toll Bridge Rehabilitation Program
- 7 STA: I-80/I-680/SR 12 Interchange Phase 2A
- 8 STA: Jepson: Leisure Town Road Phase 1B and 1C
- 9 STA: SR12/Church Rd Intersection Improvements
- 10 Solano County: Farm to Market Phase 3
- 11 Solano County: Redwood-Fairgrounds Dr Interchange Imps
- 12 Solano County: Solano County Roadway Preservation
- 13 Suisun City: McCoy Creek Trail - Phase 2
- 14 Suisun City: New Railroad Avenue Pavement Rehabilitation
- 15 Vacaville: Vaca Valley/I505 Multimodal Improvements
- 16 Vallejo: Sacramento St Road Diet and Rehab
- 17 Vallejo: Vallejo Bay Trail / Vine Trail Gap Closure

- MTC: Regional Planning - PDA Implementation
- MTC: Regional Planning Activities and PPM - MTC
- MTC: Regional Planning Activities and PPM - Solano County
- MTC: Regional Streets and Roads Program
- Rio Vista: COVID-19 Emergency Transit Operations
- SolTrans: COVID-19 Emergency Transit Operations
- SolTrans: Electric Bus Charging Infrastructure
- STA: Solano Mobility Call Center
- STA: Solano Regional Transit Improvements - TIRCP
- STA: SolanoExpress Bus Electrification
- Vacaville: COVID-19 Emergency Transit Operations
- WETA: COVID-19 Emergency Transit Operations
- WETA: Replace Ferry Vessels

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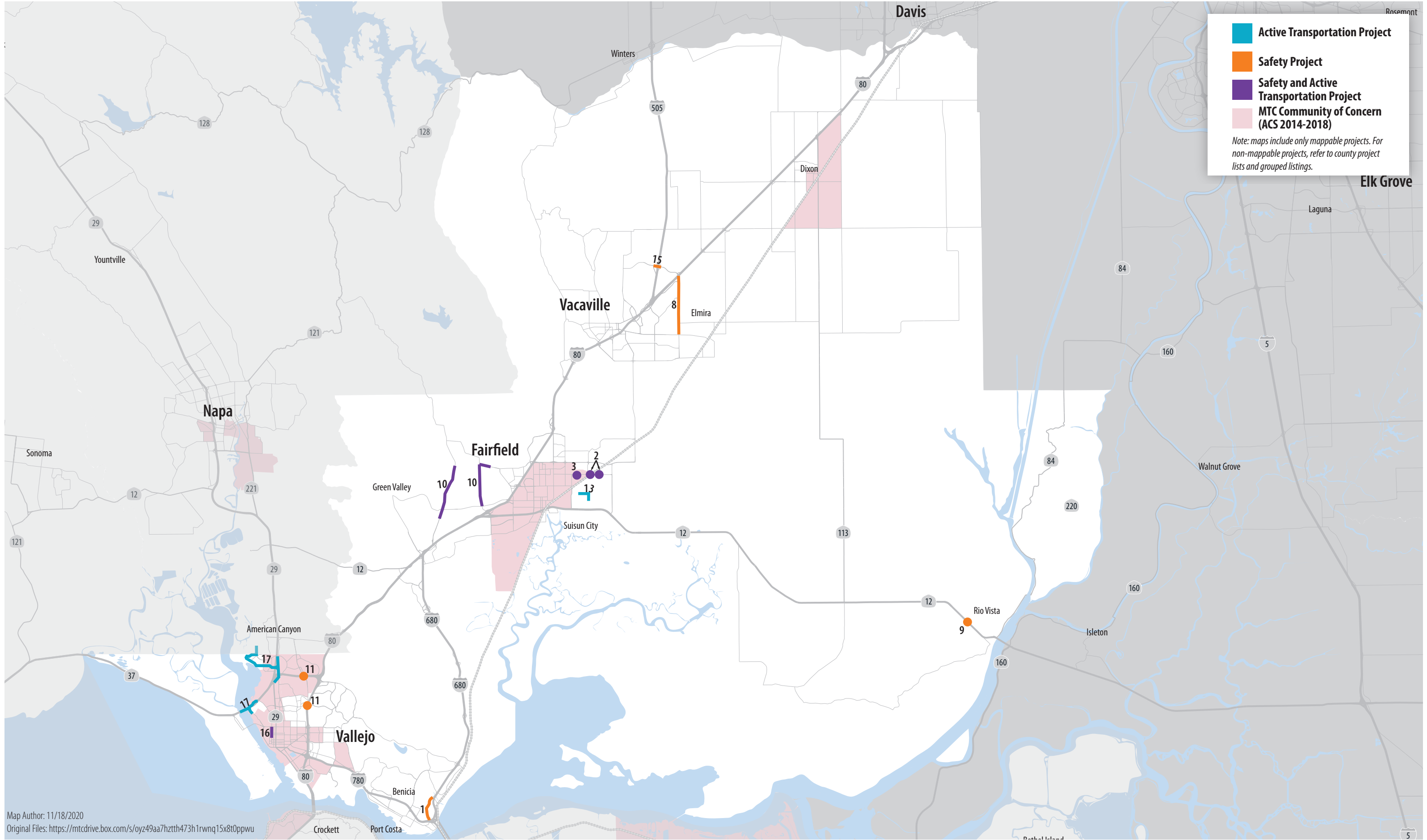
- Caltrans: Bridge Rehab and Reconstruction - SHOPP
- Caltrans: Bridge Rehab/Recon. - Local Hwy Bridge Program
- Caltrans: Emergency Repair - SHOPP Emergency Response
- Caltrans: Highway Safety Improvement Program
- Caltrans: Pavement Resurf./Rehab - SHOPP Roadway Presv.
- Caltrans: Pvmnt Resurf/Rehab State Hwy Sys - SHOPP Minor
- Caltrans: Railroad-Highway Crossing
- Caltrans: Safety Improvements - SHOPP Mandates
- Caltrans: Safety Improvements - SHOPP Mobility Program
- Caltrans: Safety Imprv. - SHOPP Collision Reduction
- Caltrans: Shoulder Imprv - SHOPP Roadside Preservation
- Dixon: COVID-19 Emergency Transit Operations
- Fairfield: COVID-19 Emergency Transit Operations
- F-S Transit: Electric Bus Fleet and Infrastructure
- MTC: 511 Next Gen
- MTC: Active Operations Management
- MTC: Bay Area Commuter Benefits Program
- MTC: Connected Bay Area
- MTC: COVID-19 Emergency Transit Operations

Solano County: Roadway and Transit Projects

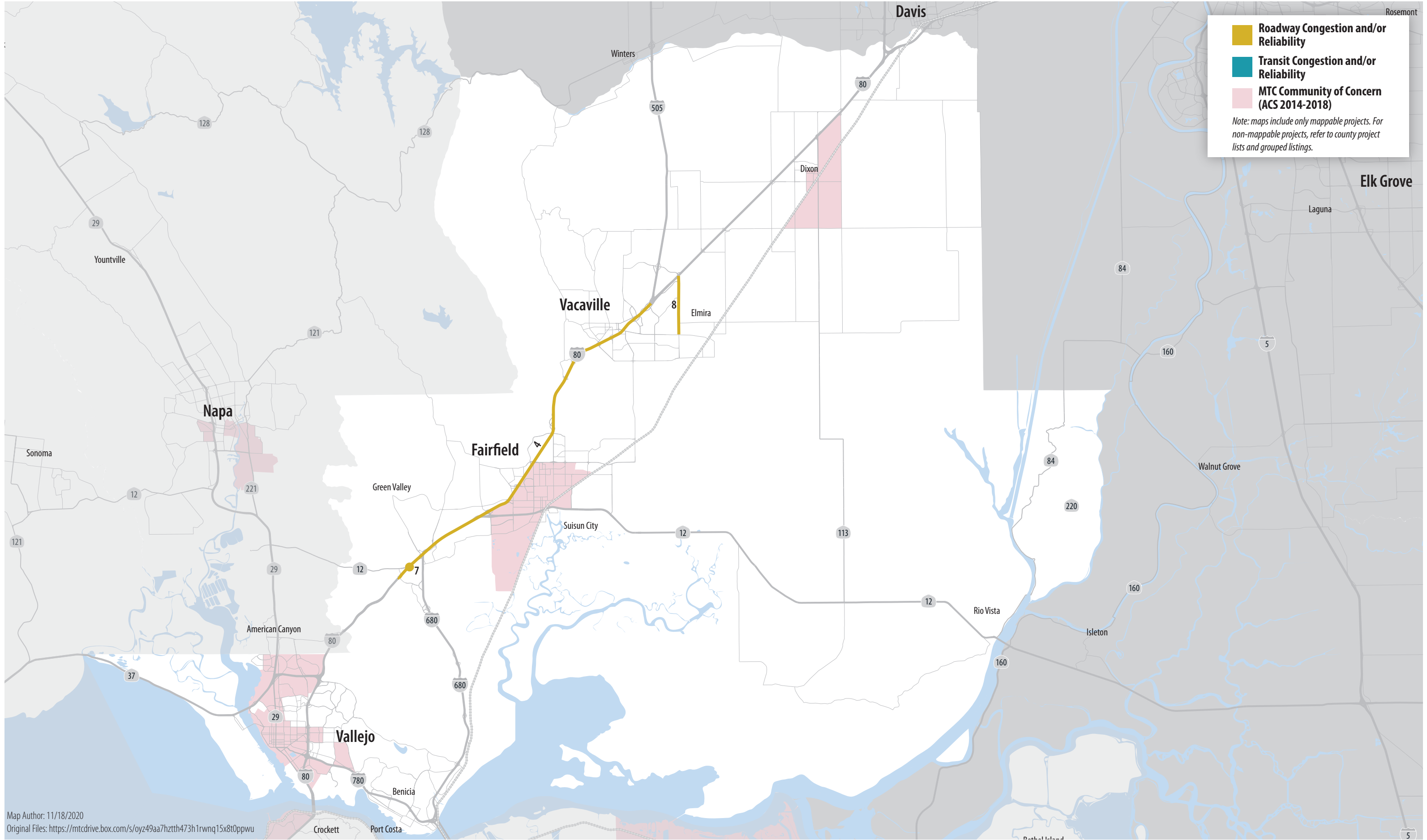


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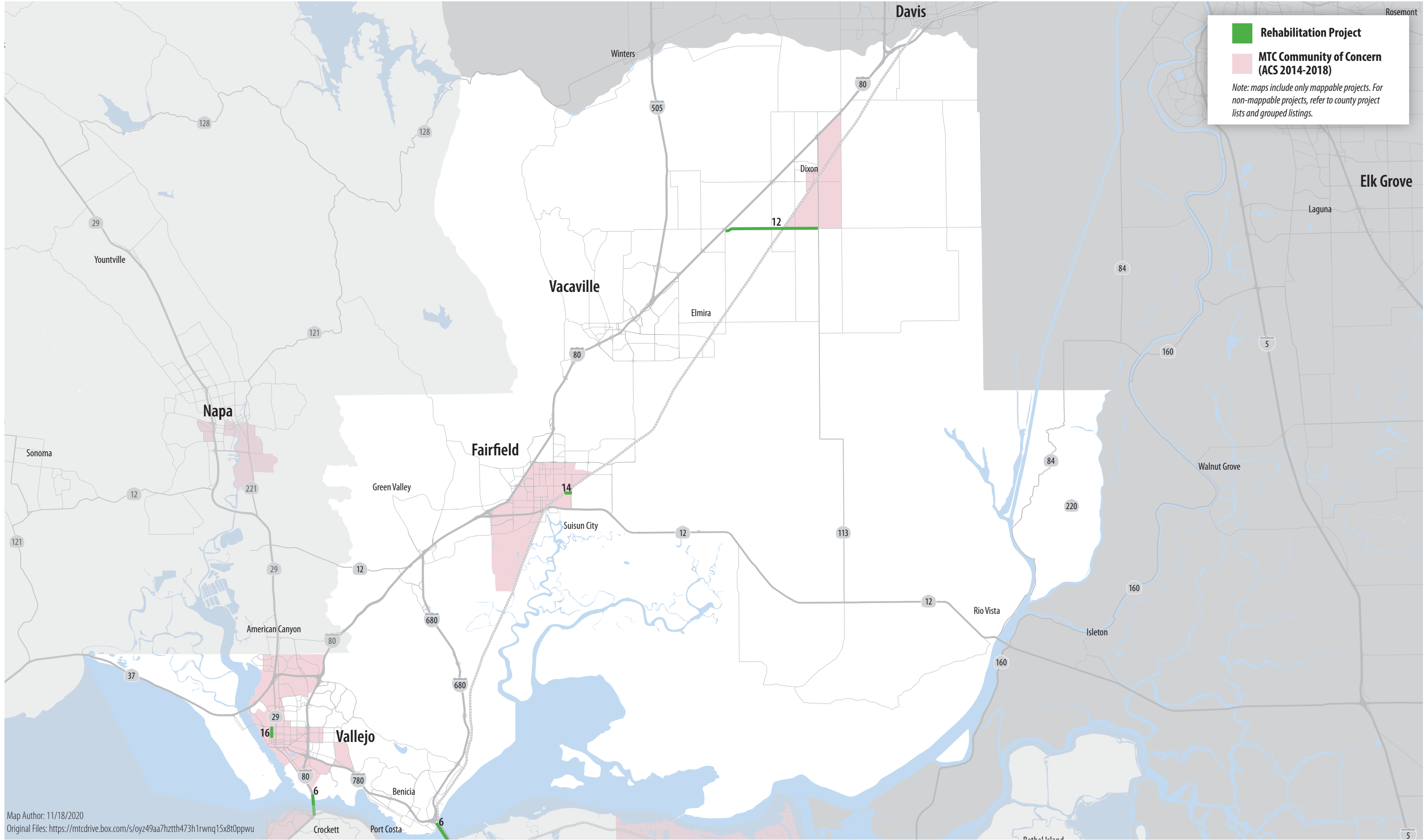
Solano County: Healthy and Safe Communities Projects



Solano County: Economic Vitality Projects



Solano County: Transportation System Effectiveness-Pavement and Bridge Condition Projects



Map Author: 11/18/2020
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2021 TIP Investment Analysis

Sonoma County Project List

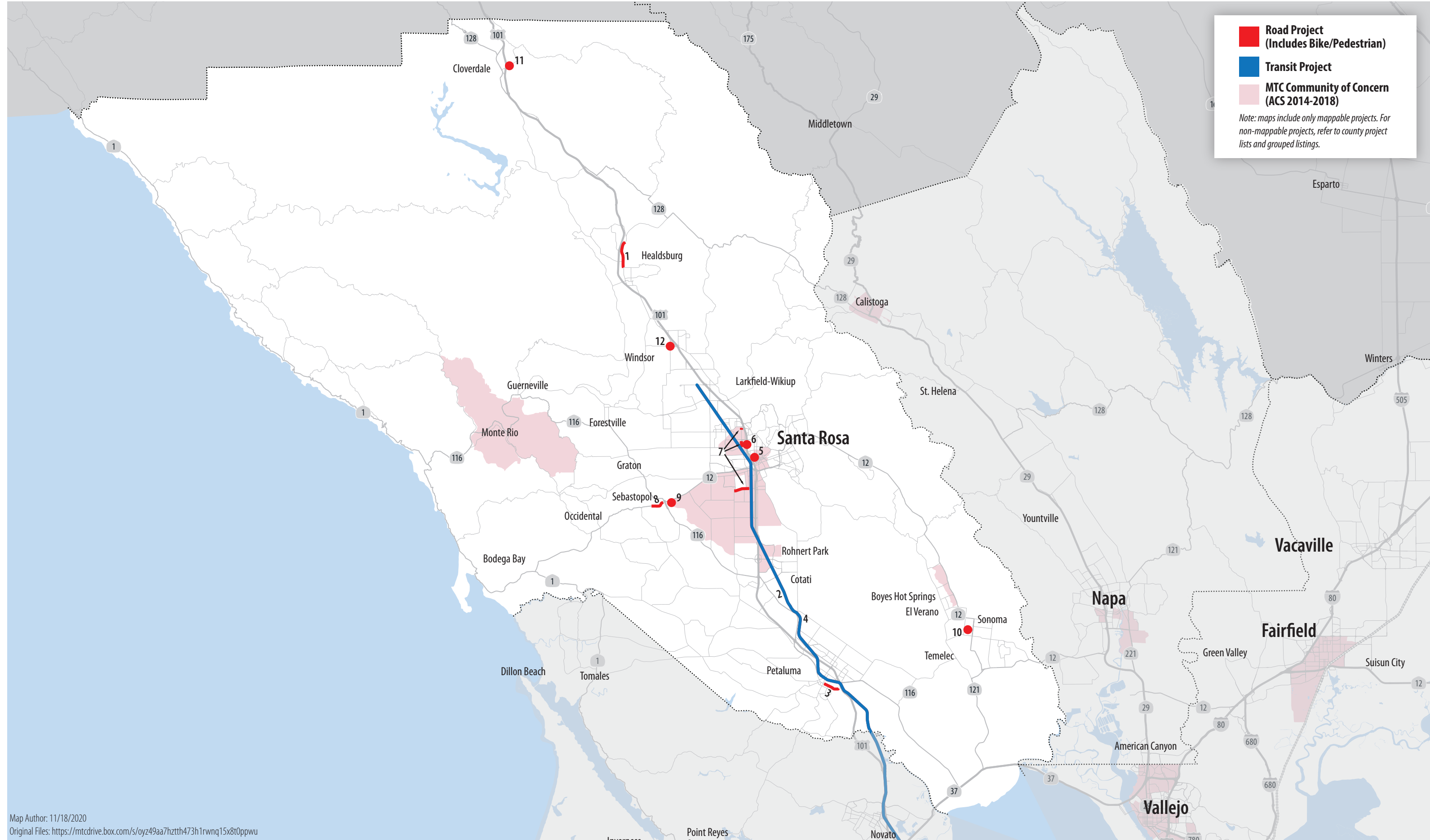
- 1 Healdsburg: Healdsburg Avenue Complete Streets Improvements
- 2 MTC: Bike Share Capital Program
- 3 Petaluma: Petaluma Blvd South Road Diet at E Street
- 4 SMART: Sonoma Marin Area Rail Corridor
- 5 Santa Rosa: Downtown Communication Infrastructure Enhancement
- 6 Santa Rosa: Highway 101 Bicycle and Pedestrian Overcrossing
- 7 Santa Rosa: Santa Rosa Pavement Rehab of Various Streets
- 8 Sebastopol: Bodega Avenue Bike Lanes and Pavement Rehab
- 9 Son Co Reg Park: Joe Rodota Trail Bridge Replacement
- 10 Sonoma City: Fryer Creek Pedestrian and Bicycle Bridge
- 11 Sonoma County: Crocker Bridge Bike and Pedestrian Passage
- 12 Windsor: Windsor River Road/Windsor Road Intersection Imps

Sonoma County Transit: COVID-19 Emergency Transit Operations

NOT MAPPED

Caltrans: Bridge Rehab and Reconstruction - SHOPP
Caltrans: Bridge Rehab/Recon. - Local Hwy Bridge Program
Caltrans: Emergency Repair - SHOPP Emergency Response
Caltrans: Highway Safety Improvement Program
Caltrans: Pavement Resurf./Rehab - SHOPP Roadway Presv.
Caltrans: Pvmnt Resurf/Rehab State Hwy Sys - SHOPP Minor
Caltrans: Railroad-Highway Crossing
Caltrans: Safety Improvements - SHOPP Mandates
Caltrans: Safety Improvements - SHOPP Mobility Program
Caltrans: Safety Imprv. - SHOPP Collision Reduction
Caltrans: Shoulder Imprv - SHOPP Roadside Preservation
MTC: 511 Next Gen
MTC: Active Operations Management
MTC: Bay Area Commuter Benefits Program
MTC: Connected Bay Area
MTC: COVID-19 Emergency Transit Operations
MTC: Regional Planning - PDA Implementation
MTC: Regional Planning Activities and PPM - MTC
MTC: Regional Planning Activities and PPM - Sonoma County
MTC: Regional Streets and Roads Program
Petaluma: COVID-19 Emergency Transit Operations
Santa Rosa CityBus: COVID-19 Emergency Transit Operations
SMART: COVID-19 Emergency Transit Operations

Sonoma County: Roadway and Transit Projects



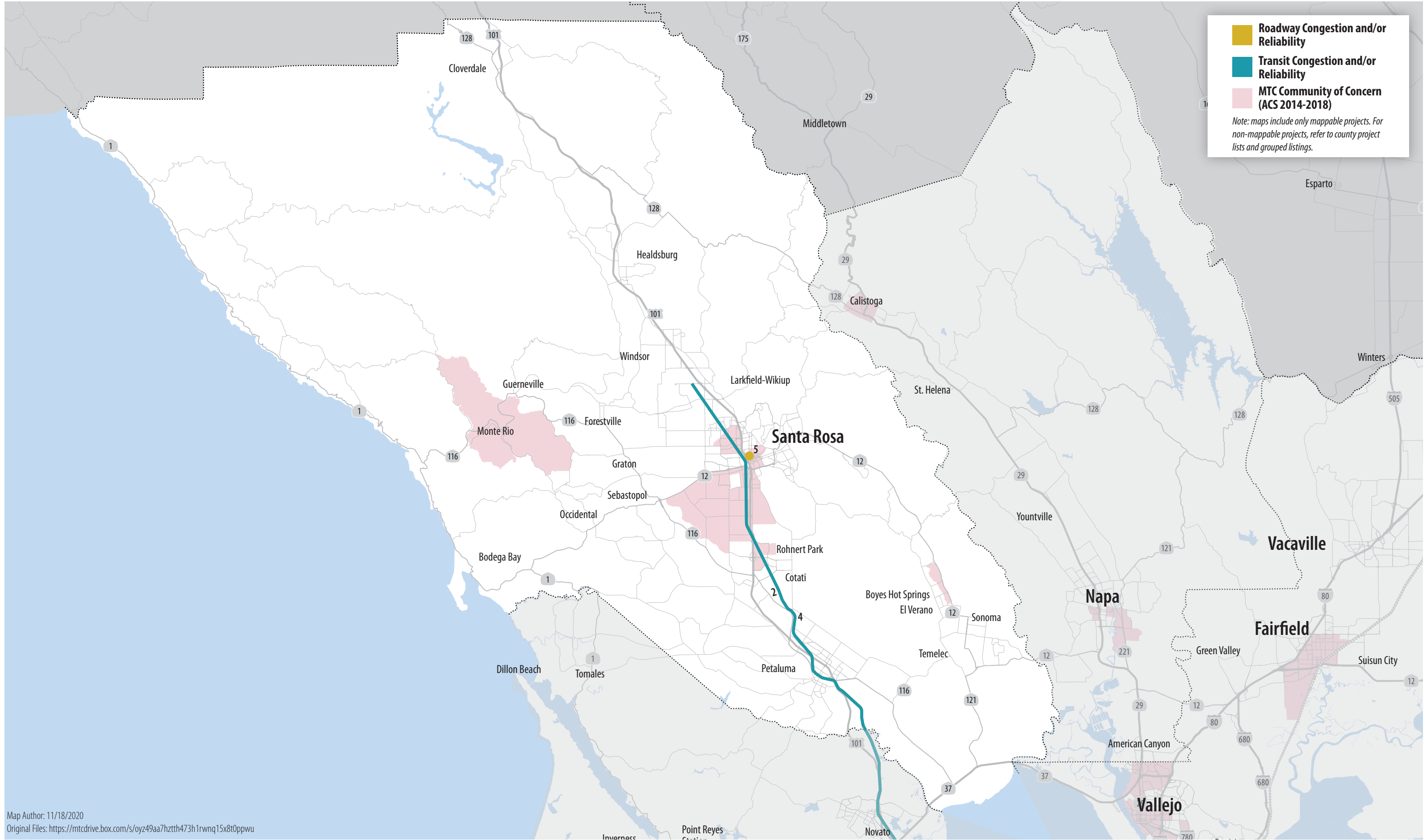
Sonoma County: Healthy and Safe Communities Projects



Active Transportation Project
Safety Project
Safety and Active Transportation Project
MTC Community of Concern (ACS 2014-2018)

Note: maps include only mappable projects. For non-mappable projects, refer to county project lists and grouped listings.

Sonoma County: Economic Vitality Projects



Sonoma County: Transportation System Effectiveness-Pavement and Bridge Condition Projects



Map Author: 11/18/2020
Original Files: <https://mtcdrive.box.com/s/oyz49aa7hztth473h1rwnq15x8t0ppwu>

Appendix J
Lifeline Transportation Program Grant Cycle

Date: June 24, 2020
W.I.: 1310
Referred by: PAC

ABSTRACT

Resolution No. 4416

This Resolution adopts the Lifeline Transportation Program Cycle 6 Guidelines.

The following attachment is provided with this Resolution:

Attachment A —Lifeline Transportation Program Cycle 6 Guidelines FY2018-19 and
FY2019-20

Further discussion of the Lifeline Transportation Program Cycle 6 Guidelines is provided in the
Programming and Allocations Committee Summary sheet dated June 10, 2020.

Date: June 24, 2020
W.I.: 1310
Referred by: PAC

RE: Lifeline Transportation Program Cycle 6 Guidelines

METROPOLITAN TRANSPORTATION COMMISSION
RESOLUTION NO. 4416

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

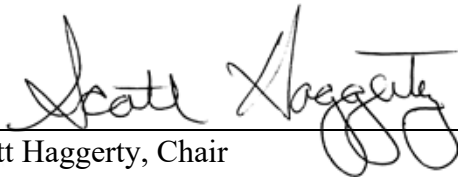
WHEREAS, MTC adopted Resolution 4242, which established the Transit Capital Priorities Process and Criteria for programming FY2016-17 through FY2019-20 Federal Transit Administration Section 5307 Urbanized Area Formula funds, including a set-aside for the Lifeline Transportation Program; and

WHEREAS, MTC will use the process and criteria set forth in Attachment A of this Resolution to fund a Cycle 6 for the Lifeline Transportation Program; now, therefore be it

RESOLVED, that MTC approves the program guidelines to be used in the administration and selection of Cycle 6 Lifeline Transportation projects, as set forth in Attachment A of this Resolution; and be it further

RESOLVED, that the Executive Director of MTC shall forward a copy of this Resolution, and such other information as may be required, to such other agencies as may be appropriate.

METROPOLITAN TRANSPORTATION COMMISSION



Scott Haggerty, Chair

The above Resolution was entered into by the Metropolitan Transportation Commission at a regular meeting of the Commission held in San Francisco, California and at other remote locations on June 24, 2020.

Date: June 24, 2020
W.I.: 1310
Referred by: PAC

Attachment A
MTC Resolution No. 4416
Page 1 of 16



METROPOLITAN
TRANSPORTATION
COMMISSION

Lifeline Transportation Program Cycle 6 Guidelines

June 2020

METROPOLITAN TRANSPORTATION COMMISSION

**LIFELINE TRANSPORTATION PROGRAM CYCLE 6 GUIDELINES
FY 2019 AND FY 2020**

June 2020

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Appendix 1. Funding Source Information

Appendix 2. Standard Evaluation Screening Criteria

**METROPOLITAN TRANSPORTATION COMMISSION
LIFELINE TRANSPORTATION PROGRAM CYCLE 6 GUIDELINES
FY 2019 AND FY 2020**

June 2020

1. **PROGRAM GOAL.** The Lifeline Transportation Program is intended to fund projects that result in improved mobility for low-income residents of the nine San Francisco Bay Area counties.

The Lifeline Program supports community-based transportation projects that:

- Are developed through a collaborative and inclusive planning process that engages a broad range of stakeholders such as public agencies, transit operators, community-based organizations and residents, and outreach to underrepresented communities.
- Improve a range of transportation choices by adding new or expanded services including but not limited to: enhanced fixed route transit services, first-and last-mile shuttles, taxi voucher programs, and other eligible projects.
- Address transportation gaps and/or barriers identified in Community-Based Transportation Plans (CBTP) or other substantive local planning efforts involving focused outreach to low-income populations such as countywide or regional welfare-to-work transportation plans, the Coordinated Public Transit-Human Services Transportation Plan or other documented assessment of need. Findings emerging from one or more CBTPs or other relevant planning efforts may also be applied to other low-income areas, or otherwise be directed to serve low-income constituencies within the county, as applicable. A map of communities of concern (CoC) is included in the Equity Analysis Report for Plan Bay Area 2040, which is available at: http://2040.planbayarea.org/sites/default/files/2017-07/Equity_Report_PBA%202040%20_7-2017.pdf

2. **PROGRAM ADMINISTRATION.** The Lifeline Program will be administered by MTC in coordination with transit agencies, county transportation agencies (CTAs) or other designated county-wide agencies as follows:
 - a. **Role of the Transit Agency/Operator.** Transit agencies may submit application(s) and propose projects for Lifeline Cycle 6 funding. Board action is required.
 - b. **Role of the CTA.** MTC staff may engage CTA staff to advise and ensure projects are consistent with the Community Based Transportation Plans, MTC Coordinated Plan, county and local plans. No board action is required.
3. **FUNDING APPORTIONMENT AND AVAILABILITY.** The fund source for the Cycle 6 Lifeline Transportation Program is Federal Transit Administration (FTA) Section 5307 Urbanized Area Formula¹ funds. Cycle 6 will cover a two-year programming cycle, FY2018-19 and FY2019-20.

¹ The Moving Ahead for Progress in the 21st Century (MAP-21) federal transportation authorizing legislation eliminated the FTA Job Access and Reverse Commute (JARC) program (Section 5316) and combined JARC functions and funding with the Urbanized Area Formula (Section 5307) and the Non-urbanized Area Formula (Section 5311) programs. JARC projects were

a. Funding for FTA Section 5307 is apportioned to urbanized areas. The Cycle 6 distribution assigns funding to transit operators first on urbanized area eligibility, and then based on a 50/50 distribution formula of:

- (1) Fifty percent (50%) low-income ridership estimates. A transit agency's estimated low-income ridership is calculated by the transit agency's total ridership (FTA National Transit Data, 2018) multiplied by the percent of ridership that is low-income (from the 2012-2017 MTC On-Board Transit Passenger Demographic Surveys).
- (2) Fifty percent (50%) Community of Concern (CoC) population shares. Source: Total population for transit service area (FTA National Transit Data, 2018) and percent of full transit service area that is within a Community of Concern (MTC Resolution No. 4217, 2012-2016 ACS, 5-year tract level data (See Figure 1)).² MTC will assign funds to eligible projects to transit operators. See Section 5 for details about FTA Section 5307 programming process and Appendix 1 for detailed eligibility requirements.

made eligible for 5307 funding, and, consistent with MTC's Transit Capital Priorities (TCP) Process and Criteria (MTC Resolution No. 4242), in FY2016-17 and FY2019-20 Section 5307 programs, a portion of the Bay Area's urbanized area funds have been set aside for the Lifeline program.

² FTA Section 5307 funds are apportioned by transit operator.

Figure 1. Lifeline Cycle 6 – Share of Regional Low-Income Ridership Estimate and 50/50 Distribution of Low-Income Ridership Estimate and Community of Concern Population Shares

<i>Operator¹</i>	<i>Share of Regional Low- Income Ridership Estimate²</i>	<i>Operator Percent Low-Income Ridership Estimate³ (50% Distribution)</i>	<i>CoC Population Served as Share of Service Area Population⁴ (50% Distribution)</i>
Alameda-Contra Costa Transit District (AC Transit)	23.1%	49.0%	28.3%
San Francisco Bay Area Rapid Transit District (BART)	16.9%	14.7%	26.8%
Central Contra Costa Transit Authority (CCCTA)	1.1%	34.1%	4.5%
Fairfield and Suisun Transit (FAST)	.3%	37.5%	34.0%
Golden Gate Bridge, Highway, and Transportation District – Bus Service (GGBHTD)	.4%	8.5%	12.3%
Livermore-Amador Valley Transit Authority (LAVTA)	.6%	37.1%	1.6%
Marin Transit	1.0%	35.5%	3.8%
Napa VINE	.4%	40.4%	23.5%
Petaluma Transit	.2%	53.1%	100.0%
San Mateo County Transit District (SamTrans)	4.1%	38.7%	16.9%
San Francisco Municipal Transportation Agency (SFMTA)	40.4%	20.1%	24.1%
Santa Rosa CityBus	1.0%	61.6%	23.8%
Solano County Transit (SolTrans)	.5%	37.2%	32.4%

<i>Operator¹</i>	<i>Share of Regional Low- Income Ridership Estimate²</i>	<i>Operator Percent Low-Income Ridership Estimate³ (50% Distribution)</i>	<i>CoC Population Served as Share of Service Area Population⁴ (50% Distribution)</i>
Sonoma County Transit	.5%	56.8%	12.4%
Eastern Contra Costa Transit Authority (Tri Delta Transit)	.8%	38.4%	28.7%
Union City Transit	.1%	42.4%	10.5%
Vacaville – City Coach	.1%	31.7%	6.7%
Western Contra Costa Transportation Authority (WestCAT)	.2%	16.1%	24.6%
Santa Clara Valley Transportation Authority (VTA)	8.4%	25.2%	16.1%
TOTAL	100%	N/A	N/A

- (1) Transit operators listed represent agencies that are eligible to receive FTA Section 5307 for both fiscal years based on urbanized area eligibility and transit service category.
- (2) “Share of Regional Low Income Ridership” percentage is based on low-income ridership estimates from the most recent MTC On-Board Transit Passenger Demographic Surveys, 2012-2017. Consistent with past Lifeline Transportation program funding rounds, Cycle 6 does not include commuter rail and ferry service due to traditionally minimal low-income ridership thresholds. As ridership demographics change over time and services such as the Sonoma Marin Area Rail Transit have commenced new service, staff intends to revisit this policy element for future Lifeline funding rounds.
- (3) Fifty percent (50%) low-income ridership estimates. A transit agency’s estimated low-income ridership is calculated by the transit agency’s total ridership (FTA National Transit Data, 2018) multiplied by the percent of ridership that is low-income (from the 2012-2017 MTC On-Board Transit Passenger Demographic Surveys).
- (4) Fifty percent (50%) Community of Concern (CoC) population shares. Source: Total population for transit service area (FTA National Transit Data, 2018) and percent of full transit service area that is within a Community of Concern (MTC Resolution No. 4217, 2012-2016 ACS, 5-year tract level data (See Figure 1). MTC will assign funds to eligible projects to transit operators. See Section 5 for details about FTA Section 5307 programming process and Appendix 1 for detailed eligibility requirements.

b. Local Fund Exchanges. Consistent with MTC Resolution No. 3331, MTC will allow transit operators to use local fund exchanges to fund projects that are not otherwise eligible for federal funds in Cycle 6. MTC staff is supportive of these fund exchanges to the extent that the exchange projects meet the spirit of the Lifeline Transportation Program. In the event that a transit operator is unable to identify a Lifeline eligible project for the FTA Section 5307 funds, the operator may request to have the funds transferred to another operator or return funds to MTC for redistribution to other operators. Transit operators must notify MTC about their intent to

exchange, transfer or return funds, and MTC staff will review and may approve the requests on a case-by-case basis.

4. FTA SECTION 5307 ELIGIBLE RECIPIENTS/SUBRECIPIENTS.

Transit operators that are FTA grantees are the only eligible recipients of FTA Section 5307 funds.

Non-profit organizations and public agencies that are not FTA grantees are only eligible for Section 5307 funds if they partner with an FTA grantee (transit operator) that is willing to serve as the direct recipient of the Section 5307 funds and pass through the funds to the sub recipient non-profit or public agency.

Section 5307 recipients/sub recipients will be required to have a Dun and Bradstreet (D&B) Data Universal Numbering System (DUNS) number and provide it during the application process.³ A DUNS number may be obtained from D&B by telephone (866-705-5711) or the Internet (<http://fedgov.dnb.com/webform>).

5. PUBLIC PARTICIPATION. For FTA Section 5307 funds, MTC staff will be soliciting applications from the transit operators for the Lifeline Transportation Program.

Consistent with MTC's Public Participation Plan and FTA's Title VI Circular (FTA C 4702.1B), MTC encourages transit operators to conduct a broad, inclusive public involvement process, and use multiple methods of public outreach in identifying Lifeline projects. Funds in the Cycle 6 program are restricted to transit operators (see Section 4 for recipient eligibility restrictions). Therefore, MTC also acknowledges that each transit operator public outreach strategy will be tailored accordingly.

Further guidance for public involvement is contained in MTC's Public Participation Plan. Additionally, a list of Caltrans best practices for community engagement can be accessed through the Caltrans Final Sustainable Communities Grant Guide at:

http://www.dot.ca.gov/hq/tpp/grants/1718/1_14SEP17_FinalSustainableCommunitiesGrantGuideFY2017-18.pdf

³ A Dun and Bradstreet (D&B) Data Universal Numbering System (DUNS) number is a unique, non-indicative 9-digit identifier issued and maintained by D&B that verifies the existence of a business entity. The DUNS number is a universal identifier required for Federal financial assistance applicants, as well as recipients and their direct sub-recipients.

6. ELIGIBLE ACTIVITIES.

- a. Eligible operating projects. Eligible operating projects include (but are not limited to) new or enhanced fixed route transit services, restoration of Lifeline-related transit services eliminated due to budget shortfalls, shuttles, taxi voucher programs, auto loan programs, etc. See Appendix 1 for additional details about eligibility by funding source. Eligible operating projects are different for large and small urbanized areas (UZAs). Refer to FTA Section 5307 Circular (FTA C9030.1E).

(1) General Eligibility. In an effort to address the sustainability of fixed-route transit operations, transit operators may elect to allocate some or all of their Section 5307 funds directly for Lifeline transit operations within the county. Projects must be identified as Lifeline projects before transit operators can claim funds, and will be subject to Lifeline Transportation Program reporting requirements.

- b. Eligible capital projects. Eligible capital projects, consistent with requirements of funding sources, may include (but are not limited to) purchase of vehicles; bus stop enhancements; rehabilitation, safety or modernization improvements; or other enhancements to improve transportation access for residents of low-income communities. See Appendix 1 for additional details about eligibility by funding source.

c. FTA Section 5307 restrictions

(1) Job Access and Reverse Commute requirement. For the Lifeline Transportation Program, the use of FTA Section 5307 funds is restricted solely to Job Access and Reverse Commute (JARC) -type projects. For details regarding eligible FTA Section 5307 JARC-type projects, see the FTA Section 5307 Circular (FTA C 9030.1E), Chapter IV, Section 5 available at: https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/FINAL_FTA_circular9030.1E.pdf
Also see Appendix 1 for detailed eligibility requirements by fund source.

(2) New and existing services. Consistent with the FTA Section 5307 circular (FTA C 9030.1E), Chapter IV, Section 5.a, eligible job access and reverse commute projects must provide for the development or maintenance of eligible job access and reverse commute services. Recipients may not reclassify existing public transportation services that have not received funding under the former Section 5316 program as job access and reverse commute services in order to qualify for operating assistance. In order to be eligible as a job access and reverse commute project, a proposed project must qualify as either a “development project” or “maintenance project” as follows:

- i. Development Projects. “Development of transportation services” means new projects that meet the statutory definition and were not in service as of the date Fixing America’s Surface Transportation (FAST) Act, became effective December 4, 2015. This includes projects that expand the service area or hours of operation for an existing service.

- ii. Maintenance Projects. “Maintenance of transportation services” means projects that continue and maintain job access and reverse commute projects and services that received funding under the former Section 5316 Job Access and Reverse Commute program.

7. LOCAL MATCH REQUIREMENTS. The Lifeline Transportation Program requires a minimum local match of 20% of the total project cost. Lifeline Transportation Program funds may cover a maximum of 80% of the total project cost.

- a. Exceptions to 20% requirement. There are two exceptions to the 20% local match requirement:

- (1) FTA Section 5307 operating projects require a 50% match.

- (2) All auto-related projects require a 50% match.

- b. Sources of local match. Project sponsors may use certain federal, state or local funding sources (Transportation Development Act, operator controlled State Transit Assistance, local sales tax revenue, etc.) to meet the match requirement. In-kind contributions such as the market value of in-kind contributions integral to the project may be counted as a contribution toward local share.

For FTA Section 5307 projects, the local match can be *non*-Department of Transportation (DOT) federal funds. Eligible sources of non-DOT federal funds include: Temporary Assistance to Needy Families (TANF), Community Services Block Grants (CSBG) and Social Services Block Grants (SSBG) administered by the US Department of Health and Human Services or Community Development Block grants (CDBG) and HOPE VI grants administered by the US Department of Housing and Urban Development (HUD). Grant funds from private foundations may also be used to meet the match requirement.

Transportation Development Credits (“Toll Credits”) are not an eligible source of local match for the Lifeline Transportation Program.

8. COORDINATED PLANNING. Under FAST Act, projects funded with Section 5307 funds are no longer required by FTA to be derived from a locally developed, coordinated public transit-human services transportation plan (“Coordinated Plan”); however, in the Bay Area’s Coordinated Plan, MTC continues to identify the transportation needs of individuals with disabilities, older adults, *and* people with low incomes, and to provide strategies for meeting those local needs. Therefore, projects funded with Lifeline Transportation Program funds should be consistent with the transportation needs, proposed solutions, and enhanced coordination strategies presented in the Coordinated Plan to the extent practicable considering any other funding source restrictions. The Bay Area’s Coordinated Plan was updated in February 2018 and is available at:

https://mtc.ca.gov/sites/default/files/MTC_Coordinated_Plan.pdf

- a. Mobility management. Mobility management was a key coordination strategy recommended in the 2018 plan. The designation of lead mobility managers or Consolidated Transportation Service Agencies (CTSAs) at the County or sub regional level is an essential component of that strategy. Consistent with those recommendations, MTC may, choose to give priority to—projects

sponsored by or coordinated with County or sub regional Mobility Managers or CTAs. If mobility management projects are not identified as part of the Program of Projects, provide explanation and justification.

Transportation needs specific to senior and disabled residents of low-income communities may also be considered when funding Lifeline projects.

9. GRANT APPLICATION. To ensure a streamlined application process for project sponsors, a universal application form will be used. Transit operators with multi-county projects must notify the relevant CTA Lifeline Program Administrators about their intent to submit a multi-county project. Once MTC receives the application, MTC may send the application to the CTAs. MTC will coordinate with associated CTAs to assess multi-county projects and the associated program of projects submitted by transit operators.

