

Title VI Program and 2021 Update



**Stanislaus Regional Transit Authority
(StanRTA)**

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STANISLAUS REGIONAL TRANSIT AUTHORITY (StanRTA)

Title VI Program and 2021 Update

INTRODUCTION

The Title VI program contained herein documents the final program update for the City of Modesto, covering the period, 2019-2021 and inaugural program of the Stanislaus Regional Transit Authority which was formed on January 26, 2021. On that date the County of Stanislaus and the City of Modesto formed a joint powers agency named the Stanislaus Regional Transit Authority (StanRTA) to provide transit services in the region. The Authority's formation resulted from a study conducted by the Stanislaus Council of Governments (StanCOG) which indicated that a countywide transit consolidation would result in substantial improvement in the overall efficiency and passenger usability of public transit services. The City of Turlock, providing 8% of the county's transit investment, opted to retain independent transit operations. Commencing July 1, 2021, transit service transitioned fully within the Authority's banner.

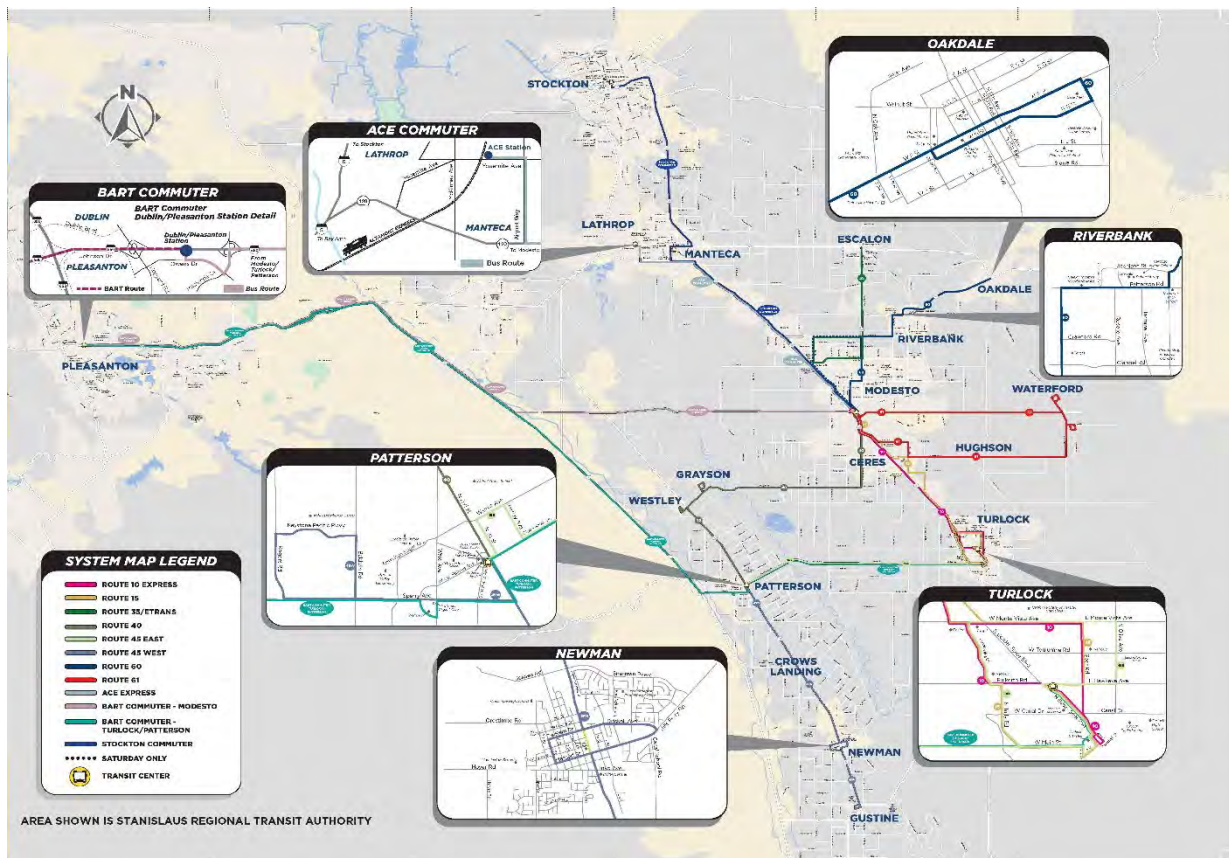
In its first year of operation, the StanRTA continued to operate its two inherited fleets, the Modesto Area Express (MAX) and Stanislaus Regional Transit (StaRT), on their established routes and schedules while the internal organizational structure was developed to establish and launch a new, integrated, more efficient transit operation. The system was rechristened "The S" in December 2021, with fleet rebranding from the MAX and StaRT brands slated for completion by the end of 2022. Service for the county's urban areas is primarily provided by MAX, while the StaRT brand primarily serves the rural communities and provides intercity service. Both brands provide commuter vehicles to the Bay Area.

StanRTA provides a total of 30 bus routes, 16 of which are urban bus routes operating on Mondays through Fridays, beginning as early as 5:45 a.m. and ending generally at 8:00 p.m. One route (Route 21) operates on 15-minute headway. Twelve routes operate on 30-minute headways, while all others operate on one-hour headways. Between Routes 22 and 23, 15-minute service is provided along McHenry Ave. On Saturdays, MAX operates 15 routes, 10 of which operate on 30-minute headways, while the others operate on 60-180 minute headways. Twelve MAX routes are provided on Sundays, with all routes operating on one-hour headways. In addition to the fixed-routes, StanRTA provides weekday morning and evening commuter routes to and from the Dublin/Pleasanton Bay Area Rapid Transit (BART) Station and Manteca/Lathrop Altamont Commuter Express (ACE) train station. In 2020, the agency started an interregional service, the Stockton Express, linking Stanislaus County's seat of government with Stockton, San Joaquin's largest city and government center.

The StanRTA also provides ADA complementary paratransit service from 4:45 a.m. to 11:00 p.m., Monday through Friday, and 7:15 a.m. to 9:00 p.m. on Saturdays, and 8:45 a.m. to 8:15 p.m. on Sunday. Paratransit service, after a COVID-related downturn in 2020-21, has rebounded and is providing service at or exceeding pre-pandemic levels, averaging 8,621 riders per month. Demand response services operate in the communities of Newman, Oakdale, Patterson and Riverbank in lieu of local fixed-route service. (Intercity bus service connects these communities to the urban centers in Modesto, Turlock and Ceres). These dial-a-ride services operate within the individual city boundaries, are open to the general public, providing an average of 625 rides each month. Service is provided from 6:30 am – 6:30 pm Monday – Fridays and 8:30 am – 4:30 pm on Saturdays. Neither the dial-a-rides nor the shuttles operate on Sundays. Unlike the ADA paratransit service which is door-to-door, the dial-a-ride and shuttles are a curb-to-curb service.

A second form of dial-a-ride service is provided through the Eastside, Waterford and Turlock Shuttles which link rural communities together across sub-regions of Stanislaus County. Open to all, shuttle service offers curb-to-curb assistance if requested but is less flexible than Dial-A-Ride in that it has scheduled times throughout the day when the vehicle is to be in a specific location. Riders must call at least an hour in advance to schedule a trip. Like the dial-a-rides, the shuttles are provided in lieu of a more extensive fixed-route bus network in smaller, less densely populated communities.

Figure 1. StanRTA System Map



As shown in the map above, most MAX and StaRT routes originate and terminate at the downtown Modesto Transportation Center. This Transit Center provides a connection point to other regional and interregional transit services such as Greyhound, Taxi, and MAX Commuter buses to BART, Stockton and ACE. The Transit Center is also designed to accommodate an ACE rail stop in Modesto estimated to open in 2025.

