



TITLE VI PROGRAM

FISCAL YEAR 2027 TO 2029



MAY 2026
UPDATE



Title VI Program

San Joaquin Regional Transit District

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Introduction

The San Joaquin Regional Transit District (San Joaquin RTD) Title VI Program provides information and analysis bearing upon compliance with Title VI of the Civil Rights Act of 1964 regarding transit services and related benefits. The purpose of Title VI is to ensure that "no person shall, on the ground 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." (42 U.S.C. § 2000d.)

Since 1972, the Federal Transit Administration (FTA) has required applicants for and recipients of Federal assistance to provide assessments of compliance as part of the grant approval process. The FTA is responsible for ensuring that federally supported transit services and related benefits are distributed in a manner consistent with Title VI including as related to access for individuals who have Limited English Proficiency. This Title VI Program conforms to the FTA's Title VI Circular 4702.1B, effective October 2012.

As a federal grant recipient, San Joaquin RTD is required to maintain and provide to the FTA information on San Joaquin RTD's compliance with Title VI regulations. At a minimum, San Joaquin RTD must conduct periodic compliance assessments to ensure that the level and quality of transit services is provided in a nondiscriminatory manner; that full and fair participation in public transportation decision-making occurs without regard to race, color, or national origin; and to ensure meaningful access to transit-related programs and activities by persons with limited English proficiency. San Joaquin RTD is required to submit a Title VI Program every three years and to document that its services and benefits are provided in a non-discriminatory manner.

Checklist of Requirements

RTD is required to submit the following information to FTA as part of the Title VI Program. RTD subrecipients shall submit the information below to RTD on a schedule to be determined by RTD.

- ☐ **General Requirements**
 - ☐ Title VI Notice to the Public (including posting locations)
 - ☐ Title VI Complaint Procedure
 - ☐ Title VI Complaint Form
 - ☐ List of Transit-Related Title VI investigations, complaints, and lawsuits
 - ☐ Public Participation Plan
 - ☐ Language Assistance Plan
 - ☐ Table of Non-Elected Committees and Councils
 - ☐ Subrecipient Monitoring
 - ☐ Title VI Equity Analyses (Facilities, Service, and/or Fare)
 - ☐ RTD Board Resolution – Approving Title VI Program
- ☐ **Requirement of Fixed-Route Transit Providers**
 - ☐ Service Standards
 - Vehicle load for each mode
 - Vehicle headway for each mode
 - On-time performance for each mode
 - Service availability for each mode
 - ☐ Service Policies
 - Transit amenities for each mode
 - Vehicle assignment for each mode
- ☐ **Requirements for Fixed-Route Service Transit Provider (> than 200,000)**
 - ☐ Demographic and service profile maps/charts
 - ☐ Demographic ridership & travel patterns, collected by surveys
 - ☐ Results of monitoring program and report, including evidence that the board was aware of the results, and approved analyses
 - ☐ Description of public engagement process for setting the “major service change policy,” disparate impact policy, and disproportionate burden policy

RTD’s Title VI Program includes each of the items listed in the above checklist.

General Requirements

1. Title VI Notice to the Public

A copy of RTD's Title VI Notice to the Public is included in Appendix A.

2. Title VI Complaint Procedures

RTD responds to any and all lawsuits or complaints that allege discrimination on the basis of race, color, or national origin with respect to service or other transit benefits. RTD makes its procedures for filing a complaint available to members of the public. A copy of RTD's Title VI procedures for filing a complaint, sample complaint form, and complaint process are contained in Appendix B.

RTD's Title VI Officer flags any complaints made to RTD's Customer Engagement Department that may be related to Title VI, regardless of whether or not the complainant mentioned Title VI. RTD's Title VI Officer prepares and maintains a list of any Title VI investigations conducted by entities other than FTA, lawsuits, or complaints naming RTD that allege discrimination on the basis of race, color, or national origin. This list includes the date that the transit-related Title VI investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response, or final findings related to the investigation, lawsuit, or complaint.

3. List of Investigations, Complaints, or Lawsuits

At the time of preparation of this program, RTD has not received any Title VI complaints since the submission of the last Title VI Program. No Title VI lawsuits were filed during the same period.

4. Public Participation Plan

A summary of public outreach and involvement activities undertaken in last three years, and a description of steps taken to ensure that minority and low-income persons had meaningful access to these activities, is included in RTD's Public Participation Plan in Appendix C.

5. Language Assistance Plan

RTD's current Language Assistance Plan for providing language assistance for persons with Limited English Proficiency is included in Appendix D.

6. Membership of Non-Elected Committees

RTD's Board of Directors is a non-elected transit board appointed by the City of Stockton City Council and San Joaquin County Board of Supervisors. Members of the Board of Directors participate in four committees: City/County/Transit Liaison Committee, Facilities Committee,



Finance and Audit Committee, and Personnel Committee. In addition, RTD has an Access Advisory Committee and a Retirement Board. RTD encourages the participation of minorities on such committees. When recruiting for replacements on the governing body, RTD's Title VI Officer advises the CEO on recruitment to ensure equitable participation from minorities. The racial breakdown of these boards and committees is shown below.

Advisory Body Composition

	White/ Caucasian	Hispanic/ Latino	Black/African American	Asian American/Pacific Islander	Native American/ Alaska Native	Declined to Answer
Population of San Joaquin County	213,729	339,161	52,516	149,352	2,105	n/a
RTD Board of Directors			1			2

There are currently two vacancies on RTD's five-member Board of Directors, and RTD was only able to obtain demographic information for one of its Board members. RTD also requested voluntary demographic information from its advisory body members; however, no responses were received. As a result, demographic data for advisory body membership is currently unavailable. RTD recognizes the importance of understanding the composition of its Board of Directors and advisory bodies and will continue efforts to collect this information on a voluntary basis to support future Title VI reporting.

7. Sub-Recipient Monitoring

During the current reporting period, the City of Lathrop became an RTD subrecipient in 2025. RTD will coordinate with the City of Lathrop to ensure compliance with applicable Title VI requirements, including development and review of a Title VI Program and incorporation of required assurances.

RTD's procedures for monitoring subrecipients is described below.

When it serves as the primary recipient, RTD is responsible for ensuring that its subrecipients are in compliance with applicable regulations, including Title VI. RTD is responsible for providing its subrecipients with sufficient technical assistance to ensure that they can adequately maintain compliance with Title VI. In compliance with Chapter III, Section 11 of Circular 4702.1B, RTD is responsible for providing the following information to subrecipients:

- Sample notices to the public informing beneficiaries of their rights under Title VI regulations, procedures on how to file a Title VI complaint, and RTD's Title VI complaint form;
- Sample procedures for tracking and investigating Title VI complaints filed with a subrecipient, and when RTD expects the subrecipient to notify RTD of complaints received by the subrecipient;
- Demographic information on the race and English proficiency of residents served by the subrecipient to assist the subrecipient in assessing the level and quality of service it



provides to communities within its service area and in assessing the need for language assistance; and

- (d) Any other RTD-generated or obtained data, such as travel patterns, surveys, etc., that will assist subrecipients in complying with Title VI. RTD has all items listed above available and provides them upon request to subrecipients.

In compliance with Chapter III, Section 12 of Circular 4702.1B, RTD undertakes the following activities to ensure that RTD and any subrecipients are in compliance with Title VI requirements:

- (a) Documents its process for ensuring that all subrecipients are complying with the general reporting requirements of Circular 4702.1B, as well as other requirements that apply to the subrecipient based on the type of entity and the number of fixed route vehicles it operates in peak service if a transit provider;
- (b) Collects Title VI Programs from subrecipients and reviews programs for compliance; and
- (c) At the request of FTA, in response to a complaint of discrimination, or as otherwise deemed necessary by RTD, RTD will request that subrecipients who provide transportation services verify that their level and quality of service is provided on an equitable basis.

8. Board Meeting Minutes

The Resolution evidencing the Board's adoption of this Title VI Program is included in Appendix E.

9. Construction Projects

No new facilities have been sited and/or constructed since the last Title VI Program submission. RTD will conduct the required equity analysis for facilities sited whenever future new facilities are considered.

10. Additional Information Upon Request

At the discretion of FTA, information other than that required by the Circular may be requested.

FTA has not requested such information, and none has been provided at this time.

Requirements of Fixed-Route Transit Providers

RTD operates 50 or more fixed-route vehicles in peak service and in an Urbanized Area (UZA) of 200,000 or more in population and is subject to the full set of requirements in Chapter IV of Circular 4702.1B.

1. Service Standards and Policies

FTA requires quantitative standards for all fixed-route modes of operation for each of the following six categories: vehicle load, vehicle headways, on-time performance, service availability (i.e., coverage), vehicle assignment, and stop/station amenities. RTD's system-wide



service standards and policies are included in Appendix F.

2. Demographic and Service Profile

Demographic and service profile maps and charts that meet the requirements of FTA Circular 4702.1B are provided in Appendix G. The RTD service area is in San Joaquin County, and RTD provides transit services among the cities of Tracy, Manteca, Lathrop, Ripon, Escalon, and Lodi.

RTD conducted demographic analysis using 2024 Census data. Minority populations were tabulated by census tract for the RTD service area. The US Census provides the percentage of minority population per census tract by dividing the total minority population in the census tract by the total population in that tract. RTD's routes are mapped on the current census tract map in order to determine which census tracts are served by RTD. Most tracts within the Stockton Metropolitan Area (SMA) are minority census tracts; as a result, all of RTD's transit services in the SMA predominantly serve minority populations. Minority populations are limited in the unincorporated area.

3. Demographic Ridership and Travel Patterns

FTA Circular 4702.1B requires transit operators to collect information on race, color, national origin, English proficiency, language spoken at home, household income, and travel patterns of their riders using customer surveys.

Between 2024 and 2025, RTD conducted multiple customer surveys, including a rider survey, a Short Range Transit Plan (SRTP) survey, and a countywide transit survey, to collect updated demographic and travel pattern data. These surveys captured rider characteristics and travel behavior across RTD services, including information on routes used, trip purpose, frequency of use, time of day, and transfers. Demographic information such as ethnicity, household income, and language spoken at home was also collected in select surveys. A combined total of over 1,000 responses were collected across these surveys. These reports are included as Appendix H: Demographic Ridership Data.

In summary, the 2024–2025 customer surveys yielded the following results:

- The majority of survey respondents indicated that they use RTD services, with approximately 85.5% reporting that they ride the bus.
- Survey results indicate that RTD riders use the system frequently. Approximately 33.7% of respondents reported riding daily, and 38.4% reported riding two to five times per week.
- Trip purpose data indicates that RTD services are primarily used for essential trips. The most reported trip purposes include shopping (59.3%), work (47.7%), medical appointments (47.7%), and personal business (58.1%).
- A majority of respondents (72.3%) reported making transfers between routes, indicating that riders rely on the network to complete their trips.
- RTD's fixed-route services, including BRT and local routes, are the most used services among respondents, with multiple routes in the 40-series and 500-series identified as frequently used.
- Survey responses indicate that RTD services are used to access key destinations such as employment centers, schools, shopping areas, and healthcare facilities.
- Survey feedback indicates that riders are generally satisfied with RTD services.



- Demographic characteristics of RTD riders were evaluated using both survey data and demographic mapping. Survey responses indicate that a substantial portion of riders identify as people of color. This finding is consistent with RTD's service area demographics, which, based on American Community Survey (ACS) data, indicate that approximately 73.2% of San Joaquin County's population is identified as minorities.
- Low-income populations were also evaluated using ACS data, defined as households at or below 150% of the federal poverty level. Survey responses and demographic mapping indicate that RTD services are heavily utilized in areas with higher concentrations of low-income populations.

Overall, the survey demonstrated the following:

- Customers are satisfied with RTD.
- Services are designed to, and continue to meet, the needs of low-income populations based on survey findings and demographic analysis.
- Most of the ridership is from the SMA, which has a high number of minority census tracts.
- BRT and local routes are the most popular throughout RTD's system.
- The most common trip purposes include work, shopping, medical, and personal business. RTD buses are also used to travel to other important locations, such as shopping, recreation, government offices, and places of worship.

4. Monitoring Program Results

FTA Circular 4702.1B requires transit operators to monitor the performance of their transit system relative to their system-wide service standards and services policies not less than every three years. A Title VI Service Monitoring Report, prepared in accordance with FTA Circular 4702.1B, is included as Appendix F.

5. Public Engagement for Policy Development

A summary of the public engagement process utilized to develop and vet RTD's Major Service Change, Disparate Impact, and Disproportionate Burden Policies (adopted January 20, 2023) can be found in Appendix I.

6. Title VI Equity Analyses

RTD's Major Service Change Policy, Disparate Impact Policy, and Disproportionate Burden Policy are included in Appendix I.

Since RTD's last Title VI Program submission, RTD implemented multiple major service changes as part of its phased service restoration and expansion efforts. Complete copies of all service equity analyses conducted by RTD during the review period are included in Appendix I. Each analysis concluded that the proposed changes did not result in a disparate impact on minority populations nor did they impose a disproportionate burden on low-income populations.

RTD's major service changes since the last Title VI Program submission are summarized below:



January 2023 Service Improvements

- Increased span of service across all local routes
- Expanded Routes 566 and 576 to provide all-day service
- Improved access to employment, medical, and commercial destinations

July 2023 and January 2024 Service Improvements (Next Gen Implementation)

- Increased frequency from hourly to approximately 30 minutes on multiple high-performing local routes (including Routes 510, 515, 520, 525, 545, 555, 566, 576, 578, and 580)
- Implemented new Route 40 Local service
- Enhanced County Hopper routes and added stops to select Metro Express BRT routes
- Improved connectivity across the Stockton Metropolitan Area and surrounding communities

January 2025 Route 40 Local Weekend Service Expansion

- Introduced weekend service on Route 40 Local
- Improved access along the Pacific Avenue corridor, including key destinations such as the Downtown Transit Center, educational institutions, and employment centers

RTD made no fare changes during the review period. The last fare change was implemented in 2012.



Appendix A:

Title VI Notice to the Public

San Joaquin Regional Transit District (RTD)

Title VI Policy Statement

San Joaquin Regional Transit District (RTD) treats its customers with respect, integrity, and loyalty. San Joaquin RTD operates its programs and services without regard to race, color, creed, national origin, religion, sex, sexual preference, marital status, age, medical condition, ancestry, genetic information, citizenship, primary language, immigration status, or disability in accordance with Title VI of the Civil Rights Act, California Civil Code section 51(b), and other applicable law.

San Joaquin RTD Title VI Policy Statement

Title VI of the Civil Rights Act of 1964 states that "no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." San Joaquin RTD is committed to complying with the requirements of Title VI in all of its programs and activities.

Filing a Complaint

Persons who believe they have been aggrieved by an unlawful discriminatory practice may file a complaint with San Joaquin RTD. For information about RTD's Title VI Program or filing a complaint, contact San Joaquin RTD's Administrative Office at (209) 943-1111 or email comments@sjRTD.com, or visit <https://sanjoaquinrtd.com/title-vi/>. Complaints must be in writing and filed within 180 days following the date of the alleged discriminatory occurrence. For information about filing a complaint about an accessibility issue or discrimination based on disability, please contact San Joaquin RTD's Mobility Department at (209) 943-1111, or comments@sjRTD.com, or visit <https://sanjoaquinrtd.com/ada-policy/>.

You may also file a Title VI complaint directly with the Federal Transit Administration through its Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

If information is needed in another language, contact RTD's Administrative Office at (209) 943-1111 or email comments@sjRTD.com.

Email: comments@sjRTD.com

Phone: (209) 943-1111

Fax: (209) 948-8516

Mail: San Joaquin Regional Transit District (RTD)

Attention: Title VI Administrator

421 East Weber Avenue

Stockton, CA 95202

sjRTD.com | (209) 943-1111

December 2022

San Joaquin Regional Transit District (RTD)

Declaración de Procedimiento del Título VI

San Joaquin Regional Transit District (RTD) trata a sus clientes con respeto, integridad y lealtad. San Joaquin (RTD) opera sus programas sin tomar en consideración raza, color, credo, nacionalidad, religión, sexo, preferencia sexual, estado civil, edad, condición médica, ascendencia, información genética, ciudadanía, idioma principal, estatus migratorio, o discapacidad de acuerdo al Título VI del Acta de Derechos Civiles, sección 51(b) del Código Civil de California u otra ley aplicable.

Declaración de Procedimiento del Título VI de San Joaquin RTD

Título VI del Acta de Derechos Civiles de 1964 declara que "ninguna persona en los Estados Unidos debe, por razones de raza, color, o nacionalidad, ser excluida de participar, recibir beneficios, o ser sujeta de discriminación en cualquier programa o actividad que recibe asistencia financiera Federal." San Joaquin RTD tiene el compromiso de cumplir con los requerimientos del Título VI en todos sus programas y actividades.

Presentación de un reclamo

Las personas que creen haber sido afectadas por una práctica discriminatoria fuera de la ley, pueden presentar un reclamo a San Joaquin RTD. Para más información sobre el Programa del Título VI de RTD o presentar un reclamo, comuníquese con la Oficina Administrativa de San Joaquin RTD al (209) 943-1111 o envíe un correo electrónico a comments@sjRTD.com, o visite <https://sanjoaquinrtd.com/title-vi/> . Los reclamos deben ser por escrito y deben ser presentados en un plazo no mayor de 180 días después de la fecha en donde ocurrió la presunta acción discriminatoria. Para obtener información sobre cómo presentar un reclamo sobre un problema de accesibilidad o discriminación por discapacidad, comuníquese con el Departamento de Movilidad de San Joaquin RTD al (209) 943-1111, o comments@sjRTD.com, o visite <https://sanjoaquinrtd.com/ada-policy/> .

También puede presentar un reclamo del Título VI directamente con la Administración Federal de Tránsito a través de su Oficina de Derechos Civiles, Atención: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

Si necesita información en otro idioma, comuníquese con la oficina administrativa de RTD al (209) 943-1111 o envíe un correo electrónico a comments@sjRTD.com .

Email: comments@sjRTD.com

Teléfono: (209) 943-1111

Fax: (209) 948-8516

Dirección de correo: San Joaquin Regional Transit District (RTD)

Atención: Title VI Administrator

421 East Weber Avenue

Stockton, CA 95202

sjRTD.com | (209) 943-1111

Diciembre 2022



Appendix B:

Title VI Complaint Procedures

Title VI Complaint Procedure

Document Management Information		
Person responsible:	Title VI Officer	
Area of application:	Operations, Customer Engagement, and Planning Department	
Document location:	SharePoint/Planning/Procedure/	
Original issue date:		
Revisions		
Rev. No.	Date	Description
001		
Recurring Action Items	Responsibility	Frequency
1. Review laws, regulations, and other state and federal regulations as applicable for new requirements or when changes in workforce practices occur.	Marketing Department	Triennial
2. Review and modify this procedure as needed to remain in compliance with appropriate laws and regulations.	Marketing Department	Triennial
Approval Signature		
		4/8/2020
Signature		Date

1.0 Purpose

- 1.1. To engage and communicate with our customers to continuously improve their experience in accordance with the Strategic Plan, this procedure outlines the steps that RTD will follow to ensure its services and programs are accessible to everyone without regards to race, color, and national origin.
- 1.2. This procedure is in compliance with FTA C 4702.1B and the requirements of Title VI of the Civil Rights Act of 1964.

2.0 Scope

- 2.1. This procedure outlines the complaint and investigation procedure that staff will follow to ensure Title VI-related complaints are addressed and tracked.
- 2.2. This procedure also provides information regarding an appeals process if the customer is dissatisfied by the resolution.

3.0 Responsibility

- 3.1. **Title VI Officer:** Coordinate RTD's efforts to comply with Title VI mandate and review Title VI complaints. Review customer comments to flag Title VI-related complaints.
- 3.2. **Investigator:** Deputy CEO or designated executive staff that is not the Title VI Officer who

Title VI Complaint Procedure

can objectively review appeal cases.

- 3.3. **Customer Engagement Representative:** Assist customers in filling out the Title VI Complaint form (if requested).

4.0 Definitions

- 4.1. **Title VI complaint:** A charge that an agency is discriminating on the basis of race, color, or national origin. Customers, vendors, suppliers, or members of the public who feel they have been subjected to conduct that violates Title VI may file a grievance with a written complaint.
- 4.2. **Administratively-closed case:** A closed case because of a lack of response from the complainant for additional details or the complainant wishes to close the case.
- 4.3. **Title VI appeals process:** A process the complainant may choose to undergo if their complaint was deemed unsubstantiated.
- 4.4. **Offender:** RTD staff who the allegations were against.

5.0 Process

- 5.1. Persons who believe they have been discriminated against on the basis of race, color, or national origin by RTD may file a Title VI complaint by completing and submitting the RTD Title VI Complaint Form. Title VI complaints must be done in writing.
- 5.2. Once a complaint is received, the Title VI Officer reviews the form to determine the following:
- Is the complaint filed within 180 days of the alleged incident?
 - Is the complaint within our jurisdiction?
 - Is the information on the complaint form complete/sufficient to conduct an investigation?
- 5.2.1 **Notification process:** Title VI Officer will be responsible for the following:
- Send out a letter to acknowledge receipt of the complaint within seven days.
 - Send out final written determination of the outcome of the complaint no later than 30 working days of receipt.
- 5.3. **Investigation process:** The Title VI Officer will do the following:
- Investigate the complaint within 30 days.
 - Prioritize the investigation of cases alleging illegal harassment immediately.
 - Contact complainant by mail for more information if it is required to resolve the case.
 - Complainant has 14 business days from the date of the letter to send requested information to the investigator assigned to the case.
 - If the Title VI Officer is not contacted by the complainant or does not receive the additional information within the allotted time, RTD may administratively close the case.
 - RTD may also administratively close the case if the complainant no longer wishes to pursue the case.
 - Reviews complaint to determine whether the allegations are valid and issues one of two letters to the complainant:
 - Closure letter: Summarizes allegations and states there was not a Title VI violation and the case will be closed. Inform complainants of their right to appeal the decision.
 - Letter of finding (LOF): Summarizes the allegations and the interviews regarding the alleged incident and explains whether any disciplinary action, additional training of staff, or other actions will occur.
 - Coordinate with the manager of the offender to ensure appropriate disciplinary action or training will occur.

Title VI Complaint Procedure

- Disciplinary action/termination will be taken pursuant to the collective bargaining unit applicable to the offender, if any.
- 5.4. **Appeal Process:** If complainants disagree with RTD's determination, the complainant may request reconsideration by submitting an appeal request in writing to the investigator (Deputy CEO or designee) within 60 days after the date of the letter of closure, stating the specific reason for the appeal. RTD will notify the complainant of the decision either to accept or reject the request for reconsideration within 10 days.
- 5.4.1. If the complainants believe the occurrence of the discriminatory act is in violation of federal or state laws and wishes to appeal the decision, they may also choose to appeal the decision directly to the following agencies:
 - Appeals must be filed **within 180 days of the alleged discriminatory act** to the following:
The Federal Transit Administration Office of Civil Rights
East Building, 5th Floor – TCR
1200 New Jersey Avenue SE
Washington, DC 20590
 - Appeals must be filed within **180 days of the alleged discriminatory act or 300 days if the charge is also covered by a state or local anti-discrimination law** to The Equal Employment Opportunity Commission
San Francisco District Office
450 Golden Gate Avenue
5 West, P.O. Box 36025
San Francisco, CA 94102-3661

6.0 References/Related Documents

- 6.1. FTA C 4702.1B – [Appendix C](#)



San Joaquin Regional Transit District Title VI Complaint Process and Form

RTD is fully compliant with the requirements of Title VI of the Civil Rights Act of 1964 and is committed to making its services accessible to everyone. Persons who believe they have been discriminated against on the basis of race, color, or national origin by RTD may file a formal Title VI discrimination complaint within 180 days of the alleged occurrence by completing and submitting the RTD Title VI Complaint Form.

A Title VI complaint must be made in writing. If the customer requires assistance in completing the form to file the complaint, please contact the Customer Engagement Department at (209) 943-1111 and they will provide assistance. Submit the completed form by mail, fax, email, or deliver in-person to:

San Joaquin RTD

Attn: Title VI Administrator
421 E. Weber Ave.
Stockton, CA 95202
Fax: (209) 948-8516
email: comments@sjRTD.com

Customers may also choose to file a complaint directly with:

State of California Department of Transportation

Division of Rail and Mass Transportation
P.O. Box 942874, MS #39
Sacramento, CA 94274-0001

Federal Transit Administration Office of Civil Rights

Attn: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Ave, SE
Washington, DC 20590

If the complaint is submitted to RTD, we will review the information and send a letter of acknowledgement to inform the customer whether the complaint will be investigated. A final written determination of the outcome of the complaint will occur no later than 30 working days of receipt. If the complaint is not substantiated, RTD will advise the complainant of his or her right to appeal.

Appeals Process

If complainant disagrees with RTD's determination, the complainant may appeal the decision in writing with RTD (at the address above). If the complainant believes the occurrence of the discriminatory act is in violation of federal laws, the appeal may be submitted directly to the following agencies:

- Appeals must be filed **within 180 days of the alleged discriminatory act** to the Federal Transit Administration Office of Civil Rights
East Building, 5th Floor – TCR
1200 New Jersey Avenue SE
Washington, DC 20590
- Appeals must be filed **within 180 days of the alleged discriminatory act or 300 days if the charge is also covered by a state or local anti-discrimination law** to the Equal Employment Opportunity Commission
San Francisco District Office
450 Golden Gate Avenue
5 West, P.O. Box 36025
San Francisco, CA 94102-3661

**San Joaquin Regional Transit District
Title VI Complaint Form**

Fill form out COMPLETELY. Only complete complaints will be processed.

Section I:		
Name:		
Address:		
Telephone (Home):	Telephone (Work):	
Email Address:		
Accessible Format Requirements?	☐ Large Print	☐ Audio Tape
	☐ TDD	☐ Other
Section II:		
Are you filing this complaint on your own behalf?		
☐ Yes. Go to Section III.		
☐ No. If not, supply the name and relationship of the person for whom you are complaining.		
Please explain why you have filed for a third party:		
Confirm you have obtained permission from the aggrieved party if you are filing on behalf of a third party.	☐ Yes	☐ No
Section III:		
I believe the discrimination I experienced was based on (check all that apply):		
☐ Race ☐ Color ☐ National Origin		
Date of alleged discrimination (Month, Day, Year): _____		
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.		

Section VI:		
Have you previously filed a discrimination complaint with this agency?	☐ Yes	☐ No
If yes, please provide any reference information regarding your previous complaint.		

Section V:		

Have you filed this 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: _____
☐ Federal Court: _____ ☐ State Agency: _____
☐ State Court : _____ ☐ Local Agency: _____

Please provide information about a contact person at the agency/court where the complaint was filed.

Name:

Title:

Agency:

Address:

Telephone:

Section VI:

Name of agency complaint is against:

Name of person complaint is against:

Title:

Location:

Telephone Number (if available):

You may attach any written materials or other information that you think is relevant to your complaint. Your signature and date are required below:

Signature

Date



Distrito Regional de Tránsito de San Joaquín Proceso y formulario de queja según el Título VI

El Distrito Regional de Tránsito (Regional Transit District, RTD) de San Joaquín cumple todos los requisitos del Título VI de la Ley de Derechos Civiles de 1964 y se compromete a ofrecer servicios accesibles para todos. Las personas que se sientan discriminadas por el RTD por razones de raza, color o país de origen pueden presentar una queja formal por discriminación según el Título VI en un plazo de 180 días desde la supuesta discriminación, completando y enviando el formulario de queja por discriminación según el Título VI del RTD.

Las quejas según el Título VI deben hacerse por escrito. Si el cliente necesita ayuda para completar el formulario de queja, debe llamar al departamento de Relaciones con los Clientes al (209) 943-111 y le ayudarán. Envíe el formulario completo por correo, fax o correo electrónico, o llévelo personalmente a:

San Joaquin RTD

Attn: Title VI Administrator
421 E. Weber Ave.
Stockton, CA 95202
Fax: (209) 948-8516
email: comments@sjRTD.com

Los clientes también pueden presentar una queja directamente ante:

State of California Department of Transportation

Division of Rail and Mass Transportation
P.O. Box 942874, MS #39
Sacramento, CA 94274-0001

Federal Transit Administration Office of Civil Rights

Attn: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Ave, SE
Washington, DC 20590

Si la queja se presenta ante el RTD, revisaremos la información y enviaremos una carta de acuse de recibo para informar al cliente de si se investigará la queja. La determinación final escrita del resultado de la queja estará lista en un plazo de 30 días hábiles desde su recepción. Si no se comprueba la queja, el RTD informará a la persona que presente la queja de su derecho a apelar.

Proceso de apelación

Si la persona que presenta la queja no acepta lo que determina el RTD, puede apelar la decisión ante el RTD por escrito (a la dirección de arriba). Si la persona que presenta la queja cree que la discriminación viola las leyes federales, la apelación puede presentarse directamente ante estos organismos:

- Las apelaciones deben presentarse **en un plazo de 180 días desde la supuesta discriminación** ante la Oficina de Derechos Civiles de la Administración Federal de Tránsito (Federal Transit Administration Office of Civil Rights)
East Building, 5th Floor – TCR
1200 New Jersey Avenue SE
Washington, DC 20590.
- Las apelaciones deben presentarse en un plazo de **180 días desde la supuesta discriminación, o 300 días si el cargo también está cubierto por una ley federal o estatal contra la discriminación**, ante la Comisión para la Igualdad de Oportunidades en el Empleo (Equal Employment Opportunity Commission).
San Francisco District Office
450 Golden Gate Avenue
5 West, P.O. Box 36025
San Francisco, CA 94102-3661

Distrito Regional de Tránsito de San Joaquín
Formulario de queja según el Título VI

Llene TODO el formulario. Solo se procesarán las quejas que estén completas.

Sección I:		
Nombre:		
Dirección:		
Teléfono (casa):		Teléfono (trabajo):
Dirección de correo electrónico:		
¿Necesita algún formato accesible?	☐ Letra grande	☐ Audio
	☐ TDD	☐ Otro
Sección II:		
¿Presenta esta queja en su nombre?		
☐ Sí. Vaya a la sección III.		
☐ No. Dé el nombre de la persona para la que presenta la queja y su relación con ella.		
Explique por qué presentó una queja en nombre de otra persona:		
Si presenta una queja en nombre de otra persona, confirme que tiene permiso de esa persona.	☐ Sí	☐ No
Sección III:		
Creo que la discriminación que sufrí se basó en (marque todas las que correspondan):		
☐ Raza ☐ Color ☐ País de origen		
Fecha de la supuesta discriminación (mes, día, año): _____		
Explique de la manera más clara posible qué pasó y por qué cree que lo discriminaron. Describa a todas las personas involucradas. Incluya el nombre y los datos de la persona que lo discriminó (si lo sabe), y el nombre y los datos de los testigos. Si necesita más espacio, escriba atrás de este formulario.		

Sección VI:		
¿Presentó una queja ante este organismo anteriormente?	☐ Sí	☐ No
Si lo hizo, dé información de referencia de la queja anterior.		

Sección V:

¿Presentó una queja anteriormente ante otro organismo federal, estatal o local, o ante un tribunal federal o estatal? ☐ Sí ☐ No

Si lo hizo, marque todas las que correspondan:

- ☐ Organismo federal: _____
- ☐ Tribunal federal: _____ ☐ Organismo estatal: _____
- ☐ Tribunal estatal: _____ ☐ Organismo local: _____

Dé información de una persona de contacto en el organismo o tribunal donde se presentó la queja.

Nombre:

Cargo:

Organismo:

Dirección:

Teléfono:

Sección VI:

Nombre del organismo contra el que se presenta la queja:

Nombre de la persona contra la que se presenta la queja:

Cargo:

Lugar:

Número de teléfono (si lo tiene):

Puede adjuntar material escrito u otro tipo de información relevante para su queja. Debe firmar y escribir la fecha abajo:

Firma

Fecha



Appendix C:

Public Participation Plan

Public Participation Plan

I. Promoting Inclusive Public Participation

One of the key pillars of RTD's Title VI Program is ensuring thoughtful, strategic community engagement to solicit public input into transit decision-making processes. The purpose of this Public Participation Plan is to ensure RTD offers meaningful opportunities for the public to be involved in identifying and addressing social, economic, and environmental impacts of proposed transportation decisions, both on a continual basis and in the case of special projects and major policy decisions. RTD does not discriminate in public participation opportunities on the basis of race, color, national origin, income, disability, age, or gender.

RTD's public involvement procedures are built on the following guiding principles:

- Public participation is a dynamic activity that requires teamwork and commitment at all levels of the organization.
- One size does not fit all—input from diverse perspectives enhances the process. Effective public participation strategies must be tailored to fit the audience and the issue. RTD can learn from many diverse voices in the region through its community partnerships.
- Effective public outreach and involvement requires relationship building—with local governments, stakeholders, and advisory groups.
- The challenge of engaging interested persons in countywide transportation issues can be overcome by making it timely and relevant, removing barriers to participation, and saying it simply.
- An open and transparent public participation process empowers low-income communities and communities of color to participate in making decisions that affect them.

II. Methodology

Over the years, RTD has significantly increased its efforts to overcome linguistic, institutional, cultural, economic, historical, or other barriers that have prevented minority and low-income populations, and persons with disabilities, from effectively participating in RTD's decision-making process. These efforts include employee education; holding community forums and public meetings; attending events of importance to populations from which RTD seeks input, including community events likely to attract individuals with Limited English Proficiency (LEP); and carefully selecting from among a wide range of tools when developing outreach plans based on the breadth of a project or decision's potential impacts, and the locations and known communication needs or preferences of the targeted population(s).

Along with providing information on issues at the heart of specific outreach efforts, and then considering feedback offered, RTD also lets participants know how they can stay informed about RTD activities through web-based information, project information, and surveys.

Public outreach is tailored to achieve specific public participation goals, such as sharing information, answering questions, establishing priorities and/or reaching consensus. This Public Participation Plan includes – and suggests staff use – multiple feedback mechanisms, tools, strategies, and considerations so that staff can provide, and participants can select, their preferred methods of interaction. For example, some participants may not be comfortable in a large group meeting; they may prefer to complete a written survey, or get their questions

answered in Spanish or another language through the Customer Service Center. RTD is committed to monitoring and tracking its public participation activities and sharing results in a transparent way, and to modifying its public participation activities over time by setting and evaluating performance measurements for public participation based on feedback and direction provided by community members.

III. Continuous Public Participation

RTD seeks public participation year-round to learn from and engage directly with passengers and the community. These efforts help strengthen connections, build trust, and open lines of communication between the public and RTD staff and leadership. The investment makes enables RTD to be more responsive to community needs and enables RTD's special outreach efforts to build upon its existing position.

RTD Board and Committee Meetings

RTD encourages interested persons to attend RTD Board of Directors and standing committee meetings to express their views on an ongoing basis, in addition to when specific input is sought. Items on the Board agenda usually come in the form of recommendations from RTD's standing committees. Much of the detailed work of RTD is done at the committee level, and the RTD Board of Directors encourages the public to participate at this stage, either in person or by tracking developments via the web.

If statutorily required, formal public hearings may be conducted during a Board or Committee meeting. Notice of these public hearings is placed at the Downtown Transit Center, on the RTD website, social media, and vehicles in both English and Spanish. Related public comment periods typically are open for 2 weeks.

RTD Board and committee meetings are held in compliance with a range of state and federal requirements, including the state's Ralph M. Brown Act and Dymally-Alatorre Bilingual Services Act, and with the federal Americans with Disabilities Act and implementing regulations.

The statement below is included on all RTD Board and Committee meeting agendas:

ACCESSIBLE PUBLIC MEETINGS: RTD is committed to ensuring that all meetings are accessible regardless of an individual's ability or access method. RTD will make all reasonable accommodations for persons with disabilities to participate in this meeting. Upon request to the Chief Executive Office, RTD will provide agenda materials in appropriate alternative formats or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, phone number, and a brief description of the requested materials, preferred alternative format, auxiliary aid, or service, at least three workdays before the meeting. Requests should be sent to RTD by mail at 421 East Weber Avenue, Stockton, CA 95202, by phone at (209) 467-6613, by fax at (209) 948-8516, or by email to BoardSupport@sjRTD.com . For language assistance, interpreter services, please contact (209) 943-1111. Para información en Español, por favor llame al (209) 943-1111.

Communications Databases Help RTD Keep Interested Persons in the Loop

RTD maintains comprehensive databases of interested persons, public agency staff, and stakeholders. The databases, which include mailing information, e-mail addresses, and other contact information, are organized around issues or events. They allow RTD to send targeted mailings and other communications to keep the public updated on the specific issues they are interested in, including information on how public meetings/participation have contributed to RTD's key decisions and actions.

IV. Specific Public Participation

When RTD seeks public engagement on a specific project or decision, it expands the venues for providing information and seeking input, engages through specific strategies, and makes use of a range of potential strategies and tools.

Venues: Public Meetings, Workshops, and Forums

RTD conducts public meetings, workshops, community forums, conferences, and other events to keep the public informed and involved in various transportation projects and plans, and to elicit feedback from the public and RTD partners. RTD holds meetings for the public throughout the county to solicit comments on major plans and programs, such as a Comprehensive Operations Analysis or Unmet Transit Needs study.

Meetings are located and scheduled to maximize public participation (including evening meetings), which includes the ability for customers to get to and from the meeting using RTD or other local transit services. In addition, RTD will seek out opportunities to be added to plans for scheduled meetings held by other organizations to ensure their members have access to transportation information without having to attend a separate RTD meeting. All facilities utilized for public hearings are accessible to persons with disabilities. Special arrangements are made for translation into languages other than English and alterations are made to ensure access for attendees with disabilities, if requested.

As stated above, RTD periodically provides members of the public, including individuals with disabilities and limited English proficiency, an opportunity to provide input on proposed projects or initiatives through both in-person and virtual engagement methods, depending on the nature of the project, regulatory requirements, and community needs.

Official records of RTD public hearings and records of topics discussed and input provided at public meetings are maintained at RTD. RTD staff analyze public comments received to determine whether it would be reasonable to incorporate requested modifications into decisions being proposed for Board adoption. Staff prepares reports that summarize public comments received and provides recommended actions for Board consideration after taking public input into account.

Strategies

When engaging in specific outreach, RTD generally applies the following strategies:

Strategy 1: Early Engagement Is Best

RTD deliberately structures its major planning initiatives and funding decisions to engage the public as soon as input can be meaningful. Staff will identify resources for public engagement early in the process, including staff availability and expertise, time and

schedule, and budget dollars. Identifying needs for, acquiring, and providing translations and interpreters for people who don't speak English very well will also be considered early in planning for engagement activities. This requires considering public engagement at the very beginning of processes, planning activities, grant applications, etc.

Strategy 2: Ensure Access for All

RTD works to provide *all* San Joaquin County residents with opportunities for meaningful participation, regardless of disabilities or language barriers. RTD also recognizes that one should not need to be a transportation professional to understand our written and oral communications. In this spirit, RTD commits to the following:

- Provide auxiliary aids and interpreters to persons with disabilities and language barriers.
- Strive to communicate in plain language.
- Use visual tools to present detailed information in a way that is readily understood.

To reach low-income, minority, and LEP communities within the RTD's service area, geographically focused public meetings and forums are used to achieve the public participation outcomes described in this plan. In addition to traditional methods of one-way pushes of communication, RTD uses strategies recommended by community members for specific neighborhoods or populations.

Participation activities can be publicized in print materials produced by RTD, such as brochures, flyers, rider alerts, and posters.

- Brochures typically provide more content and serve as information sources.
- Posters are designed to publicize activities and highlight key information such as dates, times, and locations of activities.

These materials can be distributed system-wide or in targeted areas. They can also be available at RTD facilities, such as in the form of customer bulletins and notices placed in Pole Mounted Public Information Displays.

Print materials can be produced in multiple languages to ensure inclusivity and can also be produced in a formats suitable for electronic distribution through RTD's website, email communications, and social media.

Strategy 3: Respond to Written Comments

RTD pays close attention to the views of the public. RTD is committed to responding to letters, faxes, and e-mails sent by members of the public as they relate to RTD programs and services.

Strategy 4: Inform RTD Board members and the Public of Areas of Agreement & Disagreement

RTD staff summarizes comments heard from various parties so that there is a clear understanding of whether or not there is consensus on a given issue.

Strategy 5: Notify Public of Proposed or Final Actions

RTD staff makes every effort to ensure that meeting minutes reflect public comments and document how comments are considered in Board decisions. RTD strives to inform participants on how public input has helped to shape key decisions and actions.

Tools

RTD engages a range of tools for different outreach and public engagement endeavors, including but not necessarily limited to the following:

- **Personal Assistance and Outreach**

RTD's commitment to public participation includes providing personal assistance and outreach from members of the staff, including:

- Executive and Board Support staff make information available to individuals without Internet access, who may not be able to access the RTD website's meeting notices/agendas, and materials that accompany agenda items for Board meetings.
- Marketing staff work with interested organizations to arrange for staff and Board members to make presentations to community groups.
- Marketing and Customer Engagement staff participate in region-wide community and special events, including events in targeted ethnic and under-represented communities.

- **Customer Information Displays**

RTD can deliver important information quickly and efficiently throughout the service area by leveraging digital signage technology at various transfer stations. These displays improve the passenger experience by making information more accessible and easier to understand. The result is a more informed and engaged community that supports continued improvements to transit services.

Customer Service

- **Phone**—RTD provides over-the-phone customer service to transit customers through the Information Call Center. The phone customer service representatives strive to provide helpful, accurate and timely information about RTD services and programs. The Information Call Center is open Monday through Friday from 8:00 a.m. to 5:00 p.m.
- **Window**— The customer service window is designed to provide direct, in-person communication between customers and RTD. At the window, customers can obtain information about upcoming route changes or fare increases, purchase tickets and passes, make complaints or suggestions for improvements, and get assistance with travel-related questions.
- **Surveys**
RTD uses surveys to evaluate current services and plan for future improvements. Surveys include questions about ridership, transit frequency, safety, accessibility, convenience, cost effectiveness and customer satisfaction. They provide RTD with valuable insight into customers' attitudes toward public transportation.
- **Printed Materials**
RTD recognizes the importance of engaging a wide range of populations and strives to

communicate essential information in multiple languages. To ensure that relevant content reaches its intended audience, RTD utilizes print materials – including newsletters, flyers and direct mail – as well as translations for those unable to access documents written solely in English. Instructions are also provided on how these individuals can obtain assistance with translation services if needed.

- **Bus Inserts**

Bus Inserts can provide timely updates on route changes and other information, making it easier for riders to use public transportation. Bus inserts also allow transit agencies to reach a wider variety of passengers, including without internet access. By providing important updates in a physical/tangible format, bus inserts help create a sense of engagement with those riding in a bus. This can be especially important in low-income or underserved communities, where access to digital resources may be limited.

- **Community Outreach Events**

RTD can connect with the public and share information about programs, services, and initiatives by participating in local community events, resource fairs, and a variety of in-person and online presentations. This allows passengers to learn, voice their opinions on potential changes, and collaborate with RTD to identify areas for improvement. Involvement in such events can also help foster a sense of ownership among both riders and broader community members and build strong relationships between transit providers and the communities they serve.

- **Community Partnerships**

By partnering with community groups, RTD can extend its reach and help partner organizations provide information that is of interest to groups they represent in a cost-effective way. Participation activities are publicized in local community newsletters, flyers, other publications, and using social media. RTD can provide text and photos or maps (as appropriate) that an organization can adopt for inclusion in its own publication. If needed, RTD can provide translated text. RTD continues to maintain communications with community partners, so it is aware of publication schedules and key communication activities.

- **Traditional Media: Radio and Print Publication**

RTD engages with radio stations and local print publishers for both broad outreach and, with the help of localized or specialty media, targeted messaging to specific audiences. RTD broadcasts and publishes announcements, including updates on transit service changes, using simple language, enabling people all over the region to stay informed and learn how to have their say in transportation decisions. Additionally, radio and print publications are able to reach a wider range of audiences, making it easy to access diverse populations that may not be aware of or able to attend public meetings.

- **Digital Media**

- **Social Media** - RTD leverages social media platforms (e.g., Facebook, X, and Instagram) to seamlessly facilitate communication with riders, allowing them valuable insight and helping to build trust. By establishing two-way dialogue on social media platforms, RTD gains access to passenger feedback that generates

further participation - ultimately creating a feeling of community among, and partnership with, passengers.

- **Website and Texts** – RTD posts information on its website (sjrtd.com) and invites customers to choose to opt-in so they will also receive e-mails and text notifications related to updates or changes in service.
- **Email** - RTD uses email communications as a key outreach tool to distribute timely and accessible information to customers, stakeholders, and the public. Individuals may opt in to receive updates, including service changes, detours, public meetings, and other service-related announcements.

Other tools used when appropriate, but less often, include:

- **Billboards** - Ads are placed in strategic locations throughout the service area so that people are aware of available transportation options, schedules, and routes. The messages on billboards can be tailored to target different audiences and provide important information based on location.

Communication Access

Regardless of which venues, strategies and tools are used, the following mechanisms ensure broad access to RTD communications.

- **Language Line Service** - RTD's Customer Service Representatives are able to provide route, fare, and schedule information to LEP callers. English and Spanish are by far the most commonly-used languages. This service is available by calling (209) 943-1111. For Dial-A-Ride reservations, the service is available by calling (209) 943-1111, option 2, option 2.
- **Basic Information in Other Languages—Print** – RTD provided brochures, timetables, rider alerts and signage in Spanish, the primary LEP language in the RTD service area. Upon request to RTD's Customer Information Center, RTD can translate these materials into alternative languages.
- **Basic Information in Other Languages—Website** – Using Google Translate, <https://translate.google.com/>, RTD customers can have the RTD website at www.sjRTD.com translated into Spanish or other languages that Google offers.
- **Basic Information in Other Languages—Printed Timetables** – RTD has the following statement in Spanish on its timetables: "To request this information in an alternative language or for route, schedule, and fare information, call (209) 943-1111 or visit www.sjRTD.com."

Printed timetables are available on buses, at the RTD Customer Service Center at DTC, and distributed to approximately 50 locations which includes libraries, schools, colleges, and other high-traffic destinations throughout San Joaquin County. These locations are all located in minority census tracts.

- **Basic Information in Other Languages—Signage** – RTD bus stop signs are black

and burgundy with the (209) 943-1111 telephone number, list of bus routes by number and name, and specifics on the TextBus system posted on the sign. Metro Hopper bus stop signs are color coded with the Hopper and RTD logo on them, as well as the (209) 943-1111 telephone number and TextBus information.

V. Marketing and Communications Staff Responsibilities

RTD's Marketing Department has been assigned the responsibility of ensuring information on major decisions and projects (e.g., service changes, fare changes, service delays, detours, pilot services, etc.) is conveyed to the public. Responsibilities of the department include the following:

- Developing and maintaining positive and effective communication with the community and various levels of government that interface with or impact the development of programs and operations at RTD.
- Creating all communications for RTD's daily passengers and implementing strategic marketing activities.
- Establishing and maintaining active working relationships with all relevant local media, including minority-based media, in order to communicate pertinent information to RTD's customers and stakeholders. Such communications may covers including consideration of potential service and fare changes, decisions on fare and service changes and enhancements, alerts and updates on emergency situations posing an immediate threat to the safety and security of RTD customers or its service area, and policy changes.
- Issuing news releases or other forms of communication to media outlets and the public. These include announcements of public workshops and hearings, and news of upcoming collaborative events.

The Marketing Department and Planning & Service Development Departments jointly:

- Coordinate with individuals, institutions, and organizations, while implementing community-based public involvement strategies to reach out to members in affected communities, and especially including minority and/or low-income communities.
- Provide opportunities for public participation through traditional and alternative means, from written communication to personal interviews or use of audio or video recording devices to capture oral comments.
- Identify and make use of locations/facilities and meeting times that are convenient and accessible to low-income and minority communities.
- Implement RTD's Language Assistance Plan and associated federal guidance concerning RTD's responsibilities to LEP persons to overcome barriers to public participation.
- Ensure LEP individuals who will be affected by potential actions receive meaningful access into the public awareness/involvement process.
- Meaningful access means that the affected parties will receive the necessary communication assistance required to allow them to participate in governmental services/activities.

- Develop comprehensive communication plans that ensure the delivery of information on RTD’s programs and activities through a range of both traditional and alternative means.
 - This includes, but is not limited to, translation of vital information into languages other than English, creation, and distribution of information in alternative formats for individuals with disabilities, and the use of communication strategies outside of advertising in the county's largest-circulation newspaper.

VI. Public Outreach Summary

The following is a summary of public outreach efforts made and involvement activities undertaken since the last 2023 Title VI Report submission:

RTD Outreach 2023-2025

Service Development		
Outreach Type	Location	Dates
High School Orientation	Franklin High School Stagg High School Edison High School Chavez High School	7/17/2023 - 7/28/2023
High School Outreach	Franklin High School Stagg High School Edison High School Chavez High School	8/3/2023 - 8/11/2023
Route 120 Survey	Email Notification, Online	1/26/2024 - 2/7/2024
Route 120 Public Forum	Virtual Forum	2/15/2024
Service Improvements Satisfaction Survey	Online, Social Media	3/15/2024 - 3/19/2024
Lathrop Study Community Meetings	Lathrop Senior Center, Virtual Forum	4/24/2024, 4/29/2024, 9/25/2024, & 9/30/2024
Van Go! Intracity Service Discontinuation in Stockton – Public Hearings	Downtown Transit Center, Virtual Forum	5/6/2024 - 5/7/2024
High School Orientation	Franklin High School Stagg High School Edison High School Chavez High School	7/22/2024 - 7/26/2024
High School Outreach	Franklin High School Stagg High School Edison High School Chavez High School	8/1/2024 - 8/9/2024

2025 Short Range Transit Plan Survey	Online, Social Media, Email Notification	3/26/2025 - 4/6/2025
2025 Short Range Transit Plan Stakeholder Workshops	Downtown Transit Center, Virtual Forum	3/26/2025, 3/27/2025, & 4/30/2025
High School Outreach	Franklin High School Stagg High School Edison High School Chavez High School	7/21/2025 - 7/30/2025
CSU Stanislaus Campus Outreach	CSU Stanislaus	7/29/2025
Van Go! Intracity Service Discontinuation in Lathrop and Escalon – Public Meeting	Virtual Forum, Social Media	12/9/2025 - 12/11/2025

Marketing		
Outreach Type	Location	Dates
Chinese New Year Festival	First Baptist Church Community Center	3/5/2023
eBikeshare and eCarshare Launch	University of the Pacific	4/1/2023
Asparagus Festival	San Joaquin County Fairgrounds	4/14/2023 - 4/16/2023
Earth Day Festival	Victory Park	4/23/2023
Cinco De Mayo Family Festival	Weber Point Events Center	5/7/2023
Flavor Fest	Weber Point Events Center	5/19/2023 - 5/21/2023
Children and Youth Day	Pixie Woods	6/3/2023
State of the City	Port of Stockton, Shed 20	5/18/2023
San Joaquin County Fair	San Joaquin County Fairgrounds	6/2/2023 - 6/4/2023
El Concilio Summer Carnival	Valley Community Seventh Day Adventist Church	7/27/2023
National Night Out	Yosemite Street Village Courthouse Plaza	8/1/2023
Stockton Garlic Festival	San Joaquin County Fairgrounds	8/12/2023 - 8/13/2023
Lodi Grape Festival	Grape Bowl	9/14/2023 - 17/2023
Family Day at the Park	Weber Point Events Center	9/16/2023
State of the County	Grand Theater Center for the Arts	9/19/2023
Health and Resource Fair	Life Church	9/28/2023
White Cane Awareness Day	DTC, HTS, UTS/Buses	10/14/2023
VMRC Disability Resource Fair 2023	Weberstown Mall	10/28/2023

Stuff the Bus	Food 4 Less	11/17/2023 - 11/19/2023
Veterans Stand Down / Job Fair	Martin Luther King Jr. Plaza	11/22/2023
Chinese New Year Festival	First Baptist Church Community Center	3/28/2024
Asparagus Festival	San Joaquin County Fairgrounds	4/12/2024 - 4/14/2024
Earth Day Festival	Victory Park	4/21/2024
1st Annual Care Fair	TEAM Charter Playground	5/1/2024
Cinco De Mayo Family Festival	Weber Point Events Center	5/4/2024
Flavor Fest	Weber Point Events Center	5/17/2024 - 5/19/2024
Children and Youth Day	Pixie Woods	5/18/2024
State of the City	Port of Stockton, Shed 20	5/16/2024
San Joaquin County Fair	San Joaquin County Fairgrounds	6/7/2024 - 6/9/24
ArtSplash	DTC Breezeway	7/12/2024
Grand View Village Grand Opening	Grand View Village	7/26/2024
National Night Out	Banner Island Ballpark	8/6/2024
ArtSplash	DTC Breezeway	8/9/2024
Pathway to Work Job Fair	San Joaquin Delta College	8/9/2024
Becoming You	San Joaquin Delta College	9/7/2024
State of the County	Bob Hope Theater	9/12/2024
ArtSplash	DTC Breezeway	9/13/2024
Family Day at the Park	Weber Point Events Center	9/16/2024
Small Business Procurement Expo	WorkNet	9/24/2024
ArtSplash	DTC Breezeway	10/11/2024
White Cane Awareness Day	DTC, HTS, UTS/Buses	10/12/2024
Disability Resource Fair	Valley Mountain Regional Center	10/12/2024
Garden Acres Sustainability Communities Plan	Bird Park	11/2/2024
Living Program Life Skills Class	San Joaquin Delta College	11/5/2024
General Election	Various	11/5/2024
Stuff the Bus	Food 4 Less Grocery Store	11/22/2024 - 11/24/2024
Chinese New Year Festival	First Baptist Church Community Center	3/8/2025
Asparagus Festival	San Joaquin County Fairgrounds	4/11/2025 - 4/13/2025
RTD Metro Market	DTC	4/4/2025
Honor Stockton Blue Run	University of the Pacific	4/19/2025
Earth Day Festival	Victory Park	4/27/2025

2nd Annual Care Fair	TEAM Charter Playground	4/30/2025
Cinco De Mayo Family Festival	San Joaquin County Fairgrounds	5/3/2025
Linden Cherry Festival	Linden	5/17/2025
Children and Youth Day	Pixie Woods	5/17/2025
San Joaquin County Fair	San Joaquin County Fairgrounds	5/30/2025 - 6/1/2025
Festa Italiana	Grape Bowl	6/8/2025
State of the City	Adventist Health Arena	6/10/2025
RTD Metro Market	DTC Tarmac	7/18/2025
National Night Out	Banner Island Ballpark	8/6/2025
Small Business Procurement Expo	WorkNet	9/10/2025
Family Day at the Park	Weber Point Event Center	9/20/2025
CSU Stan Open House	CSU Stanislaus – Stockton Campus	10/8/2025
State of the County	Bob Hope Theater	10/16/2025
ArtSplash	DTC Breezeway	10/10/2025
Cultural & Disability Resource Fair	Valley Mountain Regional Center	10/10/2025
White Cane Awareness Day	San Joaquin Delta College	10/11/2025
SUSD Department of Public Safety and Stockton Police Department Trunk or Treat	Weber Point Events Center	10/27/2025
Dia De Los Muertos Street Fiesta	Mexican Heritage Center	11/1/2025
Stuff the Bus	Food 4 Less	11/21/2025 - 11/23/2025
City of Stockton Tree Lighting Ceremony	Weber Point Events Center	12/6/2025
LMR Winter Celebration	Conway Homes	12/13/2025
City of Stockton Holiday Workshop	Van Buskirk Community Center	12/17/2025



Appendix D:

Language Assistance Plan

Language Assistance Plan

Pursuant to Title VI of the Civil Rights Act of 1964, the United States Department of Transportation's (DOT) implementing regulations, and Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (65 FR 50121, Aug. 11, 2000), Federal Transit Administration (FTA) funding recipients shall 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 (LEP).

San Joaquin Regional Transit District (RTD) provides transportation for LEP persons and therefore takes steps to ensure they have access to the benefits, services, information, and other important portions of RTD's programs and activities.

In order to best ensure the most meaningful access to RTD programs, services, and activities for LEP populations, RTD has conducted a Four Factor Analysis in accordance with DOT guidance. The resulting analysis is a key input of RTD's Language Assistance Plan.

With the implementation of this Language Assistance Plan, RTD is also committed to a Public Participation Plan, which allows all persons to participate effectively in RTD's decision-making process.

Four Factor Analysis

Analysis required to update RTD's Language Assistance Plan, particularly related to the Four Factor Analysis, began in 2025 with research and data collection from multiple sources and continued with staff interviews and survey efforts. The four factors were then used to develop the Language Assistance Plan.

FACTOR 1

The number or proportion of LEP persons served or likely to be encountered by the program or recipient.

The DOT's LEP guidance states: "the greater the number or proportion of LEP persons from a particular language group served or encountered in the eligible service population, the more likely language services are needed."

RTD used the U.S. Census Bureau's American Community Survey (ACS) 5-Year Estimates (2020–2024), Table C16001, to obtain information used in determining the largest and most common languages spoken in San Joaquin County by LEP persons.

Based on the 2020-2024 American Community Survey 5-year estimates:

- Approximately 42.5% of the population in San Joaquin County identifies as Hispanic or Latino (of any race).
- Approximately 10.9% of the population speaks Spanish and has limited English proficiency (speaks English less than very well), Table C16001.

Additional findings are shown below:

American Community Survey 5-Year Estimates (2020–2024)	TABLE C16001
	LANGUAGE SPOKEN AT HOME FOR THE POPULATION 5 YEARS AND OVER
San Joaquin County	Estimate
Total:	745,769
Speak only English	425,032
Spanish:	201,910
Speak English "very well"	120,418
Speak English less than "very well"	81,492
Chinese (incl. Mandarin, Cantonese):	6,541
Speak English "very well"	2,541
Speak English less than "very well"	4,000
Vietnamese:	7,358
Speak English "very well"	3,008
Speak English less than "very well"	4,350
Tagalog (incl. Filipino):	23,914
Speak English "very well"	14,492
Speak English less than "very well"	9,422
Other Indo-European languages:	40,248
Speak English "very well"	23,522
Speak English less than "very well"	16,726
Other Asian and Pacific Island languages:	30,224
Speak English "very well"	18,678
Speak English less than "very well"	11,546

Spanish-speaking LEP individuals account for approximately 63.0% of the total LEP population, a significantly higher concentration than other language groups.

Based on this data, Spanish is far and away the language spoken by the most LEP individuals in the RTD service area. After Spanish, the most commonly identified languages used by LEP individuals in RTD's service area are Tagalog, Chinese, and Vietnamese. The ACS data indicates sizable populations of LEP individuals who speak "Other" Indo-European and Asian and Pacific Island languages as well.

RTD staff, including operators and customer service representatives, most frequently

encounter Spanish-speaking individuals, with other languages encountered less frequently. Additionally, during public meetings or outreach events, Spanish and English are the most frequently used languages.

FACTOR 2

The frequency with which LEP persons come in contact with RTD program.

RTD has used the following data sources to obtain information in determining the frequency in which LEP persons come in contact with RTD programs, activities, and services, and the importance to LEP persons of RTD's program, activities, and services:

- RTD Ridership data
- RTD Customer On-Board Survey data
- RTD Customer Service Representative reports
- Input from community organizations serving LEP constituents

The most common interactions arise during passengers' use of RTD's public transit services, which includes engaging with Coach Operators and possibly the Customer Information Center (RTD's information line) and the DTC Customer Service Center.

Additional interactions arise through situations including but not limited to:

- Public outreach conducted by Planning & Scheduling staff
- Public outreach conducted by Marketing and Customer Engagement event staff
- Attendance at RTC Board and Committee meetings (generally conducted at RTD Administrative Offices)

FACTOR 3

The nature and importance of the program, activities, or service provided by the program to people's lives.

Public transportation is an essential service for many individuals in San Joaquin County, including those with Limited English Proficiency (LEP), as it provides access to employment, education, healthcare, and other daily needs.

RTD evaluated the importance of its services using multiple data sources, including a countywide survey, rider-focused surveys conducted in both English and Spanish, ridership patterns, and service characteristics. These sources provide a comprehensive understanding of how transit services are used and the extent to which riders depend on them.

Survey findings indicate that RTD plays a critical role in supporting transit-dependent populations. A majority of respondents agreed that RTD ensures people without access to a vehicle, as well as youth, seniors, and individuals with disabilities, are able to travel within the region. Among riders, transit is primarily used for essential trips, including work, school, medical appointments, and other daily needs. Rider feedback also emphasized the importance of service reliability, frequency, and access to key destinations.

RTD's critical services include the information and communication necessary for riders to safely and effectively use the transit system, as well as access to services that support

essential travel needs. RTD’s transit services, including local fixed-route, Metro Express Bus Rapid Transit (BRT), Metro Hopper, County Hopper, paratransit, commuter, and on-demand services, provide connections to jobs, schools, medical services, and other key destinations throughout the region.

If limited English proficiency is a barrier to using these services, the consequences for individuals are serious, including limited access to obtain health care, education, or employment. Critical information from San Joaquin RTD, which can affect access, includes:

- Route and schedule information
- Fare and payment information
- Information about how to ride and purchase tickets and passes
- Public hearing announcements
- Safety and security announcements
- Information about San Joaquin RTD Paratransit service and eligibility
- Information needed to correctly book daily paratransit rides
- Complaint Forms

Below is a table of additional RTD programs, activities, and services that are important to riders' lives and/or help RTD provide meaningful access to LEP persons.

Program, Activity, or Service
Ridership forums: RTD sends out alerts and works with community centers and groups for notification to ensure public input into RTD improvements and decisions.
Public outreach materials: RTD creates and publishes: • Rider Alerts concerning service issues and service improvements, which are distributed to stakeholders and community groups. • Service improvement information to bilingual/non-English publications. • Print and radio advertising on upcoming service improvements, promotions, and programs. • Information/marketing materials on services, programs, and activities. • Bus interior car cards on route, schedule, and other customer information. • Press releases regarding forums, hearings, and service improvements; distribute to stakeholders and community groups.
Employment: RTD recruits, trains, and retains multilingual outreach employees.
Public Input: RTD tracks and reports on public outreach and customer service
Language Assistance Plan Updates: RTD monitors, reviews, assesses, and updates its Language Assistance Plan every three years.

FACTOR 4

The resources available to the recipient for LEP outreach as well as the cost associated with the outreach.

Factor 4, Step 1: Inventory language assistance measures currently being provided

This step involves consulting San Joaquin RTD staff on the different language assistance measures provided to LEP individuals in order to help them access services and

information.

Many of RTD's employees (in-house and contracted) are bilingual and can speak both English and Spanish.

In addition, San Joaquin RTD provides the following language assistance measures:

- San Joaquin RTD's fixed-route buses have Bus Cards (English/Spanish) informing passengers of their rights under Title VI of the Civil Rights Act and informing passengers that Language assistance is available.
- San Joaquin RTD's Ticket Vending Machines provide assistance with ticket purchases in English and Spanish.
- San Joaquin RTD has a sign provided in English and Spanish at its Customer Service Window at the Administrative office (421 East Weber Avenue, Stockton) which states that free language assistance is available if requested in a timely manner.
- Information on all public hearings that require notification to the public is posted in English and Spanish throughout San Joaquin RTD's social media platforms and published in local newspapers in both English and Spanish.
- Bilingual services are available at the Customer Service window at the transit center: Downtown Transit Station (421 East Weber Avenue, Stockton).
- Signage in San Joaquin RTD bus shelters is in English and Spanish.
- Most signage at San Joaquin RTD's transfer stations is in English and Spanish.
- Vital documents are provided in English and Spanish, with additional translations provided in other languages as appropriate or upon request.