10. APPLICATION EVALUATION SCREENING.

Project will be evaluated based on meeting eligibility requirements outlined in Sections 6 – 9, evaluation screening criteria, and county goal alignment. Standard screening criteria will be used to assess projects. The six criteria include (1) project need/goals and objectives, (2) community-identified priority and county plans, (3) implementation plan and project management capacity, (4) coordination and program outreach, (5) cost-effectiveness and performance indicators, and (6) project budget/sustainability. MTC will establish the weight to be assigned for each criterion in the assessment process.

See Appendix 2 for the detailed standard screening criteria.

11. TRANSIT OPERATOR PROGRAM OF PROJECTS. A full program of projects is due to MTC from each transit operator based on the timeline outlined in Section 18. MTC will provide the transit operator program of projects to the associated CTA Lifeline Program Administrator.

12. POLICY BOARD ADOPTION.

- a. Transit Operator Board Resolution and Concurrence. Prior to MTC's programming of Lifeline Cycle 6 funds (FTA Section 5307) to any project, MTC requires that the transit operator adopt and submit a resolution of local support. The resolution shall state that approved projects not only exemplify Lifeline Program goals, but that the local project sponsors understand and agree to meeting all project delivery, funding match and eligibility requirements, and obligation and reporting deadlines and requirements. MTC will provide a resolution template. MTC has the option of collecting the resolutions of local support from transit operators along with the project applications, or after the project is selected by MTC for funding.

13. PROJECT DELIVERY. All projects funded under the transit operator programs are subject to the following MTC project delivery requirements:

Project sponsors must expend the Lifeline Transportation Program Section 5307 funds within three years of the FTA grant award or execution of agreement with pass-through agency, whichever is applicable. To prevent the Section 5307 funds from lapsing on the federal obligation deadline, MTC

reserves the right to reprogram funds if direct recipients fail to submit their FTA grant by the following dates:

- August 2023 for FY2018-19 funds
- August 2024 for FY2019-20 funds

Project sponsor are encouraged to submit grant applications at least 90 days prior to the close of FTA's Transit Award Management System (TrAMS) due to the time need for application review by USDOT and the US Department of Labor prior to any grants being awarded. Direct recipients are responsible for carrying out the terms of their grants.

14. PROJECT OVERSIGHT. Transit operators are responsible for meeting the MTC obligation deadlines and project delivery requirements. In addition, transit operators will carry out the scope described in the grant applications for the period of performance. All project budget and scope of work changes must be approved by the MTC Commission; however transit operators are responsible for approving budget and scope of work changes prior to MTC's authorization. Transit operators will work with CTA Lifeline Program Administrators and MTC on proposed changes. All scope changes must be fully explained and must demonstrate consistency with Lifeline Transportation Program goals.

See Appendix 1 for detailed accountability and reporting requirements by funding source.

15. PERFORMANCE MEASURES. As part of the Call for Projects, applicants will be asked to establish project goals, and to identify basic performance indicators to be collected in order to measure the effectiveness of the Lifeline projects. At a minimum, performance measures for service-related projects would include: documentation of new "units" of service provided with the funding (e.g., number of trips, service hours, workshops held, car loans provided), cost per unit of service, and a qualitative summary of service delivery procedures employed for the project. For capital projects, project sponsors are responsible for establishing milestones and reporting on the status of project delivery. Project sponsors are responsible for satisfying all reporting requirements, as referenced in Appendix 1. Transit operators will forward all reports containing performance measures to MTC for review and overall monitoring of the Lifeline Transportation Program.

16. FTA SECTION 5307 FUND ADMINISTRATION.

Project sponsors are responsible for entering projects into MTC's Fund Management System for inclusion in the Transportation Improvement Program (TIP). Transit operators that are FTA grantees are the only eligible recipients of Section 5307 funds. FTA grantees will act as direct recipients, and will submit grant applications directly to FTA.

For projects funded with FTA Section 5307 funds that are sponsored by non-FTA grantees (e.g., nonprofits or other local government entities), the FTA grantee who was identified as the partner agency at the time of the application will submit the grant application to FTA directly and, following FTA approval of the grant, will enter into funding agreements with the sub recipient project sponsor.

FTA recipients are responsible for following all applicable federal requirements and for ensuring that their sub recipients comply with all federal requirements. See Section 18 for federal compliance requirements.

17. COMPLIANCE WITH FEDERAL REQUIREMENTS – Transit Operator Responsibilities

FTA Section 5307 applicants should be prepared to abide by all applicable federal requirements as specified in 49 U.S.C. Section 5307; FTA Circulars C 9030.1E, 4702.1B and 4703.1; the most current FTA Master Agreement; and the most current Certifications and Assurances for FTA Assistance Programs.

FTA Section 5307 direct recipients will be responsible for adhering to FTA requirements through their agreements and grants with FTA directly and for ensuring that all sub recipients and third-party contractors comply with FTA requirements.

18. FUTURE PROGRAM CONSIDERATIONS. These guidelines apply for the purposes of this programming cycle only. Future programs and funding formulas would be subject to revisiting under the following conditions, for example:

- Changes in mix of fund sources for the Lifeline Transportation Program
- Changes in the mix of transit operators in the region
- Changes in ridership demographics and services commenced over time
- Updated data and changes to the definition of Communities of Concern
- Evaluation and experience from this cycle does not meet the intent of the Lifeline Transportation Program.

19. TIMELINE. The anticipated timeline for Cycle 6 is as follows:

Action	Anticipated Date*
Commission approves Cycle 6 Program Guidelines	June 24, 2020
MTC approves TIP amendment (administrative modification)	June 24, 2020
MTC issues guidelines to transit operators	June 30, 2020
Transit Operator Board-approved** programs due to MTC from Transit Operator	July/August 2020
MTC Commission approval of Program of Projects	September 2020
FTA grantees can submit FTA grants for FY19 and FY20 funds (after all Board approvals completed)	October 2020

* Dates subject to change depending on Federal deadlines and availability of funds.

** Transit Operator Board approval and concurrence may be pending at the time of deadline.

Appendix 1
Lifeline Transportation Program Cycle 6
Funding Source Information

	FTA Section 5307
Purpose of Fund Source	To support the continuation and expansion of public transportation services in the United States
Detailed Guidelines	https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/FINAL_FTA_circular9030.1E.pdf
Use of Funds	For the Lifeline Transportation Program, the use of FTA Section 5307 funds is restricted solely to Job Access and Reverse Commute-type projects that support the development and maintenance of transportation services designed to transport welfare recipients and eligible low income individuals to and from jobs and activities related to their employment
Eligible Recipients	<ul style="list-style-type: none"> ▪ Transit operators that are FTA grantees
Eligible Sub-recipients (must partner with an eligible recipient that will serve as a pass-through agency)	<ul style="list-style-type: none"> ▪ Private non-profit organizations ▪ Public agencies that are not FTA grantees (e.g., cities, counties)

	FTA Section 5307
Eligible Projects	<p><u>New and existing services.</u> Eligible job access and reverse commute projects must provide for the development or maintenance of eligible job access and reverse commute services. Recipients may not reclassify existing public transportation services that have not received funding under the former Section 5316 program as job access and reverse commute services in order to qualify for operating assistance. In order to be eligible as a job access and reverse commute project, a proposed project must qualify as either a “development project” or a “maintenance project” (see Section 7.c.(2) of these guidelines for details regarding “development” and “maintenance” projects).</p> <p><u>Capital and Operating projects.</u> Projects that comply with the requirements above may include, but are not limited to:</p> <ul style="list-style-type: none"> ▪ Late-night & weekend service; ▪ Guaranteed ride home service; ▪ Shuttle service; ▪ Expanding fixed route public transit routes, including hours of service or coverage; ▪ Demand-responsive van service; ▪ Ridesharing and carpooling activities; ▪ Transit-related aspects of bicycling; ▪ Administration and expenses for voucher programs; ▪ Local car loan programs; ▪ Intelligent Transportation Systems (ITS); ▪ Marketing; and ▪ Mobility management. <p>See FTA C 9030.1E, Chapter IV, Section 5307 for details regarding eligible projects.</p>

FTA Section 5307		
Lifeline Program Local Match	20%	<ul style="list-style-type: none"> ▪ 50% for operating projects (may use STA funds to cover up to 30% if project is eligible for both JARC and STA) ▪ 50% for auto projects ▪ 20% for planning and capital projects
Estimated timing for availability of funds to transit operator	<p>Transit operators, CTSA's and eligible cities and counties can initiate claims for FY18 and FY19 funds immediately following MTC approval of program of projects.</p> <p>For sub recipients, the eligible recipient acting as fiscal agent will likely initiate a funding agreement following MTC approval of program of projects. Funds will be available on a reimbursement basis after execution of the agreement.</p>	<p>Following MTC approval of the program of projects, project sponsor will submit project in FMS for inclusion in the TIP. Following Federal TIP approval, FTA grantees must submit FTA grants.</p> <p>FTA grantees can begin their projects after the funds are obligated in an FTA grant. For sub recipients, the FTA grantee acting as fiscal agent will likely initiate a funding agreement following FTA grant award. Funds will be available on a reimbursement basis after execution of the agreement.</p>
Accountability & Reporting Requirements	<p>Transit operators and eligible cities and counties must submit annual performance (i.e., ridership) statistics for the project, first to MTC for review, and then to MTC along with annual claim.</p> <p>Depending on the arrangement with the pass-through agency, sub recipients will likely submit quarterly performance reports with invoices, first to the pass-through agency for reimbursement, and then to MTC for review.</p>	<p>FTA grantees are responsible for following all applicable federal requirements for preparing and maintaining their Section 5307 grants. MTC may request copies of FTA grantees' quarterly Section 5307 grant reports to FTA.</p> <p>Depending on the arrangement with the pass-through agency, sub recipients will likely submit quarterly performance reports with invoices, first to MTC for review, and then to the pass-through agency for reimbursement. Sub recipients will also submit Title VI reports annually to the pass-through agency.</p>

Note: Information on this chart is accurate as of April 2020. MTC will strive to make transit operators aware of any changes to fund source guidelines that may be enacted by the appropriating agencies (i.e. State of California, Federal Transit Administration).

Appendix 2 Lifeline Transportation Program Cycle 6 Standard Evaluation Screening Criteria

The following standard evaluation screening criteria are intended to provide consistent guidance to transit operators in submitting projects to receive Lifeline Transportation Program funds. Each transit operator, will consider these screening criteria when submitting applications for projects.

- a. Project Need/Goals and Objectives – Serves Low-Income Communities/Residents:** Applicants should describe the unmet transportation need or gap that the proposed project seeks to address and the relevant planning effort that documents the need. Describe how project activities will mitigate the transportation need. Capital or operations projects (sponsored by public transit operators or in partnership with non-profits or cities) that support and augment but are not traditional fixed route projects may be given extra points under this criteria. Project application should clearly state the overall program goals and objectives, and demonstrate how the project is consistent with the goals of the Lifeline Transportation Program.
- b. Community-Identified Priority and County Plans:** Priority should be given to projects that directly address transportation gaps and/or barriers identified through a Community-Based Transportation Plan (CBTP) or other substantive local planning effort involving focused inclusive engagement to low-income populations. Applicants should identify the CBTP or other substantive local planning effort, as well as the priority given to the project in the plan. MTC will coordinate with CTAs to assess project consistency with County Plans.

Other projects may also be considered, such as those that address transportation needs identified in countywide or regional welfare-to-work transportation plans, the Coordinated Public Transit-Human Services Transportation Plan, or other documented assessment of needs within designated communities of concern. Findings emerging from one or more CBTPs or other relevant planning efforts may also be applied to other low-income areas, or otherwise be directed to serve low-income constituencies within the county, as applicable. A map of communities of concern (CoC) is included in the Equity Analysis Report for Plan Bay Area 2040, which is available at http://2040.planbayarea.org/sites/default/files/2017-07/Equity_Report_PBA%202040%207-2017.pdf

- c. Implementation Plan and Project Management Capacity:** For projects seeking funds to support program operations, applicants must provide a well-defined service operations plan, and describe implementation steps and timelines for carrying out the plan.

For projects seeking funds for capital purposes, applicants must provide an implementation plan, milestones and timelines for completing the project.

Priority should be given to projects that are ready to be implemented in the timeframe that the funding is available.

Project sponsors should describe and provide evidence of their organization's ability to provide and manage the proposed project, including experience providing services for low-income persons, and experience as a recipient of state or federal transportation funds. For continuation projects that have previously received Lifeline funding, project sponsor should describe project progress and outcomes.

- d. Coordination and Program Outreach:** Projects will be screened based on their ability to coordinate with other community transportation and/or social service resources. Applicants should clearly identify project stakeholders, and how they will keep stakeholders involved and informed throughout the project. Applicants should also describe how the project will be marketed and promoted to the public.
- e. Cost-Effectiveness and Performance Indicators:** The project will be screened based on the applicant's ability to demonstrate that the project is the most appropriate way in which to address the identified transportation need, and is a cost-effective approach. Applicants must also identify clear, measurable outcome-based performance measures to track the effectiveness of the service in meeting the identified goals. A plan should be provided for ongoing monitoring and evaluation of the service, as well as steps to be taken if original goals are not achieved.
- f. Project Budget/Sustainability:** Applicants must submit a clearly defined project budget, indicating anticipated project expenditures and revenues, including documentation of matching funds. Proposals should address long-term efforts and identify potential funding sources for sustaining the project beyond the grant period.

Appendix K
Schedule of Subrecipient Title VI programs

**2023 Certifications & Assurances/Title VI
JARC Subrecipient Tracking List**

Agency (Project Sponsor)

Peninsula Family Services

-

Street Address	City, St, ZIP	Program / Cycle	Certs&Assurances	Title VI Report	Comments
24 Second Avenue	San Mateo, CA 94401	JARC 3	Deferred until 2024	Submitted	Also being monitored by Caltrans for 5310

FTA Direct Recipients - no monitoring

Appendix L
Plan Bay Area 2050 Equity Analysis



EQUITY ANALYSIS REPORT

OCTOBER 2021



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OF BAY AREA
GOVERNMENTS



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TRANSPORTATION
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Executive Summary

Equity is a central focus of all projects and programs of the Metropolitan Transportation Commission (MTC) and the Association of Bay Area Governments (ABAG). Plan Bay Area 2050, the regional plan for transportation, housing, the economy and the environment, upholds the agencies' commitment to equity in process and outcomes by adopting an equity lens approach. In collaboration with Bay Area residents, especially historically underserved populations, the Regional Equity Working Group, MTC's Policy Advisory Council and various partner agencies and working groups, MTC and ABAG developed Plan Bay Area 2050 as a long-range plan that is poised to accommodate future housing and employment growth over the next three decades and ensure that the Bay Area is affordable, connected, diverse, healthy and vibrant for all. The plan — a package of 35 strategies that include public policies or sets of investments that can be implemented at the city, county, regional or state level over the next 30 years — is designed to meet and exceed federal and state requirements, and ultimately serve as the Regional Transportation Plan/Sustainable Communities Strategy (RTP/SCS) for the San Francisco Bay Area.

The Equity Analysis Report for Plan Bay Area 2050 reflects on the equity lens approach used in the planning process. The report summarizes all the equity-focused components that are weaved into the 35 strategies, identifies the share of planned investments that directly benefit households with low incomes and analyzes forecasted outcomes of the plan and its impact on existing disparities in the region. The analysis also demonstrates MTC's compliance as a metropolitan planning organization (MPO) with federal requirements related to Title VI and environmental justice (EJ) in the Regional Transportation Plan (RTP) development process, by examining the benefits and burdens of proposed transportation investments on people of color and determining if the plan has any adverse impacts on historically underserved populations.

Central to the analysis is identifying the equity-focused populations and geographies that the plan seeks to prioritize across its strategies. These primarily include households with low incomes (incomes below twice the Federal Poverty Threshold) who account for 21% of all Bay Area households and people of color who account for a majority, 60%, of the Bay Area population. MTC and ABAG also identify Equity Priority Communities as census tracts that have a significant concentration of historically underserved populations, including people with low incomes, people of color, people with limited English proficiency, zero-vehicle households, seniors aged 75 years and over, people with disabilities, single-parent families and severely rent-burdened households. More specific planning to address needs of seniors and people with disabilities, who tend to be more dispersed in the region than other historically underserved populations, can be found in the Coordinated Public Transit–Human Services Transportation Plan.¹

The backbone of equitable planning in Plan Bay Area 2050 is engagement and outreach with these equity-focused populations. Over the course of the Horizon initiative, the precursor scenario planning effort, and Plan Bay Area 2050, staff engaged directly with underrepresented groups through in-person and virtual small group discussions that were facilitated by community-based organizations across the region. Prior to the COVID-19 pandemic, staff set up pop-up workshops to meet people “where they are” at public events and venues such as libraries, community colleges, farmers markets and street fairs, prioritizing locations in Equity Priority Communities. During the pandemic, staff engaged digitally through surveys and telephone town halls to reach those with limited internet access and/or limited English proficiency. Staff also periodically consulted with the Regional Equity Working Group and MTC's Policy Advisory Council Equity and Access Subcommittee, both bodies with devoted advocates for equity and the environment.

All of the engagement, combined with insightful analysis throughout the planning process that highlighted impacts on equity-focused populations and geographies, enabled staff to implement an equity lens approach in developing the Plan Bay Area 2050's 35 strategies. The initial list of strategies — sourced mainly from the Horizon planning initiative that prioritized strategies and transportation projects on the basis of equity and resilience to an uncertain future — was continuously refined through an iterative process of sharing robust performance and equity analysis based on regional transportation, land use and economic modeling of the strategies. Creative engagement methods, such as game-like workshops and collaborative digital whiteboards, also played a critical role. This process led to adding multiple equity-focused components within strategies as well as new strategies, such as prioritizing speed limit enforcement through design elements on local streets and constraining freeway tolling to corridors where robust transit

1 The current [Coordinated Public Transit-Human Services Transportation Plan](#) was adopted in 2018. The next iteration of this plan will be completed in 2022. This report is consistent with the 2018 Coordinated Plan, as well as the ongoing update.

alternatives are available. Other examples include integrating expanded services for tenant protections; mortgage and rental assistance for households with low incomes; subsidies for high-speed internet in Equity Priority Communities; and means-based subsidies to offset resilience- and energy-related residential building retrofits, to name a few.

With each Plan Bay Area 2050 strategy carefully crafted to advance equity, it is also critical to ensure that investments nested within the strategies are channeled equitably. Staff estimated the share of nearly \$1.4 trillion of investments planned across Plan Bay Area 2050's 35 strategies targeted toward households with low incomes. In all four elements, the plan advances equitable outcomes by disproportionately targeting investments toward households with low incomes, who account for 21% of the region's population. Investments in the housing and economy elements are directed almost exclusively toward households with low incomes, while 39% of transportation investments and 29% of environmental investments are targeted toward households with low incomes.

Perhaps most critical to understanding Plan Bay Area 2050's impacts is an extensive set of measures of disparities in the region — organized by the plan's five guiding principles — that staff forecasted into the future, with the goal of determining whether the plan meaningfully decreases those disparities. Implicit is the caveat that not all equity-focused components within strategies may be reflected in the forecasted outcomes of the plan as some of the components cannot be sufficiently represented by our travel and land use models. Notwithstanding this, Plan Bay Area 2050 is forecasted to lower disparities in most of the measures across the five guiding principles, while maintaining existing disparities in a few:

- **Affordable:** The decrease in disparities is most prominent in affordability, where Plan Bay Area 2050 is forecasted to significantly decrease the share of income spent on housing and transportation for households with low incomes by a much greater extent than for all households on average. Transit fares are lowered substantially, and new freeway tolls' impacts are mitigated through means-based discounts.
- **Connected:** While households in Equity Priority Communities already have better access to transit and jobs through transit than the average Bay Area household today, Plan Bay Area 2050 further enhances their accessibility with targeted affordable housing in Transit-Rich Areas and improvements to transit service. Nearly three-quarters of all families with low incomes are forecasted to be living within half-mile of frequent transit in 2050.
- **Diverse:** With inclusionary zoning and a focus on affordable housing production and preservation in High-Resource Areas, especially those that are also transit-rich, Plan Bay Area 2050 diminishes disparities in access to opportunity by providing more choices to households with low incomes. Strengthened renter protections and targeted assistance programs further increase their ability to remain in place in those areas.
- **Healthy:** Although Plan Bay Area 2050 is forecasted to improve health and safety outcomes for all households, disparities in air quality and safety from vehicle collisions between Equity Priority Communities and the rest of the region are forecasted to persist.
- **Vibrant:** Plan Bay Area 2050 is forecasted to enhance economic mobility for families with low incomes by promoting stronger employment growth in low- and middle-wage industries over the next 30 years relative to past years, while bringing jobs slightly closer to homes for all workers.

Based on these findings, as well as additional analysis that can be found in the report, MTC and ABAG evaluated whether Plan Bay Area 2050 meets federal and state requirements. There are no disproportionately high and adverse impacts from Plan Bay Area 2050 on EJ populations, specifically people of color and people with low incomes. Further, benefits of transit investments to people of color populations are proportional to their share of the population and share of total transit system ridership, and MTC and ABAG conclude that Plan Bay Area 2050 is in compliance with Title VI of the Civil Rights Act of 1964 for the distribution of federal and state transit funds.

To advance equitable outcomes with the plan, the recently adopted MTC-ABAG Equity Platform provides a strong framework. Focusing and delivering on the plan through advocacy and legislation, new, existing or restructured initiatives and further planning and research is now paramount — MTC and ABAG have outlined concrete implementation actions that the agencies can take, in partnership with other organizations, in the next one to five years. In tandem, MTC and ABAG will continue and enhance efforts to define and measure equity; listen and learn from our communities; and train and grow our internal staff capacity.

To request translation of this report or any part of the Plan Bay Area 2050, or to request other assistance, call (415) 778-6757 or email info@bayareametro.gov.

Chapter 1 | Introduction

Equity is a central focus of all projects and programs of the Metropolitan Transportation Commission (MTC) and the Association of Bay Area Governments (ABAG). While equity has been integrated throughout the process of Plan Bay Area 2050 (Plan) — the regional plan for transportation, housing, the economy, and the environment for the San Francisco Bay Area — this report serves as a reflection of the process and outcomes of the Plan with respect to equity. The report is based on extensive engagement with Bay Area residents with a focus on historically underserved populations and a framework that was developed collaboratively with MTC’s Policy Advisory Council Equity and Access Subcommittee and the Regional Equity Working Group. The report includes a summary of the equity-focused components within Plan Bay Area 2050, an analysis of the distribution of Plan Bay Area 2050 investments and forecasted outcomes and disparities of Plan Bay Area 2050. The report also addresses requirements placed upon MTC as a metropolitan planning organization (MPO); specifically, the federally required disparate impact and non-discriminatory (Title VI) and environmental justice analyses.

What Is Equity?

MTC and ABAG serve diverse populations in the Bay Area. People with low incomes have increasingly been displaced from their communities due to rising home prices and rents, while people with high incomes are able to stay in place with access to the best schools, parks and other resources. People of color have been the majority since 1980 while white people are able to accrue advantages and benefits from historically unjust policies such as discrimination and redlining. Rural communities, roughly 10 percent of the population, are exposed to a different set of issues relative to their suburban or urban counterparts. Seniors are continuously rising in size relative to the rest of the population. People with disabilities face daily barriers to housing and transportation access and are over-represented in the ranks of the economically disadvantaged and unemployed. Various population subgroups have historically faced the brunt of planning processes due to the language they speak, their disabilities, their age, their gender and sexual orientation, or the home or vehicle they do not own.

MTC and ABAG’s working definition of equity is “just inclusion into a Bay Area where everyone can participate, prosper and reach their full potential.” The agencies strive to advance equity through careful consideration of investments and policies — referred to in the Plan Bay Area 2050 context as “strategies” — that affect historically and systemically marginalized, underserved, and excluded groups, including households with low incomes, communities of color, people with disabilities and seniors.

The MTC-ABAG Equity Platform, launched in 2019, is built around the common vision of furthering long-term equity actions that meaningfully reverse disparities in access and dismantle systemic exclusion. Explored in the Introduction Chapter of Plan Bay Area 2050, historical and present-day policies have led to disparate outcomes for various population subgroups, especially Black and Indigenous people. Plan Bay Area 2050 recognizes this upfront, while also acknowledging that dismantling systemic racism and exclusion cannot and will not happen overnight. To advance racial and environmental justice, MTC adopted an equity lens approach consistently throughout the planning process, where the plan does not simply seek to mitigate adverse impacts on underserved populations, but affirmatively advance equitable outcomes through all of its strategies in transportation, housing, economy and the environment. The following paragraphs describe a vision for equity in each of these areas, based on what we heard from Bay Area residents, especially underserved populations, throughout the Plan Bay Area 2050 process:

Housing

In Plan Bay Area 2050, an equitable future in housing is a future where every resident enjoys the bedrock of a strong, vibrant community: a safe, stable, accessible, affordable, high-quality home. Equitable housing in the Bay Area means increased access to opportunity, such as well-resourced schools and well-maintained transit — for all, regardless of race or income. Equity also means more housing choices for families that have historically had few options and accessible homes for people with disabilities and older residents with mobility limitations.

Strategies in Plan Bay Area 2050 facilitate this access to opportunity by allowing for increases in affordable housing in places like High-Resource Areas² and historically exclusionary areas. This includes ensuring families have the ability to stay in their homes and maintain the community connections and cultural fabrics of their neighborhoods, without being priced out. Families will also benefit from planned investments in their communities, including enhanced transit service, improved parks and better access to open space.

Economy

With a gross domestic product of over \$900 billion, the Bay Area economy has ample opportunity to better serve historically marginalized communities as it recovers from the impacts of COVID-19. In an equitable economy, all residents would be secure in their finances, even under deeply uncertain and shifting conditions. Plan Bay Area 2050's universal basic income strategy would help Bay Area residents with low or no incomes and people with disabilities — who are over-represented in the ranks of the economically disadvantaged and unemployed — to meet their basic needs. Job training programs and guaranteed high-speed internet access would prepare residents for the future economic landscape. The Bay Area's economy would return to its pre-pandemic vigor, but future economic gains would be shared more evenly across the region's population. Small local businesses would sustain vibrant neighborhoods where residents could reinvest their money in local goods and services. With equity in sight, government support would help people who have been historically excluded from wealth-generating opportunities — like homeownership — to achieve these goals.

Transportation

An equitable transportation system is one that is safe, affordable, accessible and reliable in meeting the needs of all residents, but especially those with the fewest options. Safety ensures that no one is discouraged from making a trip out of fear for their well-being, whether on transit, in a personal vehicle or simply walking. Further accessibility enhancements on sidewalks, streets and transit are critical to allow the region's growing share of older residents, as well as people with disabilities, to move freely around the Bay Area.

Equity also means thoughtful consideration of who benefits from a transportation investment when prioritizing projects. In the short term, Plan Bay Area 2050 encourages investment in projects used primarily by people with lower incomes, like more frequent local bus service. An equitable transportation system is also one that does not exclude riders through high fares. Plan Bay Area 2050 calls for reform to transit fares regionwide that would lower fare costs across the board, particularly for riders that use multiple transportation systems, and serve those most in need by offering income-based fare discounts.

Environment

In an equitable future, all Bay Area residents, regardless of race, age or income, would have access to open space, clean air and water, safe housing, and a full suite of sustainable, accessible transportation choices. All residents, including seniors and those with disabilities, would be able to easily access parks and open spaces close to home and fully enjoy the region's rich natural resources. Climate change's effects grow more hazardous with each additional degree in global temperature, and they are felt most acutely by underserved communities of color and people with lower incomes — people who often already face uncertain housing situations and health risks before any shock to the region hits.






2 See the Growth Geographies section of the Introduction Chapter for more information on High-Resource Areas.

Equitable environmental strategies must account for past injustices and seek to improve housing stability for those most at risk of displacement due to environmental causes, ensuring the most vulnerable communities are prepared to withstand a range of future environmental shocks. Plan Bay Area 2050 proposes long-term strategies and means-based support to protect those most at risk from environmental hazards and the effects of climate change, including retrofitting residential buildings against wildfires and earthquakes and protecting vulnerable communities from sea level rise.

Plan Bay Area 2050 Vision and Guiding Principles

Extensive public engagement with over 10,000 Bay Area residents throughout the nine counties led MTC and ABAG to five guiding principles that informed every step of Plan Bay Area 2050's development: affordable, connected, diverse, healthy and vibrant. These principles were distilled from the thousands of comments received at online and in-person events, as people consistently cited the importance of preserving racially-diverse communities, addressing housing affordability challenges, and tackling climate change, among other issues, as top concerns for their future. The Plan Bay Area 2050 Public Engagement Report contains more details on this outreach. In September 2019, MTC and the ABAG Executive Board formally adopted the principles in the following vision statement for Plan Bay Area 2050: "Ensure by the year 2050 that the Bay Area is affordable, connected, diverse, healthy and vibrant for all."

Figure 1. Plan Bay Area 2050 Cross-Cutting Themes, Vision and Guiding Principles

CROSS-CUTTING THEMES	RESILIENCE & EQUITY
Vision	Ensure by the year 2050 that the Bay Area is affordable, connected, diverse, healthy, and vibrant for all.
GUIDING PRINCIPLE	DESCRIPTION
 AFFORDABLE	All Bay Area residents and workers have sufficient housing options they can afford – households are economically secure.
 CONNECTED	An expanded, well-functioning, safe and multimodal transportation system connects the Bay Area – fast, frequent and efficient intercity trips are complemented by a suite of local transportation options, connecting communities and creating a cohesive region.
 DIVERSE	The Bay Area is an inclusive region where people from all backgrounds, abilities, and ages can remain in place – with full access to the region's assets and resources.
 HEALTHY	The region's natural resources, open space, clean water and clean air are conserved – the region actively reduces its environmental footprint and protects residents from environmental impacts.
 VIBRANT	The Bay Area region is an innovation leader, creating quality job opportunities for all and ample fiscal resources for communities.

Adopted by MTC and ABAG in September 2019

Purpose of This Report and Organization

The purpose of the Equity Analysis Report is to capture the process and outcomes of the equity lens approach that MTC has applied consistently throughout Plan Bay Area 2050. The report identifies potential benefits and burdens of Plan Bay Area 2050 on underserved populations and determines disparities in forecasted outcomes, while seeking to understand if the plan helps meaningfully decrease existing disparities. The equity analysis has been conducted in accordance with key federal and state regulations that govern the long-range planning process by metropolitan planning organizations.

The report is organized into eight chapters:

1. **Introduction:** Defines equity more generally, and with respect to the four elements of Plan Bay Area 2050; highlights plan vision and guiding principles; lays the foundation for the report.
2. **Regulatory Framework:** Outlines the federal and state regulatory framework that governs the Equity Analysis for Plan Bay Area 2050.
3. **Equity-Focused Populations and Geographies:** Details the definition of equity-focused populations and geographies used in analysis, including Equity Priority Communities (formerly referred to as Communities of Concern), and presents demographic trends of Equity Priority Communities.
4. **Equity Lens on Strategies:** Captures the engagement and outreach process in developing and refining the Plan Bay Area 2050 strategies with an equity lens, and details equity-focused components of all the 35 strategies across the Transportation, Housing, Economy and Environment elements that make up Plan Bay Area 2050.
5. **Investment Analysis:** Analyzes nearly \$1.4 trillion of investments within the 35 strategies of the plan and identifies the share that is targeted towards households with low incomes.
6. **Outcomes and Disparities Analysis:** Evaluates disparities in forecasted outcomes of Plan Bay Area 2050 for different population subgroups, including populations with low incomes, people living in Equity Priority Communities and rural communities.
7. **Title VI and Environmental Justice Analysis:** Analyzes the nearly \$600 billion in transportation-related investments that are part of the Transportation Element and the Environment Element and constitute the Regional Transportation Plan (RTP) and summarizes the outcomes of Plan Bay Area 2050 as it relates to environmental justice. This chapter is framed specifically to address federal requirements related to nondiscrimination and environmental justice in the metropolitan planning process.
8. **Next Steps:** Summarizes planned equity-focused implementation actions in the near term.

Chapter 2 | Regulatory Framework

While Plan Bay Area 2050 is a more comprehensive plan for the Bay Area — going well beyond transportation — one purpose of the equity analysis for Plan Bay Area 2050 is to demonstrate MTC’s compliance as a metropolitan planning organization with federal requirements related to Title VI and environmental justice in the Regional Transportation Plan (RTP) development process. The contents of this report are intended to satisfy several federal requirements, as well as regional policy objectives that are outlined in this chapter. At the federal level, requirements include civil rights protections against discrimination in federally funded programs on the basis of a person’s race, color, or national origin; and federal environmental justice objectives aimed at avoiding disproportionately high and adverse effects on minority and low-income populations. At the regional level, MTC adopted environmental justice principles that incorporate social equity throughout the agency’s regional planning efforts. More recently, MTC and ABAG launched the Equity Platform, built around the common vision of furthering long-term equity actions that meaningfully reverse disparities in access and dismantle systemic exclusion.

The first section of this chapter provides the regulatory context for Plan Bay Area 2050 under Senate Bill 375. The following sections describe each set of requirements and summarize MTC’s specific responsibilities and commitments in each area.

Senate Bill 375

Plan Bay Area 2050 is the region’s third regional plan developed under the requirements of California State Senate Bill 375.³ SB 375 went into effect in 2009 to help achieve reductions in greenhouse gas (GHG) emissions to levels established by the California Air Resources Board and mandated under Assembly Bill 32. The Bay Area’s per-capita GHG emission reduction target is 19% by 2035, from 2005 levels. The primary purpose of SB 375 is to integrate land use and transportation planning to help lower GHG emissions and vehicle miles traveled through the development of a Sustainable Communities Strategy (SCS) that links future development, including housing for all income categories, with the region’s transportation investments.

3 For more information on the bill, see: <https://www.arb.ca.gov/cc/sb375/sb375.htm>.

Title VI of the Civil Rights Act of 1964

Title VI of the Civil Rights Act of 1964 states that “[n]o person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”⁴ Title VI further authorizes federal agencies that make grants (including the U.S. Department of Transportation) to promulgate regulations to effectuate compliance with the law’s provisions.

MTC’s Roles and Responsibilities

As a recipient of U.S. Department of Transportation (DOT) funds, MTC is responsible for complying with DOT regulations related to Title VI⁵ (see sidebar). In October 2012, the Federal Transit Administration (FTA) issued a new Circular with guidance to its recipients for compliance with federal Title VI requirements.⁶ This guidance lays out requirements for FTA’s recipients, like MTC, to ensure that their programs, policies and activities comply with DOT’s Title VI regulations. The guidance offers several specific requirements that MPOs must submit to the state and to FTA as part of their overall Title VI programs, including:

- “All general requirements set out in [the General Requirements section of the] Circular;
- “A demographic profile of the metropolitan area that includes identification of the locations of minority populations in the aggregate;
- “A description of the procedures by which the mobility needs of minority populations are identified and considered within the planning process;
- “Demographic maps that overlay the percent minority and non-minority populations as identified by Census or ACS data ... and charts that analyze the impacts of the distribution of State and Federal funds in the aggregate for public transportation purposes...;
- “An analysis of impacts identified in paragraph (4) that identifies any disparate impacts on the basis of race, color, or national origin, and, if so, determines whether there is a substantial legitimate justification for the policy that resulted in the disparate impacts, and if there are alternatives that could be employed that would have a less discriminatory impact.”⁷

The methodology for conducting the analysis to meet these requirements and the analysis itself is included in Chapter 7. In addition to analyzing the long-range plan as described in this report, MTC’s Title VI program includes a variety of commitments to ensure nondiscrimination on the basis of race, color or national origin in its programs and activities.⁸

4 Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d et seq. See: <https://www.justice.gov/crt/fcs/TitleVI-Overview>.

5 Part 21—Nondiscrimination in Federally-Assisted Programs of the Department of Transportation—Effectuation of Title VI of the Civil Rights Act of 1964. 49 CFR Subtitle A. See: <https://www.gpo.gov/fdsys/pkg/CFR-2012-title49-vol1/pdf/CFR-2012-title49-vol1-part21.pdf>.

6 Federal Transit Administration Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients. See: <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/title-vi-civil-rights-act-1964>.

7 FTA Circular 4702.1B, Chapter VI-3, page VI-1f. See: https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/FTA_Title_VI_FINAL.pdf.

8 For more information, see MTC’s Title VI page at: <http://mtc.ca.gov/about-mtc/access-everyone/civil-rights-act-file-complaint>.

U.S. Department of Transportation Title VI Regulations

Specific discriminatory actions prohibited under Title VI regulations include:

- (a.) A recipient under any program to which this part applies may not, directly or through contractual or other arrangements, on the grounds of race, color, or national origin:
 - i. Deny a person any service, financial aid, or other benefit provided under the program;
 - ii. Provide any service, financial aid, or other benefit to a person which is different, or is provided in a different manner, from that provided to others under the program;
 - iii. Subject a person to segregation or separate treatment in any matter related to his receipt of any service, financial aid, or other benefit under the program;
 - iv. Restrict a person in any way in the enjoyment of any advantage or privilege enjoyed by others receiving any service, financial aid, or other benefit under the program;
 - v. Treat a person differently from others in determining whether he satisfies any admission, enrollment, quota, eligibility, membership, or other requirement or condition which persons must meet in order to be provided any service, financial aid, or other benefit provided under the program;
 - vi. Deny a person an opportunity to participate in the program through the provision of services or otherwise or afford him an opportunity to do so which is different from that afforded others under the program; or
 - vii. Deny a person the opportunity to participate as a member of a planning, advisory, or similar body which is an integral part of the program.

- (b.) A recipient, in determining the types of services, financial aid, or other benefits, or facilities which will be provided under any such program, or the class of person to whom, or the situations in which, such services, financial aid, other benefits, or facilities will be provided under any such program, or the class of persons to be afforded an opportunity to participate in any such program; may not, directly or through contractual or other arrangements, utilize criteria or methods of administration which have the effect of subjecting persons to discrimination because of their race, color, or national origin, or have the effect of defeating or substantially impairing accomplishment of the objectives of the program with respect to individuals of a particular race, color, or national origin.

Environmental Justice Executive Order 12898

In 1994, President Clinton signed Executive Order (EO) 12898, *Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations*, which directs each federal agency to “make achieving environmental justice part of its mission by identifying and addressing, as appropriate, disproportionately high and adverse human health or environmental effects of its programs, policies, and activities on minority populations and low-income populations . . .”⁹ Furthermore, the Executive Order directs each federal agency to develop an agency-wide environmental justice strategy.

Accordingly, DOT issued its original Environmental Justice Order in April 1997, establishing its overall strategy and procedures to comply with EO 12898. In response to a Memorandum of Understanding on Environmental Justice (August 4, 2011) signed by heads of federal agencies, DOT issued its revised environmental justice strategy, DOT Order 5610.2(a), in March 2012.¹⁰ This updated DOT Order places responsibility on the head of each Operating Administration within DOT to determine whether programs, policies or activities for which they are responsible will have an adverse human health or environmental effect on minority and low-income populations and whether that adverse effect will be disproportionately high.

As operating administrations within DOT, the Federal Highway Administration (FHWA) and Federal Transit Administration (FTA) both define three fundamental environmental justice principles consistent with the Executive and DOT Orders as follows:¹¹

- To avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations and low-income populations;
- To ensure the full and fair participation by all potentially affected communities in the transportation decision-making process; and
- To prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations.

The DOT Order further defines “disproportionately high and adverse effect on minority and low-income populations” as an adverse effect that:

- Is predominately borne by a minority population and/or a low-income population, or
- Will be suffered by the minority population and/or low-income population and is appreciably more severe or greater in magnitude than the adverse effect that will be suffered by the non-minority population and/or non-low-income population.

In June 2012, FHWA released a new and updated Order 6640.23A, *FHWA Actions to Address Environmental Justice in Minority Populations and Low-Income Populations*.¹² This Order clarifies FHWA’s environmental justice policies, guidance, and responsibilities consistent with the updated DOT Order. In August 2012, FTA released its final guidance in the form of a Circular on incorporating environmental justice principles into plans, projects and activities that receive funding from FTA.¹³ This final guidance provides recommendations to recipients of FTA funds, including metropolitan planning organizations, on how to fully engage environmental justice populations in the public transportation decision-making process; how to determine whether environmental justice populations would be subjected to disproportionately high and adverse human health or environmental effects as a result of a transportation plan, project, or activity; and how to avoid, minimize, or mitigate these effects.

9 Executive Order 12898 of February 11, 1994, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations. Code of Federal Regulations, Title 3 (1994). See: <https://www.archives.gov/files/federal-register/executive-orders/pdf/12898.pdf>.

10 Memorandum of Understanding on Environmental Justice and Executive Order 12898. See: <https://www.epa.gov/environmentaljustice/memorandum-understanding-environmental-justice-and-executive-order-12898>.

11 “Environmental Justice at Department of Transportation,” Federal Highway Administration. See: http://www.fhwa.dot.gov/environment/environmental_justice/ej_at_dot/.

12 See [FHWA Order 6640.23A](#).

13 See [FTA Circular 4703.1](#), Environmental Justice Policy Guidance for Federal Transit Administration Recipients

MTC's Roles and Responsibilities

FTA's annual Master Agreement requires recipients, including MTC, to promote environmental justice by following and facilitating FTA's compliance with EO 12898 and following DOT's Order on environmental justice. MTC fulfills these responsibilities through a range of programs and activities that support environmental justice principles, including:

- Identifying mobility needs of low-income and minority communities through MTC's Community-Based Transportation Planning Program;¹⁴
- Developing and implementing MTC's Public Participation Plan, which lays out specific strategies for engaging low-income and minority populations and other traditionally underrepresented stakeholders throughout the metropolitan planning process;
- Conducting an environmental justice analysis of the RTP (as summarized in Chapter 7), including an analysis of the distribution of regional transportation investments for low-income and minority populations, and an analysis of benefits and burdens, using equity measures to determine whether the proposed investment strategy results in any disproportionately high and adverse human health and environmental effects on low-income and minority populations; and
- Continually refining and updating the data and analytical methods required to carry out environmental justice analysis at the regional, programmatic level, incorporating both stakeholder feedback and ongoing improvements in analytical tools and data collection.

Additional information on these and other activities as they relate specifically to Plan Bay Area 2050 is provided in Chapter 3.

MTC's Environmental Justice Principles

In addition to MTC's long-standing commitment to supporting DOT, FHWA, and FTA in fulfilling their environmental justice mission under EO 12898, MTC's commitment to environmental justice is embodied in two Environmental Justice Principles adopted by the Commission in 2007. The adopted principles affirm MTC's ongoing commitments to:

- Create an open and transparent public participation process that empowers low-income communities and communities of color to participate in decision-making that affects them; and
- Collect accurate and current data essential to defining and understanding the presence and extent of inequities, if any, in transportation funding based on race and income.