Apart from the transit connections offered at the Modesto Transportation Center, transfers to other regional transit services are offered at other locations within the system's routes. Route 25 and the ADA paratransit service provide transit service to the Amtrak station on Held Drive. Transfers to Turlock Transit are available for twenty-five cents after paying a fare or providing a valid pass. In addition, a twice weekly inter-county connection is provided at the Vintage Faire Mall with the Ripon Blossom Express (operated by the City of Ripon).

The S

The system was rechristened "The S" in December 2021, with fleet rebranding from the MAX and StaRT brands through 2022. THE S is predominantly the service for the county's urban core, while the StaRT brand provides the rural and intercity services. Both brands provide commuter vehicles to the Bay Area.

In its first year of operation, the StanRTA continued to operate its two inherited fleets, the Modesto Area Express (MAX) and Stanislaus Regional Transit (StaRT), on their established routes and schedules while the internal organizational structure was developed to establish and launch a new, integrated, more efficient transit operation. In September 2021, the StanRTA engaged a planning consultant team to conduct a Comprehensive Operational Analysis (COA) that will unify the former MAX and StaRT brands under the new "The S" umbrella and create a better integrated and efficient fixed-route system. These systemwide service changes are anticipated for adoption in August and implementation in 2023. Depending upon the scope of the final service recommendations, which could require fleet and operator additions, the new service plan could be phased. Upon completion of the COA, the consultants and agency staff will craft short and long range plans to guide the next ten years of agency development.

Some aspects of the system unification have moved forward already. On January 1, 2022, the StanRTA's demand responsive services, including complementary ADA paratransit service, localized Dial-A-Ride service, regional shuttles and a medivan service to the Bay Area, were brought under a single operational umbrella using a new automated dispatching program. Now, both complementary paratransit and demand response are managed through a single operations contract, with unified customer service, reservations, and dispatch functions.

Title VI Program Requirements

The StanRTA Title VI Program Report provides the policies, procedures, and data analysis to comply with guidelines issued by the Federal Transit Administration of the United States Department of Transportation to implement Title VI of the 1964 Civil Rights Act. A federal statute, Title VI, 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.”” The Title VI mandate was further defined by Presidential Executive Order 13166, implemented in 2000, requires recipients of federal funds to take reasonable steps to address the needs of individuals who have limited-English proficiency to ensure no discrimination occurs based upon national origin.

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 has the responsibility to ensure that federally services and benefits are distributed in a non-discriminatory manner consistent with Title VI including as related to Environmental Justice and access for individuals who have Limited English Proficiency. This update conforms to the FTA’s Title VI Circular 4702.1B, effective October 2012.

As a federal grant recipient, the City of Modesto was required to maintain an implementation plan for nondiscrimination transit programs and provide to FTA information on its compliance by submitting a Title VI Plan Update and compliance report to the FTA Region 9 office every three years to highlight efforts to support and comply with all aspects of Title VI. This program update covers Title VI activity for the period from June 30, 2019 through June 30, 2021 for the City of Modesto. It is also the initial program filing for the Stanislaus Regional Transit Authority (StanRTA) which establishes the standards, procedures, policies and processes of the Stanislaus Regional Transit Authority. The historic and backward-looking information within this document applies to the City of Modesto.

The new StanRTA operates more than 50 vehicles at peak service, and serves a population over 250,000, making it a large transit as required under Circular 4702.1B, has included the following information in this program report:

1. Discussion and attachments pertaining to general Title VI requirements.
 - a. Title VI Notice to Public
 - b. Title VI Complaint Procedures and Process
 - c. List of Investigations, Complaints, or Lawsuits
 - d. Public Participation Plan
 - e. Language Assistance Plan
 - f. Membership of Non-elected Committees
 - g. Sub-recipient Monitoring
 - h. Construction Projects

2. Discussion and attachments pertaining to Title VI requirements for transit operators.
 - a. Systemwide Service Standards
 - b. Service Policies
 - c. Demographic Maps and Charts
 - d. Demographic Ridership Data
 - e. Service Monitoring Program Results
 - f. Major Service Change Policy

- g. Public Engagement for Policy Development
- h. Service and Fare Equity Analyses

3. Governing Board Approval

First Time Filer Assurances

This Title VI program, in part, satisfies the requirements of a first-time applicant, even through the agency was created from two agencies that were FTA grant recipients with valid Title VI plans. As a first-time applicant formed through a joint powers agreement by the City of Modesto and the County of Stanislaus, StanRTA gives its assurance that it will comply with Title VI, and consistent with 28 CFR § 50.3, affirms that the predecessor agencies disclosed their previous funding and Title VI compliance history diligently.

TITLE VI

The StanRTA operates service without regard to race, color, or national origin and is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as outlined by the provisions in Federal Transit Administration (FTA) circular 4702.1.B

Program Objectives

The StanRTA's Title VI Program goals are:

- Ensuring that the level and quality of public transportation service is provided in a nondiscriminatory manner;
- Promoting full and fair participation in public transportation decision-making without regard to race, color, or national origin;
- Ensuring meaningful access to transit-related programs and activities by persons with limited English proficiency

PUBLIC NOTIFICATION PROCESS

The StanRTA does not discriminate against any person with respect to any federally-assisted transit program or service. The StanRTA provides information regarding its Title VI obligations to the public using a variety of methods. Information, including references to FTA circulars, the Transit Title VI program, and the Title VI complaint procedure, is available on the StanRTA website and at the StanRTA office. It is also provided to staff, citizens, consultants, and contracted transit providers. The required Notice of Non-Discrimination Policy (**Appendix A**) is posted at the office, at the Transit office, on the website, in the S Ride Guide, and in the Demand Response Consumer Guide. It is also included in all contracts, Memorandums of Understanding, public meetings, and bid advertisements.

COMPLAINTS

The StanRTA has a complaint process in place. The Title VI Complaint Procedures and Complaints are filed through Ask the S, an intuitive, multi-lingual, on-the-go reporting tool allowing transit users and the public alike, to report issues and receive progress notifications through the conclusion of the investigative process. Individuals can access **Ask the S** at The S website. that allows available in English and in Spanish and can be accessed on the website and at The StanRTA office. Copies of these documents are located in **Appendix B**.

Title VI complaints are made to the administrative offices of The StanRTA. All individuals making a Title VI complaint shall be notified in writing of the protections and due process procedures available to them as provided by Title VI. All Title VI complaints are recorded in a special Title VI file. Following the filing of a complaint, The StanRTA will conduct an investigation and ensure that all necessary follow-up actions are conducted. As required by the FTA, the Title VI complaint file includes the date of the complaint, the date(s) of the investigation, summary of the allegation, current status of the investigation, and actions, legal or administrative, taken as a result of the complaint.

Due to the absence of any Title VI complaints, local state or federal agency investigations, or lawsuits during the preceding reporting period, no list is included in this document.

PUBLIC PARTICIPATION

In September 2021, StanRTA's Board of Directors adopted its Public Participation Plan (**Appendix C**) for ensuring compliance with FTA requirements for a locally developed public participation process to consider public comment before raising a fare or carrying out a major change in transportation service.

The StanRTA recognizes the importance of participating in a wide variety of public meetings and workshops to share information about transit programs, activities, and services in order to collect information from users of The StanRTA services. A summary of Outreach Activities performed in this reporting is attached **as Appendix D**.

It is through these conversations that transit staff receives input regarding transit issues and concerns from disadvantaged citizens, including senior citizens, minorities, low-income, and persons with physical or cognitive disabilities. All The StanRTA-sponsored meetings or activities are conducted in ADA accessible locations and have ready access to public transit services (fixed-route and paratransit).

Information on public outreach meetings is widely disseminated on the website, at the Transit Center, on the buses, and through social service agencies to maximize awareness that all transit users and interested citizens are welcomed as part of the decision-making process.

Regular meetings are held with local agency representatives and riders as well, to ensure that information on the paratransit system is widely disseminated, and that rider concerns and questions are addressed. A rider and agency representatives committee, which meets

regularly, is provided information on the fare structure and is used as a consultative body when making fare decisions. Paratransit riders are offered periodic opportunities to evaluate and comment on the agency's paratransit system through customer surveys and comment forms.