San Joaquin RTD also subscribes to a Language Line (telephonic interpreting service) for staff to use to assist LEP persons in accessing San Joaquin RTD's public transit system. When a San Joaquin RTD employee encounters a customer needing language assistance in a language other than English, the employee is trained to follow one of the two options below:

Option 1: If you are Customer Service or Call Center Staff:

- Help determine the customer's desired language.
- If you know the language the caller speaks, let the operator know.
- If you don't know the language the caller speaks, allow Language Line staff to provide assistance in identifying the language.
- Invite the interpreter to communicate the caller's request to Customer Service staff.
- Provide the interpreter with all necessary information, and the interpreter will give the information to the caller.

Option 2: If you are an Operator Needing to Communicate with a Passenger Who Doesn't Speak English:

- Contact the Control Center by radio or telephone.
- Ask for the Control Center to provide access to one of several bilingual Transportation Supervisors.

- Request for a Transportation Supervisor to connect you and the passenger to customer service via telephone, or direct the passenger to the customer service window, if the passengers are located at the Downtown Transportation Center (DTC).
- If the Control Center is unable to assist a passenger, (for example, due to an emergency), refer the passenger to Customer Service.
- For more information, contact the Transportation Superintendent.

Factor 4, Step 2: Determine what, if any additional services are needed to provide meaningful access

This step involves reviewing the top languages spoken in San Joaquin RTD's service area, and ensuring that an appropriate amount of language assistance services are being provided to LEP individuals who use San Joaquin RTD.

Due to the limited resources and consideration of the language assistance services already provided, San Joaquin RTD should focus its language measures on areas that have not already been covered. The following measures will be implemented on an on-going basis as funds become available:

- Create and provide Language Assistance materials to Customer Service and other public-facing personnel.
- Provide additional training for Call Center and Customer Service Representatives to contact telephone translation services when needed.
- Encourage advertisers with San Joaquin RTD to provide their advertisements in both English and Spanish.

San Joaquin RTD will continue to analyze the effectiveness of its language assistance services by conducting community outreach and obtaining community feedback through in-person surveys, monitoring staff interactions with LEP persons, and soliciting public input from the LEP population. Based on the responses received, RTD will determine if additional funds are needed to obtain more comprehensive services for those individuals who are LEP.

Factor 4, Step 3: Analyze your budget

This step involves determining what amount of San Joaquin RTD's budget is being devoted to language assistance measures for individuals who use San Joaquin RTD services and are LEP.

RTD's Fiscal Year 2025 operating budget totals \$60,880,105. RTD's total Marketing budget is \$290,930, which covers labor, materials, and expenses.

Language assistance impacts RTD's budget in the following ways:

- Costs of translating vital documents into all Safe Harbor languages.
- Costs for live telephone interpretation services, when requested.
- Costs for interpreters at Board meetings and hearings, when requested.
- Additional printing costs for key documents.
- Additional administrative and training costs.
- Additional costs (e.g., for labor and materials) for outreach for potentially impactful

construction projects in LEP areas.

The projected cost for Language Line service is less than \$3,000 annually based on demand for the service.

Like most public agencies, San Joaquin RTD is constrained by several factors, including limited staff and funding resources.

Factor 4, Step 4: Consider cost-effective practices for providing language services

This step involves determining which cost-effective practices San Joaquin RTD is using or could use to provide language assistance measures to individuals who are LEP.

San Joaquin RTD may wish to collaborate with community organizations to provide more cost-effective practices, including for:

- Identifying and making use of existing distribution channels for printed information.
- Obtaining translation assistance for LEP persons.
- Identifying and participating in existing educational and outreach opportunities to help improve access to public transit for LEP persons.

In addition, San Joaquin RTD will continue to research and pursue language assistance products and translation services developed and paid for by local, regional, or state government agencies.

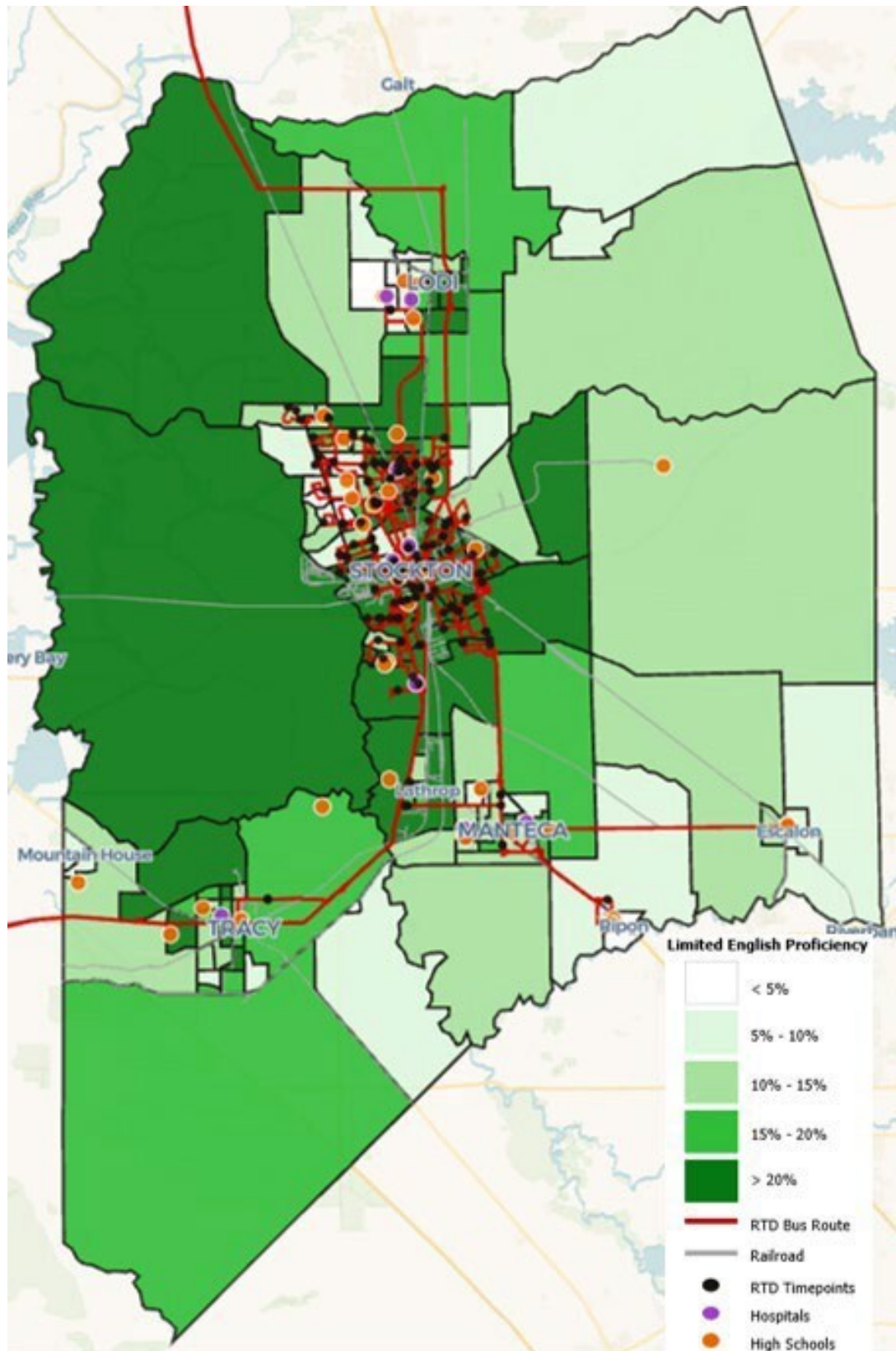
CONCLUSION

Using the above Four Factor Analysis and the Safe Harbor threshold, RTD identified five specific LEP languages and two broad language groups that meet the Safe Harbor threshold of 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 within RTD’s service area, as follows:

<i>PRIMARY LEP LANGUAGE:</i>	Spanish
<i>SECONDARY LEP LANGUAGES:</i>	Chinese (Mandarin, Cantonese), Tagalog (Filipino), and Vietnamese
<i>ADDITIONAL LANGUAGE GROUPS:</i>	Other Indo-European languages, Other Asian and Pacific Island languages

Given the substantially higher population of LEP Spanish speakers within RTD’s service area and the relatively low population of Chinese (Mandarin, Cantonese), Tagalog (Filipino), and Vietnamese LEP speakers, RTD has created two categories to classify its LEP language groups: primary and secondary. This LEP classification will be used to determine the level of language assistance RTD will implement for each Safe Harbor language.

Figure D-1: LEP Population and San Joaquin County



Providing Language Assistance Materials

RTD provides written translation of vital documents in Spanish, the primary LEP language in the service area. Secondary LEP languages include Chinese (Mandarin, Cantonese), Tagalog (Filipino), and Vietnamese. RTD translates select vital documents into these secondary languages where appropriate to enhance accessibility. For other languages, RTD provides meaningful access through oral interpretation and translation upon request, consistent with the Four Factor Analysis.

RTD has established two tiers to classify its written translation efforts:

1. Tier 1: Vital Documents; and
2. Tier 2: Supporting Documents.

This classification is used to guide the level and type of language assistance provided.

TIER 1: VITAL DOCUMENTS	Language Group
Title VI Policy Statement	Primary (Spanish); secondary languages upon request
Civil Rights Complaint Process and Form and Determination Letter	Primary (Spanish); secondary languages upon request
Notice of Language Assistance	Multilingual
Reasonable Modification Request Form and Determination Letter	Primary (Spanish); secondary languages upon request
Discount Card Application	Primary (Spanish); secondary languages upon request
Notice of Public Hearings – Fares/Service Changes/Major Projects	Primary (Spanish); secondary languages upon request

RTD provides Title VI complaint forms and related materials in the primary LEP language (Spanish) and, where appropriate, in secondary languages. ADA complaint and reasonable modification forms are available in English and Spanish. All forms are available on the RTD website, and language assistance is available to help individuals complete forms through interpretation services or translation upon request. RTD uses professional interpretation services, such as Language Line Solutions, to ensure effective communication.

RTD's Title VI Policy Statement is translated into the primary LEP language (Spanish) and posted at all transit centers, on RTD buses, and at all public meeting locations. The notice is also posted on RTD's website and includes RTD's Notice of Language Assistance. A copy of RTD's Title VI Policy Statement can be found in RTD's Title VI Program.

RTD currently posts its public hearing notices for fare increases, service changes, reductions or losses, and other major projects in English and Spanish. RTD has added its Notice of Language Assistance to all public hearing notices. RTD provides translation of public hearing notices into additional languages based on the affected population or upon request. All requests for language assistance are free of charge to individuals speaking one of RTD's Safe Harbor languages.

RTD has created a Notice of Language Assistance to alert the public of this service. This will be included in public timetables and on Tier 1 documents.

TIER 2: SUPPORTING DOCUMENTS	Language Group
Fare Structure	Primary (Spanish)
Onboard Fare/Service Change Information ¹²	Primary (Spanish)
Onboard Notice of Security Cameras	Primary (Spanish)
Paratransit/Travel Training Information	Primary (Spanish)
Onboard Safety & Security Information	Primary (Spanish); with the use of symbols/pictographs when possible
Public Hearing Materials/Presentations	Primary (Spanish); secondary languages as determined by location or upon request
Construction/Other Courtesy Notices	Primary (Spanish); secondary languages as determined by location

RTD provides supporting documents in both English and Spanish. As resources allow, onboard safety and security information is updated to integrate symbols and pictographs. RTD also monitors other written information that could be improved using symbols and pictographs.

Public Hearing materials/presentations and construction or other courtesy notices will be provided in English and Spanish. RTD will provide written and/or verbal translation of all supporting documents in Chinese, Tagalog, and Vietnamese upon request or as financial resources allow. In certain circumstances, RTD may opt to provide verbal translation or a written summary, such as bullet points or highlights, of certain documents in lieu of a full translation.

Training Staff

RTD will ensure that all newly-hired in-house and contracted employees are aware of Title VI regulations and their responsibility to assist LEP customers in obtaining language assistance. Appropriate training will be provided to customer service representatives, transportation supervisors, bus operators, and administrative staff. The training will highlight the specific obligations and level of interaction each job group may face.

The above-mentioned employees will receive regular Title VI refresher training throughout the year. Additionally, information on RTD's Safe Harbor language groups and new language assistance measures will be provided to RTD employees.

Providing Notice to LEP Persons

RTD will use a variety of methods to ensure LEP persons are aware of existing and new language assistance measures by the following:

- Including RTD's Notice of Language Assistance on all vital documents, public timetables, its website, all board agendas, and other public-facing materials, as resources allow.
- Posting RTD's Title VI Policy Statement, including its Notice of Language Assistance, on RTD buses, at transit centers, and at administrative offices, as resources allow.

Monitoring and Updating The Plan

RTD will monitor and update its implementation of this Title VI Language Assistance Plan as follows:

- Track the number of language assistance calls placed to its language interpretation service on an annual basis.
- Monitor the American Community Survey (ACS) to ensure that we are properly assisting LEP individuals.
- Consider the impact the following will have on RTD's Safe Harbor language populations whenever public hearings are noticed, and will provide notice in appropriate languages:
 - Proposed fare increase.
 - Service change, reduction, or loss.
 - Major project.
- Survey customers to understand LEP and language assistance needs.
- Include RTD's Notice of Language Assistance in all notices of public meetings, including board agendas.
- Review existing data on the Safe Harbor language populations within the immediate geographic area and seek to provide translation or interpretation services as appropriate whenever public hearings or other public meetings are held.
- Seek to create and maintain contact with nonprofit, social, or other groups that support LEP populations.
- Begin tracking language-related expenses and seek to implement new language resources as the need and financial resources allow.
- On a triennial basis, review and update census and other LEP data and update its Language Assistance Plan accordingly.



Appendix E:

Board Meeting Minutes

RESOLUTION NO. 7129

DATED: MAY 15, 2026

RESOLUTION APPROVING THE TITLE VI PROGRAM (2026 UPDATE) AND AUTHORIZING ITS SUBMITTAL TO THE FEDERAL TRANSIT ADMINISTRATION

WHEREAS, Title VI of the Civil Rights Act of 1964 provides that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance; and

WHEREAS, the Federal Transit Administration (FTA) requires recipients of federal transit funding to prepare and submit a Title VI Program every three years in accordance with FTA Circular 4702.1B; and

WHEREAS, the San Joaquin Regional Transit District (RTD), as a recipient of federal funding, is required to demonstrate compliance with Title VI requirements, including ensuring equitable service delivery, meaningful public participation, and access for individuals with Limited English Proficiency; and

WHEREAS, RTD has prepared the Title VI Program (2026 Update), which includes all required elements, including service standards and policies, monitoring results, demographic analyses, public participation, and equity analyses; and

WHEREAS, the Title VI Program (2026 Update) includes the required analyses and documentation in accordance with applicable federal requirements; and

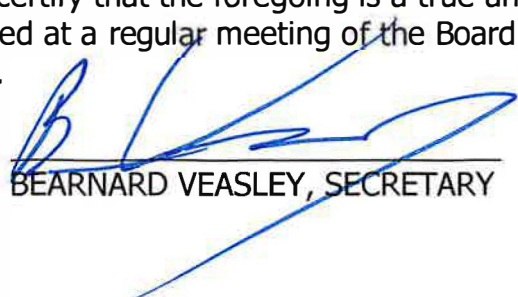
WHEREAS, adoption of the Title VI Program is required to maintain RTD's eligibility for federal funding;

NOW, THEREFORE, BE IT RESOLVED AND ORDERED that the Board of Directors of the San Joaquin RTD hereby approves the Title VI Program (2026 Update); and

BE IT FURTHER RESOLVED that the Interim Chief Executive Officer, or designee, is authorized to submit the Title VI Program to the FTA and to take any actions necessary to ensure continued compliance with Title VI requirements.

Bearnard Veasley, the duly appointed, qualified, and acting Secretary of the San Joaquin Regional Transit District, does hereby certify that the foregoing is a true and exact copy of the Resolution passed and adopted at a regular meeting of the Board of Directors of said District held on May 15, 2026.

DATED: May 15, 2026


BEARNARD VEASLEY, SECRETARY



Appendix F:

System-wide Service Standards and Policies and Monitoring Program

System-wide Services Standards and Policies and Monitoring Program

In compliance with Title VI of the Civil Rights Act of 1964, Federal Transit Administration (FTA) regulations and FTA Circular 4702.1B, the San Joaquin Regional Transit District (RTD) monitors compliance with its service standards and policies to help ensure equitable distribution of RTD's services, without regard to race, color or national origin. This document describes the applicable service standards and policies, and provides the results of RTD's compliance monitoring.

RTD operates the following fixed-route and deviated fixed-route services¹:

- Metro Express Bus Rapid Transit (BRT) Fixed Routes
- Stockton Metropolitan Area (SMA) Fixed Routes
- SMA Limited-Service Fixed Routes
- Metro Hopper Deviated Fixed Routes
- County Hopper Deviated Fixed Routes
- Commuter Routes

All of RTD's bus routes are considered minority routes under the FTA Circular 4702.1B definition of a minority route: a route with at least one-third of its route mileage in minority census tracts. For purposes of service monitoring, therefore, RTD compares performance of routes serving areas with minority populations that are above and below the service-area average of 73.2%.

Figure 1: Minority and Non-Minority Routes Based on Comparison with Service Area Population of 73.2% Minority

Route	Percent Minority	Minority	Service Type
1	69.8%	NO	Metro Hopper
2	73.9%	YES	Metro Hopper
3	85.7%	YES	Metro Hopper
4	71.8%	NO	Metro Hopper
5	84.4%	YES	Metro Hopper
6	86.1%	YES	Metro Hopper
9	88.1%	YES	Metro Hopper
40	75.4%	YES	Metro Express BRT
43	83.7%	YES	Metro Express BRT
44	91.2%	YES	Metro Express BRT
47	90.8%	YES	Metro Express BRT
49	95.6%	YES	Metro Express BRT
150	82.7%	YES	Commuter Route
163	78.1%	YES	Commuter Route
315	92.9%	YES	SMA Limited-Service Fixed Route
335	82.4%	YES	SMA Limited-Service Fixed Route

¹ RTD also operated Intercity fixed-route services until March 2020.

340	84.7%	YES	SMA Limited-Service Fixed Route
345	84.6%	YES	SMA Limited-Service Fixed Route
360	86.4%	YES	SMA Limited-Service Fixed Route
371	86.6%	YES	SMA Limited-Service Fixed Route
375	87.2%	YES	SMA Limited-Service Fixed Route
378	82.3%	YES	SMA Limited-Service Fixed Route
380	90.3%	YES	SMA Limited-Service Fixed Route
385	89.0%	YES	SMA Limited-Service Fixed Route
390	87.0%	YES	SMA Limited-Service Fixed Route
510	92.2%	YES	SMA Fixed Route
515	95.0%	YES	SMA Fixed Route
520	86.9%	YES	SMA Fixed Route
525	88.6%	YES	SMA Fixed Route
540	75.4%	YES	SMA Fixed Route
545	71.3%	NO	SMA Fixed Route
555	91.9%	YES	SMA Fixed Route
566	76.2%	YES	SMA Fixed Route
576	88.2%	YES	SMA Fixed Route
578	75.5%	YES	SMA Fixed Route
580	90.8%	YES	SMA Fixed Route
710	90.7%	YES	SMA Fixed Route
715	95.0%	YES	SMA Fixed Route
720	84.6%	YES	SMA Fixed Route
725	86.7%	YES	SMA Fixed Route
745	69.7%	NO	SMA Fixed Route
793	72.9%	NO	County Hopper
797	81.6%	YES	County Hopper
90	82.6%	YES	County Hopper
91	72.4%	NO	County Hopper
93	72.9%	NO	County Hopper
95	71.7%	NO	County Hopper
97	71.7%	NO	County Hopper

Service Level Monitoring

Weekday base headways on all SMA minority and non-minority trunk routes are an average of approximately 30 minutes. All San Joaquin Commuter routes serve both minority and non-minority areas. Routes 150 (Stockton to the Dublin/Pleasanton Bay Area Rapid Transit (BART) Station) and 163 (Stockton to Sacramento) provide round-trip service with approximately 60-minute headways during peak times. The Intercity and County Hopper routes operate with an average headway of 60 to 180 minutes throughout the day.

Vehicle Load

Standard:

Vehicle Load is described as follows by FTA Circular 4702.1B:

Vehicle load can be expressed as the ratio of passengers to the total number of seats on a vehicle. For example, on a 40-seat bus, a vehicle load of 1.3 means all seats are filled and there are approximately 12 standees. A vehicle load standard is generally expressed in terms of peak and off-peak times. Transit providers that operate multiple modes of transit must describe the specific vehicle load standards for peak and off-peak times for each mode of fixed-route transit service (i.e., bus, express bus, bus rapid transit, light rail, heavy rail, commuter rail, passenger ferry, etc., as applicable), as the standard may differ by mode.

RTD calculates Vehicle Load by dividing the average peak passenger load on each route by the number of seats on the type of bus typically assigned to that route. RTD has established a maximum seat-to-customer load ratio of 1.0 to provide one seat for every customer during most times of the day. A 1.25 load ratio has been established as the maximum during peak periods; however, this may be exceeded during unforeseen situations. Vehicle Load is monitored regularly to ensure customer comfort and determine whether additional capacity needs to be added to specific trips or routes based on changing demand patterns. Vehicle Load standards are presented in the chart below.

Program	Peak	Off-Peak
BRT Express	1.25	1.00
SMA Fixed	1.25	1.00
Metro Hopper	1.25	1.00
County Hopper	1.25	1.00
Commuter Services	1.00	1.00

Finding:

For a period sampled from September 2025, RTD's vehicle load ratio standards were met across all routes, regardless of the demographics served (e.g., minority, non-minority). All of the RTD route programs and their respective routes were far from the maximum vehicle load standard, with the highest vehicle loads coming from County Hopper (0.84) and the lowest vehicle loads coming from the SMA Fixed Route (0.20).

Program	Minority/Non-Minority	Vehicle Load	Peak	Off-Peak
Metro Express BRT	Minority	0.39	1.25	1.00
SMA Limited-Service Fixed Route	Minority	0.62	1.25	1.00
SMA Fixed Route	Minority	0.20	1.25	1.00
	Non-minority	0.27	1.25	1.00
Metro Hopper	Minority	0.42	1.25	1.00
	Non-minority	0.46	1.25	1.00
County Hopper	Minority	0.84	1.25	1.00
	Non-minority	0.32	1.25	1.00
Commuter Services	Minority	0.35	1.25	1.00

Vehicle Headway

Standard:

Vehicle headway is described by FTA Circular 4702.1B as a measurement of the time interval between two vehicles traveling in the same direction on the same route. Vehicle headway is determined primarily by ridership on the route and is limited by the amount of available funding resources. Some RTD routes operate only once per direction during peak periods of the day and do not have headways (e.g., Commuter services). The minimum standard frequency for each RTD service is listed below:

Program	Minimum Peak* Frequency	Minimum Off-Peak* Frequency
Metro Express BRT	20 minutes	30 minutes
SMA Fixed Routes	60 minutes	120 minutes
SMA Limited-Service Fixed Routes	1 trip	Not applicable
Metro Hopper	60 minutes	60 minutes
Intercity Fixed Routes	60 minutes	180 minutes
County Hopper	120 minutes	180 minutes
Commuter Services	1 trip	Not applicable

*Peak is defined as 6:05 a.m. to 7:30 a.m. and 5:15 p.m. to 7:00 p.m. on weekdays, excluding holidays. Off-peak is all other times, including weekends and holidays.

SMA fixed routes, SMA Limited-Service fixed routes, Metro Express BRT fixed routes, and Metro Hopper deviated fixed routes operate solely within the SMA, which includes the City of

Stockton and surrounding unincorporated areas of San Joaquin County within a defined boundary.

Intercity fixed routes and County Hopper deviated fixed routes operate from Stockton to other San Joaquin County cities and unincorporated areas outside the SMA. Commuter services operate from park-and-ride lots in San Joaquin County and the Downtown Transit Center (DTC) to Sacramento and Alameda counties.

Finding:

Across all RTD routes, regardless of the demographics served, vehicle headway standards were met. The highest average headway was 60 minutes for the SMA fixed routes. The lowest average headway was 20 minutes for the Metro Express BRT routes.

- Metro Express BRT generally runs between 15 – 30 minute headways.
- All fixed routes connecting with Metro Express BRT usually run at multiples of 15-minute headways to facilitate transferring.
- Regular headways do not exceed 180 minutes on any trunk or branch routing.
- Headways on peak-only routes are based on passenger loads and are adjusted to match school bell times, shift changes, etc.
- In areas where headways are 60 minutes or greater, parallel routes should generally be spaced approximately one mile apart and additional resources should be used to improve headways before adding new routes or branches at closer distances.

On-Time Performance

Standard:

FTA Circular 4702.1B describes on-time performance as the measure of runs completed as scheduled. RTD maintains an on-time performance measurement based on the departure of the bus from specific time points along each route. The time points are distributed as evenly as possible throughout the route to ensure a timely service and are typically linked to key destination points within the RTD service area. A fixed route or deviated fixed route is considered "on-time" if the bus departs the time point no later than five minutes from the designated time shown in the timetable, and no earlier than the published departure time, 0 minutes (with a calibration of up to :59 seconds early) before the designated time shown in the timetable. It is RTD's goal to be on-time at least 80 percent of the time. RTD continuously monitors on-time performance using performance standards and Automatic Vehicle Location (AVL) software; results are published and posted internally as a part of monthly performance reports.

Finding:

Program	Minority/Non-Minority	OTP
Metro Express BRT	Minority	79%
SMA Fixed Routes	Minority	73%
	Non-Minority	73%
SMA Limited-Service Fixed Routes	Minority	71%
Metro Hopper	Minority	84%
	Non-Minority	74%
County Hopper	Minority	63%
	Non-Minority	77%
Commuter Services	Minority	86%

Overall, OTP across service programs reflects generally consistent service delivery, and no pattern of disparate impact on minority populations was identified. While some programs fall below the standard, this alone does not indicate a disparate impact, which is determined by differences between minority and non-minority populations.

For some service programs, a non-minority comparison is not applicable because those routes primarily serve minority populations.

- Metro Express BRT: Minority OTP is 79%, slightly below the standard; RTD is monitoring performance.
- SMA Fixed Routes: Minority OTP is 73%; RTD is monitoring performance.
- SMA Limited-Service Fixed Routes: Minority OTP is 71%. These routes operate during peak periods, which may affect schedule adherence; RTD is monitoring performance.
- Metro Hopper: Minority OTP is 84% and non-minority OTP is 74%; no disparate impact is identified.
- County Hopper: Minority OTP is 63% and non-minority OTP is 77%. This difference will continue to be monitored to assess whether it represents a consistent disparity.
- Commuter Services: Minority OTP is 86%, meeting the standard.

For programs operating below the standard, lower OTP appears to be consistently observed at the program level and is primarily attributable to operational factors such as traffic conditions, route length, and service design. RTD will continue to monitor performance and adjust, as needed, to support reliable and equitable service delivery.

Service Availability

Standard:

FTA Circular 4702.1B describes service availability as a general measure of the distribution of routes within a transit provider's service area. Service availability is a measurement of the distance a person must travel to gain access to transit service. The SMA covers approximately 84 square miles, and approximately 90% of the residents live in the SMA within 1/2 mile of an RTD fixed route. Mobility on-demand Van Go! services are available county-wide and provide an alternative for more rural portions of RTD's service area and areas that do not meet that standard.

Bus stops for deviated and regular fixed routes within the SMA are located approximately every 3/4-mile. Metro Express BRT bus stops are located approximately every 3/4-mile to 1 mile. Commuter bus stops are located at major transit centers or park and ride lots in San Joaquin County and at standard bus stops or transit centers in the Bay Area and Sacramento.

RTD Service Development Department staff examine each fixed route and Metro Express BRT corridor and locates bus stops based on ridership potential as determined by land use and connectivity. In other jurisdictions outside the City of Stockton or unincorporated San Joaquin County areas, RTD will consult with their respective public works departments regarding encroachment permits for bus stops.

Finding:

RTD evaluated service availability by measuring the percentage of minority and non-minority populations within one-half mile of fixed-route bus stops. For this analysis, the one-half-mile distance around bus stops defines the transit service area. Census tract data from the U.S. Census Bureau American Community Survey (ACS) 5-Year Estimates (2020–2024), Table B03002, was used to determine total, minority, and non-minority populations. Census tracts that fall within or intersect this one-half-mile service area were considered to have access to transit. The analysis shows that 76.6% of the minority population and 66.1% of the non-minority population are within one-half mile of service. The difference of 10.5% does not exceed RTD's 15% disparate impact threshold. Therefore, no disparate impact was identified. Mobility on-demand Van Go! service provides coverage in areas that are not within one-half mile of fixed-route bus stops.

Service Policies

FTA Circular 4702.1B requires fixed route transit providers to adopt system-wide policies for transit amenities and vehicle assignment to guard against discriminatory service design or operations policies that have disparate impacts.

Distribution of Transit Amenities

Installation of transit amenities along bus routes are based on the number of customer boardings at bus stops along the route. Specifics are explained for each amenity listed

below.

Seating/Benches, Shelters, Trash Receptacles, and Public Information Displays

RTD's amenities consist primarily of bus stop improvements such as bus stop signs, benches, shelters, and trash receptacles. When funding is available to purchase customer amenities, RTD benches and shelters have been and will continue to be installed at locations that demonstrate the highest ridership or address any special needs of residents within the service area.

Standard:

Minimum standards to receive the following customer amenities, clarified for purposes of this analysis, are listed below:

Standard Bus Shelter, including bench, trash receptacle, and public information display	• SMA – 50 or more daily boardings • Unincorporated County Areas – 20 or more daily boardings
Metro Express BRT Bus Shelter, including bench, trash receptacle, and public information display	• At least 50 daily boardings
Bus Bench	• SMA – 25-49 daily boardings, if following conditions are met: ○ Sufficient sidewalk width ○ Multiple routes using the stop ○ Trip generators ○ Bus stops with longer headways (e.g., 60-90 minutes) ○ Locations frequently used by elderly customers or customers with disabilities
Trash Receptacle	• Bus stops with a known trash condition
Pole Mounted Public Information Displays	• Every bus stop unless pole cannot accommodate displays (e.g., where sign is attached to wide light pole and there is no room to install a separate bus stop pole)

Exceptions to the above standards may be made based on the conditions of the infrastructure. For example, if a customer requests a bench, it cannot be installed without 48 inches of clear width for wheelchair accessibility.

RTD Intercity and County Hopper routes also serve bus shelters and bus benches in Lodi, Tracy, Lathrop, Escalon, and Manteca, which are placed and maintained by those jurisdictions. In limited cases, RTD may add bus shelters and bus benches if requested by these jurisdictions and if there is a benefit to an RTD fixed route.

Pole Mounted Public Information Displays

All bus stops have a standard RTD sign, with high visibility numbering and contact information for the Customer Information Center; it also includes information for RTD's

TextBus service, which provides immediate schedule information to customers with texting capability on their mobile devices.

Customer information is also provided through the use of Pole Mounted Public Information Displays (PMPIDs). RTD has installed 687 PMPIDs at bus stops along all fixed routes. PMPIDs are mounted frames that allow the installation of letter or legal-size notices. RTD uses PMPIDs to post rider notices and alerts, bus schedules, route maps, and promotional materials.

Finding:

Bus Stops with Standard Bus Shelter, Bus Stops with Metro Express BRT Bus Shelter, and Bus Stops with Bus Bench:

Of the bus stops with standard shelters, 78% are in minority areas and 23% in non-minority census tracts. For Metro Express BRT shelters, 73% are in minority areas and 27% in non-minority census tracts. These distributions are consistent with the systemwide minority population and do not indicate a disparate impact. Additionally, some stops meet the minimum boarding thresholds for shelter installation, while others below the threshold retain shelters, indicating that RTD is exceeding its minimum service standards. RTD will continue to monitor ridership and evaluate amenities to ensure consistency with adopted standards.

Bus Stops with Trash Receptacles:

Of the bus stops with trash receptacles, 83% are in minority census tracts and 17% in non-minority census tracts. This distribution is consistent with the systemwide minority population and does not indicate a disparate impact.

Bus Stops with Pole-Mounted Public Information Displays:

Of the bus stops with pole-mounted public information displays, 80% are in minority census tracts and 20% in non-minority census tracts. This distribution is consistent with the systemwide minority population and does not indicate a disparate impact.

Bus Stops with Standard Bus Shelter

Bus Stop Name	Minority Classification	Average Daily Boardings	Shelter?
DTC C&S MB EB	Minority	802.67	YES
DOWNTOWN TRANSIT CENTER B	Minority	658.48	YES
DOWNTOWN TRANSIT CENTER A	Minority	501.05	YES
DOWNTOWN TRANSIT CENTER C	Minority	267.62	YES
DOWNTOWN TRANSIT CENTER D	Minority	210.86	YES
MALL TRANSFER (SOUTH)	Minority	117.00	YES
MALL TRANSFER ARR (NORTH)	Minority	115.57	YES
PACIFIC AV & YOKUTS NB MB	Minority	61.14	YES
WEST LANE & MARCH LANE FS SB	Minority	33.10	YES
SJ CNTY HOSPITAL	Minority	33.05	YES

HAMMERTOWN @ KAISER ENT FS WB	Minority	24.10	YES
HAMMER LN & EL DORADO ST FS EB	Minority	22.29	YES
CALIFORNIA ST & MAGNOLIA ST FS/SB	Minority	18.81	YES
SAN JOAQUIN ST & FLORA ST NS/SB	Minority	14.29	YES
CALIFORNIA ST & WALNUT FS/SB	Minority	12.86	YES
CALIFORNIA ST & WALNUT NS NB	Minority	12.71	YES
8TH ST & SAN JOAQUIN NS/EB	Minority	12.19	YES
CALIFORNIA ST & VINE ST FS/SB	Minority	11.95	YES
PACIFIC AV & ROBINHOOD DR NS/NB	Minority	11.67	YES
EL DORADO & JAMESTOWN FS/SB	Minority	11.29	YES
HAMMERTOWN @ KAISER EB	Minority	8.57	YES
CALIFORNIA ST & VINE FS NB	Minority	8.48	YES
CALIFORNIA ST & FLORA ST FS/NB	Minority	5.62	YES
PACIFIC AV & SWAIN FS NB	Minority	5.19	YES
YOKUTS AVE & EL DORADO ST NS/EB	Minority	4.76	YES
VA CLINIC & MANTHEY RD	Minority	3.95	YES
CALIFORNIA ST & FLORA ST NS/SB	Minority	2.76	YES
YOKUTS & EL DORADO FS/WB	Minority	2.62	YES
8TH ST & SAN JOAQUIN FS/WB	Minority	1.33	YES
GRANT LINE & SKYLARK FS WB	Minority	0.05	YES
HAMMERTOWN & WEST LANE FS/EB	Minority	0.00	YES
LODI TRANSIT STATION NS WB	Non-Minority	49.05	YES
MANTECA TRANSIT CENTER	Non-Minority	35.38	YES
TRACY TRANSIT STATION	Non-Minority	34.86	YES
COUNTRY CLUB BLVD & FONTANA EB	Non-Minority	26.29	YES
KETTLEMAN & TIENDA FS SB	Non-Minority	15.43	YES
HAM & LODI FS SB	Non-Minority	3.48	YES
KETTLEMAN & HAM FS WB	Non-Minority	3.38	YES
EAST ST & HIGHLAND AVE SB/NS	Non-Minority	0.24	YES
EAST ST & TENTH STREET NS SB	Non-Minority	0.24	YES

Bus Stops with Metro Express BRT Bus Shelter

Bus Stop Name	Minority Classification	Average Daily Boardings	Express Bus Shelter?
DTC C&S MB EB	Minority	802.67	YES
UTS	Minority	268.00	YES
HAMMER LN & HOLMAN RD FS WB	Minority	170.81	YES
HAMMER LN & WEST LANE FS WB	Minority	107.90	YES
HAMMER LN & KATHLEEN DR FS EB	Minority	105.38	YES

FREMONT ST & EASTLAND PLAZA MB WB	Minority	77.67	YES
FREMONT ST & COMMERCE ST NS WB	Minority	63.33	YES
LINCOLN ST & WASHINGTON ST FS/NB	Minority	56.52	YES
AIRPORT WY & 8TH ST ARR FS NB	Minority	55.48	YES
MLK BLVD & FRENCH CAMP TURNPIKE NS EB	Minority	45.19	YES
HAMMER LN & KELLEY DR FS EB	Minority	43.36	YES
MINER AVE & AIRPORT WAY NS/EB	Minority	32.33	YES
MINER AVE & AIRPORT WAY FS WB	Minority	30.43	YES
HAMMER LN & HOLMAN RD FS/EB	Minority	24.19	YES
FREMONT ST & COMMERCE NS EB	Minority	24.14	YES
HAMMER LN & LORRAINE AVE NS WB	Minority	23.86	YES
HAMMER LN & EL DORADO ST FS WB	Minority	22.29	YES
FREMONT ST & FILBERT ST FS/WB	Minority	21.52	YES
HAMMER LN & EL DORADO ST FS EB	Minority	21.43	YES
MARIPOSA & FARMINGTON FS	Minority	21.38	YES
FREMONT ST & EASTLAND PLAZA MB/EB	Minority	16.95	YES
FREMONT ST & FILBERT ST FS/EB	Minority	15.29	YES
HAMMER LN & LORRAINE FS EB	Minority	12.62	YES
WEBER & CENTER FS/WB	Minority	12.29	YES
HAMMER LN & KELLEY DR FS WB	Minority	12.14	YES
8TH ST & B STREET FS EB	Minority	12.05	YES
AIRPORT WY & SONORA ST FS NB	Minority	12.05	YES
AIRPORT WY & SONORA ST FS SB	Minority	10.76	YES
MLK BLVD & SAN JOAQUIN FS EB	Minority	9.67	YES
AIRPORT WY & 8TH FS SB	Minority	6.29	YES
HAMMER LN & DON AV FS WB	Minority	5.67	YES
B & MLK BLVD FS SB	Minority	2.29	YES
AURORA ST & CHANNEL ST FS NB	Minority	2.10	YES
MLK BLVD & SAN JOAQUIN ST FS/WB	Minority	1.57	YES
MLK BLVD & B STREET FS W	Minority	1.00	YES
AURORA ST & WEBER AVE NS SB	Minority	0.10	YES
HAMMER TRANSFER STATION	Non-Minority	1195.67	YES
PACIFIC AV & YOKUTS AV SB	Non-Minority	297.14	YES
PACIFIC AV & YOKUTS FS NB	Non-Minority	186.48	YES
PACIFIC AV & BENJAMIN HOLT FS SB	Non-Minority	112.81	YES
PACIFIC AV & WALNUT ST FS NB	Non-Minority	69.81	YES

PACIFIC AV & WALNUT ST FS SB	Non-Minority	51.86	YES
MARINERS & HAMMER LANE ARR NS NB	Non-Minority	50.81	YES
PACIFIC AV & BENJAMIN HOLT FS NB	Non-Minority	43.09	YES
PACIFIC AV & KNOLES WY FS SB	Non-Minority	37.90	YES
PACIFIC AV & KNOLES WY FS NB	Non-Minority	31.81	YES
HAMMER LN & MEADOW AV FS EB	Non-Minority	26.67	YES
HAMMER LN & ALEXANDRIA PL FS EB	Non-Minority	16.57	YES
HAMMER LN & ALEXANDRIA FS WB	Non-Minority	5.71	YES

Bus Stops with Bus Bench

Bus Stop Name	Minority Classification	Average Daily Boardings	Bus Bench?
DOWNTOWN TRANSIT CENTER C&S MB EB	Minority	802.67	YES
DOWNTOWN TRANSIT CENTER B	Minority	658.48	YES
DOWNTOWN TRANSIT CENTER A	Minority	501.05	YES
PACIFIC AV & YOKUTS AV SB	Minority	297.14	YES
UNION TRANSFER STATION	Minority	268.00	YES
DOWNTOWN TRANSIT CENTER C	Minority	267.62	YES
DOWNTOWN TRANSIT CENTER WEBER AV	Minority	250.14	YES
DOWNTOWN TRANSIT CENTER D	Minority	210.86	YES
PACIFIC AV & YOKUTS FS NB	Minority	186.48	YES
HAMMER LN & HOLMAN RD FS WB	Minority	173.76	YES
MYRTLE ST & ORO AVE FS WB	Minority	165.76	YES
MALL TRANSFER (SOUTH)	Minority	117.00	YES
MALL TRANSFER (NORTH)	Minority	115.57	YES
HAMMER LN & WEST LANE FS WB	Minority	107.90	YES
HAMMER LN & KATHLEEN DR FS EB	Minority	105.38	YES
FREMONT ST & EASTLAND PLAZA MB WB	Minority	77.67	YES
PACIFIC AV & WALNUT ST FS NB	Minority	69.81	YES
FREMONT ST & COMMERCE ST NS/WB	Minority	63.33	YES
PERSHING AV & ROSE MARIE LN FS/SB	Minority	61.29	YES
PACIFIC AV & YOKUTS NB MB	Minority	61.14	YES
LINCOLN ST & WASHINGTON ST FS/NB	Minority	56.52	YES
AIRPORT WY & 8TH ST FS NB	Minority	55.48	YES
HOLMAN RD & WINDFLOWER FS NB	Minority	55.43	YES
PACIFIC AV & WALNUT ST FS SB	Minority	51.86	YES

MARINERS & HAMMER LANE NS NB	Minority	50.81	YES
PERSHING AV & BROOKSIDE RD FS/SB	Minority	50.24	YES
PERSHING AV & MARCH LANE FS SB	Minority	45.86	YES
MLK BLVD & FRENCH CAMP TURNPIKE NS EB	Minority	45.19	YES
HAMMER LN & KELLEY DR FS EB	Minority	43.33	YES
PACIFIC AV & MARCH FS/SB	Minority	34.90	YES
MINER AVE & AIRPORT WAY NS/EB	Minority	33.81	YES
WEST LANE & MARCH LANE FS SB	Minority	33.10	YES
SJ CNTY HOSPITAL	Minority	33.05	YES
WEST LANE & ENTERPRISE ST FS/SB	Minority	32.33	YES
ALPINE & SANGUINETTI LN FS WB	Minority	30.48	YES
MINER AVE & AIRPORT WAY FS WB	Minority	30.43	YES
LINCOLN ST & CHARTER FS SB	Minority	29.76	YES
MLK BLVD & FRENCH CAMP TRPK FSEB	Minority	25.95	YES
SCOTT CREEK & TRINITY PKWY FS WB	Minority	25.29	YES
LINCOLN ST & CHARTER FS NB	Minority	25.24	YES
HAMMER LN & HOLMAN RD FS/EB	Minority	24.19	YES
MAIN & FILBERT FS WB	Minority	24.19	YES
FREMONT ST & COMMERCE NS EB	Minority	24.14	YES
HAMMERTOWN @ KAISER ENT FS WB	Minority	24.10	YES
HAMMER LN & LORRAINE AVE NS WB	Minority	23.86	YES
HAMMER LN & EL DORADO ST FS WB	Minority	23.67	YES
HAMMER LN & EL DORADO ST FS EB	Minority	22.29	YES
FREMONT ST & FILBERT ST FS/WB	Minority	21.52	YES
MARIPOSA & FARMINGTON FS	Minority	21.38	YES
WEST LANE & MARCH LN FS/NB	Minority	21.00	YES
WEST LANE & ENTERPRISE ST NS/NB	Minority	20.62	YES
CALIFORNIA ST & MAGNOLIA ST FS/SB	Minority	18.81	YES
CAROLYN WESTON & MANTHEY FS/EB	Minority	16.95	YES
FREMONT ST & EASTLAND PLAZA MB/EB	Minority	16.95	YES
CALIFORNIA ST & MAGNOLIA ST FS/NB	Minority	16.05	YES
WILSON WY & ACACIA FS/SB	Minority	15.71	YES
FREMONT ST & FILBERT ST FS/EB	Minority	15.29	YES
WEST LANE & BIANCHI RD FS/SB	Minority	15.10	YES
SAN JOAQUIN ST & LAFAYETTE ST FS/NB	Minority	14.48	YES
SAN JOAQUIN ST & FLORA ST NS/SB	Minority	14.29	YES
PACIFIC AV & MARCH LN FS/NB	Minority	13.81	YES
FARMINGTON & MISSION VALLEY LN FSWB	Minority	13.29	YES

FRENCH CAMP TURNPIKE & MLK BLVD FS SB	Minority	13.24	YES
WEST LANE & HAMMER LANE FS SB	Minority	12.90	YES
CALIFORNIA ST & WALNUT FS/SB	Minority	12.86	YES
BIANCHI RD & HILLSBORO FS/WB	Minority	12.71	YES
CALIFORNIA ST & WALNUT NS NB	Minority	12.71	YES
CAROLYN WESTON & MANTHEY FS WB	Minority	12.62	YES
HAMMER LN & LORRAINE FS EB	Minority	12.62	YES
8TH ST & FRESNO AV NS/EB	Minority	12.48	YES
WEBER & CENTER FS/WB	Minority	12.29	YES
8TH ST & SAN JOAQUIN NS/EB	Minority	12.19	YES
HAMMER LN & KELLEY DR FS WB	Minority	12.14	YES
8TH ST & B STREET FS EB	Minority	12.05	YES
AIRPORT WY & SONORA ST FS NB	Minority	12.05	YES
CALIFORNIA ST & VINE ST FS/SB	Minority	11.95	YES
MAIN & FILBERT ST FS EB	Minority	11.76	YES
PACIFIC AV & ROBINHOOD DR NS/NB	Minority	11.67	YES
MANTHEY & 8TH NS NB	Minority	11.67	YES
8TH ST & NIGHTINGALE NS WB	Minority	11.48	YES
MATHEWS RD & CANILIS BLVD	Minority	11.43	YES
EL DORADO & JAMESTOWN FS/SB	Minority	11.29	YES
WEST LANE & BIANCHI FS NB	Minority	11.24	YES
WEST LANE & SWAIN RD FS FS/SB	Minority	10.95	YES
PERSHING AV & ROSE MARIE NS NB	Minority	10.90	YES
CARDINAL AV & ARDELLE AV NS SB	Minority	10.33	YES
MLK BLVD & SAN JOAQUIN FS EB	Minority	9.67	YES
ACACIA & STOCKTON FS WB	Minority	9.62	YES
ACACIA & LINCOLN FS WB	Minority	9.57	YES
THORNTON RD & WAGNER HEIGHTS RD NB	Minority	9.33	YES
WILSON WY & PARK (EASTLAND PLZ.) FS/NB	Minority	9.29	YES
SAN JOAQUIN ST & 4TH FS/ NB	Minority	9.29	YES
WEST LANE & ACCESS ST FS/SB	Minority	9.10	YES
PERSHING AV & VINE ST NS NB	Minority	9.05	YES
CALIFORNIA ST & SONOMA NS/SB	Minority	9.05	YES
MT DIABLO AV & RYDE AV FS EB	Minority	8.90	YES
8TH ST & NIGHTINGALE AV FS EB	Minority	8.67	YES
HAMMERTOWN @ KAISER EB	Minority	8.57	YES
CALIFORNIA ST & ELLIS STREET SB FS	Minority	8.48	YES
CALIFORNIA ST & VINE FS NB	Minority	8.48	YES

SAN JOAQUIN ST & HAZELTON FS/NB	Minority	8.00	YES
ACACIA & LINCOLN FS EB	Minority	7.95	YES
CAROLYN WESTON & KAY BRIDGES FS WB	Minority	7.81	YES
MARCH LN & PRECISSI LN NS/WB	Minority	7.43	YES
COSUMNES DR & TRINITY PKWY NS EB	Minority	7.38	YES
WILSON WY & OAK NS/SB	Minority	7.38	YES
8TH ST & LEVER BLVD FS/EB	Minority	7.38	YES
SAN JOAQUIN ST & OAK ST FS/NB	Minority	7.05	YES
SAN JOAQUIN ST & LAFAYETTE NS/SB	Minority	7.00	YES
HARLAN RD & LOUISE AV FS NB	Minority	6.90	YES
SANGUINETTI LN & WILSON WY NS/SB	Minority	6.76	YES
LEVER BLVD & 8TH ST FS/SB	Minority	6.71	YES
MARCH LN & PERSHING AV FS/EB	Minority	6.67	YES
MARCH LN & PACIFIC AV FS/WB	Minority	6.33	YES
AIRPORT WY & 8TH FS SB	Minority	6.29	YES
WEST LANE & SWAIN RD FS/NB	Minority	6.29	YES
SAN JOAQUIN ST & TAYLOR ST NS NB	Minority	6.29	YES
FARMINGTON & MADRID FS EB	Minority	5.90	YES
CAROLYN WESTON & ASO TARO CT FS SB	Minority	5.86	YES
PERSHING AV & ROSE FS SB	Minority	5.81	YES
HENRY LONG & MCCUEN FS EB	Minority	5.76	YES
HAMMER LN & DON AV FS WB	Minority	5.67	YES
CALIFORNIA ST & FLORA ST FS/NB	Minority	5.62	YES
CALIFORNIA ST & HAMPTON ST FS/SB	Minority	5.48	YES
LINCOLN ST & WEBER AVE FS SB	Minority	5.48	YES
MARKET & AIRPORT WAY FS EB	Minority	5.33	YES
FUNSTON AV & ORWOOD ST NS NB	Minority	5.14	YES
PACIFIC AV & BIANCHI RD NS/NB	Minority	5.14	YES
SAN JOAQUIN ST & 6TH NS/NB	Minority	5.00	YES
WILSON WY & ANDERSON NS NB	Minority	4.95	YES
LATHROP PARK AND RIDE	Minority	4.95	YES
MARCH LN & PERSHING AV FS/WB	Minority	4.86	YES
YOKUTS AVE & EL DORADO ST NS/EB	Minority	4.76	YES
SAN JOAQUIN ST & ANDERSON NS/NB	Minority	4.71	YES
WASHINGTON ST & THELMA FS EB	Minority	4.71	YES
FREMONT ST & MADISON ST NS/WB	Minority	4.62	YES
SAN JOAQUIN ST & HAZELTON NS/SB	Minority	4.62	YES
LEVER BLVD & COLORADO NS/SB	Minority	4.48	YES

SAN JOAQUIN ST & 2ND NS/NB	Minority	4.43	YES
WILSON WY & LINDSAY ST FS SB	Minority	4.14	YES
MLK BLVD & EL DORADO FS EB	Minority	3.95	YES
WILSON WY & ROOSEVELT ST NS/NB	Minority	3.95	YES
VA CLINIC & MANTHEY RD	Minority	3.95	YES
MOKELUMNE CIR & MELONES WY FS SB	Minority	3.90	YES
CAROLYN WESTON & GASWELL FS WB	Minority	3.86	YES
8TH ST & LAGUNA CIRCLE NS/EB	Minority	3.76	YES
EL DORADO & NINTH ST FS/NB	Minority	3.71	YES
EL DORADO & HAMMER LN FS NB	Minority	3.67	YES
CALIFORNIA ST & ARCADE ST FS/NB	Minority	3.67	YES
B ST & INDUSTRIAL FS SB	Minority	3.67	YES
PACIFIC AV & WEBERSTOWN ENT MB/NB	Minority	3.62	YES
ORO & HORNER NS NB	Minority	3.57	YES
8TH ST & POCK LANE FS EB	Minority	3.48	YES
SUTTER & FULTON NS/SB	Minority	3.43	YES
SAN JOAQUIN & MLK FS SB	Minority	3.43	YES
HOLMAN RD & E TELESTAR PL ARR FS NB	Minority	3.33	YES
CALIFORNIA ST & GEARY MB/NB	Minority	3.29	YES
CALIFORNIA ST & WYANDOTTE ST FS/NB	Minority	3.29	YES
SAN JOAQUIN ST & TAYLOR ST NS SB	Minority	3.14	YES
CALIFORNIA ST & WYANDOTTE ST FS/SB	Minority	3.05	YES
MINER AVE & WILSON NS EB	Minority	3.00	YES
RALPH & AIRPORT FS EB	Minority	2.95	YES
MAIN & LAFAYETTE FS WB	Minority	2.95	YES
KNICKERBOCKER & PALISADES FS EB	Minority	2.90	YES
BIANCHI RD & CLAREMONT AVE NS EB	Minority	2.86	YES
MAIN & DEL MAR FS WB	Minority	2.86	YES
WASHINGTON ST & CARDINAL NS EB	Minority	2.81	YES
CALIFORNIA ST & FLORA ST NS/SB	Minority	2.76	YES
SAN JOAQUIN ST & MARKET ST FS/SB	Minority	2.76	YES
MARCH LN & VENETIAN DR FS/WB	Minority	2.67	YES
ORO & MAIN FS NB	Minority	2.67	YES
MLK BLVD & EL DORADO ST NS/WB	Minority	2.62	YES
YOKUTS & EL DORADO FS/WB	Minority	2.62	YES
FREMONT ST & COMMERCE ST FS/EB	Minority	2.62	YES
MOKELUMNE CIR & HAVENCREST CT FS SB	Minority	2.57	YES
SAN JOAQUIN ST & WEBER AV FS/SB	Minority	2.57	YES

CAROLYN WESTON & MONET DRIVE FS SB	Minority	2.48	YES
B & MLK BLVD FS SB	Minority	2.29	YES
INGLEWOOD AV & GLENDORA AV FS/NB	Minority	2.19	YES
HAMMER LN & TAM O`SHANTER FS WB	Minority	2.19	YES
STANISLAUS & MINER NS/NB	Minority	2.14	YES
EL DORADO & 9TH NS/SB	Minority	2.14	YES
ROBINHOOD DR & PACIFIC ARR FS EB	Minority	2.05	YES
WILSON WY & MARKET FS NB	Minority	1.95	YES
MAIN & GOLDEN GATE FS EB	Minority	1.95	YES
SAN JOAQUIN ST & PARK ST FS SB	Minority	1.86	YES
WILSON WY & LINDSAY NS NB	Minority	1.81	YES
STANISLAUS & WEBER FS SB	Minority	1.76	YES
MLK BLVD & SAN JOAQUIN ST FS/WB	Minority	1.57	YES
WILSON WY & POPLAR ST NS/NB	Minority	1.57	YES
MAIN & LAUREL NS EB	Minority	1.57	YES
CENTER ST & ACACIA FS SB	Minority	1.52	YES
HOLMAN RD & WAKEMAN DR FS/SB	Minority	1.52	YES
WEST LANE & ATCHENSON ST FS/NB	Minority	1.48	YES
MARCH LN & WEBER RANCH PKWY FS EB	Minority	1.43	YES
8TH ST & SAN JOAQUIN FS/WB	Minority	1.33	YES
WILSON WY & MAIN FS SB	Minority	1.24	YES
PERSHING AV & MARCO POLO FS SB	Minority	1.24	YES
MLK BLVD & CALIFORNIA ST NS WB	Minority	1.19	YES
MOKELUMNE CIR & HENNESSEY DR FS SB	Minority	1.14	YES
WILSON WY & HARDING WY FS NB	Minority	1.14	YES
SAN JOAQUIN ST & JACKSON FS/SB	Minority	1.10	YES
WEBER & STANISLAUS FS/WB	Minority	0.90	YES
EL DORADO & 4554 EL DORADO MB/NB	Minority	0.86	YES
MARCH LN & BIANCHI RD FS/EB	Minority	0.76	YES
MARCH LN & FRED RUSSO FS WB	Minority	0.76	YES
11TH ST & D ST FS EB	Minority	0.76	YES
AIRPORT WY & HARDING WY NS/NB	Minority	0.71	YES
HAMMER LN & TAM O SHANTER FS EB	Minority	0.67	YES
8TH ST & B STREET FS WB	Minority	0.67	YES
FREMONT ST & VAN BUREN NS WB	Minority	0.62	YES
CAROLYN WESTON & GENERAL MUELLER WB	Minority	0.62	YES
HAMMER LN & MONTAUBAN FS EB	Minority	0.62	YES
HAMMER LN & WEST LANE FRTG FS EB	Minority	0.57	YES

CAROLYN WESTON & E.W.S. WOODS FS WB	Minority	0.52	YES
WILSON WY & ANDERSON FS SB	Minority	0.52	YES
WILSON WY & JACKSON ST FS SB	Minority	0.52	YES
MARCH LN & FRED RUSSO FS EB	Minority	0.48	YES
SAN JOAQUIN ST & 6TH NS/SB	Minority	0.43	YES
WILSON WY & LAFAYETTE NS SB	Minority	0.33	YES
HARDING WY & HIAWATHA ST FS/WB	Minority	0.33	YES
STANISLAUS & MINER AV FS SB	Minority	0.29	YES
CENTER ST & FLORA SB NS	Minority	0.29	YES
MANTECA WAL-MART	Minority	0.29	YES
8TH ST & CAPITOLA CIRCLE ENT FS/WB	Minority	0.24	YES
KNICKERBOCKER & WEST LANE FS EB	Minority	0.19	YES
CENTER ST & FREMONT NS SB	Minority	0.19	YES
STANISLAUS & JACKSON FS SB	Minority	0.14	YES
CAROLYN WESTON & MCDUGALD FS WB	Minority	0.14	YES
AURORA ST & WEBER AVE NS SB	Minority	0.10	YES
HARDING WY & FUNSTON AVE FS/WB	Minority	0.10	YES
TAM O SHANTER DR & HAMMERTOWN FS/SB	Minority	0.05	YES
WEST LANE & HAMMER LANE FS NB	Minority	1.50	YES
MOKELUMNE CIR & PASADENA FS SB	Minority	0.00	YES
PARK ST & AURORA ST NS WB	Minority	0.00	YES
HAMMER TRANSFER STATION	Non-Minority	1195.67	YES
PACIFIC AV & BENJAMIN HOLT FS SB	Non-Minority	112.81	YES
LODI TRANSIT STATION NS WB	Non-Minority	49.05	YES
PACIFIC AV & BENJAMIN HOLT FS NB	Non-Minority	43.10	YES
PACIFIC AV & KNOLES WY FS/SB	Non-Minority	37.90	YES
MANTECA TRANSIT CENTER	Non-Minority	35.38	YES
TRACY TRANSIT CENTER	Non-Minority	34.86	YES
PACIFIC AV & KNOLES WY FS/NB	Non-Minority	31.81	YES
HAMMER LN & MEADOW AV FS EB	Non-Minority	26.67	YES
COUNTRY CLUB BLVD & FONTANA EB	Non-Minority	26.29	YES
DAVINCI DR & MARCH NS NB	Non-Minority	22.52	YES
HAMMER LN & ALEXANDRIA PL FS EB	Non-Minority	16.57	YES
KETTLEMAN & TIENDA FS SB	Non-Minority	15.43	YES
THORNTON RD & WHISTLER WY FS SB	Non-Minority	14.95	YES
PERSHING AV & ALPINE NSSB	Non-Minority	13.67	YES
HUTCHINS ST & CENTURY BLVD FS SB	Non-Minority	10.10	YES
EAST ST & GRANT LINE RD NS NB	Non-Minority	8.67	YES

THORNTON RD & A.G. SPANOS BLVD FS/SB	Non-Minority	7.52	YES
PERSHING AV & COUNTRY CLUB FS SB	Non-Minority	6.57	YES
PERSHING AV & LARRY HELLER FS NB	Non-Minority	6.38	YES
HAMMER LN & ALEXANDRIA FS WB	Non-Minority	5.71	YES
WILCOX & WATERLOO NS NB	Non-Minority	4.76	YES
COUNTRY CLUB BLVD & PLYMOUTH RD EB	Non-Minority	4.62	YES
PACIFIC AV & LONGVIEW AV FS/SB	Non-Minority	4.52	YES
MAIN & LOUISE NS NB	Non-Minority	4.19	YES
DAVIS RD & LARAMIE DR NS/SB	Non-Minority	4.00	YES
QUAIL LAKES DR & MARCH LN FS/NB	Non-Minority	3.86	YES
THORNTON RD & WHISTLER FS NB	Non-Minority	3.71	YES
HAM & LODI FS SB	Non-Minority	3.48	YES
KETTLEMAN & HAM FS WB	Non-Minority	3.38	YES
DAVIS RD & CHAPARRAL WY FS/SB	Non-Minority	2.76	YES
EAST ST & 10TH ST FS NB	Non-Minority	1.95	YES
KETTLEMAN & TIENDA FS NB	Non-Minority	1.71	YES
COUNTRY CLUB BLVD & PLYMOUTH RD WB	Non-Minority	1.67	YES
PACIFIC AV & LINCOLN ROAD FS SB	Non-Minority	1.43	YES
MARCH LN & DEER PARK DR NS/WB	Non-Minority	1.38	YES
ROSEMARIE LN & VENEZIA BLVD FS/WB	Non-Minority	1.33	YES
ROBINHOOD DR & PERSHING AV NS WB	Non-Minority	1.19	YES
MARCH LN & QUAIL LAKES PLAZA NS/WB	Non-Minority	1.19	YES
EAST ST & CARLTON FS NB	Non-Minority	1.00	YES
EAST ST & GRANT LINE FS SB	Non-Minority	0.71	YES
MAIN & LOUISE FS SB	Non-Minority	0.43	YES
ROSEMARIE LN & ANGELICO CIR FS/WB	Non-Minority	0.38	YES
ROSEMARIE LN & LORENZO LN NS/WB	Non-Minority	0.33	YES
A.G. SPANOS BLVD & BANYON DR FS SB	Non-Minority	0.24	YES
HAM & LODI NS NB	Non-Minority	0.24	YES
EAST ST & TENTH STREET NS SB	Non-Minority	0.24	YES
HAM & KETTLEMAN FS NB	Non-Minority	0.05	YES
EAST ST & CARLTON FS SB	Non-Minority	0.00	YES

Bus Stops with Trash Receptacles

Bus Stop Name	Minority Classification	Average Daily Boardings	Trash Receptacles?
DTC C&S MB EB	Minority	802.67	YES
DOWNTOWN TRANSIT CENTER DEP B	Minority	658.48	YES
DOWNTOWN TRANSIT CENTER DEP A	Minority	501.05	YES
PACIFIC AV & YOKUTS AV SB	Minority	297.14	YES
UNION TRANSFER STATION	Minority	268.00	YES
DOWNTOWN TRANSIT CENTER DEP C	Minority	267.62	YES
DOWNTOWN TRANSIT CENTER WEBER AV	Minority	250.14	YES
DOWNTOWN TRANSIT CENTER DEP D	Minority	210.86	YES
PACIFIC AV & YOKUTS FS NB	Minority	186.48	YES
HAMMER LN & HOLMAN RD FS WB	Minority	173.76	YES
MALL TRANSFER (SOUTH)	Minority	117.00	YES
MALL TRANSFER (NORTH)	Minority	115.57	YES
HAMMER LN & WEST LANE FS WB	Minority	107.90	YES
HAMMER LN & KATHLEEN DR FS EB	Minority	105.38	YES
FREMONT ST & EASTLAND PLAZA MB WB	Minority	77.67	YES
PACIFIC AV & WALNUT ST FS NB	Minority	69.81	YES
FREMONT ST & COMMERCE ST NS/WB	Minority	63.33	YES
PACIFIC AV & YOKUTS NB MB	Minority	61.14	YES
AIRPORT WY & 8TH ST FS NB	Minority	55.48	YES
HOLMAN RD & WINDFLOWER FS NB	Minority	55.43	YES
PACIFIC AV & WALNUT ST FS SB	Minority	51.86	YES
MARINERS & HAMMER LANE NS NB	Minority	50.81	YES
PERSHING AV & MARCH LANE FS SB	Minority	45.86	YES
MLK BLVD & FRENCH CAMP TURNPIKE NS EB	Minority	45.19	YES
HAMMER LN & KELLEY DR FS EB	Minority	43.33	YES
MINER AVE & AIRPORT WAY NS/EB	Minority	33.81	YES
SJ CNTY HOSPITAL	Minority	33.05	YES
HAMMER LN & HOLMAN RD FS/EB	Minority	24.19	YES
FREMONT ST & COMMERCE NS EB	Minority	24.14	YES
HAMMER LN & LORRAINE AVE NS WB	Minority	23.86	YES
HAMMER LN & EL DORADO ST FS WB	Minority	23.67	YES
HAMMER LN & EL DORADO ST FS EB	Minority	22.29	YES
FREMONT ST & FILBERT ST FS/WB	Minority	21.52	YES
WEST LANE & MARCH LN FS/NB	Minority	21.00	YES
FREMONT ST & EASTLAND PLAZA MB/EB	Minority	16.95	YES

FREMONT ST & FILBERT ST FS/EB	Minority	15.29	YES
SAN JOAQUIN ST & FLORA ST NS/SB	Minority	14.29	YES
CALIFORNIA ST & WALNUT NS NB	Minority	12.71	YES
HAMMER LN & LORRAINE FS EB	Minority	12.62	YES
WEBER & CENTER FS/WB	Minority	12.29	YES
8TH ST & B STREET FS EB	Minority	12.05	YES
PACIFIC AV & ROBINHOOD DR NS/NB	Minority	11.67	YES
ACACIA & STOCKTON FS WB	Minority	9.62	YES
ACACIA & LINCOLN FS WB	Minority	9.57	YES
PERSHING AV & VINE ST NS NB	Minority	9.05	YES
MT DIABLO AV & RYDE AV FS EB	Minority	8.90	YES
CALIFORNIA ST & VINE FS NB	Minority	8.48	YES
ACACIA & LINCOLN FS EB	Minority	7.95	YES
SAN JOAQUIN ST & OAK ST FS/NB	Minority	7.05	YES
MARCH LN & PACIFIC AV FS/WB	Minority	6.33	YES
MARCH LN & PERSHING AV FS/WB	Minority	4.86	YES
YOKUTS AVE & EL DORADO ST NS/EB	Minority	4.76	YES
8TH ST & POCK LANE FS EB	Minority	3.48	YES
YOKUTS & EL DORADO FS/WB	Minority	2.62	YES
ROBINHOOD DR & PACIFIC ARR FS EB	Minority	2.05	YES
WILSON WY & MARKET FS NB	Minority	1.95	YES
WILSON WY & LINDSAY NS NB	Minority	1.81	YES
HAMMER LN & TAM O SHANTER FS EB	Minority	0.67	YES
HAMMER TRANSFER STATION	Non-Minority	1195.67	YES
PACIFIC AV & BENJAMIN HOLT FS SB	Non-Minority	112.81	YES
LODI TRANSIT STATION NS WB	Non-Minority	49.05	YES
PACIFIC AV & BENJAMIN HOLT FS NB	Non-Minority	43.10	YES
PACIFIC AV & KNOLES WY FS/SB	Non-Minority	37.90	YES
MANTECA TRANSIT CENTER	Non-Minority	35.38	YES
TRACY TRANSIT CENTER	Non-Minority	34.86	YES
PACIFIC AV & KNOLES WY FS/NB	Non-Minority	31.81	YES
COUNTRY CLUB BLVD & FONTANA EB	Non-Minority	26.29	YES
KETTLEMAN & TIENDA FS SB	Non-Minority	15.43	YES
PERSHING AV & ALPINE NSSB	Non-Minority	13.67	YES
PERSHING AV & COUNTRY CLUB FS SB	Non-Minority	6.57	YES
PERSHING AV & LARRY HELLER FS NB	Non-Minority	6.38	YES
HAM & LODI FS SB	Non-Minority	3.48	YES
ROBINHOOD DR & PERSHING AV NS WB	Non-Minority	1.19	YES

HAM & LODI NS NB	Non-Minority	0.24	YES
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Vehicle Assignment

Standard:

FTA Circular 4702.1B states that vehicle assignment refers to the process by which transit vehicles are placed into service in depots and on routes throughout the transit provider's system. As a practice, RTD's vehicle assignments are made based on demand and service type. Bus assignments may take into account the narrow streets of a route which requires tight turns, infrastructure for electric buses, and the overall length of the route. Given RTD's strict standards with respect to maintenance, age does not serve as a viable proxy for diminished quality.