MTC-ABAG Equity Platform

In 2019, MTC and ABAG launched the agency-wide Equity Platform¹⁵ — ground in four pillars: Define and Measure, Listen and Learn, Focus and Deliver, Train and Grow — with the goal of integrating and being accountable to equity in policy, service delivery and advocacy. More specifically, both agencies acknowledge and seek to repair the historic role government and the planning profession have played in systemically denying opportunities to Black people and other communities of color through redlining, urban highways that uprooted neighborhoods, exclusionary zoning, redevelopment, segregation and discrimination. The Equity Platform emphasizes and drives the agency's commitment to advance equity with a racial justice focus by investing resources for historically underserved groups including low-income and communities of color at a scale to meaningfully reverse the disparities in access that diminish the nine-county Bay Area. Further strengthening this commitment is MTC Resolution No. 4435¹⁶ that was passed in June 2020, which condemned systemic and structural racism and reaffirmed the agency's commitment to advancing justice, equity, diversity and inclusion in the nine-county Bay Area.

14 See [MTC Community-Based Transportation Plans](#).

15 Read more about the [MTC-ABAG Equity Platform](#).

16 See [MTC Resolution No. 4435](#).

Chapter 3 | Equity-Focused Populations and Geographies

The underlying methodology for conducting an equity analysis in Plan Bay Area 2050 relies on a comparison of impacts on different equity-focused population subgroups and geographies. These include people with low incomes and people of color, as well as Equity Priority Communities (formerly referred to as Communities of Concern) that are determined based on the concentration of eight different under-represented population subgroups at the census tract level. The first section of this chapter defines these populations and geographies as used in this report. The second section explores census data from recent years to describe demographic trends within Equity Priority Communities.

Key Definitions

People/Households with Low Incomes

MTC and ABAG defines persons as people with low incomes if they live in a household with incomes less than 200% of the Federal Poverty Threshold established by the Census Bureau. People or households with low incomes are sometimes referred to in this report as ‘low-income populations’ or ‘low-income households’ to be consistent with Census Bureau terms. MTC established the 200% threshold in 2001 to account for the Bay Area’s high cost of living relative to the rest of the country. The Census Bureau establishes poverty status for individuals based on a combination of an individual’s household composition, size and income in the Bay Area. In 2020, 200% of the Federal Poverty Threshold was \$25,520 a year for a single person living alone, and approximately \$52,400 a year for a family of four.¹⁷ Based on this definition, the share of households with low incomes in the Bay Area was 21% in 2018. Map 1 shows the share of population that are people with low incomes at the census tract level.

While MTC and ABAG strive to use the above definition throughout the analysis, the transportation and land use models used for forecasting are constrained. Within the model simulations, households that earn \$30,000 or less per year in 2000 dollars, or around \$50,000 in 2020 dollars are defined as households with low incomes. These represented about a quarter of all simulated households in the region in 2015.

People of Color

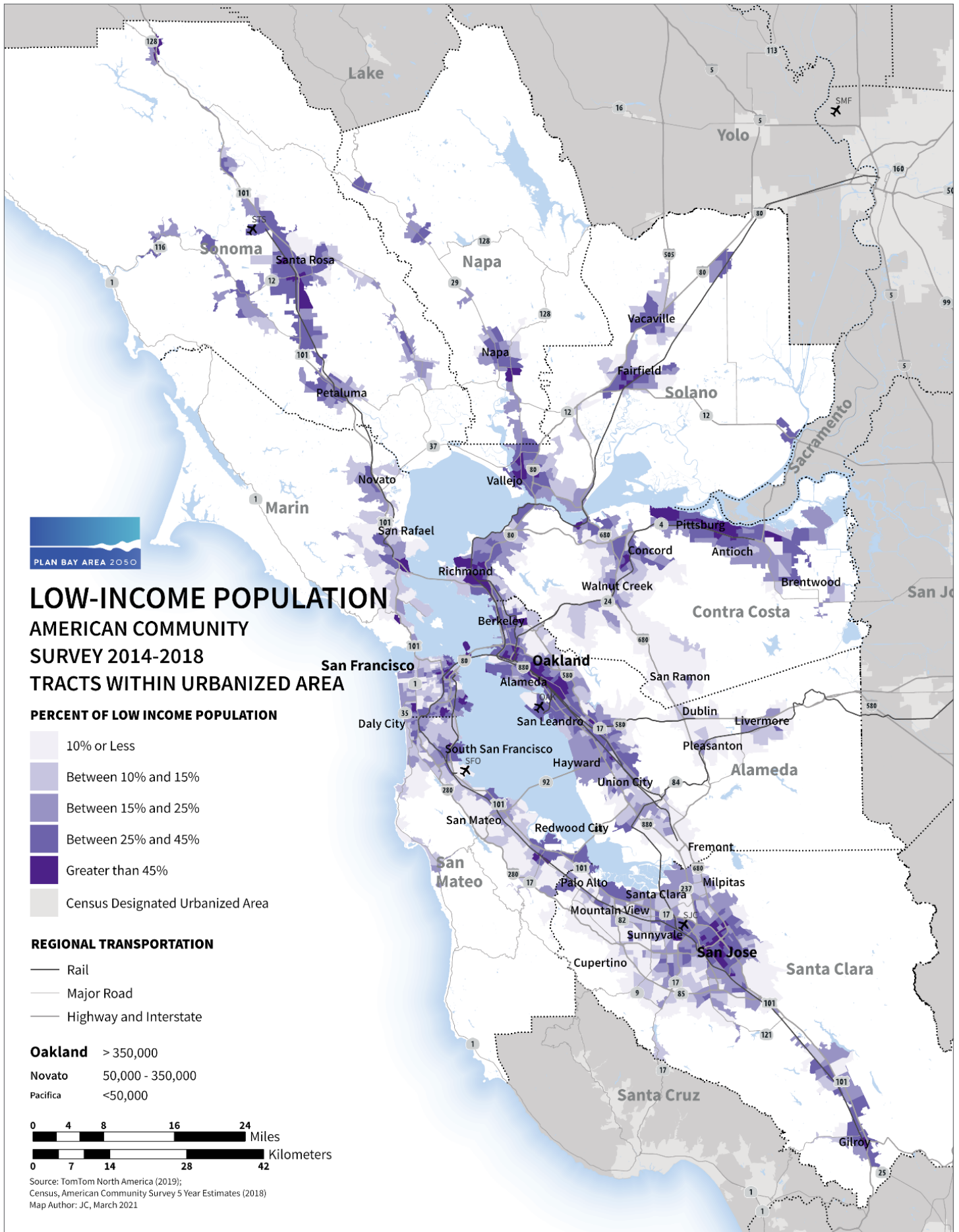
People of color include persons who identify as any of the following groups as defined by the Census Bureau¹⁸ in accordance with guidelines provided by the U.S. Office of Management and Budget. People of color are sometimes referred to in this report as ‘minority populations’ to be consistent with Census Bureau terminology.

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

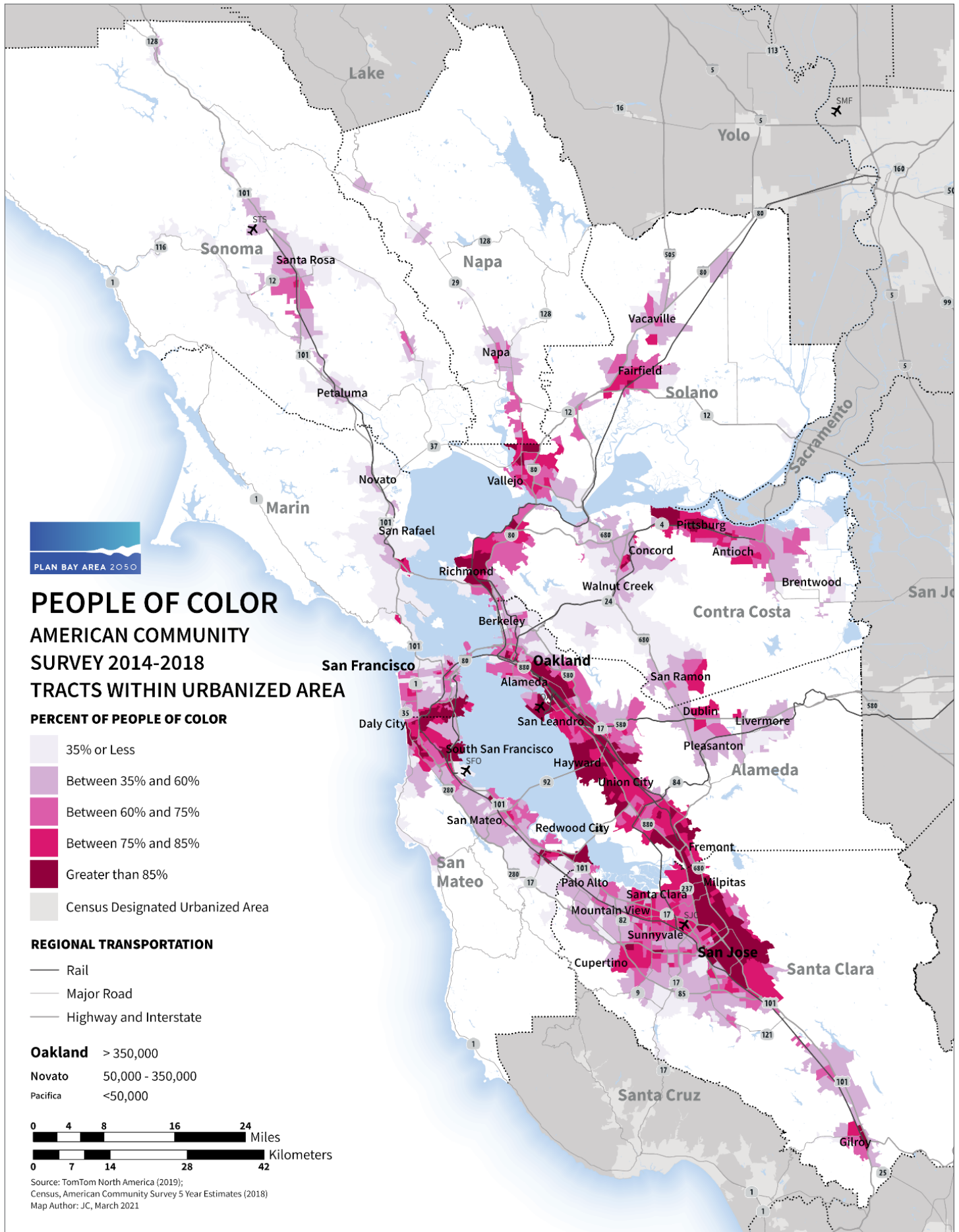
¹⁷ See the [Federal Poverty Thresholds](#) for 2020.

¹⁸ See Census Bureau’s [definitions](#) for race and ethnicity.

Map 1. Share of population that has low incomes (200% of the Federal Poverty Threshold), 2018 by census tract (regionwide share: 21%)



Map 2. Share of population that is people of color, 2018 by census tract (regionwide share: 60%)



A major limitation in the analysis of the plan’s outcomes is a lack of forecasted data by race. There is limited data available on transportation and locational patterns by race, and as a result, MTC and ABAG’s transportation and land use models are not able to project how behavior varies by race in the future. Instead, the analysis in this report uses the Equity Priority Communities framework as a proxy for communities of color, described in the next section.

Equity Priority Communities

MTC and ABAG define Equity Priority Communities (EPCs, formerly referred to as Communities of Concern or CoCs) as census tracts that have a concentration of both people of color and people with low incomes, or that have a concentration of people with low incomes and any three or more of the following six factors: persons with limited English proficiency,¹⁹ zero-vehicle households, seniors aged 75 years and over, persons with one or more disability, single-parent families,²⁰ and renters paying more than 50% of their household income on housing.²¹ This definition and the factors were determined through extensive engagement with the Regional Equity Working Group during Plan Bay Area 2040, MTC’s prior long-range plan. While the factors used to determine whether a census tract is an EPC remain consistent in Plan Bay Area 2050, the concentration thresholds for the factors and the concentration of population subgroups within census tracts were recalculated using the most recent American Community Survey data available at the time (ACS 2014–2018). The thresholds are shown in Table 1.

Table 1. Equity Priority Communities: Concentration thresholds in Plan Bay Area 2040 vs. Plan Bay Area 2050

Factor	PLAN BAY AREA 2040 THRESHOLDS		PLAN BAY AREA 2050 THRESHOLDS	
	% Regional Population	Concentration Threshold	% Regional Population	Concentration Threshold
1. People of Color	58%	70%	60%	70%
2. Low Income (<200% Federal Poverty Threshold - FPT)	25%	30%	21%	28%
3. Limited English Proficiency	9%	20%	8%	12%
4. Zero-Vehicle Household	10%	10%	9%	15%
5. Seniors 75 Years and Over	6%	10%	6%	8%
6. People with Disability	9%	25%	10%	12%
7. Single-Parent Family	14%	20%	13%	18%
8. Severely Rent-Burdened Household	11%	15%	10%	14%
Definition: census tracts that have a concentration of BOTH people of color AND low-income households, OR that have a concentration of 3 or more of the remaining 6 factors (#3 to #8) but only IF they also have a concentration of low-income households.				

Based on this definition, 339 census tracts of the region’s 1,588 tracts (21%) are designated as EPCs. It is worth noting that 21% of the region’s total population, 28% of people of color residing in the region and 41% of people with low incomes residing in the region reside within EPCs. In Plan Bay Area 2040, 365 census tracts were designated as EPCs, accounting for 23% of the region’s total population, 33% of people of color residing in the region and 43% of people with low incomes residing in the region. Compared to the EPCs identified for Plan Bay Area 2040, for Plan Bay Area 2050, 79 tracts lost the EPC designation, 53 tracts gained the EPC designation and 286 remained EPC tracts. The largest county-level changes are in Alameda and Santa Clara counties, which have a net loss of 19 and 21 EPC tracts respectively since Plan Bay Area 2040.

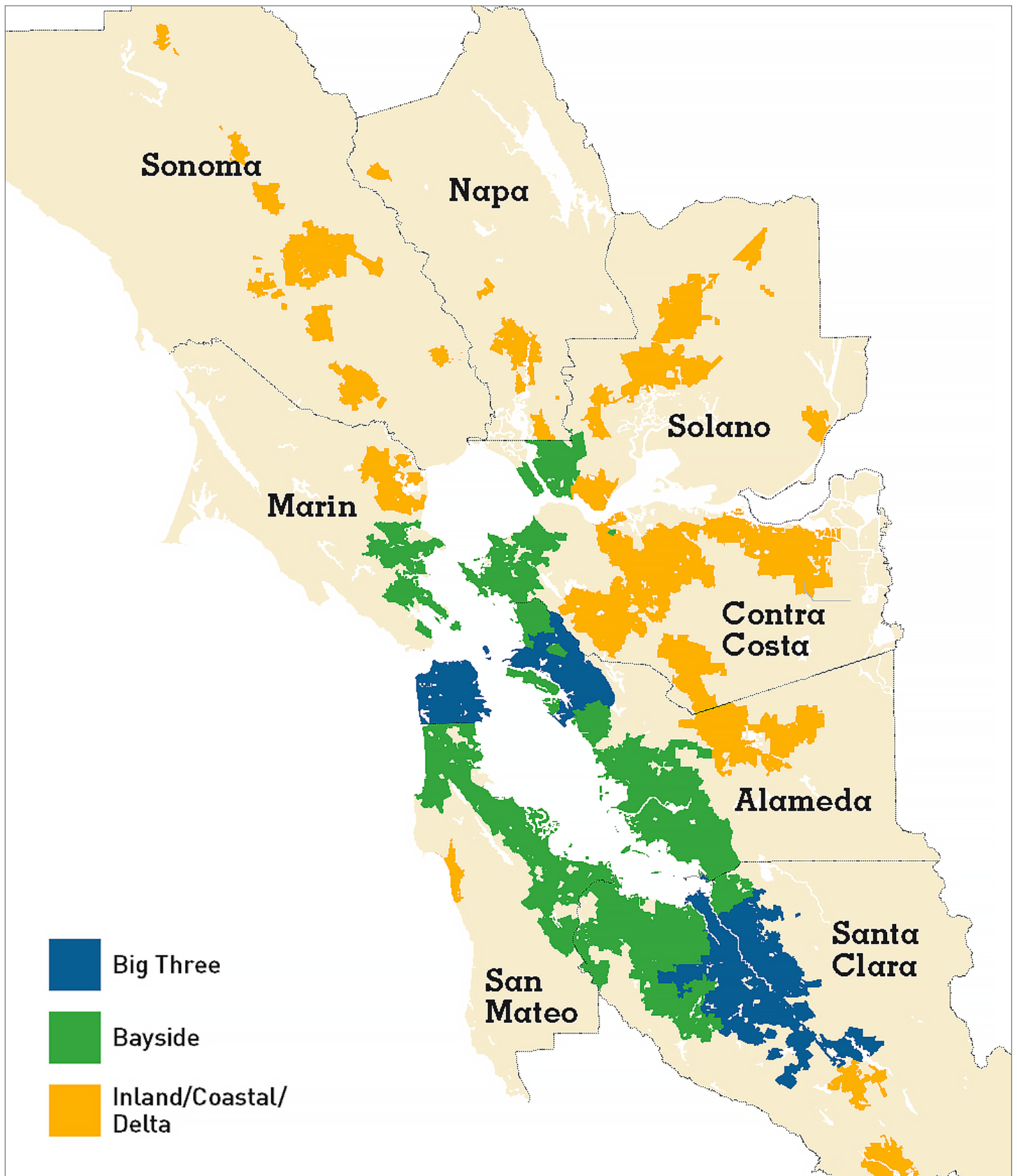
19 Populations above the age of 5 years that can speak less than “well” as defined by the U.S. Census.

20 As a share of all families regardless of whether or not they have any children.

21 As a share of all households regardless of occupancy status (renter or owner).

Map 3 shows the EPC tract designations in Plan Bay Area 2050, and Map 4 highlights the changes since the Plan Bay Area 2040 designations. Provided for reference, Map 5 compares the EPC designations with other designations for underserved communities used across the state.

Figure 2. Bay Area city classification



Formerly Communities of Concern, Now Equity Priority Communities

Prior to 2021, MTC and ABAG used the term “Communities of Concern” for Equity Priority Communities. The year 2020 was an opportunity for a racial justice reckoning in our region and beyond. Acknowledging the power of language and that words can shape people, actions and culture, staff began reconsidering the nomenclature “Communities of Concern” in mid-2020. With sufficient internal consensus that the existing name was “antiquated,” “paternalistic” and “empathy-evoking,” staff embarked on an inclusive process to identify new nomenclature by engaging with underserved communities, the Policy Advisory Council’s Equity and Access Subcommittee and the Regional Equity Working Group. The feedback was clear: a new term was needed, and the name needed to be empowering, forward looking and action oriented. It needed to communicate priority and intentionality, yet still be short and easily understood. Based on the feedback received, MTC and the ABAG Executive Board in May 2021 adopted the term “Equity Priority Communities” to describe these communities going forward. This small but meaningful change communicates that MTC and ABAG intend to prioritize these historically underserved and still underrepresented communities to advance equitable outcomes.

Rural Communities

While over half of the Bay Area population lives in denser urban communities, nearly one in ten people live in rural communities that have vastly different needs from their urban and suburban counterparts. Definitions of these area types, as used in MTC’s travel model, are based on densities of population and employment in developed residential or commercial areas. The approximate composition of these three area types are:

- Developed area: Urban 31%, Suburban 54%, Rural 16%
- Total area: Urban 7%, Suburban 21%, Rural 72%
- Population (2015): Urban 51%, Suburban 40%, Rural 9%

Other Relevant Definitions

High-Resource Areas

High-Resource Areas (HRAs) are highlighted throughout the report along with Equity Priority Communities as they help paint a fuller picture of disparities in the region. HRAs are state-identified places²² with well-resourced schools and access to jobs and open space, among other advantages, that have historically rejected more housing growth. 637 tracts of the region’s 1,588 census tracts (40%) are designated as “High Resource” and “Highest Resource,” defined as HRAs in this analysis. 39% of the region’s total population, 32% of people of color residing in the region, and 42% of people with low incomes residing in the region reside within HRAs. Map 6 compares the relative locations of HRAs with EPCs.

It is essential to note that Equity Priority Communities and High-Resource Areas are identified based on most recently available data and do not change based on demographic shifts that are forecasted to occur throughout the plan period.

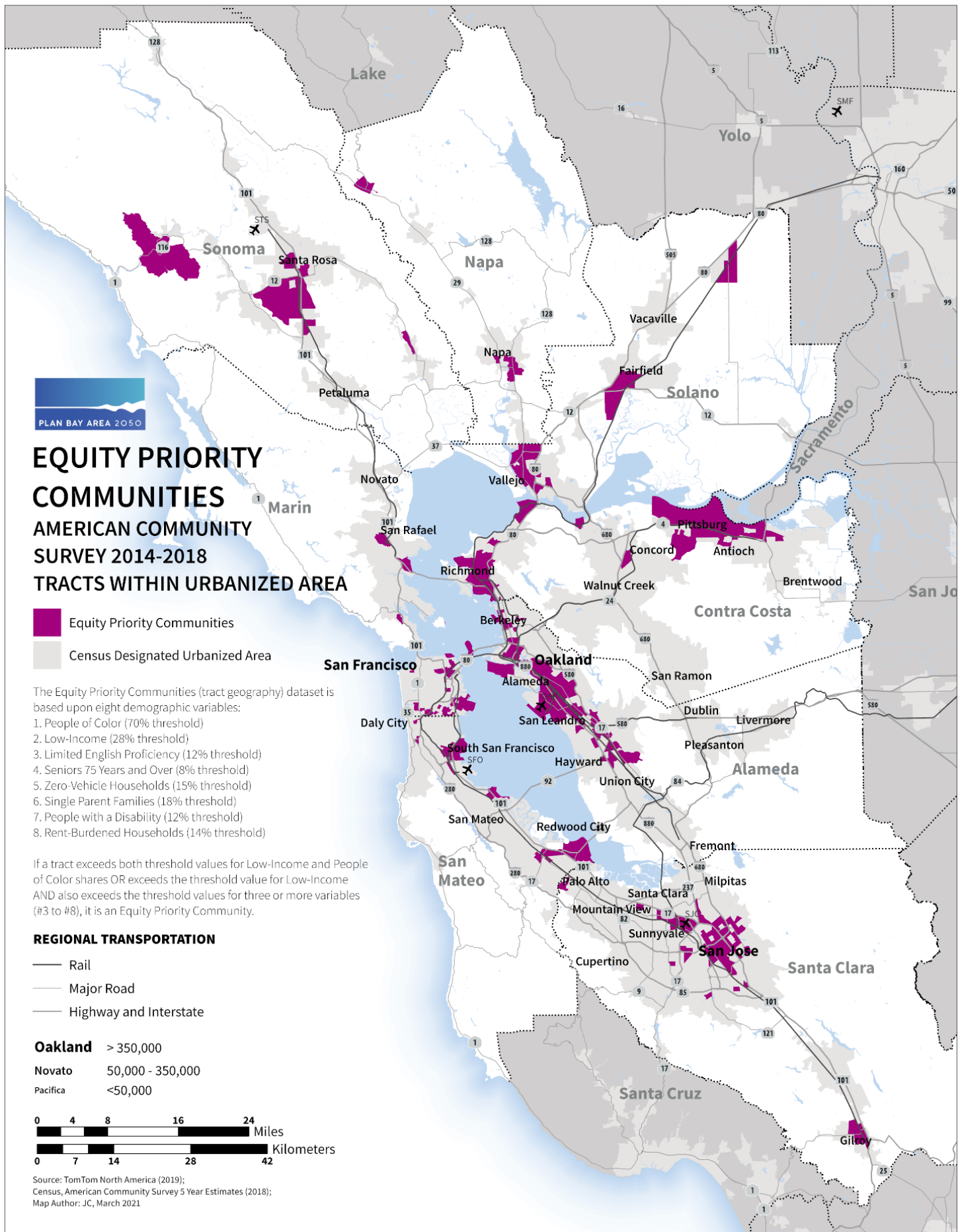
Big Three, Bayside and Inland/Coastal/Delta Cities

To explain demographic trends in the report, cities and towns are often grouped into three categories:

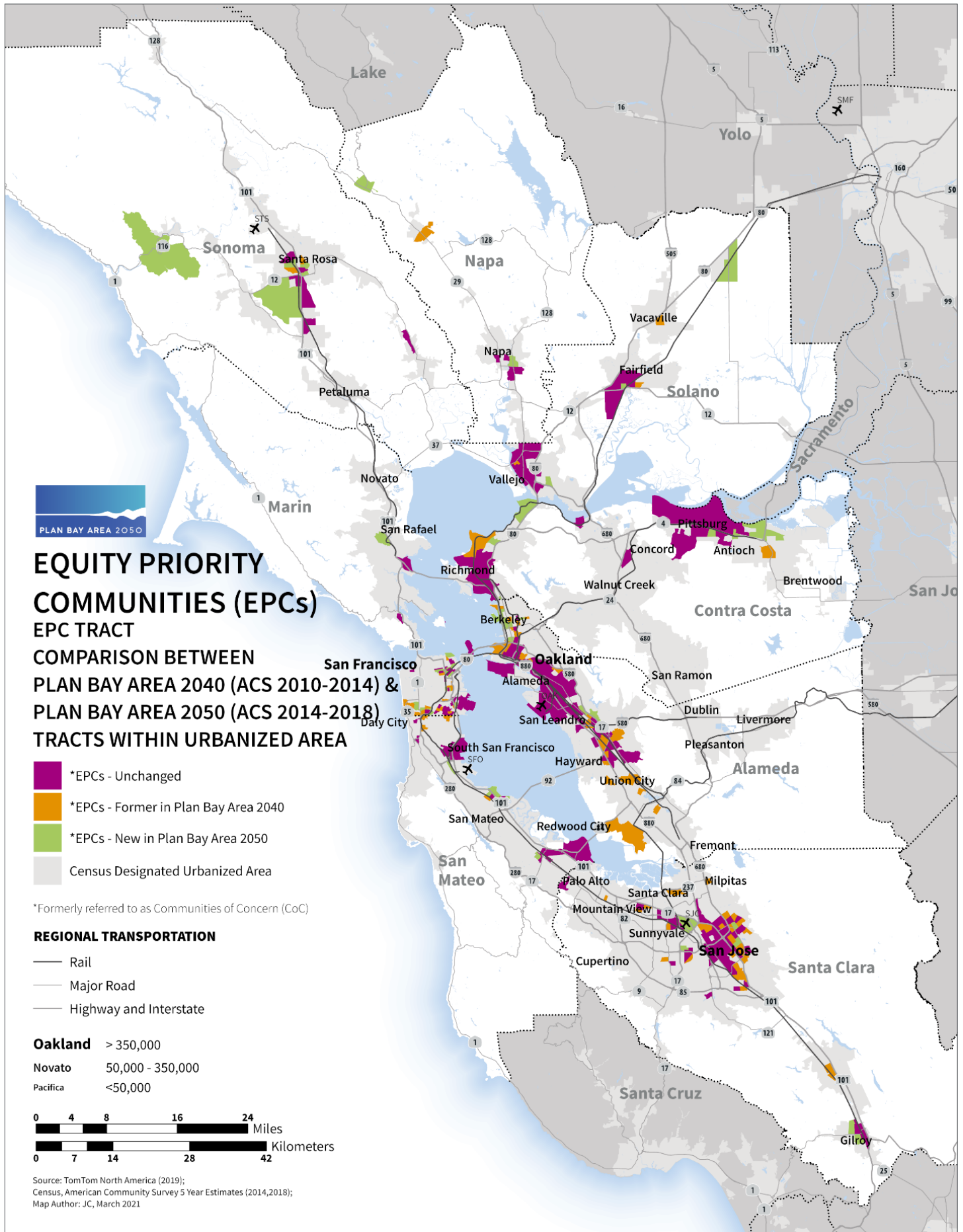
Big Three (San Francisco, Oakland and San Jose), Bayside and Inland/Coastal/Delta, the latter being more suburban or exurban (Figure 2). For additional context at the city level, Figure 3 presents data on the share of population that has low incomes, along with indications whether over half of the population within the city resides in EPCs or HRAs.

22 The California Tax Credit Allocation Committee and Department of Housing and Community Development identify high-opportunity areas statewide through TCAC/HCD Opportunity Area Maps. See more at: <https://www.treasurer.ca.gov/ctcac/opportunity.asp>. Areas marked as “High Resource” and “Highest Resource” are considered as High-Resource Areas in this analysis.

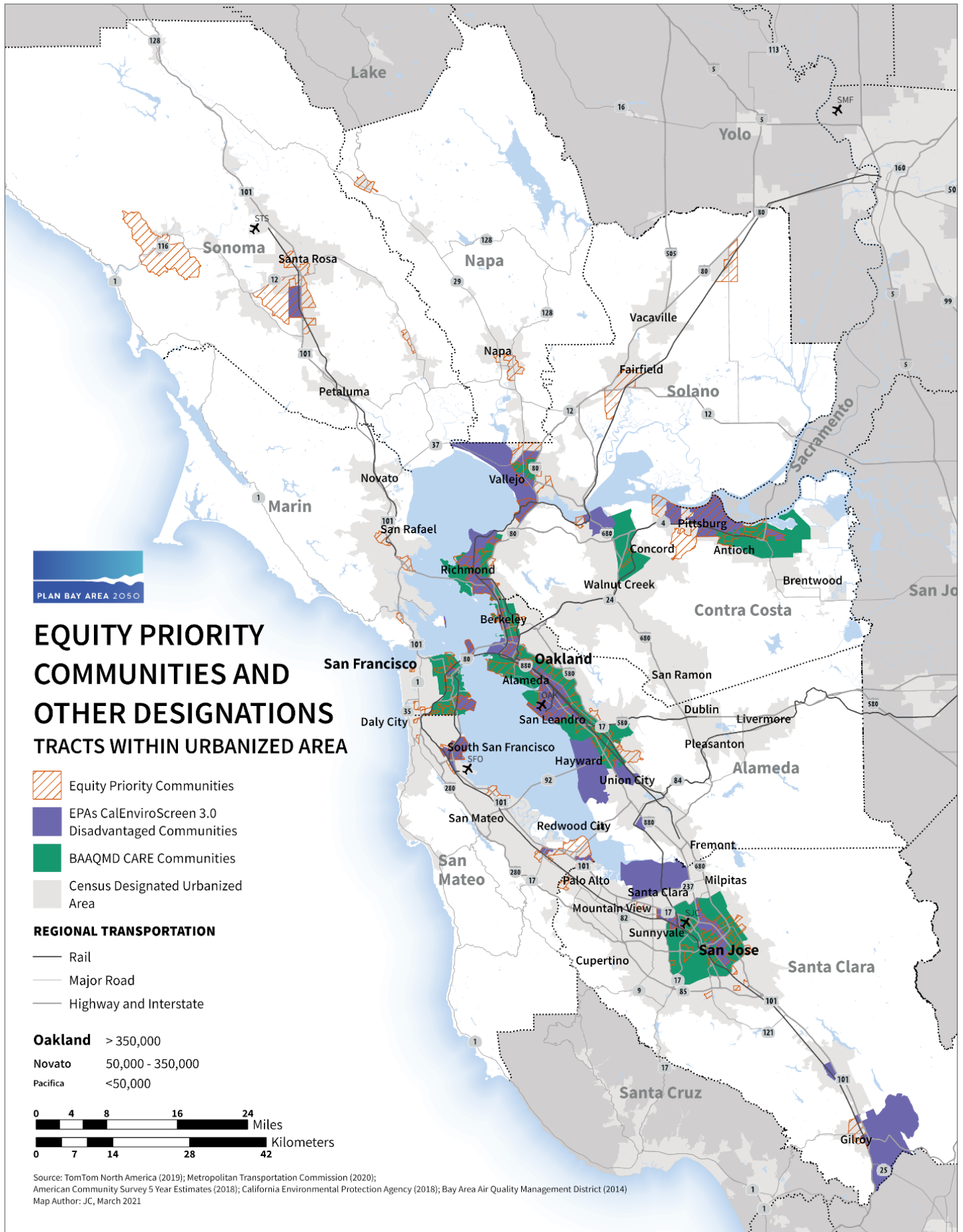
Map 3. Plan Bay Area 2050 Equity Priority Communities



Map 4. Equity Priority Communities: Change between Plan Bay Area 2040 and Plan Bay Area 2050 designations



Map 5. Equity Priority Communities and other designations



Map 6. High-Resource Areas and Equity Priority Communities, 2018

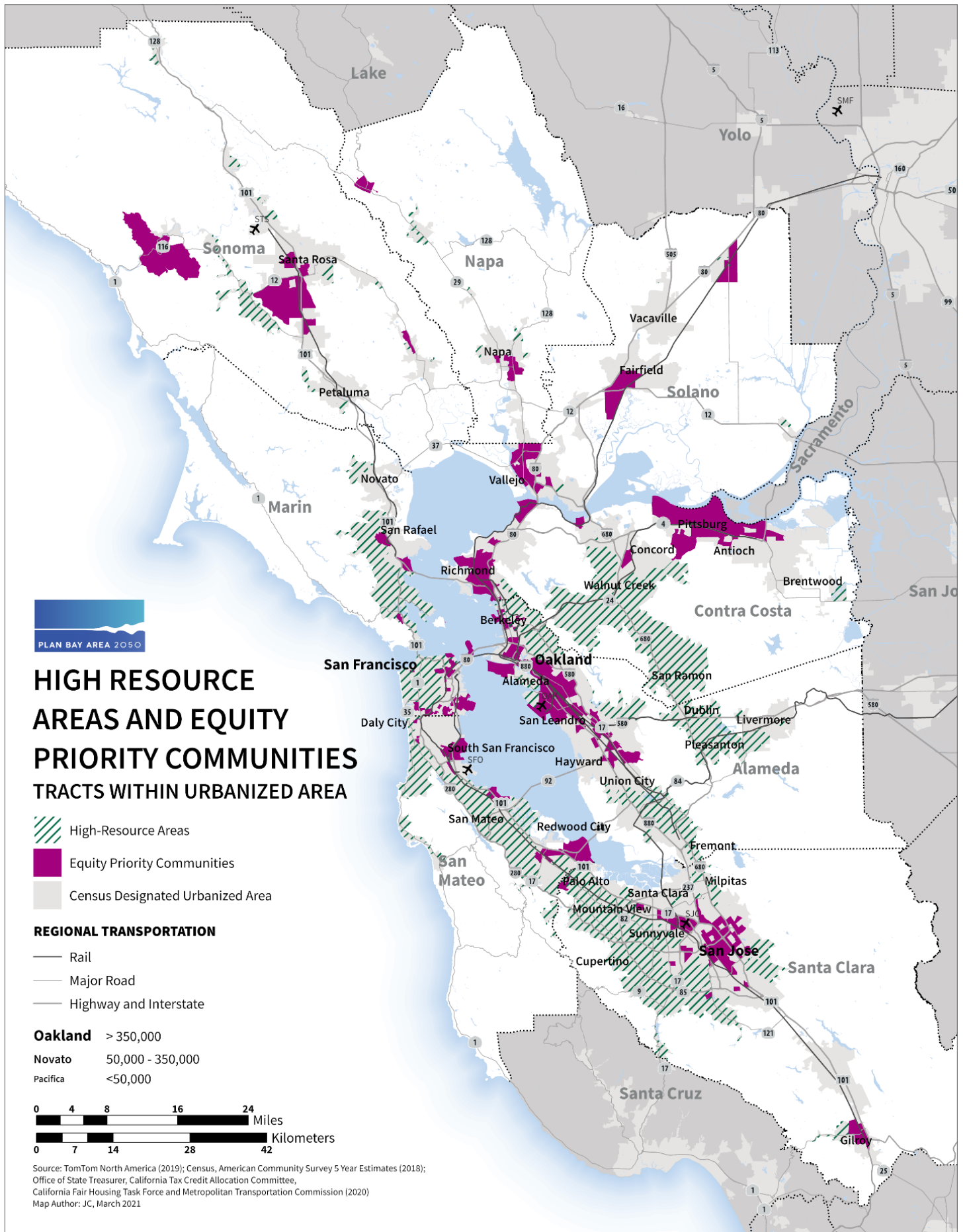
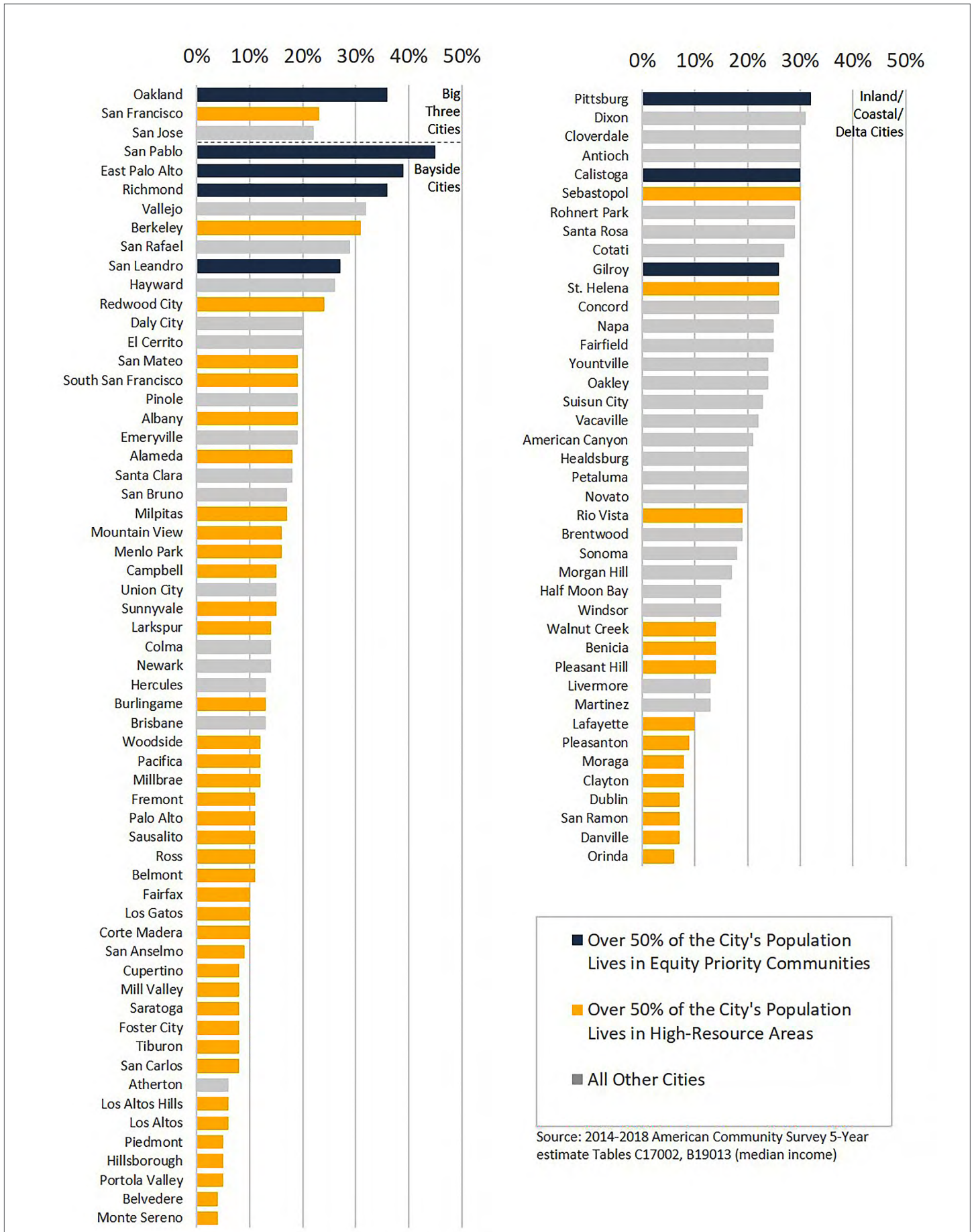


Figure 3. Share of population that has low incomes, by jurisdiction, along with whether over 50% of the population lives in Equity Priority Communities or High-Resource Areas, 2018



■ Over 50% of the City's Population Lives in Equity Priority Communities
■ Over 50% of the City's Population Lives in High-Resource Areas
■ All Other Cities

Source: 2014-2018 American Community Survey 5-Year estimate Tables C17002, B19013 (median income)

Equity Priority Communities: Demographic Trends

The demographic makeup of Equity Priority Communities is distinct from the region as a whole. Table 2 lists the population and shares that historically underserved groups account for within the region as a whole, EPCs, HRAs and the remainder of the region. Twenty-one percent of the region’s total population resided in EPCs in 2018 (1,636,000 out of 7,676,000 residents). Among the population of EPCs, 81% were people of color and 41% had low incomes, compared to 60% and 21%, respectively, for the region. EPCs had nearly twice the regional share of cost-burdened renters (19%), limited English proficiency individuals (17%) and zero-vehicle households (19%). The other two demographic factors used to identify EPCs — older adults (age 75 and over) and people with disabilities — were not disproportionately concentrated in EPCs, with shares similar to rest of region.

Table 2. Demographics of Equity Priority Communities, High-Resource Areas and Remainder of the Region, 2018

	REGION		EQUITY PRIORITY COMMUNITIES			HIGH-RESOURCE AREAS			REMAINDER OF REGION		
			Share within Equity Priority Communities	% of EPC Pop	Share within High-Resource Areas	% of HRA Pop	Share within Remainder of Region	% of RoR Pop			
People of Color	4,630,000	60%	1,331,000	29%	81%	1,498,000	32%	49%	1,817,000	39%	60%
Low-Income	1,614,000	21%	673,000	42%	41%	355,000	22%	12%	595,000	37%	20%
Limited English Proficiency*	581,000	8%	255,000	44%	17%	132,000	23%	5%	198,000	34%	7%
Zero-Vehicle Household#	257,000	9%	101,000	39%	19%	88,000	34%	8%	71,000	28%	7%
Older Adult	475,000	6%	78,000	16%	5%	219,000	46%	7%	181,000	38%	6%
People with a Disability	738,000	10%	194,000	26%	12%	240,000	33%	8%	309,000	42%	10%
Single-Parent Family^	220,000	12%	78,000	35%	23%	57,000	26%	7%	86,000	39%	12%
Severely Rent-Burdened Households*	272,000	10%	101,000	37%	19%	79,000	29%	7%	94,000	35%	9%
Total Population	7,676,000	100%	1,636,000	21%	100%	3,030,000	39%	100%	3,063,000	40%	100%

SOURCE: 2014–2018 American Community Survey 5-Year Average

* Share calculated using population above the age of 5. In 2018, the Bay Area had 7,238,000 people above the age of 5.