No qualifying fare or service changes were implemented during the most recent three years, June 2019-June 2021. There was some reduction in service due to COVID implemented at the height of the pandemic which has since been fully restored. COVID service changes were deemed exempt from the requirements of a Title VI review by the FTA.

LANGUAGE ASSISTANCE PLAN

Consistent with Title VI, DOT's implementing regulations, and Executive Order 13166, The StanRTA takes reasonable steps to ensure meaningful access to benefits, services, information, and other important transit activities for individuals who are limited-English proficient (LEP).

To provide meaningful access to The StanRTA programs and services for persons who have limited English proficiency, a LEP plan was developed (**Appendix E**). This plan is a training tool and guide for transit staff members on how to recognize a person who may need language assistance and how to provide that assistance.

Local demographic data reveal a need to provide language assistance within the Spanish-speaking community. It is the goal of The StanRTA's LEP program and plans to provide bi-lingual English/Spanish editions of all public transit information materials. During this reporting period, the remaining critical information documents for The S brands, have been or will be translated into Spanish. In addition, any notices of temporary service change are posted on the website, at key transit sites, and are prominently displayed in all buses in both English and Spanish.

Both fixed route and demand response operations have customer services staff members who are bilingual and are trained to assist persons with limited English language proficiency. In recognition of the level of support needed, customer service has bilingual supervisors and customer service representatives to assist Spanish speaking riders. The StanRTA also uses LanguageLine phone support which can provide real time translation support for over 200 languages..

COMMITTEE MEMBERSHIP

Title 49 CFR Section 21.5(b)(1)(vii) states that the recipient of a federal transit grant may not, on the grounds of race, color, or national origin, deny a person the opportunity to participate as a member of a planning, advisory, or similar body which is an integral part of a program.

The StanRTA's only advisory body is the ad hoc ADA Advisory Committee. All meetings are announced to local agencies, community groups, advocacy organizations, fixed-route ADA paratransit and demand response riders and are open to the public.

BOARD MEMBERSHIP

The StanRTA is governed by a seven-member Board of Directors. The organization’s bylaws specify that the City of Modesto and County of Stanislaus will each appoint two members from among their elected officials. A fifth member is approved by each of the previously agencies, representing the other small cities in the county. This position is not required to be an elected representative from among the other jurisdictions. The remaining two members of the board are selected through an open application process.

The ethnicities of the StanRTA Board of Directors, as of April 2022, are as follows:

Figure 2 Board Ethnicities

	White Caucasian	Hispanic Latino	Black African American	Asian American Pacific Islander	Native American
City of Modesto #1	✓				
City of Modesto #2	✓				
County of Stanislaus #1	✓				
County of Stanislaus #2	✓	✓			
County at Large	✓				
Appointee #1	✓				
Appointee #2	✓				

SUBRECIPIENTS

The StanRTA has no subrecipients. The City of Modesto had one subrecipient during this reporting period, the County of Stanislaus (StaRT). The subrecipient relationship terminated on July 1, 2021, with the transition of StaRT and MAX operations into the StanRTA.

The City of Modesto recognized the need to monitor their subrecipients’ compliance with Title VI. The following policies and procedures guide City of Modesto staff to notify existing and any future subrecipients of their Title VI responsibilities, provide technical and other assistance, and monitor subrecipients:

- When the subrecipient entered into agreements with City of Modesto for receipt of funds, City of Modesto places statements in their contracts, inter-agency agreements, or other legal funding documents that require subrecipients to comply with all applicable federal requirements, including those associated with Title VI and the regulations of the Department of Transportation issued thereunder.
- Upon the signing of funding agreements, City of Modesto staff will contact subrecipients to ensure they understand Title VI requirements and to determine what help or guidance they might need to complete their Title VI program. Subrecipients will be given

copies of the FTA Title VI circular and the City of Modesto Title VI Program for their reference and use.

- Based on subrecipient's need, City of Modesto staff provided additional assistance including technical help; this may include information sharing, research assistance, or review of subrecipient's draft documents. When requested, City of Modesto staff provided in-depth reviews of each of circular's requirements to ensure subrecipients understood their responsibilities and how to Title VI policies.
- Until subrecipient's Title VI program was adopted by their governing body, the City of Modesto staff checked in periodically with subrecipient to ensure that the Title VI program was underway and/or complete.
- City of Modesto staff provided assistance as requested from subrecipient to support the full implementation of the County of Stanislaus's Title VI program.
- City of Modesto staff conducted annual compliance checks to verify that subrecipients have a valid Title VI program coincidental with the original agreement date.
- Subrecipient was required to verify their compliance with Title VI at each payment request.

CONSTRUCTED FACILITIES

During the preceding reporting period, neither the StanRTA nor the City of Modesto or the County of Stanislaus constructed any facilities.

STANDARDS AND POLICIES

In addition to the above general reporting requirements, FTA Circular 4702.1B requires providers of fixed route public transportation to submit additional information specific to fixed route service. As the StanRTA DOES operate fifty or more fixed route vehicles in peak service, it is subject to full reporting requirements for system-wide standards and policies. Appendix J contains the Board of Director's resolution approving these policies as part of the adoption of this Title VI Program.

Title 40 CFR Section 21.5(b)(2) specifies that a recipient shall not utilize criteria or methods of administration that have the effect of subjecting persons to discrimination because of their race, color, or national origin. In addition, Appendix C to 49 CFR Part 21 establishes that no person or group of persons shall be discriminated against with regard to routing, scheduling, or quality of service on the basis of race, color, or national origin. Frequency of service, age, and quality of vehicles assigned to routes, quality of stations serving different routes, and locations of routes may not be determined on the basis of race, color, or national origin.

The StanRTA has adopted the following service standards and policies in compliance with these regulations:

Vehicle Load Standard

Peak

The average of all loads during the peak operating period should not exceed each bus's achievable capacity. Peak loads are:

<u>Bus Type</u>	<u>Passenger Capacity</u>
Low Floor 35'	67
Low Floor 40'	80
Standard 35'	50
Standard 40'	63

Off Peak

The average loads during off peak hours should not exceed the number of seats in the bus. Seating capacities are:

<u>Bus Type</u>	<u>Seats</u>
Low Floor 35'	30
Low Floor 40'	36
Standard 35'	33
Standard 40'	41

Vehicle Headway Standard

Scheduling involves the consideration of a number of factors including ridership productivity, transit/pedestrian friendly streets, density of transit-dependent population and activities, relationship to the municipal general plans, the StanCOG regional transportation plan, relationship to major transportation developments, land use connectivity, and transportation demand management. As noted in the Service Standards adopted by the StanRTA Board of Directors in May 2022, the headway standards for the various fixed-route services operated by the StanRTA are as follows:

- **High Frequency:** Routes that provide a higher level of service along a high ridership corridor, with frequencies of at least 15 minutes during the peak and 30 minutes during off-peak.
- **Local:** Routes that generally provide travel within a community, and transportation between major transfer points, employment centers, shopping areas, and other points of interest.

- **Intercity Connector:** Routes that provide service between towns and cities.
- **Commuter:** Routes that provide express (limited stop) service during limited, high demand hours

On-Time Performance Standard

Eighty-five (85) percent of vehicles will complete their established runs no more than eight (8) minutes late and without departing any mid-route bus stops more than three (3) minutes early.

Service Availability Standard

The StanRTA’s Service Availability Standard was approved by the Board of Directors in May 2022. The policy states:

“The S maintains a service availability goal that 70% of residents within its service area live within three quarters (3/4) mile of a bus stop.”

Vehicle Assignment Policy

The StanRTA’s Vehicle Assignment Policy was approved by the Board of Directors in May 2022. The policy states

“All buses have the same level of amenities available to riders. Buses are assigned randomly with exceptions made only in the circumstances required by fuel/charge range issues or route conditions.”