All vehicles assigned to RTC support the SMA and Metro Express BRT fixed routes. All vehicles assigned to CTC support fixed and deviated routes operating outside of the SMA and Metro Hopper routes operating within the SMA, Commuter Service to the Bay Area and Sacramento, and mobility on-demand service Van Go!

All of RTD's fixed-route, BRT, and deviated fixed-route buses are equipped with wheelchair lifts or ramps and can accommodate up to two wheelchairs. The fleet is comprised of 60', 40', 35', 26', and 21' (Van Go!) vehicles. Bus assignments take into account the operating characteristics of buses of various lengths, which are matched to the operating characteristics of the route. Local routes with lower ridership may be assigned 35' or 26' vehicles rather than the 40' vehicles. Some routes requiring tight turns on narrow streets are operated with smaller vehicles rather than 40' vehicles. Some routes have electric station infrastructure for use of electric buses. The infrastructure is placed equally throughout the SMA. RTD uses electric, gasoline, or diesel hybrid vehicles.

All of RTD's Commuter fixed-route buses are equipped with wheelchair lifts or ramps and can accommodate up to two wheelchairs. The fleet is comprised of five (5) 45' diesel powered over the road type vehicles and twelve (12) 40' diesel electric powered over the road vehicles, with high-back, reclining seats, and are assigned to RTD's Commuter fixed routes which travel long distances.

Finding:

Approximately 70.8% of census tracts within the City of Stockton are classified as minority tracts based on RTD's systemwide minority threshold. A substantial portion of RTD's fixed routes operate within, through, or connect to these areas. As a result, the assignment and age of vehicles are distributed across areas with higher minority populations, and no disparate impact was identified.

Vehicle assignments are tracked in database in the Operations and Maintenance Department using EAM and Trapeze.

All vehicles assigned to RTC support the SMA and Metro Express BRT fixed routes. All vehicles assigned to CTC support fixed and deviated routes operating outside of the SMA, Metro Hopper routes operating within the SMA, and Mobility on-Demand (Van Go!) service. Each facility has



buses equally balanced in regard to the age of the fleet to ensure an equitable replacement of vehicles. The current year span of RTD's fleet ranges from 2009 to 2025. The oldest vehicle at CTC is from 2009 (a County Hopper), and the oldest vehicle at RTC is from 2011 (a Metro BRT). The newest vehicle at RTC is from 2025 (Metro BRT/SMA), and the newest vehicle at CTC is a 2025 bus (County Hopper).



Appendix G:

Demographic and Service Profile

Demographic and Service Profile

Figure G-1: Minority Population of San Joaquin County

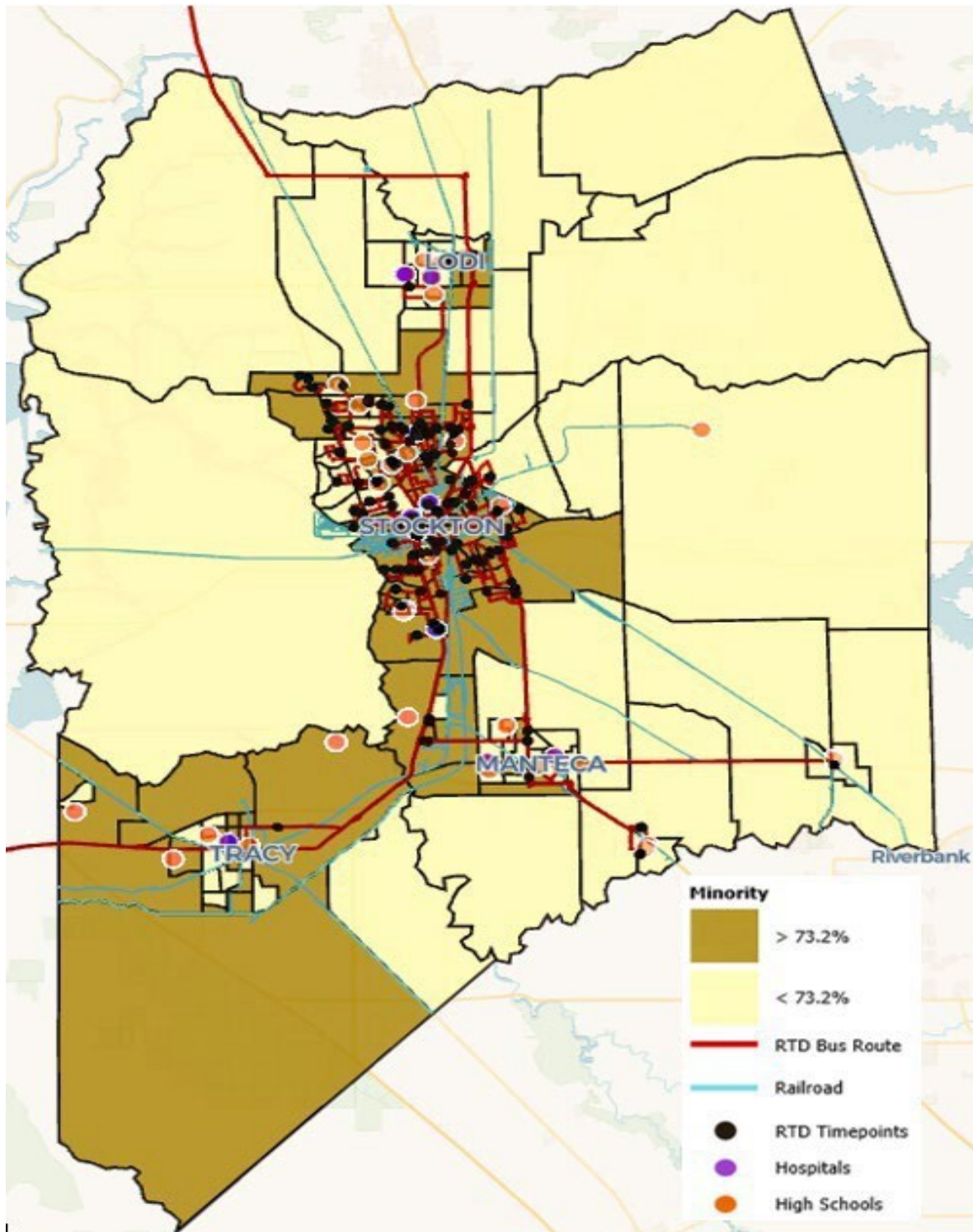


Figure G-2: Minority Population of Stockton

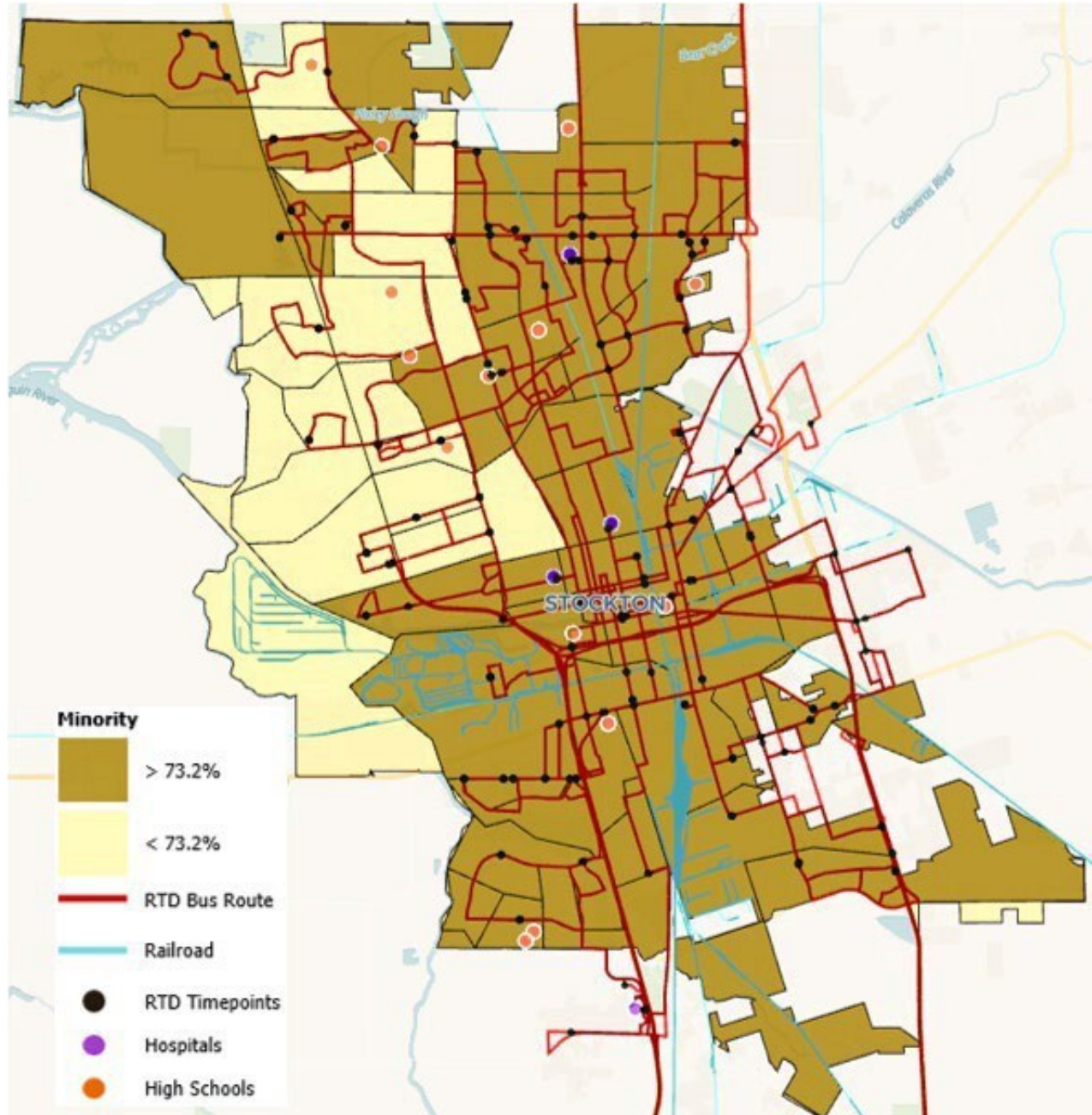


Figure G-3: Minority Population of Lodi

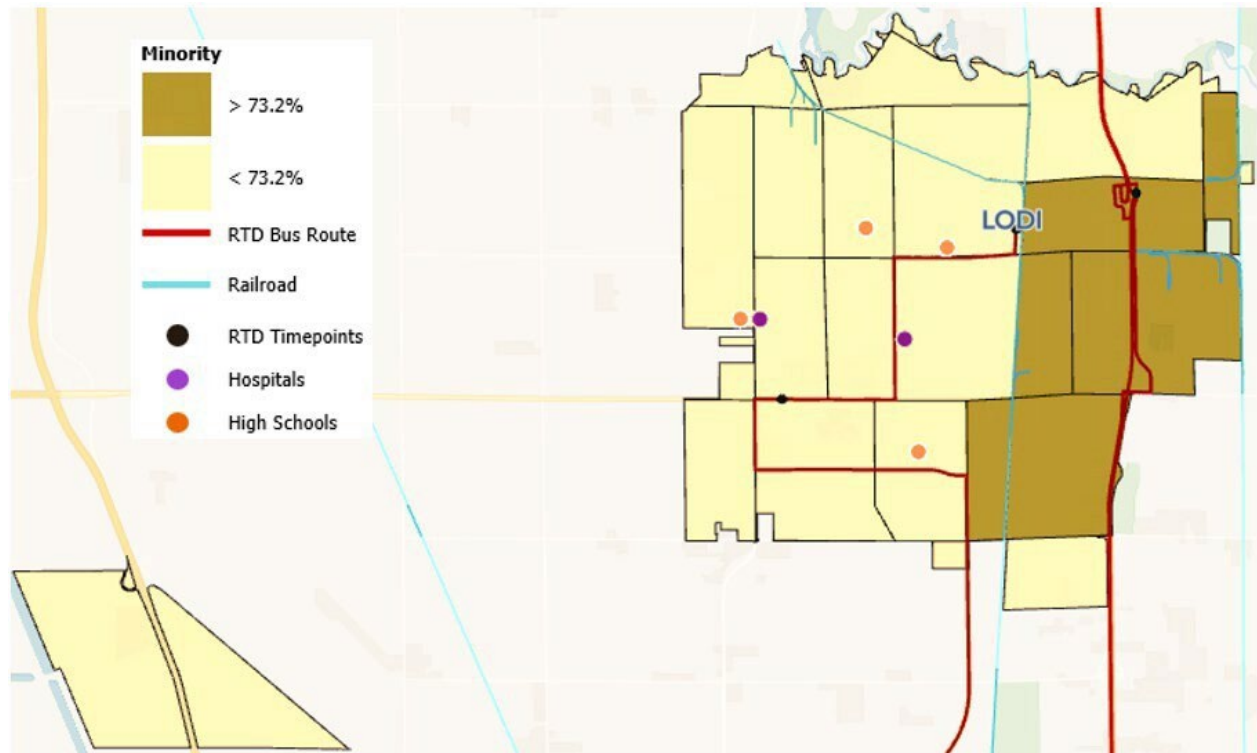


Figure G-4: Minority Population of Lathrop

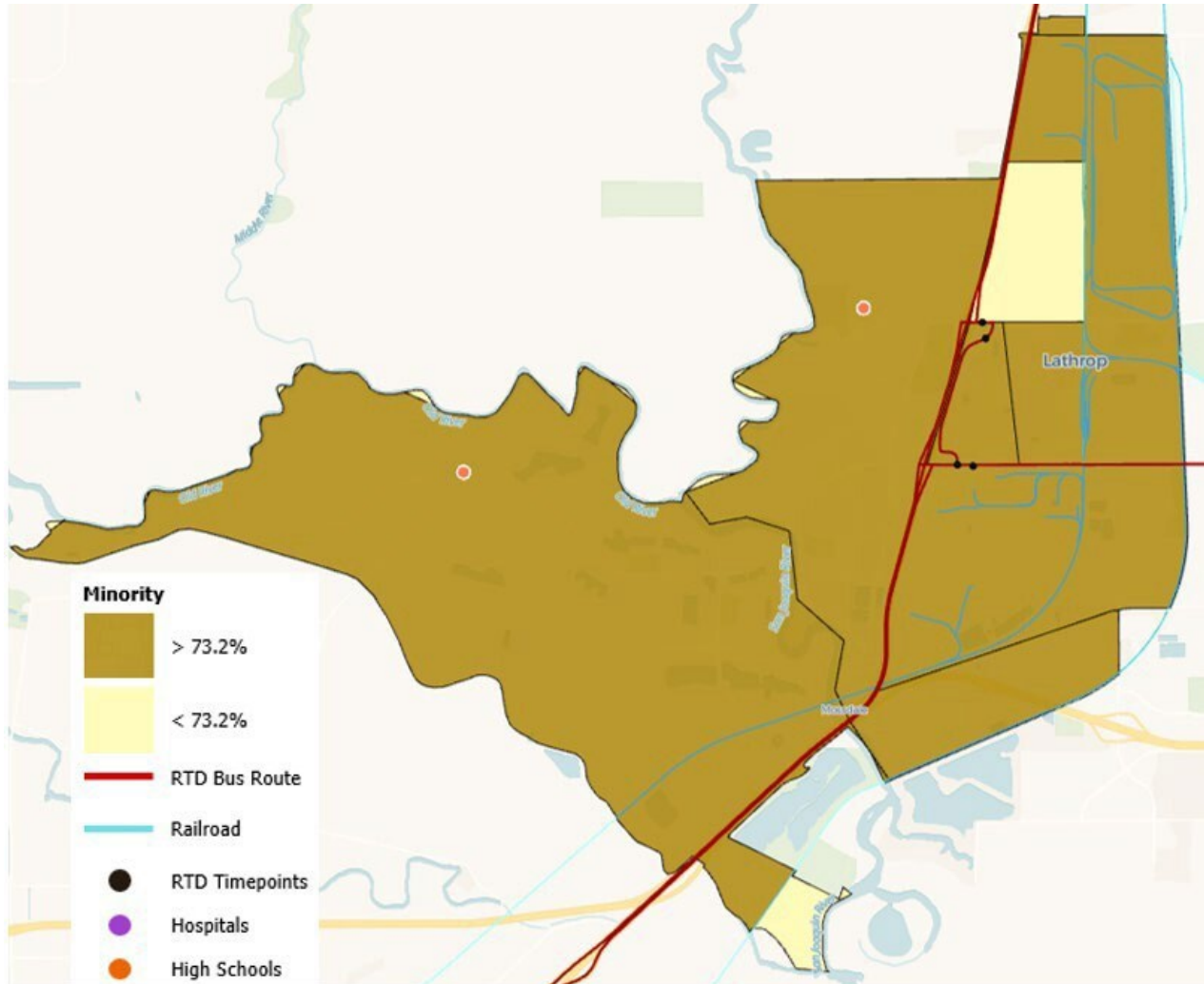


Figure G-5: Minority Population of Manteca

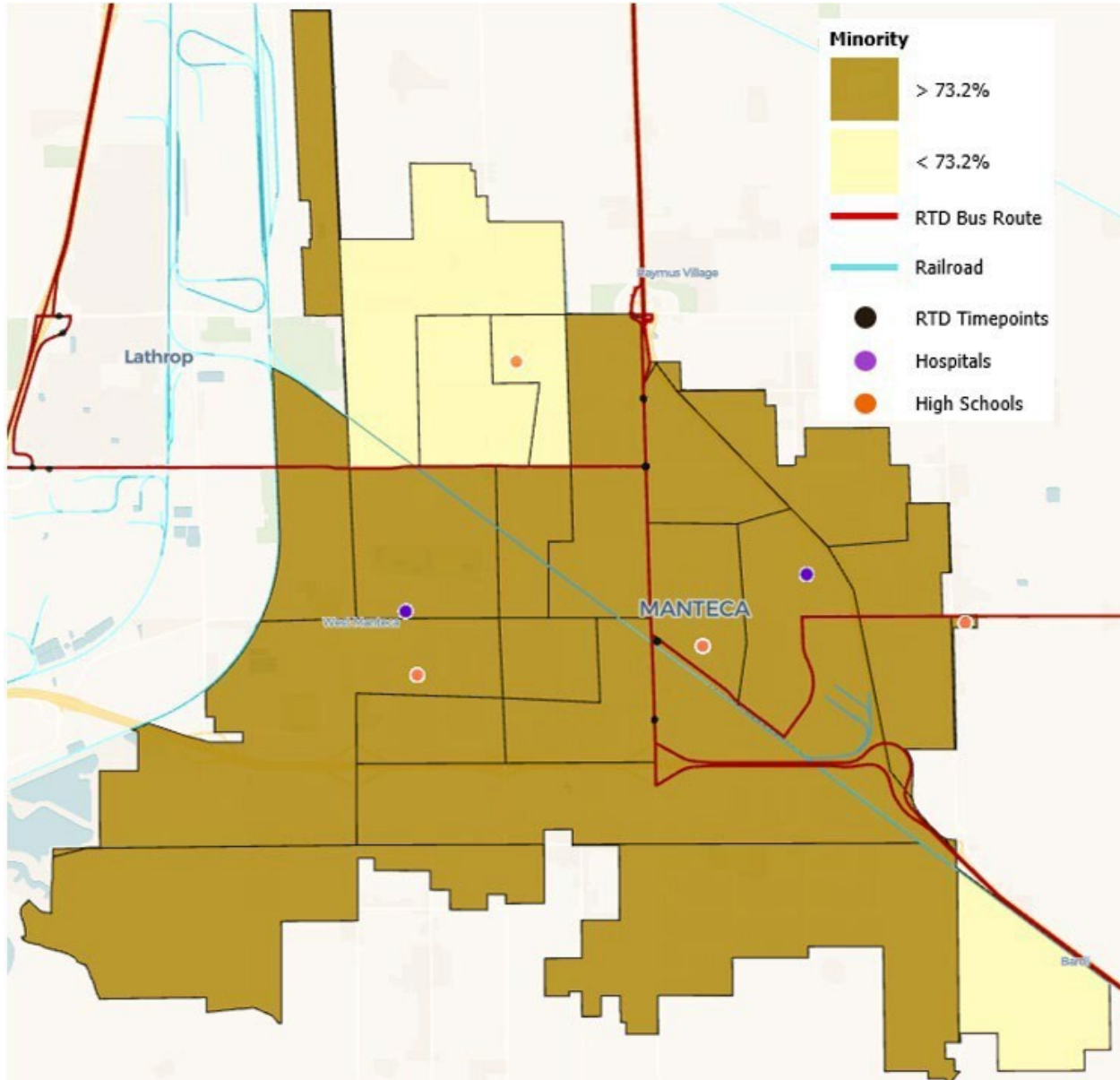


Figure G-6: Minority Population of Tracy

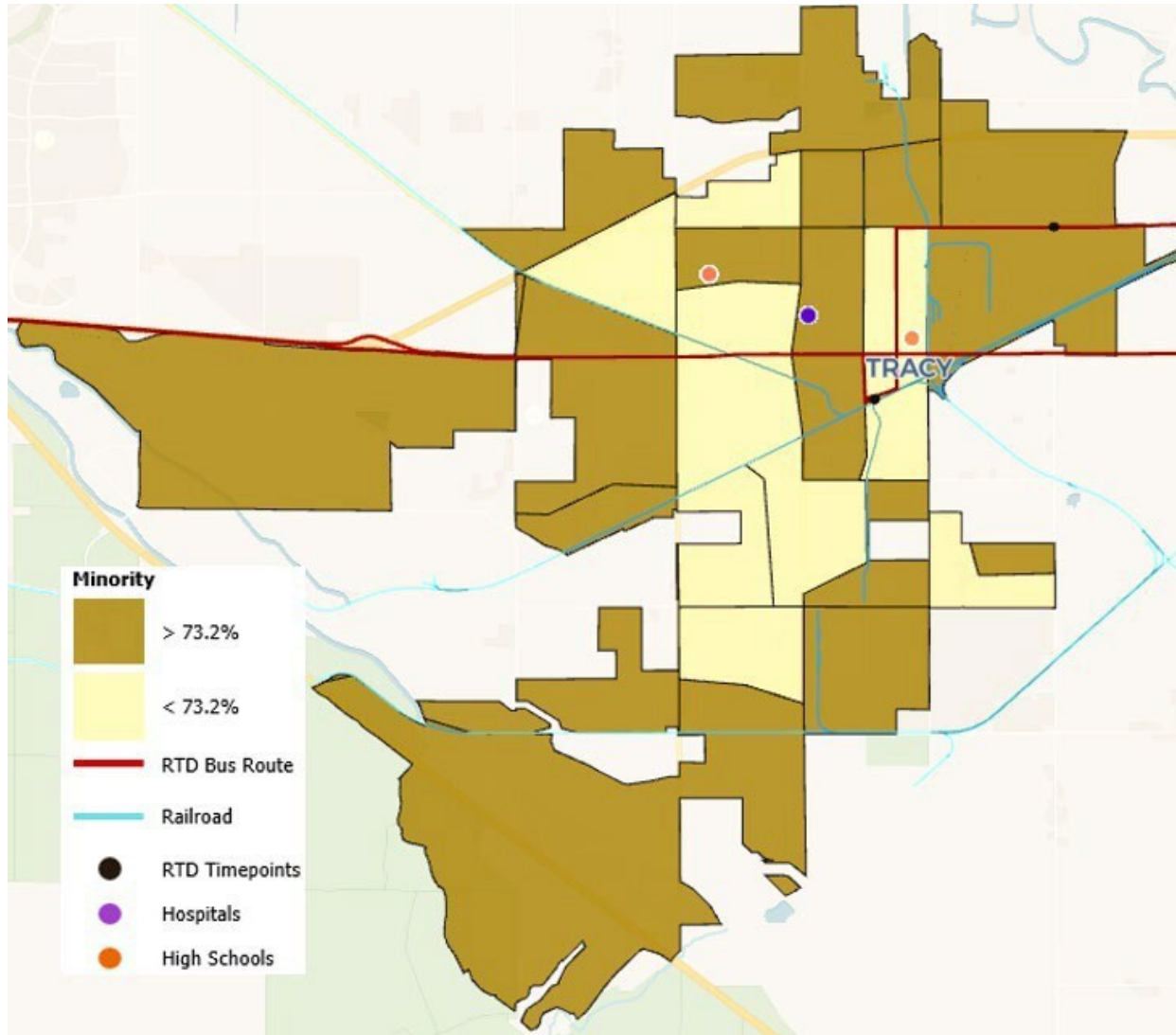


Figure G-7: Minority Population of Escalon

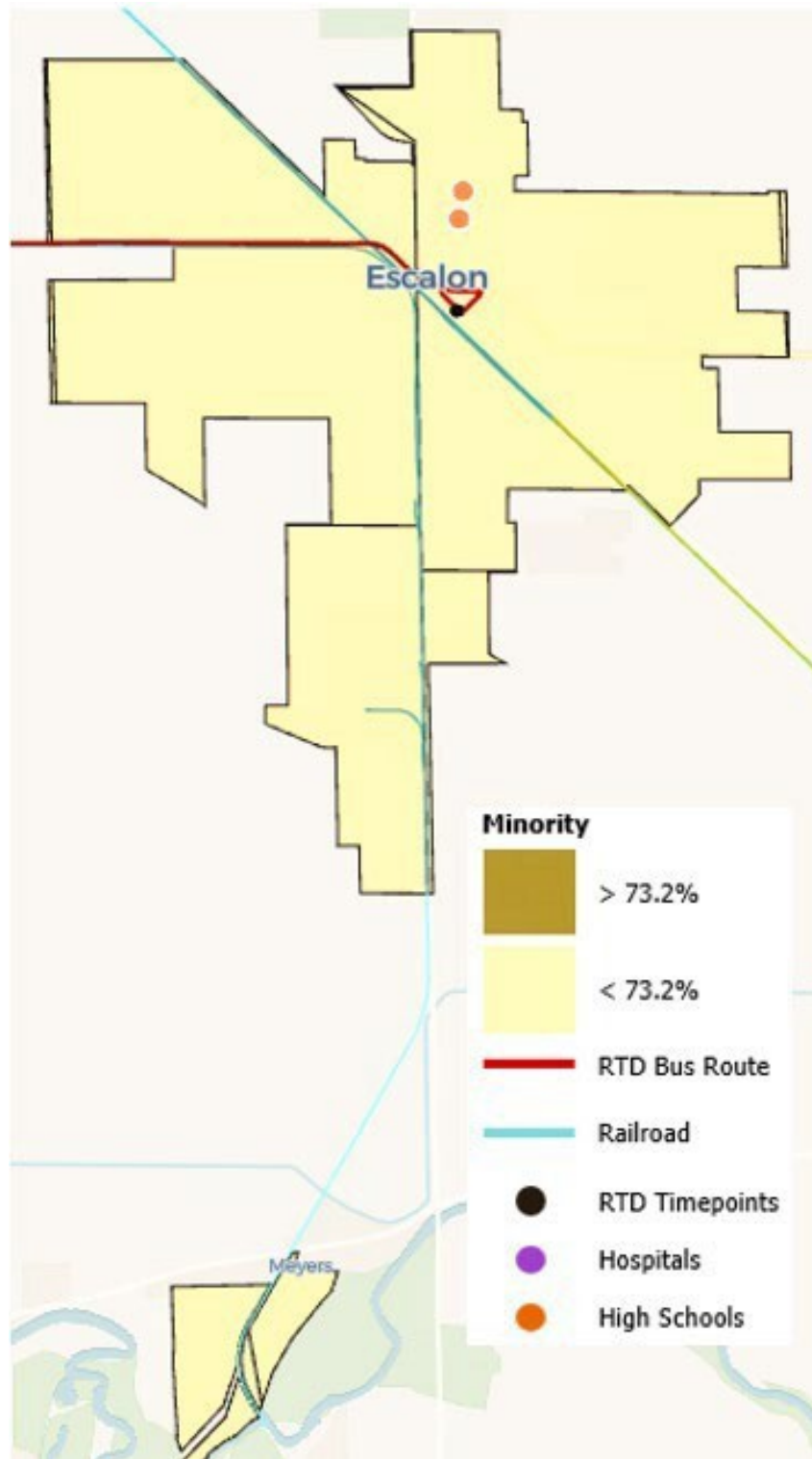


Figure G-8: Minority Population of Ripon

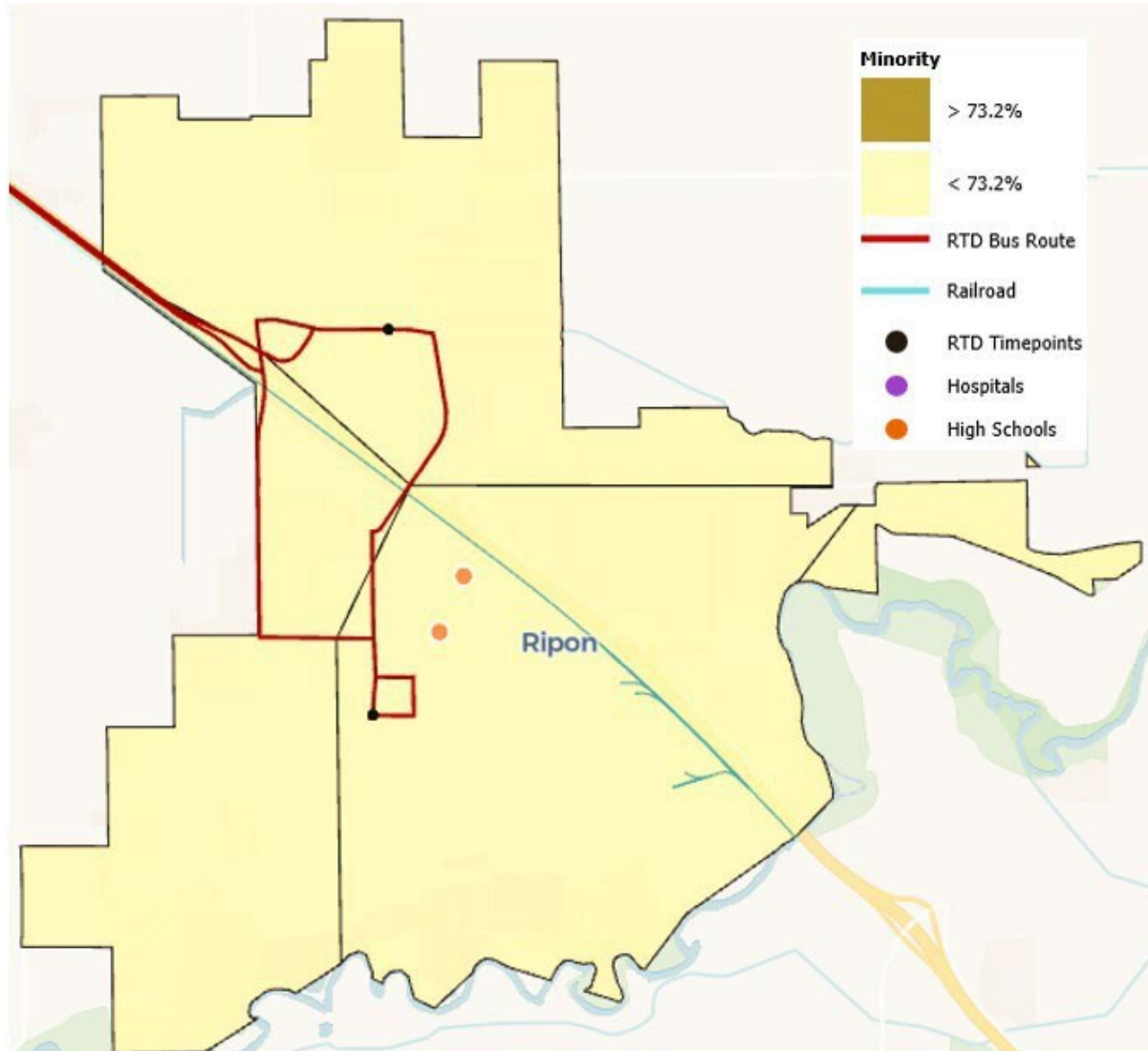


Figure G-9: Low-Income Population of San Joaquin County

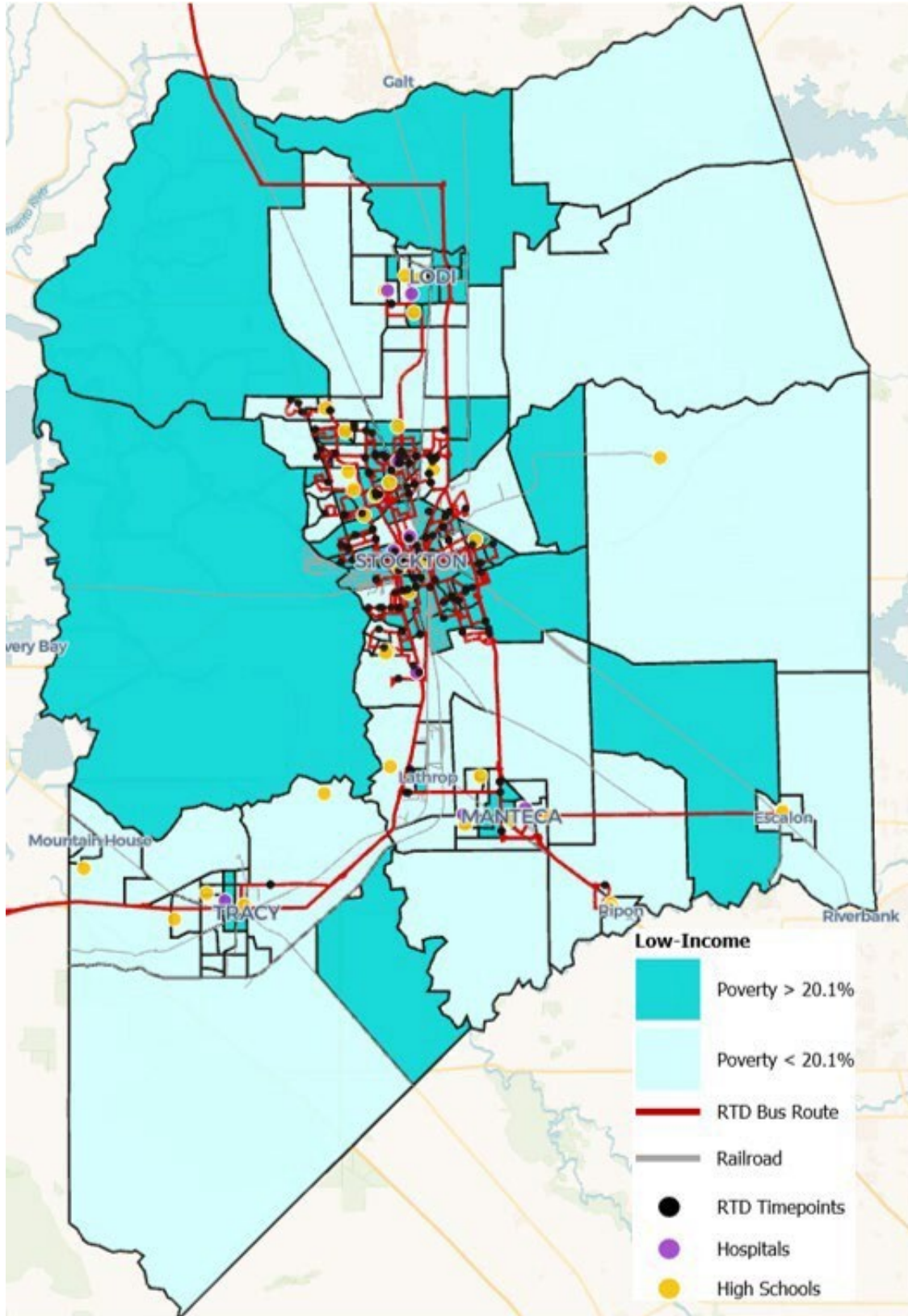


Figure G-10: Low-Income Population of Stockton

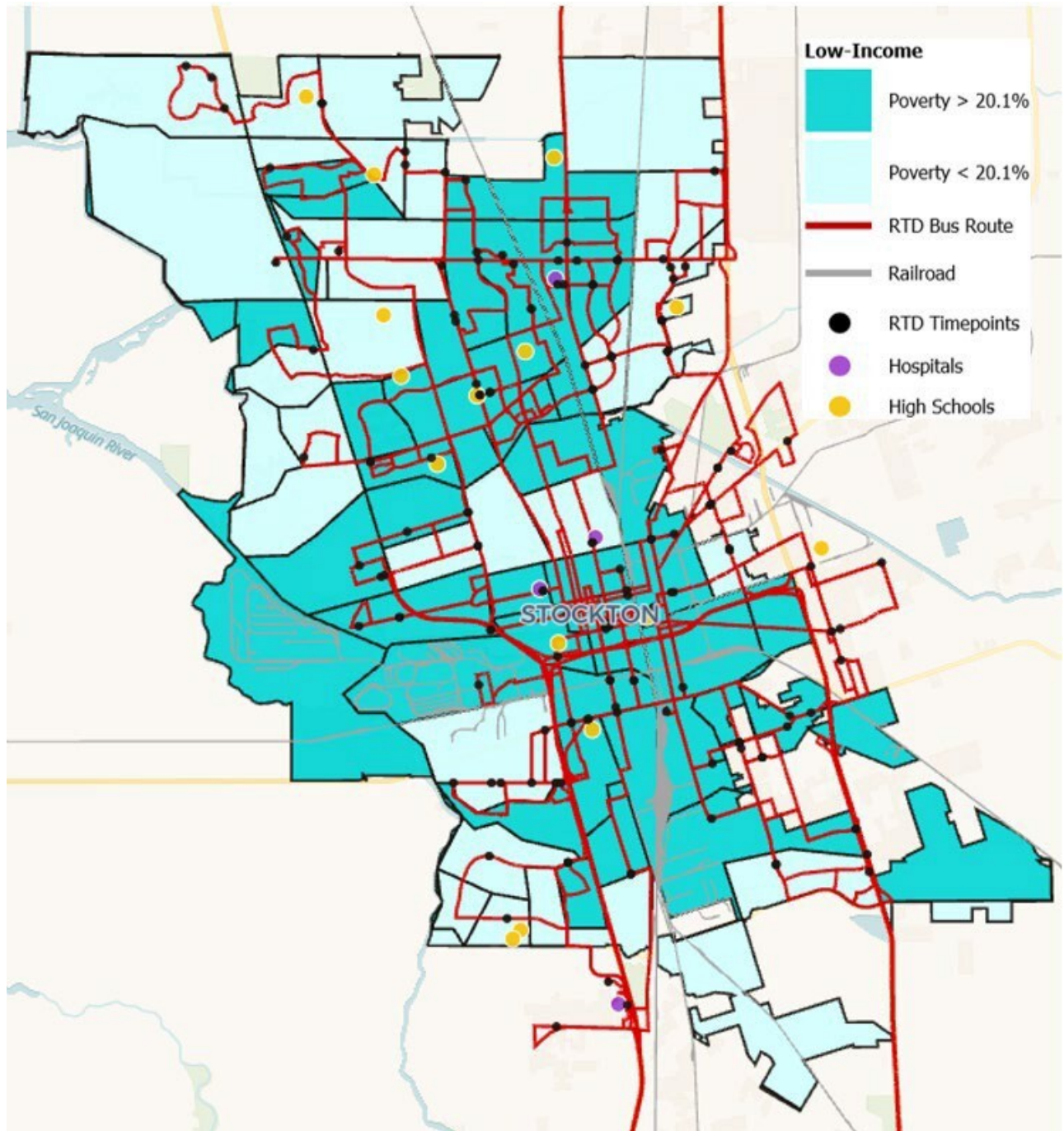


Figure G-11: Low-Income Population of Lodi

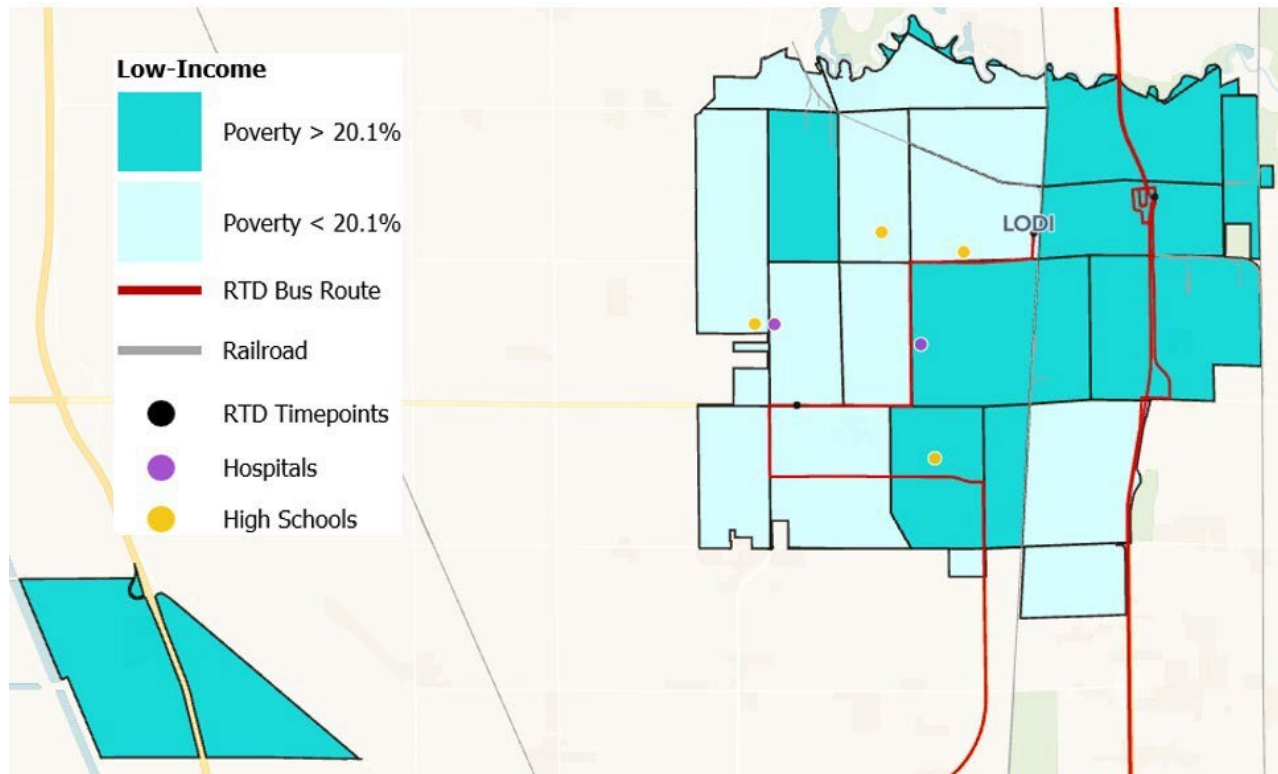


Figure G-12: Low-Income Population of Lathrop

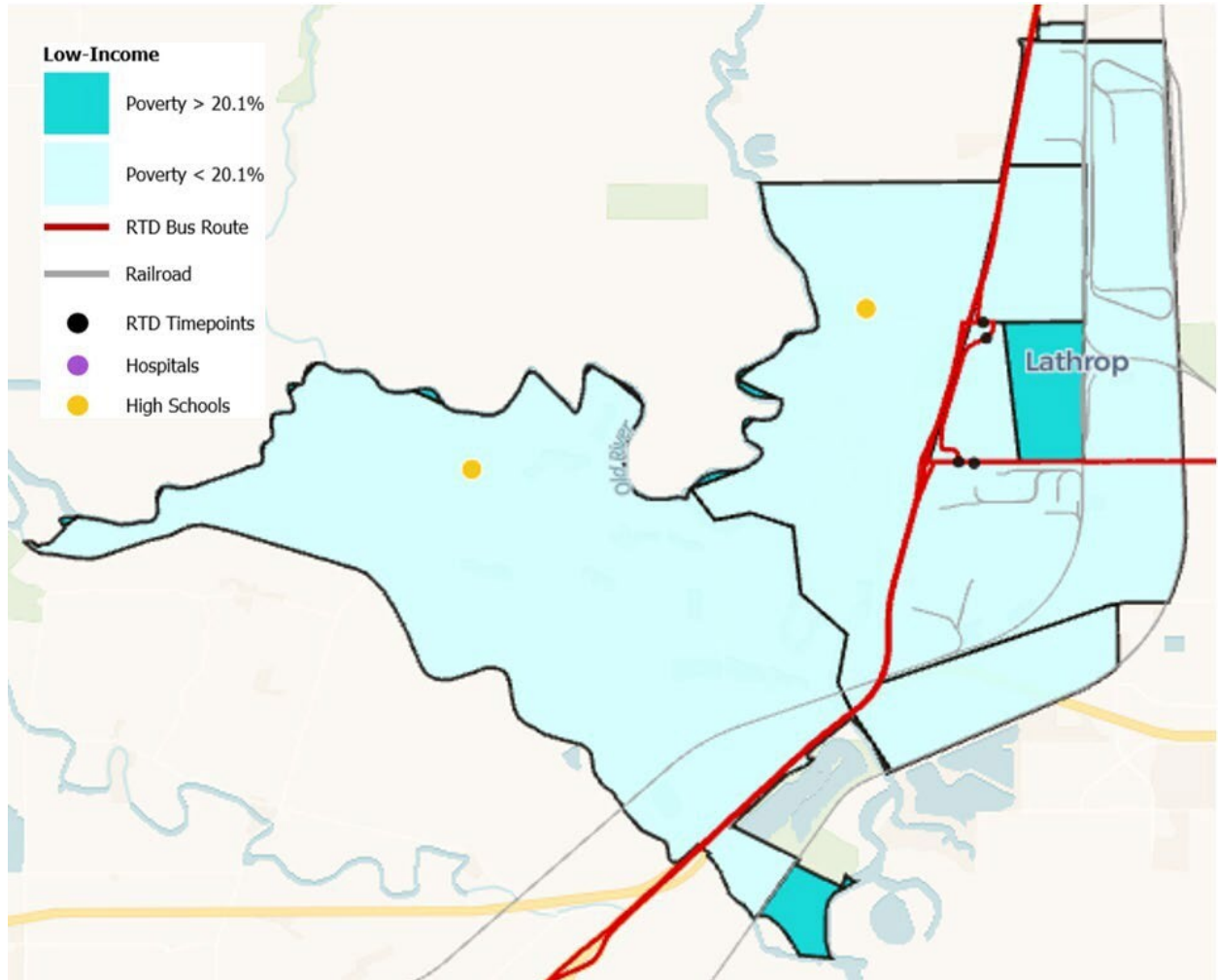


Figure G-13: Low-Income Population of Manteca

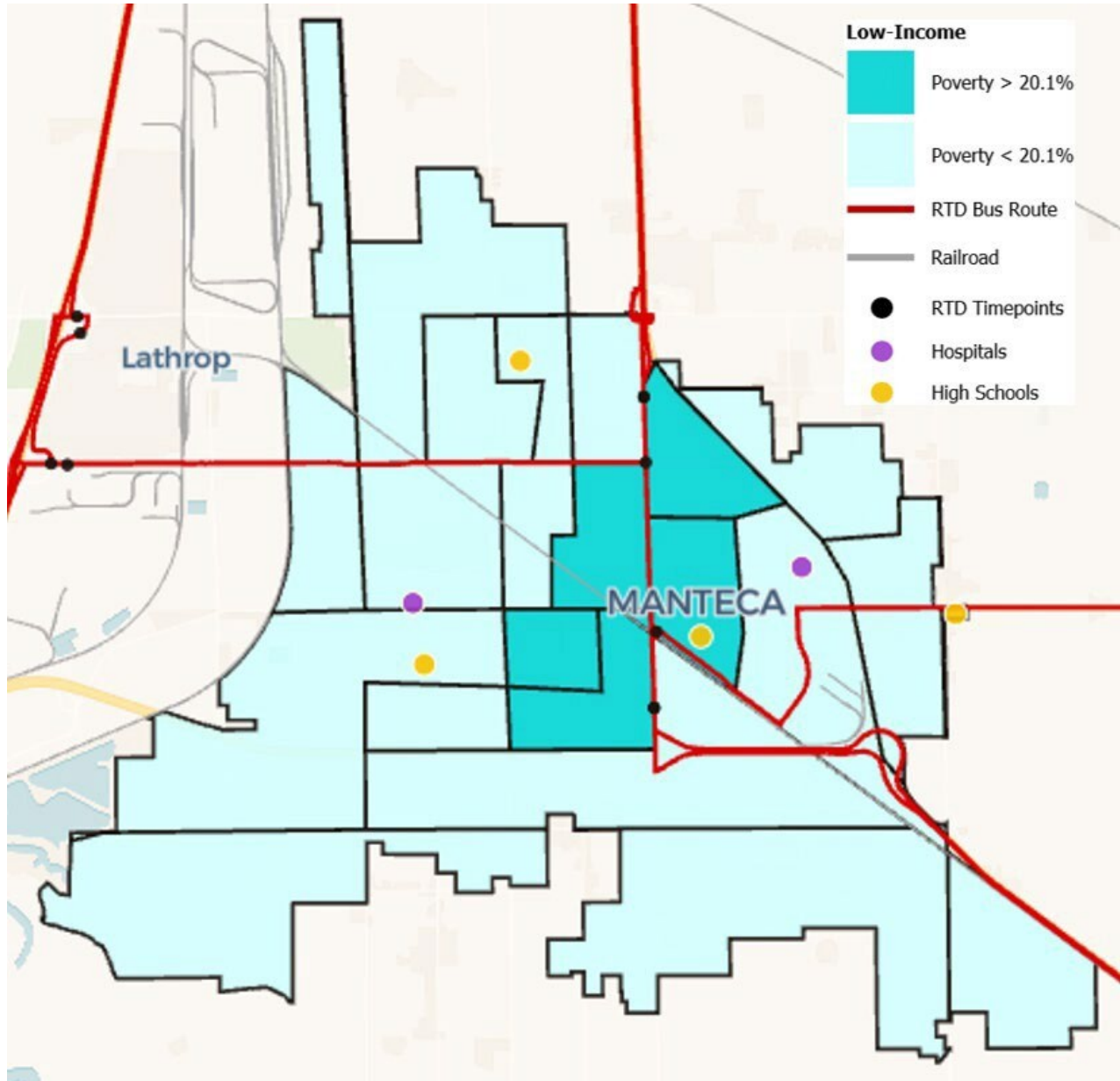


Figure G-14: Low-Income Population of Tracy

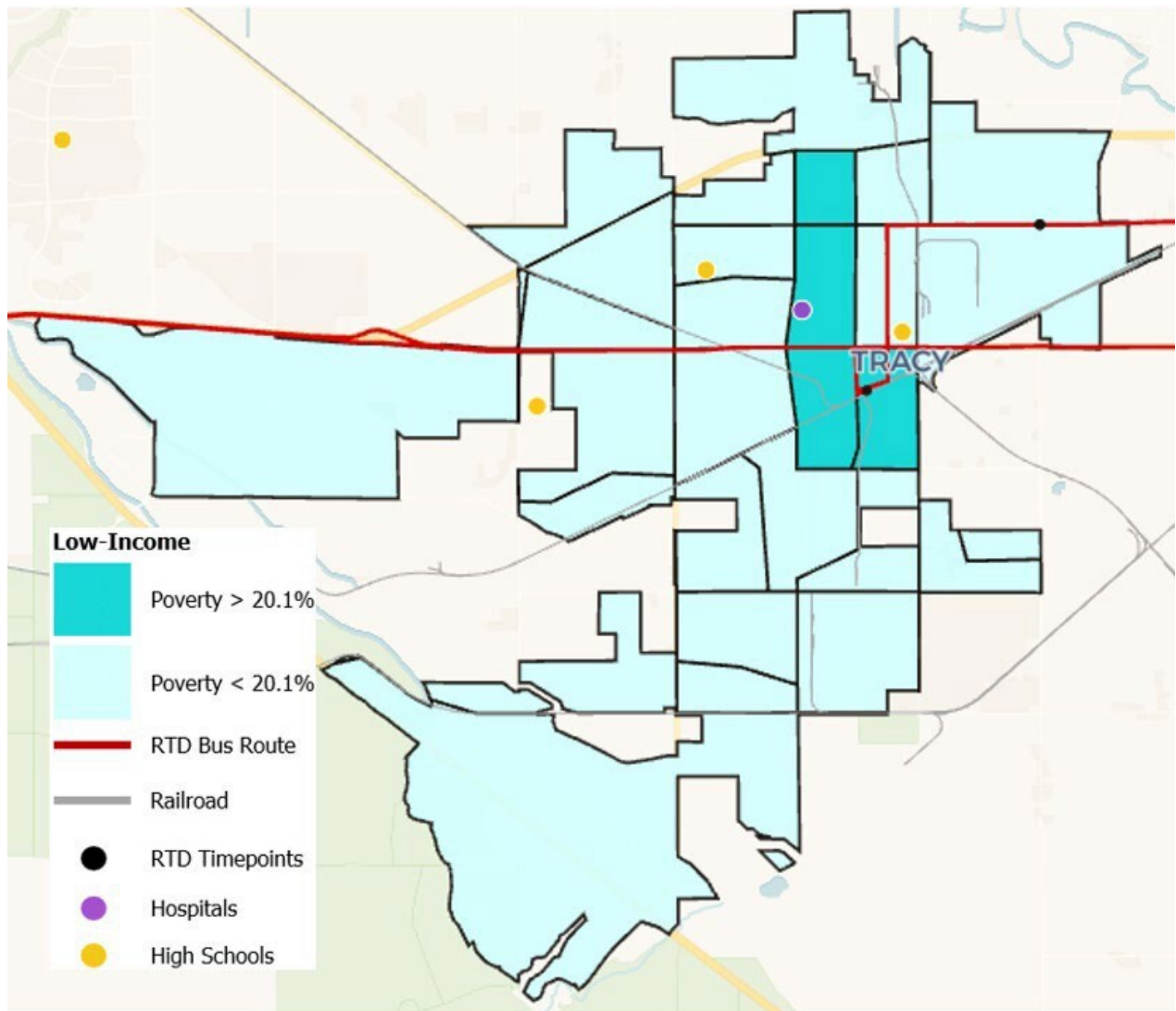


Figure G-15: Low-Income Population of Escalon

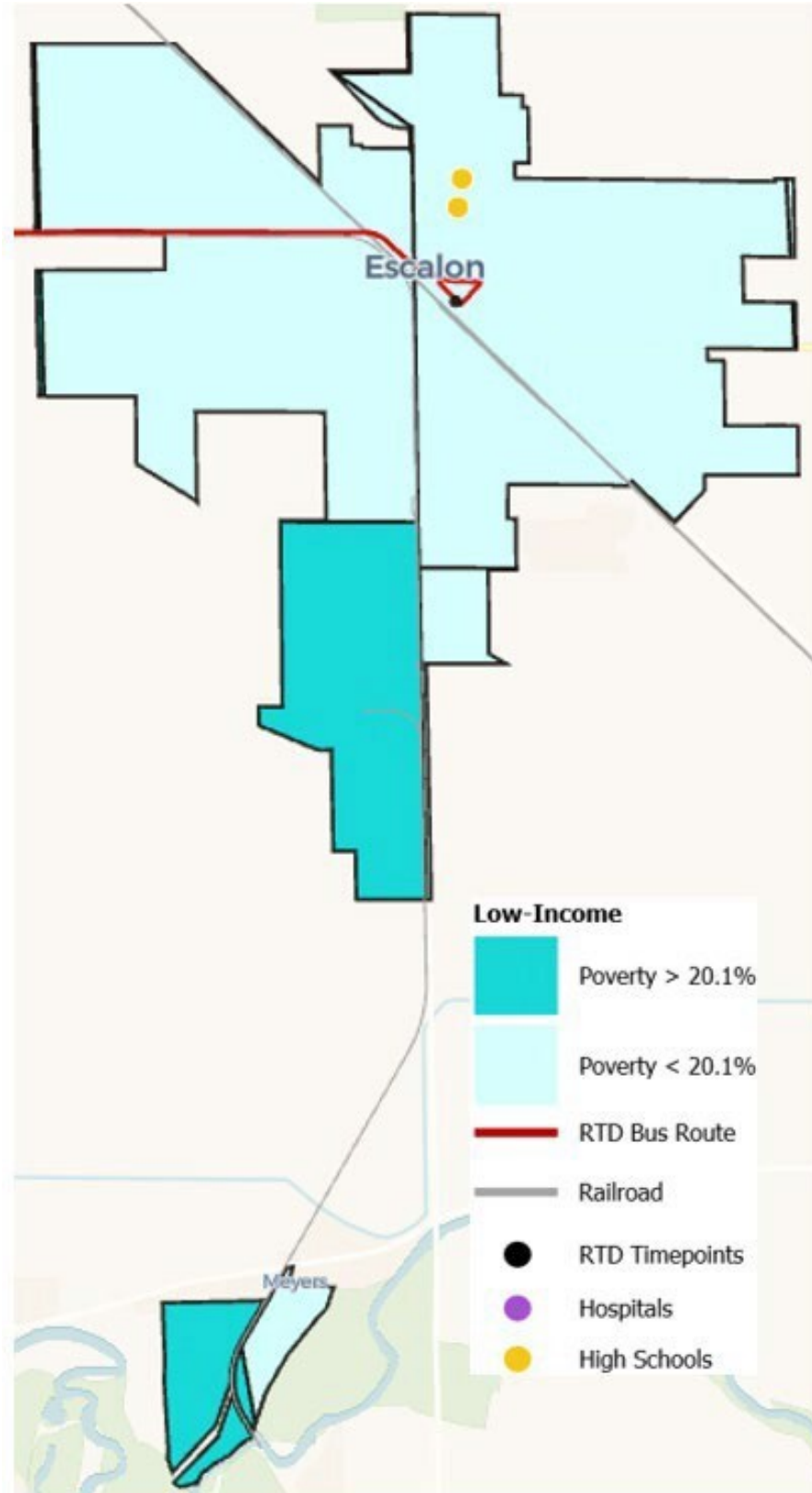


Figure G-16: Low-Income Population of Ripon

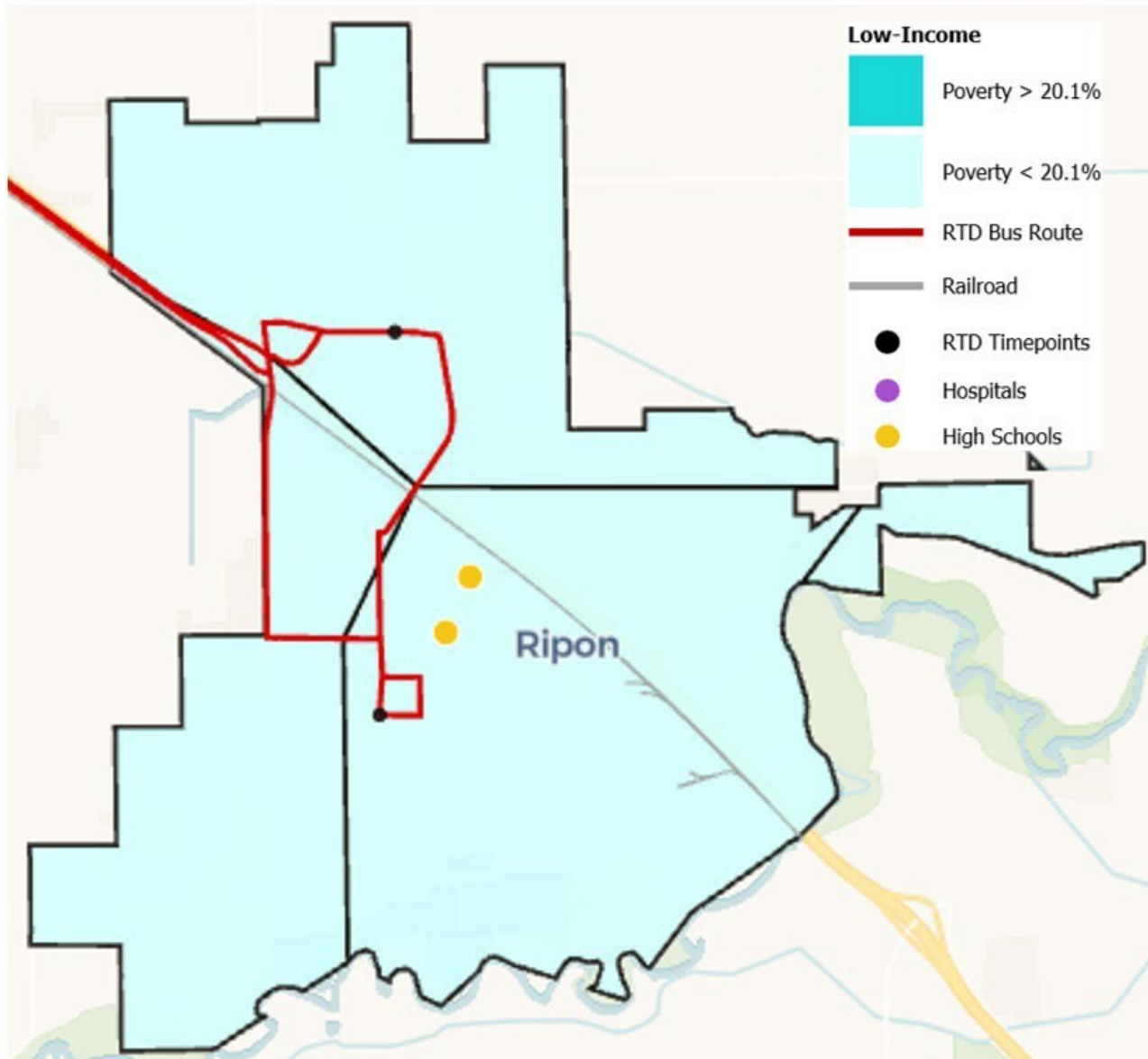


Figure G-17: Low Income and Minority by Route

Route	Subject	Totals	*Minority	*Low Income
1	Percent Minority	69.8%	NO	YES
	Percent Low Income	24.5%		
2	Percent Minority	73.9%	YES	YES
	Percent Low Income	23.9%		
3	Percent Minority	85.7%	YES	YES
	Percent Low Income	32.5%		
4	Percent Minority	71.8%	NO	YES
	Percent Low Income	26.6%		
5	Percent Minority	84.4%	YES	YES
	Percent Low Income	33.0%		
6	Percent Minority	86.1%	YES	YES
	Percent Low Income	26.1%		
9	Percent Minority	88.1%	YES	YES
	Percent Low Income	36.7%		
40	Percent Minority	75.4%	YES	YES
	Percent Low Income	27.0%		
43	Percent Minority	83.7%	YES	YES
	Percent Low Income	25.2%		
44	Percent Minority	91.2%	YES	YES
	Percent Low Income	38.5%		
47	Percent Minority	90.8%	YES	YES
	Percent Low Income	37.7%		
49	Percent Minority	95.6%	YES	YES
	Percent Low Income	36.4%		
150	Percent Minority	82.7%	YES	NO
	Percent Low Income	18.9%		
163	Percent Minority	78.1%	YES	YES
	Percent Low Income	23.9%		
315	Percent Minority	92.9%	YES	YES
	Percent Low Income	33.1%		
335	Percent Minority	82.4%	YES	YES
	Percent Low Income	25.7%		
340	Percent Minority	84.7%	YES	YES
	Percent Low Income	25.7%		
345	Percent Minority	84.6%	YES	YES
	Percent Low Income	26.4%		
360	Percent Minority	86.4%	YES	YES

	Percent Low Income	30.5%		
371	Percent Minority	86.6%	YES	YES
	Percent Low Income	27.6%		
375	Percent Minority	87.2%	YES	YES
	Percent Low Income	31.1%		
378	Percent Minority	82.3%	YES	YES
	Percent Low Income	33.2%		
380	Percent Minority	90.3%	YES	YES
	Percent Low Income	32.3%		
385	Percent Minority	89.0%	YES	YES
	Percent Low Income	32.9%		
390	Percent Minority	87.0%	YES	YES
	Percent Low Income	32.2%		
401	Percent Minority	75.4%	YES	YES
	Percent Low Income	27.0%		
510	Percent Minority	92.2%	YES	YES
	Percent Low Income	37.9%		
515	Percent Minority	95.0%	YES	YES
	Percent Low Income	33.5%		
520	Percent Minority	86.9%	YES	YES
	Percent Low Income	31.2%		
525	Percent Minority	88.6%	YES	YES
	Percent Low Income	33.5%		
545	Percent Minority	71.3%	NO	YES
	Percent Low Income	26.1%		
555	Percent Minority	91.9%	YES	YES
	Percent Low Income	29.8%		
566	Percent Minority	76.2%	YES	NO
	Percent Low Income	17.9%		
576	Percent Minority	88.2%	YES	YES
	Percent Low Income	38.4%		
578	Percent Minority	75.5%	YES	YES
	Percent Low Income	30.1%		
580	Percent Minority	90.8%	YES	YES
	Percent Low Income	38.6%		
710	Percent Minority	90.7%	YES	YES
	Percent Low Income	34.3%		
715	Percent Minority	95.0%	YES	YES
	Percent Low Income	33.5%		
720	Percent Minority	84.6%	YES	YES
	Percent Low Income	29.6%		

725	Percent Minority	86.7%	YES	YES
	Percent Low Income	35.3%		
745	Percent Minority	69.7%	NO	YES
	Percent Low Income	24.7%		
793	Percent Minority	72.9%	NO	YES
	Percent Low Income	26.2%		
797	Percent Minority	81.6%	YES	YES
	Percent Low Income	22.9%		
90	Percent Minority	82.6%	YES	YES
	Percent Low Income	22.8%		
91	Percent Minority	72.4%	NO	YES
	Percent Low Income	22.7%		
93	Percent Minority	72.9%	NO	YES
	Percent Low Income	26.2%		
95	Percent Minority	71.7%	NO	YES
	Percent Low Income	23.9%		
97	Percent Minority	71.7%	NO	NO
	Percent Low Income	15.9%		

***From the American Community Survey 5-year estimates (2020 to 2024): Minority 73.2% and Low Income 20.1%**



Appendix H:

Demographic Ridership and Travel Patterns



SAN JOAQUIN COUNTY SURVEY

320-1231-WT

N=939

A/B SPLITS

MARGIN OF SAMPLING ERROR $\pm 3.5\%$ (95% CONFIDENCE LEVEL)**(PHONE ONLY)**

Hello, I'm _____ calling from _____, a public opinion research company. We are conducting a survey about different issues facing residents of San Joaquin County. Please be assured that I am not trying to sell you anything or ask for a donation of any kind, and that your participation and responses will be kept confidential. May I please speak to the person over 18 in the household who most recently celebrated a birthday?