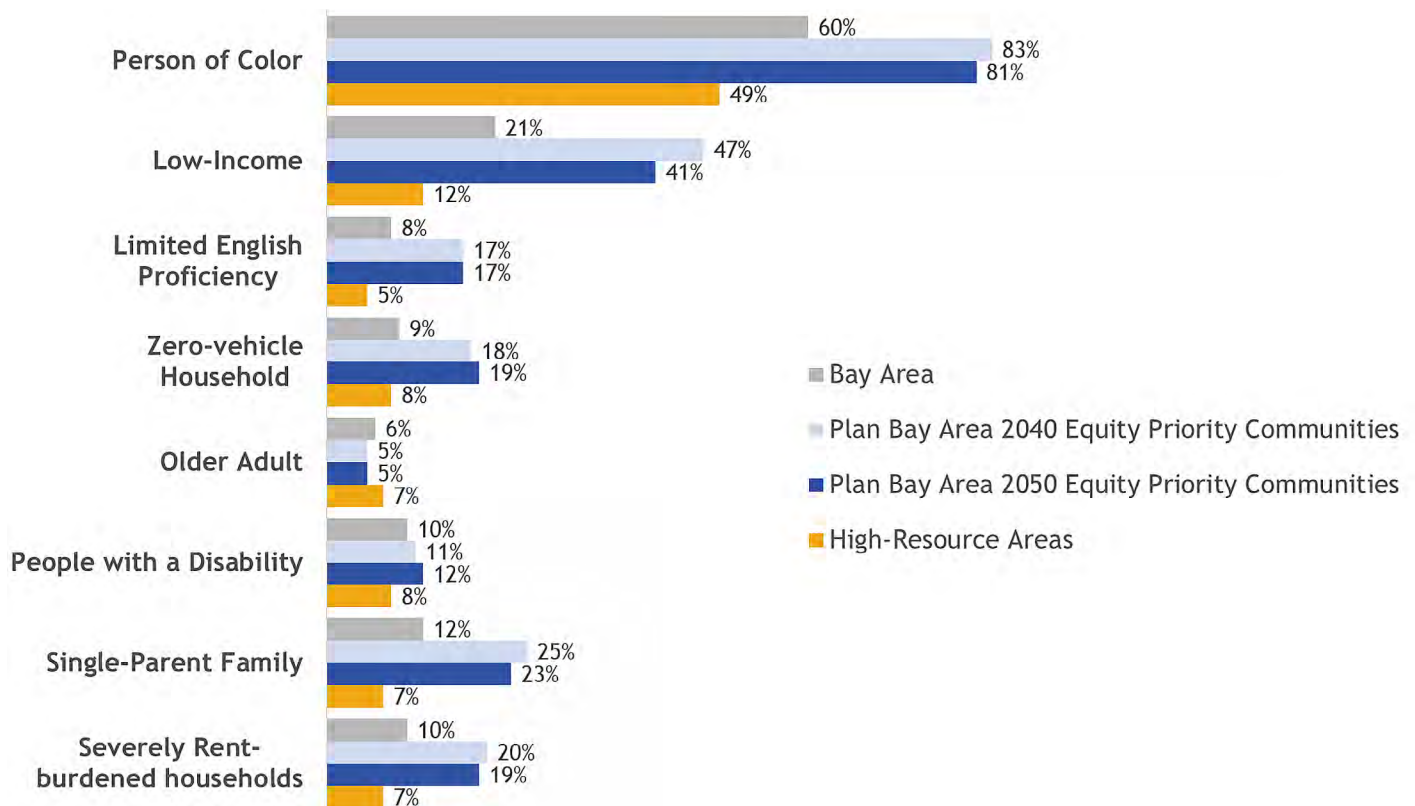
Share calculated using the total number of households. In 2018, the Bay Area had 2,715,000 households.

^ Share calculated using number of families. In 2018, the Bay Area had 1,804,000 families.

It is also important to note that underserved communities are not located solely within the geographically designated EPCs but are rather distributed across the region. The distribution varies considerably among the demographic factors. For instance, 42% of people with low incomes in the region reside within EPCs, while 16% of older adults in the region reside within EPCs. Notably, the shares are below 50% for all of the factors, meaning that more people from under-represented backgrounds live outside of EPCs than within. Nevertheless, identifying locations with concentrations of multiple factors is important since they compound one another.

High-Resource Areas have historically excluded low-income households, particularly communities of color,^{23,24} and hence have lower concentrations of underserved populations in most categories (Figure 4). The exceptions are seniors and people with disabilities, again highlighting their dispersed nature. In fact, HRAs have both a greater share and concentration of seniors which may reflect a split in older adults that experience relative advantage or disadvantage (this is explored further later in the chapter).

Figure 4. Share of population by demographic, 2018



SOURCE: 2014–2018 American Community Survey 5-Year Average, 2010–2014 American Community Survey 5-Year Average

Each of the eight demographic factors used to identify EPCs is explored below for trends over the last three decades and relative change compared to trends summarized for Plan Bay Area 2040. Charts and data highlight how these demographic groups intersect with one another, compounding challenges they face due to their background. All of the analysis here in the context of Plan Bay Area 2050 makes use of the most recent data available at the time of the analysis — American Community Survey (ACS) 2014–2018 — while the Plan Bay Area 2040 analysis used ACS data from 2010–2014.

23 Rothstein, Richard (2017). *The Color of Law*; Self, R. (2003). *American Babylon*.

24 Dougherty, Conor (2020). *Golden Gates: Fighting for Housing in America*. Penguin Press.

People/Households with Low Incomes

The share of the population with low-income in the Bay Area today is the same as it was in 1990; however, it has decreased both in number and as a share of the Bay Area since Plan Bay Area 2040. For the Equity Priority Communities designation, low-income is defined as a household with income less than 200% of the Federal Poverty Threshold (FPT).²⁵ In 2018, 100% of the Federal Poverty Threshold was set at roughly \$13,500 a year for a single person under 65 living alone, approximately \$25,500 a year for a family of four.²⁶ In 2018, 1.61 million individuals, or 21% of the total population in the Bay Area, lived in households earning less than twice the Federal Poverty Threshold.²⁷ This is similar to the percentage in 1990 (21%), but represents a decrease since Plan Bay Area 2040 (25%). Possible reasons for this decrease include increases in state-wide and municipal minimum wages²⁸ and migration of households with low incomes out of the nine-county Bay Area.²⁹ This migration could be to neighboring areas such as the San Joaquin Valley, from where workers super-commute to the Bay Area, or beyond. At the county level, from 1990 to 2018, the share of residents with low incomes saw the largest decline in San Francisco (from 30% to 23%), with smaller shifts in Alameda, Santa Clara and San Mateo County (not more than 1%). In all other counties, the share increased by 3–4%.

There is a wide variation in the share of population with low incomes among Bay Area cities. It is essential to understand the differences across jurisdictional boundaries since many aspects of daily life from schools to road paving are funded at the jurisdiction level. Figure 3 presented earlier in the chapter shows the share of population that are low-income residents in each of the Bay Area's 101 cities and towns. Lack of sufficient affordable housing in some cities, especially in historically exclusionary High-Resource Areas, has led to a wide variation in the jurisdictions' share of low-income households, from 45% in San Pablo to 4% in Monte Sereno. When poverty concentrates in cities or neighborhoods, the negative impacts magnify exponentially.³⁰ Residents with low incomes in areas of highly concentrated poverty face the double burden of not only their own financial insecurity, but also the disadvantages experienced by those around them. The heightened disadvantage affects not just low-income residents but entire communities' economic growth potential, limiting the impact of public investments and undermining efforts to sustain inclusive growth.

People of Color

Latino and Asian populations have grown over the last 30 years, including since the adoption of Plan Bay Area 2040, while the Black and white populations have declined. The Bay Area's population grew by 27% between 1990 and 2018. During this period, the Bay Area diversified significantly, becoming "majority minority" by the year 2000 (Figure 5). The share of white population in the Bay Area decreased from 61% in 1990 to 40% in 2018 (3,658,000 to 3,046,000 people). The share of Black population also dropped from 9% to 6% of the region's population (520,000 to 450,000 people). The share of Hispanic/Latino and Asian & Pacific Islander populations³¹ increased from 15% to 24% (920,000 to 1,811,000 people) and 15% to 26% (880,000 to 2,013,000 people), respectively.

25 This 200% Federal Poverty Threshold standard was established in 2001, prior to the significant rise in Bay Area cost of living relative to the rest of the country and so may not be fully representative of poverty in the Bay Area.

26 [U.S. Census Bureau Poverty Thresholds](#).

27 2018 American Community Survey 5-year estimate Table C17002.

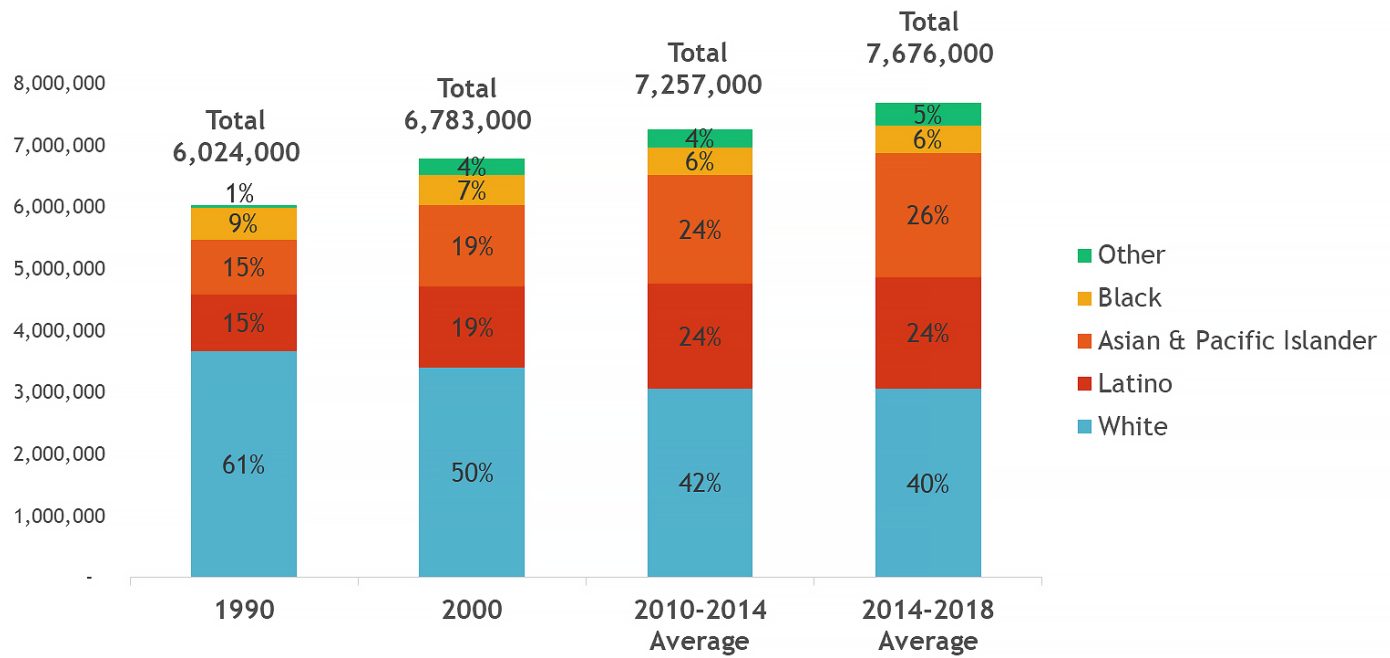
28 Dube, Arindrajit. 2019. "Minimum Wages and the Distribution of Family Incomes." *American Economic Journal: Applied Economics*.

29 Romem, Issi and Elizabeth Kneebone. 2018. "Disparity in Departure: Who Leaves the Bay Area and Where Do They Go?" *Terner Center for Housing Innovation*.

30 For a review of the literature on the effects of concentrated poverty, see: Berube, Alan et al. 2008. "The Enduring Challenge of Concentrated Poverty in America: Case Studies from Communities Across the U.S." *Federal Reserve System and the Brookings Institution*. See also: Sharkey, Patrick. *Stuck in Place: Urban Neighborhoods and the End of Progress Toward Racial Equality*. Chicago: University of Chicago Press, 2013.

31 Prior to 2000 census, the Asian and Native Hawaiian & Pacific Islander (NHPI) populations were combined in a single category, which is maintained for comparison's sake.

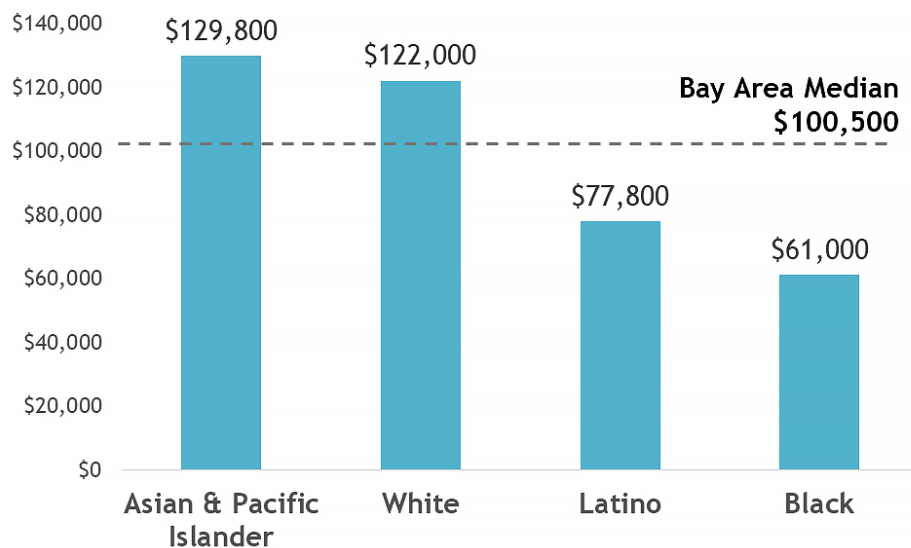
Figure 5. Share of population by race, 2018



SOURCE: 1990 Census data from NHGIS.ORG Code P010, Census 2000 Table P008, American Community Survey 2005-2009 and 2010-2014 Table B03002

Black and Latino households³² earn significantly less income than the Bay Area average. As of 2018, the regionwide median annual household income was \$100,500, with stark disparities by race (Figure 6). Median incomes of Asian and white households were well above the median, at \$130,000 (29% above median) and \$122,000 (21% above median) respectively. On the other hand, Latino households had a median income of \$77,800 (29% below median), and Black households had the lowest median income at \$61,000 (44% below median).

Figure 6. Annual household income by race/ethnicity, 2018

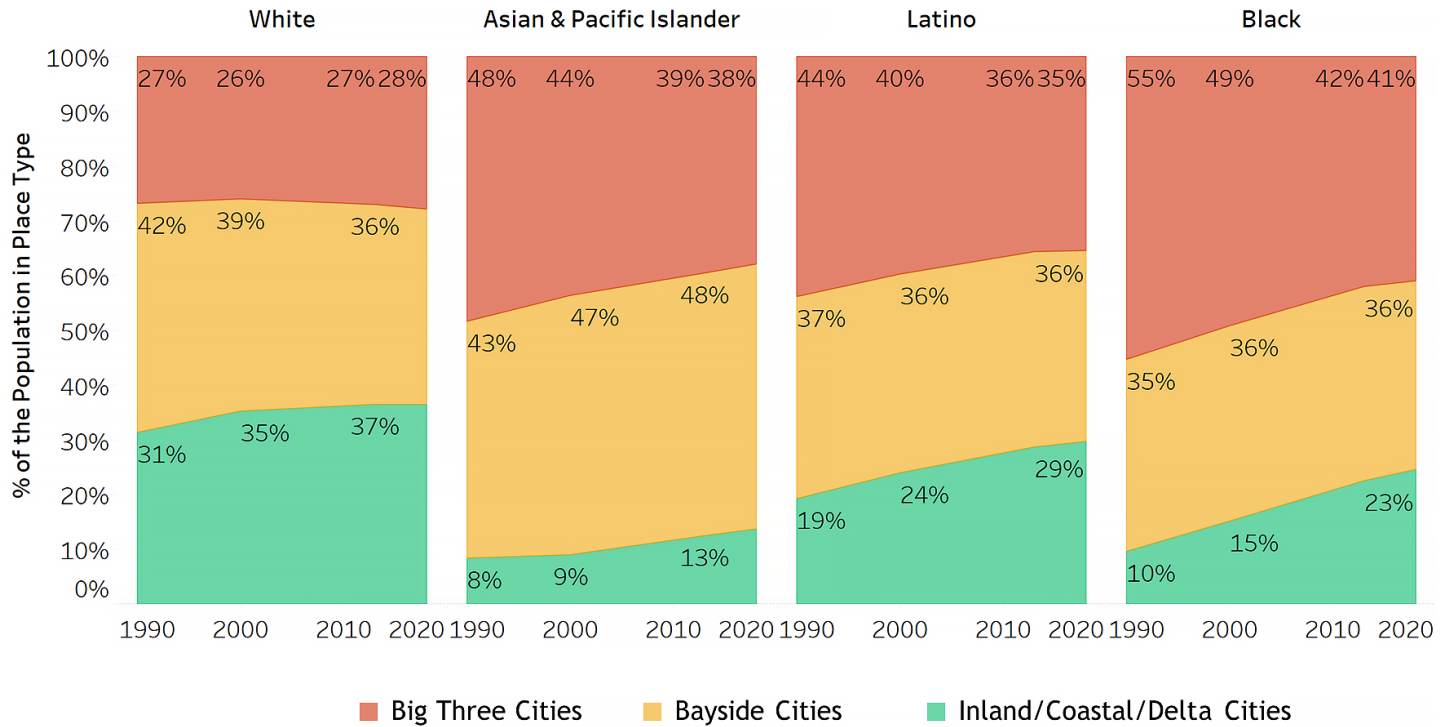


SOURCE: 2018 American Community Survey 1-Year Estimate Tables B19013, B19013B-I

32 The U.S. Census Bureau designates household race/ethnicity by that of the householder.

The Big Three cities have experienced a marginal increase in the share of white residents, while inland, coastal and delta jurisdictions have seen major increases in Black and Latino populations. The share of Black residents living in the region’s three largest cities decreased from 55% in 1990 to 41% in 2018, while the share in the Inland/Coastal/Delta region increased from 10% to 25%. During the same time period, the distribution of the white population throughout the region has remained relatively consistent, with slight increases in shares in the Big Three cities. Households moving to suburban and exurban areas are more geographically isolated from job centers, face higher transportation costs with less reliable transit options, and have more limited access to social services and facilities.

Figure 7. Place type by race/ethnicity, 1990–2018



SOURCE: 1990 Census data from NHGIS.ORG Code P010, Census 2000 Table P008, American Community Survey 2005–2009 and 2010–2014 Table B03002

Limited English Proficiency

Limited English Proficiency (LEP) individuals have grown as a share of the region. In 2018, 581,000 people, or 8% of the total Bay Area population above age five, did not speak English “very well” or “well,”³³ defined here as having limited English proficiency. This is an increase from 1990 when 332,200 individuals or 6% of the region’s population were LEP individuals. Over half of LEP individuals lived in Alameda and Santa Clara counties in 2018. San Francisco had the highest concentration of LEP individuals at 22% of residents over age five in 2018.

Limited English proficiency is more prevalent among seniors. 15% of seniors and 8% of working age individuals have limited English proficiency, highlighting the importance of outreach in languages other than English (Figure 8). Among those that have limited English proficiency, 46% primarily speak Spanish, 46% primarily speak Asian and Pacific Island languages, and 8% speak other languages.

33 The question in the American Community Survey is whether the respondent, if they speak a language other than English, speak English “very well,” “well,” “not well” or “not at all”.

Figure 8. Share of population with Limited English Proficiency, 2018



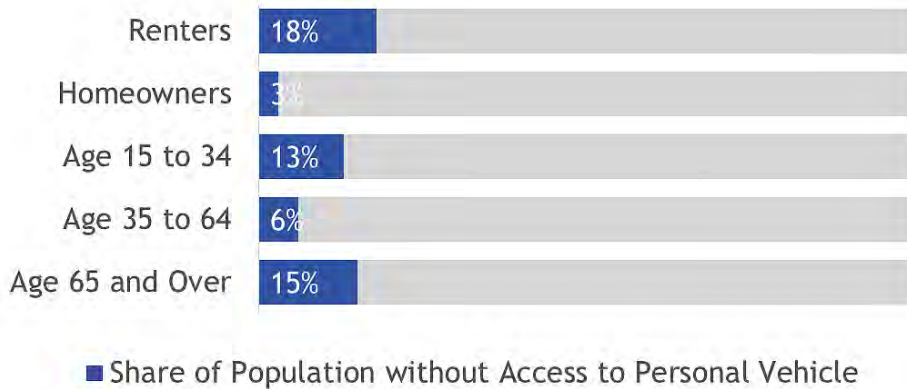
SOURCE: 2014–2018 American Community Survey 5-Year estimate Tables B16004

Zero-Vehicle Households

The share of households in the Bay Area without access to a personal vehicle has remained fairly consistent since 1990 at about one in every ten households. In 1990, 237,000 households or 11% of the region’s households did not own a personal vehicle. In 2018, this number grew to 257,000 households, although the share decreased slightly to 10% of all households. Of the households that did not have a vehicle, 50% had no workers, 33% had one worker, and 17% had two or more workers in the household — highlighting the importance of non-driving modes for both commute and non-commute purposes.

Lack of a vehicle, or “transit dependence,” is more likely among renters, young adults and seniors. Nearly one in five renters (18%) did not have access to a vehicle, compared to 3% of homeowners (Figure 9). Younger adults (age 15–34) and older adults (over age 65) were more likely to not have access to a vehicle, at 13% and 15% respectively, compared to 6% for 35- to 64-year-old adults in 2018.

Figure 9. Share of population that lives in zero-vehicle households, 2018



SOURCE: 2014–2018 American Community Survey 5-year Estimate Table B25045

Older Adults

The older adult population continues to grow as a share of the region. For the purpose of determining Equity Priority Communities, older adults are defined as people with age 75 and over.³⁴ As of 2018, 543,000 people in the Bay Area were older adults,³⁵ nearly two times the population in 1990. The share of this group among the region’s population has continuously risen over the last three decades, from 4.6% in 1990 to 5.8% in 2014 during Plan Bay Area 2040 to 6.1% in 2018. This rising trend is expected to continue in California and around the country due to two primary factors: people are living longer than in past decades and the baby boomer generation is proportionally larger than past generations.³⁶

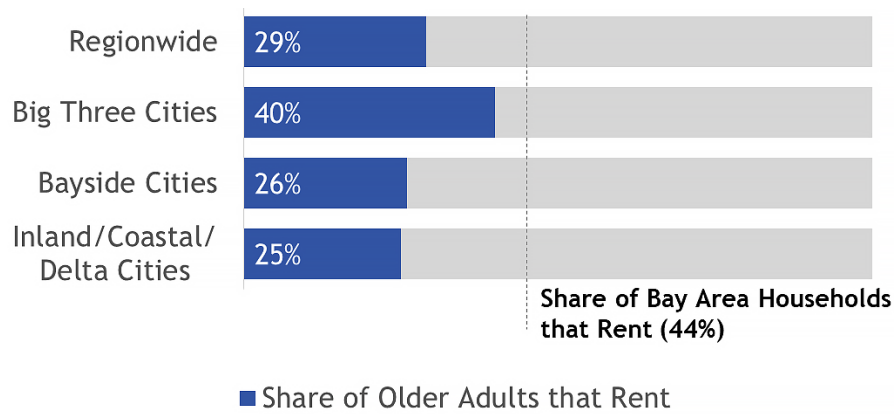
³⁴ Age 65 and older are referred to as seniors in this document.

³⁵ 5-year estimate American Community Survey B01001.

³⁶ California State Plan on Aging, 2017-2021. California Department of Aging.

The proportion of older adults that rent their home is lower than the regional average, but there is a significant senior renter population within the Big Three cities. In 2018, 29% of older adults rented their homes, compared to the regional average of 44%³⁷ (Figure 10). Older adults in the Big Three cities were more likely to be renters (40%), compared to other parts of the region.

Figure 10. Senior tenure by place type, 2018



SOURCE: 2014–2018 American Community Survey 5-Year estimate Table B25007

People with Disabilities³⁸

People with a disability make up a larger share of the Bay Area population compared to the recent past. In 2018, 738,000 people, or roughly 10% of Bay Area residents, experienced a disability. This marks a 9% increase since the last Plan Bay Area 2040, relatively higher than the 4.6% regional population growth.³⁹ Although the share of people with disabilities is not concentrated like the shares of most other underserved communities, some counties such as Alameda County (21%), Santa Clara County (21%) or Contra Costa County (17%) have a higher share than the rest of the region.

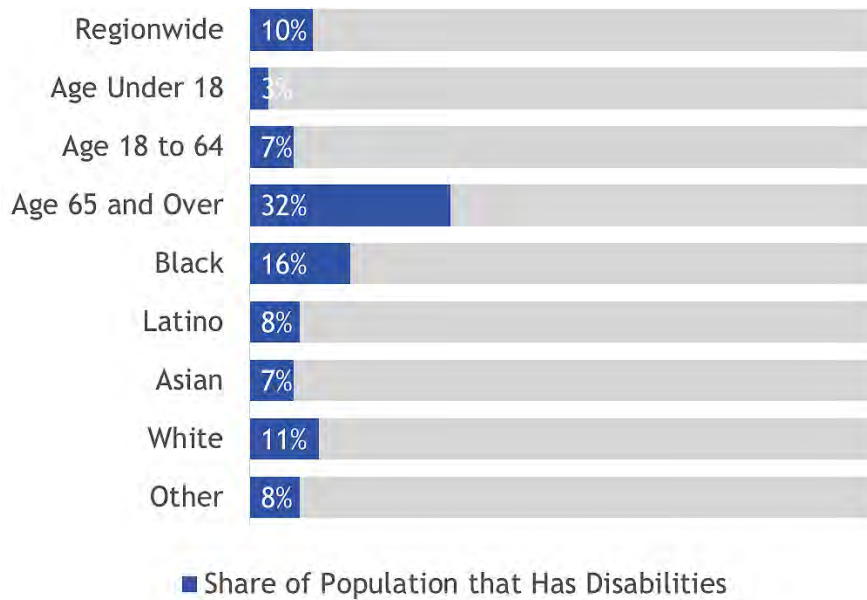
Disabilities are more prevalent among seniors and the Black population. Nearly one in three seniors aged 65 and over have disabilities (Figure 11). Though seniors make up only 15% of the population, they account for 47% of all people with disabilities. Black people are more likely (16%) to have a disability than the rest of the population (10%).

37 Tenure is determined for individuals living in households. Senior living facilities vary whether they are included in the census as households. If each resident has their own mailbox, then it is likely they receive a regular form.

38 The U.S. Census Bureau defines disability as: Hearing difficulty — deaf or having serious difficulty hearing (DEAR); Vision difficulty — blind or having serious difficulty seeing, even when wearing glasses (DEYE); Cognitive difficulty — because of a physical, mental, or emotional problem, having difficulty remembering, concentrating, or making decisions (DREM); Ambulatory difficulty — having serious difficulty walking or climbing stairs (DPHY); Self-care difficulty — having difficulty bathing or dressing (DDRS); Independent living difficulty — because of a physical, mental, or emotional problem, having difficulty doing errands alone such as visiting a doctor’s office or shopping (DOUT).

39 Due to differences in how the American Community Survey and previous decennial census asked about disability status, comparisons are not drawn to earlier time periods.

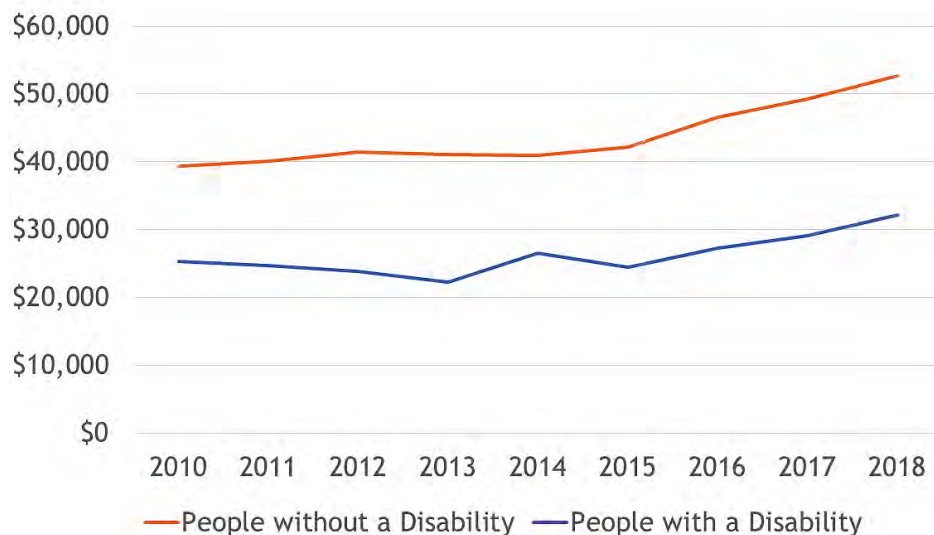
Figure 11. Share of population that has disabilities, 2018



SOURCE: 2014–2018 American Community Survey 5-year estimate Tables B18101A-H

People with disabilities that are employed have significantly lower earnings than people without disabilities, and this gap has widened over the last decade. In 2018, people with a disability had median annual earnings⁴⁰ of \$32,200,⁴¹ 39% less than people without disabilities (Figure 12). Earnings for people with a disability grew slower (27%) than people without disability (34%) between 2010 and 2018. It is essential to note that earnings only account for the population that is employed, which further exacerbates this disparity. In 2019, only 19% of people with disabilities were employed⁴² compared with 66% of people without disabilities nationally.⁴³

Figure 12. Median annual earnings for employed persons by disability status, 2010–2018



SOURCE: 2010–2018 American Community Survey 1-year estimates Table B18140

40 Earnings data are available for people with a disability, but household income data are not.

41 Nominal dollars

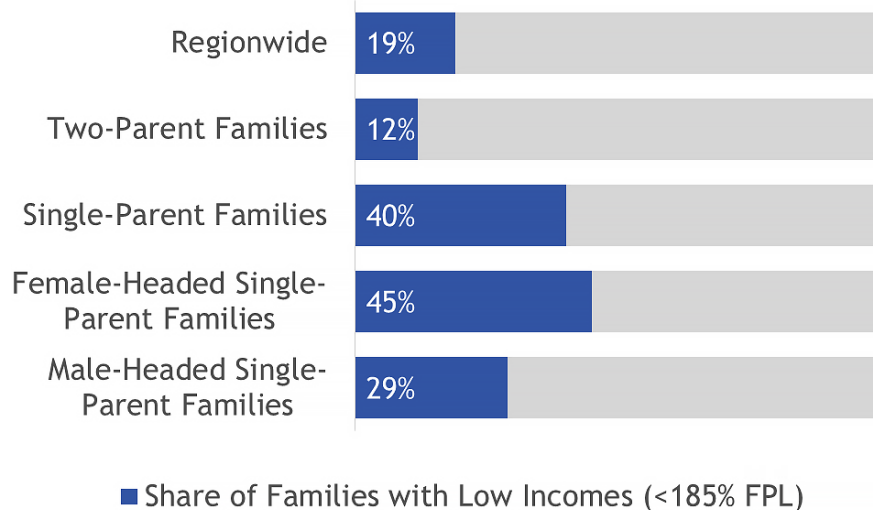
42 It should be noted this does not imply an unemployment rate of 81%; unemployment rate is specific to those looking for work. People with disabilities had an unemployment rate of 7.3%, roughly double the 3.5% rate for people without disabilities.

43 Bureau of Labor Statistics. “[PERSONS WITH A DISABILITY: LABOR FORCE CHARACTERISTICS — 2019](#)”

Single-Parent Families

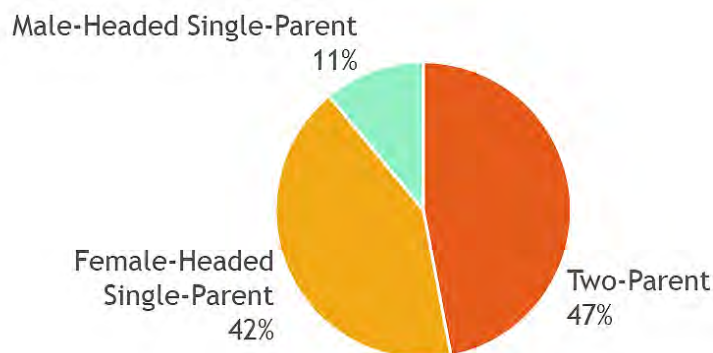
Single-parent families are significantly more likely to have low incomes, particularly female-headed families. Among the 1,804,000 families in the Bay Area, 220,000 families or 12% are families with children headed by a single parent, a proportion that has stayed roughly the same since 2000.⁴⁴ In 2018, 40% of these families had low incomes (Figure 13), defined here as income below 185% of the Federal Poverty Threshold (while MTC strives to apply 200% of the Federal Poverty Threshold (FPT) as the definition of low income, the data on family status could only be acquired using 185% of the Federal Poverty Threshold, or \$46,250 for a family of four as of 2018). In comparison, 19% of all families with children had low incomes in 2018. This share is higher when the single-parent household is headed by a female (45%) than when headed by a male (29%). Looking at the data differently, 53% of all families with low incomes are single-parent families, with female-headed families accounting for 42% and male-headed for 11% (Figure 14).

Figure 13. Share of families with low incomes, 2018



SOURCE: 2014–2018 American Community Survey 5-year estimate Table B17022

Figure 14. Families with low incomes by family type, 2018



SOURCE: 2014–2018 American Community Survey 5-year estimate Table B17022. Total = Bay Area families with income < 185% FPT

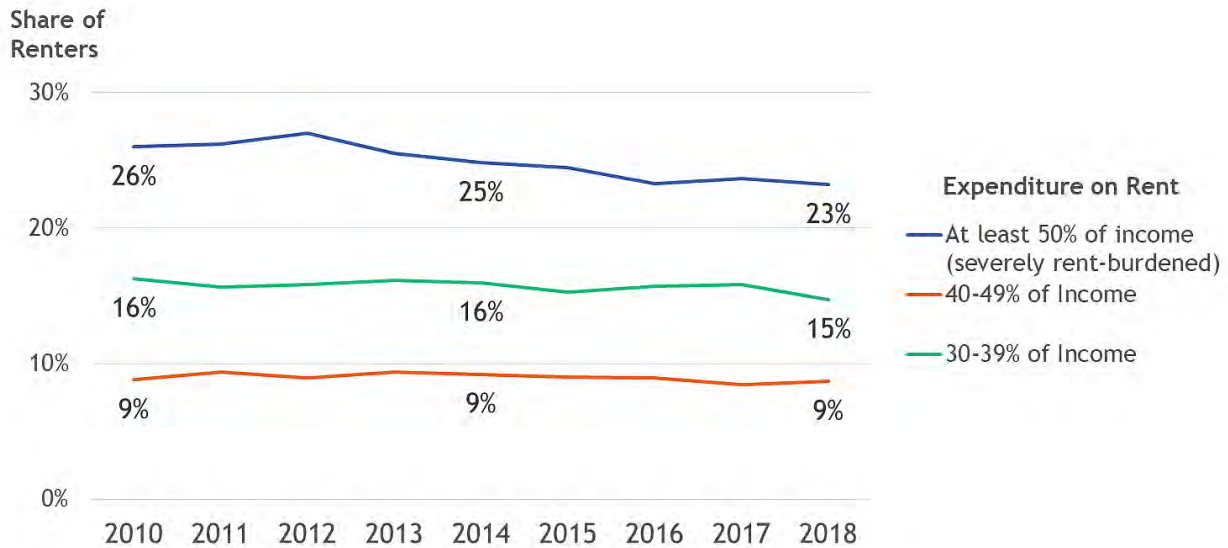
Black and Latino families are more likely to be single-parent families and also more likely to be in poverty than other race/ethnicity groups. The shares of Black and Latino families that are single-parent families are 32% and 22% respectively, higher than the overall share at 19%, and the share for white families at 8% or Asian families at 7%. Further, the shares of Black and Latino single-parent families with incomes below 185% of the Federal Poverty Threshold are 62% and 50%, well above the regional share of single-parent families with low incomes at 40%.

44 Due to data universe differences in the 1990 census, comparisons are done to 2000.

Severely Rent-Burdened Households

Almost a quarter of Bay Area renters are severely cost-burdened, although this share has decreased slightly over the last decade. Severely rent-burdened households are defined as households that spend more than half their income on rent. In 2018, approximately 1,196,000 Bay Area households were renters (44% of all households). The share of severely rent-burdened households in the region was 23% of renters (266,000 households), or 10% of all households (Figure 15). At the county level, the share of severely rent-burdened households among renters varies considerably: San Francisco 17%, Santa Clara 22%, Solano 24%, Marin 24%, Alameda 24%, San Mateo 25%, Contra Costa 28%, Sonoma 29%, and Napa 31%.

Figure 15. Share of Bay Area renters by rent burden, 2010–2018



SOURCE: American Community Survey 2010–2018 Table B25070

Chapter 4 | Equity Lens on Strategies

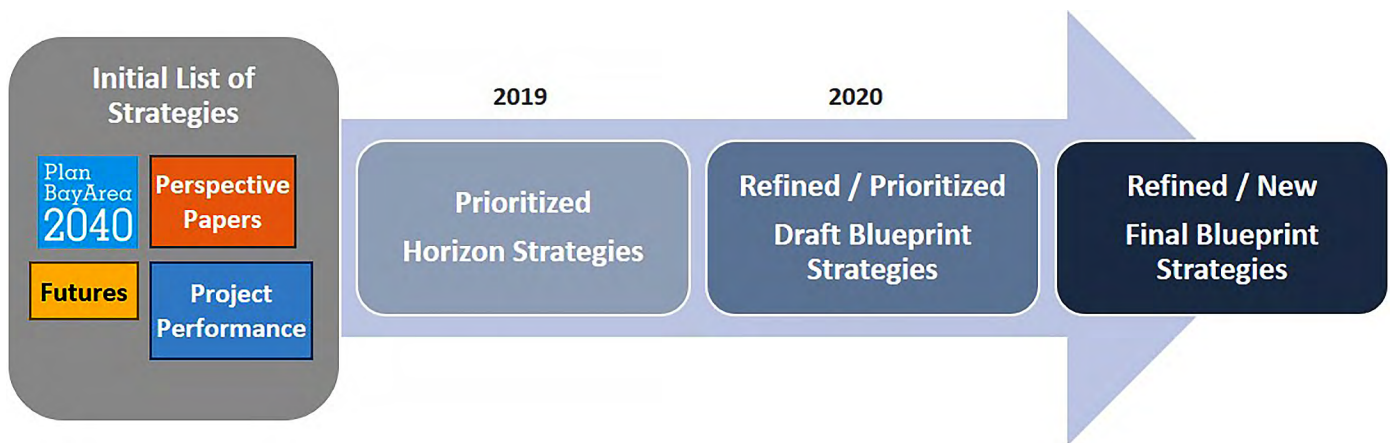
Plan Bay Area 2050 consists of 35 strategies across four elements: housing, the economy, transportation and the environment. Over the course of the plan development, during the Horizon, Draft Blueprint and Final Blueprint phases, strategies were continuously refined using an equity lens approach to improve their performance and equity impacts. The first section of this chapter describes the process and engagement and outreach methods in refining the strategies. The following four sections, one for each element of the plan, capture the equity-focused components within the 35 strategies.

It is essential to note that metrics to describe outcomes of the Plan in Chapter 6 can be insightful in understanding strategy impacts, but not every aspect of every strategy can be simulated or captured by the metrics. For this reason, the equity-focused components within the strategies are delineated into those that are captured in the simulation and metrics and those that could not be captured since they cannot be represented in MTC's travel and land use simulation models.

Process and Methodology

The initial list of strategies was sourced from Plan Bay Area 2040 and Horizon, which included Perspective Papers that MTC staff authored on five topics, the Futures Planning scenario planning process, and Project Performance Assessment, an evaluation of major transportation investments. Strategies were prioritized based on rigorous analysis of equity and performance outcomes as well as feedback through public engagement, described further below. All strategies were refined with a strong focus on equity during multiple in-depth workshops with both community-based organizations and stakeholder working groups.

Figure 16. Process to develop and refine Plan Bay Area 2050 strategies



The full suite of strategies was first analyzed during the Draft Blueprint Phase. Equity and performance outcomes informed further discussion and refinement of these strategies during the Final Blueprint phase. At this stage, several new strategies were added based on challenges identified during the Draft Blueprint phase, new needs identified in light of the COVID-19 pandemic, and feedback received during small group discussions with underrepresented groups. Key resources that reflect the process of continuous refinement and addition of strategies with an equity lens can be found in the links below:

- **Horizon (including Perspective Papers, Futures and Project Performance):**
<https://www.planbayarea.org/2050-plan/horizon/horizon-documents>
- **Draft Blueprint Phase:**
<https://www.planbayarea.org/2050-plan/draft-blueprint/plan-bay-area-2050-draft-blueprint-documents>
- **Final Blueprint Phase:**
<https://www.planbayarea.org/2050-plan/final-blueprint/plan-bay-area-2050-final-blueprint-documents>

Engagement and Outreach

Centering an equitable process, Plan Bay Area 2050 was developed with meaningful and extensive participation of key stakeholders that ranged from community-based organizations and labor interests to public agencies, business groups and individual residents. The complete documentation of engagement and outreach can be found in Plan Bay Area 2050 Public Engagement Report. Staff employed innovative engagement methods, especially in light of the COVID-19 pandemic, including game-like in-depth workshops, pop-up workshops across the region, telephone town halls, virtual cocoa chats, interactive digital whiteboards, digital surveys, an online game, virtual office hours and an online tribal summit. This section highlights few components of the public engagement most relevant to listening and learning from underrepresented communities in developing, refining and prioritizing strategies.