Transit Amenities Policy

The StanRTA’s Transit Amenities Policy was approved by the Board of Directors in May 2022. The policy states,

“Transit amenities, including shelters and benches, are distributed on a system-wide basis. The location of transit amenities is determined by factors such as ridership, individual requests, staff recommendations and site constraints.”

APPENDICES

*StanRTA's Non-Discrimination
Statement*

The S's Nondiscrimination Statement

The Stanislaus Regional Transit Authority (StanRTA) is committed to a policy of non-discrimination in program services pursuant to the requirements of Title VI of the Civil Rights Act of 1964, which provides that no person shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under its program of transit services delivery. Any person who believes that they have been subjected to discrimination on the basis of race, color or national origin may file a complaint with The S.

For information on filing a complaint, contact the StanRTA Administrative Office. Complaints must be in writing and must be filed within 180 days following the date of the alleged discriminatory occurrence.



Email: info@stanrta.org
Phone: (209) 774-4011
Mail: StanRTA,
Attention: Title VI Administrator
912 11th Street, Suite 100
Modesto CA 95354
Online: <https://www.stanrta.org/146/Submit-a-Comment>
or scan the QR code



ADD SPANISH TRANSLATION

Complaint Procedures

The S TITLE VI COMPLAINT PROCEDURES

(English)

Any person(s) believing that they have been subjected to discrimination under Title VI based on race, color, or national origin with regard to transit services delivery has the right to file a complaint within 180 calendar days following the alleged incident. Complaints may be made by downloading a complaint form at www.stanrta.org. To request a form, call (209) 477-7011 or contact The S by email, info@stanrta.org. Complaints may also be filed with customer service at (209) 527-4900 or in person at the Modesto Transit Center Customer Service, 1029 9th Street, Modesto, CA. The staff can help you with filing the complaint.

You may also submit a written statement that contains the following information:

1. Name, address, and telephone number of the complainant
2. The basis of the complaint; (e.g., race, color, or national origin)
3. The date(s) on which the alleged discriminatory event occurred
4. The nature of the incident that led the complainant to feel discrimination was a factor
5. Names, addresses, and telephone numbers of persons who may know about the event
6. Other agencies or courts where a complaint may have been filed and a contact name

Title VI Investigation Procedures

Steps in a Title VI Complaint Investigation

- Complaint received and Information transferred into a Title VI Complaint form if not originally submitted as such. Complaint must be received within 180 days of the alleged incident's occurrence
- Complaint reviewed to verify whether it is covered under Title VI. If it is not, the complaint will be reassigned to customer service for action
- Valid Title VI complaints are investigated by the Title VI Officer or designee over a period not to exceed 60 days
- The Title VI Officer and/or designee will discuss findings and/or recommendations for resolution discussed with StanRTA and operations management.
- If there is a finding of Title VI protections, the Title VI Officer will recommend appropriate corrective action. If no finding of Title VI discrimination, explain why not.
- Results of the investigation are prepared in written format and shared with the complainant

- Notify Complainant of finding (issue determination letter) and right to appeal and appeal process. Complainant should be notified of findings within 60 days of receipt of the complaint form.
- All Complaints are filed and the pertinent records are maintained in a permanent log.
- A Complainant can appeal the decision, by submitting a request for “Review of a Title VI Complaint Finding” via mail, email, or phone call to the StanRTA’s Chief Executive Officer (CEO). The CEO will have 30 days to conduct a review of the file, and, at their discretion, to meet with the complainant and review new materials relevant to the investigation.
- The CEO must issue a decision upholding or overturning the finding with a recommendation of any corrective action, if needed, after the 30 days. The CEO decision is the final finding by the StanRTA.

The S /TÍTULO VI: PROCEDIMIENTOS DE QUEJA

(Spanish)

Cualquier persona que crea que ha sido objeto de discriminación por motivos de raza, color u origen nacional al recibir servicios de transporte público según se contempla en el Título VI, tiene derecho a presentar una queja dentro de los 180 días-calendario posteriores al supuesto incidente. Las quejas se pueden presentar descargando un Formulario de Queja desde el sitio virtual www.stanrta.org. Para solicitar un formulario, llame al (209) 477-7011 o comuníquese con **The S** por correo electrónico, info@stanrta.org. Las quejas también se pueden presentar al teléfono de Servicio Al Cliente: (209) 527-4900 —o en persona en el mostrador de Servicio al Cliente en el Centro de Tránsito de Modesto, ubicado en Calle 9 N°1029, Modesto, CA. El personal de esa dependencia puede ayudarlo a presentar su queja.

Usted también puede presentar una declaración escrita que contenga la siguiente información:

1. Nombre, domicilio y número de teléfono del denunciante
2. El fundamento de la denuncia; (p. ej., raza, color u origen nacional)
3. La(s) fecha(s) en que ocurrió el supuesto hecho discriminatorio
4. La naturaleza del incidente que hizo que el denunciante considerase que la discriminación fue un factor en el servicio
5. Nombres, domicilios y números de teléfono de las personas que pueden tener información sobre el incidente
6. Otras agencias o juzgados donde se pudo haber presentado una queja y un nombre de contacto

Título VI: Procedimientos de Investigación

Título VI: Pasos en una Investigación de Queja

- Queja recibida e Información transferida a un Formulario de Queja bajo Título VI —si no se presentó originalmente como tal. La Queja debe recibirse dentro de los 180 días posteriores a la ocurrencia del supuesto incidente.
- Queja revisada para verificar si está cubierta por el Título VI. Si no es así, la Queja será reasignada al Servicio de Atención al Cliente para su apropiado seguimiento.
- Las quejas válidas del Título VI son investigadas por el Agente del Título VI (o su designado) por un período que no exceda los 60 días.
- El Agente del Título VI y/o la persona designada presentarán sus conclusiones y acordarán con StanRTA y la Gerencia de Operaciones qué recomendaciones de resolución son apropiadas.
- Si se concluye se trasgredieron protecciones del Título VI, el Agente del Título VI recomendará la apropiada acción correctiva. Si no se encontró discriminación conforme al Título VI, explique por qué no.

- Los resultados de la investigación se preparan por escrito y se entrega copia al denunciante
- Se notifica al Denunciante sobre las conclusiones (se emite carta de determinación) y de su derecho a apelar —y se le informa del proceso de apelación. El denunciante debe ser notificado de las conclusiones dentro de los 60 días posteriores a la recepción del Formulario de Queja.
- Todas las Quejas se archivan y se mantienen los datos pertinentes en un Registro Permanente.
- Un Demandante puede apelar la decisión enviando una solicitud de "*Review of a Title VI Complaint Finding* (Petición de Revisión de Conclusiones de Queja - Título VI)". Esto se puede hacer por correo postal, correo electrónico o llamada telefónica al Director Ejecutivo (CEO) de StanRTA. El CEO tendrá 30 días para realizar una revisión del expediente y, a su discreción, para reunirse con el denunciante y revisar nuevos materiales relevantes para la investigación.
- El Director Ejecutivo debe emitir una decisión confirmando o rechazando las conclusiones con una recomendación de cualquier acción correctiva, de ser necesaria, después de los 30 días. La decisión del CEO es la conclusión final de StanRTA.



Title VI Complaint Form

The Stanislaus Regional Transit Authority (StanRTA) is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, national origin pursuant to Title VI of the Civil Rights Act of 1964, as amended. Title VI complaints must be filed within 180 days from the date of the alleged discrimination. It is best to file a complaint as close to the date of the event as possible.

The following information is necessary to assist us in processing your complaint. If you require assistance in completing this form, please contact Angela Swanson, Title VI Coordinator, by calling (209) 774-4582. The completed form must be returned in person or by mail to: **Stanislaus Regional Transit Authority, Title VI Coordinator, 912 11th Street, Suite 100, Modesto, CA 95354**. File online by emailing to aswanson@stanrta.org or faxing to (209) 774-4582.