(PHONE ONLY)

- A. Before we begin, have I reached you on a cell phone? **(IF ON CELL PHONE, ASK: If you are currently driving or otherwise occupied, please confirm that it is safe for you to take this survey without endangering yourself or others.)**

Yes, on cell and can safely take survey	76%
Yes, on cell and should reschedule	(RESCHEDULE)
No, not on cell	24%
(DON'T READ) Prefer not to say	0%

(ONLINE ONLY)

Thank you for participating in this public opinion survey about different issues facing residents of San Joaquin County. Please be assured that we are not trying to sell you anything or ask for a donation of any kind, and that your participation and responses will be kept confidential.

- A. If you are taking this survey on a mobile device and are currently driving or otherwise occupied, please confirm that it is safe for you to take this survey without endangering yourself or others.

Yes, can safely take survey	100%
I'll come back later	(DIVERT TO LANDING PAGE)

(RESUME ASKING ALL RESPONDENTS)

- B. In which city do you live?

Escalon	1%
Lathrop	4%
Lodi	10%
Manteca	14%
Mountain House	4%
Ripon	3%
Stockton	49%
Tracy	15%
All other responses	TERMINATE

The first few questions are to ensure we are hearing from a representative sample of San Joaquin County residents.

1. First, in what year were you born?

2008 or later	TERMINATE
2007-2001 (18-24)	14%
2000-1996 (25-29)	8%
1995-1991 (30-34)	7%
1990-1986 (35-39)	12%
1985-1981 (40-44)	8%
1980-1976 (45-49)	10%
1975-1971 (50-54)	7%
1970-1966 (55-59)	8%
1965-1961 (60-64)	8%
1960-1951 (65-74)	11%
1950 or earlier (75+)	6%
(DON'T READ ON PHONE) Prefer not to say	1%

2. With which racial or ethnic group do you identify yourself?

(PHONE: READ ANSWER OPTIONS IN ORDER)

Latino or Hispanic	36%
White or Caucasian	29%
Black or African American	8%
Asian or Pacific Islander	20%
Multiracial	2%
Some other ethnic or racial background (SPECIFY _____)	1%
(DON'T READ ON PHONE) Prefer not to say	2%

3. How well do you speak English?

(PHONE: READ ANSWER OPTIONS IN ORDER)

TOTAL WELL	98%
Very well	90%
Well	9%
TOTAL NOT WELL	1%
Not well	1%
Not at all well	0%
(DON'T READ ON PHONE) Prefer not to say	1%

4. What was the last level of school you completed?

(PHONE: READ ANSWER OPTIONS IN ORDER)

Less than high school	7%
High school graduate	29%
Vocational or technical school	6%
Some college, but no degree	19%
Associate degree	14%
Four-year college degree	14%
Graduate school	6%
(DON'T READ ON PHONE) Prefer not to say	6%

5. What is your gender?

Male	49%
Female	51%
Non-binary	0%
Prefer not to say	0%

The next questions are about life in San Joaquin County.

6. First, would you say things in San Joaquin County are headed in the right direction, or do you feel they are off on the wrong track?

Right direction	24%
Wrong track	45%
(DON'T READ ON PHONE) Don't know	30%

7. Next, would you say that you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with the overall quality of life in San Joaquin County?

TOTAL SATISFIED	51%
Very satisfied	7%
Somewhat satisfied	44%
TOTAL DISSATISFIED	47%
Somewhat dissatisfied	32%
Very dissatisfied	16%
(DON'T READ ON PHONE) Don't know	2%

8. Next, please consider the following issues that some people suggest are problems facing your area. For each one, please indicate whether you think it is an extremely serious problem, a very serious problem, a somewhat serious problem, or not too serious a problem for residents of your area. **(RANDOMIZE)**

(ONLINE: SHOW ALL ANSWER OPTIONS)

	Ext Serious Problem	Very Serious Problem	Smwt Serious Problem	Not Too Serious Problem	Don't Know	Total Ext/Very Serious
a. The cost of living	55%	26%	15%	3%	1%	81%
b. The cost of housing	55%	26%	15%	4%	0%	81%
c. Crime	39%	31%	21%	8%	1%	70%
d. Traffic congestion	30%	23%	29%	18%	0%	53%
e. Jobs and the local economy	34%	28%	25%	7%	6%	62%
f. Homelessness	56%	26%	12%	5%	1%	82%
g. Potholes and road maintenance	35%	28%	25%	11%	1%	63%
h. The amount people pay in local taxes	31%	23%	23%	14%	9%	54%
i. Waste and inefficiency in local government	33%	27%	23%	9%	7%	60%
j. Air pollution	19%	24%	31%	24%	3%	43%
k. Climate change	26%	20%	21%	28%	5%	46%
l. A lack of adequate bus service	14%	14%	22%	25%	25%	28%

(RESUME ASKING ALL RESPONDENTS)

The next questions are about public transportation in your area.

9. First, have you used RTD's County Hopper or Commuter buses in the past year? **(ALLOW MULTIPLE "YES" SELECTIONS)**

Yes, I have used RTD's County Hopper in the past year	7%
Yes, I have used RTD's Commuter bus in the past year	7%
No, I have not used either in the past year	86%
(DON'T READ ON PHONE) Don't know	3%

(ASK IF CODE 1 IN Q9); n=61

10. How often do you use RTD's County Hopper?

At least once a week	24%
A few times a month	16%
About once a month	15%
A few times a year	35%
(DON'T READ ON PHONE) Don't know	11%

(ASK IF CODES 1-4 IN Q10); n=55

11. Overall, how satisfied are you with RTD's County Hopper?

TOTAL SATISFIED	58%
Very satisfied	24%
Somewhat satisfied	34%
Neutral	28%
TOTAL DISSATISFIED	14%
Somewhat dissatisfied	7%
Very dissatisfied	7%
(DON'T READ ON PHONE) Don't know	0%

(ASK IF CODES 1, 2, 4, OR 5 IN Q11)

12. In a few words of your own, why are you **SATISFIED/DISSATISFIED** with RTD's County Hopper?

a. Satisfied (n=32):

Good staff/Comfortable rides	36%
Convenient/Gets me to where I need	31%
Improved frequency/Timeliness/Reliability/Schedules	29%
Good services/Important	13%
General positive	7%
Accessible/Added stops and routes/Transfers	6%
Low ridership	1%
Other	4%
NA/Refused/No Comment	9%

b. Dissatisfied (n=8):

Poor Management/Need better staff/Drivers	38%
Need more consistent service/stops	26%
Needs more safety/Security	7%
Other	28%

(ASK IF CODE 2 IN Q9); n=61

13. How often do you use RTD's Commuter bus?

At least once a week	19%
A few times a month	9%
About once a month	8%
A few times a year	57%
(DON'T READ ON PHONE) Don't know	7%

(ASK IF CODES 1-4 IN Q13); n=57

14. Overall, how satisfied are you with RTD's Commuter bus?

TOTAL SATISFIED	57%
Very satisfied	16%
Somewhat satisfied	41%
Neutral	22%
TOTAL DISSATISFIED	14%
Somewhat dissatisfied	4%
Very dissatisfied	10%
(DON'T READ ON PHONE) Don't know	7%

(ASK IF CODES 1, 2, 4, OR 5 IN Q14)

15. In a few words of your own, why are you **SATISFIED/DISSATISFIED** with RTD's Commuter bus?

a. Satisfied (n=32):

Scheduling/On time	29%
Improve services/Expand routes and hours	21%
Operative busses/Clean	19%
General positive/Good services	14%
Comfortable/Safe rides	14%
Good drivers/Helpful	13%
Bus routes and stops	11%
Transportation options/Gets me where I need to go	10%
Easy access/Convenient	8%
Affordable	4%
Efficient	1%
NA/Refused/No Comment	4%

b. Dissatisfied (n=8):

Poor Staff/Drivers	44%
Limited service/frequency/stops	42%
Unreliable/Late	30%

(RESUME ASKING ALL RESPONDENTS)

The next questions are more specially about RTD's local bus service in Stockton.

(ASK Q16 IF STOCKTON RESIDENT); n=460

16. First, approximately how close do you live to the closest RTD bus stop?

Just a couple of blocks away	60%
More than a couple of blocks, but less than a half mile	14%
Between a half mile and a mile	8%
More than a mile away	8%
(DON'T READ ON PHONE) Don't know	11%

(RESUME ASKING ALL RESPONDENTS)

17. Next, how often do you ride RTD's local buses in Stockton?

At least once a week	3%
A few times a month	1%
About once a month	1%
A few times a year	6%
Never or less than once a year	86%
(DON'T READ ON PHONE) Don't know	3%

(ASK CODES 4-5 IN Q17); n=864

18. Did you used to ride RTD's local Stockton buses more frequently? **(IF YES, ASK:** Did you used to ride on at least a monthly basis?)

Yes, used to ride monthly or more	7%
Yes, used to ride but not frequently	12%
No, never rode	80%
(DON'T READ ON PHONE) Don't know	1%

(RESUME ASKING ALL RESPONDENTS)
(ASK IF EVER RIDDEN RTD's LOCAL STOCKTON BUSES – Q17 CODES 1-4 OR Q18 CODE 1-2); n=227

19. What local Stockton bus routes do you, or did you, usually take? **(OPEN-ENDED; USE ROUTE LIST TO CODE)**

BRT Express	
40/40 Express (Pacific Corridor: DTC-HTS)	25%
43 (Hammer Corridor: Mariners-HTS-Holman)	11%
44 (Airport Corridor: DTC – 99 Hwy Frontage/Boeing)	4%
Commuter	
150 (Stockton – Dublin BART)	1%
Local	
555 (DTC – Stanislaus – Weston Ranch)	5%
520 (DTC – West Lane – Kaiser)	4%
578 (DTC – Pershing – Acacia)	3%
510 (Honor Farm – SJ General Hospital – DTC)	2%
545 (MTS – Quail Lakes – Pershing – Country Club)	2%
710 (DTC – San Joaquin – Manthey – County Hospital)	2%
40/40L (Pacific Corridor: DTC – HTS)	1%
315 (Eighth – MLK Blvd – DTC)	1%
360 (DTC – Stockton Auto Center)	1%
515 (Eighth – Lincoln – Boggs Tract)	1%
525 (DTC – Main & Gertrude)	1%
566 (HTS – Hickock – Spanos Park West)	1%
745 (Malls – Pershing – Country Club)	1%
390 (99 Frontage/Marfargoa – Franklin H.S. – DTC)	0%
Hopper-Local	
3 (El Dorado – Tam O'Shanter – Kaiser – Malls)	5%
5 (DTC – California – Malls – Eastland Plaza)	5%
1 (March Lane – Social Security – Quail Lakes – Robinhood)	3%
2 (Swain – Plymouth – Meadow)	2%
6 (Bianchi – Hammertown – Inspiration – Lorraine)	2%
4 (Fremont – Malls – Pershing – DTC – Pixie Woods)	1%
Hopper-County	
Downtown (General)	7%
95 (Stockton – Manteca – Escalon)	4%
91 (Stockton – Manteca – Ripon)	3%
90 (Stockton – Lathrop – Tracy)	2%
93 (Stockton – Lodi)	2%
North Stockton	2%
South Stockton	2%
East Stockton	2%

Other	9%
Nothing/None	1%
Don't know/Unsure	12%
NA/Refused/No Comment	2%

20. What is or was your typical purpose for taking a local Stockton bus? Please select all that apply. **(ALLOW MULTIPLE SELECTIONS); n=227**

Work	35%
School	36%
Recreation	25%
Medical services	20%
Shopping	23%
Visits to family and friends	17%
Errands	28%
(DON'T READ ON PHONE) Other (SPECIFY _____)	4%
(DON'T READ ON PHONE) Don't know	3%

21. How do you or how did you typically pay your bus fares?; n=227

Credit or debit card	8%
Mobile wallet (e.g., Apple Pay, Google Pay)	4%
Prepaid transit card	15%
Cash	67%
Transit mobile app	3%
(DON'T READ ON PHONE) Other (SPECIFY _____)	3%
(DON'T READ ON PHONE) Don't know	1%

22. Overall, how satisfied are you with RTD's local bus service in Stockton?; n=227

TOTAL SATISFIED	45%
Very satisfied	22%
Somewhat satisfied	22%
Neutral	35%
TOTAL DISSATISFIED	14%
Somewhat dissatisfied	6%
Very dissatisfied	8%
(DON'T READ ON PHONE) Don't know	7%

(ASK IF CODES 1, 2, 4, OR 5 IN Q22)

 23. In a few words of your own, why are you **SATISFIED/DISSATISFIED** with RTD's local bus service in Stockton?

a. Satisfied (n=107):

Frequency/Always running/On-time schedule	32%
General positive/No problems/Gets me there	19%
Convenient/Easy/Close and accessible	18%
Customer service/Friendly drivers/Good staff	11%
Affordable/Cheap	10%
Could be better/Has complaints	7%
Cleanliness	6%
Comfortable ride/Has air conditioning	5%
Safe	4%
Other	2%
NA/Refused/No Comment	4%

b. Dissatisfied (n=41):

Need more consistent service/stops	48%
Overall safety/Rider safety/Safety of routes	29%
General negative/Dissatisfied/Not in favor of	9%
Unprofessional drivers/Unfriendly operators/Not people oriented	9%
Lacking assistive services/Not disabled friendly/Paratransit	7%
Busses are often empty/Lack of ridership/Not enough usage	3%

(RESUME ASKING ALL RESPONDENTS)

 24. Next, here are some words and phrases that could be used to describe the overall bus services provided by RTD, including their local bus service in Stockton, the County Hopper, and their Commuter buses. Whether you ride their buses or not, please indicate whether you think each word or phrase describes RTD's bus services very well, somewhat well, not too well, or not at all well. **(RANDOMIZE)**
(ONLINE: SHOW ALL ANSWER OPTIONS)

	Very Well	Smwt Well	Not Too Well	Not At All Well	Don't Know	Total Well
a. Well-managed	9%	20%	6%	3%	61%	30%
b. Efficient	12%	22%	5%	5%	56%	34%
c. Convenient	13%	21%	7%	6%	52%	34%
d. Not crowded	10%	20%	6%	3%	62%	29%
e. Easily accessible	16%	20%	6%	5%	52%	36%
f. Reliable	14%	20%	4%	5%	58%	33%
g. Safe from crime	7%	15%	10%	7%	61%	22%
h. Affordable	16%	19%	4%	1%	60%	35%
i. A vital part of the community	29%	19%	5%	5%	41%	48%
j. Clean	10%	19%	5%	4%	61%	29%
k. A quick way to travel	10%	18%	11%	8%	53%	28%

		Very Well	Smwt Well	Not Too Well	Not At All Well	Don't Know	Total Well
l.	Easy to use	14%	21%	5%	3%	57%	35%
m.	A good way to get where I'm going	12%	19%	6%	8%	54%	31%

25. Next, please indicate whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following statements about RTD and their bus services. **(RANDOMIZE)**

(ONLINE: SHOW ALL ANSWER OPTIONS)

		SS	Strongly Agree	Smwt Agree	Smwt Disagree	Strongly Disagree	Don't Know	Total Agree	Total Disagree
a.	RTD improves <u>your</u> quality of life	A	10%	23%	6%	7%	54%	34%	12%
b.	RTD improves quality of life in the area	B	23%	32%	5%	5%	35%	55%	10%
c.	RTD improves the local economy		21%	26%	3%	4%	45%	47%	8%
d.	RTD ensures people without a car can get around		32%	27%	3%	5%	33%	59%	8%
e.	RTD ensures youth, seniors, and people with disabilities can get around		31%	26%	3%	3%	38%	56%	6%
f.	RTD reduces the pollution that causes climate change by taking cars off the road	A	27%	22%	6%	4%	42%	48%	10%
g.	RTD reduces traffic	B	20%	36%	6%	5%	33%	56%	11%
h.	RTD makes it easier to commute to work and/or school		19%	25%	6%	7%	44%	43%	13%

26. If RTD had a mobile app for its bus service, how likely would you be to use it?

(PHONE: READ ANSWER OPTIONS IN ORDER)

TOTAL LIKELY	41%
Very likely	20%
Somewhat likely	21%
TOTAL UNLIKELY	29%
Somewhat unlikely	4%
Very unlikely	25%
(DON'T READ ON PHONE) Don't know	30%

27. Whether you are likely or unlikely to use it, which RTD mobile app features would be most useful for you? Please select all that apply. **(ALLOW MULTIPLE SELECTIONS) (RANDOMIZE OPTIONS EXCEPT OTHER AND DON'T KNOW)**

Trip planning	45%
Real-time bus arrivals	52%
Service alerts	30%
Mobile ticketing	43%
Nearest bus stop information	46%
Bus tracking	41%
Transfer directions	37%
Save favorite trips	22%
(DON'T READ ON PHONE) Other (SPECIFY _____)	2%
(DON'T READ ON PHONE) Don't know	25%

(ASK Q28-Q31 IF STOCKTON RESIDENTS AND USED TO RIDE LOCAL STOCKTON BUSES AT LEAST MONTHLY - CODE 1 IN Q18); n=156

28. Why did you stop riding RTD's local Stockton buses regularly? **(OPEN-ENDED)**

(PHONE: RECORD VERBATIM RESPONSE AND PROBE FOR SPECIFICS)

Purchased a vehicle/Relies on a car	63%
Is no longer needed/No longer convenient/Works from home	24%
Crime/Lack of safety	5%
Has a disability/Prefers door to door service/Paratransit	2%
Other	5%
Don't know/Unsure	2%
NA/Refused/No Comment	2%

29. What is one thing RTD could do to make you ride their local Stockton buses frequently again? **(OPEN-ENDED)**

(PHONE: RECORD VERBATIM RESPONSE AND PROBE FOR SPECIFICS)

Service frequency/Extended hours of operation/Additional routes	35%
It is no longer needed/Conditional usage/Only if vehicle is no longer running	18%
Make it safer/More security	5%
Cleanliness	4%
Make it cheaper/More affordable	3%
Dial a ride/Door to door services/Paratransit ridership	2%
Other	7%
Nothing/None	14%
Don't know/Unsure	11%
NA/Refused/No Comment	5%

30. Next, please consider some reasons people have given for not riding RTD's local Stockton buses. For each one, please indicate whether it is a major reason, minor reason or not a reason for you personally, when choosing an option other than RTD's local Stockton buses. If you have no opinion or it doesn't apply, you can indicate that, too. **(RANDOMIZE)**

(ONLINE: SHOW ALL ANSWER OPTIONS)

	Major Reason	Minor Reason	Not a Reason	Doesn't Apply/ Don't Know	Total Reason
a. Bus stops are too far from my home	22%	35%	32%	10%	57%
b. Bus stops are too far from my work	32%	23%	32%	13%	55%
c. The bus takes too long to get places	31%	37%	23%	10%	67%
d. It is too expensive	7%	30%	45%	17%	38%
e. Buses are too crowded	11%	35%	34%	19%	46%
f. Bus service is not frequent enough	35%	26%	32%	8%	60%
g. The <u>buses</u> are too dirty	14%	35%	40%	11%	49%
h. The <u>bus stops</u> are too dirty	12%	36%	35%	17%	48%
i. Concern about crime and personal safety <u>on buses</u>	37%	33%	25%	6%	69%
j. Concern about crime and personal safety <u>at bus stops</u>	34%	36%	23%	6%	71%
k. The buses don't run <u>early</u> enough	23%	36%	29%	12%	59%
l. The buses don't run <u>late</u> enough	39%	25%	26%	10%	65%
m. I just prefer to drive	68%	17%	7%	7%	85%
n. The bus doesn't go anywhere I need or want to go	25%	28%	31%	15%	53%
o. I work from home	9%	5%	52%	34%	14%
p. Destinations near bus stops are not appealing	23%	31%	35%	11%	54%
q. Other passengers sometimes make me feel uncomfortable	31%	32%	26%	12%	63%
r. Bus operators are not friendly or professional	11%	16%	55%	18%	27%

31. Next, here are a few pairs of statements about how you might think about riding RTD local Stockton buses. For each pair, please indicate which statement comes closer to your opinion. Please choose just one even if it's hard to decide. **(RANDOMIZE PAIRS AND STATEMENTS)**

(PHONE: READ STATEMENTS)

a.	I don't really ever think about riding the bus	48%
	OR	
	I sometimes think about riding the bus, even if I don't do it	48%
	(DON'T READ ON PHONE) Don't know	3%
b.	There probably aren't any changes RTD could make that could get me to ride the bus more often	53%
	OR	
	I'm open to riding the bus more often	40%
	(DON'T READ ON PHONE) Don't know	6%

(RESUME ASKING ALL RESPONDENTS)

You are almost done with the survey and the final questions are for classification purposes only.

32. What is your most common mode of transportation these days? **(RANDOMIZE CODES 1-6)**

Your own car	89%
Taxis or ride share services such as Uber or Lyft	2%
Get a ride with someone else	3%
Bicycle or scooter	0%
Walking	1%
San Joaquin RTD buses	3%
Other	1%
(DON'T READ ON PHONE) Prefer not to say	1%

33. Next, which of the following best describes you?

Working full-time	55%
Working part-time	9%
Student	6%
Homemaker	4%
Unemployed	3%
Retired	21%
(DON'T READ ON PHONE) Prefer not to say	2%

(ASK IF CODES 1-2 IN Q33); n=598

34. Next, which of the following best describes the type of work you do?

Agriculture	1%
Arts & Entertainment	1%
Construction / Trades	6%
Education	12%
Finance & Real Estate	3%
Government	8%
Health Care & Social Services	21%
Hospitality / Food Services	6%
Information Technology	7%
Manufacturing	5%
Retail	6%
Transportation & Logistics	7%
Utilities & Energy	1%
Other	14%
(DON'T READ ON PHONE) Prefer not to say	2%

(ASK IF CODES 1-2 IN Q33); n=598

35. How often do you work from home?

5 or more days a week	16%
3 to 4 days a week	7%
1 to 2 days a week	10%
Less often	7%
Never	57%
(DON'T READ ON PHONE) Prefer not to say	2%

(RESUME ASKING ALL RESPONDENTS)

36. Do you own or rent your home or apartment?

Own	57%
Rent	37%
(DON'T READ ON PHONE) Prefer not to say	6%

37. What was the total combined income for all the people in your household before taxes in 2024?

(PHONE: I don't need to know the exact amount, but please stop me when I have read the correct household income category.)

\$25,000 and under	8%
\$25,001 to \$50,000	15%
\$50,001 to \$75,000	9%
\$75,001 to \$100,000	15%
\$100,001 to \$125,000	13%
\$125,001 to \$150,000	8%
More than \$150,000	17%
(DON'T READ ON PHONE) Prefer not to say	15%

(THANK AND TERMINATE INTERVIEW)

SAMPLE VARIABLES

DATA COLLECTION MODE/CONTACT METHOD	
Telephone	52%
Online/Email	22%
Online/Text	25%
Online/Postcard	1%
Online/Open Link	0%
A/B SPLIT SAMPLES	
A	51%
B	49%
LANGUAGE OF INTERVIEW	
English	95%
Spanish	5%



San Joaquin Regional Transit District 2025 Short Range Transit Plan Stakeholder Workshop

Wednesday, April 30, 2025

- Welcome and Introductions
- Recap of Previous Public Outreach
- Survey Results: Short Range Transit Plan
- Next Steps
- Q&A

San Joaquin Regional Transit District (RTD)

- **Damaris Galvan**, *Planning and Service Development Director*
- **Elizabeth Fernandez**, *Service Development Senior Specialist*
- **Kong Her**, *Service Development Senior Specialist*

- On March 26, 2025, and March 27, 2025, RTD hosted two community workshops to provide important information about the Short Range Transit Plan (SRTP).
- During these workshops, we covered:
 - What is the SRTP?
 - The goals of the SRTP
 - How the SRTP planning process works
 - How you can share your feedback through our online survey
- We will present the survey results and share key findings from the community feedback.

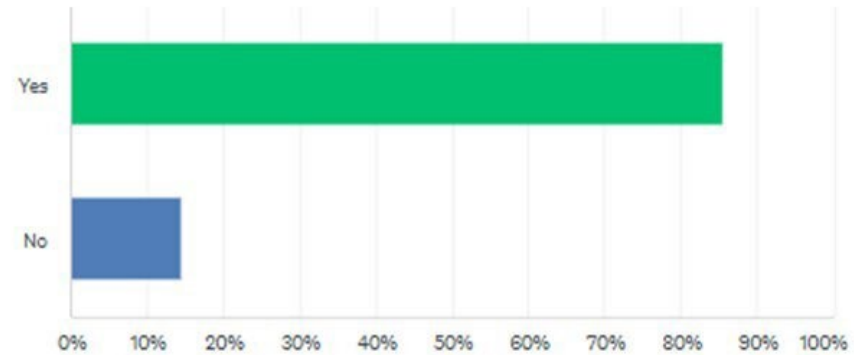
As part of the Short Range Transit Plan (SRTP) community outreach process, RTD conducted a short survey to collect information about the demographic profile of transit riders throughout San Joaquin County, the travel patterns and characteristics of its customers, and the transit origin/destination patterns of its customers. The survey was open for two weeks, from March 26, 2025 to April 9, 2025. To ensure maximum rider participation, all questions and answer options were provided in English and Spanish. A total of 131 surveys were collected.

Question 1

Do you ride the bus?

Do you ride the bus?

Answered: 131 Skipped: 0

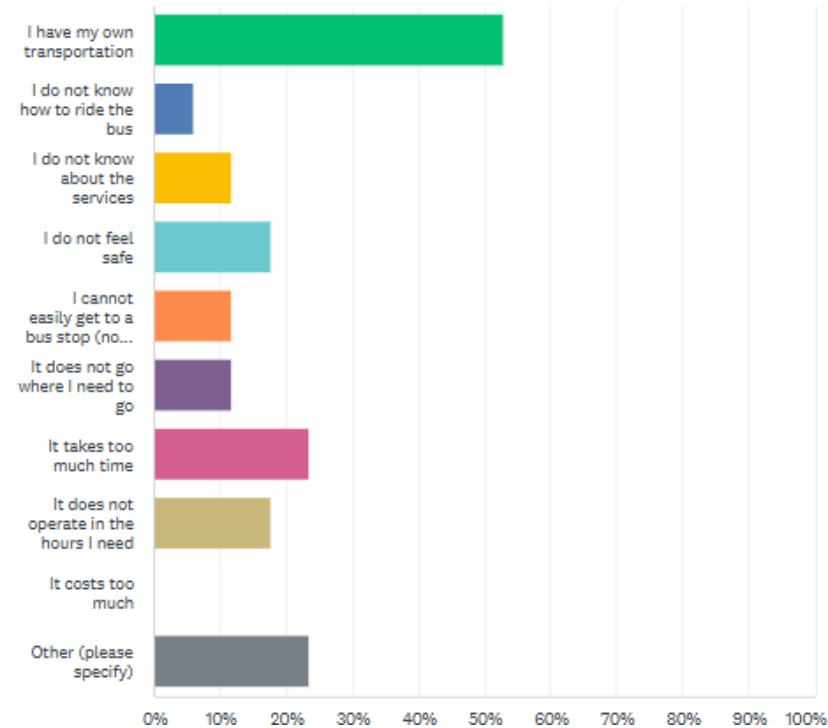


Question 2

If you do not ride the bus, what are the major reasons?

If you do not ride the bus, what are the major reasons?

Answered: 17 Skipped: 114

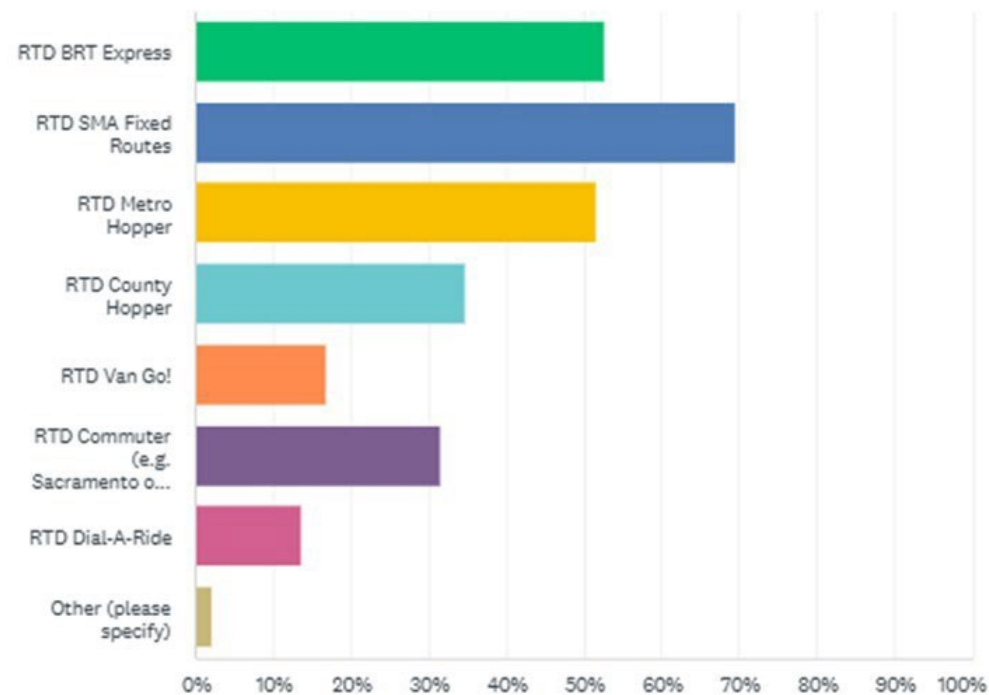


Question 3

If you ride the bus, please choose the services you use.

If you ride the bus, please choose the services you use.

Answered: 95 Skipped: 36



Question 4

If you ride the bus, which routes do you ride?

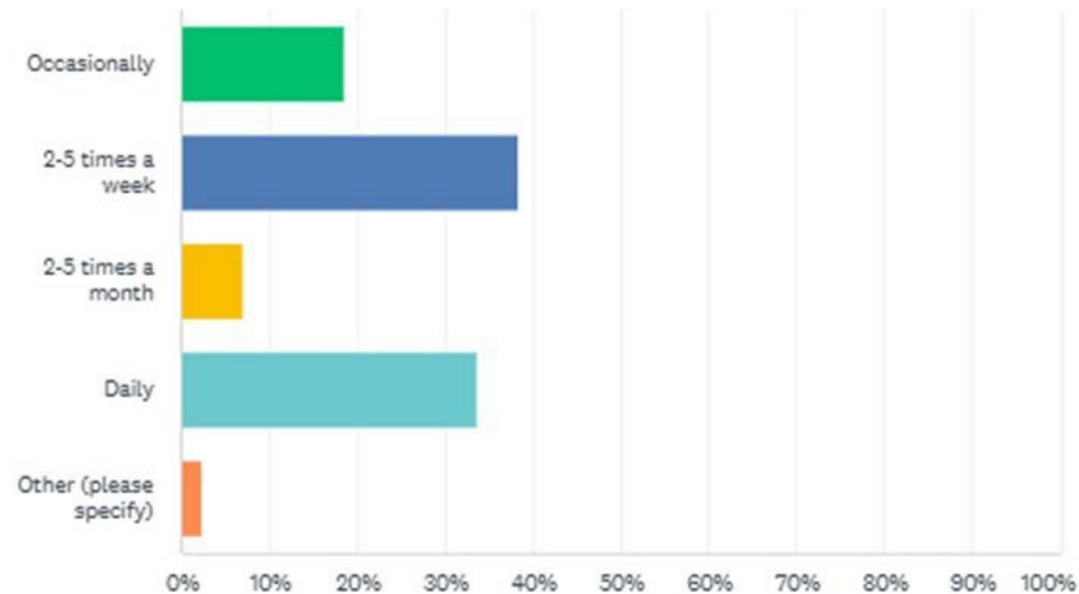
Percentage of Respondents Who Ride Each Route	
Route 40	57.65%
Route 43	29.41%
Route 520	25.88%
Route 510	22.35%
Route 47	20.00%
Metro Hopper 4	18.82%
Route 93	18.82%
Metro Hopper 5	16.47%
Metro Hopper 1	15.29%
Route 44	15.29%
Route 40Local	15.29%
Route 150	11.76%
Route 90	10.59%
Route 163	10.59%
Route 578	10.59%
Metro Hopper 2	9.41%
Route 555	9.41%
Route 566	9.41%
Route 545	8.24%
Metro Hopper 3	5.88%

Question 5

If you ride the bus, how often do you ride?

If you ride the bus, how often do you ride?

Answered: 86 Skipped: 45

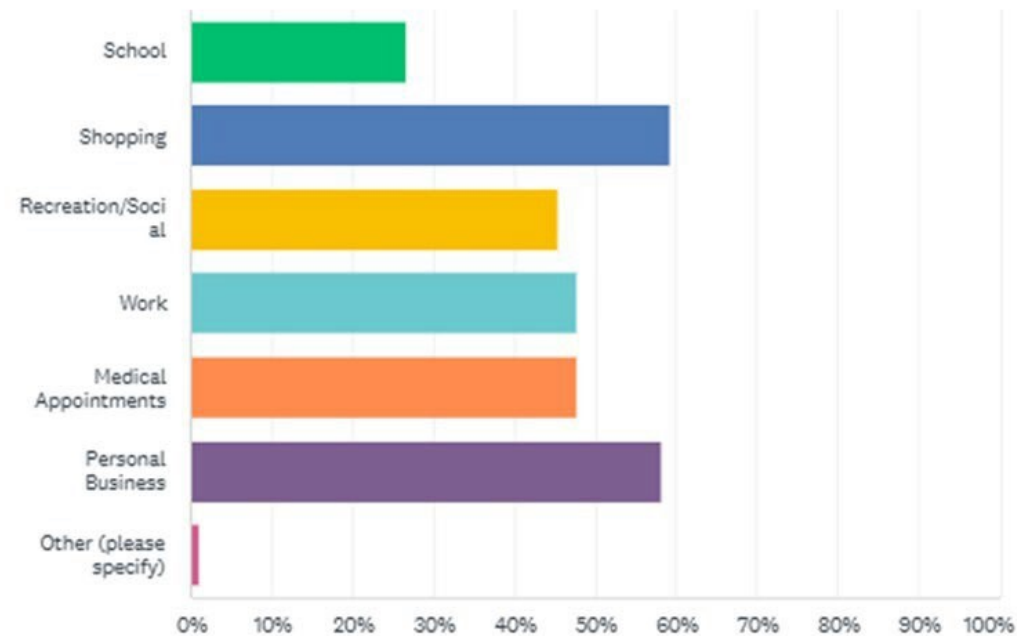


Question 6

If you ride the bus, what is the purpose of your trips?

If you ride the bus, what is the purpose of your trips?

Answered: 86 Skipped: 45



Question 7

If you ride the bus to school or work, list the name of the school or place of employment. (Optional)

Schools & Colleges

Cesar Chavez HS, Edison HS, Franklin HS, Great Valley Elementary, Hong Kingston Elementary, One Charter, Voices Academies, McKinley Adult School, SJCOE, San Joaquin Delta College, and University of the Pacific

Places of Employment

Amazon (Stockton & Tracy), Walmart, WinCo, SaveMart, Target, TJ Maxx, Allied Universal, Platinum Security, Caltrans, State of California, Sacramento County, San Joaquin County HSA, Human Services Agency, El Concilio, SAP & Ford (Palo Alto), SJRTD, SJRRC, Bank of Stockton, Arnold Rue Community Center, Community Center for the Blind, Downtown Stockton, Miracle Mile, Pershing Avenue, and Weston Ranch

Question 8

If you ride the bus, do you transfer between buses? If yes, where do you transfer?

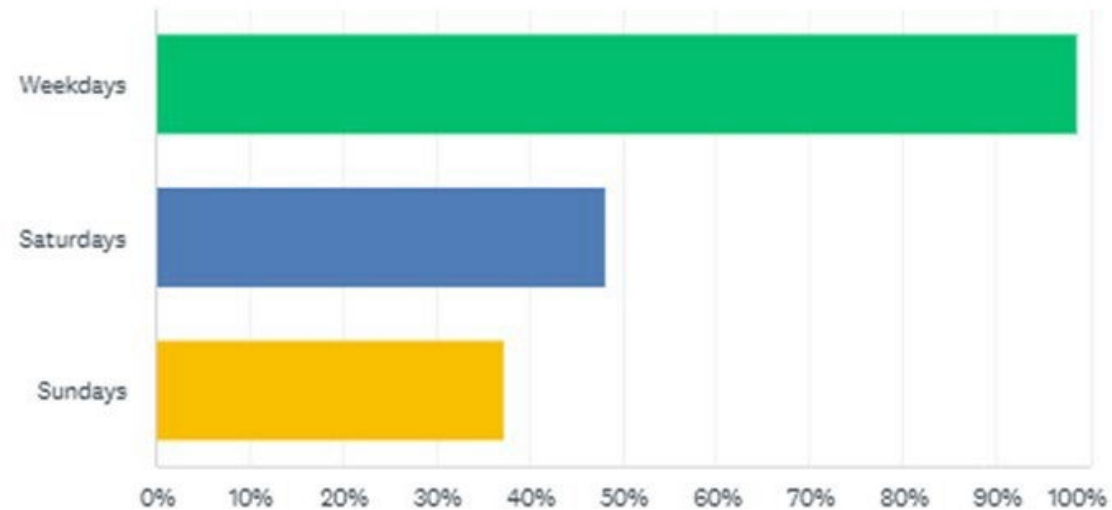
Location	Percentage of Transfer
Downtown Transit Center	41%
Hammer Transfer Station	30%
Mall Transfer Station	24%
All stations	8%
Lodi Transit Station	2%
Manteca Transit Center	2%
BART	1%
Hammer & Holman	1%
Hammer & West Lane	1%
Main and Louise	1%
March & Pacific	1%
Martin Luther King Blvd	1%
SJ County Hospital	1%
The main depot	1%
Union Transfer Station	1%

Question 9

If you ride the bus, what day(s) of the week? Check all that apply.

If you ride the bus, what day(s) of the week? Check all that apply.

Answered: 83 Skipped: 48

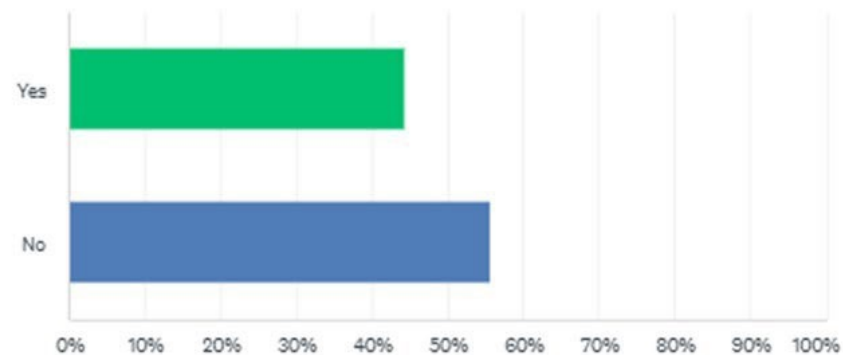


Question 10

Do you have access to a car?

Do you have access to a car?

Answered: 99 Skipped: 32



Question 11

Are there places in Stockton or San Joaquin County you cannot access using public transit but would like to? List the top three places below.

Areas to Enhance Transit Access

- WinCo
- Walmart & Costco in Lodi
- Raley's, Morada area
- March Lane & West Lane Corridor (Stockton)
- March Lane & El Dorado Street
- West Lane (especially weekends)
- Quail Lakes & I-5 area
- Regional Transit & Employment Hubs
- Amazon (Arch Airport Road, Stockton)
- ACE Station (Cabral Station)

Question 11 (continued)

Are there places in Stockton or San Joaquin County you cannot access using public transit but would like to? List the top three places below.

Areas to Enhance Transit Access

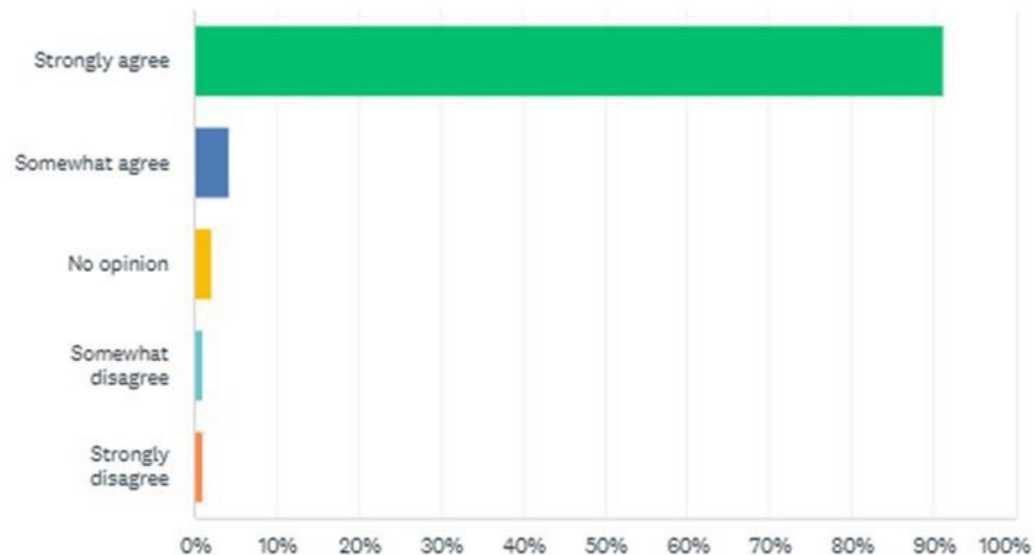
- FedEx, UPS, and other warehouses
- Airport Area & 99/Arch Rd Industrial Zone
- International Parkway (Tracy)
- Micke Grove Park
- Local Churches
- Trinity Parkway (weekend service)
- Lodi (weekends, downtown, farmers market, Costco)
- Lathrop (River Islands, Lathrop High, Mossdale)
- Manteca
- Modesto
- Mountain House

Question 12

Public Transit is an essential service for residents in Stockton and San Joaquin County:

Public Transit is an essential service for residents in Stockton and San Joaquin County:

Answered: 92 Skipped: 39

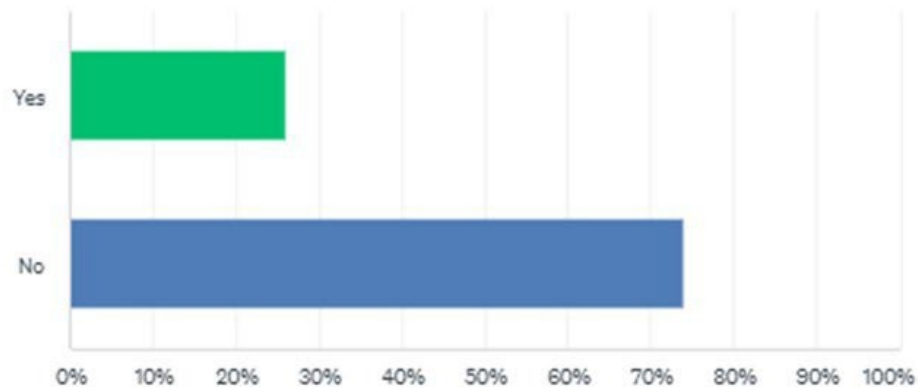


Question 13

Did the COVID pandemic change your need for public transit service?

Did the COVID pandemic change your need for public transit service?

Answered: 92 Skipped: 39



Question 14

How would you prioritize the improvement of RTD's system? (Place options in order of importance, with 1 being most important and 5 being least important.)

The results indicate that respondents prioritize expanding the service area, with 47.19% ranking it as the most important improvement. This was followed by adding more routes in underserved communities (46.07%), increasing bus frequency (44.94%), expanding service hours (35.96%), and improving bus stops (34.83%).

Question 15

Are there any other improvements RTD could make to our system? (E.g. new service, service hours, passenger amenities, safety, accessibility, information/communication, and others)

The feedback included:

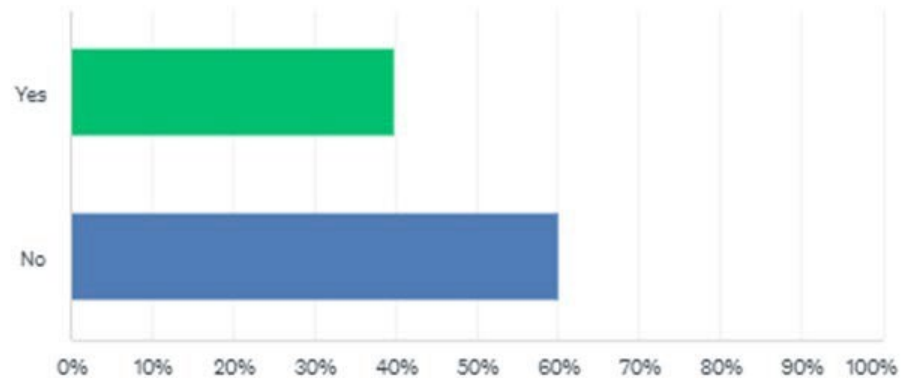
- Service expansion and improvements
- Safety and accessibility
- Communication and information
- Amenities and infrastructure
- Fare system and operational efficiency.

Question 18

Do you or anyone in your household have a disability that limits your mobility?

Do you or anyone in your household have a disability that limits your mobility?

Answered: 88 Skipped: 43

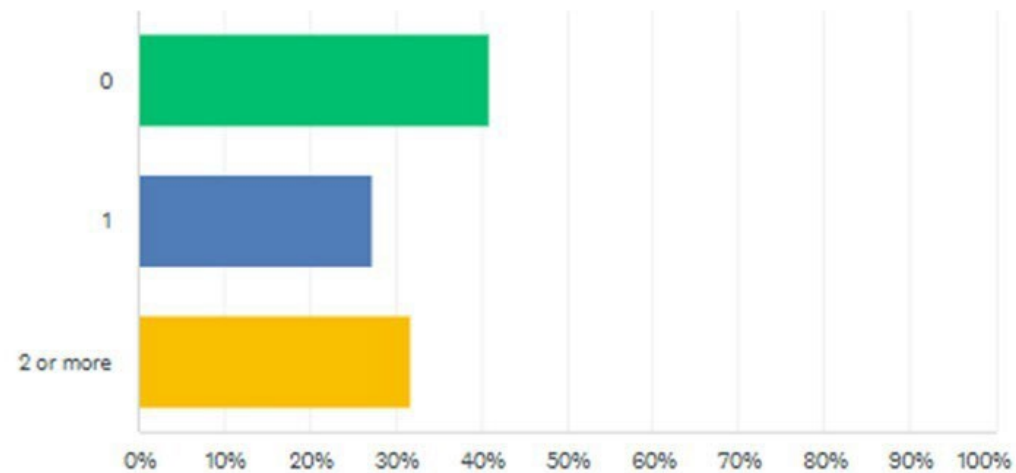


Question 19

How many operable vehicles are in your household?

How many operable vehicles are in your household?

Answered: 88 Skipped: 43



- Thank you for taking the time to complete the survey and share your feedback.
- Your input is essential to shaping the future of transit in our community.
- The information you provided will be incorporated into RTD's SRTP, which will guide transit planning and improvements over the next several years.

Q & A Instructions:

Email any additional questions you may have after this meeting to comments@sjRTD.com.

Thank you for your cooperation.

Q1 What routes do you use?

Answered: 51 Skipped: 0

#	RESPONSES	DATE
1	40 & MH 2	5/20/2024 4:35 PM
2	510, 5, 40, 47, 1, 4 depends where im going	5/20/2024 4:25 PM
3	47, 520, 40	5/20/2024 4:21 PM
4	525	5/20/2024 4:17 PM
5	5, 4, 520	5/20/2024 4:09 PM
6	47, 40, 5	5/20/2024 4:06 PM
7	91, 90, 150	5/20/2024 4:03 PM
8	40, 44, 47, 520, 576, 43	5/20/2024 4:01 PM
9	9	5/20/2024 3:58 PM
10	510, 47, 40	5/20/2024 3:55 PM
11	40, 47, 43, 44, 576, 578, 520	5/20/2024 10:52 AM
12	163	4/26/2024 10:13 PM
13	520, 566, 578, 40 Express, 40 Local, Hopper 91, Hopper 93, Hopper 5	4/26/2024 5:26 PM
14	40/43	4/26/2024 11:42 AM
15	40 and 44	4/26/2024 10:55 AM
16	578 44 49	4/25/2024 7:29 PM
17	40, 163	4/25/2024 2:11 PM
18	555 and 40	4/24/2024 5:41 PM
19	Route 40,43,90,93	4/23/2024 12:44 AM
20	1, 4, 545, 578, 745, 40	4/22/2024 8:57 PM
21	9, 40, 43, 47, 525, 576 ,1	4/22/2024 12:01 PM
22	525	4/22/2024 10:40 AM
23	44, 47, 40,	4/21/2024 7:48 PM
24	04, 40, 573	4/21/2024 7:30 PM
25	40	4/19/2024 6:22 PM
26	44 and 40	4/19/2024 1:35 PM
27	43 and 93	4/19/2024 10:07 AM
28	3, 40, 40 Local, 578, 510, 710, Van Go!	4/19/2024 8:11 AM
29	40 510 520 545 566 578 93 150	4/19/2024 6:28 AM
30	510-40-40-515-9-1-4-5-93-578-47	4/19/2024 12:39 AM
31	525, 40, 4, 2, 1, 545, 578	4/18/2024 5:16 PM
32	The county hopper routes, local 40, 510, 545, express routes 40 and 44, commuter route 150	4/18/2024 4:19 PM
33	Vango!!	4/18/2024 1:59 PM

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34	40 & 43	4/18/2024 1:21 PM
35	Route 163	4/18/2024 1:08 PM
36	44, 40, 520, 90,	4/18/2024 10:19 AM
37	40	4/17/2024 10:05 PM
38	2,5,6,43,40,510	4/17/2024 12:46 PM
39	578, 4, 545, 510	4/17/2024 11:08 AM
40	40, 40L, 4	4/17/2024 9:57 AM
41	40 express, 555	4/16/2024 11:38 PM
42	22, 4, 40, 43, 378, 578	4/16/2024 6:28 PM
43	1, 3, 4, 5, 40, 43, 566, 520, 545 93	4/16/2024 4:46 PM
44	44	4/16/2024 2:01 PM
45	555, 510, 520, 578,40 and 535	4/16/2024 10:23 AM
46	150	4/16/2024 10:10 AM
47	47, 525 , 340	4/16/2024 9:22 AM
48	545	4/16/2024 8:45 AM
49	555	4/16/2024 8:25 AM
50	90, 40, 95, 97	4/16/2024 7:42 AM
51	93,91,96	4/15/2024 8:47 PM

Q2 What time of the day do you ride the bus?

Answered: 51 Skipped: 0

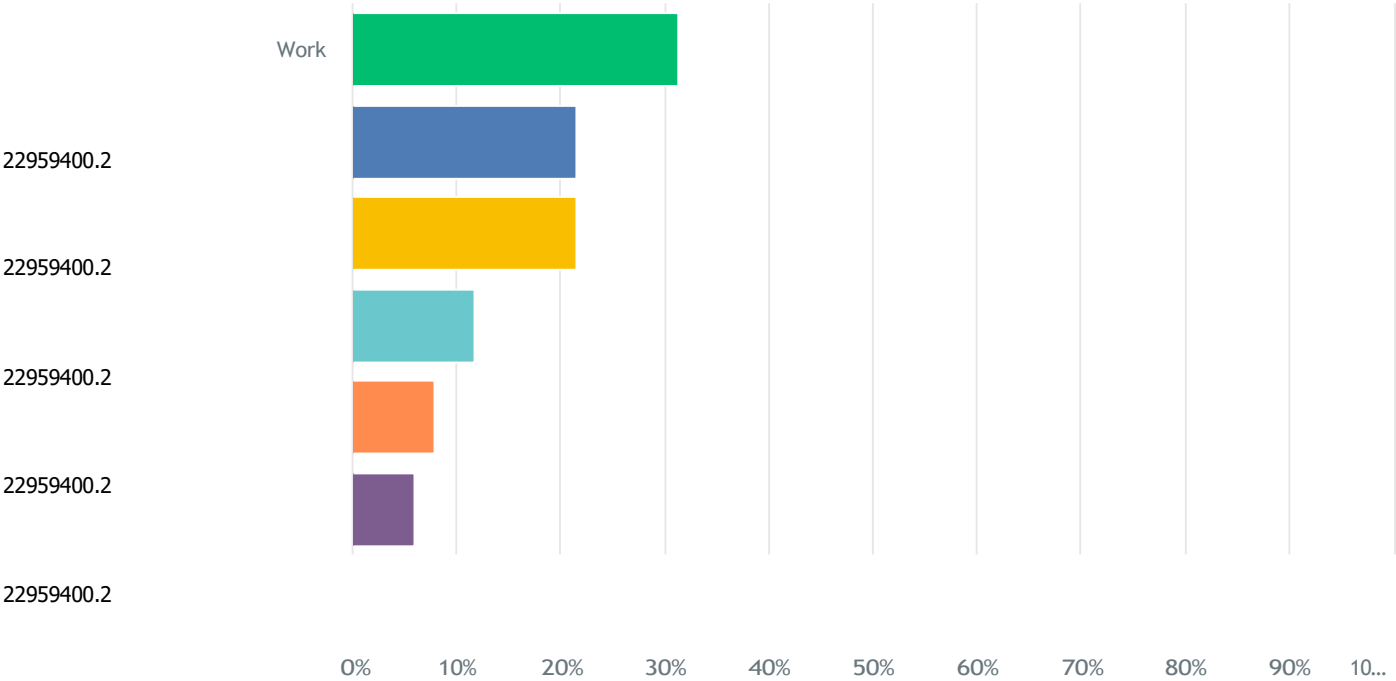
#	RESPONSES	DATE
1	6: 30 a.m - 10:15 a.m. 10:30 a.m & 3:45 p.m	5/20/2024 4:35 PM
2	8:00 a.m. - 9:00 p.m.	5/20/2024 4:25 PM
3	12 p.m. to 4 p.m.	5/20/2024 4:21 PM
4	7-11	5/20/2024 4:17 PM
5	early	5/20/2024 4:09 PM
6	morning or afternoon	5/20/2024 4:06 PM
7	morning, evening	5/20/2024 4:03 PM
8	7 a.m. to 6 p.m. - all day	5/20/2024 4:01 PM
9	1:00 pm	5/20/2024 3:58 PM
10	7 am to 7 pm	5/20/2024 3:55 PM
11	between 8 a.m. - 9 p.m.	5/20/2024 10:52 AM
12	6:40	4/26/2024 10:13 PM
13	varies	4/26/2024 5:26 PM
14	Afternoon- morning	4/26/2024 11:42 AM
15	Early morining and evening	4/26/2024 10:55 AM
16	Early morning and evening	4/25/2024 7:29 PM
17	2-5	4/25/2024 2:11 PM
18	555 to dtc 7:25 or 8:04. 40 @ Dtc 7:50 or 8:35 and afternoons and evenings varies	4/24/2024 5:41 PM
19	Morning and Evening	4/23/2024 12:44 AM
20	Before and after work on weekdays, various times on weekends	4/22/2024 8:57 PM
21	Morning & afternoon	4/22/2024 12:01 PM
22	Daytime	4/22/2024 10:40 AM
23	morning and evening	4/21/2024 7:48 PM
24	9-5	4/21/2024 7:30 PM
25	1:00	4/19/2024 6:22 PM
26	The morning	4/19/2024 1:35 PM
27	Between 10:00 am and 3:30 pm	4/19/2024 10:07 AM
28	Evenings, Mornings, Afternoons	4/19/2024 8:11 AM
29	Morning	4/19/2024 6:28 AM
30	9:00 AM 9:20 11:00 3:30	4/19/2024 12:39 AM
31	6:30 am and after 4:00 pm	4/18/2024 5:16 PM
32	5 am, 10am , 3pm, 5pm, 7pm, 9pm	4/18/2024 4:19 PM
33	Monday -friaday	4/18/2024 1:59 PM

RTD Wants to Hear from You!