Targeted Outreach to Underrepresented Groups through Community-Based Organizations

MTC staff partnered with community-based organizations throughout the region to engage in small group discussions with underrepresented groups, including people with low incomes, people of color, people with disabilities and people with limited English proficiency. These discussions took place three times over the plan development process. The first set of discussions, during the Horizon phase as part of the early 2019 outreach for Plan Bay Area 2050, involved nine focus groups to get feedback on which of the strategies best addressed the challenges faced by the communities. The second set of discussions, conducted during the Draft Blueprint phase in the late spring of 2020, involved seven focus groups and were designed to function as listening sessions where participants were invited to suggest ways to improve or alter the Draft Blueprint's strategies. A third set of discussions was conducted in winter 2021, where groups provided feedback to inform the Implementation Plan of Plan Bay Area 2050. More information on these partnerships, including a list of the community-based organizations that were engaged, can be found in the Plan Bay Area 2050 Public Engagement Report.

Pop-Up Workshops in Equity Priority Communities

In spring 2018 and fall 2019, staff conducted a series of pop-up workshops. This format consists of meeting people "where they are" at public events and venues such as libraries, community colleges, farmers markets and street fairs. The pop-up locations were selected based on availability of existing community events and geographic diversity, with nearly 80% of the workshops conducted in Equity Priority Communities. Dozens of MTC and ABAG staff were enlisted to bring the planning process to every corner of the Bay Area and gather input toward the plan's vision, guiding principles and strategies.

Telephone Town Halls

To reach those with limited internet access and/or limited English proficiency during the Shelter-in-Place, staff held five telephone town hall sessions in summer 2020: two in English, one in Spanish, one in Mandarin and one in Cantonese. Staff promoted the events via a printed flyer directly mailed to 20,000 Bay Area households located in Equity Priority Communities in all nine Bay Area counties, via the Nextdoor social media platform and to members of the unhoused community in Oakland. A member of the Policy Advisory Council promoted the telephone town halls to members of the unhoused community. The events took place during the day, with three of the five town halls held on a Saturday. This effort was a first for our agency, both using the telephone town hall format and holding the events in-language, helping us meet our goal of reaching as many residents as possible.

MTC Policy Advisory Council Equity and Access Subcommittee

MTC's Policy Advisory Council is made up of 27 Bay Area residents with extensive life experience, work, academic or volunteer backgrounds that focus on economic, environmental and equity issues, whose passions range from advocating on behalf of people with disabilities and under-served communities to protecting the environment or keeping the region's economy moving via an efficient transportation network. The Policy Advisory Council advises MTC on a variety of topics, and the Equity and Access Subcommittee within the Council advises on issues related to social equity. MTC staff regularly consulted both the Council and the Subcommittee throughout the planning process on topics including developing the plan's vision and guiding principles, the prioritizing and refining strategies, updates to the Equity Priority Communities designations, the framework for this report, and the equity analysis methodology itself.

Regional Equity Working Group

As in Plan Bay Area 2040, MTC staff convened a Regional Equity Working Group (REWG) to solicit feedback throughout the planning process. The REWG brought together equity advocates and other interested stakeholders from government

agencies, including local jurisdictions, transit agencies and county transportation agencies. The group first convened in September 2019 in the context of Plan Bay Area 2050 and has met 8 times throughout the planning process over the course of 1.5 years. The primary purpose of the engagement with REWG was to gain input in the development of strategies through an equity lens, the desired outcomes with respect to equity, and the equity analysis itself. All REWG meetings are open to the public. Meeting agendas, materials and recordings can be found on the MTC website [here](#).

Table 3. Engagement calendar with Regional Equity Working Group

	TOPIC	MONTH	MEETING FORMAT
1	Orientation to the Agency-Wide Equity Platform, Plan Bay Area 2050 Process and REWG Process	September 2019	Kick-Off Meeting
2	Overview of Bay Area Inequities and Challenges	November 2019	Webinar
3	Refinement of Draft Strategies based on Horizon Futures Final Report	December 2019	Workshop
4	Review of Desired Equity Outcomes and Final Strategies	January 2020	Workshop
5	Review Draft Blueprint Outcomes	July 2020	Virtual Workshop
6	Review Community of Concern Update and Equity Analysis Report Framework	November 2020	Webinar
7	Follow up on Equity Priority Communities Update and Preview of Equity Analysis	April 2021	Webinar
8	Reflect on Equity in the Horizon/Plan Bay Area 2050 Process and Seek Input for Future Planning Efforts	September 2021	Virtual Workshop

Equity-Focused Components within Strategies

Transportation Element

The Transportation Element consists of twelve strategies across three themes: Maintain and Optimize the Existing System; Create Healthy and Safe Streets; and Build a Next-Generation Transit Network. Table 4 describes the equity-focused components that staff included within the transportation strategies based on multiple rounds of outreach and workshops with stakeholders. The feedback received during small group discussions with underserved populations and workshops with stakeholders was centered on:

- **Maintain and Optimize the Existing System**
 - Improve quality of existing transit vehicles and facilities, include station and stop infrastructure.
 - Improve transfer connections with timed transfers.
 - Improve safety of transit.
 - Provide last-mile assistance for commuters with low incomes.
 - Implement fare policy reform, with free transfers and means-based fares.
 - Ensure availability of transit alternatives when freeways are tolled, along with means-based tolling and carpooling discounts.

- Reinvest toll revenues in services for people with low incomes.
- Maintain cash-based payment methods for unbanked.
- **Create Healthy and Safe Streets**
 - Implement low-hanging fruit such as painted crosswalks toward Vision Zero.
 - Enforce speed limits through street design improvements.
 - Elevate pedestrian needs of safer, welcoming sidewalks.
 - Fund bicycle programs and incentives along with infrastructure, including parking, repair, education and prioritization in Equity Priority Communities.
 - Provide bicycle infrastructure connections with regional transit.
- **Build a Next-Generation Transit Network**
 - Strengthen core services connecting Equity Priority Communities.

Table 4. Transportation strategies: Equity-focused components within strategies

#	STRATEGY	EQUITY-FOCUSED COMPONENTS CAPTURED IN STRATEGY SIMULATION AND METRICS	EQUITY-FOCUSED COMPONENTS NOT CAPTURED DUE TO TECHNICAL LIMITATIONS IN SIMULATION
Maintain and Optimize the Existing System			
T1	Restore, Operate and Maintain the Existing System	<ul style="list-style-type: none"> • Restoration of operations and maintenance of transit system at pre-COVID-19 levels. 	<ul style="list-style-type: none"> • Investments that make transit stations and vehicles safer, cleaner, and more accessible – with investments targeted at meeting the needs of transit-dependent or limited mobility passengers.
T2	Support Community-Led Transportation Enhancements in Equity Priority Communities	<ul style="list-style-type: none"> • n/a 	<ul style="list-style-type: none"> • Investments resulting from programs such as Community Based Transportation Plans (CBTPs) and participatory budgeting, such as lighting and safety measures, improvements to transit stations and stops, and subsidies for shared mobility like bike share or car share.
T3	Enable a Seamless Mobility Experience	<ul style="list-style-type: none"> • Prioritize transfer connections in Equity Priority Communities 	<ul style="list-style-type: none"> • Unified transportation wallet with options for loading value in cash.
T4	Reform Regional Fare Policy	<ul style="list-style-type: none"> • Focus on reducing costs spent on transit, especially those with longer commutes/more transfers, through regional integrated fare structure, a flat local fare and free transfers across operators • Means-based discounts for people with very low incomes 	<ul style="list-style-type: none"> • Discounts for youth and people with disabilities.

#	STRATEGY	EQUITY-FOCUSED COMPONENTS CAPTURED IN STRATEGY SIMULATION AND METRICS	EQUITY-FOCUSED COMPONENTS NOT CAPTURED DUE TO TECHNICAL LIMITATIONS IN SIMULATION
T5	Implement Per-Mile Tolling on Congested Freeways with Transit Alternatives	<ul style="list-style-type: none"> • Tolling on highways only with parallel transit alternatives • Discounts for off-peak travel and vehicles with three or more occupants • Means-based discounts for people with very low incomes 	<ul style="list-style-type: none"> • Discounts for people with disabilities. • Reinvestment of revenues in improving transit alternatives and carpooling programs for lower-income households
T6	Improve Interchanges and Address Highway Bottlenecks	• (refer to “Equity Focus in Project Performance Assessment” below)	
T7	Advance Other Regional Programs and Local Priorities	• n/a	• n/a
Create Healthy and Safe Streets			
T8	Build a Complete Streets Network	<ul style="list-style-type: none"> • Prioritize pedestrian and bike infrastructure in Equity Priority Communities 	<ul style="list-style-type: none"> • Support to local jurisdictions to maintain and expand car-free slow streets • Amenities like improved lighting, safer intersections, and secure bike parking at transit stations
T9	Advance Regional Vision Zero Policy through Street Design and Reduced Speeds	<ul style="list-style-type: none"> • Speed limit reductions to 20 to 35 miles per hour on local streets and 55 miles per hour on freeways 	<ul style="list-style-type: none"> • Enforcing lower speeds using design elements like speed bumps, lane narrowings, intersection bulb-outs on local streets and automated speed enforcement, reducing in-person enforcement • Emphasis on improvements near schools, community centers, and parks • Engagement with local communities to identify priority locations for enforcement • Reinvestment of revenues generated from violation fines into safety initiatives, including education and capital investments

#	STRATEGY	EQUITY-FOCUSED COMPONENTS CAPTURED IN STRATEGY SIMULATION AND METRICS	EQUITY-FOCUSED COMPONENTS NOT CAPTURED DUE TO TECHNICAL LIMITATIONS IN SIMULATION
Build a Next-Generation Transit Network			
T10	Enhance Local Transit Frequency, Capacity and Reliability	• (refer to “Equity Focus in Project Performance Assessment” below)	
T11	Expand and Modernize the Regional Rail Network	• (refer to “Equity Focus in Project Performance Assessment” below)	
T12	Build an Integrated Regional Express Lanes and Express Bus Network	• (refer to “Equity Focus in Project Performance Assessment” below)	

Equity Focus in the Project Performance Assessment

Improve Interchanges and Address Highway Bottlenecks (T6), Enhance Local Transit Frequency, Capacity and Reliability (T10), Expand and Modernize the Regional Rail Network (T11) and Build an Integrated Regional Express Lane and Express Bus Network (T12) are strategies that are comprised of similar transportation investments. The complete list of projects can be found in the Plan Bay Area 2050 Transportation Project List. Major transportation projects were evaluated through the Project Performance Assessment. Details of this assessment can be found in the Plan Bay Area 2050 Performance Report.

The Equity Assessment within the Project Performance Assessment identified projects as either advancing, evenly distributing or challenging equitable outcomes based on forecasted accessibility benefits of projects to households with low incomes relative to all households. Projects that were forecasted to advance equitable outcomes — by providing a greater share of benefits to households with low incomes than their share of population — and to be cost effective were prioritized for inclusion within these strategies. On the other hand, in the case of projects that were forecasted to challenge equitable outcomes, MTC collaborated with project sponsors to seek commitments to enhance equitable outcomes prior to including them in the strategies with regional discretionary funding. Table 5 highlights such commitments. Commitment letters from project sponsors can be found within the Plan Bay Area 2050 Performance Report (Appendix 4). Beyond this, the strategies include other projects that were prioritized by county transportation agencies. These projects would be funded by county budget sources such as sales tax measures or parking revenues and do not require regional discretionary revenues.

Table 5. Equity-related commitments from project sponsors for projects that were forecasted to challenge equitable outcomes, Project Performance Assessment

PROJECT NAME	SPONSOR	COMMITMENTS
T6. Improve Interchanges and Address Highway Bottlenecks?		
I-80/I-680/SR-12 Interchange	STA	<ul style="list-style-type: none"> Support for investing in transit and managed lanes
SR-262 Mission Boulevard Improvements	ACTC	<ul style="list-style-type: none"> Reduce scope to focus on improvements to arterial, eliminating Express Lane direct connector between I-880 and I-680
Bay Area Forward	MTC Design and Project Delivery	<ul style="list-style-type: none"> Focus on investments that benefit transit
Resilient SR-37	NVTA, SCTA, STA, TAM	<ul style="list-style-type: none"> Support for means-based toll discounts and transit/bike connections on the corridor
T10. Enhance Local Transit Frequency, Capacity, and Reliability		
Treasure Island Congestion Pricing	SFCTA	<ul style="list-style-type: none"> Exempt low-income current Treasure Island residents from toll
Downtown San Francisco Congestion Pricing	SFCTA	<ul style="list-style-type: none"> Explore means-based tolls and transit fares
Geary BRT Phase 2	SFCTA	<ul style="list-style-type: none"> Support SFMTA Muni Equity Strategy
T11. Expand and Modernize the Regional Rail Network		
Caltrain Downtown Extension	SFCTA	<ul style="list-style-type: none"> Continue Downtown Congestion Pricing study
Caltrain Full Electrification and Blended Baseline	Caltrain and California High-Speed Rail Authority	<ul style="list-style-type: none"> Reduce scope to focus on increasing frequencies to 8 trains per hour per direction, which can be supported with minimal capital investment
ACE 10 Daily Round Trips	Altamont Corridor Express	<ul style="list-style-type: none"> Support for regional fare integration and means-based discounts

PROJECT NAME	SPONSOR	COMMITMENTS
Dumbarton Rail	SamTrans	<ul style="list-style-type: none"> • Reduce scope to explore lower-cost, lower-capacity; Group Rapid Transit instead of commuter rail; • Support for transit-supportive land use in growth geographies along the corridor; • Commitment to mitigate natural land loss from project implementation
San Jose Airport People Mover	City of San Jose	<ul style="list-style-type: none"> • Support for transit-supportive land use in growth geographies along corridor

T12. Build an Integrated Regional Express Lanes and Express Bus Network

Regional Express Bus (ReX)	MTC Express Lanes	<ul style="list-style-type: none"> • Reduce scope to remove some capital improvements and limit routes to highest ridership routes; • Support for means-based fares
Regional Express Lanes Network	MTC Express Lanes	<ul style="list-style-type: none"> • Prioritize conversions of HOV lanes or general-purpose lanes for Express Lane construction, where possible; • Support for means-based discounts on Express Lanes and in other future pricing efforts
AC Transit Transbay Service Frequency Increase	AC Transit	<ul style="list-style-type: none"> • Reduce scope to focus on low-cost capital improvements and a limited number of routes

Housing Element

The Housing Element is comprised of eight strategies across three themes: Protect and Preserve Affordable Housing; Spur Housing Production for Residents of All Income Levels; and Create Inclusive Communities. The strategies, first analyzed during Horizon, were refined throughout the Plan Bay Area 2050 process to improve outcomes for underserved populations. Table 6 describes the equity-focused components that staff included within the housing strategies based on feedback received during small group discussions with underserved populations and workshops with equity stakeholders. The feedback primarily included:

- **Protect and Preserve Affordable Housing**
 - Expand protection for existing residents with low incomes beyond state legislation.
 - Provide services that help reduce barriers to access housing.
- **Spur Housing Production for Residents of All Income Levels**
 - Enable affordable housing at all income levels.
 - Prioritize locations with greatest GHG reductions and equity benefits.
 - Prioritize affordable housing production in areas not prone to flooding and other hazards.
 - Increase minimum requirements for affordable housing for residential multi-family development.
 - Increase development feasibility by coupling with other incentives for affordable housing.
 - Provide subsidies to encourage workforce housing in places with jobs/housing imbalance.

- **Create Inclusive Communities**

- Provide assistance for first-time home buyers who have low incomes and are people of color.
- Build complete communities that include housing, transit and amenities/services.
- Partner with community land trusts and local businesses.
- Enable alternative ownership models / community land trust shared ownership.

Table 6. Housing strategies: Equity-focused components within strategies

#	STRATEGY	EQUITY-FOCUSED COMPONENTS CAPTURED IN STRATEGY SIMULATION AND METRICS	EQUITY-FOCUSED COMPONENTS NOT CAPTURED DUE TO TECHNICAL LIMITATIONS IN SIMULATION
Protect and Preserve Affordable Housing			
H1	Further Strengthen Renter Protections Beyond State Law	<ul style="list-style-type: none"> • Annual rent increases limited to the rate of inflation, while exempting units less than 10 years old 	<ul style="list-style-type: none"> • Expanded services such as legal assistance • Strengthened enforcement of recently adopted and longstanding protections, including fair housing requirements
H2	Preserve Existing Affordable Housing	<ul style="list-style-type: none"> • Acquisition of homes currently affordable to low-and middle-income residents for preservation • Preservation of all existing deed-restricted units that are at risk of conversion to market rate housing 	<ul style="list-style-type: none"> • Transfer of ownership of units without deed-restrictions (also known as “naturally occurring affordable housing”) to individual tenants, housing cooperatives, or public or non-profit housing organizations including community land trusts
Spur Housing Production for Residents of All Income Levels			
H3	Allow a Greater Mix of Housing Densities and Types in Growth Geographies	<ul style="list-style-type: none"> • Variety of housing types at a range of densities allowed to be built in Growth Geographies 	<ul style="list-style-type: none"> • n/a
H4	Build Adequate Affordable Housing to Ensure Homes for All	<ul style="list-style-type: none"> • Funding to build deed-restricted affordable homes necessary to fill the existing gap in homeless housing and to meet the needs of low-income households, including those currently living in overcrowded or unstable housing 	<ul style="list-style-type: none"> • Prioritization of projects that advance racial equity in High-Resource Areas, Transit Rich Areas, and communities facing displacement risk
H5	Integrate Affordable Housing into All Major Housing Projects	<ul style="list-style-type: none"> • Require 10 to 20 percent of new market-rate housing developments of 5 units or more to be permanently deed-restricted affordable to low-income households 	<ul style="list-style-type: none"> • Exempt more units, such as Accessory Dwelling Units (ADUs) and fourplexes to increase feasibility

#	STRATEGY	EQUITY-FOCUSED COMPONENTS CAPTURED IN STRATEGY SIMULATION AND METRICS	EQUITY-FOCUSED COMPONENTS NOT CAPTURED DUE TO TECHNICAL LIMITATIONS IN SIMULATION
H6	Transform Aging Malls and Office Parks into Neighborhoods	<ul style="list-style-type: none"> Permitting and promoting shopping malls and office parks with limited commercial viability as neighborhoods with housing at all income levels Regional pilot projects that add 1,000+ homes and dedicate land for affordable housing and public institutions such as community colleges and university extensions 	<ul style="list-style-type: none"> Complete communities with mixed-income housing, local and regional services, and public spaces
Create Inclusive Communities			
H7	Provide Targeted Mortgage, Rental, and Small Business Assistance to Equity Priority Communities	<ul style="list-style-type: none"> n/a 	<ul style="list-style-type: none"> Mortgage and rental assistance in Equity Priority Communities, prioritizing longtime previous or existing residents of communities of color Targeted grants and low-interest loans to start up and expand locally-owned businesses
H8	Accelerate Reuse of Public and Community Land for Mixed-Income Housing and Services	<ul style="list-style-type: none"> Reuse of land for deed-restricted mixed-income affordable housing 	<ul style="list-style-type: none"> Prioritize projects that benefit communities of color and other underserved communities Establish a regional network of land owned by public agencies, community land trusts, and other non-profit land owners for coordinating and providing essential services

Economy Element

The Plan’s Economy Element, initially focused on improving employment opportunities and shifting jobs to housing-rich locations, was enhanced with new strategies during the Blueprint phase to help decrease disparities faced by households with low incomes especially in light of the COVID-19 pandemic. The element contains six strategies across two themes: Improve Economic Mobility; and Shift the Location of Jobs. Table 7 describes the equity-focused components that staff included within the economy strategies. Key feedback received during small group discussions with underserved populations and workshops with equity stakeholders that inform the strategies included:

- **Improve Economic Mobility**
 - Expand childcare subsidies to cover care for seniors and people with disabilities.
 - Focus on local needs for new businesses such as access to capital, affordable rents, shared industry-specific tools and accounting services.
 - Foster networks and mentorships.
- **Shift the Location of Jobs**
 - Foster diversity of job types in employment growth.
 - Include employee housing where appropriate and create mixed-use areas.

Table 7. Economy strategies: Equity-focused components within strategies

#	Strategy	Equity-Focused Components Captured in Strategy Simulation and Metrics	Equity-Focused Components Not Captured due to Technical Limitations in Simulation
Improve Economic Mobility			
EC1	Implement a Statewide Universal Basic Income	<ul style="list-style-type: none"> • Provide an average payment of \$500 a month to all households in the Bay Area (payments vary based upon household size and composition), paired with tax increases for those outside the low-income tax bracket that offset any gains from this strategy 	<ul style="list-style-type: none"> • n/a
EC2	Expand Job Training and Incubator Programs	<ul style="list-style-type: none"> • Job opportunities in select Priority Production Areas in housing-rich locations 	<ul style="list-style-type: none"> • Training for high-growth in demand occupations in collaboration with local community colleges in under-resourced communities • Technical assistance for establishing a new business, access to workspaces, mentorship and financing

#	Strategy	Equity-Focused Components Captured in Strategy Simulation and Metrics	Equity-Focused Components Not Captured due to Technical Limitations in Simulation
EC3	Invest in High-Speed Internet in Underserved Low-Income Communities	<ul style="list-style-type: none"> n/a 	<ul style="list-style-type: none"> Direct subsidies for internet access to reduce costs for low-income households to \$0 per month Public infrastructure to create additional high-speed fiber connections
Shift the Location of Jobs			
EC4	Allow Greater Commercial Densities in Growth Geographies	<ul style="list-style-type: none"> n/a 	<ul style="list-style-type: none"> n/a
EC5	Provide Incentives to Employers to Shift Jobs to Housing-Rich Areas Well Served by Transit	<ul style="list-style-type: none"> Subsidies from new tax revenues that encourages employers to locate in housing-rich areas 	<ul style="list-style-type: none"> n/a
EC6	Retain and Invest in Key Industrial Lands	<ul style="list-style-type: none"> Local land use policies to retain key industrial lands and grow middle-wage jobs 	<ul style="list-style-type: none"> Limited annual funding for high-growth PPAs for non-transportation infrastructure improvements including fiber, broadband, and building improvements

Environment Element

The Environment Element of Plan Bay Area 2050 contains nine strategies across three themes: Reduce Risks from Hazards; Expand Access to Parks and Open Space; and Reduce Climate Emissions. Table 8 describes the equity-focused components of that staff included within the Environment strategies. Key themes of feedback received during small group discussions facilitated by community-based organizations and workshops with equity stakeholders that inform the strategies included:

- Reduce Risks from Hazards**
 - Prioritize investments in Equity Priority Communities, coupled with renter protections.
 - Fund managed retreat programs for areas prone to flooding.
 - Provide financial assistance for retrofit strategies in Equity Priority Communities.
 - Resilience investments in residential buildings, including energy retrofits, power backups, electrification and microgrids.
- Expand Access to Parks and Open Space**
 - Implement regional urban growth boundary strategy to open up zoning and transfer of development rights across areas to promote infill.
 - Enhance urban open spaces in underserved communities.

- **Reduce Climate Emissions**

- Prioritize investments and programs in Equity Priority Communities and for households with fewer resources.
- Reduce barriers to entry for electric vehicles (EVs): subsidies for EVs/used EVs for households with low incomes; charging infrastructure in Equity Priority Communities.
- Provide rebate programs for older vehicles.

Table 8. Environment strategies: Equity-focused components within strategies

#	STRATEGY	EQUITY-FOCUSED COMPONENTS CAPTURED IN STRATEGY SIMULATION AND METRICS	EQUITY-FOCUSED COMPONENTS NOT CAPTURED DUE TO TECHNICAL LIMITATIONS IN SIMULATION
Reduce Risks From Hazards			
EN1	Adapt to Sea Level Rise	<ul style="list-style-type: none"> • Prioritize adaptations and nature-based actions and resources in Equity Priority Communities 	<ul style="list-style-type: none"> • Funding to support strategic retreat in a small number of communities where sea level rise protections are not financially feasible
EN2	Provide Means-Based Financial Support to Retrofit Existing Buildings (<i>Energy, Water, Seismic, Fire</i>)	<ul style="list-style-type: none"> • Prioritize assistance in Equity Priority Communities 	<ul style="list-style-type: none"> • Means-based subsidies to offset costs
EN3	Fund Energy Upgrades to Enable Carbon-Neutrality in All Existing Commercial and Public Buildings	<ul style="list-style-type: none"> • n/a 	<ul style="list-style-type: none"> • Focus investments in under-resourced communities, creating long-term job opportunities
Expand Access to Parks and Open Space			
EN4	Maintain Urban Growth Boundaries	<ul style="list-style-type: none"> • n/a 	<ul style="list-style-type: none"> • Paired with infill developments in Housing strategies
EN5	Protect and Manage High-Value Conservation Lands	<ul style="list-style-type: none"> • Provide strategic matching funds to help conserve and manage high-priority natural and agricultural lands, including but not limited to Priority Conservation Areas 	<ul style="list-style-type: none"> • n/a
EN6	Modernize and Expand Parks, Trails, and Recreation Facilities	<ul style="list-style-type: none"> • Emphasis on expanding recreation opportunities in Equity Priority Communities and other underserved areas 	<ul style="list-style-type: none"> • n/a

#	STRATEGY	EQUITY-FOCUSED COMPONENTS CAPTURED IN STRATEGY SIMULATION AND METRICS	EQUITY-FOCUSED COMPONENTS NOT CAPTURED DUE TO TECHNICAL LIMITATIONS IN SIMULATION
Reduce Climate Emissions			
EN7	Expand Commute Trip Reduction Programs at Major Employers	<ul style="list-style-type: none"> n/a 	<ul style="list-style-type: none"> Complementary strategy (<i>Strategy EC3</i>) to expand internet access in underserved communities
EN8	Expand Clean Vehicle Initiatives	<ul style="list-style-type: none"> Significantly expand funding to make strategy beneficial to broad array of Bay Area residents 	<ul style="list-style-type: none"> Prioritize regional EV chargers in Equity Priority Communities Scale vehicle buyback program and EV incentives based on household income level (>50% of funding towards households with low incomes)
EN9	Expand Transportation Demand Management Initiatives	<ul style="list-style-type: none"> n/a 	<ul style="list-style-type: none"> Prioritize targeted transportation alternatives for residential buildings with households with low incomes (25% of funding to low-income residential buildings) Prioritize Mobility Hubs(including carshare, micromobility and other strategies) in Equity Priority Communities

Chapter 5 | Investment Analysis

While each Plan strategy was carefully crafted to advance equity, it is also critical to ensure that financial investments nested within each strategy are channeled equitably. This chapter presents an analysis of the nearly \$1.4 trillion of investments planned within the 35 strategies across all four elements of the Plan — Transportation, Housing, Economy and Environment — with the goal of understanding the share of investments that benefit households with low incomes.

“Investment” refers to the funding planned within the 35 strategies of the Plan. Some of these are policy-oriented and do not include financial investment, such as allowing greater commercial densities or expanding commute trip reduction programs at major employers. These policy-based strategies are not discussed within this investment-oriented chapter. “Benefit” in this chapter is defined as the share of investments that are targeted toward households with low incomes. As defined in Chapter 3, “households with low incomes” refers to households with incomes less than 200% of the Federal Poverty Threshold established by the Census Bureau, representing roughly 21% all Bay Area households.

Methodology

Investments within strategies are allocated to three groups for the purpose of this analysis: households with low incomes (incomes less than 200% of the Federal Poverty Threshold established by the Census Bureau, representing roughly 21% all Bay Area households), all other households, and businesses. While the determining the benefit to households with low incomes is elaborated further within the Findings sections on each element of the plan below, there are a few different determination types outlined in Table 9.

Table 9. Methodology to determine share of benefit allocation to households with low incomes

DETERMINATION TYPES	RELEVANT STRATEGIES
<p>Full allocation to households with low incomes: Multiple strategies, especially in the Housing and Economy elements, are designed specifically to address the needs of households with low incomes. For example, deed-restricted affordable housing is targeted specifically based upon a household’s income. Therefore, investments within these strategies are fully allocated to households with low incomes.</p>	<p>Housing: H1, H2, H4, H7 Economy: EC1, EC2, EC3</p>
<p>Allocation proportional to share of regionwide population: Some strategies bring benefits to the population at large, such as the strategy to conserve more natural spaces. While there may be reasons as to why some groups of the population stand to benefit more than others, such as better access, developing assumptions for allocating the investments is challenging.</p>	<p>Environment: EN5</p>
<p>Allocation based on need: Investments within strategies that provide means-based subsidies toward households with low-incomes were allocated based on the share of the investment that would be necessary to meet the needs of those populations.</p>	<p>Transportation: T4 Environment: EN2, EN3, EN8</p>

DETERMINATION TYPES	RELEVANT STRATEGIES
<p>Allocation based on location of investments: In strategies with physical investments that have localized benefits, such as strategies to adapt to sea level rise, or build community parks, the investments were allocated based on whether these investments were located in Equity Priority Communities or not. Assumptions for locations of these investments in most cases were developed based on needs determined by staff to align with the plan’s climate, equity and resilience objectives.</p>	<p>Transportation: T2 Environment: EN1, EN6, EN9</p>
<p>Allocation based on existing usage patterns (use-based analysis): In the case of transportation investments, the benefit toward households with low incomes is calculated based on the existing share of the transportation system use. This methodology, detailed further below, also permits analyzing the share of investments that benefits people of color since data for road usage by county and transit usage by operator are available by race.</p>	<p>Transportation: T1, T3, T5, T6, T7, T8, T9, T10, T11, T12</p>
<p>Full allocation to businesses: Investments under strategies that are targeted toward employers that do not directly benefit households were fully allocated to this group.</p>	<p>Economy: EC5, EC6</p>
<p>Strategies that are policy-oriented and do not include financial investment</p>	<p>Housing: H3, H5, H6, H8 Economy: EC4 Environment: EN4, EN7</p>

Additional Context on Use-Based Analysis for Transportation Investments

With respect to the Transportation Element this analysis compares the estimated share of investments that benefit low-income and people of color populations to the share of their respective use of the transportation system (roadways and transit) and to their respective share of the regional population.

In the aggregate, the analysis measures transit and motor vehicle trips using the 2012 California Household Travel Survey (CHTS) and various transit passenger demographic surveys conducted between 2012 and 2019 through the Regional Transit Passenger Survey Program.⁴⁵ The steps involved in conducting the population/use-based analysis include:

1. Using American Communities Survey 2014–2018 data, determine the share of low-income (L0) and minority (M0) population in the region.
2. Using the CHTS and transit passenger demographic surveys data, calculate the share of all roadway trips by county and share of all transit trips by transit operator for low-income (L1 and L2) and minority (M1 and M2) populations.
3. Using the Transportation Project List, tally the total investments in roadways by county (RR) and transit by operator (TT).
4. For roadway investments, for each county, assign a share of the roadway investment (RR) to the low-income population (L3) based on their share of roadway trips (L1) for that county. Repeat for minority population (M3).

45 Regional Transit Passenger Survey Program: <http://bayareametro.github.io/transit-passenger-surveys/>

5. For transit investments, for each transit operator, assign a share of the investment (TT) to the low-income population (L4) based on their share of transit trips (L2) for that operator. Repeat for minority population (M4).
6. Sum all the investments (roadway and transit) that were assigned to low-income (L5) and minority (M5) populations.
7. Compare the share of population (L0 and M0) to the share of assigned investments (L5 and M5) assess the level of total transportation benefit accrued to low-income and minority populations.
8. Compare the share of population (L0 and M0) and trips by mode (L1/L2 and M1/M2) to the share of assigned investments by mode (L5 and M5) to assess the level of transportation benefit by mode accrued to low-income and minority populations.

Table 10. Population/use-based analysis methodology

POPULATION	SHARE OF REGIONAL POPULATION	SHARE OF ROADWAY TRIPS	SHARE OF TRANSIT TRIPS	SHARE OF ROADWAY INVESTMENTS	SHARE OF TRANSIT INVESTMENTS	SHARE OF TOTAL INVESTMENTS
Low-Income	L0	L1	L2	L3	L4	L5
Minority	M0	M1	M2	M3	M4	M5

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

The analysis does not account for benefits and burdens at the project level. While a roadway project may benefit all users of that facility, the benefits may not necessarily accrue at the same proportion to each population group as their share of all trips in a county where the facility is located. (Note: please refer to the Plan Bay Area 2050 Performance Report for more information on project-specific equity findings for major transportation projects.)

The analysis also assumes that the share of trips by mode by a particular population group remains the same in future years, regardless of investments that improve efficiency, safety, capacity or access.

The analysis does not adjust for the relative size of populations in future years. For example, the share of low-income population in 2050 may or may not be the same compared to 2018.

Lastly, pedestrian and bicycle projects are assigned to local streets and roads due to a lack of sufficient data on use by income and race/ethnicity. Goods movement expenditures are consolidated with road investments, and other programmatic expenditures are assigned to transit or road investments based on the users they would primarily benefit.

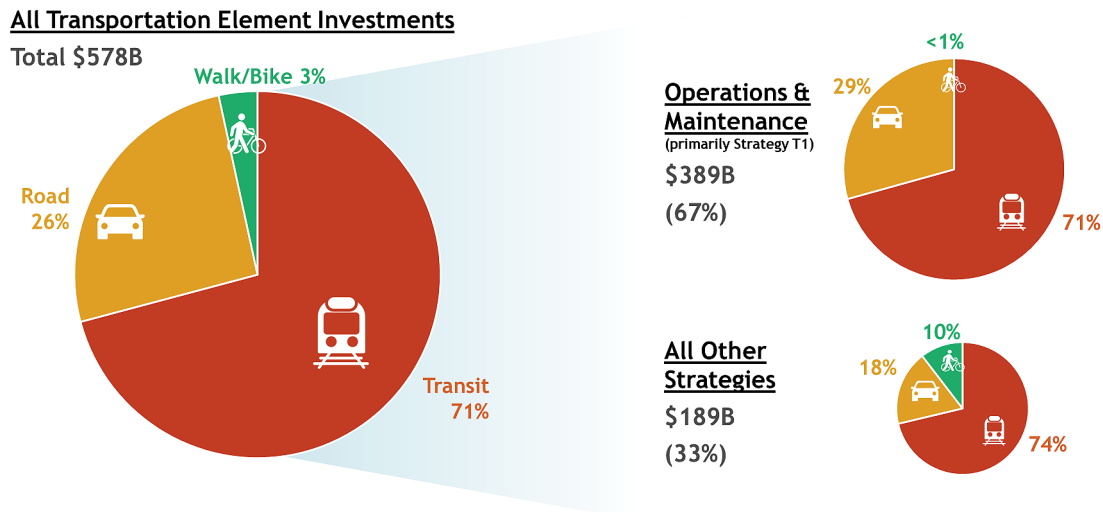
Findings

In all four elements of the plan, described in the sections below, the share of investments targeted toward households with low incomes is higher than the share of households with low incomes among the region’s population (21%). Investments in the housing and economy elements are directed almost exclusively toward households with low incomes, while transportation and environment investments are split between households with low incomes and other households.

Transportation

The Plan invests nearly \$580 billion in transportation between 2021 and 2050 as part of the Transportation Element.⁴⁶ For context, the majority of this investment, 71%, is focused on transit infrastructure, operations and programs (Figure 17). Two-thirds of the total funding is dedicated toward operating and maintaining existing transportation system, and the remaining one third is for all other strategies – where there is lesser focus on road investments and more on pedestrian and micromobility investments.

Figure 17. Plan Bay Area 2050 transportation investments by mode



Determining the share for transit and road investments toward households with low incomes was calculated using the use-based analysis methodology. Based on analysis, 39% of all transportation investments is targeted toward households with low incomes (Figure 18). Regional discretionary funding was prioritized for major transit and road investments that were forecasted to advance equitable outcomes during the Project Performance Assessment (see the Plan Bay Area 2050 Performance Report for additional details). In general, given the existing usage patterns of the different transit systems by people with low incomes and people of color, local transit investments more directly benefit these population subgroups. On the other hand, regional rail, express bus and ferry investments tend to serve whiter and wealthier demographics (Figure 19).

However, regional transit operators play a critical role in enhancing economic mobility by providing high-capacity and high-frequency transit to major employment centers. As such, the Plan balances investments between local and regional modes, while simultaneously investing in strategies such as means-based transit fare subsidies, seamless transit and affordable housing production and preservation in Transit-Rich Areas. Other investments that benefit people with low incomes are complete street and safety improvements prioritized in Equity Priority Communities, and funding for transportation enhancements resulting from community-led planning and other similar efforts.

⁴⁶ The Plan Bay Area 2050 Transportation Project List invests an additional \$13 billion in existing transportation revenues within the Environment Element, specifically in sea level rise adaptation for highway and rail facilities (portion of EN1), clean vehicle initiatives (EN8) and transportation demand management initiatives (EN9).

Figure 18. Transportation investments toward households with low incomes

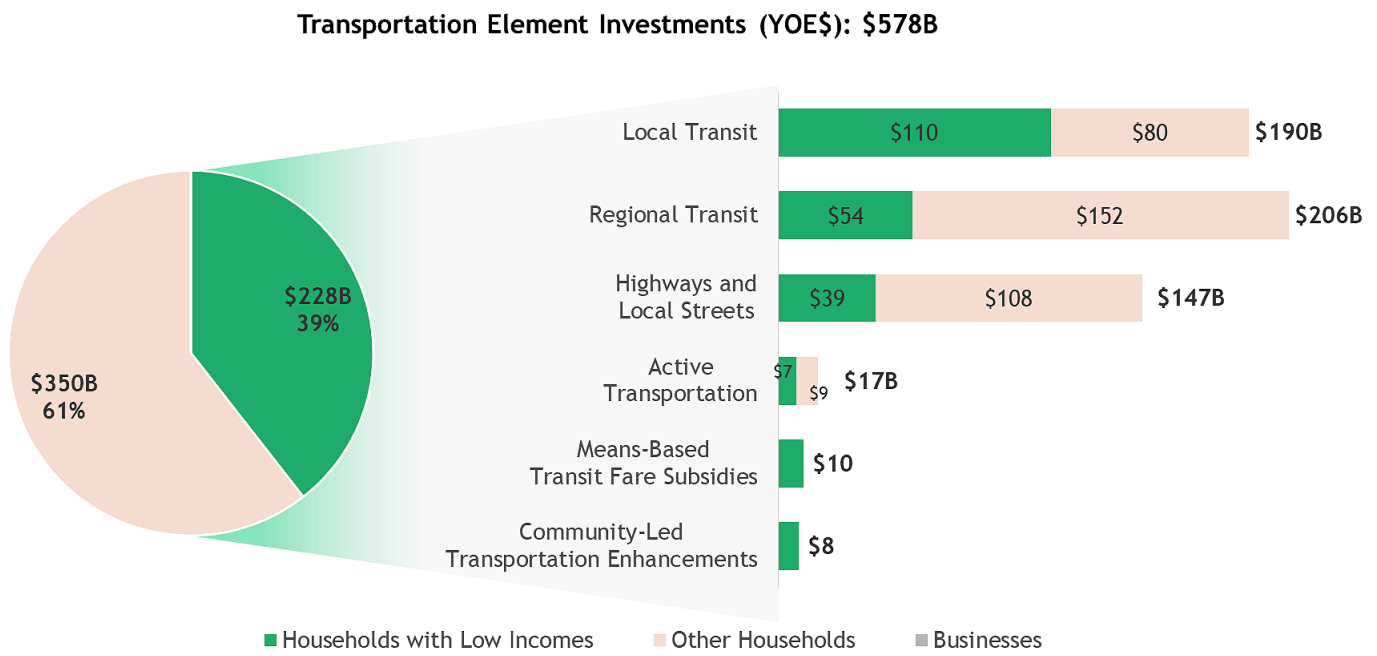
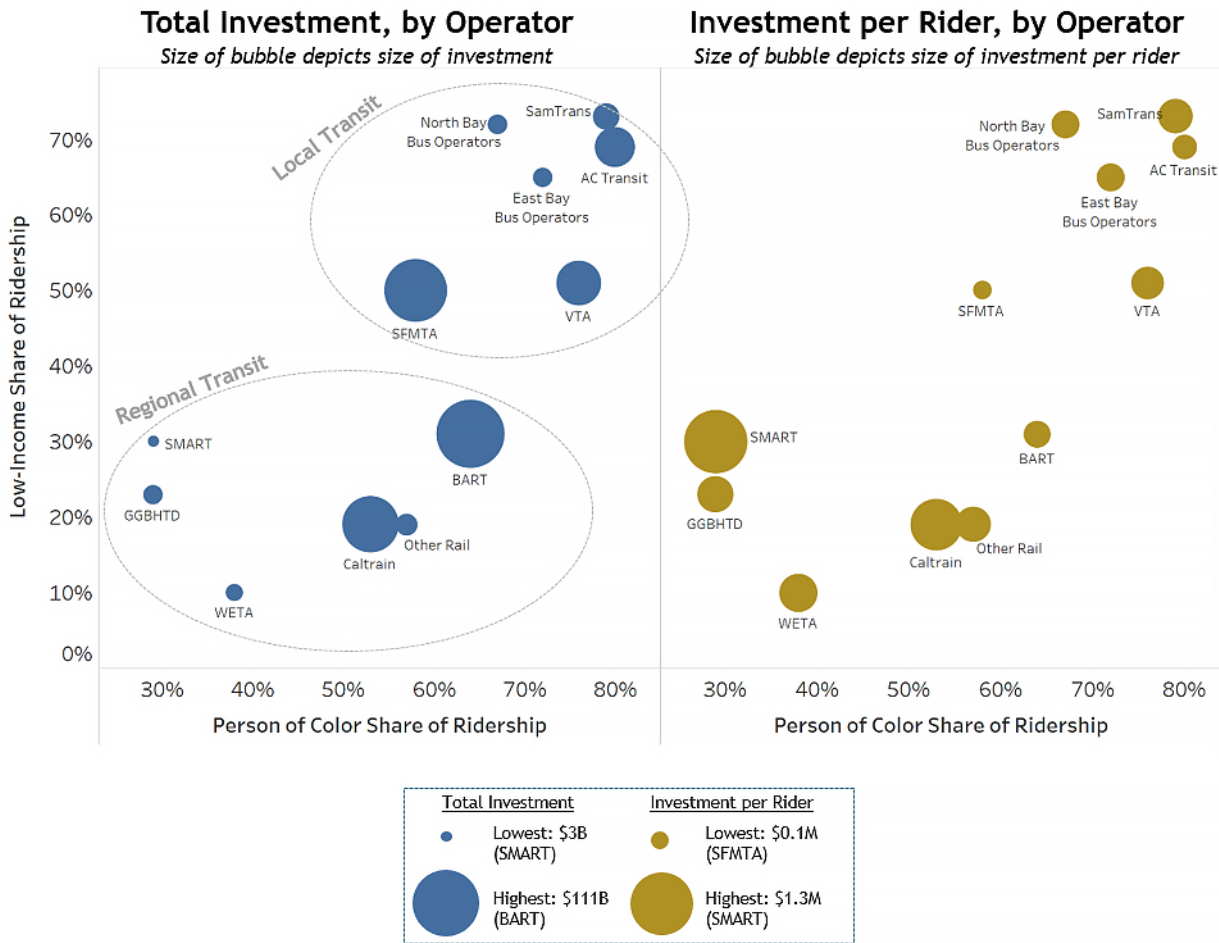


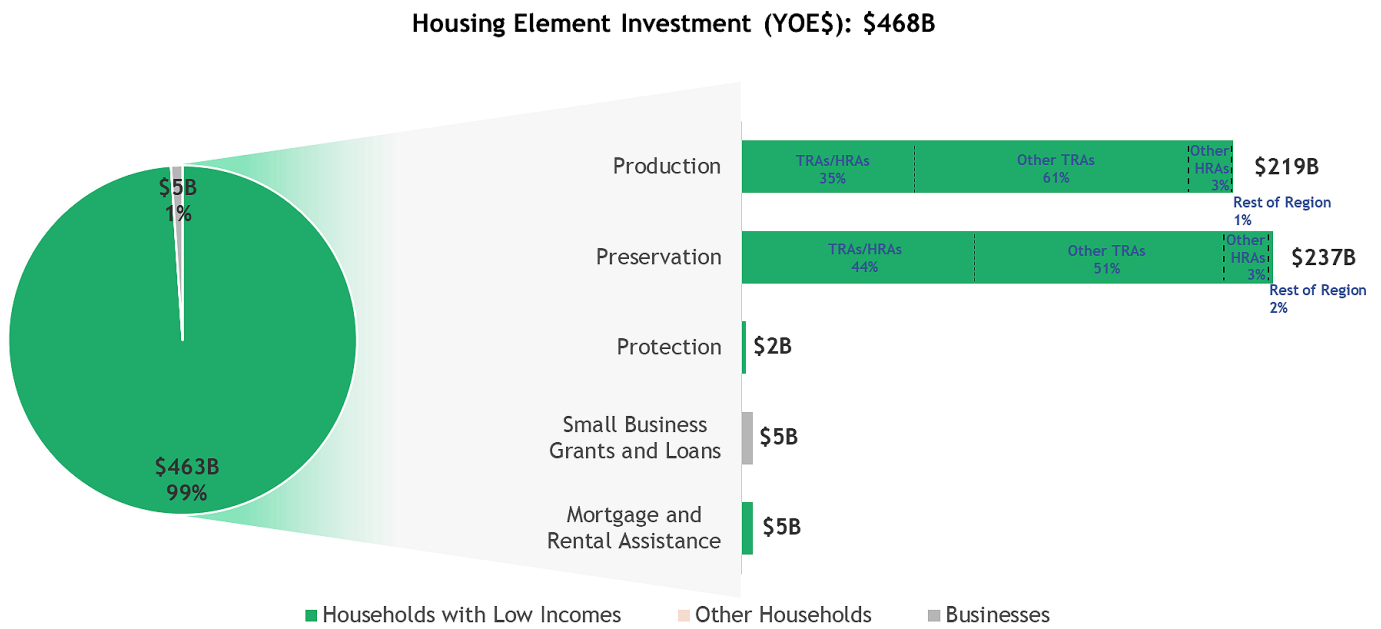
Figure 19. Transit investments by operator relative to ridership share of people of color



Housing

The Housing Element targets most of the \$468 billion in planned investments toward households with low incomes (Figure 20). Funding for production and preservation — almost entirely focused in Growth Geographies, which have greater access to transit and the region’s assets — sufficiently addresses the forecasted needs for deed-restricted affordable housing. While not depicted in the chart, a share of the affordable housing subsidies would likely benefit moderate income households as well, consistent with state and federal eligibility standards. Protection investments include funding for enforcing existing protections and a regional network of tenant protection services including legal assistance. Targeted assistance in Equity Priority Communities, including mortgage down payment and low-interest loans supporting small businesses, are a meaningful step in reversing the long trend of historic disinvestment in low-income communities of color. The investment levels shown in the chart include only Plan investments and do not reflect existing state and federal sources that benefit moderate- and high-income households, such as the mortgage interest deduction.