Your Name:	Phone:
Street Address:	Other Phone:
	City, State and Zip Code:
Name of Person(s) Discriminated against (if someone other than complainant):	
Street Address, City, State and Zip Code:	

Which of the following best describes the reason for the alleged discrimination? (Check one)

- RACE
 COLOR
 NATIONAL ORIGIN (LIMITED ENGLISH PROFICIENCY)

Date of Incident: _____ Time of Incident: _____

Please describe the alleged discriminatory incident in the space provided on the back of this form. If more space is required, please attach an additional page. All information provided will assist in our investigation including the names and titles of all persons involved, including any The S operator staff (bus operators, customer service, etc.) or StanRTA employees. Explain what happened, whom you believe was responsible, the location of the incident, the vehicle or route involved, if applicable, and anything else you believe is helpful.

(Description:)



Formulario de Quejas del Título VI

La Jurisdicción de Transporte Público Regional de Stanislaus (StanRTA) garantiza que ninguna persona sea excluida de la participación, o se le nieguen los beneficios de sus servicios, por motivos de raza, color, u origen nacional —de conformidad con el Título VI de la Ley de Derechos Civiles de 1964, modificado. Las quejas del Título VI deben presentarse dentro de 180 días a partir de la fecha de la supuesta discriminación. Es mejor presentar una queja lo más cerca posible de la fecha del evento.

La siguiente información es necesaria para ayudarnos a procesar su queja. Si necesita ayuda para llenar este formulario, comuníquese con Ángela Swanson, Coordinadora de Título VI, llamando al (209) 774-4582. Una vez lleno, el formulario debe devolverse en persona o por correo a: **Stanislaus Regional Transit Authority, Title VI Coordinator, 912 11th Street, Suite 100, Modesto, CA 95354.** Puede someter también su queja en línea enviando un correo electrónico a aswanson@stanrta.org, o por fax al (209) 774-4582.

Su Nombre:	Teléfono:
Domicilio:	Otro teléfono:
	Ciudad, Estado y Código Postal:
Nombre de la(s) persona(s) discriminada(s) si el denunciante es alguien que no sea el afectado:	
Dirección, ciudad, estado y código postal:	

¿Cuál de las siguientes opciones describe mejor el motivo de la presunta discriminación? (Marque uno)

- RAZA
- COLOR
- ORIGEN NACIONAL (DOMINIO LIMITADO DEL INGLÉS)

Fecha del incidente: _____ Hora del incidente: _____

Describa el supuesto incidente discriminatorio en el espacio provisto al dorso de este formulario. Si necesita más espacio, adjunte una página adicional. Toda la información proporcionada ayudará en nuestra investigación, incluidos los nombres y cargos de todas las personas involucradas, incluido el personal del operador del servicio (operadores de autobuses, servicio al cliente, etc.) o empleados de StanRTA. Explique lo que sucedió, quién cree que usted fue el responsable, la ubicación del incidente, el vehículo o la ruta involucrada, si corresponde, y cualquier otra cosa que considere útil.

¿Ha presentado una queja ante otras agencias? (Marque Uno) SÍ NO

Si es así, enumere la(s) agencia(s) y la información de contacto a continuación:

Nombre y Dirección de la Agencia: Contacto:	Contacto:
	Teléfono:

Afirmo que he leído la queja anterior y que, a mi leal saber y entender, es auténtica.

Firma del Denunciante:

Fecha:

Nombre (en letra impresa) del Denunciante

Si esta queja la presenta una persona que no sea la quien estuvo envuelto en el incidente, por favor afirme con su firma que la información proporcionada es auténtica a su leal saber y entender.

Firma del Denunciante:

Fecha:

Nombre (en letra de imprenta) del representante del demandante

FOR StanRTA USE ONLY:

Received by: _____

Date Received: _____

1

Title VI Complaints 2019-21

No validated Title VI Complaints were filed for the period 2019-2021 with either the City of Modesto or the StanRTA. Inquiries were filed but were determined to be unfounded as a violation of Title VI. Among those inquiries, some complaints were found to be legitimate issues of discourteous behavior by bus operators or service errors such as passing a rider by at a bus stop.

Public Participation Plan



Stanislaus Regional Transit Authority

Public Participation Plan A Component of Title VI Compliance Civil Rights Act of 1964

January 2022

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Executive Summary

Public participation is the process through which stakeholders can partake directly in agency decision-making, and express their concerns, desires, and values. The S's planning process and the Public Participation Plan (PPP) is a roadmap to ensure the public has sufficient access to information and can provide meaningful input into decisions made regarding the future of transit service in Stanislaus County.

To carry out its mission of connecting communities with safe, reliable, and sustainable public transit service to its fullest potential, the Stanislaus Regional Transit Authority (StanRTA) is committed to engaging all members of the community – informing riders, residents, community partners, agencies and businesses about changes in service or fares, and providing opportunities to participate in meaningful decision-making about plans and projects that may affect their lives or livelihoods.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. One critical concern addressed by Title VI is the language barrier that Limited English Proficiency (LEP) persons face with respect to accessing information about and using transit service. Transit operators must ensure this group has adequate access to the agency's programs and activities, meaning that public participation opportunities should also be accessible to those who have a limited understanding of English (spoken and/or written).

Further, Executive Order 12898 and FTA circular 4703.1 provide that environmental justice for low-income populations should be part of the mission of federally funded programs. Under these mandates, transit operators must take reasonable steps to ensure all persons have access to participate in their activities and programs. Additionally, under Executive Order 13166, public engagement activities must be made accessible to persons who have limited English proficiency.

The PPP plan formalizes the StanRTA's public engagement policies designed to encourage partnerships with Stanislaus County's diverse communities, ensuring that their concerns are heard and their contributions are included along with those of the greater population. The plan provides the roadmap staff will use to advance that goal.

Introduction

Purpose of the Public Participation Plan

The PPP has been designed to be inclusive of all populations in the StanRTA's service area and includes a detailed public participation process, clear goals, and a variety of public participation methods to provide information and invite the public to give input throughout decision-making processes, and performance measures and objectives. This document will discuss the strategies used to attain feedback from the public. This plan is to be used when StanRTA embarks upon service planning activities or other undertakings wherein public participation plays a critical role in a successful outcome.

In short, the PPP's purpose is to:

1. Inform the public about transportation issues and planning processes
2. Establish the process through which the public can express concerns, desires, and values
3. Reach a wide range of residents and workers, and increase the participation of underrepresented populations.
4. Ensure StanRTA's programs and activities reflect the community values
5. Improve service outcomes based on public input Public Participation Strategies

Approach to Public Participation

Public participation should be considered at the earliest stages of any StanRTA project that may impact the surrounding community, its riders, and potential riders. As projects vary greatly in scope and size, the public participation process will similarly vary for each with certain minimum public participation standards employed consistently. The following outlines tools and strategies to ensure that public input is invited and all foreseeable impacts to the community are considered.