34	2:00pm & 8:00pm	4/18/2024 1:21 PM
35	7:05 AM; 8:05 AM; 2:37 PM; 3:37 PM	4/18/2024 1:08 PM
36	Morning and evening	4/18/2024 10:19 AM
37	3:45pm	4/17/2024 10:05 PM
38	Mornings	4/17/2024 12:46 PM
39	8am - 7pm	4/17/2024 11:08 AM
40	Typically afternoons	4/17/2024 9:57 AM
41	11 am	4/16/2024 11:38 PM
42	Recently unemployed; however, during my employment I would use the buse early morning , early and late evening. Now not employed,all day	4/16/2024 6:28 PM
43	Morning, afternoon, evening	4/16/2024 4:46 PM
44	Morning and Evening	4/16/2024 2:01 PM
45	Between 7:36 to 2:45	4/16/2024 10:23 AM
46	7:00a	4/16/2024 10:10 AM
47	Mornings	4/16/2024 9:22 AM
48	Between 8.30am to 2pm	4/16/2024 8:45 AM
49	morning	4/16/2024 8:25 AM
50	6:40am	4/16/2024 7:42 AM
51	5:00 6:55 9:00 am 10:30 6:30pm	4/15/2024 8:47 PM

Q3 For what purpose do you use public transit?

Answered: 51 Skipped: 0



Answer Choices	Percentage	Responses
Work	31.37%	16
School/College	21.57%	11
Other Show responses	21.57%	11
Medical/Dental	11.76%	6
Recreation/Social	7.84%	4
Shopping	5.88%	3
Total		51

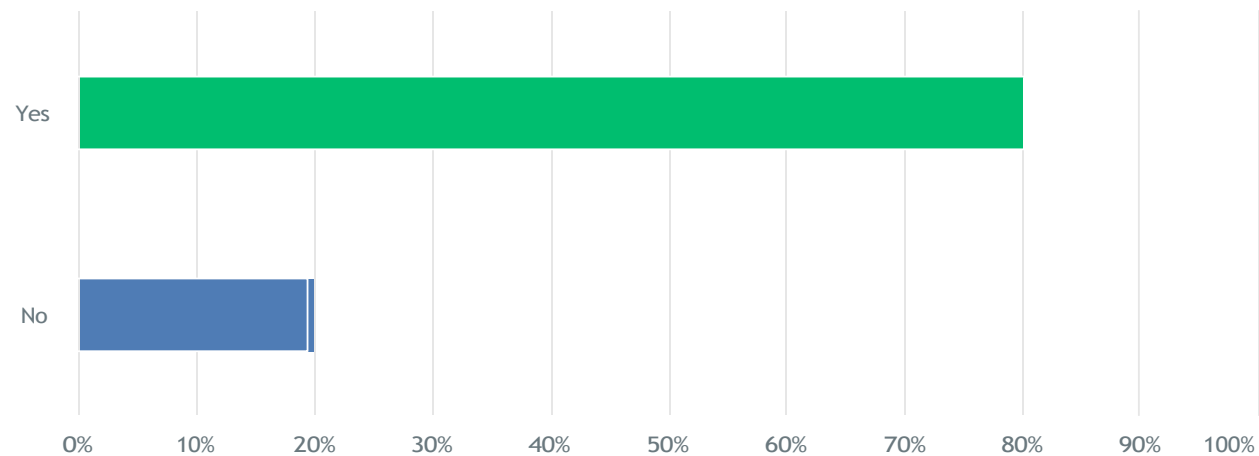
#	OTHER	DATE
1	medical/dental, shopping, errands, visiting friends	5/20/2024 4:21 PM
2	Medical ,dental & shop	4/22/2024 12:01 PM
3	Everything	4/22/2024 10:40 AM
4	Out the the mall	4/19/2024 6:22 PM

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6	Visiting Family & Friends	4/18/2024 1:08 PM
7	Medical dental shopping and other reasons	4/18/2024 10:19 AM
8	All of the above	4/17/2024 11:08 AM
9	A combination of work, shopping, recreational, errands	4/17/2024 9:57 AM
10	All the Above. [NOTE: My guess is most people who use RTD use it for more than just one of the catigories listed. However, unless you think outside the box a bit and take advantage of the text entry field. This om this question.]	4/16/2024 6:28 PM
11	Volunteering and community meetings	4/16/2024 4:46 PM

Q4 Do you ride now more often than you did in 2023?

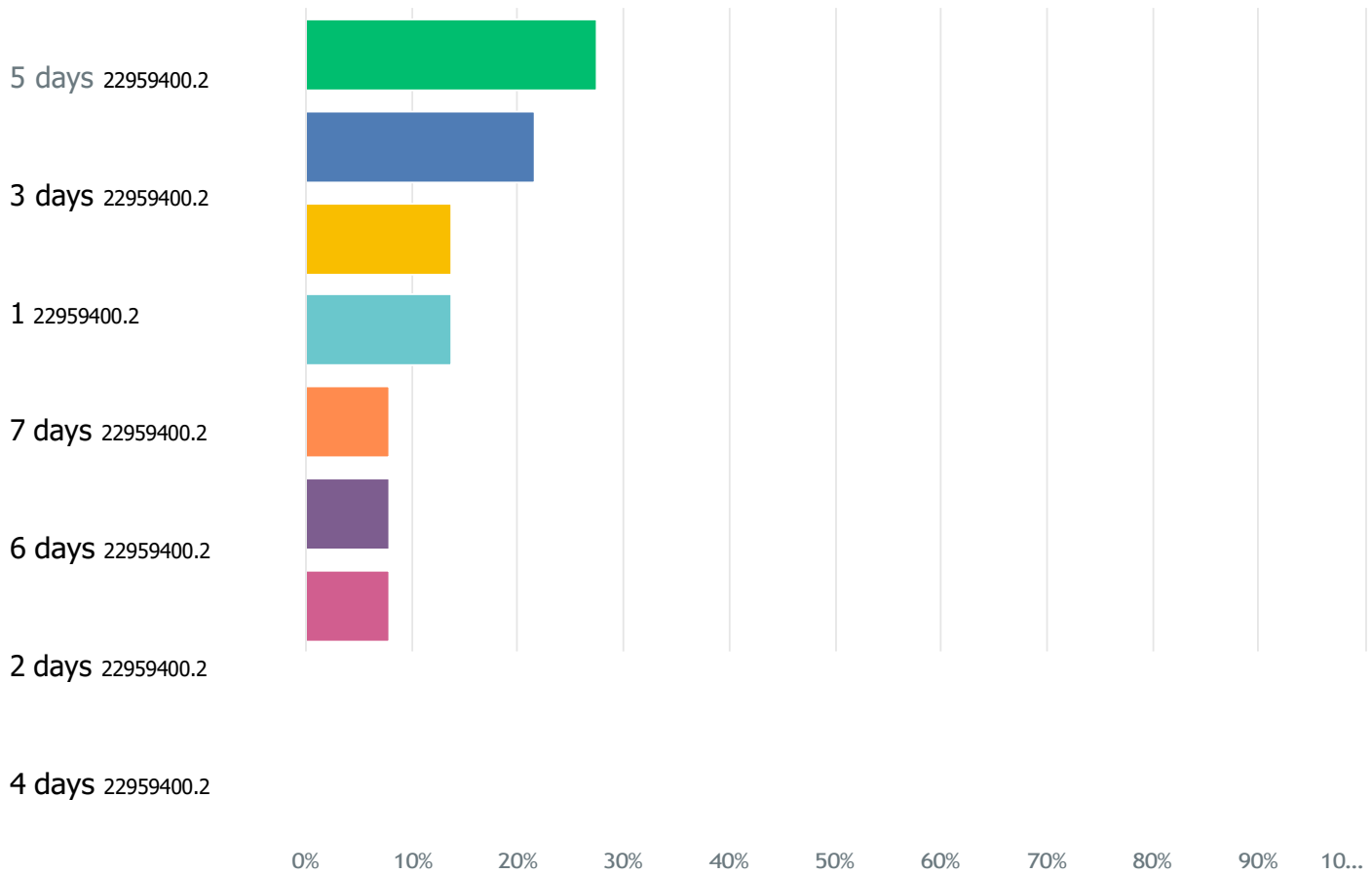
Answered: 51 Skipped: 0



Answer Choices	Percentage	Responses
Yes	80.39%	41
No	19.61%	10
Total		51

Q5 How many days per week do you typically take a trip on RTD buses?

Answered: 51 Skipped: 0



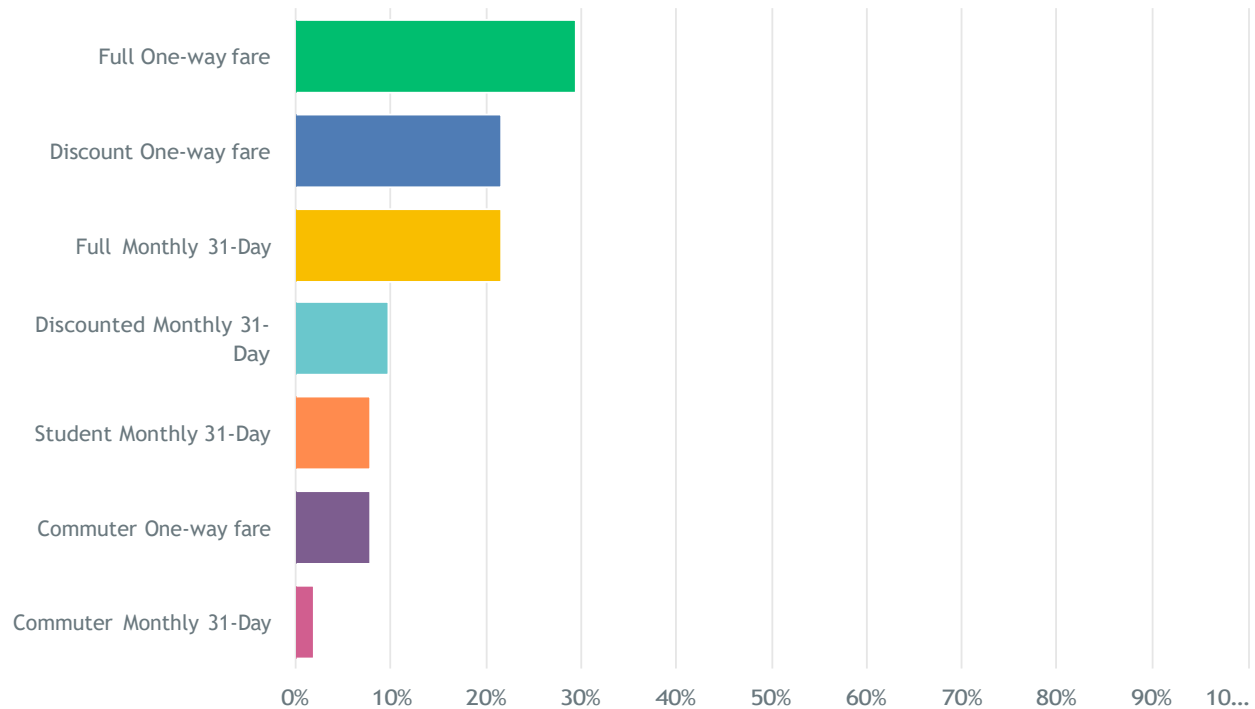
Answer Choices	Percentage	Responses
● 5 days /week	27.45%	14
● 3 days /week	21.57%	11
● 1 day /week	13.73%	7
● 7 days /week	13.73%	7
● 6 days /week	7.84%	4

RTD Wants to Hear from You!

● 2 days /week	7.84%	4
● 4 days /week	7.84%	4
Total		51

Q6 What type of fare (ticket) do you use? (Select all that apply)

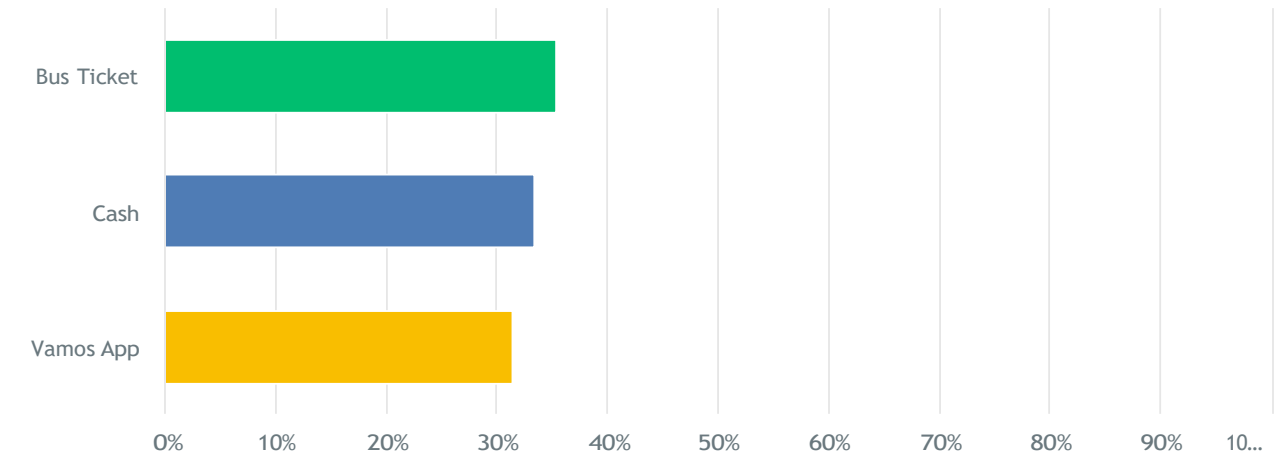
Answered: 51 Skipped: 0



Answer Choices	Percentage	Responses
● Full One-way fare	29.41%	15
● Discount One-way fare	21.57%	11
● Full Monthly 31-Day	21.57%	11
● Discounted Monthly 31-Day	9.80%	5
● Student Monthly 31-Day	7.84%	4
● Commuter One-way fare	7.84%	4
● Commuter Monthly 31-Day	1.96%	1
Total		51

Q7 What type of payment method do you use?

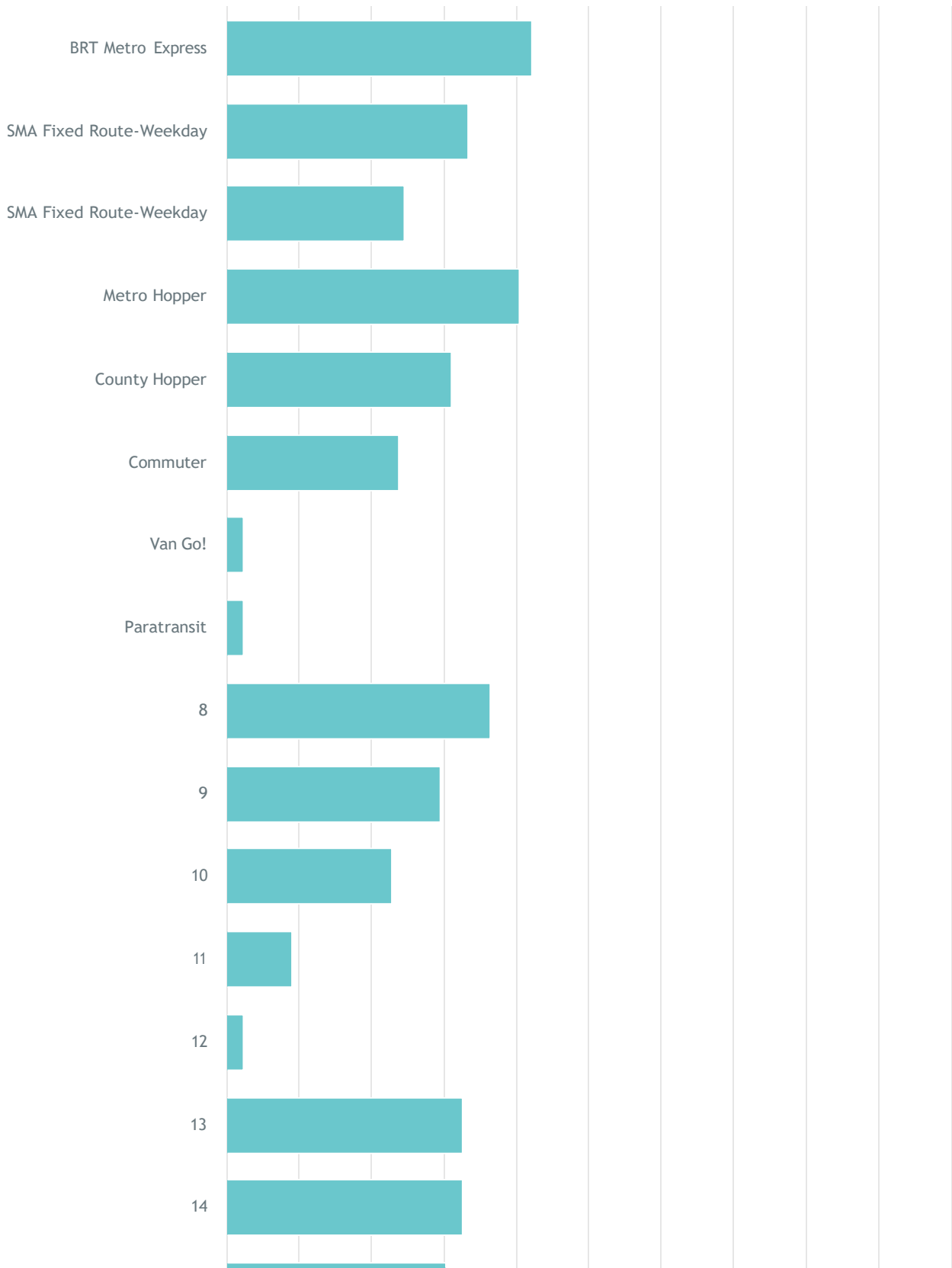
Answered: 51 Skipped: 0



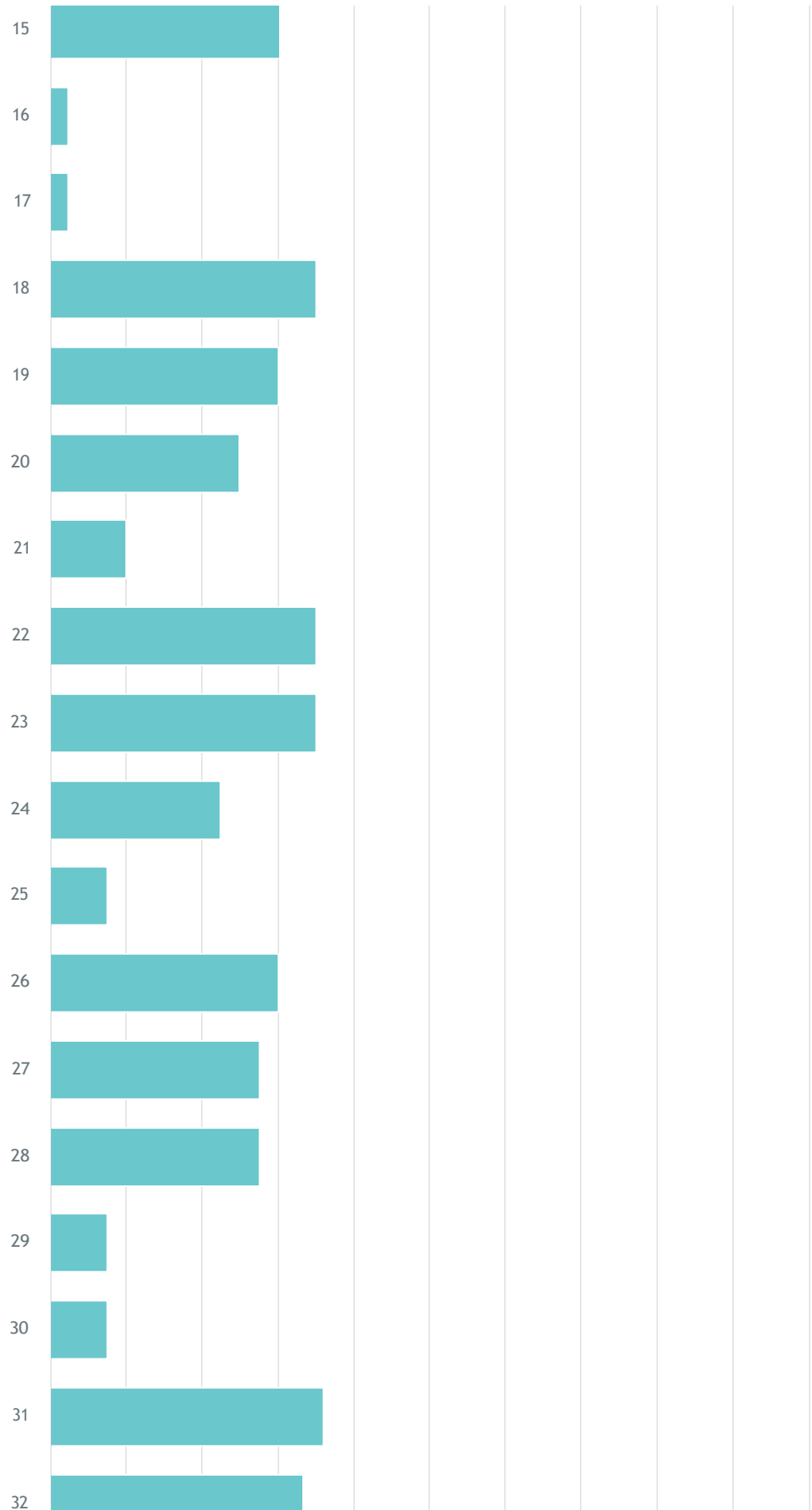
Answer Choices	Percentage	Responses
Bus Ticket	35.29%	18
Cash	33.33%	17
Vamos App	31.37%	16
Total		51

Q8 How satisfied are you with the below RTD Services?

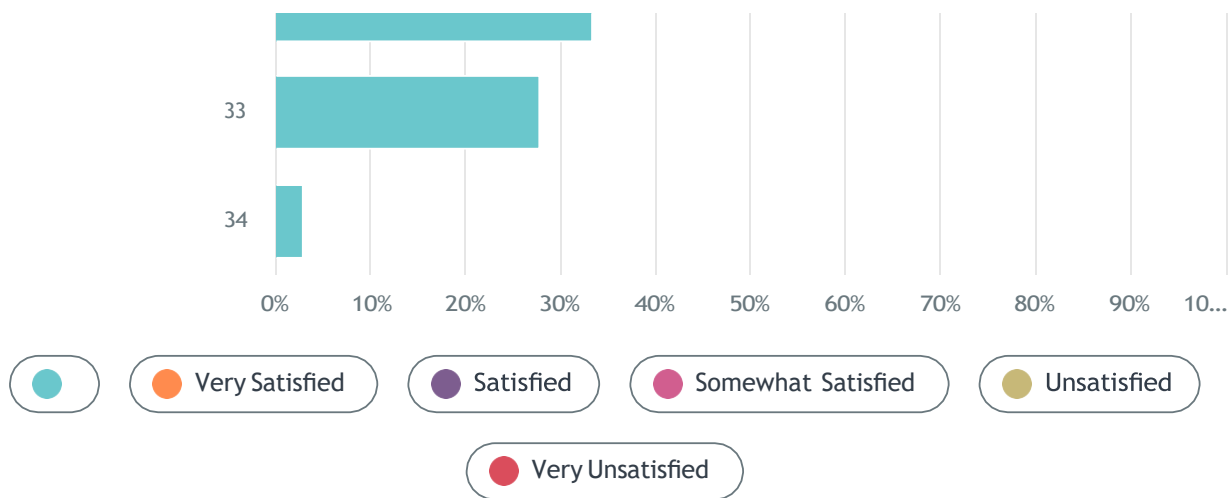
Answered: 51 Skipped: 0



RTD Wants to Hear from You!



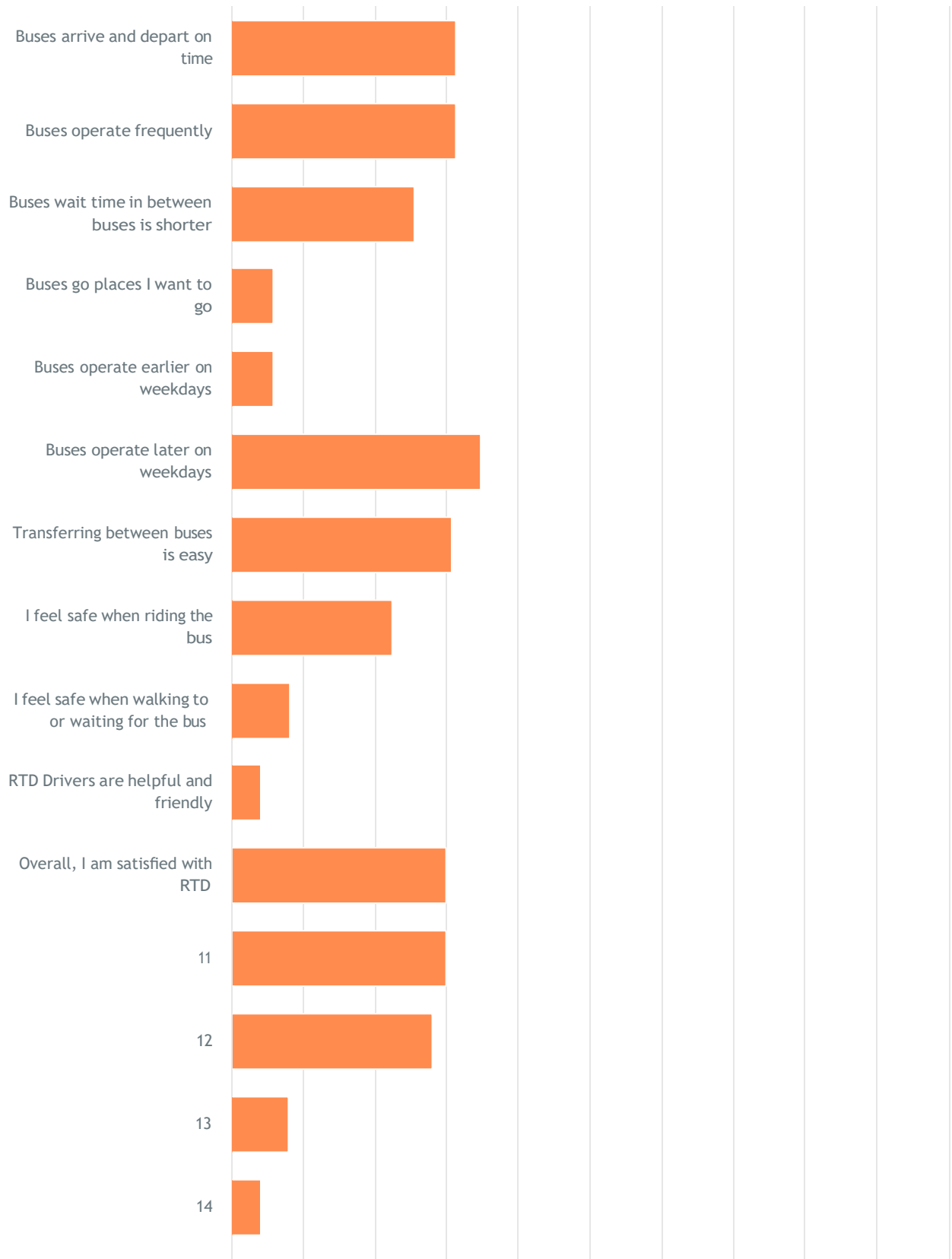
RTD Wants to Hear from You!



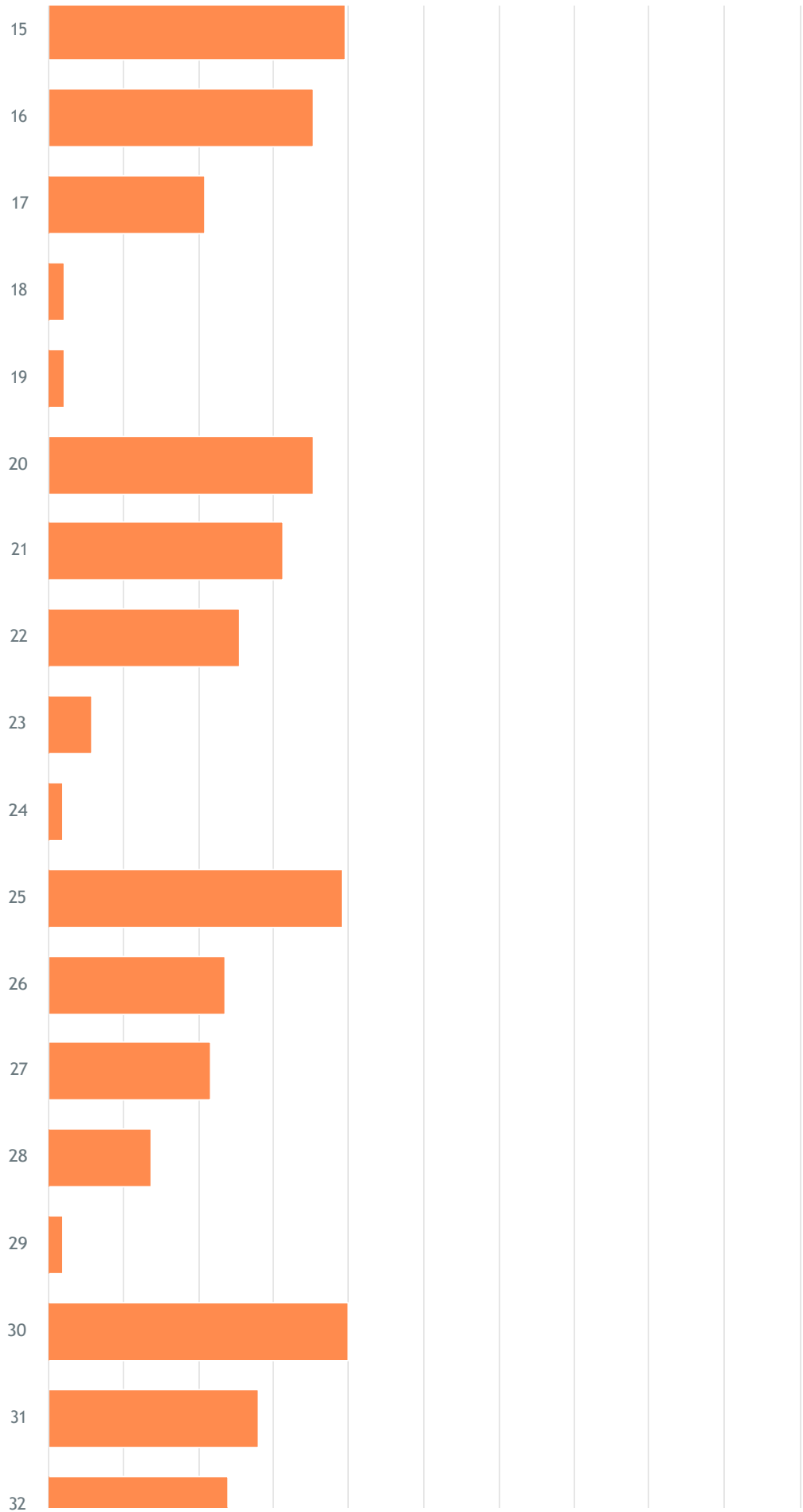
	Very Satisfied	Satisfied	Somewhat Satisfied	Unsatisfied	Very Unsatisfied	Total
BRT Metro Express	0%	0%	0%	0%	0%	45
SMA Fixed Route-Weekday	0%	0%	0%	0%	0%	42
SMA Fixed Route-Weekday	0%	0%	0%	0%	0%	44
Metro Hopper	0%	0%	0%	0%	0%	43
County Hopper	0%	0%	0%	0%	0%	40
Commuter	0%	0%	0%	0%	0%	40
Van Go!	0%	0%	0%	0%	0%	40
Paratransit	0%	0%	0%	0%	0%	36
						330

Q9 Please rate the following.

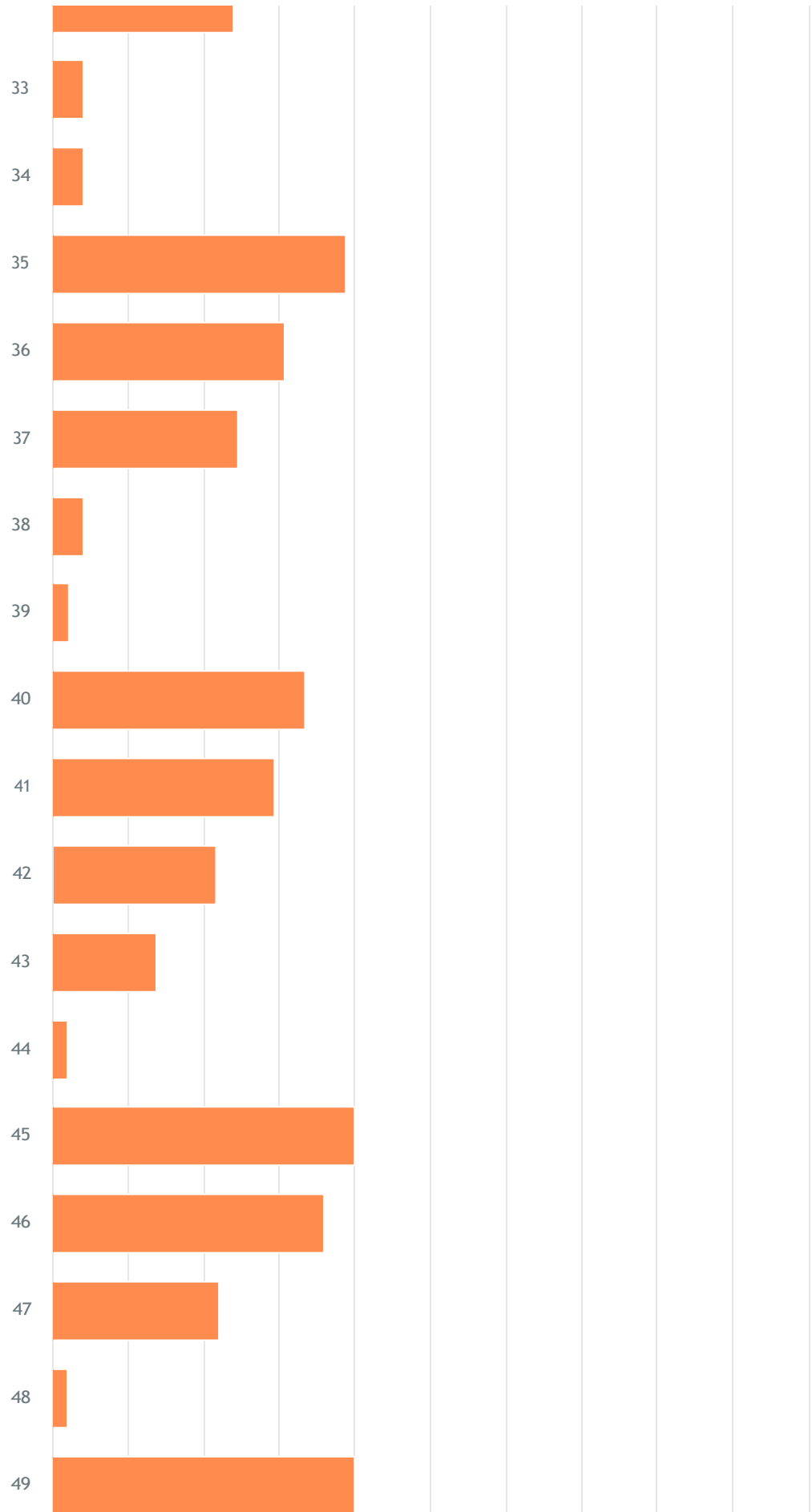
Answered: 51 Skipped: 0



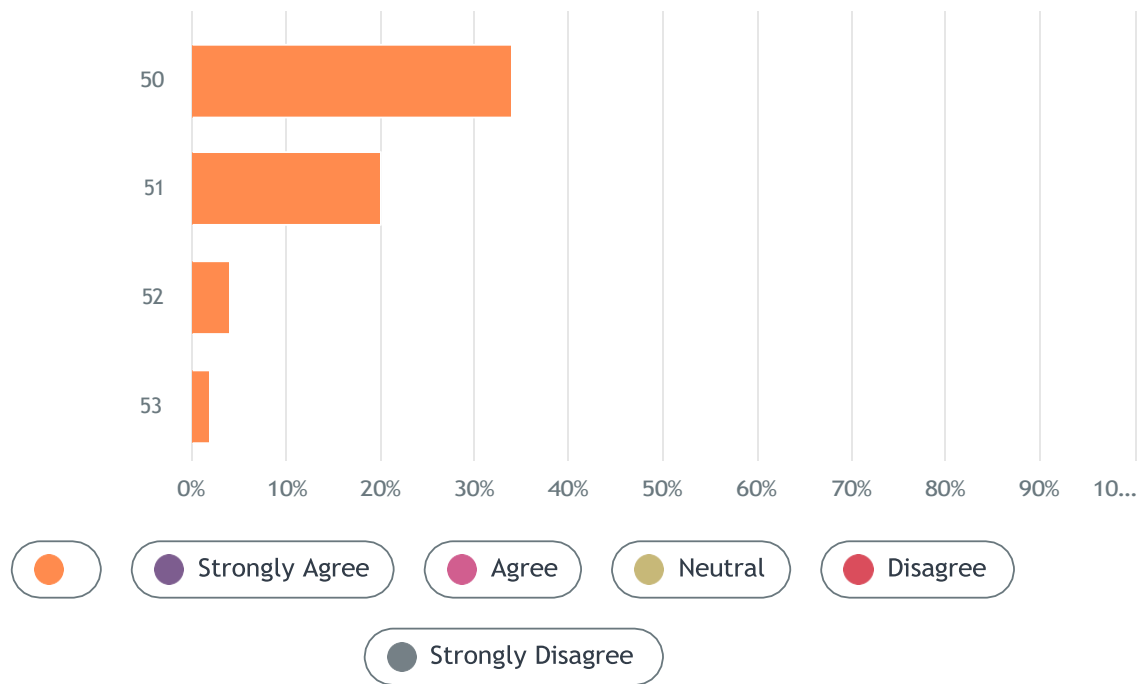
RTD Wants to Hear from You!



RTD Wants to Hear from You!



RTD Wants to Hear from You!



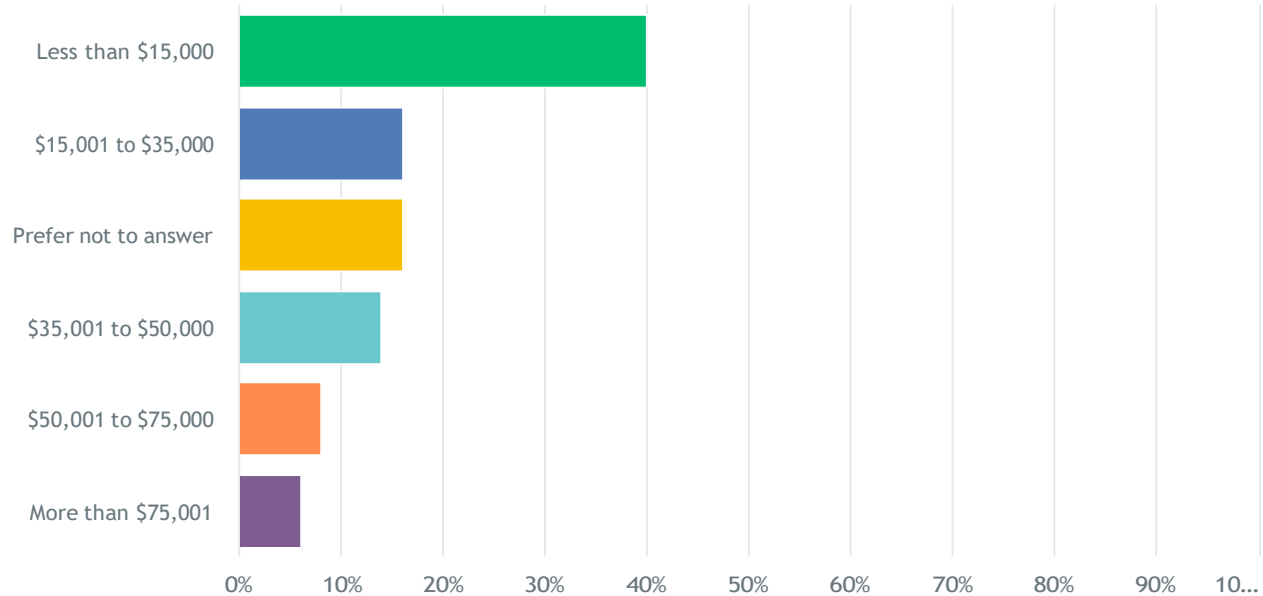
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Buses arrive and depart on time	0% 0	0% 0	0% 0	0% 0	0% 0	51
Buses operate frequently	0% 0	0% 0	0% 0	0% 0	0% 0	49
Buses wait time in between buses is shorter	0% 0	0% 0	0% 0	0% 0	0% 0	50
Buses go places I want to go	0% 0	0% 0	0% 0	0% 0	0% 0	48
Buses operate earlier on weekdays	0% 0	0% 0	0% 0	0% 0	0% 0	51
Buses operate later on weekdays	0% 0	0% 0	0% 0	0% 0	0% 0	51
Transferring between buses is easy	0% 0	0% 0	0% 0	0% 0	0% 0	50
I feel safe when riding the bus	0% 0	0% 0	0% 0	0% 0	0% 0	49
						550

RTD Wants to Hear from You!

	 Strongly Agree	 Agree	 Neutral	 Disagree	 Strongly Disagree	Total
I feel safe when walking to or waiting for the bus	0% 0	0% 0	0% 0	0% 0	0% 0	51
RTD Drivers are helpful and friendly	0% 0	0% 0	0% 0	0% 0	0% 0	50
Overall, I am satisfied with RTD	0% 0	0% 0	0% 0	0% 0	0% 0	50
						550

Q10 What is the approximate total household income of everyone in your home?

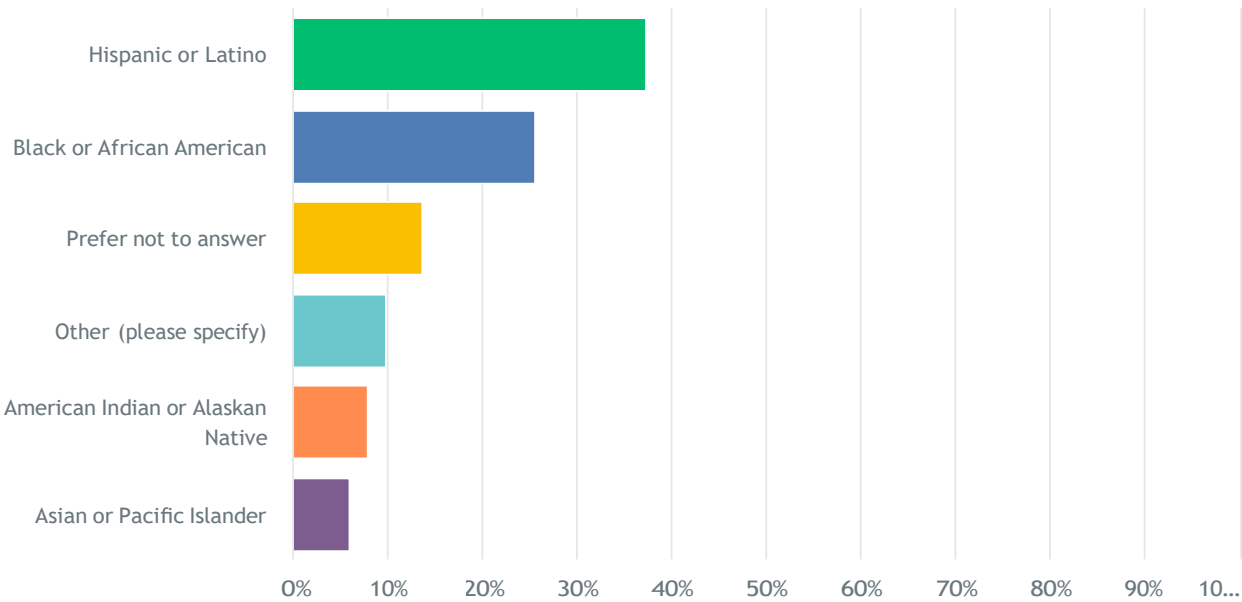
Answered: 50 Skipped: 1



Answer Choices	Percentage	Responses
● Less than \$15,000	40.00%	20
● \$15,001 to \$35,000	16.00%	8
● Prefer not to answer	16.00%	8
● \$35,001 to \$50,000	14.00%	7
● \$50,001 to \$75,000	8.00%	4
● More than \$75,001	6.00%	3
Total		50

Q11 What is your ethnicity?

Answered: 51 Skipped: 0

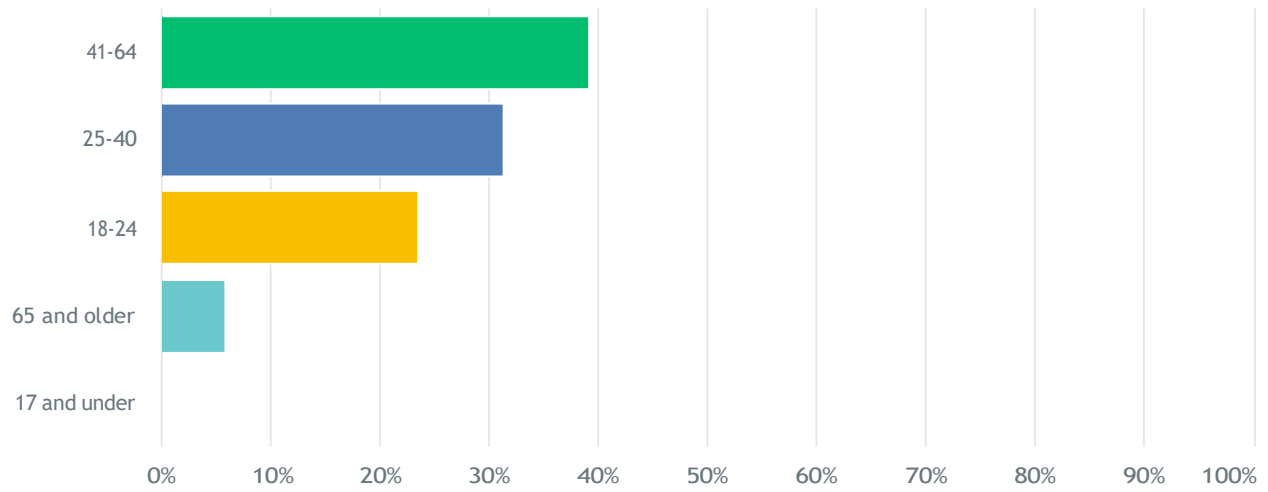


Answer Choices	Percentage	Responses
Hispanic or Latino	37.25%	19
Black or African American	25.49%	13
Prefer not to answer	13.73%	7
Other (please specify) Show responses	9.80%	5
American Indian or Alaskan Native	7.84%	4
Asian or Pacific Islander	5.88%	3
Total		51

#	OTHER (PLEASE SPECIFY)	DATE
1	white	5/20/2024 4:21 PM
2	White	4/22/2024 8:57 PM
3	Mixed race	4/22/2024 12:01 PM
4	White	4/19/2024 10:07 AM
5	Caucasian	4/16/2024 6:28 PM

Q12 What is your age?

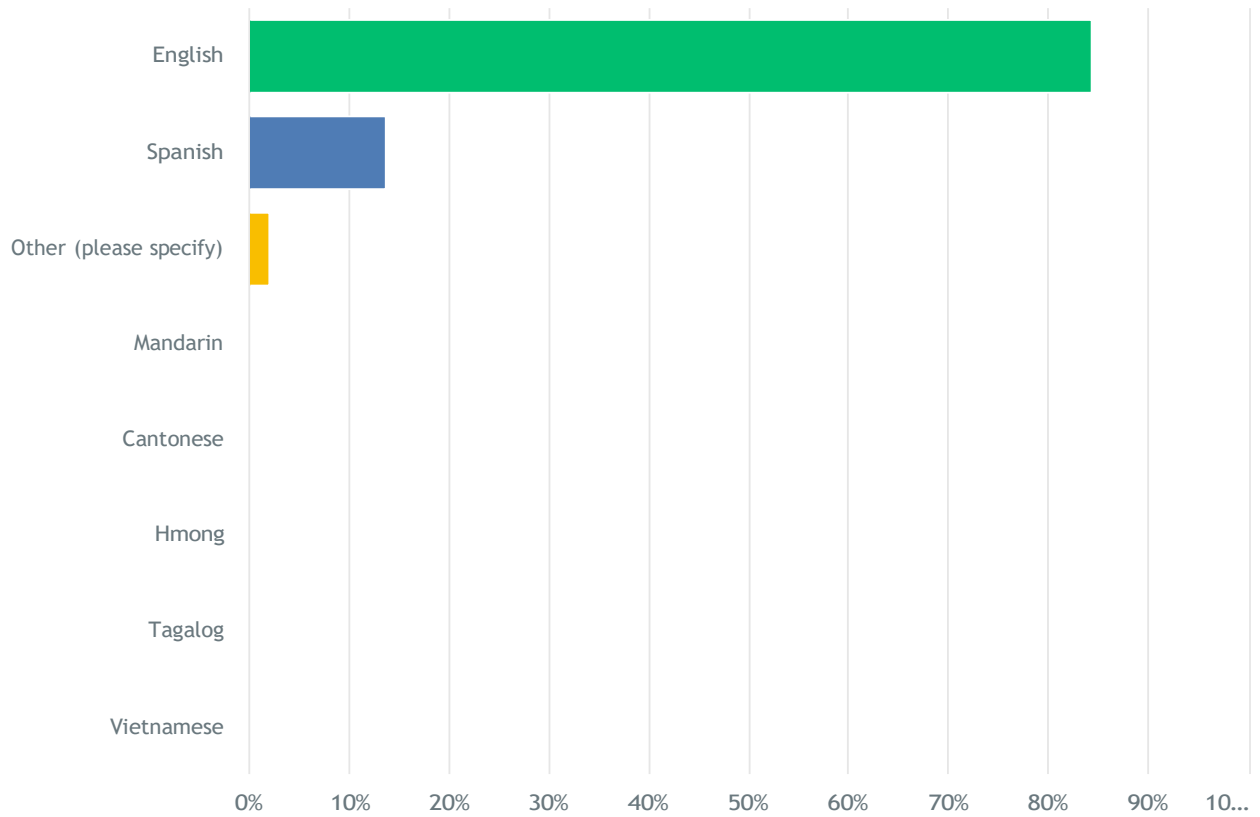
Answered: 51 Skipped: 0



Answer Choices	Percentage	Responses
41-64	39.22%	20
25-40	31.37%	16
18-24	23.53%	12
65 and older	5.88%	3
17 and under	0%	0
Total		51

Q13 What language is spoken the most at home?

Answered: 51 Skipped: 0



Answer Choices	Percentage	Responses
● English	84.31%	43
● Spanish	13.73%	7
● Other (please specify) Show responses	1.96%	1
● Mandarin	0%	0
● Cantonese	0%	0
● Hmong	0%	0
● Tagalog	0%	0
● Vietnamese	0%	0
Total		51

RTD Wants to Hear from You!

#	OTHER (PLEASE SPECIFY)	DATE
1	Hindi	4/16/2024 8:45 AM

Q14 What is your home zip code?

Answered: 51 Skipped: 0

#	RESPONSES	DATE
1	95219-3385	5/20/2024 4:35 PM
2	95206	5/20/2024 4:25 PM
3	95202	5/20/2024 4:21 PM
4	95205	5/20/2024 4:17 PM
5	95204	5/20/2024 4:09 PM
6	95202	5/20/2024 4:06 PM
7	93401	5/20/2024 4:03 PM
8	95202	5/20/2024 4:01 PM
9	95205	5/20/2024 3:58 PM
10	95202	5/20/2024 3:55 PM
11	95202	5/20/2024 10:52 AM
12	95330	4/26/2024 10:13 PM
13	95202	4/26/2024 5:26 PM
14	95207	4/26/2024 11:42 AM
15	95026	4/26/2024 10:55 AM
16	95207	4/25/2024 7:29 PM
17	95818	4/25/2024 2:11 PM
18	95206	4/24/2024 5:41 PM
19	95209	4/23/2024 12:44 AM
20	95219	4/22/2024 8:57 PM
21	96215	4/22/2024 12:01 PM
22	95205	4/22/2024 10:40 AM
23	95206	4/21/2024 7:48 PM
24	95203	4/21/2024 7:30 PM
25	95206	4/19/2024 6:22 PM
26	95206	4/19/2024 1:35 PM
27	95242	4/19/2024 10:07 AM
28	95207	4/19/2024 8:11 AM
29	95202	4/19/2024 6:28 AM
30	95202	4/19/2024 12:39 AM
31	95205	4/18/2024 5:16 PM
32	95376	4/18/2024 4:19 PM
33	95205	4/18/2024 1:59 PM

RTD Wants to Hear from You!

34	95209	4/18/2024 1:21 PM
35	95825	4/18/2024 1:08 PM
36	95206	4/18/2024 10:19 AM
37	95205	4/17/2024 10:05 PM
38	95207	4/17/2024 12:46 PM
39	95203	4/17/2024 11:08 AM
40	95203	4/17/2024 9:57 AM
41	95203	4/16/2024 11:38 PM
42	95204	4/16/2024 6:28 PM
43	95210	4/16/2024 4:46 PM
44	95205	4/16/2024 2:01 PM
45	95206	4/16/2024 10:23 AM
46	95203	4/16/2024 10:10 AM
47	95215	4/16/2024 9:22 AM
48	95207	4/16/2024 8:45 AM
49	95206	4/16/2024 8:25 AM
50	95376	4/16/2024 7:42 AM
51	95240	4/15/2024 8:47 PM

Q17 Comments about the latest Service Improvements (Optional)

Answered: 31 Skipped: 20

#	RESPONSES	DATE
1	A veces pasan uno tras de otro la Ruta 40.	5/20/2024 4:35 PM
2	I use both lines and paratransit. You need buses to go down Davis to Whistler vacinaty. Many of the regular bus drivers act like I'm a in position because I'm in a chair. One driver is so big they can barely get me buckled down.	5/20/2024 4:21 PM
3	Es un mejor servicio que e visto siempre son amables y la verdad es cómodo de viajar	5/20/2024 4:17 PM
4	You guys are doing great improvements	5/20/2024 4:06 PM
5	more frequent morning 91 bus	5/20/2024 4:03 PM
6	More buses that go to the honor farm on the weekends there is a lot of homeless men and women that are part of programs and people on parole and probation part of RTW that need transportation on the weekends	5/20/2024 3:55 PM
7	it's helpful and gets me to my destination	5/20/2024 10:52 AM
8	I love that the fixed routes are running every half hour, it makes getting around Stockton a lot easier. I'd love to see the County Hoppers receive more trips per day. There definitely needs improvements on the Weekends. The biggest suggestion I see from people is the West Lane Corridor is in dire need of weekend service. Also I'd like to eventually see the county hoppers operate on the weekends.	4/26/2024 5:26 PM
9	It's been awesome!! The bus drivers are so kind and Mindful	4/26/2024 11:42 AM
10	I appreciate the double buses on the 578	4/25/2024 7:29 PM
11	I like that there is more 555 bus times especially since it's closest bus (by 20 minutes from me) that passes by however it's the only bus that passes through and doesn't operate on the weekends	4/24/2024 5:41 PM
12	Little late coming with the changing but it's all good but those hopper routes suck especially the County hopper routes that's very lack of service it's Mayberry bus service 40 years behind times and your weekend service sucks the most lack of service all over Stockton and no county service at all now your going backwards not forward not a very good Transit system at all now 50 million dollar budget and Medicare service I don't know RTD not looking to good on the public transportation side in San Joaquin County still needs a lot of work	4/23/2024 12:44 AM
13	I like that buses run earlier and later. Still need the 745 to come as far west as the 545 does	4/22/2024 8:57 PM
14	I love the changes	4/22/2024 12:01 PM
15	The service improvements would be better appreciated if bus route times are as scheduled, if drivers would not take advantage of passengers and their employment, and if all RTD personnel conduct themselves in a professional and ethical manner.	4/22/2024 10:40 AM
16	Really good service I personally think people should ride bus often and see More of rtd friendly staff	4/19/2024 6:22 PM
17	Paratransit needs to work later hours on weekdays/weekends.	4/19/2024 1:35 PM
18	I like the 40 L. It saves me some walking around Weberstown Mall and Stonecreek Village Shopping Center. I wish the busses had the same schedule 7 days a week. & I wish the BART Commuter ran more often. Nevertheless, thank you for the recent updates & for making RTD even better.	4/19/2024 8:11 AM
19	Weekend routes need to operate earlier and later. Weekday service should operate every 30 minutes until at least midnight	4/19/2024 6:28 AM

RTD Wants to Hear from You!

20	The boarding up front is more safer.	4/19/2024 12:39 AM
21	I love that you have more frequent services on the buses. I'm able to get home faster. Best idea.	4/18/2024 5:16 PM
22	I do like some of the improvements like the local route 40 and the increase in frequency on a few of the routes. I would like to see some changes such as -Day pass accumulator feature in the vamos app similar to clipper in the bay area - Later bart commuter option like stanrta has - Weekend county hopper service - Later county hopper options - separate scrolling for timetables online - adjust the departure for the weekday afternoon 150 so we can likely catch the Bart at 5:38 pm and the buses at 5:39 pm	4/18/2024 4:19 PM
23	We like the Vango ride we use it constantly to go everywhere we need for my children in School touge Shopping and it's great to get into personal homes and businesses direct. It's much better than Uber and Lyft and we would like to keep the system going.	4/18/2024 1:59 PM
24	The bus comes fast even though it's 30 minutes but overall I'm satisfied and it is very pleasant to meet good people while ride your bus thank you and God bless have a good day	4/18/2024 1:21 PM
25	Bus driver was very helpful to let me know where to get off the bus 4/16/2024 also let me know where to get back on the bus @ 10th and Ann street	4/18/2024 10:19 AM
26	Greater frequency of service is nice, but need routes to run later.	4/16/2024 4:46 PM
27	Yes	4/16/2024 2:01 PM
28	None	4/16/2024 10:23 AM
29	More benches and shade for bus stops especially the one off Oro & Myrtle St for the Franklin high school students who use the bus	4/16/2024 9:22 AM
30	Great service	4/16/2024 8:45 AM
31	The service on rt 93 is approved But I wished the old bus stop in the back of college was back students said they felt safer taking county hopper back their then the current bus stop And also all rt must operate on schedule if a driver last minute called in sick have a driver doing metro express change to the cancel rt normal would notice if that was cancelled since it comes so often	4/15/2024 8:47 PM

Q1 ¿Qué rutas utiliza?

Answered: 4 Skipped: 0

#	RESPONSES	DATE
1	510, 47, 40	4/18/2024 2:34 PM
2	9	4/17/2024 2:09 PM
3	525	4/17/2024 1:07 PM
4	40 y Hopper # 2	4/16/2024 10:38 AM

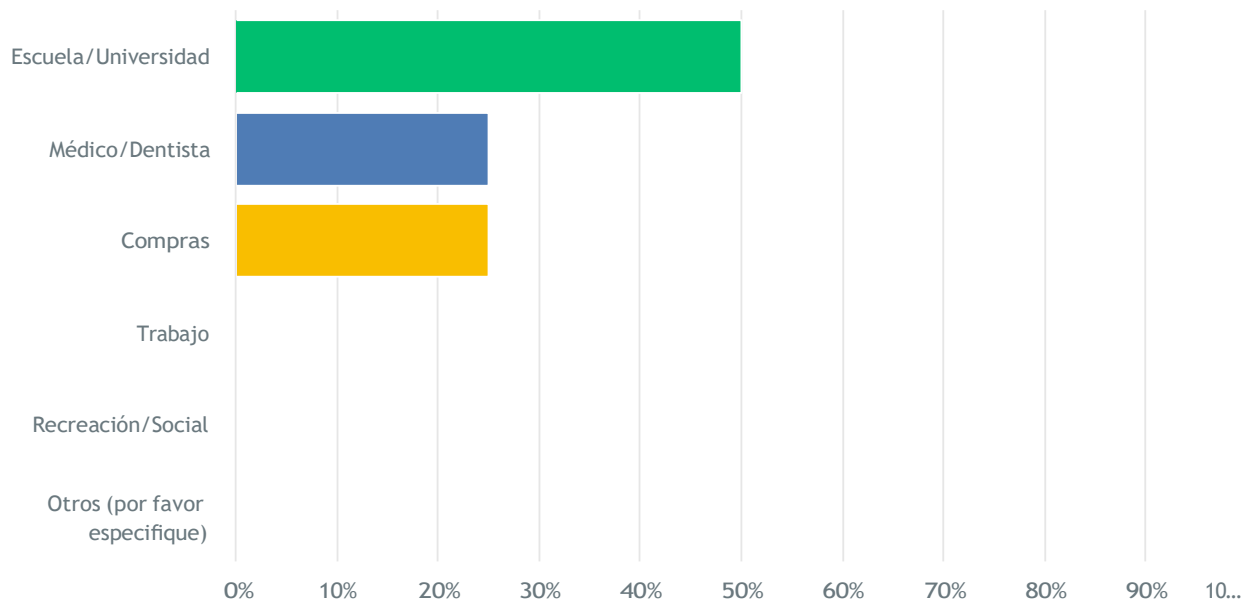
Q2 ¿A qué hora del día viaja en autobús?

Answered: 4 Skipped: 0

#	RESPONSES	DATE
1	7am to 7pm	4/18/2024 2:34 PM
2	100	4/17/2024 2:09 PM
3	7-11	4/17/2024 1:07 PM
4	6: 30 a.m - 10:15 a.m. 10:30 a.m y 3:45 p.m	4/16/2024 10:38 AM

Q3 ¿Para qué utiliza el transporte público?