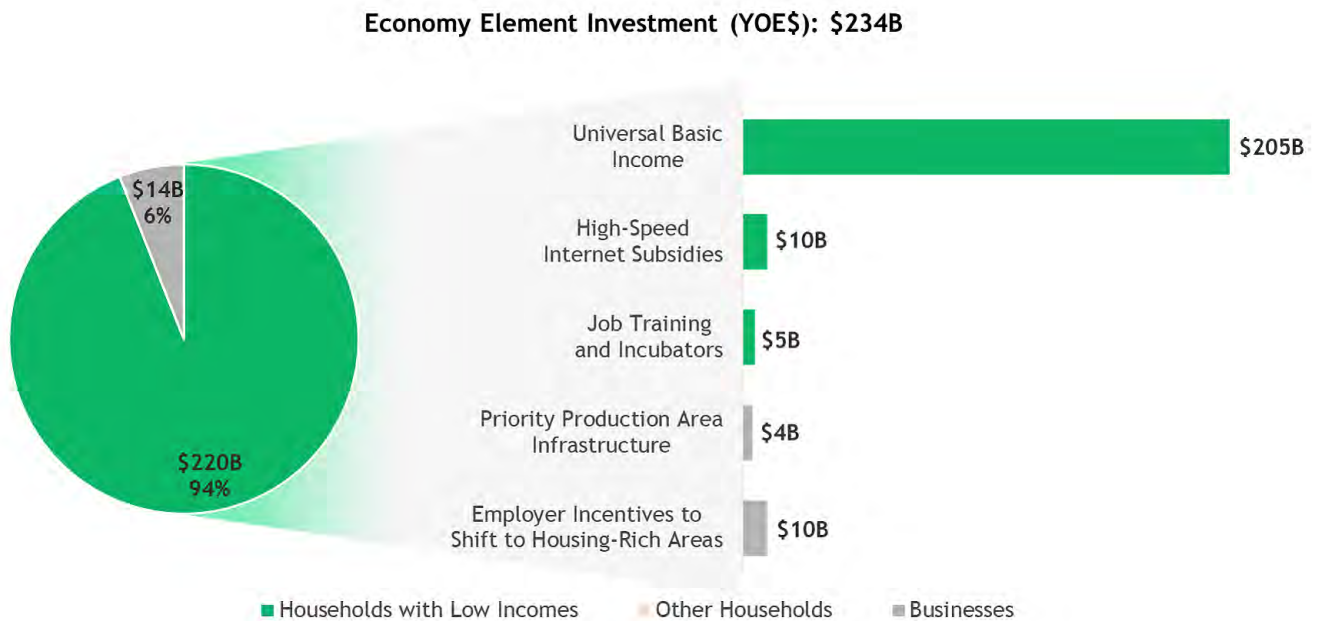
Figure 20. Housing investments toward households with low incomes



Economy

The Economy Element plans for \$234 billion in investments up to 2050, and 94% of this is targeted towards improving economic mobility for households with low incomes (Figure 21). Much of this is the investment towards universal basic income, planned as a monthly payment that varies based on household size, averaging \$500 per month. While all households across the region would receive universal basic income regardless of their resources, tax increases on more affluent households would support the program, effectively canceling out any additional income for higher-income households. Other investments benefiting households with low incomes include annual high-speed internet subsidies of \$240 per household and expanded job training and incubator programs. The remainder of the investment is targeted toward businesses to improve infrastructure in Priority Production Areas and incentivize employers to shift to housing-rich areas.

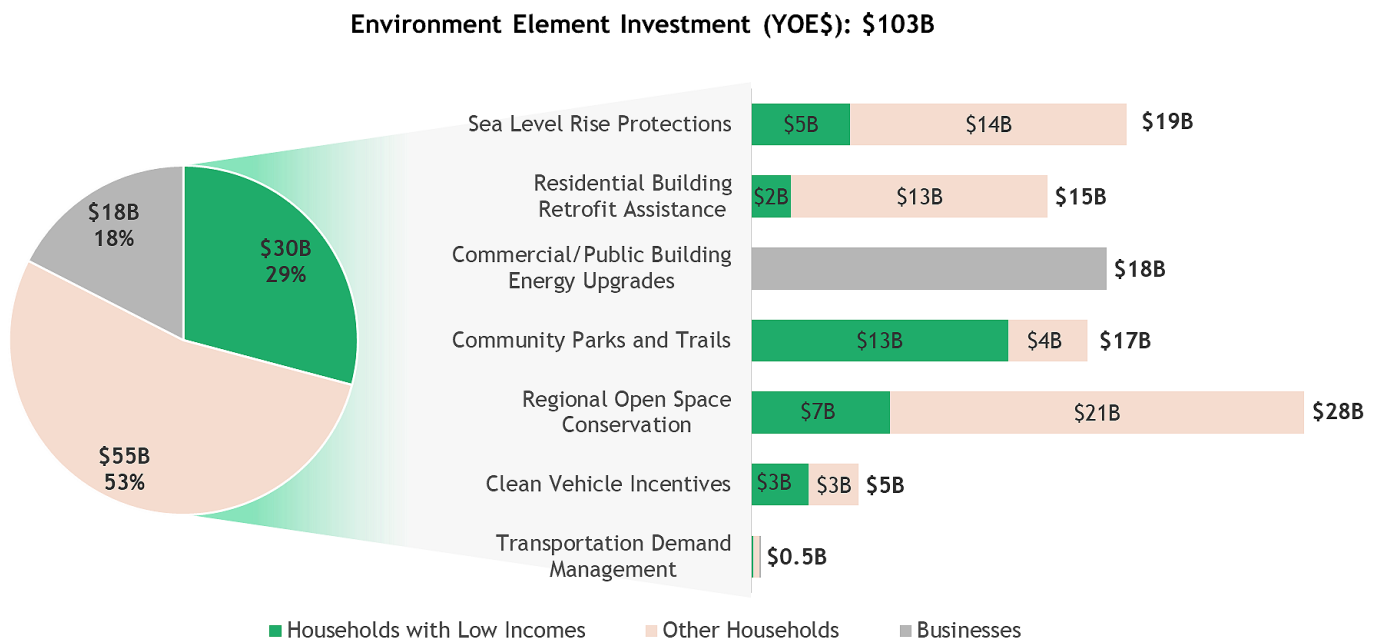
Figure 21. Economy investments toward households with low incomes



Environment

The Environment Element invests \$103 billion into seven different strategies, of which 29% is projected to benefit households with low incomes (Figure 22). Sea level rise protections and adaptations are prioritized in Equity Priority Communities, and residential building retrofits for earthquake and wildfire resilience include means-based subsidies. These investments are planned to adequately address the risk exposure for all households currently within Equity Priority Communities. Over three quarters of the investment in community parks and trails is targeted toward Equity Priority Communities to decrease disparities in park space and infrastructure. While businesses such as agricultural landowners may be the direct beneficiaries of conservation investments, the entire Bay Area population would take advantage of the numerous environmental benefits promised by such investments. Clean vehicle initiatives include scaling the vehicle buyback program and electric vehicle incentives based on household income level, with roughly 50% of funding directed towards households with low incomes. While a small portion of transportation demand management incentives would be directed toward low-income residential buildings, most of the investment would benefit the population at large.

Figure 22. Environment investments toward households with low incomes



Chapter 6 | Outcomes and Disparities

This chapter describes the outcomes of the Plan, with emphasis on outcomes for underserved populations. While the Plan Bay Area 2050 Performance Report also describes performance and equity outcomes of the Plan, this chapter focuses on understanding whether the Plan meaningfully decreases existing disparities for equity-focused populations: populations with low incomes, residents of Equity Priority Communities and rural communities.

Methodology

Measuring disparities and whether the Plan is able to decrease them has three main components that are described below:

1. Measures of disparity and the metrics used to determine them
2. Basis for disaggregation of metrics
3. Time horizon to measure change in disparities

Measures of Disparity and Metrics

Outcomes are characterized by measures of disparity and corresponding metrics that are organized by the five guiding principles of Plan Bay Area 2050: Affordable, Connected, Diverse, Healthy and Vibrant. The guiding principles were elaborated in collaboration with the MTC Policy Advisory Council Equity and Access Subcommittee and the Regional Equity Working Group to identify more specific equity outcomes, which formed the basis for the analysis:

- **Affordable:** Reduced housing + transportation costs for underserved populations.
- **Connected:** Improved accessibility to jobs, school and other amenities, prioritizing underserved populations.
- **Diverse:** Inclusive communities, where underserved populations can stay in place and have increased access to the region's assets and opportunities.
- **Healthy:** Healthier and more resilient communities with investments prioritized for underserved populations.
- **Vibrant:** Greater economic mobility for underserved populations.

Disparity measures and the corresponding metrics — also reviewed by the MTC Policy Advisory Council Equity and Access Subcommittee and Regional Equity Working Group — were selected based on their ability to measure whether the Plan achieves the desired equity outcomes. The metrics, shown in Table 11 are a subset of the metrics developed for the Equity and Performance Outcomes that can be found in the Plan Bay Area 2050 Performance Report. Details on the methodology for determining the metric values can be found in the same report.

Table 11. Measures of disparity and corresponding metrics in Plan Bay Area 2050 outcomes

GUIDING PRINCIPLE	DISPARITY MEASURE	METRIC	DISAGGREGATED BY
 <p>AFFORDABLE</p>	Housing and Transportation Affordability	Share of Income Spent on Housing + Transportation	Income Group
	Transportation Expenses	Per Trip Average Transit Fare; Auto Out-of-Pocket Expense; Parking Cost and Tolls	Income Group
 <p>CONNECTED</p>	Proximity to Transit	Share of Households Located Near High-Frequency Transit (0.5mi)	Income Group Area Type
	Accessibility to Jobs	Number of Jobs That Are Accessible by Transit/Auto/Bike/Walk	Geography Area Type
 <p>DIVERSE</p>	Access to Opportunity	Share of Households in High-Resource Areas That Are Households with Low-Incomes	Geography
	Ability to Stay in Place	Share of Neighborhoods That Experience Loss of Low-Income Households between 2015–2050	Geography
 <p>HEALTHY</p>	Access to Parks	Urban Park Acres per 1,000 Residents	Geography
	Air Quality Impacts	PM _{2.5} Emissions Density (Daily Tons of Emissions per 10 Square Miles)	Geography
	Safety from Vehicle Collisions	Annual Fatalities per 100,000 People (from Non-Freeway Incidents)	Geography
	Protection from Natural Disasters	Share of Risk-Prone Households That Are Protected from Risk of Sea Level Rise, Earthquake and Wildfire	Geography
 <p>VIBRANT</p>	Employment Diversity	Job Growth by Industry Type between 2015–2050 (Annual Growth Rate)	Industry Wage Level
	Employment Location	Average Commute Distance (miles)	Income Group

Basis for Disaggregation of Metrics

Metrics are disaggregated to show disparities in three different ways, as appropriate and permitted by availability of forecasted data:

Income Group

Metrics disaggregated on the basis of income are shown for Households with Low Incomes and All Households. This disaggregation relies on simulated outcomes and is limited by definitions of income levels in MTC's transportation and land use models. Households that earn \$30,000 or less per year (in 2000 dollars; ~\$50,000 in 2020 dollars) are defined as low-income, representing 26% of all simulated households in the region. This definition varies slightly from that used to determine Equity Priority Communities, wherein low-income is defined as 200% of the Federal Poverty Threshold (FPT).⁴⁷ Using census ACS data, the share of the total population in the Bay Area living in households earning less than twice the Federal Poverty Threshold was 21% in 2018 and 25% in 2014.⁴⁸

Geography

Metrics disaggregated on the basis of geography are shown for the region as a whole and for Equity Priority Communities and High-Resource Areas, as defined in Chapter 3. Since MTC's travel model presents outputs by Travel Analysis Zones (TAZs), a crosswalk was developed between TAZs and census tracts to determine outcomes for Equity Priority Communities and High-Resource Areas. For reference, the nine-county Bay Area region has 1,454 TAZs and 1,588 census tracts. While staff is not currently able to disaggregate forecasted data on the basis of race, the disaggregation by geography is meant to serve as the closest substitute.

Area Type

Metrics under the Connected guiding principle are also disaggregated on the basis of area type: rural, suburban or urban. These definitions are provided in Chapter 3.

Industry Wage Level

The metric to measure job growth is disaggregated based on wage levels: low, medium and high. Acknowledging that there are jobs of all wage levels across industry sectors, staff classified industry sectors into the three wage levels based on the observed data on wage breakdowns by industry, obtained from the American Community Survey Public Use Microdata Sample (ACS PUMS). The wage level of the industry sector is determined by which wage level comprised the plurality of all jobs within that industry sector regionwide.

⁴⁷ Federal Poverty Threshold in 2018 was roughly \$13,500 a year for a single person under 65 living alone, approximately \$25,500 a year for a family of four. U.S. Census Bureau [Poverty Thresholds](#).

⁴⁸ American Community Survey 5-year estimate Table C17002.

Time Horizon to Measure Change in Disparities

Most metrics are compared between 2015 and 2050 Plan, as defined below, to measure whether the Plan meaningfully decreases disparities over time. In two cases however, metrics measure change between 2015 and 2050 and hence the change in disparities is discussed differently:

Share of Neighborhoods That Experience Loss of Low-Income Households Between 2015–2050

The disparity is discussed between the change between 2015 and 2050 No Project (also defined below) and the change between 2015 and 2050 Plan.

Job Growth by Industry Type Between 2015–2050 (Annual Growth Rate)

This metric cannot be measured for 2050 No Project since the No Project alternative is required to use the same regional growth forecast as all other EIR Alternatives (i.e. job growth totals are the same across 2050 No Project, 2050 Plan and the two other EIR Alternatives). The disparity is thus measured against the annual job growth rate between 2000 and 2015 to understand if the Plan decreases disparities.

2015

Refers to simulated 2015 conditions, which were calibrated to closely match on-the-ground conditions.

2050 No Project

Represents simulated 2050 conditions if the Plan is not adopted: “what would be reasonably expected to occur in the foreseeable future if the project were not approved, based on current plans and consistent with available infrastructure and community services.”

2050 Plan

Reflects simulated 2050 outcomes if population and job growth continue according to the Plan Bay Area 2050 Regional Growth Forecast and all 35 strategies are implemented.







As mentioned in Chapter 4, it is essential to note that metrics to describe outcomes and disparities can be insightful in understanding strategy impacts, but not every aspect of every Plan strategy can be simulated or captured in metrics. Chapter 4 discusses aspects of strategies that could not be captured within metrics since they cannot be sufficiently represented in MTC’s transportation and land use simulation models.









































Findings

A summary of the Plan outcomes and disparities is presented in Table 12. Outcomes are presented in two columns, the first for underserved populations, and the second for regionwide population. Arrow-based icons indicate whether outcomes in 2050 Plan trend in the positive or negative direction or remain unchanged, relative to 2015. Disparities are presented in the final two columns of the table. The first column indicates whether disparities exist in 2015 (i.e., the metric is less favorable for underserved populations), and the second column indicates whether disparities increase, decrease or remain unchanged in 2050 Plan.

The Plan is forecasted to lower disparities in most of the measures, while not making significant headway in reducing existing disparities in a few cases. The decrease in disparities is most prominent in affordability, wherein the Plan is forecasted to significantly decrease the share of income spent on housing and transportation for households with low incomes by a much greater extent than for all households on average. Under the Connected guiding principle, while households in Equity Priority Communities already have better access to transit and jobs through transit than the average Bay Area household today, the Plan further enhances their accessibility. With a focus on affordable housing production and preservation in High-Resource Areas, especially those that are also transit-rich, the Plan upholds the Diverse guiding principle by diminishing disparities in access to opportunity and enabling more households with low incomes to stay in place in those areas. Although the Plan is forecasted to improve health and safety outcomes for all households, disparities in air quality and safety from vehicle collisions between Equity Priority Communities and the rest of the region are forecasted to persist. Finally, the Plan is forecasted to enhance economic mobility for households with low incomes by promoting stronger employment growth in low and middle-wage industries over the next 30 years relative to past years, while bringing jobs slightly closer to households and decreasing the average commute time.

Table 12. Summary of Plan outcomes and disparities

Outcomes: 2015 vs. 2050 Plan  Outcomes trend in positive direction  Mixed outcomes  Outcomes trend in negative direction	Disparities 2015 Yes Disparities exist No Metric is more favorable for underserved population	Disparities 2050 Plan  Increase  Unchanged  Decrease
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Guiding Principle	Measure of Disparity	Metric	Outcomes		Disparities	
			Underserved Population ¹	Regional Average	2015	2050 Plan
	Housing and Transportation Affordability	Share of income spent on housing + transportation			Yes	
	Transportation Expenses	Average fare per transit trip, and Average out-of-pocket cost per auto trip			Yes	
	Proximity to Transit	Share of households located near high-frequency transit (0.5mi)			No	
	Accessibility to Jobs	Number of jobs that are accessible by transit/ auto/ bike/ walk			No	
	Access to Opportunity	Share of households in High-Resource Areas that are households with low-incomes			Yes	
	Ability to Stay in Place	Share of neighborhoods that experience loss of low-income households between 2015-50			n/a	n/a
	Access to Parks	Urban park acres per thousand residents			Yes	
	Air Quality Impacts	PM2.5 emissions density (daily tons of emissions per 10 square miles)			Yes	
	Safety from Vehicle Collisions	Annual fatalities per 100,000 people (from non-freeway incidents)			Yes	
	Protection from Natural Disasters	Share of risk-prone households that are protected from risk of sea level rise, earthquake and wildfire			Yes	
	Employment Diversity	Jobs growth by industry type between 2015-50			Yes	
	Employment Location	Average commute distance (miles)			No	

1. Underserved Population refers to either households or workers with low incomes, or residents in Equity Priority Communities, depending on the metric.

Affordable

DESIRED EQUITY OUTCOME:
Reduced housing + transportation costs for underserved populations.

The Plan makes significant headway in improving housing and transportation affordability for all residents. With sufficient deed-restricted affordable housing that meets the need of all households with low incomes in 2050, the Plan meaningfully decreases disparities that burden households with low incomes today. While total transportation expenditures, including transit fares, are lower for all, households are forecasted to experience higher expenses for auto trips.

Housing and Transportation Affordability

In 2015, households with low incomes had an extreme housing and transportation cost burden. Accounting for people with no incomes, people on financial assistance, and the currently unhoused, housing and transportation costs exceeded average incomes for households with low incomes. Under the Plan, producing and preserving more affordable housing, combined with strategies like universal basic income and means-based fares and tolls, help reduce cost burdens to households with low incomes by nearly half (Figure 24). Disparities are significantly lowered, with households with low incomes spending 58% of their income on housing and transportation in 2050 relative to 113% in 2015, and all Bay Area households on average spending 45% in 2050 relative to 58% in 2015.

Figure 23. Share of income spent on combined housing and transportation costs, 2015 vs. 2050 Plan by income group

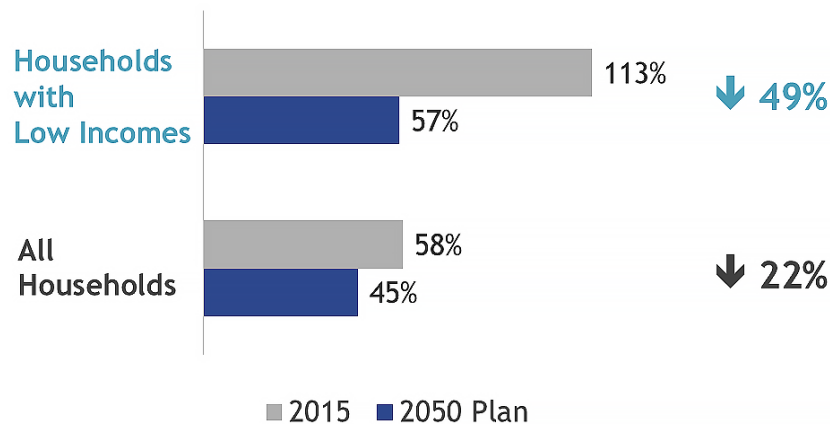
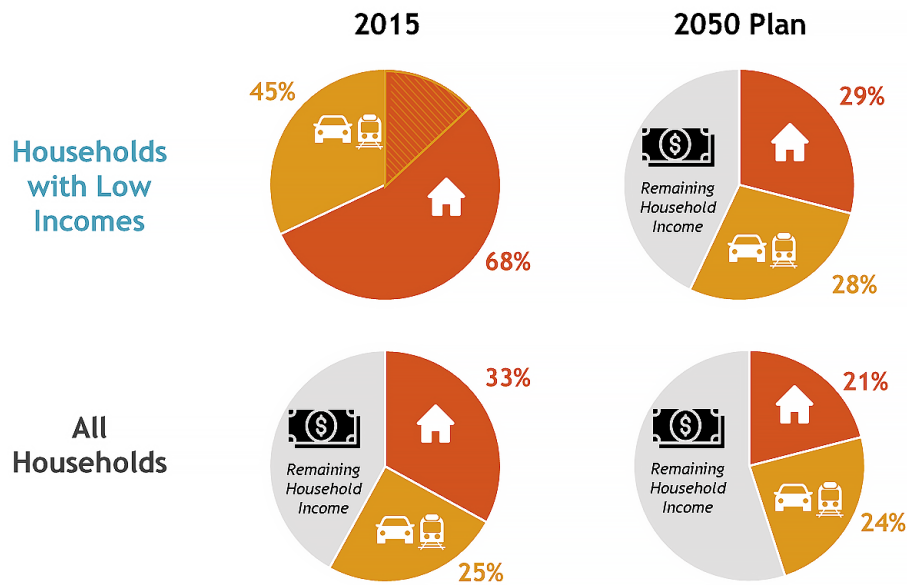


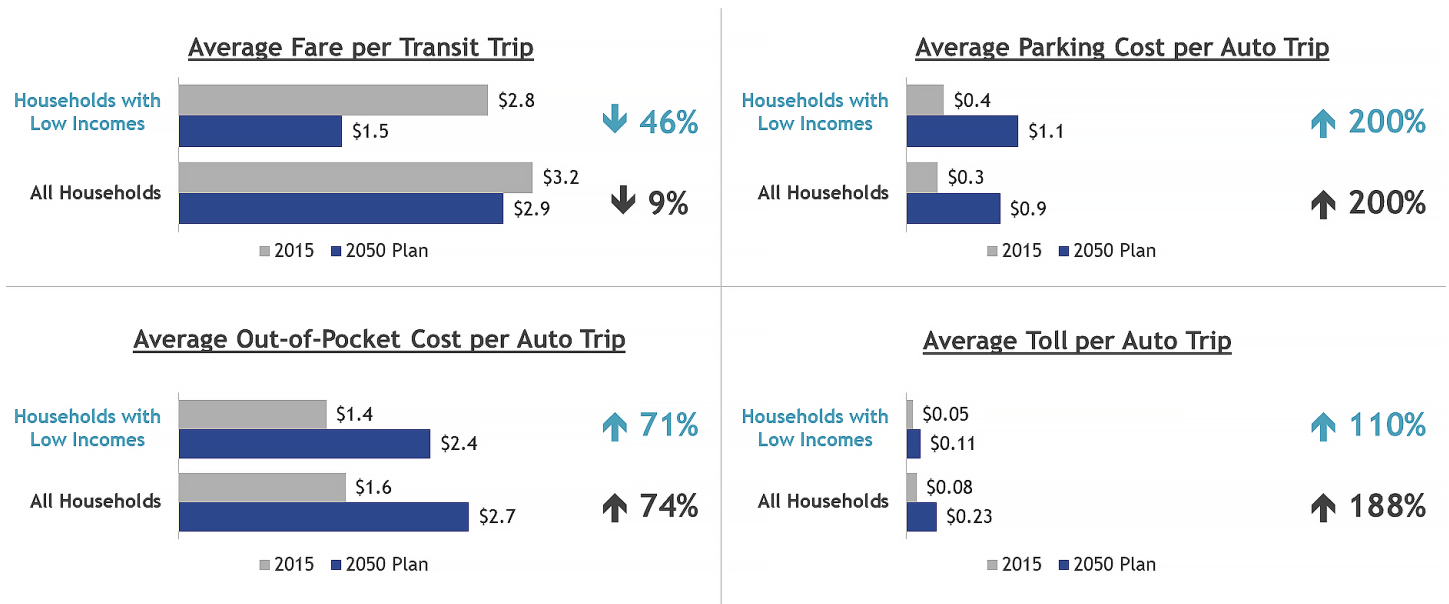
Figure 24. Share of income spent on housing and transportation, 2015 vs. 2050 Plan by income group



Transportation Expenses

The Plan significantly reduces transit expenses (Figure 25). Means-based fares provide the greatest benefits for low-income transit riders, even as transit fare reform leads to benefits for all riders. Out-of-pocket costs for auto trips, which include fuel, maintenance, parking fees and tolls, increase on average due to increased parking fees and freeway tolling that are critical for managing congestion and curbing greenhouse gas emissions. However, impacts of freeway tolling to low-income drivers are lowered with means-based tolls. Overall, despite the increase in auto cost per trip, transportation is more affordable, and disparities faced by households with low incomes decrease.

Figure 25. Average transportation expenses, 2015 vs. 2050 Plan by income group



DESIRED EQUITY OUTCOME:
Improved accessibility to jobs, school and other amenities,
prioritizing underserved populations.

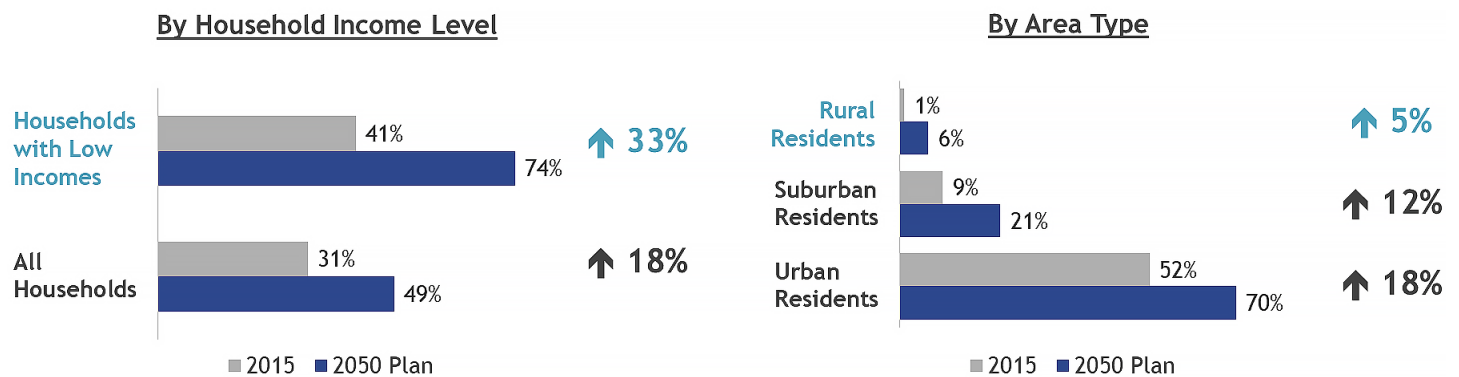
The Plan improves proximity to transit and accessibility to jobs by all modes for all households, with better outcomes for households with low incomes. These outcomes are primarily driven by increased access to affordable housing in Transit-Rich Areas and funding for transportation infrastructure and service prioritized for projects that were forecasted to enhance equitable outcomes for households with low incomes.

Proximity to Transit

A higher share of households with low incomes in the Bay Area are located within half-mile of high-frequency transit today relative to the regional average, and the Plan further improves access to transit for households with low incomes (Figure 26). High-frequency transit is defined here as rail, ferry and bus stops with two or more intersecting routes with frequencies less than or equal to 15 minutes. With targeted affordable housing growth in Transit-Rich Areas, and improvements to transit service, over two-thirds of households with low incomes would be within half-mile of high-frequency transit. The Plan increases access to transit across all area types — rural, suburban and urban.

NOTE: Half-mile is measured as a straight-line distance; walking distance may be longer.

Figure 26. Share of households within half-mile of high-frequency transit, by income group and area type



Accessibility to Jobs

Under the Plan, residents in Equity Priority Communities have access to more Bay Area jobs by all modes — auto, transit, bicycle and walk — than residents in High-Resource Areas or the region on average. Focused housing and employment growth in Transit-Rich Areas and transit expansion strategies increase the number of Bay Area jobs accessible by 30-minute auto drive by 30% and a 45-minute transit journey by 115% for residents in Equity Priority Communities (Figure 27). Job accessibility increases across all area types — rural, suburban and urban (Figure 28). Due to limitations in forecasted data, mainly because jobs are forecasted by industry sector and not by wage level, staff is not able to measure accessibility to jobs of specific wage levels. Staff is also not able to measure accessibility to schools and other amenities.

Figure 27. Number of Bay Area jobs accessible, 2015 vs. 2050 Plan by mode and geography

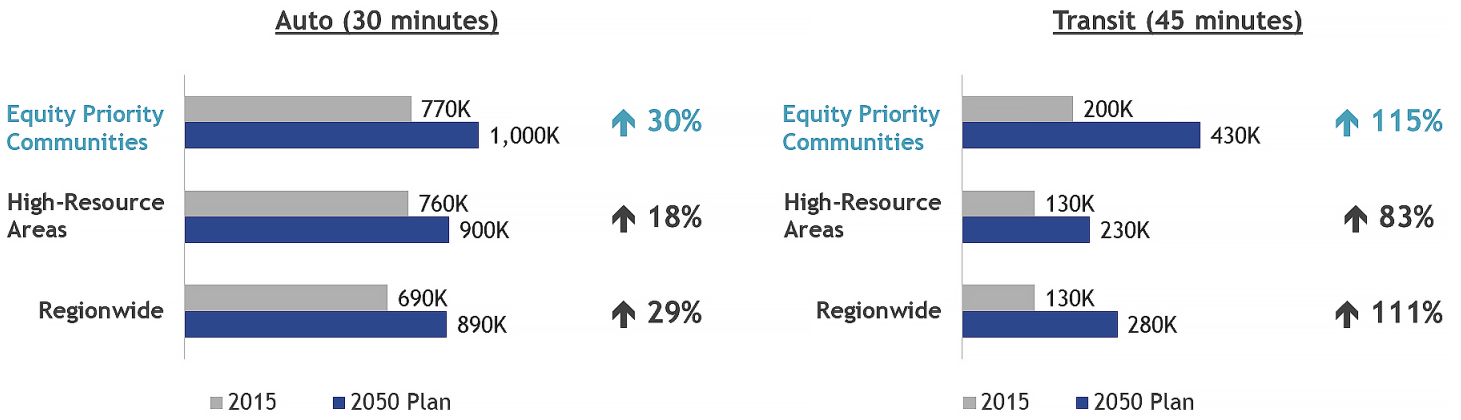
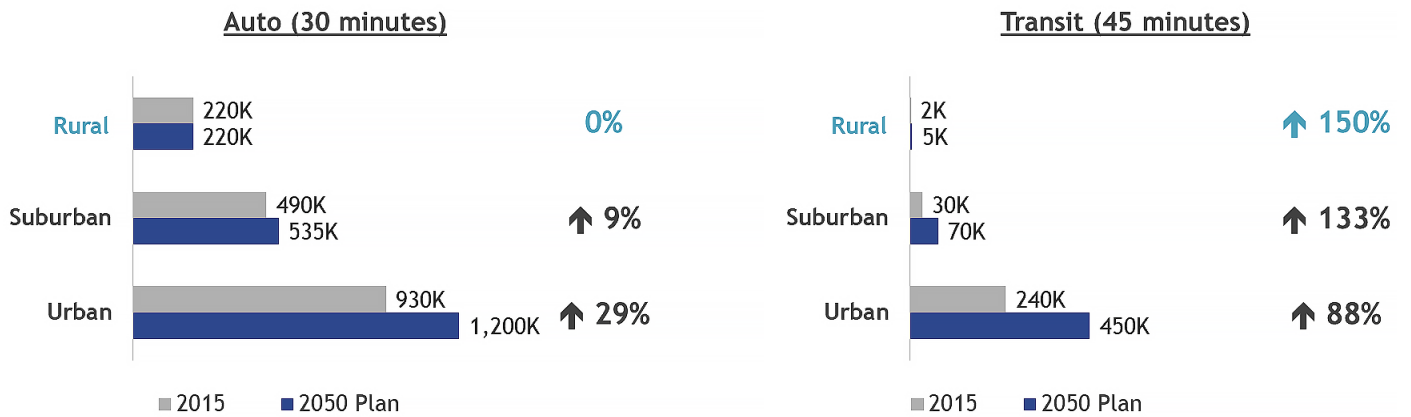


Figure 28. Number of Bay Area jobs accessible, 2015 vs. 2050 Plan by mode and area type



DESIRED EQUITY OUTCOME:

Inclusive communities, where underserved populations can stay in place and have increased access to the region’s assets and opportunities.

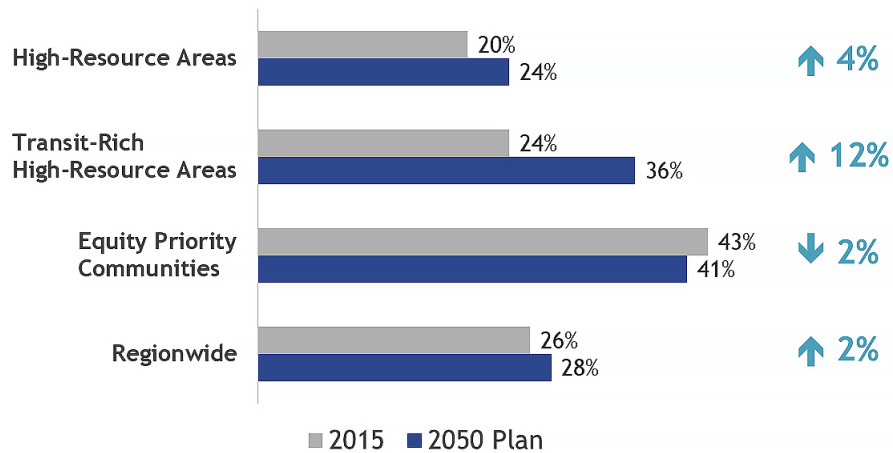
The Plan is designed to create more choices for households with low incomes in terms of housing locations, focusing on areas rich with transit and the region’s best schools, parks and other infrastructure and creating more inclusive communities. With production and preservation investments in affordable housing in Transit-Rich Areas and High-Resource Areas, simulation indicates that some households with low incomes would opt to relocate from the region’s periphery and Equity Priority Communities to these higher-opportunity areas. This shift in the share of households with low incomes is apparent in Map 7 (2015) and Map 8 (2050 Plan).

Access to Opportunity

The Plan makes headway in creating more inclusive communities, enabled by inclusionary zoning and subsidies for affordable housing in areas with better access to assets and opportunities. Disparities in access to opportunity is lowered as more households with low incomes are able to reside in High-Resource Areas, especially those that are transit-rich as well. Additional Plan strategies that enable intergenerational wealth building opportunities include supporting nearly 100,000 households with low incomes to own their first home and providing rental assistance to households and small businesses further enhance equitable access to opportunity.

NOTE: The positive effects of the Universal Basic Income strategy in reducing income inequality and decreasing the share of households with low incomes were omitted from the calculation to have a clearer understanding of the trends.

Figure 29. Share of households with low incomes, 2015 vs. 2050 Plan by geography



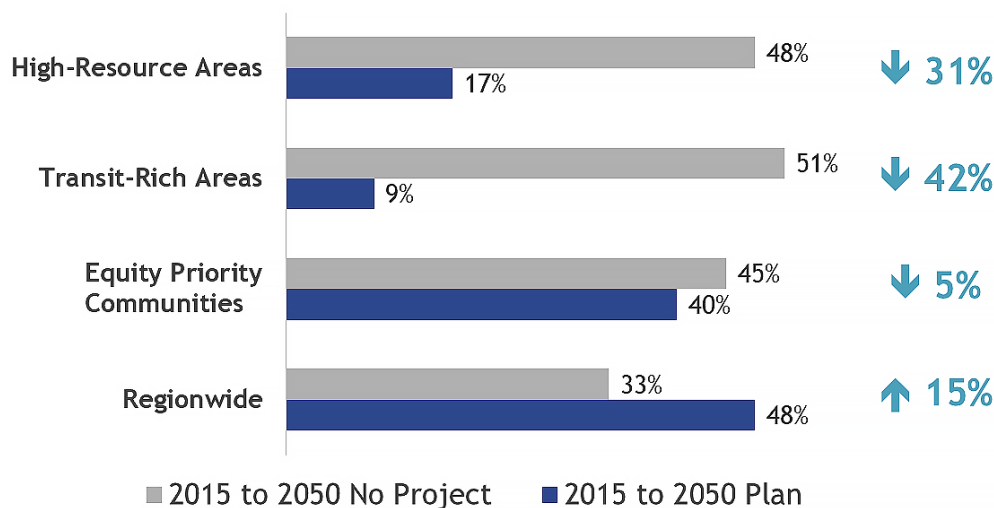
Ability to Stay in Place

“Displacement risk” itself is difficult to measure given that simulation models cannot track the movement of individual households. This metric measures the ability of households with low incomes to stay in place by estimating the share of neighborhoods (census tracts) that are forecasted to experience a net loss of households with low incomes between 2015 and 2050, which may be considered as share of neighborhoods with risk of displacement. The reason for “loss” could be the households either being displaced or moving by choice to other locations with more attractive housing or other opportunities.