The StanRTA values the input of community members as potential changes are discussed and scales its outreach to match the potential impact upon the diverse communities comprising the ridership of the fixed route and demand response services and Stanislaus County as a whole. Therefore, the StanRTA has organized its standards for minimum public participation requirements into three categories of outreach. These categories are based upon the estimated impact that a service change, whether programmatic, financial, or service related, will have on the public. At the beginning of any project, staff will identify into which outreach category that project falls and develop a participation plan accordingly. At any time during its process, the project may be reclassified to a higher level if the StanRTA staff deems it appropriate. The levels are as follows:

Level One

These projects are minor in scope and nature. Routine service and route modifications and any short-term projects whose impact on current The S riders of both or either fixed route and

demand response services, and potential riders, needs to be identified during the planning stages. Examples of Level One projects include:

- Minor route and service changes that cumulatively are less than 20% of the total service provided
- Routine rider surveys
- Infrastructure improvements such as bus stop amenities
- Changes to fare media

Level Two

These projects are of a scope that may impact a portion of the transit ridership and community. This is the most frequently and includes route changes, service frequency, fare increases, and minor facilities or capital projects that may include:

- Reduction in the span of transit service and/or the frequency of transit service
- Fare increases
- Elimination of any route
- Addition of any route
- Small renovations or additions to existing capital facilities
- Distribution of transit vehicles and transit amenities

Level Three

Longer-term or larger scale projects are those whose impacts on fixed-route and/or demand response riders and potential riders need to be identified during planning stages. These may include:

- Significant change in service levels whether in a single or multiple service changes
- Short and Long Range Transit Plans
- Adoption of Comprehensive Operational Analysis recommendations
- Coordinated plans
- Major infrastructure improvements impacting services
- Facility or yard construction projects

Public Participation Tools

StanRTA employs an array of marketing and communications tools and strategies that to inform and engage the public in the planning and development phases of service and fare changes, studies, and activities. These tools have been developed over time to reach diverse audiences across a variety of mediums when and where they are most receptive to the information. Key information is developed in Spanish and English, the two languages identified to guide CDOT employees and its agents in taking reasonable steps to provide meaningful access to LEP persons.

Traditional Media

Traditional media is one means to reach a large audience through newspapers, radio, and television. There are two ways to tap into these resources: paid advertising and unpaid editorial coverage. Paid advertising provides a guaranteed line of communication to an identified audience with maximum message control.

- Press releases
- Media Advisory
- Print display ads, classified ads, legal notices
- Radio spots, sponsorships, live remotes, and advertorials
- Television spots on local public access channels

Digital Communications

The Internet has had a significant impact on how StanRTA communicates directly with its riders and community. As newspaper readership has fallen, social media has become an ever-growing tool for spreading news and announcements. StanRTA maintains a strong presence on Facebook, Instagram, and Twitter, frequently adding new stories, rider alerts, and timely information. The ability to disseminate important transit information through StanRTA's website and transit apps has revolutionized how stakeholders are informed and engaged.

Website

The agency's website **www.StanRTA.org** provides detailed information about current service, upcoming service changes, long- and short-term planning projects, board agendas and staff reports, and other initiatives.

Social media

Social media provides another avenue for customer service as well a way to drive people to the website for detailed information. The StanRTA is very active on multiple social media channels, providing information that can be shared with riders in real time using:

- Facebook (<https://www.facebook.com/RideTheS>)

- Twitter (@StanRTARideTheS)
- Instagram (StanRTA – The S)

Printed Materials

Printed pieces, or collateral, are created to support almost every marketing or communication effort the StanRTA undertakes. Print outreach can be expensive, but it is an effective method of reaching ridership. Important StanRTA transit information is translated, and other formats can be provided upon request for the visually impaired. The StanRTA standard is to provide these materials in both English and Spanish, preferably with both languages provided in a singular document. Among the most common print tools at the agency's disposal are:

- Brochures
- Signage (includes signs at bus stops, posters at shelters, card cards and digital displays posted inside the bus.)
- Maps, schedules, and timetables
- Direct mail and door hangers

Public Meetings

Public meetings, whether held in person or virtually, are a good way to give out information to a broad segment of the population. These meetings serve a variety of purposes from fulfilling legal obligations in the case of public hearings to fostering in-depth discussion and opportunities for input on planning decisions. These meetings function best when a cross-section of the community comes together for open discussion of proposals, challenges, and issues facing stakeholders.

The format and content of public meetings can vary, from informal conversations at pop-up events to proscriptive public hearings before the StanRTA's Board of Directors. No matter the context of the public gathering, the function will have the following in common:

- Meetings will be held at varying times, dates, and locations across the service area to ensure equitable access.
- Meetings will be held in the communities where projects or plans are under consideration.
- Meetings will be held at locations accessible for persons with disabilities and close to public transportation.
- Staff will conduct outreach by joining existing meetings, functions, activities, and programs to reach community members where they already gather.

- Interpreters and interpretation equipment will be provided for non-English speaking people when warranted.
- Hearing notices on proposed changes will be disseminated, when applicable, by placing notices within a specific timeline in newspapers or publications that serve non-English speaking populations to maximize visibility and community participation.

Community Engagement

Many other public, private, and non-profit organizations conduct activities related to the services provided by StanRTA. When and where possible, Transit staff works with these organizations to gather input, provide information, or raise awareness about The S fixed route and demand response services.

- Partnerships with community-based organizations (CBOs), local governments, social service agencies, and faith-based organizations, including organizations that serve non-English speaking populations.
- Field and respond to inquiries from the community, government, and business leaders.
- Participation in community events, including fairs, festivals, and parades.
- Inclusion of bilingual staff when possible and appropriate.
- Distribution of marketing materials (including translations) and meeting notices on buses and through CBOs, social service partners, and other public agencies.

Customer Service

The public can call the StanRTA customer service call center (209) 527-4900 during operational hours to give and receive vital information. Many customers rely upon the telephone for trip planning, information about upcoming changes or projects, and to relay complaints and compliments. The customer service number is always provided on StanRTA materials. The customer service center is staffed with both English and Spanish speakers. Language Line interpretation service is available to customers speaking other languages.

Surveys

Surveys play a crucial role to collect data about riders, the service, and the impacts of specific projects. They also can measure changes over time. Some of the surveys periodically conducted by the StanRTA are:

- Printed and online surveys of rider demographics and travel characteristics to comply with Title VI and Environmental Justice requirements, and to understand customer transit behavior. These are conducted every three years.
- Targeted surveys and focus groups to understand the needs of customers and the opinions of the community at large, including customer satisfaction.

Community Based Organizations (CBO's)

CBO's play an important role in public participation. As part of the community participation process, StanRTA staff work with many ethnic, cultural, faith-based, and neighborhood groups, social service agencies, local governments, educational agencies, families and persons with disabilities, civic groups, and senior-oriented organizations. Staff work with and through CBO's to schedule and conduct outreach. A list of many of the organizations that have supported and/or participated in outreach processes both currently and in the past follows.

Alzheimer's Association	Parkinsons Association of Northern California
American Cancer Society	Public Coordinating Committee
Area Agency on Aging	Project Sentinel
CalFRESH	Ralston Tower Apartments
California Rural Legal Assistance	ResCare Home Care
Casa de Modesto	Riverbank Unified School District
Catholic Charities	Robertson Community Center
Center for Human Services	RSVP Retired Senior Volunteers
Central Valley Opportunity Center	Salvation Army
Ceres Unified School District	Samaritan Village
Dale Commons	Satellite Dialysis Center
Disability Resource Agency for Independent Living (DRAIL)	Senior Coalition of Stanislaus County
English Oaks Nursing & Rehab Center	Social Services Transit Advisory Committee (SSTAC)
Generations Health Care	Society for Disabilities
First Five of California	Stanislaus Council of Governments (StanCOG)
Golden Valley Health Centers	Stanislaus County Behavioral Health & Recovery Services
Gospel Mission	Stanislaus County Library
Health Plan of San Joaquin	Stanislaus County Office of Education
Healthy Aging Association	Stanislaus County Probation Department
Howard Prep	Stanislaus County Veterans Services
Interfaith Ministries	Stanislaus Elder Abuse Prevention Alliance
LGBT Alliance	Stanislaus Regional Housing Authority
Modesto Chamber of Commerce	Stanislaus Regional Transit (StaRT)
Modesto City Schools—Special Education	Sylvan School District
Modesto Downtown Improvement District	Stanislaus Special Olympics
Modesto Institute for Continued Learning (MICL)	The Park at Modesto
Modesto Junior College	Turlock Transit
Modesto Senior Citizens Center	Unite Us
StanRTA Community Advisory Committee	United Cerebral Palsy
MOVE Stanislaus	United Way
National Express Transit	Valley Caregivers Resource Center
National Federation of the Blind	Valley Mountain Regional Center
Oakdale Senior Service Center	Visually Impaired Persons Support
Optimal Hospice Care	West Modesto Community Collaborative
Pacifica Senior Living	
Paramount Court Senior Living	

Conclusion

The StanRTA is committed to engaging the public in public transportation issues, making use of multiple outreach techniques and creative targeted engagement activities. Through its work with community partners, StanRTA will continually improve the identification and implementation of strategies that remove barriers to access and participation for all community members.