Answered: 4 Skipped: 0

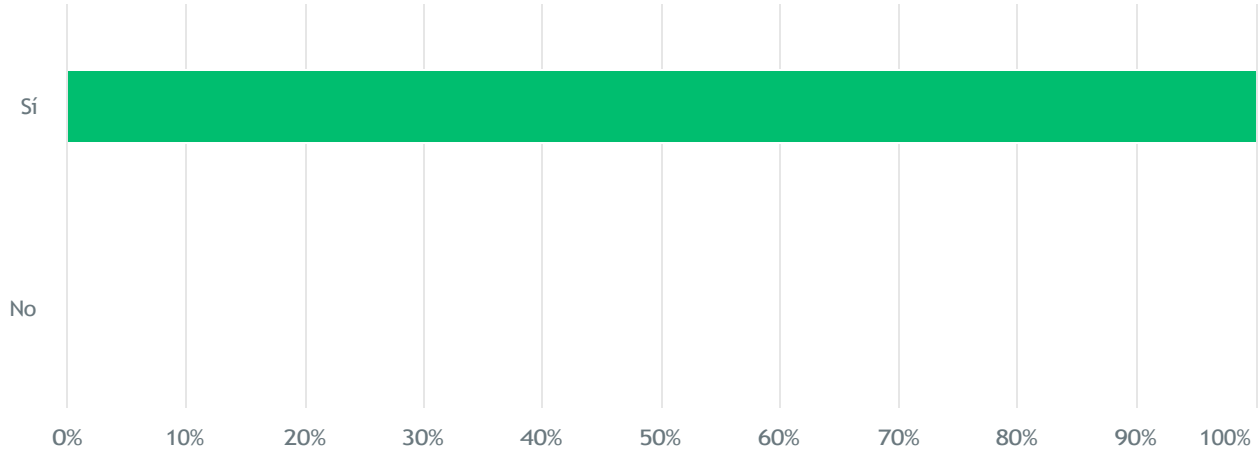


Answer Choices	Percentage	Responses
● Escuela/Universidad	50.00%	2
● Médico/Dentista	25.00%	1
● Compras	25.00%	1
● Trabajo	0%	0
● Recreación/Social	0%	0
● Otros (por favor especifique) Show responses	0%	0
Total		4

#	OTROS (POR FAVOR ESPECIFIQUE)	DATE
	There are no responses.	

Q4 ¿Utiliza ahora con más frecuencia el transporte publico, que en el 2023?

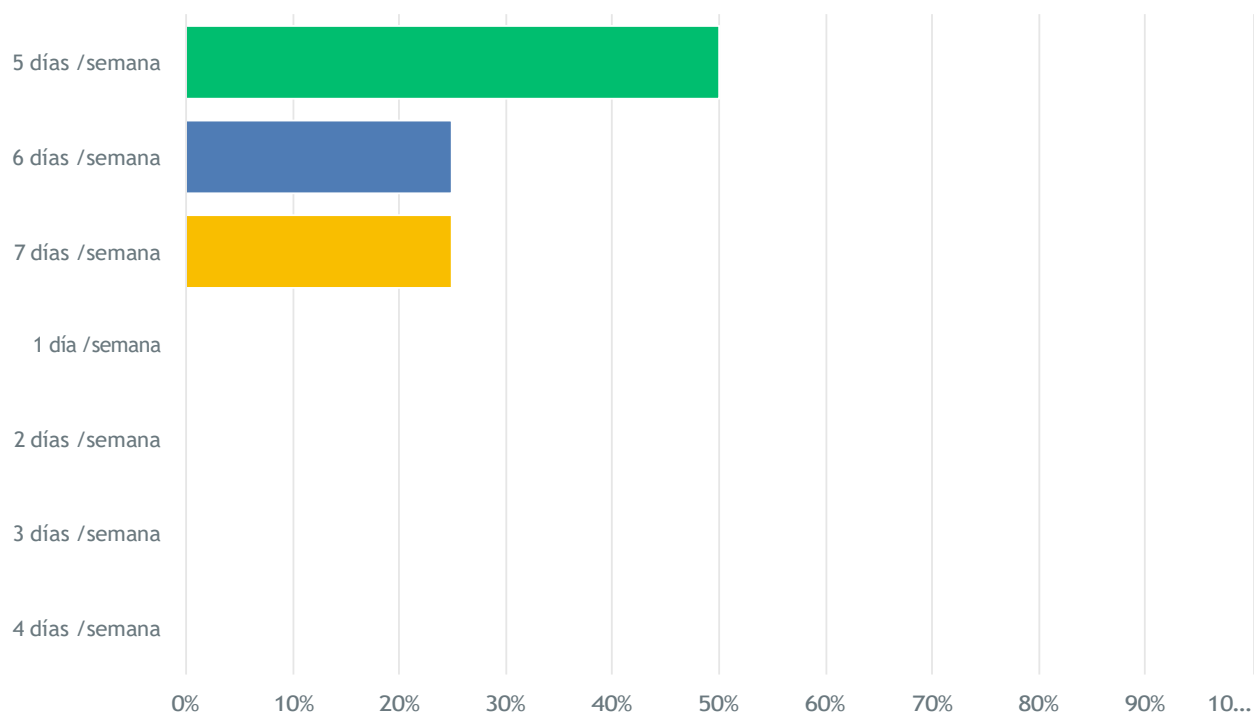
Answered: 4 Skipped: 0



Answer Choices	Percentage	Responses
● Sí	100.00%	4
● No	0%	0
Total		4

Q5 ¿Cuántos días a la semana suele viajar en autobuses RTD?

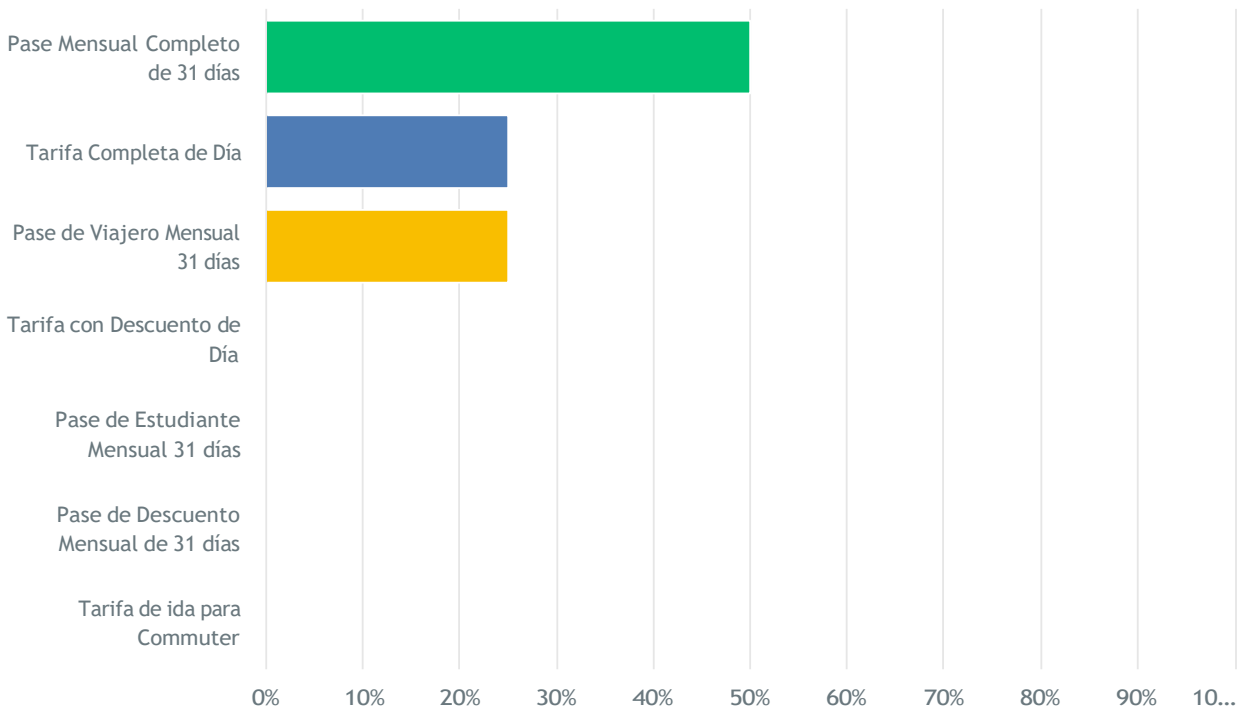
Answered: 4 Skipped: 0



Answer Choices	Percentage	Responses
● 5 días / semana	50.00%	2
● 6 días / semana	25.00%	1
● 7 días / semana	25.00%	1
● 1 día / semana	0%	0
● 2 días / semana	0%	0
● 3 días / semana	0%	0
● 4 días / semana	0%	0
Total		4

Q6 ¿Qué tipo de tarifa (boleto) utiliza? (Seleccione todas las que correspondan)

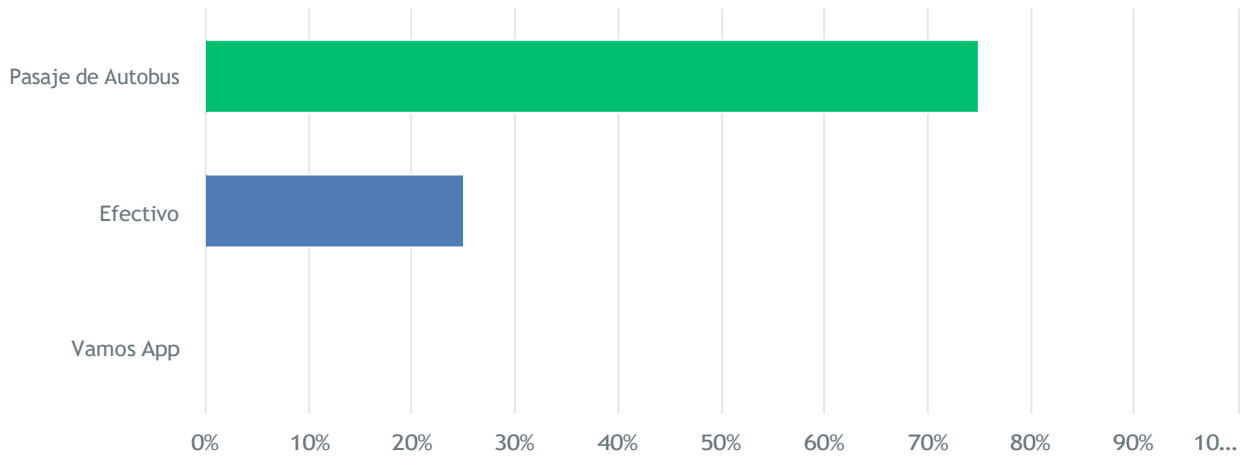
Answered: 4 Skipped: 0



Answer Choices	Percentage	Responses
● Pase Mensual Completo de 31 días	50.00%	2
● Tarifa Completa de Día	25.00%	1
● Pase de Viajero Mensual 31 días	25.00%	1
● Tarifa con Descuento de Día	0%	0
● Pase de Estudiante Mensual 31 días	0%	0
● Pase de Descuento Mensual de 31 días	0%	0
● Tarifa de ida para Commuter	0%	0
Total		4

Q7 ¿Qué tipo de método de pago utiliza?

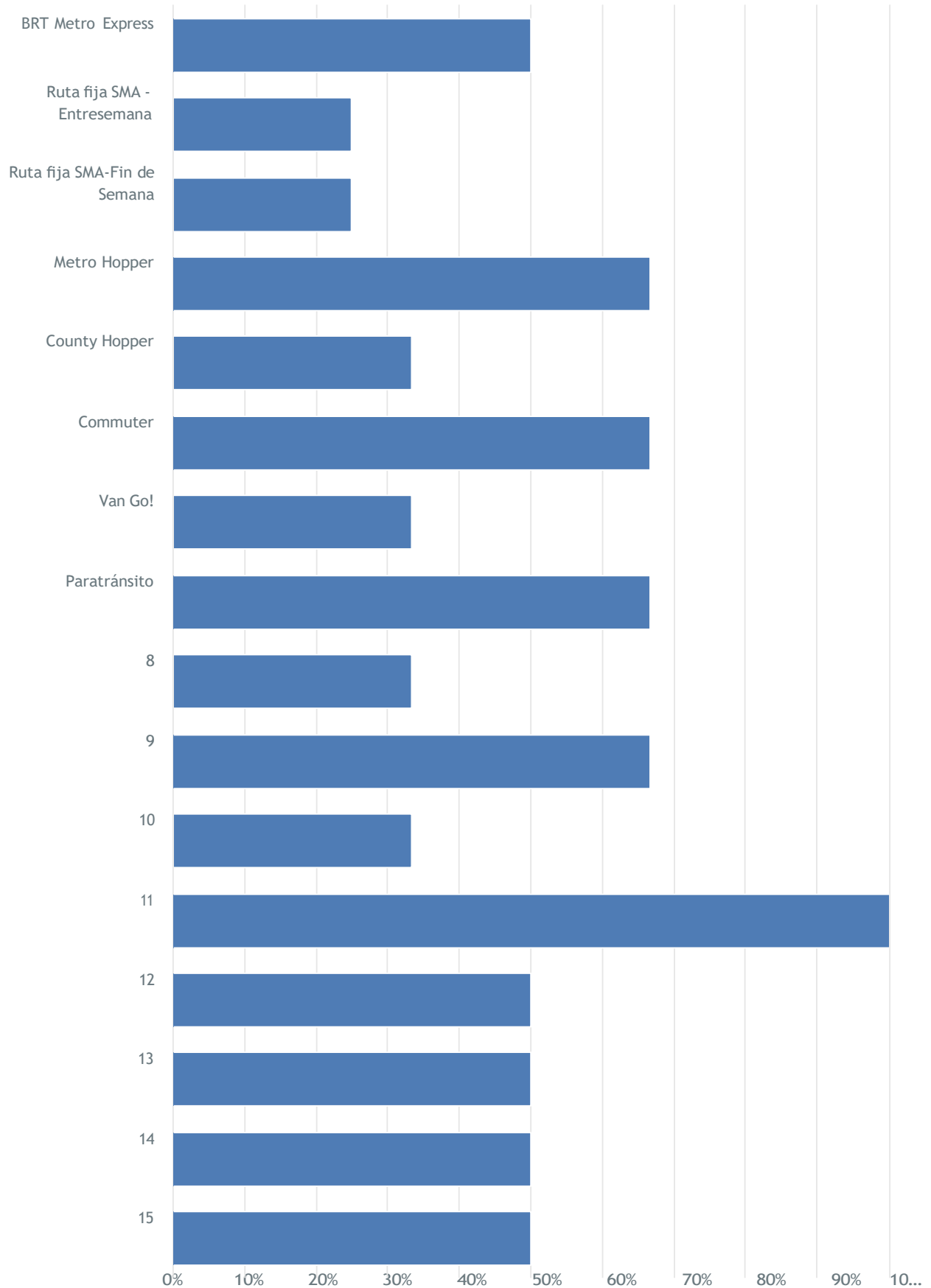
Answered: 4 Skipped: 0



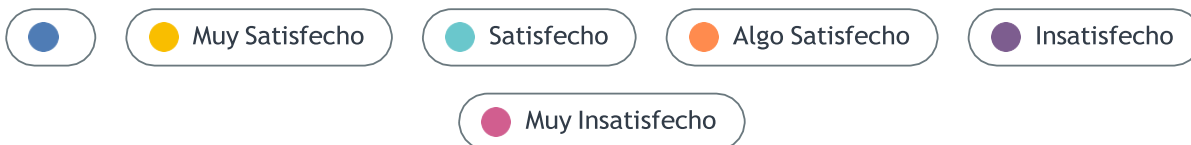
Answer Choices	Percentage	Responses
● Pasaje de Autobus	75.00%	3
● Efectivo	25.00%	1
● Vamos App	0%	0
Total		4

Q8 ¿Qué tan satisfecho está con los siguientes servicios de RTD?

Answered: 4 Skipped: 0



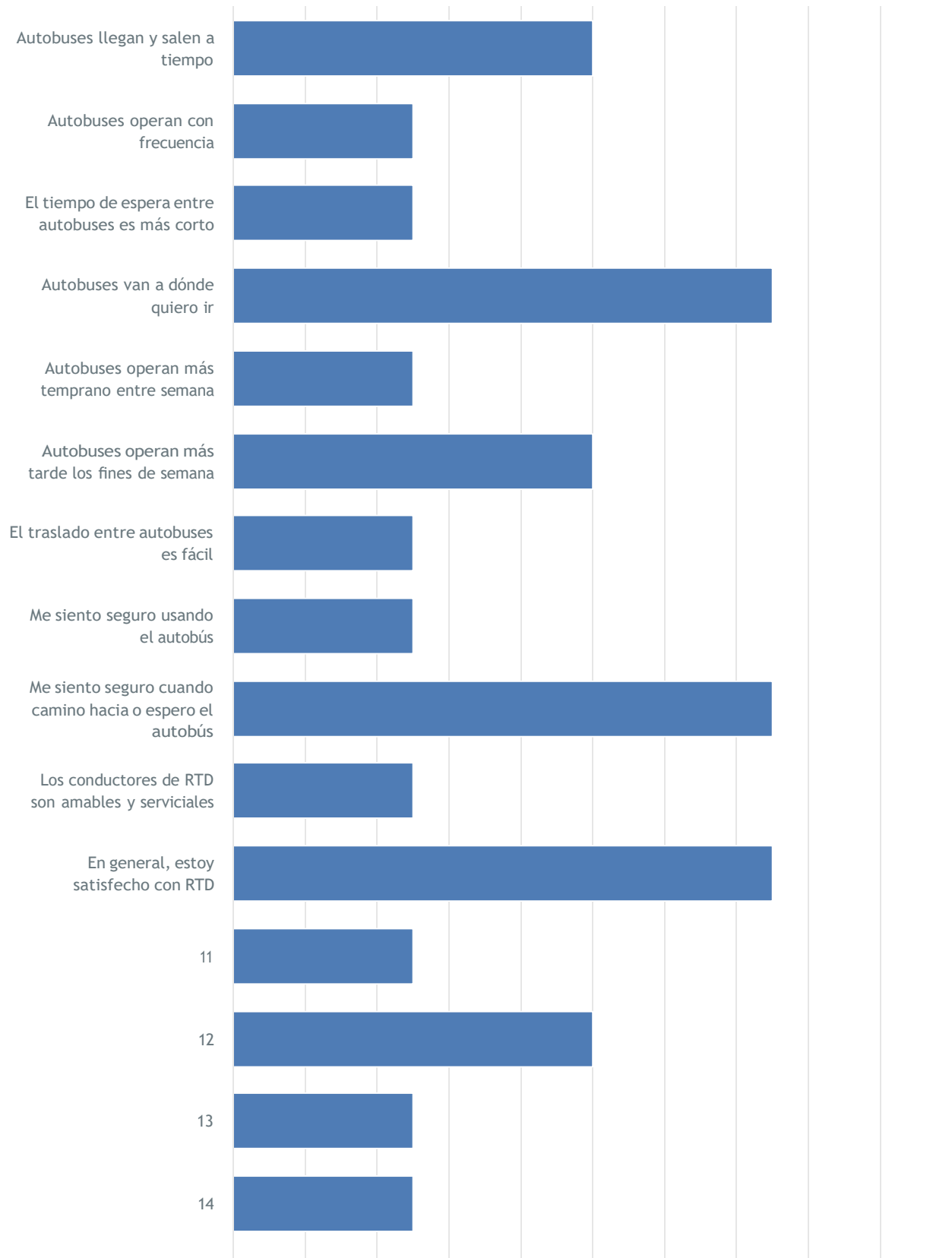
¡RTD Quiere Saber de Udsted!



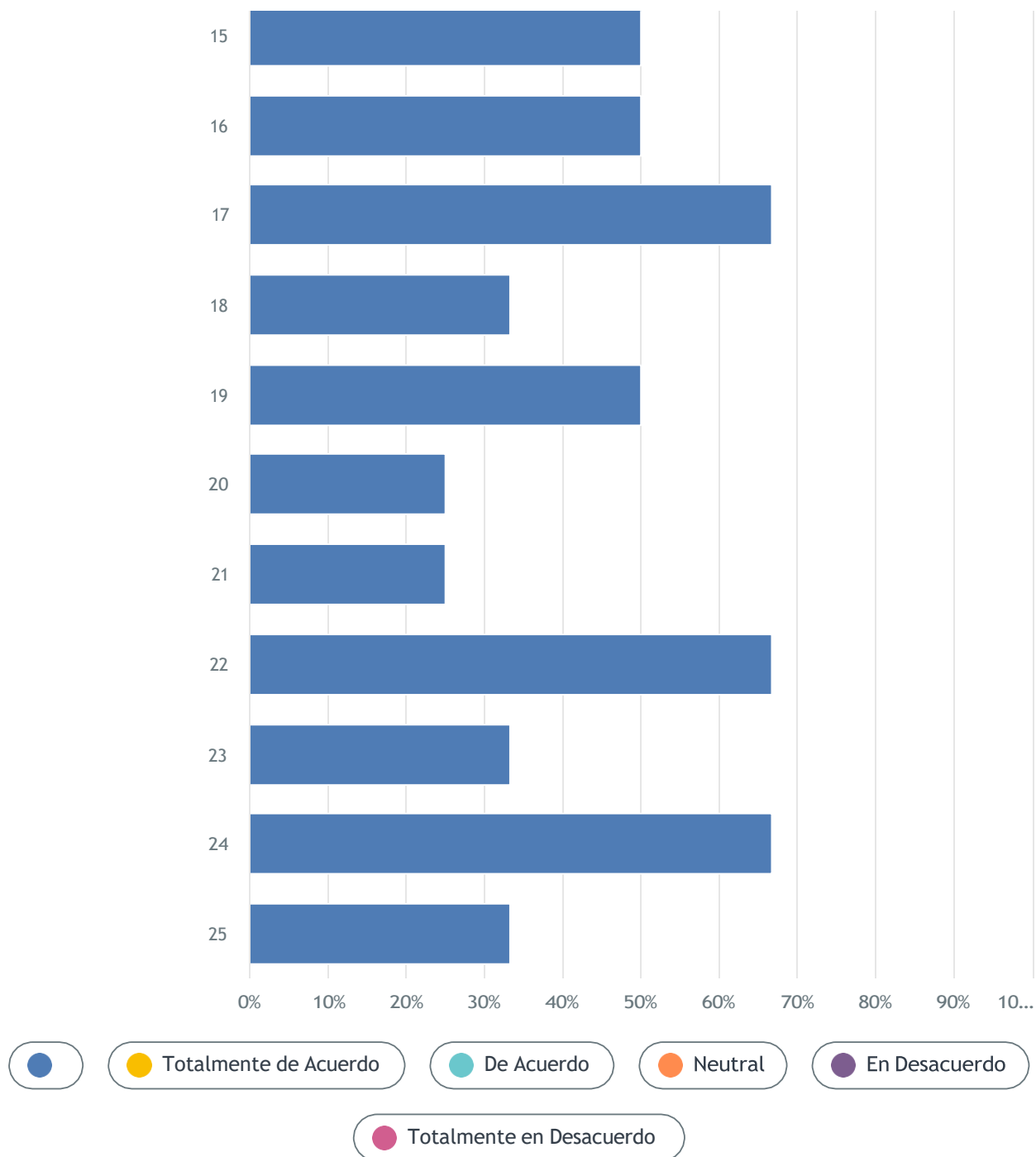
	● Muy Satisfecho	● Satisfecho	● Algo Satisfecho	● Insatisfecho	● Muy Insatisfecho	Total
BRT Metro Express	0% 0	0% 0	0% 0	0% 0	0% 0	4
Ruta fija SMA - Entresemana	0% 0	0% 0	0% 0	0% 0	0% 0	3
Ruta fija SMA-Fin de Semana	0% 0	0% 0	0% 0	0% 0	0% 0	3
Metro Hopper	0% 0	0% 0	0% 0	0% 0	0% 0	3
County Hopper	0% 0	0% 0	0% 0	0% 0	0% 0	3
Commuter	0% 0	0% 0	0% 0	0% 0	0% 0	2
Van Go!	0% 0	0% 0	0% 0	0% 0	0% 0	2
Paratr�nsito	0% 0	0% 0	0% 0	0% 0	0% 0	2
						22

Q9 Califique lo siguiente.

Answered: 4 Skipped: 0



¡RTD Quiere Saber de Udsted!



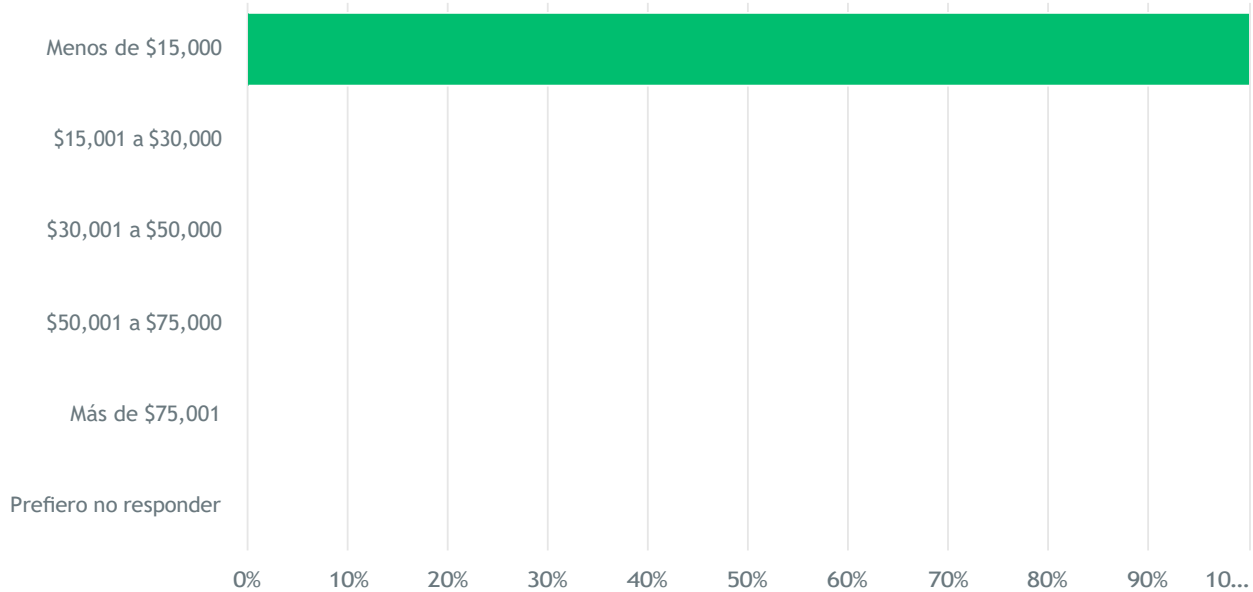
	Totalmente de Acuerdo	De Acuerdo	Neutral	En Desacuerdo	Totalmente en Desacuerdo	Total
Autobuses llegan y salen a tiempo	0%	0%	0%	0%	0%	4
	0	0	0	0	0	

¡RTD Quiere Saber de Usted!

	 Totalmente de Acuerdo	 De Acuerdo	 Neutral	 En Desacuerdo	 Totalmente en Desacuerdo	Total
Autobuses operan con frecuencia	0% 0	0% 0	0% 0	0% 0	0% 0	4
El tiempo de espera entre autobuses es más corto	0% 0	0% 0	0% 0	0% 0	0% 0	4
Autobuses van a dónde quiero ir	0% 0	0% 0	0% 0	0% 0	0% 0	4
Autobuses operan más temprano entre semana	0% 0	0% 0	0% 0	0% 0	0% 0	4
Autobuses operan más tarde los fines de semana	0% 0	0% 0	0% 0	0% 0	0% 0	4
El traslado entre autobuses es fácil	0% 0	0% 0	0% 0	0% 0	0% 0	4
Me siento seguro usando el autobús	0% 0	0% 0	0% 0	0% 0	0% 0	3
Me siento seguro cuando camino hacia o espero el autobús	0% 0	0% 0	0% 0	0% 0	0% 0	4
Los conductores de RTD son amables y serviciales	0% 0	0% 0	0% 0	0% 0	0% 0	3
En general, estoy satisfecho con RTD	0% 0	0% 0	0% 0	0% 0	0% 0	3
						41

Q10 ¿Cuál es el ingreso familiar total aproximado de todos los habitantes de su hogar?

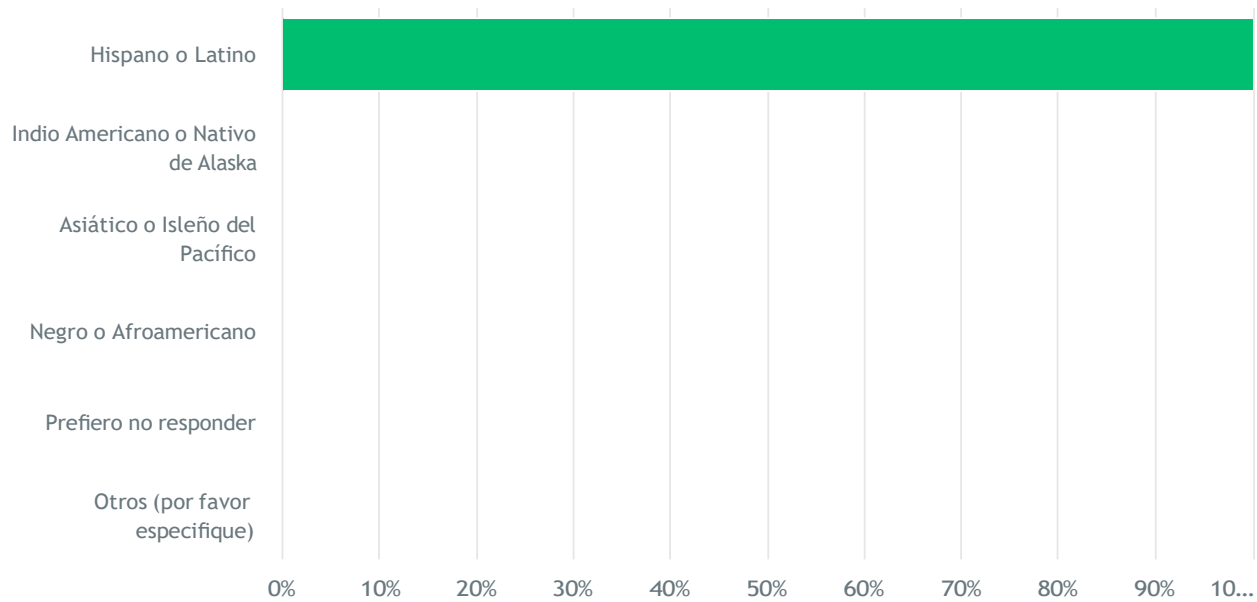
Answered: 4 Skipped: 0



Answer Choices	Percentage	Responses
● Menos de \$15,000	100.00%	4
● \$15,001 a \$30,000	0%	0
● \$30,001 a \$50,000	0%	0
● \$50,001 a \$75,000	0%	0
● Más de \$75,001	0%	0
● Prefiero no responder	0%	0
Total		4

Q11 ¿Cuál es su raza/origen étnico?

Answered: 4 Skipped: 0

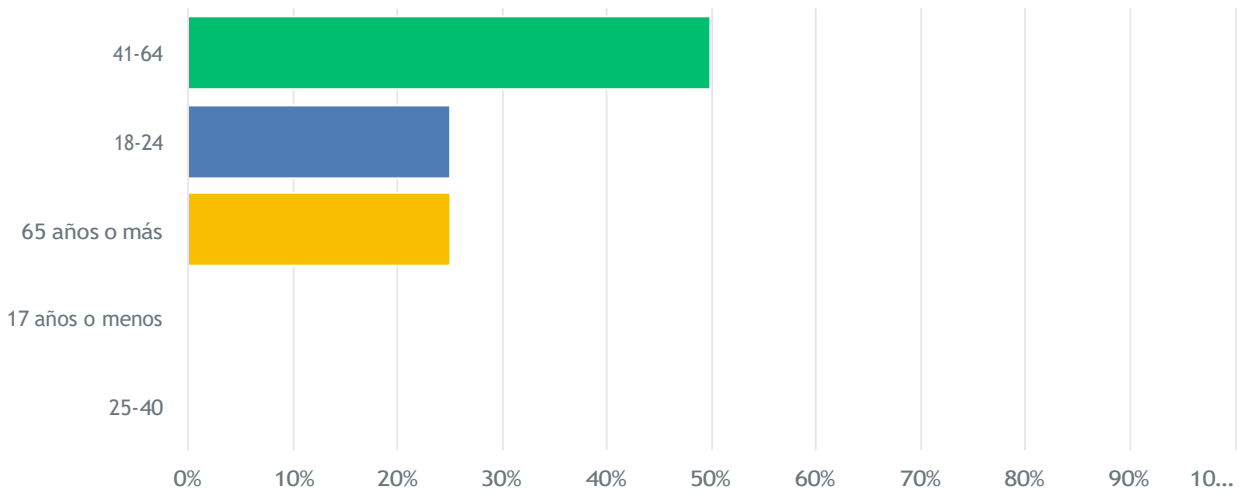


Answer Choices	Percentage	Responses
● Hispano o Latino	100.00%	4
● Indio Americano o Nativo de Alaska	0%	0
● Asiático o Isleño del Pacífico	0%	0
● Negro o Afroamericano	0%	0
● Prefiero no responder	0%	0
● Otros (por favor especifique) Show responses	0%	0
Total		4

#	OTROS (POR FAVOR ESPECIFIQUE)	DATE
	There are no responses.	

Q12 ¿Cuál es su edad?

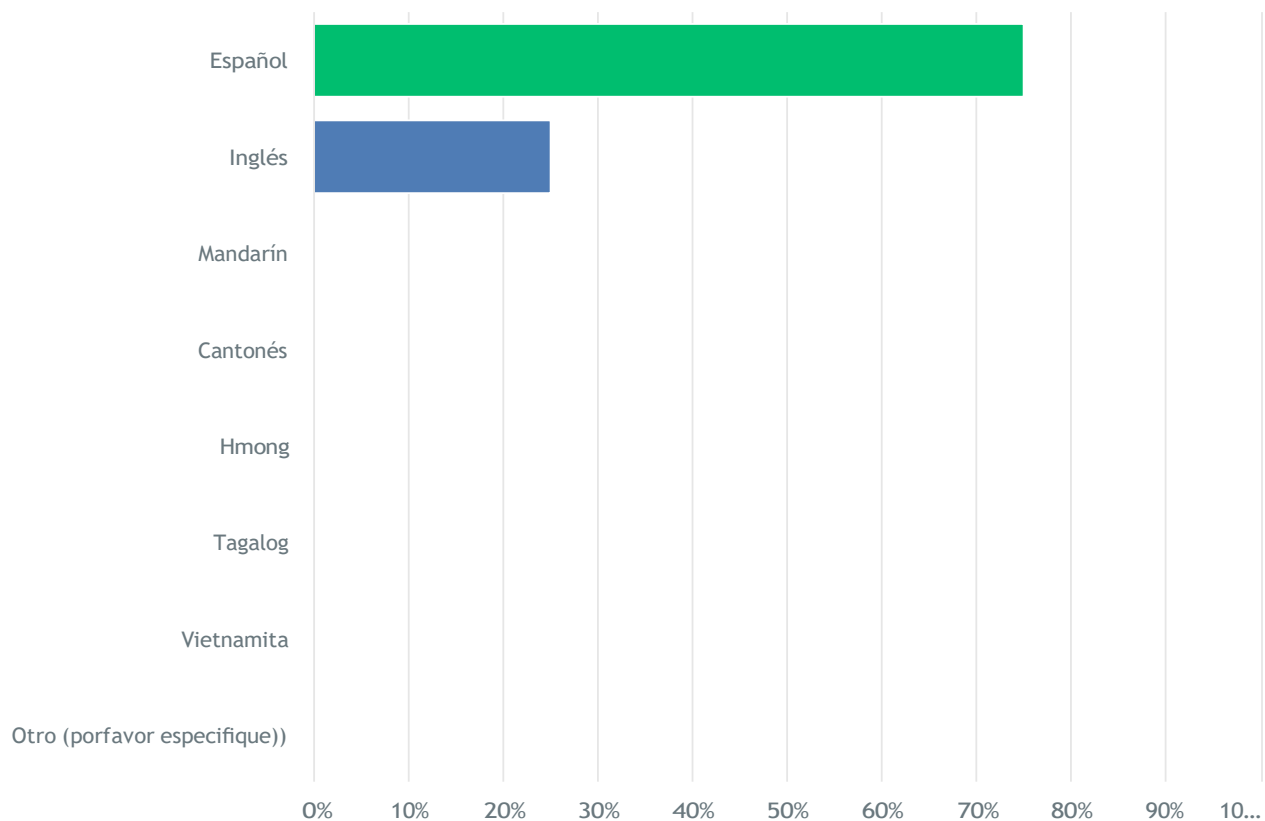
Answered: 4 Skipped: 0



Answer Choices	Percentage	Responses
● 41-64	50.00%	2
● 18-24	25.00%	1
● 65 años o más	25.00%	1
● 17 años o menos	0%	0
● 25-40	0%	0
Total		4

Q13 ¿Qué idioma se habla más en casa?

Answered: 4 Skipped: 0



Answer Choices	Percentage	Responses
● Español	75.00%	3
● Inglés	25.00%	1
● Mandarín	0%	0
● Cantonés	0%	0
● Hmong	0%	0
● Tagalog	0%	0
● Vietnamita	0%	0
● Otro (porfavor especifique)) Show responses	0%	0
Total		4

#	OTRO (PORFAVOR ESPECIFIQUE))	DATE
There are no responses.		

Q14 ¿Cuál es su código postal?

Answered: 4 Skipped: 0

#	RESPONSES	DATE
1	95202	4/18/2024 2:34 PM
2	95205	4/17/2024 2:09 PM
3	95205	4/17/2024 1:07 PM
4	95219-3385	4/16/2024 10:38 AM

Q17 Comentarios sobre las últimas mejoras del servicio (Opcional)

Answered: 3 Skipped: 1

#	RESPONSES	DATE
1	More buses that go to the honor farm on the weekends there is a lot of homeless men and women that are part of programs and people on parole and probation part of RTW that need transportation on the weekends	4/18/2024 2:34 PM
2	Es un mejor servicio que e visto siempre son amables y la verdad es cómodo de viajar	4/17/2024 1:07 PM
3	A veces pasan uno tras de otro la Ruta 40.	4/16/2024 10:38 AM



Appendix I:

Title VI Policies and Equity Analyses



LEAD STAFF: DAMARIS GALVAN, SERVICE DEVELOPMENT MANAGER

I. RECOMMENDED ACTION:

Consideration by the Board of Directors to approve revisions to San Joaquin Regional Transit District (RTD)'s Major Service Change (MSC), Disparate Impact (DI), and Disproportionate Burden (DB) Policies.

II. SUMMARY:

- RTD's previous MSC Policy dated June 19, 2020, was revised to be consistent with Federal Transit Administration (FTA) Title VI guidance.
- Staff has prepared the DI and DB Policies to comply with FTA Title VI guidance.
- Public outreach was performed to gather public input on these policies during the months of November 2022 and December 2022.
- Staff recommends approving these policies as outlined in Attachment A.

III. DISCUSSION/BACKGROUND

As per FTA's Circular 4702.1B, transit agencies with 50 or more fixed route vehicles in peak service in large, urbanized areas (over 200,000 in population) shall develop written MSC, DI and DB policies. These policies guide the evaluation of service changes that exceed the transit provider's major service change threshold, as well as all fare changes, prior to approval. This evaluation, also referred to as an Equity Analysis, is designed to determine whether service or fare changes will have a discriminatory impact based on race, color, or national origin.

RTD's current MSC Policy requires revisions to be consistent with FTA guidance. Staff also has developed new DI and DB policies to meet the requirements of FTA Circular 4702.1B.

The updated MSC policy reflects the following changes:

- Current RTD policy describes "major service changes" as only service reductions, while FTA regulations require the MSC Policy to cover service increases and reductions. This is addressed in the revised policy.
- The MSC Policy defines major service changes as those increasing or decreasing a route's service span or mileage by 25% or more, including establishing or eliminating an entire route.
- RTD's current MSC Policy states that emergency service changes are exempt from an equity analysis and a public hearing unless they last more than 180 days. The revised policy changes the timeframe to 12 months for introduction or discontinuation of limited-term service (e.g., promotional, demonstration, seasonal or emergency service, or service provided as mitigation or diversions for construction or other similar activities). This change aligns with FTA requirements.

The new DI Policy will be used for analyzing the effect of fare or major service changes on minority populations, which the DB Policy will be used to analyze the effect of such changes on low-income populations. In both cases, thresholds are set at 10% for changes to a single route and 15% for changes to more than one route.

FTA does not particularly specify thresholds for these policies; however, the FTA recommendation is to establish thresholds that are reasonable. Though low-income status is not a protected class under Title VI of the Civil Rights Act of 1964, the FTA still requires transit providers to evaluate if proposed service and fare changes may adversely affect low-income populations.

Outreach and Public Input

RTD Service Development and Marketing Staff performed public outreach from Monday, November 21 through Friday, December 9, 2022 to gather public input regarding the MSC, DI, and DB Policies.

Current policies and drafts of proposed MSC, DI and DB policies were made available on RTD's website in both English and Spanish, flyers promoting and soliciting public input were posted on the website and social media, and email blasts were sent to community stakeholders. There was one comment received which was not directly relevant to these policies and instead expressed an interest in specific service changes.

IV. STRATEGIC PLAN PRIORITIES ALIGNMENT

This recommendation aligns with the Board's Strategic Priorities 2, 3, 4, and 5.
Strategic Priorities:

1. Employees
2. Customers
3. Financial Health
4. Operations Excellence
5. Community Relations
6. Innovation

V. FINANCIAL CONSIDERATIONS / IMPACT

This action will not have an impact on the budget.

VI. CHANGES FROM COMMITTEE

N/A

VII. ALTERNATIVES CONSIDERED

The alternative of not approving these policies is not recommended as it will not align with FTA guidance on Title VI.

VIII. ATTACHMENTS

Attachment A: Title VI Policies: Major Service Change, Disparate Impact, and Disproportionate Burden (English Version)

Attachment B: Title VI Policies: Major Service Change, Disparate Impact, and Disproportionate Burden (Spanish Version)

Attachment C: We-Need-Your-Input Flyer

Attachment D: Resolution

Prepared by: Dámaris Galvan, Service Development Manager

IX. APPR LS

Executive Manager Approved:
Ciro Aguirre, COO

Financial Impact Approved:
Robert Kyle, CFO

Alex Clifford, CEO



**TITLE VI POLICIES
MAJOR SERVICE CHANGE
DISPARATE IMPACT
DISPROPORTIONATE BURDEN**

TITLE VI POLICIES
SAN JOAQUIN REGIONAL TRANSIT DISTRICT

I. Background

Title VI (codified at 42 U.S.C. § 2000 et seq.) was enacted as part of the landmark Civil Rights Act of 1964. It prohibits discrimination on the basis of race, color, and national origin in programs and activities.

In order to comply with the Federal Transit Administration's (FTA) Title VI Circular 4702.1B requirements, the San Joaquin Regional Transit District (RTD) is required to create and adopt Major Service Change, Disparate Impact, and Disproportionate Burden Policies. These policies are used during the planning process to evaluate the impact of major service and fare changes on minority and low income passengers.

In the development of these policies, RTD was also required to seek input from the community, including low-income, minority, and limited English proficient populations, which are traditionally under-represented in the transit decision-making process.

II. Major Service Change Policy

FTA Circular 4702.1B requires transportation agencies to develop policies to assist in the evaluation of impacts to minority and low-income riders when considering service changes.

All changes in service meeting the definition of Major Service Change are subject to a Title VI Equity Analysis prior to Board approval of the service change. A Title VI Equity Analysis will be completed for all Major Service Changes and will be presented to the Board for its consideration and included in the subsequent RTD Title VI Program with a record of action taken by the Board.

A **Major Service Change** is defined as:

- A. For routes with more than 10 roundtrips daily on the affected service day(s): A change to 25% or more of a line's route miles on the affected service day(s). This includes service increases, decreases, and routing changes where route miles are neither increased nor reduced (i.e., re-routes);
- B. For routes with more than 10 roundtrips daily on the affected service day(s): An increase or decrease of 25% or more to a line's span (hours) of service on a daily basis for the day of the week for which a change is made;
- C. For routes with 10 or fewer roundtrips daily on the affected service day(s): Elimination of service on any given day;
- D. A new transit line is established.

The following types of modifications are exempt from the definition of Major Service Change:

- The introduction or discontinuation of short- or limited-term service (e.g., promotional, demonstration, seasonal or emergency service, or service provided as mitigation or diversions for construction or other similar activities), as long as the service will be/has been operated for no more than twelve months.
- Changes to RTD-operated transit services that are replaced by a different trip, mode or operator providing a service with the same or better headways, fare, transfer options, span of service, and stops served.

Service changes not meeting the thresholds of a Major Service Change are also analyzed and alternatives considered are documented; however, a Service Equity Analysis is not performed.

III. Equity Analysis

FTA Circular 4702.1B requires transportation agencies to develop policies to assist in the evaluation of impacts to minority and low-income riders when considering service and fare changes (including fare increases, fare decreases, and introduction or elimination of fare media or types).

When evaluating service and fare changes for Disparate Impact, RTD analyzes the effects on minority riders or populations as compared to non-minority riders or populations.¹ When evaluating service and fare changes for Disproportionate Burden, RTD analyzes the potential effects on low-income riders or populations.

A. Disparate Impact Policy

In the course of performing a Title VI Equity Analysis for possible Disparate Impact, RTD will analyze how the proposed Major Service Change or fare change action could impact minority populations, as compared to non-minority populations. "Minority" is defined as all persons who identify as being part of racial/ethnic groups besides white, non-Hispanic.

In the event the proposed action has an adverse impact that affects protected populations more than other populations at a level that exceeds the benchmarks established in the adopted Disparate Impact Policy, or that restricts the benefits of the service change to protected populations, the finding would be considered as a potential Disparate Impact. Given a potential Disparate Impact, RTD will evaluate whether there is an alternative that would serve the same objectives and with a more equitable impact. Otherwise, RTD will take measures to minimize or mitigate the adverse impact of the proposed action.

¹ Staff may decide whether to use ridership or census data based on data availability and reliability.

The Disparate Impact Policy defines measures for determination of potential Disparate Impact on minority populations resulting from Major Service Changes or any change in fares. The policy is applied to both adverse effects and benefits of Major Service Changes. Adverse effects of service changes are defined as:

- A. A decrease in the level of transit service (span in days and/or hours, and/or frequency); and/or
- B. A decrease in the number of service miles.

The determination of Disparate Impact associated with service changes is defined separately for impacts of changes on an individual line, and for system-level impacts of changes on more than one line, as well as for both service reductions and service improvements.

- A. In the event of potential adverse effects resulting from service reductions:
 - i. A Major Service Change to a single line will be considered to have a potential Disparate Impact if the percentage of impacted minority population in the service area of the line exceeds the percentage of minority population of RTD as a whole by at least 10 percentage points (e.g., 20 percent compared to 30 percent).
 - ii. To determine the system-wide impacts of Major Service Change reductions on more than one line that result in decreased levels of service on all impacted routes, the percentage of the RTD's minority population that is impacted is compared to the percentage of the RTD's non-minority population that is impacted. If the percentage of the minority population impacted is at least 15 percent greater than the percentage of the non-minority population impacted (e.g., 25 percent compared to 10 percent), the overall impact of changes will be considered disparate.
- B. In the event of service improvements:
 - i. A Major Service Change to a single line will be considered to have a potential Disparate Impact if the percentage of impacted minority population in the service area of the line is less than the percentage of minority population of RTD as a whole by at least 10 percentage points (e.g., 20 percent compared to 30 percent).
 - ii. To determine the system-wide impacts of Major Service Change improvements on one or more routes, the percentage of the RTD's minority population that is impacted is compared to the percentage of the RTD district's non-minority population that is impacted. If the percentage of the minority population impacted is at least 15 percent less than the percentage of the non-minority population impacted (e.g., 8 percent compared to 23 percent), the overall impact of changes will be considered disparate.

- C. Additional considerations to complement the quantitative Disparate Impact analysis above may include evaluating impacts to accessing employment, education, food, or healthcare for minority populations.

Upon determination of Disparate Impact, RTD will either:

1. Alter the service proposal to avoid, minimize, or mitigate potential Disparate Impacts; or
2. Provide a substantial legitimate justification for keeping the proposal as-is, and show that there are no alternatives that would have a less Disparate Impact on minority riders but would still accomplish the project or program goals.

B. Disproportionate Burden Policy

In the course of performing a Title VI Equity Analysis for possible Disproportionate Burden, RTD will evaluate the potential effects on low-income riders or populations. Low-income is defined as at or below the U.S. Department of Health and Human Services poverty guidelines.

The analysis for determining potential Disproportionate Burden is identical to the analysis used to determine potential Disparate Impact but compares low-income and higher income populations rather than minority and non-minority populations.

IV. Public Notification Process

Public outreach regarding Major Service Changes will be handled in accordance with the RTD Public Participation Plan.



**POLÍTICAS DEL TÍTULO VI
CAMBIO MAYOR EN EL SERVICIO
IMPACTO DESIGUAL
CARGA DESPROPORCIONADA**

POLÍTICAS DEL TÍTULO VI
DISTRITO REGIONAL DE TRÁNSITO DE SAN JOAQUIN

I. Antecedentes

El Título VI (codificado en 42 U.S.C. § 2000 et seq.) fue promulgado como parte de la histórica Ley de Derechos Civiles de 1964. Prohíbe la discriminación por motivos de raza, color y origen nacional en programas y actividades.

Para cumplir con los requisitos de la Circular 4702.1B del Título VI de la Administración Federal de Tránsito (FTA, por sus siglas en inglés), el Distrito Regional de Tránsito (RTD, por sus siglas en inglés) de San Joaquín debe crear y adoptar políticas de cambios mayores en el servicio, impacto desigual y carga desproporcionada. Estas políticas se utilizan durante el proceso de planificación para evaluar el impacto de los principales cambios en el servicio y las tarifas en los pasajeros de minorías y de bajos ingresos.

En el desarrollo de estas políticas, es el deber de RTD buscar los aportes de la comunidad, incluyendo a las poblaciones de bajos ingresos, minorías y con dominio limitado del inglés, que tradicionalmente están subrepresentadas en el proceso de toma de decisiones de tránsito.

II. Política de Cambio Mayor en el Servicio

La Circular FTA 4702.1B requiere que las agencias de transporte desarrollen políticas para apoyar la evaluación de los impactos en pasajeros que pertenecen a minorías y pasajeros de bajos ingresos al considerar cambios en el servicio.

Todos los cambios en el servicio que cumplan con la definición de Cambio Mayor en el Servicio están sujetos a un Análisis de Equidad del Título VI antes de la aprobación del cambio en el servicio por parte de la Junta Directiva. Se completará un Análisis de Equidad del Título VI para todos los Cambios Mayores en el Servicio y se presentará a la Junta Directiva para su consideración y se incluirá en el Programa del Título VI de RTD subsiguiente, con un registro de las medidas tomadas por la Junta Directiva.

Un **Cambio Mayor en el Servicio** se define como:

- A. Para rutas con más de 10 viajes diarios de ida y vuelta en el(los) día(s) de servicio afectado(s): Un cambio al 25% o más de las millas en ruta de una línea en el(los) día(s) de servicio afectado(s). Esto incluye aumentos, disminuciones y cambios de ruta del servicio donde las millas de la ruta no aumentan ni se reducen (es decir, cambios de ruta);
- B. Para rutas con más de 10 viajes diarios de ida y vuelta en el(los) día(s) de servicio afectado(s): Un aumento o disminución del 25% o más en la duración diaria (horas) del servicio de una línea para el día de la semana para el cual se hace el cambio;

- C. Para rutas con 10 o menos viajes diarios de ida y vuelta en el(los) día(s) de servicio afectado(s): Eliminación del servicio en cualquier día dado;
- D. Se establece una nueva línea de tránsito.

Los siguientes tipos de modificaciones están exentos de la definición de Cambio Mayor en el Servicio:

- La introducción o interrupción de un servicio a corto plazo o de duración limitada (i.e., servicio promocional, de demostración, estacional o de emergencia, o servicio proporcionado como mitigación o desvío debido a construcción u otras actividades similares), siempre que el servicio sea o haya sido operado por no más de doce meses.
- Cambios en los servicios de tránsito operados por RTD que son reemplazados por un viaje, modo u operador diferente que brinda un servicio con los mismos o mejores avances, tarifas, opciones de transferencia, amplitud de servicio y paradas servidas.

Los cambios de servicio que no alcanzan los umbrales de un Cambio Mayor del Servicio también se analizan, y se documentan las alternativas consideradas; sin embargo, no se necesita realizar un Análisis de Equidad de Servicio.

III. Análisis de Equidad Política de Impacto Desigual

La Circular 4702.1B de la FTA requiere que las agencias de transporte desarrollen políticas para ayudar en la evaluación de los impactos en los pasajeros de minorías y de bajos ingresos al considerar cambios en el servicio y las tarifas (incluidos los aumentos de tarifas, las reducciones de tarifas y la introducción o eliminación de medios o tipos de tarifas).

Al evaluar cambios en el servicio y de tarifas, para identificar Impactos Desiguales, RTD analiza los efectos en los pasajeros o poblaciones de minorías en comparación con los pasajeros o poblaciones que no pertenecen a minorías.¹ Al evaluar los cambios en el servicio y de tarifas para identificar Cargas Desproporcionadas, RTD analiza los efectos en los pasajeros o poblaciones de bajos ingresos.

A. Política de Impacto Desigual

En el transcurso de la preparación de un Análisis de Equidad del Título VI para evaluar un posible impacto desigual, RTD analizará cómo el Cambio Mayor de Servicio propuesto ó el cambio de tarifa podría afectar a las poblaciones minoritarias, en comparación con las poblaciones no minoritarias. "Minoría" se define como todas las personas que se identifican como parte de grupos raciales/étnicos además de blancos, no hispanos.

¹ El personal de RTD podrá decidir usar estadísticas de los pasajeros o del censo en función de la disponibilidad y confiabilidad de las estadísticas.

En caso de que la acción propuesta tenga un impacto adverso que afecte a las poblaciones protegidas más que a otras poblaciones a un nivel que exceda los puntos de referencia establecidos en la Política de Impacto Desigual adoptada, o que limite los beneficios del cambio de servicio a las poblaciones protegidas, el resultado sería considerado como un posible impacto desigual. Dado un posible impacto desigual, RTD evaluará si existe una alternativa que sirva los mismos objetivos y con un impacto más equitativo. De lo contrario, RTD tomará medidas para minimizar o mitigar el impacto adverso de la acción propuesta.

La Política de Impacto Desigual define medidas para la determinación del posible Impacto Desigual en las poblaciones minoritarias como resultado de Cambios Mayores en el Servicio o cualquier cambio en las tarifas. La política se aplica tanto a los efectos adversos como a los beneficios de los cambios importantes en el servicio. Los efectos adversos de los cambios en el servicio se definen como:

- A. Una disminución en el nivel del servicio de tránsito (duración en días y/u horas, y/o frecuencia); y/o
- B. Una disminución en el número de millas de servicio.

La determinación del Impacto Desigual asociado con los cambios en el servicio se define por separado para los impactos de los cambios en una línea individual y para los impactos a nivel del sistema de los cambios en más de una línea, así como para las reducciones y mejoras del servicio.

- A. En caso de posibles efectos adversos resultantes de las reducciones del servicio:
 - i. Se considerará que un Cambio Mayor en el Servicio en una sola línea tiene un posible Impacto Desigual si el porcentaje de población minoritaria afectada en el área de servicio de la línea supera el porcentaje de población minoritaria de RTD en su conjunto en al menos 10 puntos porcentuales (por ejemplo, 20 por ciento en comparación con 30 por ciento).
 - ii. Para determinar los impactos en todo el sistema de las reducciones de cambios importantes en el servicio en más de una línea que dan como resultado una disminución de los niveles de servicio en todas las rutas afectadas, el porcentaje de la población minoritaria de RTD que se ve afectada se compara con el porcentaje de la población no minoritaria de RTD que se ve afectada. Si el porcentaje de la población minoritaria afectada es al menos un 15 por ciento mayor que el porcentaje de la población no minoritaria afectada (por ejemplo, el 25 por ciento en comparación con el 10 por ciento), el impacto general de los cambios se considerará desigual.
- B. En el caso de mejoras en el servicio:
 - i. Se considerará que un Cambio Mayor en el Servicio en una sola línea tiene un posible Impacto Desigual, si el porcentaje de la población minoritaria afectada en el área de servicio de la línea es menor que el porcentaje de la población minoritaria de RTD en su conjunto en al menos 10 puntos porcentuales. (por ejemplo, 20 por ciento en comparación con 30 por ciento).

- ii. Para determinar los impactos en todo el sistema de las mejoras de Cambios Mayores en el Servicio que representan una mejora, en más de una línea, el porcentaje de la población minoritaria de RTD que se ve afectada se compara con el porcentaje de la población no minoritaria del distrito RTD. Si el porcentaje de la población minoritaria afectada es al menos un 15 por ciento menor que el porcentaje de la población no minoritaria afectada (por ejemplo, el 8 por ciento en comparación con el 23 por ciento), el impacto general de los cambios se considerará desigual.
- C. Para complementar el análisis cuantitativo de Impacto Desigual descrito anteriormente, se pueden tener en cuenta consideraciones adicionales que pueden incluir la evaluación de los impactos en el acceso al empleo, la educación, los alimentos ó a la atención médica para las poblaciones minoritarias.

Luego de la determinación de un Impacto Desigual, RTD:

1. Alterará la propuesta de cambio de servicio para evitar, minimizar ó mitigar el posible Impacto Desigual; ó
2. Proporcionará una justificación sustancial para mantener la propuesta tal como es y mostrar que no hay alternativas que tendrían un Impacto Desigual menor en los pasajeros de minorías pero que de todos modos lograrían los objetivos del proyecto o programa.

IV. Política de Carga Desproporcionada

En el transcurso de la preparación de un Análisis de Equidad del Título VI para evaluar posible Carga Desproporcionada, RTD evaluará los posibles efectos en pasajeros o poblaciones de bajos ingresos. Bajos ingresos se definen como los ingresos que son iguales o inferiores a los niveles de pobreza establecidos por el Departamento de Salud y Servicios Humanos de los Estados Unidos.

V. Proceso de Notificación Pública

El alcance a la comunidad con respecto a los Cambios Mayores en el Servicio se realizarán de acuerdo con el Plan de Participación Pública de RTD.

RTD NEEDS YOUR INPUT!



Major Service Change (MSC), Disparate Impact (DI), and Disproportionate Burden (DB) Policies Update

FTA Circular 4702.01B, regarding Title VI, require transportation agencies to develop policies to assist in the evaluation of impacts to minority and low-income riders when considering service and fare changes. Disparate Impact analysis evaluates effects on minority riders, while Disproportionate Burden analysis evaluates potential effects on low-income riders.

RTD is in the process of updating its current Major Service Change, Disparate Impact, and Disproportionate Burden Policies and would like your input. The current policies and drafts of the revised policies are available on RTD's website at [sjRTD.com/title-vi/](https://www.sjRTD.com/title-vi/)

Please provide your comments by December 9, 2022 using the following methods:

Electronic:

E-mail: comments@sjRTD.com

Phone: (209) 467-6625

Fax: (209) 948-8516

In-person:

Downtown Transit Center

421 East Weber Avenue

Stockton, CA 95202

Mail:

San Joaquin RTD

Service Development Dept.

421 East Weber Avenue

Stockton, CA 95202

(209) 943-1111 / Free language assistance / Asistencia lingüística gratuita / ជំនួយភាសាឥតគិតថ្លៃ /
ช่วยเหลือภาษา / Muaj kev pab txhais lus pub dawb / Libreng tulong sa wika / Hỗ trợ ngôn ngữ miễn phí



Attachment D
Cover Page

RESOLUTION NO. ____
DATED: JANUARY 20, 2023

RESOLUTION APPROVING SAN JOAQUIN REGIONAL TRANSIT DISTRICT'S REVISED
MAJOR SERVICE CHANGE, DISPARATE IMPACT AND DISPROPORTIONATE BURDEN
POLICIES

WHEREAS, the Federal Transit Administration (FTA)'s Circular 4702.1B outlines federal regulations and guidance implementing Title VI of the Civil Rights Act of 1964; and

WHEREAS, RTD's previous Major Service Change Policy has been revised as shown in the attached, and the attached Disparate Impact and Disproportionate Burden Policies (the Policies) have been prepared, to comply with FTA Circular 4702.1B; and

WHEREAS, RTD staff conducted Public outreach to gather public input on the Policies; and

WHEREAS, the draft policies were posted on RTD's website in English and Spanish, and flyers requesting public input on the Policies were posted to RTD's website, disseminated through RTD's social media channels, and emailed to RTD's maintained list of interested stakeholders; and

WHEREAS, only one public comment was received, which was not specific to the Policies; and

WHEREAS, RTD has complied with its adopted Public Participation Plan in seeking public input on the policies.

NOW, THEREFORE, BE IT RESOLVED AND ORDERED by the Board of Directors of the San Joaquin Regional Transit District that the revised Major Service Change Policy, and new Disparate Impact and Disproportionate Burden Policies, attached, be, and hereby are, approved.

MINUTES OF THE REGULAR MEETING OF THE BOARD OF DIRECTORS
OF THE SAN JOAQUIN REGIONAL TRANSIT DISTRICT
FRIDAY, JANUARY 20, 2023

The Board of Directors of the San Joaquin Regional Transit District (RTD) held a Regular Meeting at 10:00 A.M. on Friday, January 20, in the Boardroom of RTD's Downtown Transit Center, 421 East Weber Avenue, Stockton, California.

1. CALL MEETING TO ORDER Vice Chair Gary Giovanetti called the meeting to order at 10:00 A.M.
2. MOMENT OF SILENCE/REFLECTION Vice Chair Gary Giovanetti called for a moment of silence and reflection.
3. SAFETY ANNOUNCEMENT Safety and Security Manager Thomas Mlady made a Safety Announcement.
4. PLEDGE OF ALLEGIANCE TO THE FLAG Director Les Fong led the pledge.
5. ROLL CALL Present: Gary Giovanetti, Vice Chair
Les Fong, Director
Balwinder Singh, Director
Stephan Castellanos, Director

Alex Clifford, CEO
Julie Sherman, RTD Legal Counsel

Absent: Michael Restuccia, Chair
6. PUBLIC COMMENTS
One public comment was received regarding schedule changes and service times. RTD staff met with the individual to obtain more detailed information from them.
7. ELECTION OF OFFICERS
Board election of Board Chair and Vice-Chair for calendar year 2023.

Director Fong made a motion nominating Vice Chair Giovanetti to become Chair of the Board. Director Castellanos seconded the motion.

ACTION: MOTION: Les Fong SECOND: Stephan Castellanos
Roll Call:
AYES: Giovanetti, Fong, Singh, Castellanos NAYES: ABSTAIN:
ABSENT: Restuccia

Vice Chair Giovanetti made a motion nominating Director Fong to become Vice Chair of the Board. Director Castellanos seconded the motion.