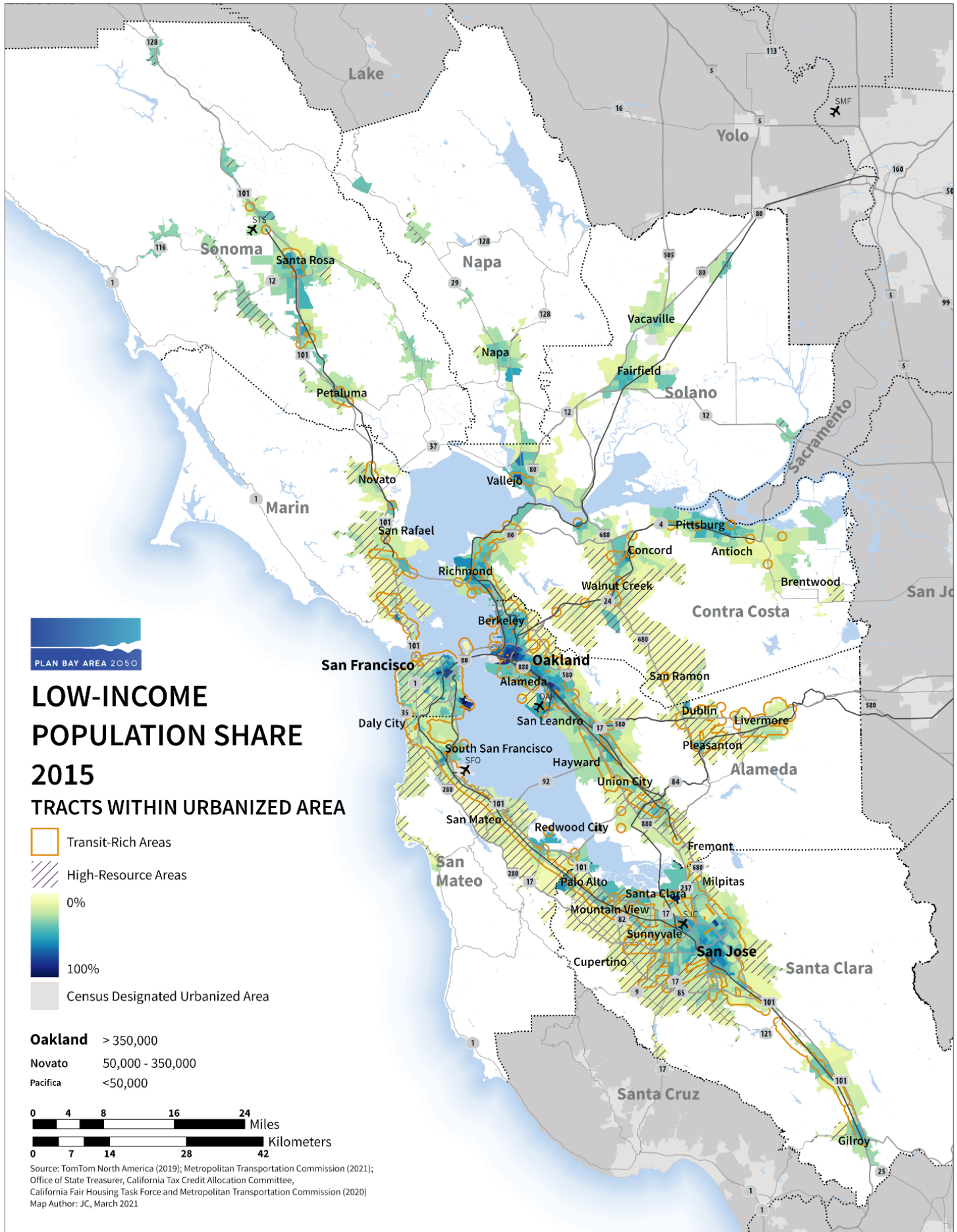
Under 2050 No Project conditions, the share of neighborhoods that experience a net loss in the number of households with low incomes between 2015 and 2050 is 33% regionwide, and higher in Equity Priority Communities (45%), Transit-Rich Areas (51%) and High-Resource Areas (48%). Under 2050 Plan, the regionwide share increases to 48%. However, the significant drop in the metric in High-Resource Areas (17%) and Transit-Rich Areas (9%) indicates that the increase is mainly driven by households with low incomes relocating to these growth geographies — neighborhoods near frequent transit and/or in High-Resource Areas — where much of the new affordable housing is being developed under the Plan strategies. Growth geographies also experience some displacement too, but analysis indicates that much of this displacement is actually households with low incomes relocating between these neighborhoods, rather than being displaced to neighborhoods that lack quality transit or access to opportunity. Furthermore, the displacement risk metric does not fully capture the positive impact of the Plan’s renter protection strategies, which could further reduce displacement risk and prevent homelessness.

NOTE: The positive effects of the Universal Basic Income strategy in reducing income inequality and decreasing the share of households with low incomes were omitted from the calculation to have a clearer understanding of displacement trends.

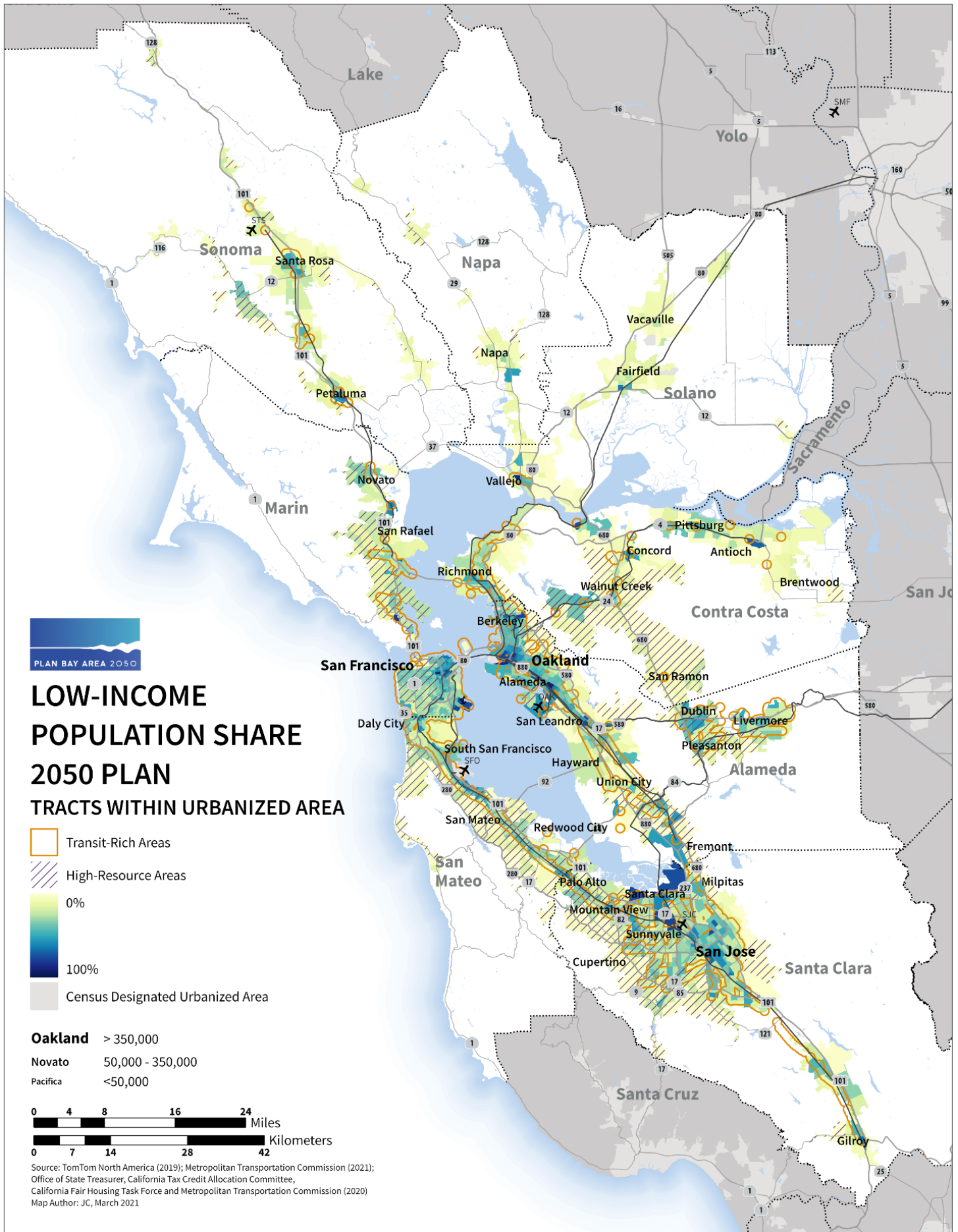
Figure 30. Share of neighborhoods with net loss of households with low incomes between 2015 and 2050, 2050 No Project vs. 2050 Plan by geography



Map 7. Share of population with low incomes by census tract, 2015



Map 8. Share of population with low incomes by census tract, 2050 Plan



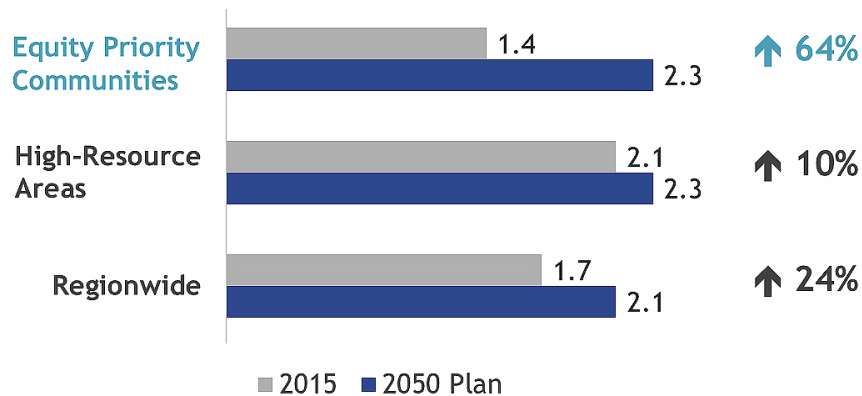
DESIRED EQUITY OUTCOME:
Healthier and more resilient communities with investments prioritized for underserved populations.

Under the Plan, residents across the region have improved health outcomes in 2050 relative to 2015 through better access to parks, improved air quality, and increased safety from vehicle collisions. Disparities in park space between Equity Priority Communities and High-Resource Areas or the region as a whole decrease, while disparities in air quality and safety from vehicle collisions persist. The Plan prioritizes resiliency investments in Equity Priority Communities that are forecasted to protect all households that are exposed to risk from sea level rise and earthquake and wildfire events.

Access to Parks

Strategies to prioritize park investments in Equity Priority Communities not only help increase acreage of park space in those communities and decrease disparities (Figure 31), but also increase quality of parks (not reflected in metric). However, it is essential to note that many High-Resource Areas are located closer to natural open spaces and thereby continue to have better access to open space. This strategy was a new addition in the Final Blueprint phase, in response to feedback during small group discussions with under-represented populations about the increased importance of park space in light of the COVID-19 pandemic.

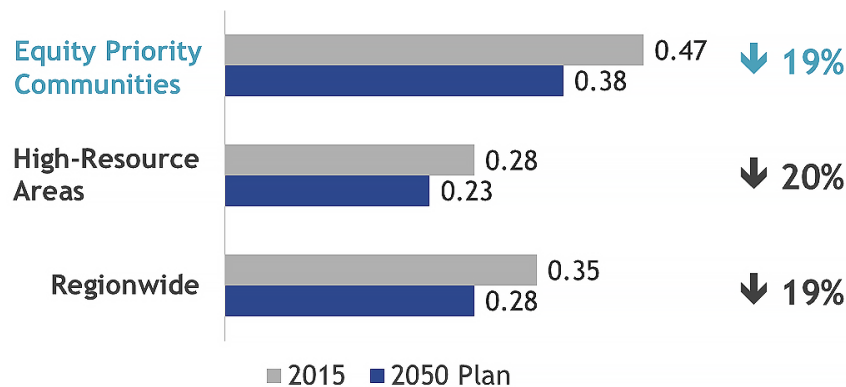
Figure 31. Urban park acres per 1,000 residents, 2015 vs. 2050 Plan by geography



Air Quality Impacts

Despite overall increases in population and total miles driven, fine particulate matter emissions decrease due to cleaner and more fuel-efficient vehicles as well as a significant reduction in freeway vehicle miles traveled (Figure 32). The percentage reduction is similar across all comparison geographies; however, the disparities between Equity Priority Communities and High-Resource Areas or the region as a whole persist.

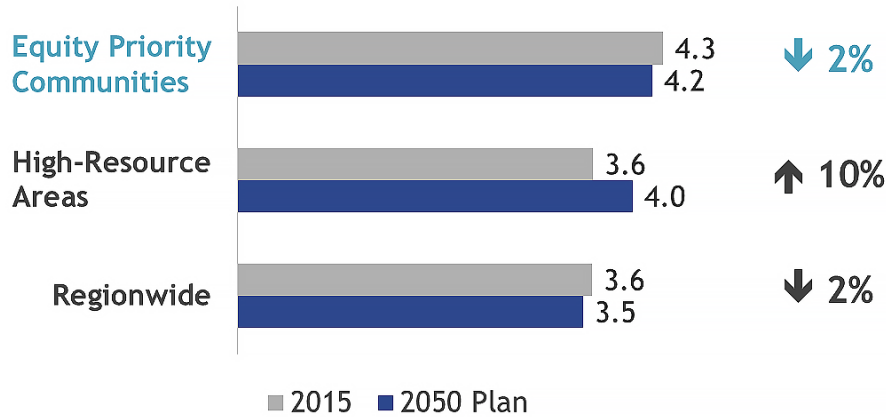
Figure 32. PM_{2.5} emissions density (daily tons of emissions per 10 square miles), 2015 vs. 2050 Plan by geography



Safety from Vehicle Collisions

This metric measures non-freeway fatalities on local roads from vehicle collisions with other vehicles, pedestrians, bicyclists. Freeway fatalities, while included in the corresponding metric in the Performance Supplemental Report, are not included here since they cannot be attributed to the comparison geographies. Further, the metric mainly captures the impact of change in vehicle miles traveled and speeds arising from Plan strategies, but does not capture design improvements and programs that may change driver behavior since they cannot be represented in the transportation model. The projected rate of non-freeway fatalities per 100,000 residents decreases slightly in Equity Priority Communities and the region due to more trips taken without cars and speed limit reductions (Figure 33). Regardless, the rate remains far from the vision zero goal. Street design enhancements and programs proposed in the Plan strategies are necessary to make meaningful reductions in these rates.

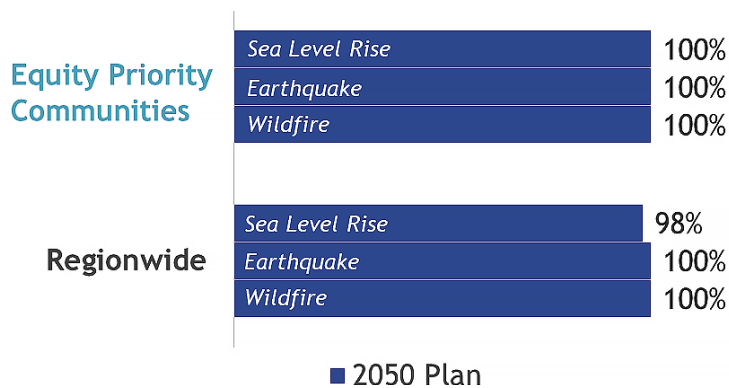
Figure 33. Annual fatalities per 100,000 residents (non-freeway only), 2015 vs. 2050 Plan by geography



Protection from Natural Disasters

Planned protection and adaption investments are prioritized in Equity Priority Communities to fully protect households that may be affected by 2 feet of sea level rise (Figure 34). The remaining 2% of households not protected by protection and adaptation investments are candidates for a managed retreat program. As such, the Plan's sea level rise adaption strategy accounts for the estimated cost of a managed retreat program. Means-based retrofit subsidies are also prioritized for residential buildings in Equity Priority Communities, enabling resiliency to earthquake and wildfire events for all at-risk households regionwide.

Figure 34. Share of risk-prone households that are protected from natural disasters, 2050 Plan by geography



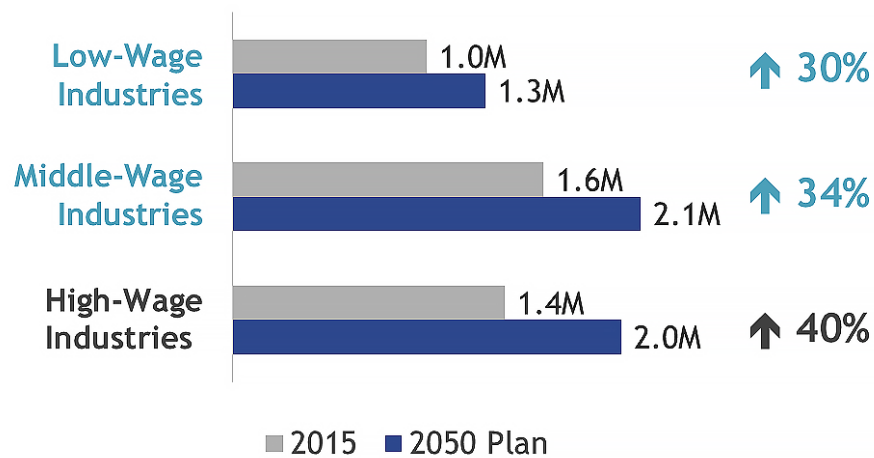
DESIRED EQUITY OUTCOME:
Greater economic mobility for underserved populations.

Robust job growth in low and middle-wage industries under the Plan and a small but meaningful decrease in commute distance are positive indicators for greater economic mobility for workers with low incomes. While difficult to capture through metrics, various strategies in the Plan such as universal basic income, job training programs and high-speed internet investments in Equity Priority Communities are designed to enhance economic mobility for underserved populations.

Employment Diversity

Growth in middle-wage job industries is essential for greater economic mobility of populations with low incomes. In the last few decades, middle-wage job growth has not kept pace with overall job growth in the Bay Area as well as nationally. For reference, the middle-wage industry job growth from 1990–2015 was 18% (0.68% annual growth rate), relative to overall job growth rate of 25% (0.90% annual growth rate). Under the Plan, while jobs in high-wage industries continue to outpace regionwide job growth, jobs in middle-wage industries keep pace (Figure 35), with some of this growth in Priority Production Areas. Middle-wage industry job growth rate between 2015 and 2050 Plan is forecasted at 34% (0.84% annual growth rate), while overall job growth rate is forecasted at 35% (0.86% annual growth rate).

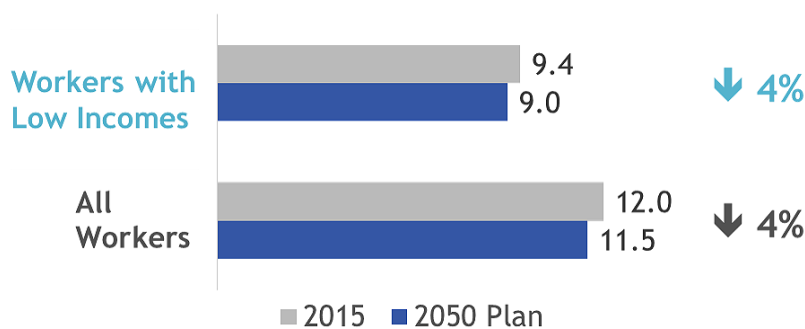
Figure 35. Number of jobs by industry type, 2015 vs. 2050 Plan by industry wage level



Employment Location

Commute distance is a critical indicator of jobs-housing balance and a measure of whether people are able to get to their desired jobs easily. Under existing 2015 conditions, workers with low incomes have an average commute distance of 9.4 miles, lower than the regional average of 12 miles. The Plan lowers the average commute distance by half a mile for all workers — a small yet meaningful shift in the right direction. This decrease is consistent for workers with low incomes.

Figure 36. Average commute distance in miles, 2015 vs. 2050 Plan by income group



Chapter 7 | Title VI and Environmental Justice Analysis

This chapter summarizes the methodology and results of the Title VI and Environmental Justice analyses for Plan Bay Area 2050. While both of these analyses are derived from the analyses in Chapter 5 and Chapter 6, they are detailed separately in this chapter in order to specifically address federal requirements related to nondiscrimination and environmental justice in the metropolitan planning process. All of the demographic analysis presented in this chapter makes use of the most recent data available at the time of the analysis — American Community Survey (ACS) 2014–2018. For more information on the legal, regulatory and policy framework underlying these analyses, see Chapter 2.

Title VI Analysis

The purpose of this analysis is for MTC to demonstrate compliance with federal laws and regulations related to Title VI of the Civil Rights Act of 1964. As an operating entity within DOT, the Federal Transit Administration (FTA) provides more specific guidance to metropolitan planning organizations on how to demonstrate Title VI compliance, as described in Chapter 2. Table 13 highlights the corresponding analysis included in this chapter that demonstrates compliance with these requirements, including the disparate impact analysis. The methodology and findings in each of the three analyses immediately follows the table.

Table 13. Federal Transit Administration requirements for Title VI analysis

FTA REQUIREMENT	CORRESPONDING PLAN BAY AREA 2050 ANALYSIS
“Demographic maps that overlay the percent minority and non-minority populations as identified by Census or ACS data ...”	Project mapping analysis that overlays projects that can be mapped over above-regional-average concentrations of people of color.
“[C]harts that analyze the impacts of the distribution of State and Federal funds in the aggregate for public transportation purposes...”	Population/use-based analysis of public transit investments using state and federal funding sources.
“An analysis of impacts identified in paragraph [above] that identifies any disparate impacts on the basis of race, color, or national origin” ⁴⁹	Disparate impact analysis comparing Plan Bay Area 2050 investments per capita and per rider for people of color and white populations.

Project Mapping Analysis

This qualitative assessment involves examining the distribution of transportation projects for any indication of systematic exclusion of communities with significant concentration of people of color or systematic imbalances within the distribution of transportation projects between such communities and the remainder of the region.

Methodology

Staff first mapped the share of people of color populations by census tract, identifying tracts that had significant concentrations of people of color above the regionwide share of 60% in 2018. Staff also mapped the Equity Priority Communities, a census tract level designation used throughout this report and described in Chapter 3. Among the 339 census tracts that are identified as Equity Priority Communities, 311 tracts had a concentration above the regionwide share in 2018. Staff then mapped all roadway and transit projects to show the spatial distribution of projects relative to Equity Priority Communities as well as other communities with a concentration of people of color above the regional mean.

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

This assessment is intended to provide a regional-level analysis of the Plan’s transportation investments. Individual projects that use federal and/or state transit funding will be subject to their own Title VI and environmental justice analyses prior to implementation, as required under federal and state laws. Further, this assessment only presents data visually. It does not use a metric to estimate the potential benefit or burden of each project on underserved communities. It also does not include projects that cannot be mapped. For example, a substantial share of total transportation funding in the Plan is dedicated to transit operators for sustaining transit operations, but this investment cannot be directly mapped.

Findings

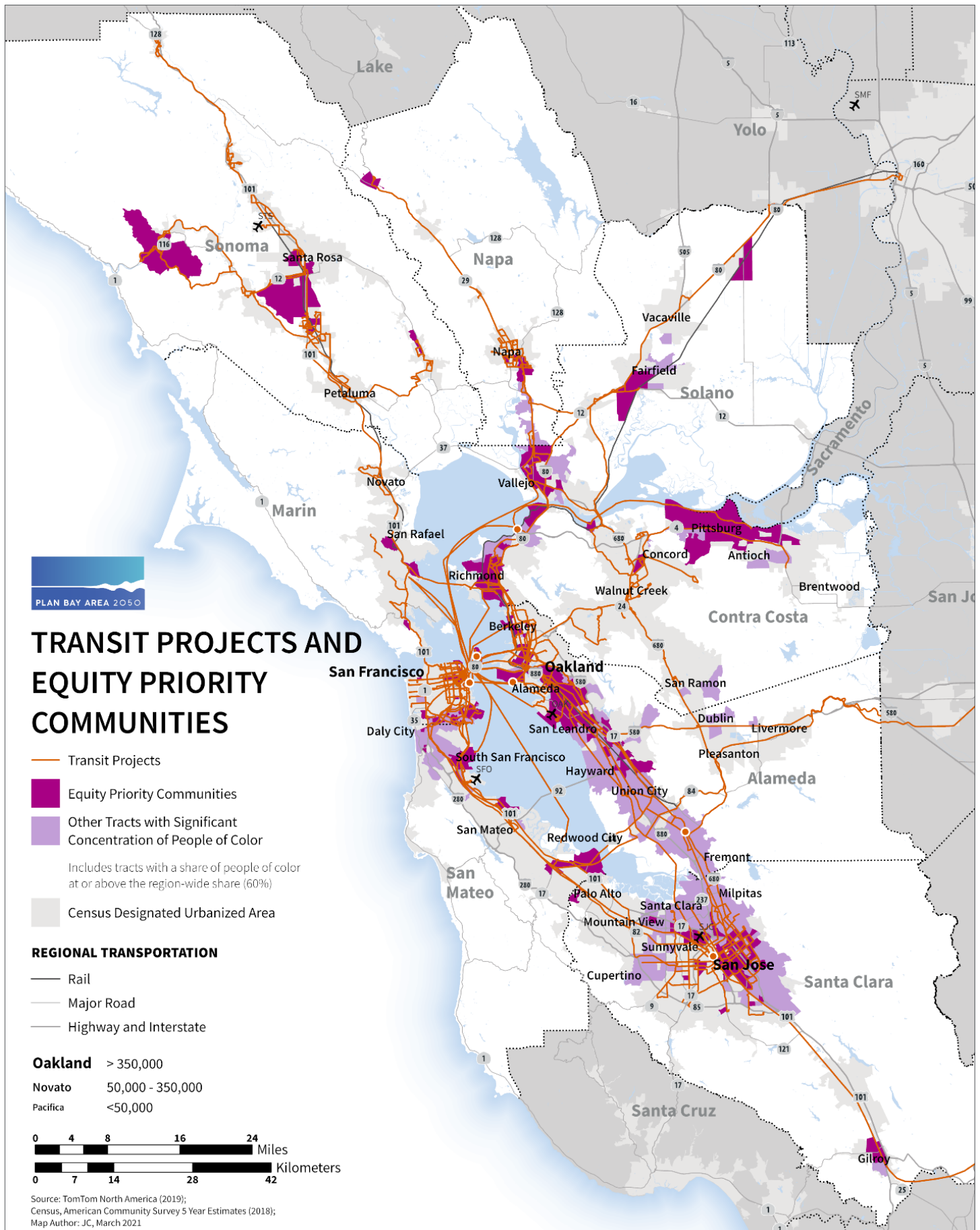
Demographic maps overlaying the share of people of color populations by census tract, and Equity Priority Communities can be found in Chapter 3 (Map 1 and Map 2). Map 9 and Map 10 depict the spatial distribution of transit and roadway projects relative to Equity Priority Communities and other communities with significant concentrations of people of color. Projects that represent transit stations or freeway interchanges are mapped as point features, and transit routes or roadway corridors as lines. It is essential to note that a significant number of projects could not be mapped, even when they represent a significant share of the funding in the Plan, such as maintenance and operation of the region’s transportation system. The maps also do not distinguish between the relative magnitudes of investments in terms of project costs.

Since the Plan emphasizes a focused growth approach that calls for a majority of future housing and jobs growth to be located in Transit-Rich Areas, and since a majority of all Equity Priority Communities are located in the region’s urban core, with the exception of those in Napa, Solano and Contra Costa counties, there is significant overlap between the projects included in the Plan and the region’s Equity Priority Communities. Based on this limited and qualitative assessment, there does not appear to be any systematic exclusion of Equity Priority Communities or people of color populations from the benefits of the Plan, nor an imbalance in the spatial distribution of projects in the region.

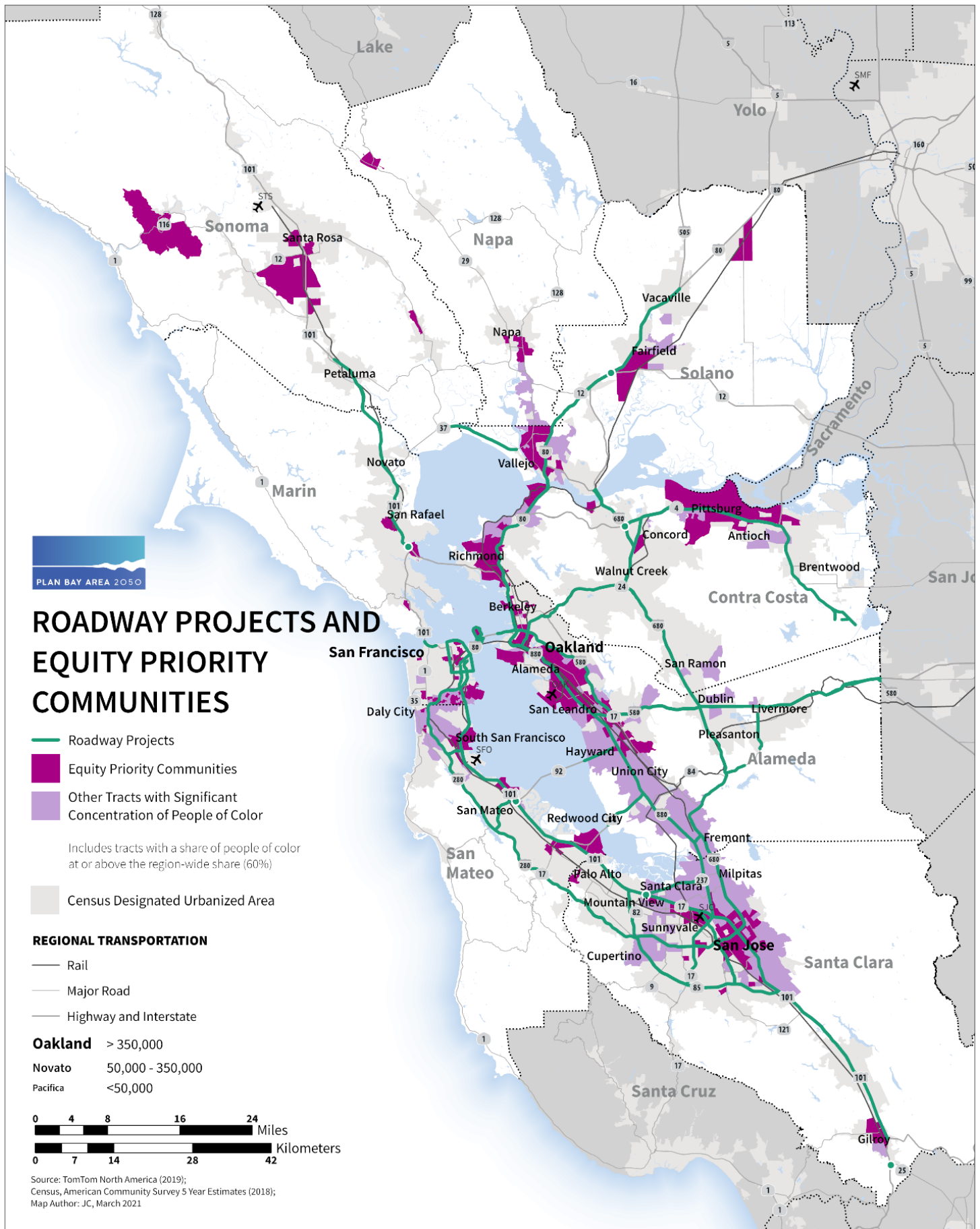
Population/Use-Based Analysis

This component of the Title VI analysis examines the impacts of the distribution of federal and state funds in the aggregate for transportation purposes. Specifically, the analysis compares the share of transportation investments in Plan Bay Area 2050 that benefit people of color relative to their system usage share and their population share, to determine if they are proportionate. The analysis is also carried out to examine impacts on people with low incomes.

Map 7. Plan Bay Area 2050 transit projects overlaid on Equity Priority Communities and other tracts with significant concentration of people of color



Map 8. Plan Bay Area 2050 transit projects overlaid on Equity Priority Communities and other tracts with significant concentration of people of color



Methodology

The methodology is identical to the use-based analysis described in Chapter 5, and it is calculated separately for transit and road investments. Essentially, transit investments by transit operator are allocated to people of color and white populations based on their respective shares of ridership on that particular transit system. The allocations by transit operator are then added for each population subgroup, to estimate the total transit investment shares allocated to people of color and white populations. The funding shares allocated to these population subgroups based on their use of the transit system constitute the “benefit” of the investments to those groups. The analysis is similar for road investments, but shares are calculated at the county level using shares of trips, given the constraints of demographic data for road trips. Shares of transit ridership are sourced from various transit passenger demographic surveys conducted between 2012 and 2019 through the Regional Transit Passenger Survey Program,⁵⁰ and shares of motor vehicle trips are sourced from the 2012 California Household Travel Survey (CHTS).

All transportation investments in Plan Bay Area 2050 are considered eligible for federal and state funding and hence within the scope of this analysis. This includes the nearly \$600 billion that the Plan invests in transportation until 2050 — all investments within the Transportation Element, and transportation-related investments within the Environment Element, such as sea level rise adaptation investments for highway and rail facilities (portion of EN1), clean vehicle initiatives (EN8) and transportation demand management initiatives (EN9) — all of which constitute the Regional Transportation Plan. Table 14 offers a breakdown of these transportation investments. Separate demographic data for bicycle and pedestrian investments use are not available; these investments are consolidated with road investments to allocate the investments at a county level. “Goods Movement” expenditures are consolidated with road investments, and “Other Programs” are assigned to transit or road investments based on the users they would primarily benefit.

Table 14. Plan Bay Area 2050: Regional Transportation Plan investments by mode

	INVESTMENT (\$ BILLION)	SHARE OF INVESTMENT
Public Transit	\$410	69%
Roadway/Bridge	\$147	25%
Bicycle and Pedestrian	\$20	3%
Goods Movement	\$2	<1%
Other Programs	\$13	2%
Total	\$591	100%

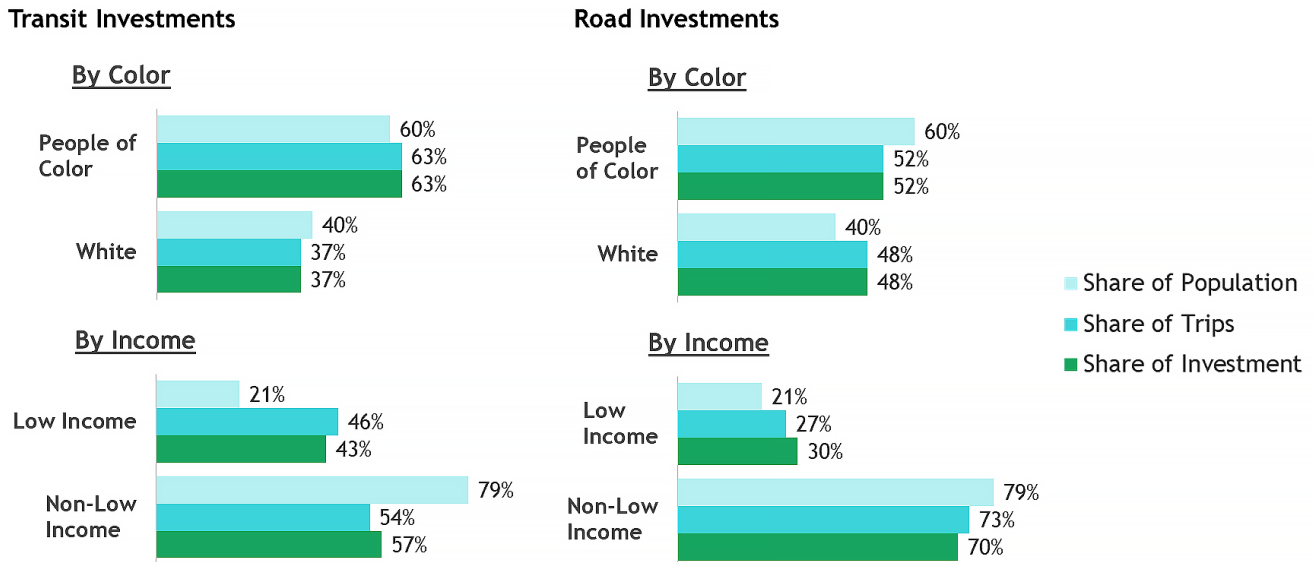
NOTE: Numbers may not add up to total due to rounding.

50 Regional Transit Passenger Survey Program: <http://bayareametro.github.io/transit-passenger-surveys/>

Findings

The results of this analysis are shown in Figure 37. The share of transit investments that benefits people of color (63%), with respect to their current use, is proportional to the share of ridership (63%). The share of transit investments that benefits people with low incomes, with respect to their current use, is slightly lower than the share of ridership. In the case of road investments, the share of investments that benefits people of color (52%), with respect to their current use, is proportional to the share of trips (52%). The share of road investments that benefits people with low incomes (30%), with respect to their current use, is marginally higher than the share of trips (27%).

Figure 37. Transit and road investment shares relative to share of population and ridership/trips, by color and income



Disparate Impact Analysis

This Title VI analysis component examines if there are any disparities in the impacts of the distribution of federal and state funds toward public transit investments on the basis of color. Similar to the methodology used in Plan Bay Area 2040, the analysis considers funding distribution at the person level to identify any disparities in benefits of public transit investments. Benefits to people of color and white populations are compared on a per-capita and per-rider basis.

Methodology

This analysis uses the share of transit investment that benefits people of color and white populations from the use-based analysis described earlier. Transit investments over the plan period by transit operator are allocated to people of color and white populations based on their respective shares of ridership on that particular transit system. The allocated funding is then divided by the population of the subgroups to determine the per capita benefits, and also by the transit ridership of the subgroups to determine per rider benefits.

Findings

MTC's disparate impact analysis of plan investments reveals that the people of color population in the region would receive 63% of Plan Bay Area 2050 transit investment benefits, higher than the share received by the white population at 37% (Table 15). In different terms, the Plan invests \$56,100 per capita toward people of color, relative to \$49,500 per capita toward white people.

Table 15. Disparate Impact Analysis results, population-based

	POPULATION (2018)		PLAN BAY AREA 2050 TRANSIT INVESTMENTS (2021–2050)		PER CAPITA BENEFIT (2021–2050)
	#	%	\$ million	%	\$
People of Color	4,630,000	60%	\$259,500	63%	\$56,100
White	3,046,000	40%	\$150,700	37%	\$49,500

NOTE: Dollar values shown in year of expenditure dollars.

SOURCE: U.S. Census Bureau American Community Survey 2014–2018, National Transit Database, Regional Transit Passenger Survey Program 2012–2019, MTC’s analysis of Plan Bay Area 2050 Investments

When compared on a per rider basis, the Plan invests \$233,800 per rider toward people of color, relative to \$231,200 per capita toward white people. Based on these results, presented in Table 15 and Table 16, MTC concludes that there are no disparate impacts of the distribution of federal and state transit funds and that Plan Bay Area 2050 is in compliance with Title VI of the Civil Rights Act of 1964.

Table 16. Disparate Impact Analysis results, ridership-based

	TRANSIT RIDERSHIP (2018)		PLAN BAY AREA 2050 TRANSIT INVESTMENTS (2021–2050)		PER RIDER BENEFIT (2021–2050)
	#	%	\$ million	%	\$
People of Color	1,110,000	63%	\$259,500	63%	\$233,800
White	649,000	37%	\$150,700	37%	\$231,200

NOTE: Dollar values shown in year of expenditure dollars.

SOURCE: U.S. Census Bureau American Community Survey 2014–2018, National Transit Database, Regional Transit Passenger Survey Program 2012–2019, MTC’s analysis of Plan Bay Area 2050 Investments

It is worth noting that the calculating the shares of benefit that are attributed to population subgroups is based on current transit usage patterns. The Plan invests in strategies that are designed to increase transit accessibility for households with low incomes, which might change future usage patterns. Such strategies include means-based transit fare subsidies, seamless transit and affordable housing production and preservation in Transit-Rich Areas. These strategies are expected to drive an increase in ridership among people of color, thereby increasing the share of benefits attributed to this subgroup relative to white people.

Environmental Justice Analysis

The purpose of this analysis is for MTC to demonstrate compliance with federal laws and regulations related to Executive Order 12898 and the associated DOT Order on Environmental Justice, wherein MTC must assist DOT, FTA and FHWA in their mission “to avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects,” on environmental justice (EJ) populations.

Methodology

For the EJ analysis in this report, adverse effects are estimated using the measures of disparities presented in Chapter 6 (Table 11) to determine whether EJ populations share in the benefits of the Plan’s investments without bearing a disproportionate share of the burdens. The disparity measures were selected based on their ability to measure whether the Plan achieves desired equity outcomes, and they were reviewed by the MTC Policy Advisory Council Equity and Access Subcommittee and Regional Equity Working Group.

To make the determination, this analysis uses DOT’s definition of a “disproportionately high and adverse effect,” which relies on meeting the following two conditions:

- An adverse impact is predominately borne by people of color and/or low-income populations; and
- An adverse impact on people of color and/or low-income populations is significantly more severe or greater in magnitude than the adverse effect on white and/or non-low-income populations.

To test the first condition, the analysis compares the effect of the 2050 No Project Alternative and the 2050 Plan on EJ populations to answer the question “Does the Plan have an adverse impact on EJ populations?” This analysis shows whether the measure is moving in the right direction for EJ populations. To test the second condition, if there is an adverse impact, the analysis compares the effect of the Plan on EJ populations and non-EJ populations to answer the question “Is the adverse impact disproportionately high?” An EJ population is determined to experience “disproportionately high and adverse effect” when answers to both questions are “Yes.”

Findings

The results of the analysis are summarized in Table 17. The disparity measures are organized by the five guiding principles of Plan Bay Area 2050: Affordable, Connected, Diverse, Healthy and Vibrant.

Affordable

The Plan makes significant headway in improving affordability for all residents, with a greater reduction in the share of income spent on housing and transportation for EJ populations. While total transportation expenditures, including transit fares, are lowered for all, households are forecasted to experience higher out-of-pocket expenses for auto trips. Increased parking fees and freeway tolling that contribute to these higher per-trip expenses are critical for managing congestion and curbing greenhouse gas emissions. However, the impacts are not disproportionately high on EJ populations, in part due to the means-based tolling that provides discounts for drivers with low incomes.

Connected

EJ populations in the Bay Area live closer to transit and have higher accessibility to regionwide jobs than the overall population today. The Plan further enhances these outcomes, through inclusionary zoning, focused growth of affordable housing in Transit-Rich Areas and transit service expansion.