Community Outreach Efforts

Public Outreach Summary

The following is a summary of public outreach efforts made and involvement activities undertaken since the last 2019 Title VI Report submission. Much of the agency’s typical outreach was cancelled or delayed due to the COVID pandemic through mid-2021. Throughout COVID, both the City of Modesto, and then the StanRTA, focused communications and outreach efforts through social media channels and advertisement on buses, bus shelter and the transit center. Outreach for much of this reporting period focused on COVID themes – safety protocols, mask mandates, free fares to promote health and safety, front line heroes keeping transit operating, and more. Direct mail was also used with demand response and complementary paratransit customers to inform them of these same items and to promote the arrival of a new automated scheduling system, Ecolane.

Date	Outreach Type	Location
01/02/19	VIPS	VIPS Office
01/09/19	VIPS	VIPS Office
01/13/19	City of Empire	Library
01/16/19	Public Coordinating Council	Robertson Comm Ctr
01/24/19	Senior Citizens	Modesto Senior Ctr
01/24/19	Low Inc/Srs/Disabled	Ralston Towers
02/07/19	Demand Response Riders & Public	City Hall
Apr-Dec/20	Heroes & Mask Up Campaigns	Social Media / Buses
05/20	Age with Movement Week Zoom Event	Sponsor/ZOOM
6/27/20	Program Collaborating Committee (PCC)	Zoom Presentation
8/3/20	Back to School Drive Thru Event	Modesto City Schools
Dec '19 – Jan '20	Unmet Transit Needs meetings (4)	Senior Centers & Living
Dec '20 – Feb '21	Unmet Transit Needs meetings (4)	Zoom
05/21	Age with Movement Zoom Event	Sponsor/ZOOM
10/17-21/21	Healthy Aging Summit	Online. Sponsored & Written materials
06/21	Free Fares for Fixed Routes	Social Media/On Bus
07/21	Free Fares Extends to Paratransit and DARs	Social Media/On Bus
08/21	Back to School Drive Thru Event	Modesto City Schools
07/21	Free Fares Extends to Paratransit and DARs	Social Media/On Bus
10/3-9/21	Ride Share Week	Social Media/On Bus
10/18-22/21	Healthy Aging Summit	Online. Sponsored & Written materials
12/10/21	Rider Promotion – Fares Reduced/Returning	Direct Mail/Social Media
12/1/21	New Reservations System	Direct Mail
12/16/21	“The S” Unveiling	10 th Street Place

Limited English Proficiency Plan

Introduction

This Limited English Proficiency (LEP) Plan was developed during the process of preparing the StanRTA Title VI Program to ensure that THE S services are accessible to limited English proficient individuals. Language for LEP individuals can be a barrier to accessing important benefits or services, understanding and exercising important rights, complying with applicable responsibilities, or understanding other information provided by federally funded programs and activities. As a recipient of FTA funds, The StanRTA is obligated to reduce language barriers that can preclude meaningful access by LEP persons to transit services.

Title VI of the 1964 Civil Right Act is one of two federal mandates that guarantee the provision of meaningful access to federally-funded services for LEP individuals:

- Title VI of the 1964 Civil Right Act prohibits federally-funded agencies from discriminating against individuals based on race, color, and national origin and includes meaningful access to LEP customers.
- President’s Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency” (August 11, 2000): Instructs federal agencies to improve access to services by mandating that any federally conducted or assisted programs of activities (e.g. recipients of federal funding) must provide meaningful access to LEP customers.

THE S’s Title VI Program was prepared in the spring of 2013 in accordance with FTA Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients, October 1, 2012.

Four Factor Analysis

In order to ensure meaningful access to programs and services, the The StanRTA has used information obtained through Four Factor Analysis to determine the specific language services that are appropriate to provide. The analysis reveals how the agency can improve communication with Limited English Proficient (LEP) individuals. Individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English, can be Limited English Proficient (LEP) and, therefore, are entitled to language assistance under Executive Order 13166 and Title VI of the Civil Rights Act of 1964.

This LEP Plan was developed to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access services provided. As defined by Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write, or understand English. This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available. In order to prepare this plan, the StanRTA used the four-factor LEP analysis which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served by StanRTA
2. The frequency with which LEP persons come in contact with StanRTA's The S services
3. The nature and importance of services provided by The S to the LEP population
4. The interpretation services available to The S and the overall cost to provide LEP assistance.

A summary of the results of the four-factor analysis follows.

FACTOR 1:

The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient or grantee.

Transit staff reviewed the American Community Survey Five-Year Estimate for language spoken at home and determined that among the 212,175 persons comprising the city's population, 65.8% speak English at home while 26.3% of residents Spanish at home with an additional 7.9% of residents speaking another language at home. Among those speaking a language other than English and Spanish at home, 55.9%, some 8,574 individuals, identified themselves as speaking English "well" while 44.1% or 6,777 individuals speak English "less than well". This subgroup accounts for 3.2% of the overall population in the service area.

In April 2022, the StanRTA conducted its first onboard rider survey. The statistically valid data found that a majority of riders identified themselves as either Hispanic (44%) or white (41%). When queried about languages spoken in the home, respondents to the question, replied either English (89%) or Spanish (25.6%). Respondents were allowed to enter more than one response to this question. Riders who speak less commonly reported languages were asked to list them under the category other. Some of the languages mentioned included Arabic (0.98%), Farsi (0.73%), and Punjabi (0.49%).

Additionally, the StanRTA cross-referenced its data with educational demographics data from the California Department of Education's *DataQuest* portal, of the school districts in the service area. The following table summarizing the research shows that among the county's school districts, they identified LEP Populations that speak 17 languages at home. Of those languages there is only a numerically significant demand for language support services in our Spanish speaking LEP population.

Table 1
English Learner Students Not Fluent English Proficient

	Modesto City Elementary School District	Modesto City High School District	Total
Spanish	5,188	1,278	6,466
Khmer	126	32	158
Arabic	80	50	130
Hindi	33	15	48
Lao	31	9	40
Farsi (Persian)	39	16	55
Hmong	15	4	19
Vietnamese	13	12	25
Pashto	17	20	37
Punjabi	7	12	19
Filipino (Pilipino or Tagalog)	6	6	12
Assyrian	12	27	39
Cantonese	4	0	4
Portuguese	6	0	6
Mandarin	5	6	11
Russian	4	7	11

FACTOR 2:

The frequency with which LEP persons come in contact with SRTA services.

The StanRTA staff reviewed the frequency with which transit centers and office staff have, or could have, contact with LEP persons. This includes documenting phone inquiries, emails, or office visits. The StanRTA serves LEP persons daily through The S fixed route and demand response services. The S customer service receives multiple requests daily for service information in Spanish both at the customer service windows and on the phone. Similarly, the ADA paratransit reservations system receives multiple daily information and reservation calls from passengers requiring support in Spanish. Customer service estimates 5% of the reservations are made in Spanish only conversations.

FACTOR 3:

The nature and importance of services provided by SRTA to the LEP population.

The StanRTA provides important transit services to the public through its fixed route and paratransit services. The StanRTA is the primary resource for transit dependent individuals for daily life tasks such as medical appointments, shopping, and commuting to school and work.

FACTOR 4:

The resources available and overall costs to provide LEP assistance.

The StanRTA currently provides almost all information in Spanish, including the Ride Guide, applications, information brochures, and all route or schedule changes. Both The S and its operator have bilingual staff providing verbal assistance to LEP individuals who may also have limited reading skills in their native language. The StanRTA utilizes the services of a certified translator for document translation services whenever possible.