ACTION: MOTION: Gary Giovanetti SECOND: Stephan Castellanos
Roll Call:
AYES: Giovanetti, Fong, Singh, Castellanos NAYES: ABSTAIN:
ABSENT: Restuccia

8. SPECIAL PRESENTATIONS

- A. RECOGNITION OF EMPLOYEES YEARS OF SAFE SERVICE
Safety And Security Manager Thomas Mlady recognized employees for their years of safe service.
- B. E-BIKE SHARE PILOT PROGRAM UPDATE
Mobility Manager Max Calder provided a presentation about the pilot program.

9. REPORTS

- A. CHIEF EXECUTIVE OFFICER UPDATE
CEO Alex Clifford provided an oral update regarding the following topics:
- COVID-19 Update
 - Bus Operator Recruitments
 - Revenue Service Hours
 - Bus Delivery Delay
 - Bus Operator Barriers
 - State Legislative Update
 - Year End Meeting
 - Smartphone Apps
 - Chief Information Technology and Intelligent Transportation Systems
- Officer John Hodson introduced
- B. MARKETING UPDATE
Supervisor of Marketing and Customer Engagement Maximilian Cao provided an update on recent events.
- C. FINANCIAL UPDATE
Finance Manager Ravi Sharma presented the December Revenue and Expense Summary and the Cash Flow Projection.

10. INFORMATION ITEMS

Reports provided for information only:

A. FEDERAL LEGISLATIVE UPDATE

B. STATE LEGISLATIVE UPDATE

11. CONSENT CALENDAR

- A. RESOLUTION NO. 6094: APPROVING THE MINUTES OF THE DECEMBER 12, 2022 REGULAR BOARD OF DIRECTORS MEETING

ACTION: MOTION: Les Fong SECOND: Stephan Castellanos

Roll Call:

AYES: Giovanetti, Fong, Singh, Castellanos NAYES: ABSTAIN:

ABSENT: Restuccia

- B. RESOLUTION NO. 6095: APPROVING THE FY2022 ANNUAL COMPREHENSIVE FINANCIAL REPORT (ACFR) AND FY2022 SINGLE AUDIT REPORT

ACTION: MOTION: Les Fong SECOND: Stephan Castellanos

Roll Call:

AYES: Giovanetti, Fong, Singh, Castellanos NAYES: ABSTAIN:

ABSENT: Restuccia

- C. RESOLUTION NO. 6096: APPROVING THE RETIREMENT PLAN AMENDMENT PROVIDING FOR ALTERNATE RETIREMENT BOARD MEMBERS

ACTION: MOTION: Les Fong SECOND: Stephan Castellanos

Roll Call:

AYES: Giovanetti, Fong, Singh, Castellanos NAYES: ABSTAIN:

ABSENT: Restuccia

- D. RESOLUTION NO. 6087: AUTHORIZING EXECUTION OF A THIRD AMENDMENT TO THE CONTRACT WITH FIRST ALARM SECURITY AND PATROL, INC. FOR SECURITY GUARD SERVICES WITH AN INCREASE OF \$250,000, FOR ADDITIONAL SECURITY GUARD SERVICES FOR A TOTAL CONTRACT AMOUNT NOT TO EXCEED \$2,385,031 THROUGH APRIL 2023

ACTION: MOTION: Les Fong SECOND: Stephan Castellanos

Roll Call:

AYES: Giovanetti, Fong, Singh, Castellanos NAYES: ABSTAIN:

ABSENT: Restuccia

12. ACTION ITEMS

- A. RESOLUTION NO. 6097: APPROVING SAN JOAQUIN REGIONAL TRANSIT DISTRICT'S REVISED MAJOR SERVICE CHANGE, DISPARATE IMPACT, AND DISPROPORTIONATE BURDEN POLICIES

ACTION: MOTION: Stephan Castellanos SECOND: Balwinder Singh
Roll Call:

AYES: Giovanetti, Fong, Singh, Castellanos NAYES: ABSTAIN:
ABSENT: Restuccia

- B. RESOLUTION NO. 6098: APPROVING THE CEO (OR THEIR DESIGNEE) AND GENERAL COUNSEL TO ALLOW, COMPROMISE, AND/OR SETTLE ANY WORKERS' COMPENSATION CLAIM OR CASE UP TO \$100,000

ACTION: MOTION: Stephan Castellanos SECOND: Les Fong
Roll Call:

AYES: Giovanetti, Fong, Singh, Castellanos NAYES: ABSTAIN:
ABSENT: Restuccia

- C. RESOLUTION NO. 6099: APPROVING THE CEO (OR THEIR DESIGNEE) AND GENERAL COUNSEL TO COMPROMISE AND/OR SETTLE POTENTIAL TORT LIABILITY, POTENTIAL CLAIMS, CLAIMS AND/OR LEGAL ACTIONS UP TO \$100,000

ACTION: MOTION: Stephan Castellanos SECOND: Les Fong
Roll Call:

AYES: Giovanetti, Fong, Singh, Castellanos NAYES: ABSTAIN:
ABSENT: Restuccia

13. CLOSED SESSION

Vice Chair Giovanetti announced that the Board would not recess into a Closed Session.

14. QUESTIONS AND COMMENTS FROM DIRECTORS AND STAFF

Vice Chair Giovanetti informed the Board that they will be a retreat for them to attend and discuss the Year in Review Meeting that staff attended.

15. ADJOURNMENT

Vice Chair Giovanetti adjourned the meeting at 11:30 A.M.



Attachment B
Cover Page

RESOLUTION NO. ____
DATED: FEBRUARY 17, 2023

RESOLUTION APPROVING THE MINUTES OF THE JANUARY 20, 2023
REGULAR BOARD OF DIRECTORS MEETING

RESOLVED AND ORDERED by the RTD Board of Directors that the minutes of the
Regular Meeting of January 20, 2023 be approved.



LEAD STAFF: DÁMARIS GALVAN, DIRECTOR OF PLANNING AND SERVICE DEVELOPMENT

I. RECOMMENDED ACTION:

That the Board of Directors approve Routes 566 and 576 as permanent, regular service; find pursuant to Title VI of the Civil Rights Act of 1964 that adding Routes 566 and 576 as permanent, regular service will not have a disparate impact on minority populations or impose a disproportionate burden on low-income populations; and approve the Title VI service equity analysis of the establishment of Routes 566 and 576 as permanent, regular service.

II. SUMMARY:

- In August of 2022, the RTD Board of Directors approved the Next Gen Study and Phased Implementation Plan.
- RTD staff prepared a proposal to achieve Phase I implementation in January 2023.
- The proposal included increasing the span of service for all local routes and increasing the number of trips to provide all day service for Routes 566 and 576.
- In December of 2022, the RTD Board of Directors approved the service expansion and improvements of Routes 566 and 576, effective January 2023 for a 12-month pilot period, with continuation of service contingent on performance of the routes and Board approval of a Title VI service equity analysis.
- On January 22, 2023, RTD began pilot service on Routes 566 and 576. The service has been well received and ridership has improved.
- January 22, 2024 will mark the one-year anniversary of service operation for Routes 566 and 576.
- Continuing operation of the changes on Routes 566 and 576 beyond 12 months falls under the definition of a major service change in RTD's Title VI Policies; therefore, RTD is required to perform a Title VI service equity analysis.
- RTD conducted Marketing efforts to promote these changes and received many positive and supportive comments through this process. RTD did not receive any comments opposing continuation of the changes.
- RTD conducted a service equity analysis in accordance with FTA Circular 4702.1B and RTD's Title VI Policies. The analysis concluded that the proposed continuation of the changes on Routes 566 and 576 **will not result in a disparate impact to minority populations or disproportionate burden to low-income populations; rather, the**

changes will disproportionately *benefit* minority and low-income communities.

III. DISCUSSION/BACKGROUND

In August 2022, the RTD Board of Directors approved the Next Gen Study and Phased Implementation Plan. In alignment with the goal to restore pre-COVID levels of service within a phased implementation approach, RTD staff prepared a proposal to achieve this goal in January 2023.

The service implementation proposal included increasing the span of service for all of RTD's local routes and increasing the number of trips to provide all-day service for Routes 566 and 576. The proposed changes to Routes 566 and 576 increased the lines' spans (hours) and route miles by more than 25%, which falls under the definition of a major service change in RTD's Title VI Policies. However, a service change is exempt from the definition of a major service change if it is introduced on a temporary basis, lasting no longer than 12 months.

In December of 2022, the RTD Board of Directors approved the proposed service improvements to these two routes for up to 12 months, with continuation of service thereafter predicated on performance of the service and completion and Board approval of an associated Title VI service equity analysis.

On January 22, 2023, RTD began the expanded service on Routes 566 and 576 on a pilot basis. RTD has received many positive comments related to the service improvements on Routes 566 and 576. Ridership has improved since the service was implemented, and Routes 566 and 576 reached 88% and 92%, respectively, of their pre-COVID ridership levels in Fiscal Year (FY) 2024, YTD through August 2024. Based on observations from the Downtown Transit Center (DTC) customer service window, passenger movements have increased for Route 576 after the service improvements were made. Since 2020, customers have submitted comments to the San Joaquin Council of Governments (SJCOC) during its Unmet Transit Needs cycle requesting later and all-day service on Route 566.

Under current Federal Transit Administration (FTA) regulations and Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," implementing Title VI of the Civil Rights Act of 1964 (Title VI guidelines), transit agencies are required to perform a Title VI service equity analysis if a demonstration or pilot project lasts longer than one year and it otherwise qualifies as a major service change under the transit agency's Major Service Change Policy. January 22, 2024 will mark the one-year anniversary of service operation for the expanded and improved Routes 566 and 576. As the changes on Routes 566 and 576 qualify as a major service change under RTD's Major Service Change Policy, RTD is required to conduct a service equity analysis before it can decide to operate Routes 566 and 576 after January 22, 2024.

RTD conducted a service equity analysis in accordance with FTA Circular 4702.1B and RTD Title VI Policies to assess whether the changes to Routes 566 and 576 have a disparate impact on minority populations or disproportionate burden on low-income populations. The analysis concluded that these changes **do not result in a disparate impact to minority populations or disproportionate burden to low-income populations**; rather, the analysis found that minority and low-income populations will disproportionately *benefit* from the service changes. A copy of the Title VI service equity analysis is included in **Attachment A**.

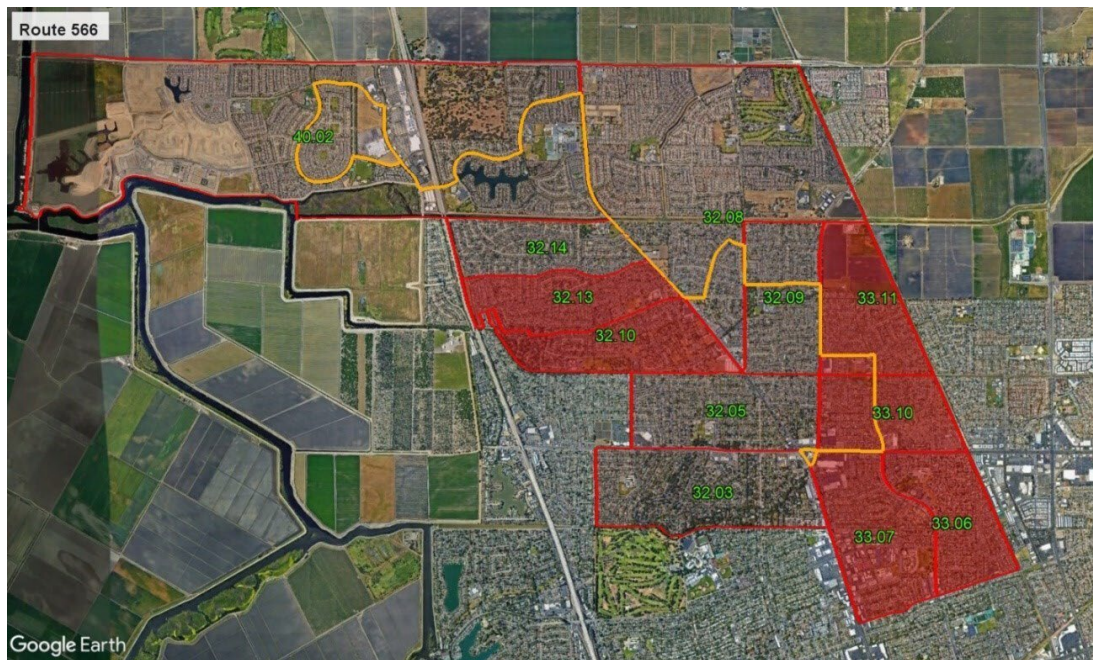
Routes 566 & 576 Descriptions and Improvements

Routes 566 and 576 were the only 500s routes that did not offer all day local service, which was not convenient for passengers who needed to go to work in the morning and return in the evening, go to doctor's appointments in the mid-morning, or otherwise access commercial, educational and retail areas in the City of Stockton.

Route 566 (Figure 1) provides access to the Hammer Transfer Station (HTS), residential areas, grocery stores, and businesses northwest of Hammer Lane; Kennedy Elementary School, Delta Sierra Middle School, and Bear Creek High School, and the Trinity Parkway area. Before the service improvements, it had hourly frequency and only operated two (2) roundtrips in the morning and two and a half (2.5) roundtrips in the afternoon, with approximately a five (5)-hour gap during the day between the morning and afternoon trips. The January 2023 service improvement proposal included additional service to fill the gap in the middle of the day, improving access to shopping areas, medical offices, and commercial corridors along the route.

The route serves twelve (12) census tracts, fifty percent (50%) of which are identified as underserved communities (32.10, 32.13, 33.06, 33.07, 33.10, and 33.11) based on the CalEnviro SB 535 Designation of Disadvantaged Communities.

Figure 1



The referenced census tracts have significant minority and low-income populations that will benefit from having improved options in travel to commercial corridors in the north side of the route, where there is a concentration of businesses and retail stores, including Target, Walmart, and fast-food restaurants that are strong employment generators. Additionally, the route serves the Trinity Parkway area, where there has been increased development of medical offices including the Adventist Health building, which many of our passengers travel to seeking medical care.

Route 576 (Figure 2), also serving the City of Stockton, provides access to the DTC, Eastland Plaza Shopping Center, pharmacies, the Community Medical Center, and several employers and businesses in the area. Before the service improvements, it had hourly frequency and only operated three (3) roundtrips in the morning and six (6) roundtrips in the afternoon, leaving approximately a 3-hour gap during the day between the morning and afternoon trips. The January 2023 service improvement proposal included additional service to fill the gap in the middle of the day, improving access to employment, shopping, doctors' offices, and commercial corridors. All census tracts served by this route (1.00, 5.00, 16.00, and 15.00) are identified as underserved communities based on the CalEnviro SB 535 Designation of Disadvantaged Communities.

Figure 2



Investments in the underserved communities served by both Route 566 and 576 aligns with President Biden's Justice40 Initiative and the San Joaquin Valley Air Pollution District's mission of improving Central Valley residents' health and quality of life.

Staff Recommendation

Based on the information above, staff proposes that the Board of Directors:

1. Approve the expansions and improvements of Routes 566 and 576 as permanent, regular service;
2. Find pursuant to Title VI of the Civil Rights Act of 1964 that adding Routes 566 and 576 as permanent, regular service will not have a disparate impact on minority populations or impose a disproportionate burden on low-income populations; and
3. Approve the attached Title VI service equity analysis of the establishment of Routes 566 and 576 as permanent, regular service.

IV. STRATEGIC PLAN PRIORITIES ALIGNMENT

This report aligns with all six of the Board's Strategic Priorities:

1. Employees
2. Customers
3. Financial Health
4. Operations Excellence
5. Community Relations
6. Innovation

V. FINANCIAL CONSIDERATIONS/IMPACT

The required funding for implementing Routes 566 and 576 expansions and improvements as permanent, regular service was included in the FY 2024 RTD Operating Budget and aligns with the goal to return to pre-COVID service levels focusing on Underserved Communities in the City of Stockton.

VI. CHANGES FROM COMMITTEE

N/A

VII. ALTERNATIVES CONSIDERED

Return Routes 566 and 576 to the level of service prior to the January 2023 service implementation. This alternative does not support the goal of restoring pre-COVID levels of service and improving offerings to underserved communities in the City of Stockton.

VIII. ATTACHMENTS

Attachment A: Title VI Service Equity Analysis

Attachment B: Resolution

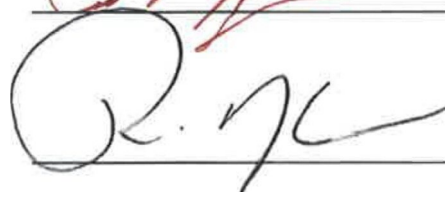
Prepared by: Dámaris E. Galvan, Planning and Service Development
Director

IX. **APPROVALS**

Executive Manager Approved:
Ciro Aguirre, COO



Financial Impact Approved:
Robert Kyle, CFO



Alex Clifford, CEO





Attachment A
Cover Page



Title VI

Service Equity Analysis

November 2023

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Appendix A	RTD Title VI Policies and Board Meeting Minutes Documenting Approval
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1. Executive Summary

Service Equity Analysis Summary

San Joaquin Regional Transit District (RTD) is the public transit provider for San Joaquin County, operating fixed-route and demand-response transit service in the Stockton Metropolitan Area (SMA) and throughout San Joaquin County.

On January 22, 2023, in alignment with the Next Gen Study and Phased Implementation Plan, RTD implemented service changes to increase the span of service for all the local routes and the number of trips to provide all day service for Routes 566 and 576. The changes to Routes 566 and 576 increased the lines' spans (hours) and route miles by more than 25%, which falls under the definition of a major service change in RTD's Title VI Policies. However, a service change is exempt from the definition of a major service change if it is introduced on a temporary basis, lasting no longer than twelve months.

In December of 2022, the RTD Board of Directors approved service changes to Routes 566 and 576 as a pilot program for up to 12 months with continuation of service thereafter predicated on completion and Board approval of an associated Title VI service equity analysis. Under the current Federal Transit Administration (FTA) regulations and Circular 4702.1B¹, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," transit agencies are required to perform a Title VI service equity analysis if a demonstration or pilot project lasts longer than one year, and it otherwise qualifies as a major service change under the transit agency's Major Service Change Policy. Accordingly, RTD is required to conduct a service equity analysis before it can decide to permanently operate Routes 566 and 576 after January 22, 2024.

This service equity analysis was conducted in accordance with FTA Circular 4702.1B and RTD's Title VI Policies to determine whether the changes to Routes 566 and 576 have a discriminatory impact on Title VI protected minority populations or on low-income populations. The analysis concluded that the changes **do not result in disparate impact to minority populations or disproportionate burden to low-income populations.**

¹ Federal Transit Administration. Circular FTA C 4702.1B. October 1, 2012.
<https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/FTA_Title_VI_FINAL.pdf>

2. Introduction and Background

Overview

In August of 2022, the RTD Board of Directors approved the Next Gen Study and Phased Implementation Plan to restore pre-COVID levels of service and expand services in underserved communities. In alignment with these goals, within a phased implementation approach, RTD prepared a service improvement proposal for implementation in January 2023. The proposal included an increase in the span of service for all the local routes and an increase in the number of trips to provide all day service for Routes 566 and 576. In December of 2022, the RTD Board of Directors approved the proposed service improvements to these two routes for up to 12 months with continuation of service thereafter predicated on completion and Board approval of an associated Title VI service equity analysis.

RTD is required to perform a service equity analysis if a demonstration or pilot project lasts longer than one year, and it otherwise qualifies as a major service change under the RTD Major Service Change Policy. The pilot service on Routes 566 and 576 began on January 22, 2023, and January 22, 2024 will mark the one year anniversary of service operation. The proposed changes on Routes 566 and 576 increased the lines' spans (hours) and route miles by more than 25%, which falls under the definition of a major service change in RTD's Title VI Policies.

The required components of Title VI equity analyses are set forth in the Title VI regulations and guidelines, FTA Circular 4702.1B, and RTD's Title VI Policies². In compliance with FTA regulations, FTA Circular 4702.1B, and RTD's Title VI Policies, the below Title VI service equity analysis of Routes 566 and 576 assesses potential discriminatory impacts to minority and low-income riders.

Route 566 provides access to the Hammer Transfer Station (HTS), residential areas, grocery stores, and businesses northwest of Hammer Lane, Bear Creek High School, and Trinity Parkway area. Prior to the COVID-19 pandemic, it had 2.5 roundtrips in the morning and 4.5 roundtrips in the afternoon with approximately 4 hours gap during the day between the morning and afternoon trips. It had 73 average daily boardings pre-COVID. When stay-at-home orders took effect on March 17, 2020, in response to the COVID-19 pandemic, this route was suspended as RTD was operating weekend service only. In August 2020 (FY 2021), it was restored, however, at a reduced service level due to low ridership. RTD reinstated 2 roundtrips in the morning and 2.5 roundtrips in the afternoon with approximately 5 hours gap during the day between the morning and afternoon trips. It had 15 daily average boardings in FY 2021 and gradually increased to 31 daily average boardings in FY 2022 and 45 daily average boardings in the first half of FY2023. In the second half of FY 2023, after the January 2023 service changes, the daily average boardings increased to 64. In FY 2024, YTD through August 2023, the daily average boardings remain approximately the same. Since 2020, customers have submitted

² RTD's Major Service Change Policy, Disparate Impact Policy, and Disproportionate Burden Policy are included in Appendix A.

comments to the San Joaquin Council of Governments (SJCOG) during its Unmet Transit Needs cycle, requesting later and all-day service on Route 566.

Route 576 provides access to the Downtown area, Eastland Plaza Shopping Center, pharmacies, the Community Medical Center, and several employers and businesses in the area. Prior to the COVID-19 pandemic, it had 3.5 roundtrips in the morning and 5.5 roundtrips in the afternoon with approximately 5 hours gap during the day between the morning and afternoon trips. It had 73 average daily boardings pre-COVID. When stay-at-home orders took effect on March 17, 2020, in response to the COVID-19 pandemic, this route was suspended as RTD was operating weekend service only. In August 2020 (FY 2021), the pre-COVID level of service was restored on this route. It had 18 daily average boardings in FY 2021 and gradually increased to 28 daily average boardings in FY 2022 and 31 daily average boardings in the first half of FY 2023. In the second half of FY 2023, after the January 2023 service changes, the daily average boardings increased to 53. In FY 2024, YTD through August 2023, it had 67 daily average boardings.

San Joaquin RTD Title VI Policies

The FTA requires RTD to maintain several policies related to equity and service and fare changes. RTD adopted its Major Service Change Policy, Disparate Impact (DI) Policy and Disproportionate Burden (DB) Policy on January 20, 2023³. These policies set forth the standards used in service and fare equity analyses.

Major Service Change Policy

FTA Circular 4702.1B requires transportation agencies to develop policies to assist in the evaluation of impacts to minority and low-income riders when considering service changes. All changes in service meeting the definition of Major Service Change are subject to a Title VI Equity Analysis prior to Board approval of the service change. A Title VI Equity Analysis will be completed for all Major Service Changes and will be presented to the Board for its consideration and included in the subsequent RTD Title VI Program with a record of action taken by the Board.

A Major Service Change is defined as:

- A. For routes with more than 10 roundtrips daily on the affected service day(s): A change to 25% or more of a line's route miles on the affected service day(s). This includes service increases, decreases, and routing changes where route miles are neither increased nor reduced (i.e., re-routes).
- B. For routes with more than 10 roundtrips daily on the affected service day(s): An increase or decrease of 25% or more to a line's span (hours) of service on a daily basis for the day of the week for which a change is made.

³ A copy of the board meeting minutes documenting approval of the Title VI Major Service Change Policy, Disparate Impact Policy, and Disproportionate Burden Policy is included in Appendix A.

- C. For routes with 10 or fewer roundtrips daily on the affected service day(s): Elimination of service on any given day.
- D. A new transit line is established.

The following types of modifications are exempt from the definition of Major Service Change:

- The introduction or discontinuation of short- or limited-term service (e.g., promotional, demonstration, seasonal or emergency service, or service provided as mitigation or diversions for construction or other similar activities), as long as the service will be/has been operated for no more than twelve months.
- Changes to RTD-operated transit services that are replaced by a different trip, mode or operator providing a service with the same or better headways, fare, transfer options, span of service, and stops served.

Service changes not meeting the thresholds of a Major Service Change are also analyzed and alternatives considered are documented; however, a Service Equity Analysis is not performed.

Disparate Impact (DI) Policy

The Disparate Impact Policy defines measures for determination of potential Disparate Impact on minority populations resulting from Major Service Changes or any change in fares. The policy is applied to both adverse effects and benefits of Major Service Changes or fare changes. In the event of a service reduction, a Disparate Impact occurs when the percentage of impacted minority population in the service area of the line exceeds the percentage of minority population of RTD as a whole by at least 10 percentage points. In the event of a service improvement, a Disparate Impact occurs when the percentage of impacted minority population in the service area of the line is less than the percentage of minority population of RTD as a whole by at least 10 percentage points.

Disproportionate Burden (DB) Policy

The Disproportionate Burden Policy defines measures for determination of potential Disproportionate Burden on low-income populations resulting from Major Service Changes or any change in fares. The policy is applied to both adverse effects and benefits of Major Service Changes or fare changes. In the event of a service reduction, a Disproportionate Burden occurs when the percentage of impacted low-income population in the service area of the line exceeds the percentage of low-income population of RTD as a whole by at least 10 percentage points. In the event of a service improvement, a Disproportionate Burden occurs when the percentage of impacted low-income population in the service area of the line is less than the percentage of low-income population of RTD as a whole by at least 10 percentage points.

Outreach and Public Input on Title VI Policies

RTD performed public outreach from Monday, November 21 through Friday, December 9, 2022, to gather public input regarding the Major Service Change, Disparate Impact, and Disproportionate Burden policies.

Drafts of these policies were made available on RTD's website in both English and Spanish, flyers promoting and soliciting public input were posted on the website and social media, and

email blasts were sent to community stakeholders. There was one comment received, which was not directly relevant to these policies and instead expressed an interest in specific service changes.

Description of January 2023 Proposed Service Changes

In January of 2023, RTD implemented service changes to increase the span of service for all the local routes and increase the number of trips on Routes 566 and 576 to provide all day service. Routes 566 and 576 were implemented as a pilot program. **Table 1** below displays these service improvements.

RTD ridership overall has improved since the January 2023 service implementation, and Routes 566 and 576 ridership has reached 88% and 92%, respectively, of pre-COVID levels.

Before the Board of Directors can approve operation of these improvements on a permanent basis, or continues them beyond the first 12 months, a Title VI equity analysis is required for any major service changes.

Table 1: January 2023 Service Improvements

WEEKDAY	
Route	Description of Change
1	Service hours were extended from approximately 5:30 p.m. to 7:30 p.m. to provide better connections with other routes.
2	
3	
4	
5	
6	
9	
510	Service hours were extended from approximately 6:30 p.m. to 8:30 p.m. to provide better connections with other routes.
515	
520	
525	
545	
555	
566	Service hours were extended from approximately 4:30 p.m. to 8:30 p.m. to provide better connections with other routes. Service extended to fill in the gap in the middle of the day.
576	Service hours were extended from approximately 6:30 p.m. to 7:30 p.m. to provide better connections with other routes. Service extended to fill in the gap in the middle of the day.
578	Service hours were extended from approximately 6:30 p.m. to 8:30 p.m. to provide better connections with other routes.
580	

WEEKEND (Saturday and Sunday)	
Route	Description of Change
43	Routes were extended to operate similar service hours as BRT Metro Express Route 40 during the weekend. Service hours were extended from 6:00 p.m. to at least 7:30 p.m. on most routes.
44	
47	
49	
710	Routes were extended to operate similar service hours as BRT Metro Express routes during the weekend. Service hours were extended from 5:30 p.m. to at least 7:30 p.m. on most routes.
715	
720	
725	
745	

Major Service Change Threshold

A Major Service Change is defined as:

- A. For routes with more than 10 roundtrips daily on the affected service day(s): A change to 25% or more of a line's route miles on the affected service day(s). This includes service increases, decreases, and routing changes where route miles are neither increased nor reduced (i.e., re-routes).
- B. For routes with more than 10 roundtrips daily on the affected service day(s): An increase or decrease of 25% or more to a line's span (hours) of service on a daily basis for the day of the week for which a change is made.
- C. For routes with 10 or fewer roundtrips daily on the affected service day(s): Elimination of service on any given day.
- D. A new transit line is established.

Table 2 compares the revenue miles and span of service (hours) of the July 2022 (previous service implementation) and January 2023 service implementations. The service increase in hours and miles for Routes 566 and 576 meet the RTD definition of major service change. The proposed service changes to the other local routes do not rise to the level of major service changes.

Table 2: Major Service Change Test

Major Service Change Test							
WEEKDAY							
ROUTE	July 2022		January 2023		Percent Change		Qualify as Major Service Change?
	Revenue Miles	Span of Service (Hours)	Revenue Miles	Span of Service (Hours)	Revenue Miles	Span of Service (Hours)	
1	90.81	10.75	103.47	12.7	12%	15%	No
2	137.35	12.24	139.64	12.75	2%	4%	No
3	123.1	11	133.19	12.38	8%	11%	No
4	224.44	10.68	269.19	12.67	17%	16%	No
5	148.03	9.92	179.48	11.67	18%	15%	No
6	119.43	9.42	154.4	11.75	23%	20%	No
9	103.74	11.97	116.08	13.35	11%	10%	No
510	256.88	13.32	303.56	14.98	15%	11%	No
515	144.85	13.51	155.63	14.35	7%	6%	No
520	121.64	13.17	143.76	15.08	15%	13%	No
525	130.68	13.00	140.36	14.13	7%	8%	No
545	130.58	11.35	158.03	13.75	17%	17%	No
555	154.93	12.90	171.55	14.20	10%	9%	No
566	73.62	5.40	177.33	14.02	58%	61%	Yes
576	65.17	7.11	119.6	12.82	46%	45%	Yes
578	137.13	13.3	148	14.52	7%	8%	No
580	138.33	11.87	155.62	13.42	11%	12%	No

WEEKEND (Saturday and Sunday)							
ROUTE	July 2022		January 2023		Percent Change		Qualify as Major Service Change?
	Revenue Miles	Span of Service (Hours)	Revenue Miles	Span of Service (Hours)	Revenue Miles	Span of Service (Hours)	
43	229.19	10.77	240.39	11.32	5%	5%	No
44	283.15	10.82	308.04	11.77	8%	8%	No
47	83.66	10	94.28	11.1	11%	10%	No
49	81.41	10.18	89.3	11.19	9%	9%	No
710	120.59	9	147.38	11.17	18%	19%	No
715	87.32	8.25	107.81	9.97	19%	17%	No
720	74.65	6.62	92.19	7.97	19%	17%	No
725	97.57	8.88	118.73	10.95	18%	19%	No

Public Outreach for Major Service Changes to Routes 566 and 576

RTD performed the following outreach regarding the proposed service improvements on Routes 566 and 576:

- Outreach at community centers from Monday, September 12, 2022 to Tuesday, September 20, 2022
- On-board outreach from Tuesday, November 1, 2022 to Thursday, November 10, 2022
- Public Hearing on Thursday, November 17, 2022
- Promotion of the service improvements on its websites and social media (Facebook and Twitter) from Tuesday, November 1, 2022 to Sunday, January 22, 2023
- Press release on Wednesday, January 18, 2023



PRESS RELEASE

Contact: Maximilian Cao
PressRelease@sjRTD.com
(209) 467-6628

FOR IMMEDIATE RELEASE
January 18, 2023

RTD Continues to Extend and Restore Service on January 22

Stockton, CA—Effective Sunday, January 22, San Joaquin Regional Transit District (RTD) is continuing its commitment to restoring service to many of its routes and extending service hours for more convenient connections with other routes.

"The restoration and extension of services are an important step forward as we strive to rebuild a reliable and efficient transit system for our customers in a post-pandemic environment," said RTD CEO Alex Clifford. "RTD remains committed to ensuring equitable access to public transit, providing quality service, and addressing the needs of our community."

Notable improvements are as follows:

- **BRT Express Routes 43, 44, 47, and 49** will extend service hours to approximately 7:30 p.m. to mirror BRT Express 40 on the weekends
- **BRT Express Route 47** will add a new bus stop at Commerce Street and Steamboat Landing.
- **Metro Hopper Routes 1 through 9** will extend service hours to approximately 7:30 p.m. for more convenient connections with other routes
- **Local Routes 510, 515, 520, 525, 545, 555, 578, and 580** will extend services hours to approximately 8:30 p.m. more convenient connections with other routes
- **Local Routes 566, 576, and 578** will extend service hours to approximately 7:30 p.m. with additional service to fill in gaps in the middle of the day
- **County Hopper Routes 90, 91, 93, 95, and 97** service hours will be fully restored to pre-pandemic levels
- **Commuter Routes 150 and 163** service hours will be fully restored to pre-pandemic levels

A complete list of service changes is available at sjRTD.com/service-changes.

San Joaquin Regional Transit District (RTD) is the regional transit provider for San Joaquin County. RTD's mission is to provide a safe, reliable, and efficient transportation system for the region. For more information visit sjRTD.com, follow RTD on [Facebook](#) and [Twitter](#), or call (209) 943-1111.

San Joaquin Regional Transit District • 421 East Weber Avenue • Stockton, CA 95202
(209) 943-1111 • (209) 948-8516 [fax] • www.sjRTD.com

Service Equity Analysis San Joaquin Regional Transit District

Since Routes 566 and 576 service improvements were implemented on a temporary basis, RTD has received many positive comments related to the service. RTD also received many supportive comments from the public hearing, on-board outreach, and community centers outreach.

3. Methods

FTA Circular 4702.1B requires transportation agencies to develop policies to assist in the evaluation of impacts to minority and low-income riders when considering service and fare changes. When evaluating service and fare changes for Disparate Impact, RTD analyzes the effects on minority riders or populations as compared to non-minority riders or populations. When evaluating service and fare changes for Disproportionate Burden, RTD analyzes the potential effects on low-income riders or populations.

Data Sources

According to FTA Circular 4702.1B, RTD may decide whether to use ridership or population data based on data availability and reliability.

This analysis uses population data (at the census tract level) rather than ridership data because the service improvements have been designed to serve existing riders and attract new potential riders. Focusing on ridership would not sufficiently account for the new populations served. Use of census tracts rather than blocks aligns with the 2023 RTD Title VI Program that utilizes census tracts for identifying minority and low-income routes.

For this analysis, the primary data source was the U.S. Census Bureau 2021 American Community Survey (ACS) five-year estimates.

The RTD service area is in San Joaquin County. Total population, minority population, and low-income population of all census tracts within San Joaquin County were used to determine the percentages of minority and low-income.

**Service Equity Analysis
San Joaquin Regional Transit District**

For the Disparate Impact (minority) analysis, staff used the ACS Table B03002 to determine the percentage of minority population for the service area of a route, focusing on the total population and minority population of all census tracts that intersect a quarter-mile radius of the route bus stops. Minority population was total population minus the population that identify as both “non-Hispanic or Latino” and “White alone.” **Table 3** displays the minority and non-minority population of San Joaquin County.

Table 3

Minority and Non-Minority Population				
San Joaquin County Total Population	San Joaquin County Minority Population	San Joaquin County Non-Minority Population	San Joaquin County Minority Population Percent	San Joaquin County Non-Minority Population Percent
771,406	543,209	228,197	70.4%	29.6%

For the Disproportionate Burden (low-income) analysis, the ACS table utilized was Table S1701, “Poverty Status in the Past 12 Months.” To determine the percentage of low-income population for the service area of a route, staff used the total population and low-income population of all census tracts that intersect a quarter-mile radius of the route bus stops. Poverty determination was based on the income threshold established by the US Census Bureau for the 2021 ACS 5-year estimates for 150% of federal poverty level which is generally consistent with the poverty level threshold used in RTD’s 2021 On-board Passenger Survey. **Table 4** displays the low-income and non-low-income population of San Joaquin County.

Table 4

Low-Income and Non-Low-Income population				
San Joaquin County Total Population	San Joaquin County Low-Income Population	San Joaquin County Non-Low-Income Population	San Joaquin County Low-Income Population Percent	San Joaquin County Non-Low-Income Population Percent
771,406	172,913	598,493	22.4%	77.6%

Methodology

RTD used the following methodology to determine whether the service changes to Routes 566 and 576 would result in a potential disparate impact on minority populations or disproportionate burden on low-income populations.

1. Identify the routes that meet the RTD major service change threshold.
2. Calculate the percentage minority and low-income population for the RTD service area.
3. Determine the Disparate Impact and Disproportionate Burden thresholds.
 - a. In the event of a service reduction, a Disparate Impact occurs when the percentage of impacted minority population in the service area of the line exceeds the percentage of minority population of RTD as a whole by at least 10 percentage points. In the event of a service improvement, a Disparate Impact occurs when the percentage of impacted minority population in the service area of the line is less than the percentage of minority population of RTD as a whole by at least 10 percentage points.
 - b. In the event of a service reduction, a Disproportionate Burden occurs when the percentage of impacted low-income population in the service area of the line exceeds the percentage of low-income population of RTD as a whole by at least 10 percentage points. In the event of a service improvement, a Disproportionate Burden occurs when the percentage of impacted low-income population in the service area of the line is less than the percentage of low-income population of RTD as a whole by at least 10 percentage points.
4. Compare the percentage of low-income and minority populations on the affected routes to the percentage of low-income and minority populations for the RTD system as a whole. Apply the policy thresholds to the comparisons to identify whether there is a Disparate Impact and/or Disproportionate Burden.

4. Analysis

RTD Service Area Demographic Overview

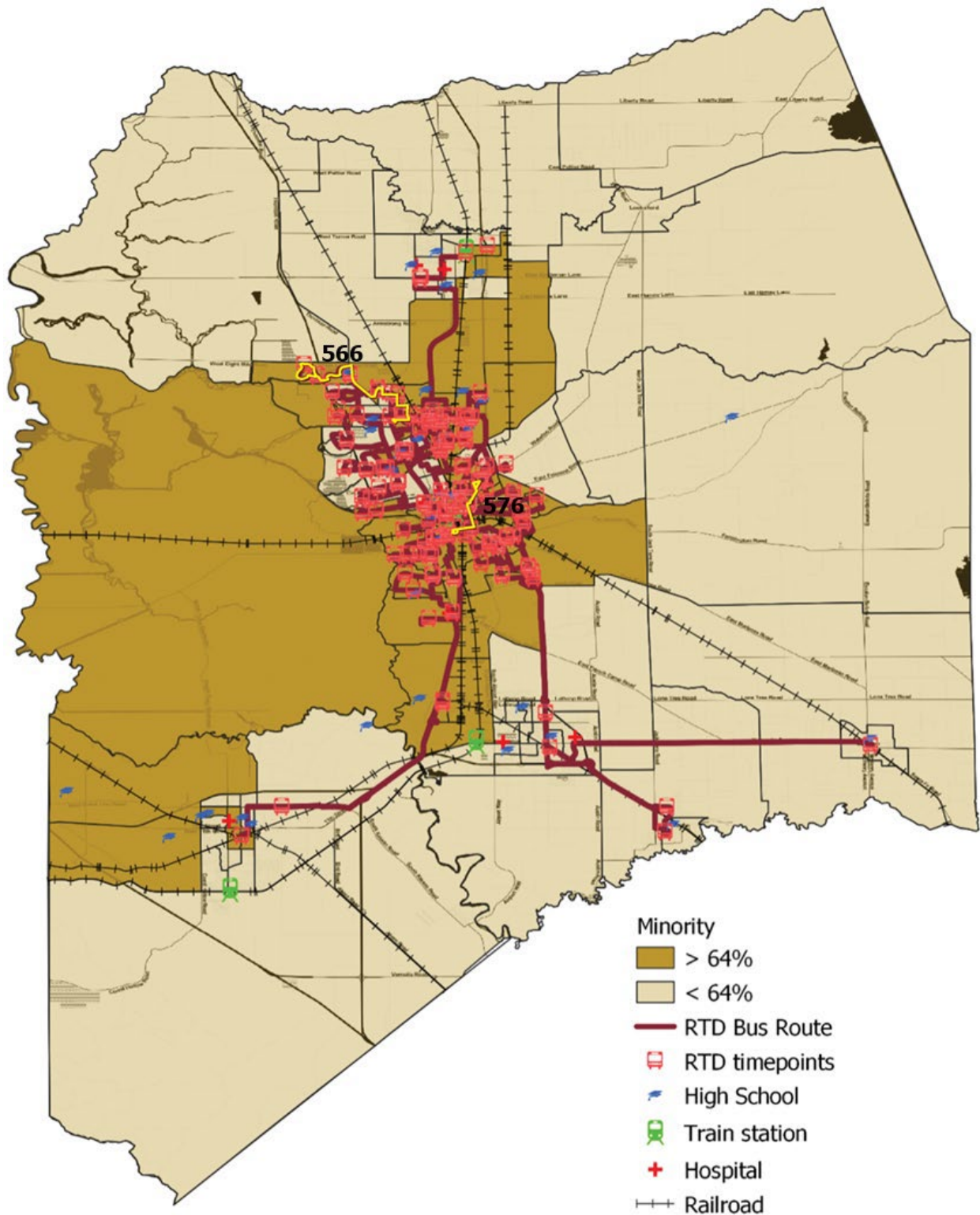
The RTD service area is defined as San Joaquin County. Of the approximately 771,406 service area residents, 70.4% are minority and 31.6% are low-income.

Figure 1 displays RTD's service area with minority census tracts and **Figure 2** displays RTD's service area with low-income census tracts.

Notes: These maps are from RTD's Title VI Program. The minority and low-income data used for these maps is from the U.S. Census Bureau 2019 American Community Survey (ACS) five-year estimates instead of the U.S. Census Bureau 2021 American Community Survey (ACS) five-year estimates. This is why the minority and low-income percentages are slightly different from what they appear in this study.

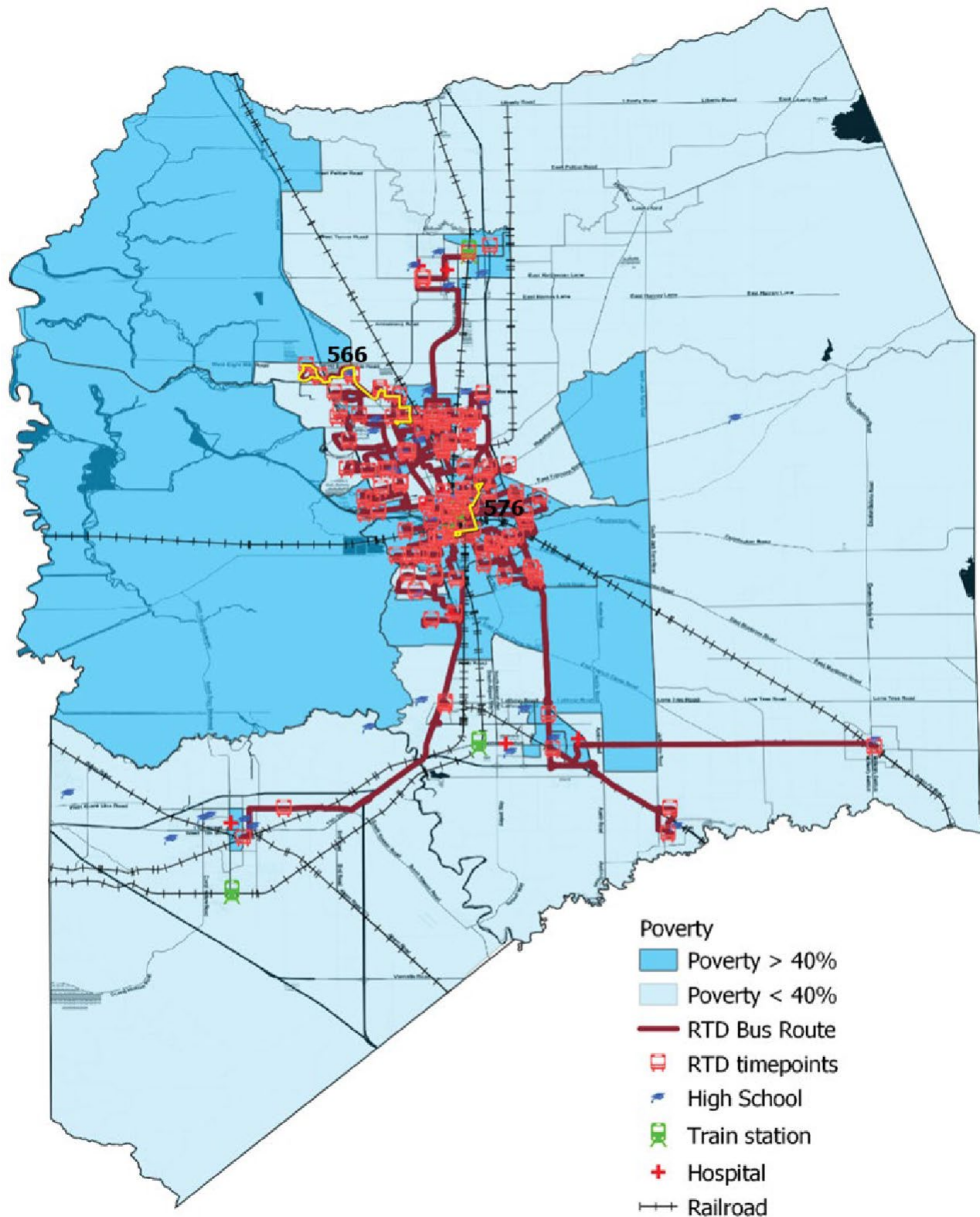
Service Equity Analysis
San Joaquin Regional Transit District

Figure 1: Minority Population of San Joaquin County



Service Equity Analysis
San Joaquin Regional Transit District

Figure 2: Low-Income Population of San Joaquin County



Disparate Impact Analysis and Findings

Table 5 presents the findings from the Disparate Impact Analysis for Routes 566 and 576. For each route, RTD determined the total impacted population, the total impacted minority population, and the percentage of impacted minority populations living in the census tracts that are within a quarter-mile radius of all the route bus stops. As the proposed Major Service Change is an *improvement* in service, a disparate impact will be found if the population benefiting from the changes has a higher concentration of non-minority people than in the service area as a whole by 10% or more. The analysis shows that the changes to these routes do not result in a disparate impact on minority populations; rather, minority populations will disproportionately benefit from the improvements to Routes 566 and 576.

Table 5: Disparate Impact Analysis Findings

Impacted Route	Total Population	Minority Population	Non-Minority	Impacted Minority Population Percent	Service Area Minority Population	Conclusion
566	68,645	52,048	16,597	75.8%	70.4%	No DI (Minority population will disproportionately benefit from the change)
576	25,712	23,192	2,520	90.2%	70.4%	No DI (Minority population will disproportionately benefit from the change)

Disproportionate Burden Analysis and Findings

Table 6 presents the findings from the Disproportionate Burden Analysis for Routes 566 and 576. For each route, RTD determined the total impacted population, the total impacted low-income population, and the percentage of impacted low-income populations living in the census tracts that are within a quarter-mile radius of all the route bus stops. As the proposed Major Service Change is an *improvement* in service, a disproportionate burden will be found if the population benefiting from the changes has a higher concentration of non-low-income people than in the service area as a whole by 10% or more. The analysis shows that the changes to these routes do not result in a disproportionate burden on low-income populations; rather, low-income populations will disproportionately benefit from the improvements to Routes 566 and 576.

Table 6: Disproportionate Burden Analysis Findings

Impacted Route	Total Population	Low-Income Population	Non-Low-Income Population	Impacted Low-Income Population Percent	Service Area Low-Income Population	Conclusion
566	67,531	17,686	49,845	26.2%	22.4%	No DB (Low-Income population will disproportionately benefit from the change)
576	25,247	12,626	12,621	50.0%	22.4%	No DB (Low-Income population will disproportionately benefit from the change)

5. Conclusion

Based on the analysis described above, continuation of the January 2023 major service changes (improvements) for Routes 566 and 576 will not result in a disparate impact on minority communities nor a disproportionate burden on low-income communities; rather, the proposed service changes will disproportionately benefit minority and low-income communities.

Appendix A:

RTD Title VI Policies and Board Meeting Minutes Documenting Approval



LEAD STAFF: DAMARIS GALVAN, SERVICE DEVELOPMENT MANAGER

I. RECOMMENDED ACTION:

Consideration by the Board of Directors to approve revisions to San Joaquin Regional Transit District (RTD)'s Major Service Change (MSC), Disparate Impact (DI), and Disproportionate Burden (DB) Policies.

II. SUMMARY:

- RTD's previous MSC Policy dated June 19, 2020, was revised to be consistent with Federal Transit Administration (FTA) Title VI guidance.
- Staff has prepared the DI and DB Policies to comply with FTA Title VI guidance.
- Public outreach was performed to gather public input on these policies during the months of November 2022 and December 2022.
- Staff recommends approving these policies as outlined in Attachment A.

III. DISCUSSION/BACKGROUND

As per FTA's Circular 4702.1B, transit agencies with 50 or more fixed route vehicles in peak service in large, urbanized areas (over 200,000 in population) shall develop written MSC, DI and DB policies. These policies guide the evaluation of service changes that exceed the transit provider's major service change threshold, as well as all fare changes, prior to approval. This evaluation, also referred to as an Equity Analysis, is designed to determine whether service or fare changes will have a discriminatory impact based on race, color, or national origin.

RTD's current MSC Policy requires revisions to be consistent with FTA guidance. Staff also has developed new DI and DB policies to meet the requirements of FTA Circular 4702.1B.

The updated MSC policy reflects the following changes:

- Current RTD policy describes "major service changes" as only service reductions, while FTA regulations require the MSC Policy to cover service increases and reductions. This is addressed in the revised policy.
- The MSC Policy defines major service changes as those increasing or decreasing a route's service span or mileage by 25% or more, including establishing or eliminating an entire route.
- RTD's current MSC Policy states that emergency service changes are exempt from an equity analysis and a public hearing unless they last more than 180 days. The revised policy changes the timeframe to 12 months for introduction or discontinuation of limited-term service (e.g., promotional, demonstration, seasonal or emergency service, or service provided as mitigation or diversions for construction or other similar activities). This change aligns with FTA requirements.

The new DI Policy will be used for analyzing the effect of fare or major service changes on minority populations, which the DB Policy will be used to analyze the effect of such changes on low-income populations. In both cases, thresholds are set at 10% for changes to a single route and 15% for changes to more than one route.

FTA does not particularly specify thresholds for these policies; however, the FTA recommendation is to establish thresholds that are reasonable. Though low-income status is not a protected class under Title VI of the Civil Rights Act of 1964, the FTA still requires transit providers to evaluate if proposed service and fare changes may adversely affect low-income populations.

Outreach and Public Input

RTD Service Development and Marketing Staff performed public outreach from Monday, November 21 through Friday, December 9, 2022 to gather public input regarding the MSC, DI, and DB Policies.

Current policies and drafts of proposed MSC, DI and DB policies were made available on RTD's website in both English and Spanish, flyers promoting and soliciting public input were posted on the website and social media, and email blasts were sent to community stakeholders. There was one comment received which was not directly relevant to these policies and instead expressed an interest in specific service changes.

IV. STRATEGIC PLAN PRIORITIES ALIGNMENT

This recommendation aligns with the Board's Strategic Priorities 2, 3, 4, and 5.
Strategic Priorities:

1. Employees
2. Customers
3. Financial Health
4. Operations Excellence
5. Community Relations
6. Innovation

V. FINANCIAL CONSIDERATIONS/IMPACT

This action will not have an impact on the budget.

VI. CHANGES FROM COMMITTEE

N/A

VII. ALTERNATIVES CONSIDERED

The alternative of not approving these policies is not recommended as it will not align with FTA guidance on Title VI.

VIII. ATTACHMENTS

Attachment A: Title VI Policies: Major Service Change, Disparate Impact, and Disproportionate Burden (English Version)

Attachment B: Title VI Policies: Major Service Change, Disparate Impact, and Disproportionate Burden (Spanish Version)

Attachment C: We-Need-Your-Input Flyer

Attachment D: Resolution

Prepared by: Dámaris Galvan, Service Development Manager

IX. APPROVALS

Executive Manager Approved:
Ciro Aguirre, COO

Financial Impact Approved:
Robert Kyle, CFO

Alex Clifford, CEO

Three handwritten signatures are visible, each written over a horizontal line. The top signature is in red ink, the middle one is in black ink, and the bottom one is in blue ink. The signatures are stylized and cursive.



**LEAD STAFF: DÁMARIS GALVAN, PLANNING AND SERVICE
DEVELOPMENT DIRECTOR**

I. RECOMMENDED ACTION:

That the Board of Directors approves the July 2023 and January 2024 major service changes as permanent, regular service; find pursuant to Title VI of the Civil Rights Act of 1964 that adding the July 2023 and January 2024 major service changes as permanent, regular service will not have a disparate impact on minority populations or impose a disproportionate burden on low-income populations; and that the Board of Directors approves the Title VI service equity analysis of the establishment of the July 2023 and January 2024 major service changes as permanent, regular service.

II. SUMMARY

- In August 2022, the RTD Board of Directors approved the Next Gen Study and Phased Implementation Plan.
- In January 2023, RTD increased the span of service for all the local routes and increased the number of trips to provide all-day service for Routes 566 and 576.
- In July 2023 and January 2024, RTD implemented service improvements on several routes as pilot services for up to 12 months, with the continuation of service contingent on the routes' performance and Board approval of a Title VI service equity analysis.
- July 30, 2024 will mark the one-year anniversary of operation of the July 2023 service changes.
- January 28, 2025 will mark the one-year anniversary of the January 2024 service changes.
- Continuing operation of the changes beyond 12 months falls under the definition of a major service change in RTD's Title VI Policies; therefore, RTD is required to perform a Title VI service equity analysis.
- RTD conducted marketing efforts to promote these changes and received many positive and supportive comments during this process. RTD did not receive any comments opposing the continuation of the changes.
- RTD conducted a service equity analysis in accordance with FTA Circular 4702.1B and RTD's Title VI Policies. The analysis concluded that the continuation of the July 2023 and January 2024 major service changes **will not result in a disparate impact on minority populations or a disproportionate burden on low-income populations.**

- RTD staff is seeking Board Approval to establish the service changes as permanent for July 2023 after a successful one-year review and changes to January 2024 service after a successful six-month review. The board also needs to approve the Title VI service equity analysis for these changes.

III. DISCUSSION/BACKGROUND

In August 2022, the RTD Board of Directors approved the Next Gen Study and Phased Implementation Plan to restore pre-COVID service levels and expand services in underserved communities. In alignment with these goals, within a phased implementation approach, RTD increased the span of service for all the local routes and increased the number of trips to provide all-day service for Routes 566 and 576 in January 2023; increased the frequency from one hour to approximately 30 minutes on four local routes (Routes 510, 515, 520, and 525) and extended and improved the County Hopper routes (Routes 90, 91, 93, 95, 97) in July 2023; and increased the frequency from one hour to approximately 30 minutes on six local routes (Routes 545, 555, 566, 576, 578, and 580), implemented one new local route (Route 40), and added additional stops on three Metro Express BRT routes (Routes 44, 47, and 49) in January 2024.

The July 2023 and January 2024 service changes are contributing to RTD's upward ridership trend. Like other transit agencies nationwide, RTD has not reached pre-pandemic ridership levels. RTD has projected that ridership will continue to increase as we continue to improve the span of service, frequency, and routes.

The changes to Routes 40 (Local), 91, 93, 515, 520, 525, 545, 555, 566, 576, 578, and 580 meet the definition of a major service change and were implemented as pilot services for up to twelve months with continuation of service thereafter predicated on completion and Board approval of an associated Title VI service equity analysis. Under current Federal Transit Administration (FTA) regulations and Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," implementing Title VI of the Civil Rights Act of 1964 (Title VI guidelines), transit agencies are required to perform a Title VI service equity analysis if a demonstration or pilot project lasts longer than 12 months and it otherwise qualifies as a major service change under the transit agency's Major Service Change Policy.

July 30, 2024 will mark the one-year anniversary of service operation of the July 2023 service changes, and January 28, 2025 will mark the one-year anniversary of the January 2024 service changes. As these changes qualify as a major service change under RTD's Major Service Change Policy, RTD is required to conduct a service equity analysis before it can decide to operate Routes 91, 93, 515, 520, and 525 after July 30, 2024 and Routes 40 Local, 545, 555, 566, 576, 578, and 580 after January 28, 2025. All major service changes can be done in one analysis as per FTA.

RTD conducted a service equity analysis in accordance with FTA Circular 4702.1B and RTD Title VI Policies to assess whether the July 2023 and January 2024 major service changes have a disparate impact on minority populations or a disproportionate burden on low-income populations. The analysis concluded that these changes **do not result in a disparate impact to minority populations or a disproportionate burden to low-income populations**. A copy of the Title VI service equity analysis is included in **Attachment A**.

Routes Descriptions and Improvements

All the route changes benefit the underserved communities in the City of Stockton and allow residents to travel to other cities within the county. The changes are part of RTD's continuing efforts to provide a safe, reliable, and efficient transportation system for the region.

Route 40-Local provides access to Stockton's Downtown Transit Center (DTC), Miracle Mile, University of the Pacific, San Joaquin Delta College, Mall Transfer Station (MTS), Hammer Transfer Station (HTS), Lincoln Center, residential areas, grocery stores and several employers and businesses in the area. This new route provides underlying service on RTD's Metro Express Route 40, which currently provides a 15-minute frequency during peak times and a 30-minute frequency during off-peak times. This allows more frequent service on the Pacific Avenue corridor and provides additional stops that are not currently served by Metro Express Route 40.

Route 40 Local had an average daily boarding of 305 in February 2024. It is the second-highest performing local route, and staff projects that ridership will continue to increase along this route.

Route 91 provides intercity connections between Stockton, Manteca, and Ripon. It can deviate from its normal route for up to one mile to accommodate passengers who cannot reach their destinations within a rural area. Before the July 2023 service changes, this route had 3.5 roundtrips and traveled to Ripon, Manteca, and the DTC. In July 2023, it increased to 4.5 roundtrips, and certain trips were extended to serve the MTS at peak times to allow direct connection from the MTS to Manteca and Ripon.

Pre-COVID, Route 91 had an average daily boarding of 157. During COVID-19, FY 2021, the average daily boardings decreased to 19. Due to service disruptions in the County transportation services, it remained similar at 16 in FY 2022 and 17 in FY 2023. After the July 2023 service changes, the daily average increased to 35, FY 2024 YTD through February.

Route 93 provides intercity connections between Stockton and Lodi. It can deviate from its normal route for up to one mile to accommodate passengers who cannot reach their destinations within a rural area. Before the July 2023 service changes, it had 7.5 roundtrips and traveled from Lodi to the MTS. In July 2023, it increased to 9 roundtrips, and all the trips were extended to serve the DTC to allow a direct connection from the DTC to Lodi.

Pre-COVID, Route 93 had an average daily boarding of 137. During COVID-19, FY 2021, the average daily boardings decreased to 78. Due to service disruptions in the County transportation services, it remained similar at 63 in FY 2022 and 89 in FY 2023. After the July 2023 service changes, the daily average increased to 155, FY 2024 YTD through February.

Route 515 provides access to the Downtown area, Boggs Tract Community Center, St. Mary's Dining Hall Center, Stockton Shelter for the Homeless, and low-income public housing (Conway Homes). Before the July 2023 service changes, Route 515 had hourly frequency all day. In July 2023, the frequency increased to approximately 30 minutes all day, improving access to employment, shopping, doctors' offices, and commercial corridors along the route.

Pre-COVID, Route 515 had an average daily boarding of 334. During COVID-19, FY 2021, the average daily boardings decreased to 84. It gradually increased to 126 in FY 2022 and 154 in FY 2023. After the July 2023 service changes, the daily average increased to 275, FY 2024 YTD through February.

Route 520 provides access to the Downtown area, medical offices, St. Joseph's Medical Center, shopping centers, and Kaiser Permanente. Before the July 2023 service changes, Route 520 had hourly frequency all day. In July 2023, the frequency increased to approximately 30 minutes all day, improving access to employment, shopping, doctors' offices, and commercial corridors along the route.

Pre-COVID, Route 520 had an average daily boarding of 449. During COVID-19, FY 2021, the average daily boardings decreased to 97. It gradually increased to 209 in FY 2022 and 259 in FY 2023. After the July 2023 service changes, the daily average increased to 382, FY 2024 YTD through February.

Route 525 provides access to the Downtown Transit Center and Downtown area, Main Street, several Hispanic local grocery stores, Franklin High School, and St. Edward Catholic Church. Before the July 2023 service changes, Route 520 had hourly frequency all day. In July 2023, the frequency increased to approximately 30 minutes all day, improving access to employment, shopping, doctors' offices, and commercial corridors along the route.

Pre-COVID, Route 525 had an average daily boarding of 276. During COVID-19, FY 2021, the average daily boardings decreased to 75. It gradually increased to 102 in FY 2022 and 139 in FY 2023. After the July 2023 service changes, the daily average increased to 229, FY 2024 YTD through February.

Route 545 provides access to the MTS, residential areas, grocery stores, Country Club area, Stagg High School, Hoover Elementary School, Flora Arca Mata Elementary School, the Community Center for the Blind and Visually Impaired, and several employers and businesses in the area. Before the January 2024 service changes, it had hourly frequency all day. In January 2024, the frequency was increased to approximately 30 minutes all day, improving access to employment, shopping, doctors' offices, and commercial corridors along the route. The route was extended to provide service to the DTC during peak hours, allowing direct service from the MTS and Country Club area to the DTC.

Pre-COVID, Route 545 had an average daily boarding of 183. During COVID-19, FY 2021, the average daily boardings decreased to 43. It gradually increased to 64 in FY 2022, 92 in FY 2023, and 117 in FY 2024, YTD through December. After the January 2024 service changes, it increased further to 158.

Route 555 provides access to the DTC, Edison High School, Weston Ranch, residential areas, grocery stores, and several employers and businesses in the area. Before the January 2024 service changes, it had hourly frequency all day. In January 2024, the frequency was increased to approximately 30 minutes all day, improving access to employment, shopping, doctors' offices, and commercial corridors along the route.

Pre-COVID, Route 555 had an average daily boarding of 245. During COVID-19, FY 2021, the average daily boardings decreased to 93. It gradually increased to 121 in FY 2022, 137 in FY 2023, and 172 in FY 2024, YTD through December. After the January 2024 service changes, it increased further to 231.

Route 566 provides access to the HTS, residential areas, grocery stores, and businesses northwest of Hammer Lane, Kennedy Elementary School, Delta Sierra Middle School, Bear Creek High School, and the Trinity Parkway area. Before the January 2024 service changes, it had hourly frequency all day. In January 2024, the frequency was increased to approximately 30 minutes all day, improving access to employment, shopping, doctors' offices, and commercial corridors along the route.

Pre-COVID, Route 566 had an average daily boarding of 73. During COVID-19, FY 2021, the average daily boardings decreased to 15. It gradually increased to 31 in FY 2022, 53 in FY 2023, and 66 in FY 2024, YTD through December. After the January 2024 service changes, it increased further to 110.