Diverse

The Plan is designed to increase access to opportunity for EJ populations by enabling more affordable housing in areas rich with transit and the region's best schools, parks and other amenities and creating more inclusive communities. With production and preservation investments in affordable housing in High-Resource Areas, strengthened renter protections and targeted rental and mortgage assistance programs, the Plan also enhances the ability to stay in place and reduces the risk of displacement.

Healthy






Across all the measures used to determine health and safety outcomes, the Plan improves outcomes for EJ populations. Expected benefits include increased access to community parks and improved park maintenance, enhanced air quality, fewer fatalities and injuries from vehicle collisions and increased protections from potential sea level rise, earthquake and wildfire events.

Vibrant

Robust job growth in low- and middle-wage industries and a small but meaningful decrease in commute distance are positive impacts under the Plan that would enable greater economic mobility for EJ populations. While difficult to capture through metrics, various strategies in the Plan such as universal basic income, job training programs and high-speed internet investments in Equity Priority Communities are also designed to enhance economic mobility for underserved populations.

Based on these forecasted impacts of the Plan, MTC finds no disproportionately high and adverse impact on EJ populations.

Table 17. Environmental Justice Analysis results for the Plan

GUIDING PRINCIPLE	DISPARITY MEASURE	DOES THE PLAN HAVE AN ADVERSE IMPACT ON EJ POPULATIONS?	IS THE ADVERSE IMPACT DISPROPORTIONATELY HIGH?
 AFFORDABLE	Housing and Transportation Affordability	No	n/a
	Transportation Expenses	Mixed (No for Transit Expenses, Yes for Auto Expenses)	No
 CONNECTED	Proximity to Transit	No	n/a
	Accessibility to Jobs	No	n/a
 DIVERSE	Access to Opportunity	No	n/a
	Ability to Stay in Place	No	n/a
 HEALTHY	Access to Parks	No	n/a
	Air Quality Impacts	No	n/a
	Safety from Vehicle Collisions	No	n/a
	Protection from Natural Disasters	No	n/a
 VIBRANT	Employment Diversity	No	n/a
	Employment Location	No	n/a

Chapter 8 | Next Steps

Beyond Plan Bay Area 2050, MTC and ABAG are committed to advancing equity in the region and implementing actions that bring life to our plans. The Equity Platform adopted in 2019 provides a helpful framework to discuss the next steps for MTC and ABAG in implementing equitable outcomes under the plan. As we look forward to plan implementation, this chapter identifies next steps based on the four pillars of the platform: Define and Measure; Listen and Learn; Focus and Deliver; and Train and Grow.

Define and Measure

In order to effect change, MTC and ABAG first need to know our constituency and from what baseline to measure progress. The right data leads to the right information, which can then shape the appropriate policy. As we seek to level the playing field, and close inequities, we must ask ourselves: Who are the historically underserved communities, and what defines them? Is it something inherent, like age, gender, ability, or race? Is it location, often affected by gentrification? Is it functional, driven by income, education, or access to jobs?

MTC and ABAG staff acknowledge that the existing Equity Priority Communities⁵¹ framework, which has been in use since 2009, has challenges that must be addressed in the longer term. For instance, the share of the Bay Area's population with low incomes has been sharply declining. When the Plan Bay Area 2040 EPCs were adopted, 25% of the region's population had low incomes (2010–2014 ACS); this share fell to 21% when EPCs were adopted for Plan Bay Area 2050 (2014–2018 ACS). Another trend that challenges the existing framework is the lowered geographic concentration of people with low incomes and people of color due to ongoing gentrification and displacement and the suburbanization of poverty in the Bay Area. Shifts in EPCs at the county level are significant, reflecting racialized displacement, further evidenced in other Bay Area displacement research.⁵²

While the recalculating concentrations thresholds based on the distribution of tract-level concentrations for Plan Bay Area 2050 helps capture such shifts, the existing framework may fail to identify places where displaced populations or populations at risk of displacement reside if the concentration of those tracts falls below the established thresholds. Further, seniors and persons with disabilities are groups that are much less concentrated and more evenly spread out across the region than other underrepresented communities. Due to this, analysis based on the existing framework would not sufficiently capture disparities in impacts on these populations.

A reexamination of the framework was not possible due to resource constraints during the Plan Bay Area 2050 planning timeframe; however, initial recommendations for consideration in the future are provided below:

- **Overall Definition**
 - Consider different “typologies” of Equity Priority Communities that can directly relate to specific issues under an umbrella definition, e.g., transit deficient, rent burdened, displacement pressure, food deserts.
 - Tie definition with historical issues that have shaped Equity Priority Communities.
- **Methodology**
 - Include flexibility, e.g., changes in definition of low-income, differences across sub-regions.
 - Address issues arising from gentrification and displacement over time.
 - Consider that some demographic groups do not lend themselves to place-based equity discussions given lack of concentration, e.g., seniors, people with disabilities, LGBTQ+ communities.
 - Coordinate with local governments and non-profits that have on-the-ground knowledge.

51 Formerly referred to as Communities of Concern.

52 Rising Housing Costs and Re-Segregation in the San Francisco Bay Area, 2019, Urban Displacement Project.

- **Use of Framework**

- Recognize that place-based discussion is only one dimension and do not over-rely on the Equity Priority Communities framework in analyses.
- Co-relate disinvestment in communities with inequities arising from concentrated affluence and whiteness.

Listen and Learn

Plan Bay Area 2050 employed innovative engagement methods and staff actively engaged with people who were historically underrepresented, including youth, those with Limited English Proficiency and residents of Equity Priority Communities. This engagement effort required developing new avenues of public engagement specific to the plan, especially in light of the COVID-19 pandemic. Looking forward, MTC and ABAG staff want to further enhance this foundation of listening to the public to be able to amplify the voices of those who have been excluded from the decision-making table. Toward this, MTC and ABAG staff are seeking to:

- Advance equitable public engagement by ensuring that at least 70% of our engagement activities emerge from low-income communities and communities of color.
- Advance authentic community engagement by moving at the speed of trust, deeply listening to communities to identify and present solutions to on-going challenges within their areas.
- Engage early to guide planning design and development.
- Engage with communities through partners to ensure we meaningfully listen to community concerns, ideas, and solutions.
- Continue investing in community-based organizations as equal partners to cultivate deep trust, moving beyond transactional to transformative change by authentically showing up and listening in the community.
- Take advantage of different modes of communication to ensure more and new participation from underserved and underrepresented communities.
- Enhance non-traditional means of engagement, including intercept interviews and pop-up workshops
- Cultivate trusting partnerships, translate feedback into actual policy changes and provide inclusive opportunities to participate, regardless of language or ability.

Focus and Deliver

Focusing agency efforts and delivering on the plan is perhaps the most critical pillar toward implementing the plan. MTC and ABAG recognize that advancing equity is a collective action that requires our traditional partners and renewed multi-sector partnerships with health, community-rooted organizations such as faith-based entities, and civic and community groups. The Plan Bay Area 2050 Implementation Plan draws the path toward short-term tangible actions that MTC and ABAG can take to accelerate the Plan's long-range strategies over the next one-to-five years, identifying where the agencies must lead, partner or support. While the complete list of actions can be found in the Plan Bay Area 2050 Implementation Plan Briefs, this section highlights critical equity-focused actions through three major implementation vehicles: Advocacy and Legislation; New, Existing or Restructured Initiatives; and Planning and Research.

Advocacy and Legislation

Seek New Revenues

Equitable outcomes of Plan Bay Area 2050 are reliant on new revenues across all four elements of the Plan. To implement transportation strategies, new revenues are needed for realizing community-led enhancements, transit fare reform, a regionwide means-based fare program,⁵³ complete streets and Vision Zero investments, and expanding local and regional transit. In the Housing element, ambitious targets for preservation and production of affordable housing and planned rental, mortgage and small-business assistance programs depend on new revenues. Strategies in the Economy Element to improve broadband access for families with low incomes and to provide for a universal basic income also call for new revenue sources. The Environment Element includes a wide range of strategies to improve resiliency, enhance park space, and invest in climate-related initiatives — all prioritized in Equity Priority Communities. In order to implement these strategies, MTC and ABAG will continue to advocate for legislative changes at both state and federal levels, explore regional measures and help better coordinate existing funding streams.

Advocate for Enabling Legislation

Various Plan strategies depend on enabling legislation. For instance, existing state laws and federal regulations preclude conversion of freeway lanes to priced facilities that can generate revenues for reinvestment toward equitable outcomes. Stronger renter protections and the greater mix of housing densities and types in the plan require legislative changes at the state level. Expanding resilience and climate initiatives call for increased legislative authority and establishing clearer roles and responsibilities for planning, funding and implementation. MTC and ABAG will take on these actions as near-term priorities to enable the agencies to implement the plan's strategies.

New, Existing or Restructured Initiatives

Realign or Restructure Existing MTC and ABAG Programs with Plan Strategies

MTC and ABAG will seek greater strategic alignment of various existing initiatives with the plan. For instance, MTC is realigning its Express Lanes program through the Regional Express Lanes Strategic Plan⁵⁴ to have a larger focus on equitable outcomes and cost-effectiveness. The Active Transportation Program⁵⁵ and the Vision Zero shared data initiative are other such transportation programs that MTC will seek to realign with the plan. MTC and ABAG will also align programs in housing, such as the Regional Housing Technical Assistance Program⁵⁶ and the Priority Development Area (PDA) Program,⁵⁷ to: provide capacity-enhancing support for local jurisdictions; support jurisdictions with plans and policies to increase the supply of affordable housing; enable local governments to develop context-specific inclusionary zoning and affordable housing incentives; promote planning and redevelopment of malls and office parks in PDAs and other Plan Bay Area 2050 growth geographies; plan for public land reuse and advance residential and mixed-use projects with a large share of affordable housing. Various existing programs within MTC must also be restructured to meet the bold objectives of the plan. MTC's Lifeline Transportation Program,⁵⁸ a program that funds projects and programs that meet mobility and access needs of low-income populations in the region, must be redesigned to scale up and enable community-led transportation enhancements proposed in the Plan. MTC's Climate Initiatives Program⁵⁹ is planned for significant expansion and the agency will restructure this initiative and prioritize investments for electric vehicles in Equity Priority Communities, while determining appropriate means-based incentives.

53 See [Clipper START Means-Based Fare Discount Program Pilot](#).

54 See [MTC Bay Area Express Lanes Network Strategic Plan \(2021\)](#).

55 See [MTC Active Transportation Program](#).

56 See [ABAG Housing Technical Assistance Program](#).

57 See [ABAG Priority Development Areas Program](#).

58 See [MTC Lifeline Transportation Program](#).

59 See [MTC Climate Initiatives Program](#).

Launch New Initiatives that Advance Equity

MTC and ABAG will lead, partner or support in launching and delivering pilot projects to accelerate various strategies in the plan. Strategies most suited for this are tenant protection and anti-displacement programs, affordable housing preservation (e.g., Bay Area Preservation Pilot Program⁶⁰), affordable housing production (e.g., Regional Affordable Housing Application Platform (“Doorway”) and the Affordable Housing Pipeline Database⁶¹) and shoreline adaptation programs — with a goal of providing financial support to lower-resource jurisdictions to advance equity goals.

Planning and Research

Adopt an Equity Lens Approach in Planning or Research

Planning and research studies are imperative actions in the near term to deep dive into new strategies such as complete streets and micro-mobility, freeway pricing, use of public land for housing, sea level rise adaption planning and building retrofits. MTC and ABAG will take an equity lens approach in these studies to ensure that these strategies benefit and uplift historically underserved populations.

Support the Coordinated Public Transit–Human Services Transportation Plan

MTC’s most recent⁶² Coordinated Public Transit–Human Services Transportation (Coordinated) Plan seeks to improve transportation coordination in the region to address the mobility needs of people with low incomes, seniors, people with disabilities and veterans. With strategies to support safety of road users, lower transportation costs for people with low incomes and improve availability of transportation information, Plan Bay Area 2050 is consistent with and supports the vision of the Coordinated Plan. MTC and ABAG will ensure that implementation efforts of Plan Bay Area 2050 are consistent with the next iteration of the Coordinated Plan which will be completed in 2022.

Plan for Equitable Post-COVID-19 Pandemic Recovery

The COVID-19 pandemic exposed great divisions in our region and society at large and has further exacerbated economic, social and health inequities. To equitably implement the plan’s strategies, MTC and ABAG will partner with key stakeholders to conduct regional studies related to inclusive post-COVID recovery, megaregional economic needs, and closing the “digital divide.” including the intersection of broadband infrastructure development with transportation project delivery. MTC will coordinate the implementation of recommendations from the Blue Ribbon Transit Recovery Task Force,⁶³ which was convened to guide the regional response of Bay Area transit to the pandemic with a focus on equity. MTC and ABAG will also further study post-pandemic commute patterns, especially those of essential and transit-dependent workers, and make recommendations for network modifications to better suit their mobility needs.

60 See [Transit-Oriented Affordable Housing Fund \(TOAH\) - Bay Area Preservation Pilot Program](#).

61 See [Momentum For Lasting Solutions](#) (February 2021) for proposed pilot projects.

62 The current Coordinated Plan was adopted in 2018 and can be found [here](#).

63 See [Blue Ribbon Transit Recovery Task Force](#).

Train and Grow

As important as it is to look outward to advance equity with Plan Bay Area 2050, MTC and ABAG are committed to looking inward, building a culture of equity and eliminating internal disparities so as to be best positioned to implement the plan. The agency is seeking to undertake an equity assessment on its internal operations and develop an equity strategic plan, including devoting resources to staff training, metrics and evaluation, and recruitment and retention strategies. This focus area looks at the internal processes of the agency, including but not limited to an equity audit, recruitment practices, retention within the agency, professional development opportunities, succession planning, contracting practices, cultural assessments and mentoring opportunities.

MTC and ABAG are also seeking to restructure protocols and procedures to assess and understand the impact of resource investments on systemically marginalized communities. This involves designing and applying an equity toolkit to assess policies and practices and evaluating through an equity lens the distribution of benefits and burdens — who pays and who decides. Through data-informed approaches both experiential and quantitative, the agency is looking to enhance decision-making related to transportation, affordable housing, and other public infrastructure investments by developing a better understanding of the types of investments that best advance equity. The initiative will develop tools to track and evaluate investments and policies to ensure successful outcomes, and also create internal policies to foster and promote a learning environment.

As MTC works toward further fusing equity into its operations and portfolio of work on a wide range of agency and project-specific matters, the agency has developed an Equity Consultant Bench⁶⁴ comprised of equity consultants and non-profits dedicated to advancing equity across a variety of platforms, including transportation, housing, and more. Services from this bench will help advance our Equity Platform and increase staff access to a diverse group of equity-focused professionals and thought leaders. Cooperative use language included in the contracting allows for our partner agencies to pick from the dozens of vetted firms with the experience to help public agencies adopt an equity lens approach and incorporate equity into projects and programs.

64 For more information, see [MTC-ABAG Equity Bench Consultant Catalog](#)

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Appendix M
Clipper® Mobile Card Fare Media Equity Analysis



Metropolitan Transportation Commission Clipper® Mobile Card Fare Equity Analysis

December 2022



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Background

Clipper Program

The Clipper program is a fare payment system initially based on smart card technology that is used to pay fares on transit systems throughout the San Francisco Bay Area. Transit customers can load cash value or passes onto a plastic or mobile card which they can use to ride the 22 Bay Area transit operators shown in Figure 1. The first seven bolded agencies (“Big Seven”) in the table have the most Clipper customers and present over 96% of Clipper card transactions based on data from early 2022.

The Metropolitan Transportation Commission (MTC) is authorized by [Section 66516](#) of the Government Code of California to “adopt rules and regulations to promote the coordination of fares and schedules for all public transit systems within its jurisdiction” and to “require every system to enter into a joint fare revenue sharing agreement with connecting systems”. Under this authority, the MTC adopted [MTC Resolution 3866](#) which requires Bay Area transit operators to implement, operate and promote the Clipper fare payment program as their primary fare payment system.

Figure 1: Transit Operators Accepting the Clipper Card

Alameda-Contra Costa Transit District (AC Transit)	Livermore/Amador Valley Transit Authority
Golden Gate Bridge Highway and Transp. District (GGBHTD)	Marin County Transit District
San Francisco Bay Area Rapid Transit District (BART)	Napa County Transportation and Planning Agency
San Francisco Municipal Transportation Agency (SFMTA)	Solano County Transit
San Mateo County Transit District (SamTrans)	Sonoma County Transit
Santa Clara Valley Transportation Authority (VTA)	Vacaville City Coach
Peninsula Corridor Joint Powers Board (Caltrain)	Western Contra Costa Transit Authority
Central Contra Costa Transit Authority	SF Bay Area Water Emergency Transportation Authority
City of Fairfield (Fairfield and Suisun Transit)	City of Santa Rosa
City of Petaluma	City of Union City
Eastern Contra Costa Transit Authority	Sonoma Marin Area Rail Transit System

Reason for Fare Equity Analysis

This report analyzes the fare equity impacts of setting the card acquisition fee for the new Clipper mobile card. The Clipper Executive Board has directed MTC staff to analyze the potential impact of not charging a fee for mobile cards and keeping the plastic card fee at \$3.00. The main question is whether the fee differential will disproportionately impact minority and low-income Clipper card customers. The basis for the analysis will be the 2022 MTC Clipper Customer Address-Based Sampling (ABS) Survey conducted by MTC in early 2022.

Federal Fare Equity Analysis Requirements

In compliance with Title VI of the Civil Rights Act of 1964, the Federal Transit Administration (FTA) requires all transit agencies that receive federal funding to monitor the performance of their systems, ensuring

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services are made available and/or distributed equitably. One component of ensuring compliance is performing an equity analysis for all fare changes and any major service changes to determine its impact on minority (race, color, or national origin) and low-income populations. These requirements are outlined in FTA [Circular 4702.1B](#), "Title VI Requirements and Guidelines for Federal Transit Administration Recipients".

The circular requires that there be a fare equity analysis completed for any change in fares or in fare media to ensure or minimize any disparate impact on minority populations or disproportionate burden on low-income populations as defined in Figure 2.

Figure 2: Disparate Impact and Disproportionate Burden Definitions

Disparate Impact (Minority)	Disproportionate Burden (Low-Income)
Refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient’s policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.	Refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable.

The analysis examples in the Circular and FTA training materials focus on measuring the impacts of fare increases/decreases. There is no specific guidance for evaluating the introduction of new fare media types and fees. The FTA does note in their [“Title VI – Frequently Asked Questions”](#) that an equity analysis of some form is required for introduction of new fare media.

Question: *If a new fare media such as a “smart card” is introduced, should a fare equity analysis be conducted, even if the existing fares remain the same and the cost of transfers may be eliminated, depending on the type of card purchase?*

Answer: *Yes, because new fare media may have an adverse impact on minority and low-income populations, depending on where it can be obtained by the public. An analysis of who is using current fare media and projecting who would use the new fare media is required so the transit agency can determine whether there are adverse or disproportionate burdens on minority or low-income populations*

Previous Clipper Fare Payment Equity Analysis

As outlined in the previous section, transit operators are responsible for conducting equity analysis when making changes to their fares. Since the Clipper card is operated by MTC and they require transit agencies to accept the card, MTC performed one analysis for the region on behalf of the transit operators when proposing changes to regional fees and policies. MTC conducted a fare [equity analysis](#) in 2012 to cover the regionwide launch of Clipper when transit agencies were required to move passes over to the card. The card acquisition fee for the plastic card was included in the 2012 analysis.

Since the Clipper card acquisition fee is charged by MTC and is the same across all operators, MTC conducted this analysis using regional data on behalf of all the operators. The analysis in this report follows the plastic card precedent as MTC will be implementing a regional card acquisition fee for mobile cards which impacts all operators.

Clipper Card Types and Fees

Plastic Card

The genesis of the Clipper plastic card goes back to the TransLink program, which started in the early 2000s. The plastic “Smart Card” (see Figure 3) was a relatively new concept and was the most viable alternative for a durable stored-value transit card at the time. The project was piloted and grew to include all of the major transit agencies in the Bay Area. In 2010, TransLink was rebranded as “Clipper” and the card was officially launched as the primary fare media for the region.

The Clipper plastic card contains a chip that stores cash, tickets, or passes. The card is intended to be reused and reloaded by customers for many years. Value can be loaded online, over the phone, at ticket vending machines, and at retail outlets. Clipper plastic cards are expensive to produce relative to other fare media due to the integrated technology and durability. During a recent procurement, the cost of each plastic card was approximately \$1.50.

To create an incentive for customers to keep the plastic card and recover some of the program’s costs, a \$5 card acquisition fee was implemented for the TransLink card. This fee was waived with the rebranding to “Clipper” in 2010 to encourage adoption. When the card fee was reinstated in 2012, it was lowered to \$3 based on community feedback and an equity analysis. There is no fee for card setup with the “auto-load” feature, which is where the card is automatically reloaded with cash value or passes via a stored credit or debit card. Special fare media programs for youth, seniors, and disabled residents also do not have a fee because these cards are registered to an individual person, which creates an incentive for these customers to keep the cards. If these customers lose their card, they would need to pay a \$3 replacement fee and go to an in-person location or wait to receive the replacement by mail to continue to receive a discount fare. MTC considered a minimum load value for all plastic cards in 2012, but decided against it because of equity concerns and ease of use for customers. Currently minimum loads are required for plastic cards purchased at Clipper ticket vending machines (TVMs).

Figure 3: Plastic Clipper Card



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Mobile Card

In recent years, a similar chip as is contained in the Clipper plastic card has been integrated into most smartphones and smartwatches. This allows transit agencies to create “mobile” cards which can be read by the same card readers as the plastic cards. MTC has partnered with their fare integrator along with Google and Apple to allow customers to create Clipper mobile cards which are contained in the “wallet” of a customer’s smartphone or smartwatch (see Figure 4).

The mobile cards have some benefits over the plastic cards. First is that the mobile cards cost less to issue than the plastic cards and do not need to be physically distributed to ticket machines or sales outlets. Another benefit is that the mobile card is integrated into a device customers tend to keep for several years, and they are difficult to share with other customers which is a fare evasion concern.

MTC introduced the mobile card in early 2021 with no card acquisition fee as a promotion for the first six months. The same \$3 fee as the plastic card started to be charged in October 2021. The fee was again waived as a promotion in March 2022 because of supply-chain issues causing delays in shipments of plastic cards.

Figure 4: Mobile Clipper Card



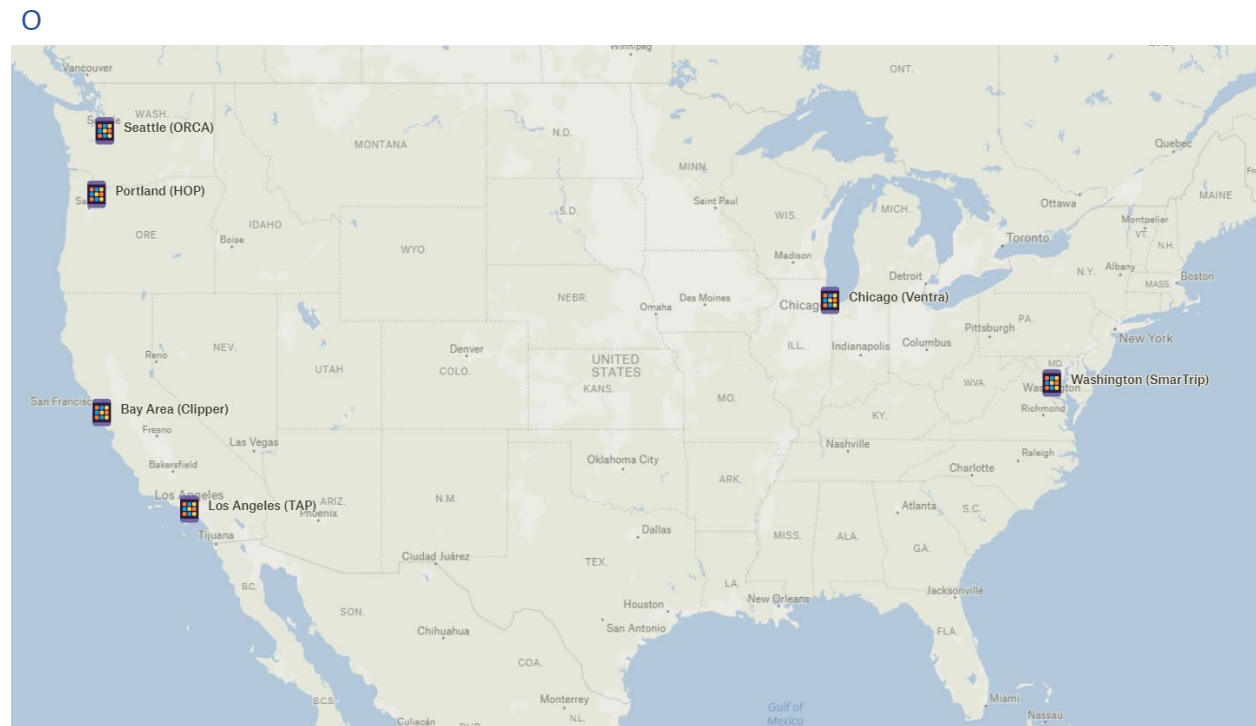
Peer Agency Review

Five transit agencies throughout the country have completed, or will soon complete, the same mobile card wallet integration as MTC. We conducted an analysis of the five agencies shown in Figure 5 to determine how they set their card acquisition fees for plastic and mobile cards and whether they conducted an equity analysis. The New York OMNY card has a slightly different integration than the rest of the agencies and was not included in this analysis.

Figure 5: United States Transit Agencies with Apple/Google Wallet Integration

City/Region	Product	Plastic Card Implementation Year	Mobile Card Implementation Year
Chicago	Ventra	2013	2020 (Apple) 2021 (Google)
Los Angeles	TAP	2011	2020
Portland	HOP	2017	2019
Washington DC	SmarTrip	2012 (2 nd Version)	2020 (Apple) 2021 (Google)
Seattle	ORCA	2009	2023 (TBD)

Figure 6: Map of Peer Agencies



Card Acquisition Fee Comparison

Figure 7 is a comparison of the card acquisition fees across the agencies which have both plastic and mobile cards. Most of the peer agencies charge the same amount for mobile and plastic cards. The exception is Los Angeles, which charges \$2 for a plastic card and has no charge for the mobile card. Chicago does not charge for the mobile card but requires that at least \$5 be loaded onto a new card which is the same amount as the plastic card fee. They also rebate the \$5 plastic card acquisition fee as stored

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value if the customer registers their card. Based on these policies, the Chicago card fees are generally equitable.

Figure 7: Card Acquisition Fees for Peer Agencies

City/Region	Plastic Card	Mobile Card
Chicago (Ventra)	\$5 fee in person - refunded to card with registration <u>or</u> Free online with \$5 minimum load or pass	Free but requires \$5 minimum load or pass purchase
Los Angeles (TAP)	\$2 fee with \$1 minimum load or transit pass	Free with \$1 minimum load or transit pass
Portland (HOP)	\$3 fee with \$5 minimum load	\$3 fee with \$5 minimum load
Washington DC (SmarTrip)	\$2 fee with no minimum load	\$2 fee with no minimum load
Seattle (ORCA) <i>Coming Soon</i>	\$3 fee with \$5 minimum load	\$3 fee (minimum load TBD)
SF Bay Area (Clipper) <i>Proposed</i>	\$3 fee with no minimum load	Free with \$3.00 minimum load on Apple and \$3.00 minimum load on Google

Peer Agency Equity Analysis

During our review of peer agencies, we tried to determine what type of equity analysis, if any, was done with the introduction of mobile cards. This information was collected via a survey and a review of the agency websites. Below is a summary of what we found from each agency:

- **Chicago (Ventra):** An equity analysis was completed before the Ventra plastic card was introduced in 2013. We did not hear back from CTA, and a review of their website did not find a subsequent analysis for the mobile card introduction.
- **Los Angeles (TAP):** The free mobile TAP card was introduced during the COVID-19 pandemic as a pilot. The staff interviewed did not think that an equity analysis was completed specifically for the mobile card. Staff did indicate that LA Metro completes any necessary equity analysis for TAP program changes, which are then approved by the governing board of each transit operator.
- **Portland (HOP):** As noted earlier, the plastic and mobile HOP cards have the same card acquisition fee. TriMet did an analysis for the introduction of the HOP plastic card but does not appear to have done one for the mobile card based on a review of their website. Because the fees were equitable, they may have decided that an analysis was not necessary.
- **Washington DC (SmarTrip):** WMATA did not conduct an equity analysis for the introduction of the mobile card. As noted, they charge the same fee for plastic and mobile cards.

- **Seattle (ORCA):** ORCA staff is not planning on conducting an equity analysis since they will be charging the same fee for mobile cards as plastic.

Analysis of Clipper Card Acquisition Fees

Who is Impacted by the Fee?

The card acquisition fee is paid when a customer needs to obtain a new Clipper card. The types of customers that will be subject to the fee include:

- A portion of new Bay Area residents who want to use transit
- All new BART customers
- Visitors to the Bay Area who use transit
- Existing Clipper cardholders who lose their card

The fee does not impact Bay Area transit customers who do not currently use or plan to use the Clipper card. Typically, these customers prefer to use cash or non-Clipper fare media issued by individual transit agencies (based on non-customer survey responses).

2022 MTC Clipper Customer ABS Survey

MTC regularly conducts surveys of Clipper customers and non-customers. The latest survey was conducted between March and May 2022. A survey postcard was sent to a random sample of mailing addresses throughout the nine-county Bay Area region. In addition to completing the survey online, respondents could take it over the phone and in the four predominant languages. The new mail survey methodology used for the 2022 survey should yield more accurate results compared to the previous intercept surveys conducted at stops and stations.

The survey included responses from 1,932 Clipper card customers with a margin of error of $\pm 2\%$. Of the 1,932 surveys, 20% were mobile card customers and 80% were plastic card customers. The survey also included the key demographics questions which are needed to determine the equity of the card acquisition fee.

The non-customer survey determined that most respondents do not use Clipper because they are infrequent customers of transit and pay mostly using ticket vending machines. When asked if they are interested in using the Clipper card in the future, non-minority respondents were less likely than minority respondents to be interested. There was little difference between low-income and non-low-income respondents (see Figure 8). The definition of “Low-Income” used for the ABS survey was 200% of the national poverty level, consistent with past equity work at MTC and ABAG.

Figure 8: Interest in using the Clipper Card in the future (non-customers)

Summary	Interested	Not-Interested	All Riders
Non-Minority	35%	53%	42%
Minority	62%	44%	56%
Low-Income	30%	28%	29%
Non-Low-Income	70%	72%	71%

Fare Equity Impact Thresholds

Each transit agency is responsible for establishing what differential is considered a disparate impact or disproportionate burden. As MTC is not a transit operator, they are not required to develop thresholds and we must rely on the Clipper agency thresholds for this analysis as was done in 2012. As there are 22 Clipper agencies, it is not feasible to conduct a separate analysis based on each agency’s specific thresholds. We have collected the thresholds for the “Big Seven” agencies with the largest share of customers based on the 2022 Clipper survey; these are shown in Figure 9. We propose to calculate the Disparate Impact and Disproportionate Burden for these agencies for this initial analysis and compare it to their thresholds. For the purposes of this analysis the universe of potentially impacted customers will be existing Clipper customers.

Figure 9: Major Clipper Agency Disparate Impact and Disproportionate Burden Thresholds

Agency	Disparate Impact Threshold (Minority)	Disproportionate Burden Threshold (Low-Income)	Source
AC Transit	15% or more comparing people of color riders versus non-people of color riders	15% comparing low-income riders versus non-low-income riders	AC Transit Board Policy No. 518
BART	10% or more comparing protected riders versus non-protected riders (New Fare Media)	10% or more comparing protected riders versus non-protected riders (New Fare Media)	Title VI Program 2019 Triennial Update
Caltrain	10% or more comparing minority population versus non-minority populations	10% or more comparing low-income population versus non-low-income populations	Title VI Adopted Policies and Standards
Golden Gate Bridge, Highway and Transportation District	10% or more comparing minority population versus non-minority populations	10% or more comparing low-income population versus non-low-income populations	2018 Title VI Plan Appendices
SamTrans	20% or more comparing minority population versus non-minority populations	20% or more comparing low-income population versus non-low-income populations	SamTrans Title VI Adopted Policies and Standards
SF Muni	8% or more comparing impacted minority populations versus system-wide minority populations	8% or more comparing impacted low-income populations versus system-wide low-income populations	Resolution No. 13-192
VTA	10% or more comparing minority population versus non-minority populations	10% or more comparing low-income population versus non-low-income populations	2019 Title VI Program

Public Engagement Process for Disparate Impact and Disproportionate Burden Thresholds

The FTA requires that transit agencies engage the public in the decision-making process when developing their Major Service Change, Disparate Impact and Disproportionate Burden policies. We reviewed the most recent Title VI triennial plans for the “Big Seven” agencies to determine the process followed and when the policies were approved by their governing boards. Figure 10 summarizes the public involvement process for each agency. Based on our review, we have determined that these agencies have thresholds which were properly vetted with the public and meet the FTA requirements.

Figure 10: Public Engagement Process for Setting Thresholds

Agency	Threshold Outreach Process
AC Transit	The AC Transit Board of Directors approved updated Board Policies 110 and 518 on August 13, 2014, which contain their current thresholds. Staff made presentations at over 25 community events and included several traditional and non-traditional methods of soliciting input, including the use of social media, notices in English, Spanish, Chinese, and Korean newspapers, press releases, and presentations to community-based organizations and schools to publicize the proposed changes.
BART	The BART Board of Directors approved their current thresholds at their July 11, 2013, meeting. BART conducted eight outreach meetings: one meeting with the Advisory Committee, two meetings with transportation equity advocacy groups and five meetings with interested Board of Directors members. A webinar was also made available on BART TV via YouTube. The public was also able to provide written comments via mail, fax, phone or email. The policy was also translated into Chinese and Spanish and available in additional languages upon request.
Caltrain	The Caltrain Service Standards and Policies were adopted by the Joint Powers Board on April 4, 2013, and contain their current thresholds. Staff developed draft policies and requested public input through four community meetings throughout the Caltrain service area. Comments were also accepted via mail, telephone, and a dedicated email address.
Golden Gate Bridge, Highway and Transportation District	The District’s Board of Directors adopted their current thresholds at their meeting on August 9, 2013. Outreach included three informational meetings throughout the service area. Legal notices were published in the <i>Marin Independent Journal</i> , the <i>San Francisco Examiner</i> and the <i>Santa Rosa Press Democrat</i> . Signage was posted onboard the ferry boats, at the ferry terminals, at transit hubs in Marin and Sonoma counties, at major bus stops and at the Customer Service Center at the San Rafael Transit Center. Display boards, staff report and comment forms were translated into Spanish for affected communities. The agency also issues a press release, sent emails to bus and ferry riders, and posted to social media channels.

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Agency	Threshold Outreach Process
SamTrans	The SamTrans Board approved the current thresholds at their March 13, 2013, meeting. Staff developed draft policies and received public input through four community meetings throughout the county. Comments were also accepted through the mail, telephone, and the dedicated email address. Staff revised the proposals for its standards and policies and submitted them for Board approval.
SF Muni	The SFMTA Board of Directors approved their current thresholds at their August 20, 2013, meeting. SFMTA conducted a multilingual stakeholder outreach campaign to receive input on the proposed policies. The effort included presentations to the SFMTA Citizens Advisory Council (CAC) and Muni Accessible Advisory Committee (MAAC), as well as two public workshops. The workshops were promoted through email, telephone calls to community groups and on the SFMTA website in nine languages. Outreach was also targeted to approximately 30 community-based organizations and transportation advocates with broad representation among low-income and minority communities.
VTA	The VTA Board of Directors approved their current thresholds at their November 7, 2013, meeting. VTA emailed the proposed major service change, disparate impact and disproportionate burden policies to approximately 30 representatives from community-based organizations (CBOs) and transit advocates for their review and comment. Staff also gave presentations and teleconferenced with members of several organizations. The draft documents were also posted on the VTA website for review and public comment.

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Disparate Impact (Minority Customers)

To measure if there is a disparate impact of card acquisition fees, we need to determine at what rate minority and non-minority customers use different card types using data from the 2022 Clipper Customer ABS Survey. Question 12 on the survey asks is they customer is a “plastic” or “mobile” card customer. Questions 82 and 83 ask about race and ethnicity.

Figure 11 calculates the average card fee for comparing to the AC Transit, BART and Caltrain disparate impact thresholds. Figure 12 shows the results of cross tabulating these questions for use with the SF Muni threshold.

Figure 11: Proposed Clipper Card Fee Impact on Minority / Non-Minority Customers

	Proposed Mobile Card Fee	Mobile Customer Percent	Proposed Plastic Card Fee	Plastic Customer Percent	Proposed Average Fee	Current Fee	Fee Change	Percent Fee Change
Minority	\$0.00	22%	\$3.00	78%	\$2.35	\$3.00	\$(0.65)	-21.69%
Non-Minority	\$0.00	18%	\$3.00	82%	\$2.45	\$3.00	\$(0.55)	-18.25%

Figure 12: Clipper Card Type by Minority / Non-Minority Customers

	Mobile	Plastic	All Clipper
Minority	58%	52%	54%
Non-Minority	41%	46%	45%
Prefer Not to Respond	1%	2%	2%

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Figure 13 compares the measured differences to the disparate impact thresholds for the seven largest Clipper agencies. **Based on this comparison, the difference in card acquisition fee does not rise to the level of a disparate impact for any of the agencies. In all cases the benefit is greater for minority customers since they are using the mobile card at a higher rate.**

Figure 13: Disparate Impact Calculation

Agency	Disparate Impact Threshold (Minority)	Measurement	Disparate Impact
AC Transit	15% or more comparing people of color riders versus non-people of color riders	-18.25% average non-minority fee change vs -21.69% minority fee change = 3.44% difference	No
BART	10% or more comparing protected riders versus non-protected riders (New Fare Media)	-18.25% average non-minority fee change vs -21.69% minority fee change = 3.44% difference	No
Caltrain	10% or more comparing minority population versus non-minority populations	-18.25% average non-minority fee change vs -21.69% minority fee change = 3.44% difference	No
Golden Gate Bridge, Highway and Transportation District	10% or more comparing minority population versus non-minority populations	-18.25% average non-minority fee change vs -21.69% minority fee change = 3.44% difference	No
SamTrans	20% or more comparing minority population versus non-minority populations	-18.25% average non-minority fee change vs -21.69% minority fee change = 3.44% difference	No
SF Muni	8% or more comparing impacted minority populations versus system-wide minority populations	52% minority plastic card vs 54% minority all customers = 2% difference	No
VTA	10% or more comparing minority population versus non-minority populations	-18.25% average non-minority fee change vs -21.69% minority fee change = 3.44% difference	No

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Disproportionate Burden (Low-Income Customers)

To measure if there is a disproportionate burden of card acquisition fees, we need to determine at what rate low-income and non-low-income customers use different card types using data from the 2022 Clipper Customer ABS Survey. Question 12 on the survey asks is the customer is a “plastic” or “mobile” card customers, and Question 84 ask about income.

Figure 14 calculates the average card fee for comparing to the AC Transit, BART and Caltrain disproportionate burden thresholds. It is important to note that for this analysis we assumed that low-income customers would pay \$3.00 for the plastic card. We know that some portion of low-income customers receive their cards free through the Clipper START program, but that the ratio would be similar under either card acquisition fee structure. Figure 15 shows the results of cross tabulating these question for use with the SF Muni threshold.

Figure 14: Proposed Clipper Card Fee Impact on Low-Income / Non-Low-Income Customers

	Proposed Mobile Card Fee	Mobile Customer Percent	Proposed Plastic Card Fee	Plastic Customer Percent	Proposed Average Fee	Current Fee	Fee Change	Percent Fee Change
Low-Income	\$0.00	15%	\$3.00	85%	\$2.55	\$3.00	\$(0.45)	-14.87%
Non-Low-Income	\$0.00	22%	\$3.00	78%	\$2.35	\$3.00	\$(0.65)	-21.54%

Figure 15: Clipper Card Type by Low-Income / Non-Low-Income Customers

	Mobile	Plastic	All Clipper
Low-Income	19%	28%	26%
Non-Low-Income	81%	72%	74%

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Figure 16 compares the measured differences to the disproportionate burden thresholds for the seven largest Clipper agencies. **Based on this comparison, the difference in card acquisition fee does not rise to the level of a disproportionate burden for any of the agencies. There is a higher benefit to non-low-income customers, but it remains within all of the thresholds.**

Figure 16: Disproportionate Burden Calculation

Agency	Disproportionate Burden Threshold (Low-Income)	Measurement	Disproportionate Burden
AC Transit	15% comparing low-income riders versus non-low-income riders	-14.87% average low-income fee change vs -21.54% non-low-income fee change = -6.67% difference	No
BART	10% or more comparing protected riders versus non-protected riders (New Fare Media)	-14.87% average low-income fee change vs -21.54% non-low-income fee change = -6.67% difference	No
Caltrain	10% or more comparing low-income population versus non-low-income populations	-14.87% average low-income fee change vs -21.54% non-low-income fee change = -6.67% difference	No
Golden Gate Bridge, Highway and Transportation District	10% or more comparing low-income population versus non-low-income populations	-14.87% average low-income fee change vs -21.54% non-low-income fee change = -6.67% difference	No
SamTrans	20% or more comparing low-income population versus non-low-income populations	-14.87% average low-income fee change vs -21.54% non-low-income fee change = -6.67% difference	No
SF Muni	8% or more comparing impacted low-income populations versus system-wide low-income populations	28% minority plastic card vs 26% all low-income all customers = -2% difference	No
VTA	10% or more comparing low-income population versus non-low-income populations	-14.87% average low-income fee change vs -21.54% non-low-income fee change = -6.67% difference	No

Summary

Based on the results of this analysis, the reduced cost of the mobile Clipper card compared to the plastic card does not cause a disparate impact or disproportionate burden for Clipper customers protected under Federal Title VI and Environmental Justice regulations. Overall, the benefits for minority customers are higher based on their higher usage of the mobile card. Low-income customers will be paying higher overall card acquisition fees if they continue to acquire more plastic than mobile cards, however the fee difference does not exceed the transit agency adopted thresholds.

To close the gap for low-income customers, MTC may consider the continuation of programs which provide plastic Clipper cards to low-income customers at no cost. The Clipper START pilot-program is one effective way to distribute more free plastic cards since the program is targeted to low-income customers. MTC also has a program to provide free cards to community-based organizations whose primary mission is serving low-income individuals.