Route 576 provides access to the Downtown area, Eastland Plaza Shopping Center, pharmacies, the Community Medical Center, and several employers and businesses in the area. Before the January 2024 service changes, it had hourly frequency all day. In January 2024, the frequency was increased to approximately 30 minutes all day, improving access to employment, shopping, doctors' offices, and commercial corridors along the route.

Pre-COVID, Route 576 had an average daily boarding of 73. During COVID-19, FY 2021, the average daily boardings decreased to 18. It gradually increased to 28 in FY 2022, 41 in FY 2023, and 80 in FY 2024, YTD through December. After the January 2024 service changes, it increased further to 103.

Route 578 provides access to the DTC, Dameron Hospital, medical offices, residential areas, grocery stores, Victory Park, Stagg High School, the MTS, and several employers and businesses in the area. Before the January 2024 service changes, it had hourly frequency all day. In January 2024, the frequency was increased to approximately 30 minutes all day, improving access to employment, shopping, doctors' offices, and commercial corridors.

Pre-COVID, Route 578 had an average daily boarding of 284. During COVID-19, FY 2021, the average daily boardings decreased to 46. It gradually increased to 119 in FY 2022, 163 in FY 2023, and 167 in FY 2024, YTD through December. After the January 2024 service changes, it increased further to 189.

Route 580 provides access to the DTC, the Community Medical Center, residential areas, and several employers and businesses in the area. Before the January 2024 service changes, it had hourly service all day. In January 2024, the frequency was increased to approximately 30 minutes all day, improving access to employment, shopping, doctors' offices, and commercial corridors.

Pre-COVID, Route 580 had an average daily boarding of 117. During COVID-19, FY 2021, the average daily boardings decreased to 36. It gradually increased to 43 in FY 2022, 57 in FY 2023, and 73 in FY 2024, YTD through December. After the January 2024 service changes, it increased further to 111.

Staff Recommendation

Based on the information above, staff proposes that the Board of Directors:

1. Approve the expansions and improvements of the July 2023 and January 2024 major service changes as permanent, regular service;
2. Find pursuant to Title VI of the Civil Rights Act of 1964 that adding the July 2023 and January 2024 major service changes as permanent, regular service will not have a disparate impact on minority populations or impose a disproportionate burden on low-income populations; and

3. Approve the attached Title VI service equity analysis of the establishment of July 2023 and January 2024 major service changes as permanent, regular service.

IV. STRATEGIC PLAN PRIORITIES ALIGNMENT

This recommendation aligns with all six of the Board's Strategic Priorities.

Strategic Priorities:

1. Employees
2. Customers
3. Financial Health
4. Operations Excellence
5. Community Relations
6. Innovation

V. CUSTOMER IMPACT

The July 2023 and January 2024 Major Service Changes as concluded in the Title VI Equity Analysis, represent an exceptional benefit to minority and low-income populations in the Stockton Metropolitan Area.

VI. FINANCIAL CONSIDERATIONS/IMPACT

The required funding for implementing the July 2023 and January 2024 major service changes as permanent, regular service was included in the FY 2025 RTD Operating Budget and aligns with the goal to return to pre-COVID service levels focusing on Underserved Communities in the City of Stockton.

VII. CHANGES FROM COMMITTEE

N/A

VIII. ALTERNATIVES CONSIDERED

Return to the service levels prior to the July 2023 and January 2024 service implementations. This alternative does not support the goals of restoring pre-COVID levels of service and improving offerings to underserved communities in the City of Stockton.

IX. ATTACHMENTS

Attachment A: July 2023 and January 2024 Major Service Changes Title VI Service Equity Analysis

Attachment B: Resolution

Prepared by: Dámaris Galvan, Planning and Service Development Director

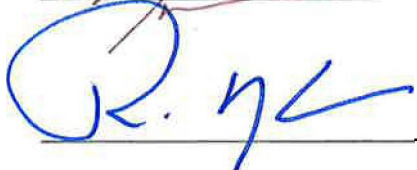
X. APPROVALS

Executive Manager Approved:
Ciro Aguirre, COO



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Financial Impact Approved:
Robert Kyle, CFO



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Alex Clifford, CEO



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Attachment A
Cover Page



**July 2023 and January 2024
Major Service Changes
Title VI Service Equity Analysis
JUNE 2024**

Service Equity Analysis
San Joaquin Regional Transit District

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Appendix A	RTD Title VI Policies and Board Meeting Minutes Documenting Approval
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1. Executive Summary

Service Equity Analysis Summary

San Joaquin Regional Transit District (RTD) is the public transit provider for San Joaquin County, operating fixed-route and demand-response transit service in the Stockton Metropolitan Area (SMA) and throughout San Joaquin County.

In July 2023 and January 2024, in alignment with the Next Gen Study and Phased Implementation Plan, RTD increased frequency from one hour to approximately 30 minutes for all local routes, added additional stops on two Metro Express BRT routes, implemented one new local route, and extended selected County Hopper routes to the transfer stations as pilot services for up to twelve months with continuation of service thereafter predicated on completion and Board approval of an associated Title VI service equity analysis.

The changes to Routes 40 (Local), 91, 93, 515, 520, 525, 545, 555, 566, 576, 578, and 580 fall under the definition of a major service change in RTD's Title VI Policies. However, a service change is exempt from the definition of a major service change if it is introduced on a temporary basis, lasting no longer than twelve months.

Under the current Federal Transit Administration (FTA) regulations and Circular 4702.1B¹, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," transit agencies are required to perform a Title VI service equity analysis if a demonstration or pilot project lasts longer than twelve months, and it otherwise qualifies as a major service change under the transit agency's Major Service Change Policy. Accordingly, RTD must conduct a service equity analysis before it can implement the July 2023 and January 2024 service changes as permanent regular service.

This service equity analysis was conducted in accordance with FTA Circular 4702.1B and RTD's Title VI Policies to determine whether the July 2023 and January 2024 service changes have a discriminatory impact on Title VI protected minority populations or on low-income populations. The analysis concluded that the changes **do not result in a disparate impact on minority populations or a disproportionate burden on low-income populations.**

¹ Federal Transit Administration. Circular FTA C 4702.1B. October 1, 2012.
<https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/FTA_Title_VI_FINAL.pdf>

2. Introduction and Background

Overview

In August 2022, the RTD Board of Directors approved the Next Gen Study and Phased Implementation Plan to restore pre-COVID service levels and expand services in underserved communities. In alignment with these goals, within a phased implementation approach, RTD increased the span of service for all the local routes and increased the number of trips to provide all-day service for Routes 566 and 576 in January 2023; increased frequency from one hour to approximately 30 minutes on four local routes and extended selected County Hopper routes to the transfer stations in July 2023; and increased frequency from one hour to approximately 30 minutes on six local routes, implemented one new local route, and added additional stops on two Metro Express BRT routes in January 2024.

RTD is required to perform a service equity analysis if a demonstration or pilot project lasts longer than twelve months, and it otherwise qualifies as a major service change under the RTD Major Service Change Policy. A major service change is defined as a change to 25% or more of a line's route miles, an increase or decrease of 25% or more to a line's span (hours) of service, eliminating a line, or establishing a new line. The changes to Routes 40 (Local), 91, 93, 515, 520, 525, 545, 555, 566, 576, 578, and 580 meet the definition of a major service change and were implemented as pilot services for up to twelve months with continuation of service thereafter predicated on completion and Board approval of an associated Title VI service equity analysis.

The required components of Title VI equity analyses are set forth in the Title VI regulations and guidelines, FTA Circular 4702.1B, and RTD's Title VI Policies². In compliance with these regulations, guidelines, and policies, RTD conducted this service equity analysis for Routes 40 (Local), 91, 93, 515, 520, 525, 545, 555, 566, 576, 578, and 580 to assess potential discriminatory impacts on minority and low-income populations.

Route 40-Local provides access to Stockton's Downtown Transit Center (DTC), Miracle Mile, University of the Pacific, San Joaquin Delta College, Mall Transfer Station (MTS), Hammer Transfer Station (HTS), Lincoln Center, residential areas, grocery stores and several employers and businesses in the area. This new route provides underlying service on RTD's Metro Express Route 40, which currently provides a 15-minute frequency during peak times and a 30-minute frequency during off-peak times. This allows more frequent service on the Pacific Avenue corridor and provides additional stops that are not currently served by Metro Express Route 40.

Route 40 Local had 305 average daily boardings in February 2024. It is the second-highest performing route compared to the local routes. RTD projects that ridership will continue to increase.

² RTD's Major Service Change Policy, Disparate Impact Policy, and Disproportionate Burden Policy are included in Appendix A.

Service Equity Analysis San Joaquin Regional Transit District

Route 91 provides intercity connections between Stockton, Manteca, and Ripon. It can deviate from its normal route for up to one mile to accommodate passengers who cannot reach their destinations within a rural area. Before the July 2023 service changes, it had 3.5 roundtrips daily, and only traveled from Ripon to Manteca to the DTC. In July 2023, it increased to 4.5 roundtrips daily, and certain trips were extended to serve the MTS at peak times to allow direct connection from the MTS to Manteca and Ripon.

Pre-COVID, Route 91 had 157 average daily boardings. During COVID-19, in Fiscal Year (FY) 2021, the average daily boardings decreased to 19. Due to disruptions in County services, average daily boardings remained similar, at 16 in FY 2022 and 17 in FY 2023. After the July 2023 service changes, the daily average increased to 35 boardings in FY 2024 YTD through February 2024.

Route 93 provides intercity connections between Stockton and Lodi. It can deviate from its normal route for up to one mile to accommodate passengers who cannot reach their destinations within a rural area. Before the July 2023 service changes, it had 7.5 roundtrips daily, and only traveled from Lodi to the MTS. In July 2023, it increased to 9 roundtrips daily, and all the trips were extended to serve the DTC to allow a direct connection from the DTC to Lodi.

Pre-COVID, Route 93 had 137 average daily boardings. During COVID-19, in FY 2021, the average daily boardings decreased to 78. Due to disruptions in County services, average daily boardings remained similar, at 63 in FY 2022 and 89 in FY 2023. After the July 2023 service changes, the daily average increased to 155 boardings in FY 2024 YTD through February 2024.

Route 515 provides access to the Downtown area, Boggs Tract Community Center, St. Mary's Dining Hall Center, Stockton Shelter for the Homeless, and low-income public housing (Conway Homes). Before the July 2023 service changes, Route 515 had hourly frequency all day. In July 2023, the frequency increased to approximately 30 minutes all day, improving access to employment, shopping, doctors' offices, and commercial corridors along the route.

Pre-COVID, Route 515 had 334 average daily boardings. During COVID-19, in FY 2021, the average daily boardings decreased to 84. It gradually increased to 126 in FY 2022 and 154 in FY 2023. After the July 2023 service changes, the daily average increased to 275 boardings in FY 2024 YTD through February 2024.

Route 520 provides access to the Downtown area, medical offices, St. Joseph's Medical Center, shopping centers, and Kaiser Permanente. Before the July 2023 service changes, Route 520 had hourly frequency all day. In July 2023, the frequency increased to approximately 30 minutes all day, improving access to employment, shopping, doctors' offices, and commercial corridors along the route.

Pre-COVID, Route 520 had 449 average daily boardings. During COVID-19, in FY 2021, the average daily boardings decreased to 97. It gradually increased to 209 in FY 2022 and 259 in FY 2023. After the July 2023 service changes, the daily average increased to 382 boardings in FY 2024 YTD through February 2024.

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Route 525 provides access to the Downtown Transit Center and Downtown area, Main Street, several Hispanic local grocery stores, Franklin High School, and St. Edward Catholic Church. Before the July 2023 service changes, Route 525 had hourly frequency all day. In July 2023, the frequency increased to approximately 30 minutes all day, improving access to employment, shopping, doctors' offices, and commercial corridors along the route.

Pre-COVID, Route 525 had 276 average daily boardings. During COVID-19, in FY 2021, the average daily boardings decreased to 75. It gradually increased to 102 in FY 2022 and 139 in FY 2023. After the July 2023 service changes, the daily average increased to 229 boardings in FY 2024 YTD through February 2024.

Route 545 provides access to the MTS, residential areas, grocery stores, Country Club area, Stagg High School, Hoover Elementary School, Flora Arca Mata Elementary School, the Community Center for the Blind and Visually Impaired, and several employers and businesses in the area. Before the January 2024 service changes, it had hourly frequency all day. In January 2024, the frequency was increased to approximately 30 minutes all day, improving access to employment, shopping, doctors' offices, and commercial corridors along the route. The route was extended to provide service to the DTC during peak hours, allowing direct service from the MTS and Country Club area to the DTC.

Pre-COVID, Route 545 had 183 average daily boardings. During COVID-19, in FY 2021, the average daily boardings decreased to 43. It gradually increased to 64 in FY 2022, 92 in FY 2023, and 117 in FY 2024, YTD through December 2023. After the January 2024 service changes, the average daily boardings increased further to 158.

Route 555 provides access to the DTC, Edison High School, Weston Ranch, residential areas, grocery stores, and several employers and businesses in the area. Before the January 2024 service changes, it had hourly frequency all day. In January 2024, the frequency was increased to approximately 30 minutes all day, improving access to employment, shopping, doctors' offices, and commercial corridors along the route.

Pre-COVID, Route 555 had 245 average daily boardings. During COVID-19, in FY 2021, the average daily boardings decreased to 93. It gradually increased to 121 in FY 2022, 137 in FY 2023, and 172 in FY 2024, YTD through December 2023. After the January 2024 service changes, the average daily boardings increased further to 231.

Route 566 provides access to the HTS, residential areas, grocery stores, and businesses northwest of Hammer Lane, Kennedy Elementary School, Delta Sierra Middle School, Bear Creek High School, and the Trinity Parkway area. Before the January 2024 service changes, it had hourly frequency all day. In January 2024, the frequency was increased to approximately 30 minutes all day, improving access to employment, shopping, doctors' offices, and commercial corridors along the route.

Pre-COVID, Route 566 had 73 average daily boardings. During COVID-19, in FY 2021, the average daily boardings decreased to 15. It gradually increased to 31 in FY 2022, 53 in FY

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2023, and 66 in FY 2024, YTD through December 2023. After the January 2024 service changes, the average daily boardings increased further to 110.

Route 576 provides access to the Downtown area, Eastland Plaza Shopping Center, pharmacies, the Community Medical Center, and several employers and businesses in the area. Before the January 2024 service changes, it had hourly frequency all day. In January 2024, the frequency was increased to approximately 30 minutes all day, improving access to employment, shopping, doctors' offices, and commercial corridors along the route.

Pre-COVID, Route 576 had 73 average daily boardings. During COVID-19, in FY 2021, the average daily boardings decreased to 18. It gradually increased to 28 in FY 2022, 41 in FY 2023, and 80 in FY 2024, YTD through December 2023. After the January 2024 service changes, the average daily boardings increased further to 103.

Route 578 provides access to the DTC, Dameron Hospital, medical offices, residential areas, grocery stores, Victory Park, Stagg High School, the MTS, and several employers and businesses in the area. Before the January 2024 service changes, it had hourly frequency all day. In January 2024, the frequency was increased to approximately 30 minutes all day, improving access to employment, shopping, doctors' offices, and commercial corridors.

Pre-COVID, Route 578 had 284 average daily boardings. During COVID-19, in FY 2021, the average daily boardings decreased to 46. It gradually increased to 119 in FY 2022, 163 in FY 2023, and 167 in FY 2024, YTD through December 2023. After the January 2024 service changes, the average daily boardings increased further to 189.

Route 580 provides access to the DTC, the Community Medical Center, residential areas, and several employers and businesses in the area. Before the January 2024 service changes, it had hourly service all day. In January 2024, the frequency was increased to approximately 30 minutes all day, improving access to employment, shopping, doctors' offices, and commercial corridors.

Pre-COVID, Route 580 had 117 average daily boardings. During COVID-19, in FY 2021, the average daily boardings decreased to 36. It gradually increased to 43 in FY 2022, 57 in FY 2023, and 73 in FY 2024, YTD through December 2023. After the January 2024 service changes, the average daily boardings increased further to 111.

San Joaquin RTD Title VI Policies

The FTA requires RTD to maintain several policies related to equity and service and fare changes. RTD adopted its Major Service Change Policy, Disparate Impact (DI) Policy and Disproportionate Burden (DB) Policy on January 20, 2023³. These policies set forth the standards used in service and fare equity analyses.

³ A copy of the board meeting minutes documenting approval of the Title VI Major Service Change Policy, Disparate Impact Policy, and Disproportionate Burden Policy is included in Appendix A.

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Major Service Change Policy

FTA Circular 4702.1B requires transportation agencies to develop policies to assist in the evaluation of impacts to minority and low-income riders when considering service changes. All changes in service meeting the definition of Major Service Change are subject to a Title VI Equity Analysis prior to Board approval of the service change. A Title VI Equity Analysis will be completed for all Major Service Changes and will be presented to the Board for its consideration and included in the subsequent RTD Title VI Program with a record of action taken by the Board.

A Major Service Change is defined as:

- A. For routes with more than 10 roundtrips daily on the affected service day(s): A change to 25% or more of a line's route miles on the affected service day(s). This includes service increases, decreases, and routing changes where route miles are neither increased nor reduced (i.e., re-routes).
- B. For routes with more than 10 roundtrips daily on the affected service day(s): An increase or decrease of 25% or more to a line's span (hours) of service on a daily basis for the day of the week for which a change is made.
- C. For routes with 10 or fewer roundtrips daily on the affected service day(s): Elimination of service on any given day.
- D. A new transit line is established.

The following types of modifications are exempt from the definition of Major Service Change:

- The introduction or discontinuation of short- or limited-term service (e.g., promotional, demonstration, seasonal or emergency service, or service provided as mitigation or diversions for construction or other similar activities), as long as the service will be/has been operated for no more than twelve months.
- Changes to RTD-operated transit services that are replaced by a different trip, mode or operator providing a service with the same or better headways, fare, transfer options, span of service, and stops served.

Service changes not meeting the thresholds of a Major Service Change are also analyzed and alternatives considered are documented; however, a Service Equity Analysis is not performed.

Disparate Impact (DI) Policy

The Disparate Impact Policy defines measures for determination of potential Disparate Impact on minority populations resulting from Major Service Changes or any change in fares. The policy is applied to both adverse effects and benefits of Major Service Changes or fare changes.

In the event of a service reduction, a Disparate Impact occurs when the percentage of the impacted minority population in the service area of the line exceeds the percentage of the minority population of RTD as a whole by at least 10 percentage points. In the event of a service improvement, a Disparate Impact occurs when the percentage of the impacted minority

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population in the service area of the line is less than the percentage of the minority population of RTD as a whole by at least 10 percentage points.

Disproportionate Burden (DB) Policy

The Disproportionate Burden Policy defines measures for determination of potential Disproportionate Burden on low-income populations resulting from Major Service Changes or any change in fares. The policy is applied to both adverse effects and benefits of Major Service Changes or fare changes.

In the event of a service reduction, a Disproportionate Burden occurs when the percentage of the impacted low-income population in the service area of the line exceeds the percentage of the low-income population of RTD as a whole by at least 10 percentage points. In the event of a service improvement, a Disproportionate Burden occurs when the percentage of the impacted low-income population in the service area of the line is less than the percentage of the low-income population of RTD as a whole by at least 10 percentage points.

Outreach and Public Input on Title VI Policies

RTD performed public outreach from Monday, November 21 through Friday, December 9, 2022, to gather public input regarding the Major Service Change, Disparate Impact, and Disproportionate Burden policies.

Drafts of these policies were made available on RTD's website in English and Spanish, flyers promoting and soliciting public input were posted on the website and social media, and email blasts were sent to community stakeholders. One comment was received, which was not directly relevant to these policies but expressed an interest in specific service changes.

Description of July 2023 and January 2024 Proposed Service Changes

In July 2023 and January 2024, in alignment with the Next Gen Study and Phased Implementation Plan, RTD increased the frequency of all local routes from one hour to approximately 30 minutes, added additional stops on two Metro Express BRT routes, implemented one new local route, and extended selected County Hopper routes to the transfer stations.

The changes to Routes 40 (Local), 91, 93, 515, 520, 525, 545, 555, 566, 576, 578, and 580 were implemented as pilot services. **Table 1** below displays these service improvements.

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Table 1: July 2023 and January 2024 Service Improvements

SERVICE IMPLEMENTATION MATRIX- JULY 30, 2023 SERVICE MODIFICATIONS	
WEEKDAY	
Route	Description of Change
90	Service extended on certain trips to provide direct service to the Mall Transfer Station (MTS) and the Downtown Transit Center (DTC). Schedule adjustments to allow for connections and transfers at the various transfer stations.
91	
93	
95	Minor schedule adjustments to allow for connections and transfers at the various transfer stations.
97	Minor schedule adjustments to allow for connections and transfers at the various transfer stations.
510	Schedule adjustments to provide approximately 30-minute frequency throughout the day.
515	
520	
525	

SERVICE IMPLEMENTATION MATRIX- JANUARY 28, 2024 SERVICE MODIFICATIONS	
WEEKDAY	
Route	Description of Change
44	Modified southbound loop on Ralph Avenue, 8th Street, and B Street to provide service on 10th & Anne as well as Ralph Avenue in both directions.
47	Modified east end loop to serve Myrtle & Oro stop and new Myrtle at RTC stop.
49	Service extended on two trips that currently serve Fresno Avenue & 8th Street to serve Houston Avenue. This will expand the current service area and provide alternative service to residents in the area, which is a disadvantaged area as well.
40 Local Service	NEW local service on Pacific Avenue - weekday service with 30-minute frequency.
545	Extended trips to the DTC during peak times. Schedule adjustments to provide approximately 30-minute frequency throughout the day.
555	Schedule adjustments to provide approximately 30-minute frequency throughout the day.

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566	Timepoint change at the end of the line to the stop at Scott Creek & Trinity Parkway. Schedule adjustments to provide approximately 30-minute frequency throughout the day.
576	Schedule adjustments to provide approximately 30-minute frequency throughout the day.
578	Schedule adjustments to provide approximately 30-minute frequency throughout the day.
580	Schedule adjustments to provide approximately 30-minute frequency throughout the day.
93	Schedule adjustments to improve reliability.

The July 2023 and January 2024 service changes are contributing to RTD's upward ridership trend. Like other transit agencies nationwide, RTD has not reached pre-pandemic ridership levels.

Any Major Service Change requires a Title VI equity analysis before the Board of Directors can approve the permanent operation or continuation of the changes beyond the first 12 months.

Major Service Change Threshold

A Major Service Change is defined as:

- A. For routes with more than 10 roundtrips daily on the affected service day(s): A change to 25% or more of a line's route miles on the affected service day(s). This includes service increases, decreases, and routing changes where route miles are neither increased nor reduced (i.e., re-routes).
- B. For routes with more than 10 roundtrips daily on the affected service day(s): An increase or decrease of 25% or more to a line's span (hours) of service on a daily basis for the day of the week for which a change is made.
- C. For routes with 10 or fewer roundtrips daily on the affected service day(s): Elimination of service on any given day.
- D. A new transit line is established.

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Table 2 compares the revenue miles and span of service (hours) of the May 2023 and July 2023 service implementations and compares the revenue miles and span of service (hours) of the July 2023 and January 2024 service implementations. The service increase in hours and miles for Routes 40 (Local), 91, 93, 515, 520, 525, 545, 555, 566, 576, 578, and 580 meet the RTD definition of a major service change. The proposed service changes to the other routes do not rise to the level of major service changes.

Table 2: Major Service Change Test

Major Service Change Test							
July 2023 Service Changes							
ROUTE	May 2023		July 2023		Percent Change (May 2023 - July 2023)		Qualify as Major Service Change?
	Revenue Miles	Span of Service (Hours)	Revenue Miles	Span of Service (Hours)	Revenue Miles	Span of Service (Hours)	
90	354.25	14.73	435.88	15.57	19%	5%	NO
91	161.65	14.25	234.09	14.97	31%	5%	YES
93	243.5	12.52	371.72	14.82	34%	16%	YES
95	279.89	11.25	279.89	11.25	0%	0%	NO
97	322.82	15.33	290.53	15.00	-11%	-2%	NO
510	303.56	14.98	381.36	14.98	20%	0%	NO
515	155.63	14.35	285	14.35	45%	0%	YES
520	143.76	15.08	265.4	14.90	46%	-1%	YES
525	140.36	14.13	253.26	13.85	45%	-2%	YES

- In red, route changes that qualify as a major service change.

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January 2024 Service Changes							
ROUTE	July 2023		January 2024		Percent Change (July 2023 - January 2024)		Qualify as Major Service Change?
	Revenue Miles	Span of Service (Hours)	Revenue Miles	Span of Service (Hours)	Revenue Miles	Span of Service (Hours)	
44	1236.78	16.08	1245.77	15.78	1%	-2%	NO
47	497.11	16.47	510.4	16.47	3%	0%	NO
49	499.95	16.23	495.79	16.43	-1%	1%	NO
40 Local	0.00	0.00	324.69	15.05	100%	100%	YES
545	158.03	13.75	372.52	13.75	58%	0%	YES
555	171.55	14.20	364.66	14.20	53%	0%	YES
566	177.33	14.02	337.28	14.02	47%	0%	YES
576	119.6	12.82	231.97	12.82	48%	0%	YES
578	148	14.52	285.5	14.28	48%	-2%	YES
580	155.62	13.42	299.71	13.42	48%	0%	YES

- In red, route changes that qualify as a major service change.

Public Outreach for July 2023 and January 2024 Service Changes

RTD performed the following outreach regarding the proposed July 2023 and January 2024 service improvements:

- Outreach at the transit stations
- Promotion of the service improvements on its websites and social media (Facebook and Twitter)
- Press release
- Outreach at various Stockton Unified schools
- Stakeholders' outreach
- On-board outreach
- Public survey

RTD conducted a survey from Monday, April 15, 2024, to Friday, April 26, 2024 to determine whether customers were satisfied with the service changes. RTD posted the survey online and distributed it in person at the DTC. There were 51 respondents. Eighty percent of the respondents indicated that they use RTD services more often than they did in 2023. Seventy-four percent strongly agreed or agreed that they are satisfied with RTD overall. Thirty-nine percent of the respondents who made a comment stated that RTD has made great improvements, and that they like the 30-minute frequency as well as the new Route 40 Local. The rest of the respondents made comments that were not directly related to service improvements.

3. Methods

FTA Circular 4702.1B requires transportation agencies to develop policies to assist in the evaluation of impacts to minority and low-income riders when considering service and fare changes. When evaluating service and fare changes for Disparate Impact, RTD analyzes the effects on minority riders or populations as compared to non-minority riders or populations. When evaluating service and fare changes for Disproportionate Burden, RTD analyzes the potential effects on low-income riders or populations.

Data Sources

According to FTA Circular 4702.1B, RTD may decide whether to use ridership or population data based on data availability and reliability.

This analysis uses population data (at the census tract level) rather than ridership data because the service improvements have been designed to serve existing riders and attract new potential riders. Focusing on ridership would not sufficiently account for the new populations served. Use

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of census tracts rather than blocks aligns with the 2023 RTD Title VI Program that utilizes census tracts for identifying minority and low-income routes.

For this analysis, the primary data source was the U.S. Census Bureau 2021 American Community Survey (ACS) five-year estimates.

The RTD service area is in San Joaquin County. The total population, minority population, and low-income population of all census tracts within San Joaquin County were used to determine the percentages of minority and low-income populations.

For the Disparate Impact (minority) analysis, staff used the ACS Table B03002 to determine the percentage of the minority population for the service area of a route, focusing on the total population and minority population of all census tracts that intersect a quarter-mile radius of the route bus stops. Minority population was total population minus the population that identify as both “non-Hispanic or Latino” and “White alone.” **Table 3** displays the minority and non-minority population of San Joaquin County.

Table 3

Minority and Non-Minority Population				
San Joaquin County Total Population	San Joaquin County Minority Population	San Joaquin County Non-Minority Population	San Joaquin County Minority Population Percent	San Joaquin County Non-Minority Population Percent
771,406	543,209	228,197	70.4%	29.6%

For the Disproportionate Burden (low-income) analysis, the ACS table utilized was Table S1701, “Poverty Status in the Past 12 Months.” To determine the percentage of the low-income population for the service area of a route, staff used the total population and low-income population of all census tracts that intersect a quarter-mile radius of the route bus stops. Poverty determination was based on the income threshold established by the US Census Bureau for the 2021 ACS 5-year estimates for 150% of the federal poverty level, which is generally consistent with the poverty level threshold used in RTD’s 2021 On-board Passenger Survey. **Table 4** displays the low-income and non-low-income population of San Joaquin County.

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Table 4

Low-Income and Non-Low-Income population				
San Joaquin County Total Population	San Joaquin County Low-Income Population	San Joaquin County Non-Low-Income Population	San Joaquin County Low-Income Population Percent	San Joaquin County Non-Low-Income Population Percent
771,406	172,913	598,493	22.4%	77.6%

Methodology

RTD used the following methodology to determine whether the service changes to Routes 40 (Local), 91, 93, 515, 520, 525, 545, 555, 566, 576, 578, and 580 would result in a potential disparate impact on minority populations or disproportionate burden on low-income populations.

1. Identify the routes that meet the RTD major service change threshold.
2. Calculate the percentage of minority and low-income populations for the RTD service area.
3. Determine the Disparate Impact and Disproportionate Burden thresholds.
 - a. Disparate Impact**
 - i. Service Reductions: In the event of a service reduction, a Disparate Impact occurs when the percentage of the impacted minority population in the service area of the line exceeds the percentage of the minority population of RTD as a whole by at least 10 percentage points. In the event of a service improvement, a Disparate Impact occurs when the percentage of the impacted minority population in the service area of the line is less than the percentage of the minority population of RTD as a whole by at least 10 percentage points.
 - b. Disproportionate Burden**
 - i. Service Reductions: In the event of a service reduction, a Disproportionate Burden occurs when the percentage of the impacted low-income population in the service area of the line exceeds the percentage of the low-income population of RTD as a whole by at least 10 percentage points. In the event of a service improvement, a Disproportionate Burden occurs when the percentage of the impacted low-income population in the service area of the line is less than the percentage of the low-income population of RTD as a whole by at least 10 percentage points.
4. Determine whether the major service changes result in a potential Disparate Impact and/or Disproportionate Burden by comparing the percentage of impacted minority

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and low-income populations in the service area of each line to the minority and low-income populations of RTD as a whole.

4. Analysis

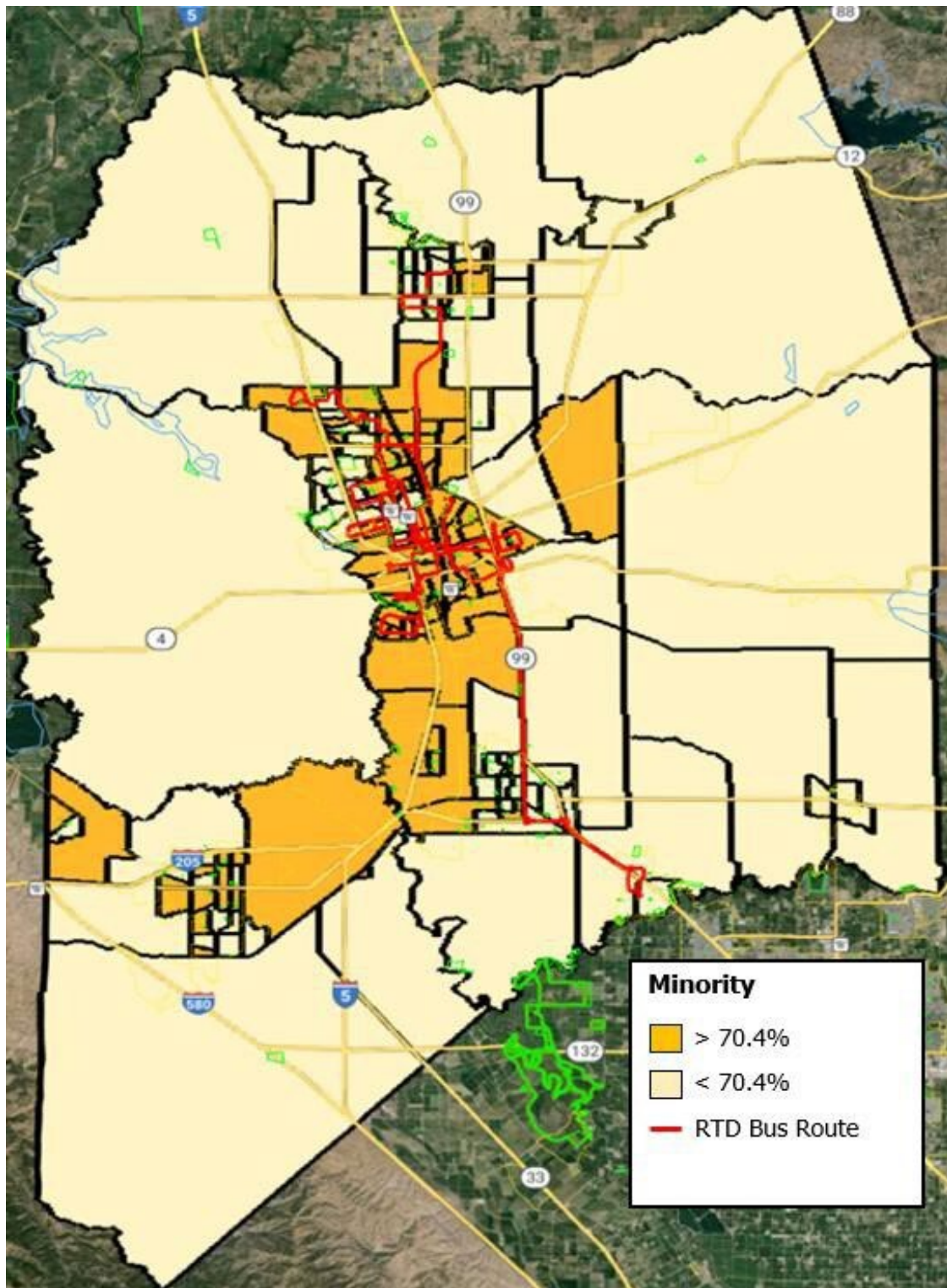
RTD Service Area Demographic Overview

The RTD service area is defined as San Joaquin County. Of the approximately 771,406 service area residents, 70.4% are minority and 22.4% are low-income.

Figure 1 displays RTD's service area with minority census tracts, and **Figure 2** displays RTD's service area with low-income census tracts.

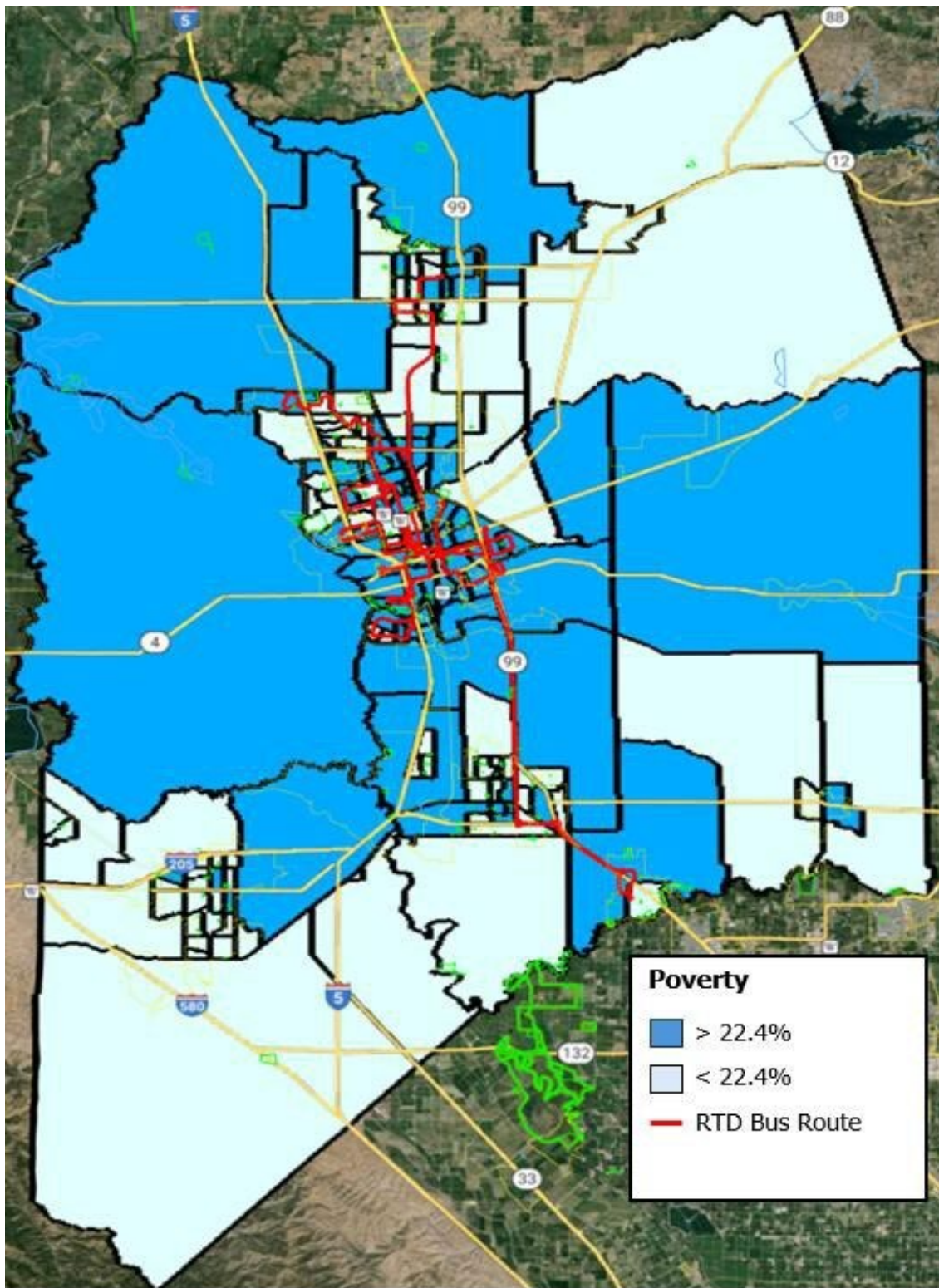
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Figure 1: Minority Population of San Joaquin County



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Figure 2: Low-Income Population of San Joaquin County



Disparate Impact (DI) Analysis and Findings

Table 5 presents the findings from the Disparate Impact Analysis for Routes 40 (Local), 91, 93, 515, 520, 525, 545, 555, 566, 576, 578, and 580. For each route, RTD determined the total impacted population, the total impacted minority population, the total impacted non-minority population, and the percentages of impacted minority and non-minority populations living in the census tracts that are within a quarter-mile radius of all the route bus stops. As the proposed Major Service Change is an *improvement* in service, a disparate impact will be found if the population benefiting from the changes has a higher concentration of non-minority people than in the RTD service area as a whole by 10% or more. The chart below shows that the changes to these routes do not result in a disparate impact (DI) on minority populations; rather, minority populations will exceptionally benefit from the improvements to Routes 40 (Local), 91, 93, 515, 520, 525, 545, 555, 566, 576, 578, and 580.

Table 5: Disparate Impact (DI) Analysis Findings

Impacted Route	Impacted Total Population	Impacted Minority Population	Impacted Non-Minority Population	Impacted Minority Population Percent	Service Area Minority Population	Conclusion
91	154,152	105,301	48,851	68.3%	70.4%	No DI (Minority population will exceptionally benefit from the change)
93	154,487	110,111	44,376	71.3%	70.4%	
40L	63,973	45,656	18,317	71.4%	70.4%	
515	29,806	27,946	1,860	93.8%	70.4%	
520	59,442	50,471	8,971	84.9%	70.4%	
525	29,359	26,196	3,163	89.2%	70.4%	
545	65,152	46,446	18,706	71.3%	70.4%	
555	58,562	53,422	5,140	91.2%	70.4%	
566	68,645	52,048	16,597	75.8%	70.4%	
576	25,712	23,192	2,520	90.2%	70.4%	
578	54,066	39,017	15,049	72.2%	70.4%	
580	40,013	35,864	4,149	89.6%	70.4%	

Disproportionate Burden (DB) Analysis and Findings

Table 6 presents the findings from the Disproportionate Burden Analysis for Routes 40 (Local), 91, 93, 515, 520, 525, 545, 555, 566, 576, 578, and 580. For each route, RTD determined the total impacted population, the total impacted low-income population, the total impacted non-low-income population, and the percentages of impacted low-income and non-low-income populations living in the census tracts that are within a quarter-mile radius of all the route bus stops. As the proposed Major Service Change is an *improvement* in service, a disproportionate burden will be found if the population benefiting from the changes has a higher concentration of non-low-income people than in the RTD service area as a whole by 10% or more. The chart below shows that the changes to these routes do not result in a disproportionate burden (DB) on low-income populations; rather, *low-income populations will exceptionally benefit from the improvements to Routes 40 (Local), 91, 93, 515, 520, 525, 545, 555, 566, 576, 578, and 580.*

Table 6: Disproportionate Burden (DB) Analysis Findings

Impacted Route	Impacted Total Population	Impacted Low-Income Population	Impacted Non-Low-Income Population	Impacted Low-Income Population Percent	Service Area Low-Income Population	Conclusion
91	154,152	40,068	114,084	26.0%	22.4%	No DB (Low-Income population will exceptionally benefit from the change)
93	154,487	44,257	110,230	28.6%	22.4%	
40L	63,973	18,788	45,185	29.4%	22.4%	
515	29,806	12,061	17,745	40.5%	22.4%	
520	59,442	21,397	38,045	36.0%	22.4%	
525	29,359	11,510	17,849	39.2%	22.4%	
545	65,152	19,064	46,088	29.3%	22.4%	
555	58,562	17,540	41,022	30.0%	22.4%	
566	68,645	12,993	55,652	18.9%	22.4%	
576	25,712	8,822	16,890	34.3%	22.4%	
578	54,066	16,752	37,314	31.0%	22.4%	
580	40,013	17,320	22,693	43.3%	22.4%	

5. Conclusion

Based on the analysis described above, continuation of the July 2023 and January 2024 major service changes (improvements) for Routes 40 (Local), 91, 93, 515, 520, 525, 545, 555, 566, 576, 578, and 580 will not result in a disparate impact on minority communities nor a disproportionate burden on low-income communities; rather, the proposed service changes will disproportionately benefit minority and low-income communities.

Appendix A:

RTD Title VI Policies and Board Meeting Minutes Documenting Approval



LEAD STAFF: DAMARIS GALVAN, SERVICE DEVELOPMENT MANAGER

I. RECOMMENDED ACTION:

Consideration by the Board of Directors to approve revisions to San Joaquin Regional Transit District (RTD)'s Major Service Change (MSC), Disparate Impact (DI), and Disproportionate Burden (DB) Policies.

II. SUMMARY:

- RTD's previous MSC Policy dated June 19, 2020, was revised to be consistent with Federal Transit Administration (FTA) Title VI guidance.
- Staff has prepared the DI and DB Policies to comply with FTA Title VI guidance.
- Public outreach was performed to gather public input on these policies during the months of November 2022 and December 2022.
- Staff recommends approving these policies as outlined in Attachment A.

III. DISCUSSION/BACKGROUND

As per FTA's Circular 4702.1B, transit agencies with 50 or more fixed route vehicles in peak service in large, urbanized areas (over 200,000 in population) shall develop written MSC, DI and DB policies. These policies guide the evaluation of service changes that exceed the transit provider's major service change threshold, as well as all fare changes, prior to approval. This evaluation, also referred to as an Equity Analysis, is designed to determine whether service or fare changes will have a discriminatory impact based on race, color, or national origin.

RTD's current MSC Policy requires revisions to be consistent with FTA guidance. Staff also has developed new DI and DB policies to meet the requirements of FTA Circular 4702.1B.

The updated MSC policy reflects the following changes:

- Current RTD policy describes "major service changes" as only service reductions, while FTA regulations require the MSC Policy to cover service increases and reductions. This is addressed in the revised policy.
- The MSC Policy defines major service changes as those increasing or decreasing a route's service span or mileage by 25% or more, including establishing or eliminating an entire route.
- RTD's current MSC Policy states that emergency service changes are exempt from an equity analysis and a public hearing unless they last more than 180 days. The revised policy changes the timeframe to 12 months for introduction or discontinuation of limited-term service (e.g., promotional, demonstration, seasonal or emergency service, or service provided as mitigation or diversions for construction or other similar activities). This change aligns with FTA requirements.

The new DI Policy will be used for analyzing the effect of fare or major service changes on minority populations, which the DB Policy will be used to analyze the effect of such changes on low-income populations. In both cases, thresholds are set at 10% for changes to a single route and 15% for changes to more than one route.

FTA does not particularly specify thresholds for these policies; however, the FTA recommendation is to establish thresholds that are reasonable. Though low-income status is not a protected class under Title VI of the Civil Rights Act of 1964, the FTA still requires transit providers to evaluate if proposed service and fare changes may adversely affect low-income populations.

Outreach and Public Input

RTD Service Development and Marketing Staff performed public outreach from Monday, November 21 through Friday, December 9, 2022 to gather public input regarding the MSC, DI, and DB Policies.

Current policies and drafts of proposed MSC, DI and DB policies were made available on RTD's website in both English and Spanish, flyers promoting and soliciting public input were posted on the website and social media, and email blasts were sent to community stakeholders. There was one comment received which was not directly relevant to these policies and instead expressed an interest in specific service changes.

IV. STRATEGIC PLAN PRIORITIES ALIGNMENT

This recommendation aligns with the Board's Strategic Priorities 2, 3, 4, and 5.
Strategic Priorities:

1. Employees
2. Customers
3. Financial Health
4. Operations Excellence
5. Community Relations
6. Innovation

V. FINANCIAL CONSIDERATIONS/IMPACT

This action will not have an impact on the budget.

VI. CHANGES FROM COMMITTEE

N/A

VII. ALTERNATIVES CONSIDERED

The alternative of not approving these policies is not recommended as it will not align with FTA guidance on Title VI.

VIII. ATTACHMENTS

Attachment A: Title VI Policies: Major Service Change, Disparate Impact, and Disproportionate Burden (English Version)

Attachment B: Title VI Policies: Major Service Change, Disparate Impact, and Disproportionate Burden (Spanish Version)

Attachment C: We-Need-Your-Input Flyer

Attachment D: Resolution

Prepared by: Dámaris Galvan, Service Development Manager

IX. APPROVALS

Executive Manager Approved:
Ciro Aguirre, COO

Financial Impact Approved:
Robert Kyle, CFO

Alex Clifford, CEO

Three handwritten signatures are visible, each written over a horizontal line. The top signature is in red ink, the middle one is in black ink, and the bottom one is in blue ink. The signatures are stylized and cursive.



**LEAD STAFF: DÁMARIS GALVAN, PLANNING AND SERVICE
DEVELOPMENT DIRECTOR**

I. RECOMMENDED ACTION:

That the RTD Board of Directors consider and approve the continuation of Route 40 Local weekend service as permanent, regular service; find pursuant to Title VI of the Civil Rights Act of 1964 that the continuation of Route 40 Local weekend service will not have a disparate impact on minority populations or impose a disproportionate burden on low-income populations; and approve the Title VI service equity analysis of the Route 40 Local weekend service and route renumbering.

II. SUMMARY

- Route 40 Local historically operated on weekdays only, providing local service along the Pacific Avenue corridor.
- RTD introduced weekend service on Route 40 Local effective January 26, 2025, operating as a pilot service.
- The weekend service follows the same routing, stops, and frequency as weekday service, with a shorter span of service consistent with RTD's systemwide weekend scheduling practices.
- Route 40 Local provides access to major destinations including the Downtown Transit Center (DTC), Miracle Mile, University of the Pacific, San Joaquin Delta College, Mall Transfer Station (MTS), Hammer Transfer Station (HTS), Lincoln Center, residential neighborhoods, grocery stores, and employment centers.
- The addition of weekend service increased total weekly revenue hours on Route 40 Local by approximately 34 percent.
- Because the increase in revenue hours exceeds RTD's 25 percent major service change threshold, continuation of the weekend service beyond 12 months qualifies as a major service change under RTD's Title VI Policies.
- RTD conducted a Title VI service equity analysis in accordance with FTA Circular 4702.1B and RTD's Title VI Policies.
- The analysis concluded that continuation of Route 40 Local weekend service will not result in a disparate impact to minority populations or a disproportionate burden to low-income populations; rather, the service expansion benefits communities with higher-than-average minority and low-income populations.

III. DISCUSSION/BACKGROUND

Route 40 Local operates along RTD’s Pacific Avenue corridor and provides underlying local service to complement Metro Express Route 40. While Metro Express Route 40 operates at higher frequencies with limited stops, Route 40 Local offers additional access points to serve adjacent residential areas, commercial destinations, educational institutions, and employment centers.

Prior to January 2025, Route 40 Local operated on weekdays only. Recognizing the need for improved weekend mobility along this corridor, RTD implemented weekend service on Route 40 Local effective January 26, 2025, on a pilot basis. The weekend service mirrors the weekday routing, stop locations, and service frequency, with a reduced span of service consistent with RTD’s systemwide weekend service standards.

The addition of weekend service resulted in an approximately 34 percent increase in total weekly revenue hours for Route 40 Local. Under RTD’s Major Service Change Policy, an increase in service exceeding 25 percent qualifies as a major service change. While pilot or demonstration services operated for fewer than 12 months are exempt from this definition, continuation of Route 40 Local weekend service beyond one year requires completion and Board approval of a Title VI service equity analysis.

In addition, effective January 25, 2026, Route 40 Local is planned to be renumbered as Route 540, the “500” numbering designation will identify the Route 40 as “Local” service and be consistent with the other local routes. This action represents a route renaming only. The routing, stops, service frequency, span of service, and service area will remain unchanged. As a result, the renumbering does not affect the equity determination presented in this analysis.

Pursuant to FTA Circular 4702.1B and RTD’s adopted Title VI Policies, RTD conducted a service equity analysis to evaluate whether continuation of the Route 40 Local weekend service would result in a disparate impact on minority populations or a disproportionate burden on low-income populations.

The service area for Route 40 Local was defined as all census block groups within one-quarter mile of the route’s bus stops. Demographic data were obtained from the U.S. Census Bureau 2021 American Community Survey 5-Year Estimates and compared to San Joaquin County systemwide averages. The analysis found that the Route 40 Local corridor serves a higher proportion of minority and low-income populations than the countywide average.

The analysis concluded that continuation of Route 40 Local weekend service does not result in a disparate impact or disproportionate burden; rather, the service expansion provides equitable benefits and improved access to weekend transit service for communities that already rely heavily on transit.

A copy of the Title VI service equity analysis is included as Attachment A.

IV. STRATEGIC PLAN PRIORITIES ALIGNMENT

This recommendation aligns with the Board's Strategic Priorities 2, 3, and 4.

Strategic Priorities:

1. Employees
2. Customers
3. Financial Health
4. Operations Excellence
5. Community Relations
6. Innovation

V. CUSTOMER IMPACT

The Title VI service equity analysis found no adverse customer impacts associated with the continuation of Route 40 Local weekend service. The change represents a net service improvement, with no reductions to existing weekday service, and does not result in a disparate impact on minority populations or a disproportionate burden on low-income populations.

VI. FINANCIAL CONSIDERATIONS/IMPACT

The funding required to operate Route 40 Local weekend service as permanent, regular service is included in RTD's adopted operating budget and reflects RTD's commitment to improving access and mobility along key corridors serving transit-dependent communities. The approved FY2026 Route 40 Local Weekend budget is \$2,618,751.

VII. CHANGES FROM COMMITTEE

N/A

VIII. ALTERNATIVES CONSIDERED

Continue Route 40 Local weekend service as permanent, regular service to maintain access to weekend transit service along the Pacific Avenue corridor. This alternative preserves existing service levels, supports equitable access to transit, and is consistent with the Title VI service equity analysis findings that the service does not result in disparate impacts or disproportionate burdens. The alternative of not making the service permanent would eliminate weekend service on Route 40 Local and reduce customer access along the corridor.

IX. ATTACHMENTS

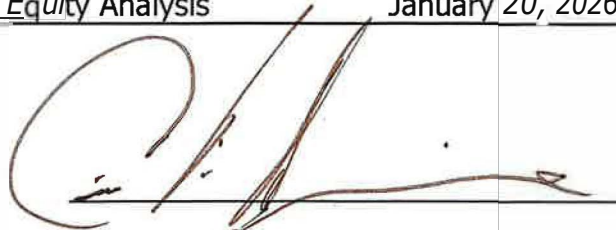
Attachment A: Title VI Service Equity Analysis: Route 40 Local Weekend Service and Route Renumbering

Attachment B: Resolution

Prepared by: Dámaris Galvan, Planning and Service Development Director

X. APPROVALS

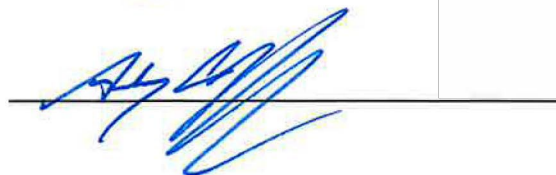
Executive Manager Approved:
Ciro Aguirre, COO



Financial Impact Approved:
Ravi Sharma, Finance Director



Alex Clifford, CEO





Attachment A
Cover Page



Title VI Service Equity Analysis:

Route 40 Local Weekend Service and Route Renumbering

January 2026

Service Changes Description

San Joaquin RTD introduced weekend service on Route 40 Local effective January 26, 2025. Prior to this change, Route 40 Local operated on weekdays only. The weekend service follows the same routing, stop pattern, and service frequency as the weekday operation, but operates with a shorter span of service, consistent with typical systemwide weekend scheduling practices.

Route 40 Local provides access to Stockton's Downtown Transit Center (DTC), Miracle Mile, University of the Pacific, San Joaquin Delta College, Mall Transfer Station (MTS), Hammer Transfer Station (HTS), Lincoln Center, residential areas, grocery stores, and several employers and businesses throughout the corridor. The route provides underlying service along RTD's Metro Express Route 40, which operates at 15-minute frequency during peak periods and 30-minute frequency during off-peak periods. This allows more frequent service along the Pacific Avenue corridor while providing additional stops that are not served by Metro Express Route 40.

Overall, the implementation of the weekend service increased total weekly revenue hours by approximately 34 percent, as shown in Table 1 below.

Table 1: Major Service Change Test

Schedule Type	Daily Revenue Hours (Weekday)	Daily Revenue Hours (Saturday)	Daily Revenue Hours (Sunday)	Weekly Total Hours
Before change (Weekday only)	40	0	0	200
After change (Weekday and Weekend)	40	34	34	268
Percent Change				34%

Because the total increase in revenue hours exceeds RTD's 25 percent major service change threshold, this modification qualifies as a major service change under RTD's Title VI Major Service Change Policy and requires a service equity analysis.

Effective January 25, 2026, Route 40 Local is planned to be renumbered as Route 540. This future action represents route renaming only. The routing, stops, service frequency, span of service, and service area will remain unchanged. Renumbering does not affect the service equity determination presented in this analysis.

San Joaquin RTD Title VI Policies

The FTA requires RTD to maintain several policies related to equity and service and fare changes. RTD adopted its Major Service Change Policy, Disparate Impact (DI) Policy and Disproportionate Burden (DB) Policy on January 20, 2023¹. These policies set forth the standards used in service and fare equity analyses.

¹ A copy of the board meeting minutes documenting approval of the Title VI Major Service Change Policy, Disparate Impact Policy, and Disproportionate Burden Policy is included in Appendix A.

**Service Equity Analysis
San Joaquin Regional Transit District**

Major Service Change Policy

FTA Circular 4702.1B requires transportation agencies to develop policies to assist in the evaluation of impacts to minority and low-income riders when considering service changes. All changes in service meeting the definition of Major Service Change are subject to a Title VI Equity Analysis prior to Board approval of the service change. A Title VI Equity Analysis will be completed for all Major Service Changes and will be presented to the Board for its consideration and included in the subsequent RTD Title VI Program with a record of action taken by the Board.

A Major Service Change is defined as:

- A. For routes with more than 10 roundtrips daily on the affected service day(s): A change to 25% or more of a line's route miles on the affected service day(s). This includes service increases, decreases, and routing changes where route miles are neither increased nor reduced (i.e., re-routes).
- B. For routes with more than 10 roundtrips daily on the affected service day(s): An increase or decrease of 25% or more to a line's span (hours) of service on a daily basis for the day of the week for which a change is made.
- C. For routes with 10 or fewer roundtrips daily on the affected service day(s): Elimination of service on any given day.
- D. A new transit line is established.

The following types of modifications are exempt from the definition of Major Service Change:

- The introduction or discontinuation of short- or limited-term service (e.g., promotional, demonstration, seasonal or emergency service, or service provided as mitigation or diversions for construction or other similar activities), as long as the service will be/has been operated for no more than twelve months.
- Changes to RTD-operated transit services that are replaced by a different trip, mode or operator providing a service with the same or better headways, fare, transfer options, span of service, and stops served.

Service changes not meeting the thresholds of a Major Service Change are also analyzed and alternatives considered are documented; however, a Service Equity Analysis is not performed.

Disparate Impact (DI) Policy

The Disparate Impact Policy defines measures for determination of potential Disparate Impact on minority populations resulting from Major Service Changes or any change in fares. The policy is applied to both adverse effects and benefits of Major Service Changes or fare changes.

In the event of a service reduction, a Disparate Impact occurs when the percentage of the impacted minority population in the service area of the line exceeds the percentage of the minority population of RTD as a whole by at least 10 percentage points. In the event of a service improvement, a Disparate Impact occurs when the percentage of the impacted minority

Service Equity Analysis San Joaquin Regional Transit District

population in the service area of the line is less than the percentage of the minority population of RTD as a whole by at least 10 percentage points.

Disproportionate Burden (DB) Policy

The Disproportionate Burden Policy defines measures for determination of potential Disproportionate Burden on low-income populations resulting from Major Service Changes or any change in fares. The policy is applied to both adverse effects and benefits of Major Service Changes or fare changes.

In the event of a service reduction, a Disproportionate Burden occurs when the percentage of the impacted low-income population in the service area of the line exceeds the percentage of the low-income population of RTD as a whole by at least 10 percentage points. In the event of a service improvement, a Disproportionate Burden occurs when the percentage of the impacted low-income population in the service area of the line is less than the percentage of the low-income population of RTD as a whole by at least 10 percentage points.

Outreach and Public Input on Title VI Policies

RTD performed public outreach from Monday, November 21 through Friday, December 9, 2022, to gather public input regarding the Major Service Change, Disparate Impact, and Disproportionate Burden policies.

Drafts of these policies were made available on RTD's website in English and Spanish, flyers promoting and soliciting public input were posted on the website and social media, and email blasts were sent to community stakeholders. One comment was received, which was not directly relevant to these policies but expressed an interest in a specific service change.

Demographic and Equity Analysis

The service area for Route 40 Local was defined as all census block groups within one quarter mile of the route's bus stops. Demographic data were obtained from the U.S. Census Bureau 2021 American Community Survey 5-Year Estimates and compared with San Joaquin County systemwide averages.

Note: The 2021 ACS dataset is the same dataset used in RTD's previous Title VI Service Equity Analysis for the Route 40 Local weekday implementation. Reusing the same dataset ensures consistency and comparability with the prior Title VI review. Future RTD Title VI Program updates will incorporate new ACS data as it becomes available.

Tables 2 and 3 present the findings from the Disparate Impact Analysis and Disproportionate Burden Analysis for Route 40 (Local).

Service Equity Analysis San Joaquin Regional Transit District

Table 2: Disparate Impact Analysis Findings

Impacted Route	Total Population	Minority Population	Non-Minority Population	Impacted Minority Population Percent	Service Area Minority Population	Conclusion
40L	63,973	45,656	18,317	71.4%	70.4%	No DI (Minority population will disproportionately benefit from the change)

Table 3: Disproportionate Burden Analysis Findings

Impacted Route	Total Population	Low-Income Population	Non-Low-Income Population	Impacted Low-Income Population Percent	Service Area Low-Income Population	Conclusion
40L	63,973	18,788	45,185	29.4%	22.4%	No DB (Low-Income population will disproportionately benefit from the change)

The Route 40 Local corridor serves a higher proportion of both minority and low-income populations than the countywide average.

Equity Determination and Conclusion

The Route 40 Local weekend service represents a net service improvement. Although the weekend service span is shorter than the weekday span, the service maintains the same routing, stops, and frequency. There are no reductions in weekday service, geographic coverage, or accessibility.

Based on the demographic analysis, the impacted minority population of 71.4 percent exceeds the countywide average of 70.4 percent, and the impacted low-income population of 29.4 percent exceeds the countywide average of 22.4 percent. These findings confirm that the service expansion does not result in disparate impacts to minority populations or disproportionate burdens to low-income populations.

Conclusion

The Route 40 Local weekend service, implemented on January 26, 2025, qualifies as a major service change due to the increase in revenue hours but provides equitable benefits to minority and low-income populations and enhances access to weekend transit service within the existing corridor. The planned renumbering of Route 40 Local to Route 540 in January 2026 is a naming change only and does not affect the equity determination.

RESOLUTION NO. 7120
DATED: JANUARY 20, 2026

RESOLUTION APPROVING THE FINDINGS OF THE TITLE VI SERVICE EQUITY
ANALYSIS FOR THE CONTINUATION OF ROUTE 40 LOCAL WEEKEND SERVICE AND
ROUTE RENAMING

WHEREAS, Route 40 Local historically operated on weekdays only and serves major residential, educational, commercial, and employment destinations along the Pacific Avenue corridor; and

WHEREAS, RTD introduced weekend service on Route 40 Local effective January 26, 2025, on a pilot basis; and

WHEREAS, the addition of weekend service increased total weekly revenue hours by more than 25 percent, meeting the definition of a major service change under RTD's Title VI Policies if continued beyond 12 months; and

WHEREAS, RTD is required to conduct a Title VI service equity analysis pursuant to FTA Circular 4702.18 and RTD's Title VI Policies prior to continuing a major service change; and

WHEREAS, RTD staff conducted a Title VI service equity analysis evaluating potential disparate impacts to minority populations and disproportionate burdens to low-income populations; and

WHEREAS, the analysis concluded that continuation of Route 40 Local weekend service does not result in a disparate impact or disproportionate burden and provides equitable benefits to communities with higher-than-average minority and low-income populations; and

WHEREAS, the planned renumbering of Route 40 Local to Route 540 represents a naming change only and does not *affect* service characteristics or the equity determination.

NOW, THEREFORE, BE IT RESOLVED AND ORDERED that the Board of Directors of the San Joaquin Regional Transit District hereby:

1. Approves the continuation of Route 40 Local weekend service as permanent, regular service;
2. Finds pursuant to Title VI of the Civil Rights Act of 1964 that continuation of Route 40 Local weekend service will not have a disparate impact on minority

populations or impose a disproportionate burden on low-income populations;
and

3. Approves the attached Title VI service equity analysis for Route 40 Local weekend service and route renumbering.

Alex Clifford, the duly appointed, qualified, and acting Secretary of the San Joaquin Regional Transit District, does hereby certify that the foregoing is a true and exact copy of the Resolution passed and adopted at a special meeting of the Board of Directors of said District held on January 20, 2026.

DATED: January 20, 2026



ALEX CLIFFORD, SECRETARY