The StanRTA is committed to making its services and programs available to LEP persons and recognizes the need to continue providing language services in Stanislaus County. The StanRTA is committed to continuing the following practices:

- Providing customer services staff members who are bi-lingual and are trained to assist persons with limited English language proficiency
- Providing bi-lingual supervisors and customer service representatives to assist Spanish speaking riders
- In addition, The StanRTA works with community organizations to determine other areas of need and coordinate with other agencies to reach any additional LEP populations.
- To support infrequent language supports needs other than Spanish, The StanRTA has arranged for LanguageLine services which are able to provide real time phone translation services in over 200 languages.

Table 2

Document Title	Spanish Version	Comments
Application for THE S Senior/Disabled Discount Card	Yes	
Demand Response services brochure	Yes	
The S (THE S) Ride Guide	Yes	
The S (THE S) System Route Map	No	The limited text portions on the map contain information that is available in Spanish in the Ride Guide and on the website
Service Announcement Notices (Route/ Schedule /Fare, etc.)	Yes	
Title VI Complaint Procedures	Yes	
Comment Form		
THE S Bus Signs		

Subrecipient Oversight Agreement

County of Stanislaus

Census Maps



DEPARTMENT OF PUBLIC WORKS

Matt Machado, PE, LS
Director, County Surveyor

Chris Brady, PE
Deputy Director - Construction/Roads/Bridges

Colt Esenwein, PE
Deputy Director - Engineering/Survey/Fleet

David Leamon, PE
Deputy Director - Development/Traffic

Kathy Johnson
Assistant Director - Business/Finance

www.stancounty.com/publicworks

February 23, 2015

Fred Cavanah, Transit Manager
City of Modesto
1010 10th Street, Suite 4500
Modesto, CA 95354

Dear Fred:

Please find enclosed the executed and signed original of the Memorandum of Understanding (MOU) between the City of Modesto and Stanislaus County.

Per your request, I am forwarding one copy of the fully executed MOU to the City. I would like to take this opportunity to thank you and your staff for your assistance throughout this process and very much appreciates your help.

Should you have any questions or concerns, please feel free to call me and may do so at 209-525-7560.

Sincerely,

A handwritten signature in black ink that reads "Elovi".

Eunice Lovi
Transit Manager

MEMORANDUM OF UNDERSTANDING
between the
CITY OF MODESTO
and
STANISLAUS COUNTY

Two Party Subrecipient Agreement
Regarding the Coordination of Federal Transportation Administration (FTA)
Section 5307 Funded Activities in the Modesto Urbanized Area

This **Memorandum of Understanding (MOU)** is entered into between the City of Modesto, hereinafter referred to as “Modesto” and Stanislaus County, hereinafter referred to as “the County”, this 25 day of November, 2014.

This MOU is made with reference to the following recitals:

1. The Stanislaus Council of Governments (StanCOG) has been designated by the Federal Transit Administration (FTA) to receive Section 5307 federal transit funds, which they make available to transit operators in the Modesto Urbanized Area through the Federal Transportation Improvement Program (FTIP) planning process.
2. Modesto, as designated by the U.S. Census Bureau, is the major population center in the federally defined Modesto Urbanized Area. Modesto is the designated applicant and recipient of all FTA Section 5307 funds within the Modesto Urbanized Area.
3. The FTA requested that Modesto work with other public transit operators in the Modesto Urbanized Area to develop subrecipient relationships as needed to accomplish public transit goals within the Modesto Urbanized Area.
4. Also located in the Modesto Urbanized Area (as designated by the U.S. Census Bureau) are the cities of Riverbank, Oakdale and Hughson and unincorporated areas including the community of Keyes that are served by the Stanislaus County Public Works Transit Division a.k.a. Stanislaus Regional Transit.
5. As an urbanized area transit provider, Stanislaus County has current and future activities eligible for FTA Section 5307 federal transit funds that have and/or will be included in the FTIP adopted by StanCOG.
6. Modesto and Stanislaus County must enter into an MOU to define roles and responsibilities of the two entities in the FTA Section 5307 grant application and grant management process to ensure the smooth and equitable distribution of funds and ensure compliance with all federal grant regulations and requirements.

NOW, THEREFORE, in consideration of the mutual covenants, promises, and agreements herein contained, the parties hereto mutually agree as follows:

SECTION 1: Purpose

1.1 General Scope of Agreement

The purpose of this MOU is to identify the roles and responsibilities for Modesto as the grant recipient and the County as the subrecipient for FTA Section 5307 grant funds received by the City of Modesto in accordance with P.L. 112-141, Moving Ahead for Progress in the 21st Century (MAP-21).

SECTION 2: Terms

2.1 Term

The term of this MOU shall be commensurate with activities necessary to procure the Section 5307 funds specified in Paragraph 2.2 and terminate when either party exercises its right to terminate under Section 8 of this agreement.

2.2 Funding Covered by this MOU

This agreement addresses FTA 5307 funds apportioned to the Modesto Urbanized Area by the FTA as authorized by MAP 21 for Federal Fiscal Years 2012-13 and 2013-14 as published in the Federal Register. Additional apportionments made to the Modesto Urbanized Area under MAP 21 for FY 2014-15 and future years will be addressed under this MOU unless terminated pursuant to Section 8 of this agreement.

SECTION 3: FTA Section 5307 Requirements

3.1 Responsibilities of the City of Modesto (Recipient) and Stanislaus County (Subrecipient)

Modesto, as the FTA recipient, is required to ensure that all supported activities in which the County engages as the subrecipient comply with all regulations, Grant Agreements, circulars and other guidance issued by federal regulatory agencies. The County shall cooperate with Modesto to provide supporting documents, data and other information as may be reasonably requested by Modesto to ensure said compliance. In addition to the items below, the County shall comply with all the terms in Exhibit A, Federal Contract Clauses.

3.2 Certifications and Assurances

Modesto annually submits Certifications and Assurances to the FTA that detail the federal requirements with which it must comply to be eligible to receive federal transit assistance. The annual submission of these Certifications and Assurances are required by Federal law prior to the submission of any grant application.

Federal regulations require that Modesto, as a grant applicant, secure sufficient documentation from subrecipients such as the County to ensure the subrecipient's compliance with all the requirements included in the Certifications and Assurances. To ensure it is prepared to comply with all federal regulations the County shall submit to Modesto within thirty (30) days of the date first written above, a signed copy of the Certifications and Assurances for FTA grant and cooperative agreements most recently published in the Federal Register. Subsequent to the initial submittal, the county shall annually submit to Modesto, within thirty (30) days of publication in the Federal Register, a signed copy of the FTA's Certifications and Assurances. The County shall comply with all requirements set forth in the annual Certifications and Assurances.

3.3 Federal Certifications

Federal Certifications:

The County shall complete and submit the following federally required forms included in Exhibit B within thirty (30) days of approval of the MOU by the Modesto City Council.

Form 1

A signed Certification of Primary Participant Regarding Debarment, Suspension, and Other Responsibility Matters.

A signed form must be submitted if the subrecipient will receive \$100,000 or more in payment for their participation in this MOU.

Form 2

A signed Certification of Lower-Tier Participants Regarding Debarment, Suspension, and Other Ineligibility and Voluntary Exclusion.

FTA requires third party contractors to submit this certificate to the grantee for any subrecipient doing work valued at \$100,000 or more. The County shall be responsible to obtain complete forms from its contractors and submit them to Modesto. This form must be completed and submitted for each contractor expected to receive \$100,000 or more for their participation during the term of this MOU.

Form 3

A signed Certification of Restrictions on Lobbying

FTA requires that each subrecipient submit this certification to Modesto. Any subcontractor doing work valued at more than \$100,000 during the term of the contract is required to submit a certification to Modesto. The County shall be responsible to obtain complete forms from its subcontractors and submit them to Modesto prior to receiving FTA 5307 funds.

Form 4

A signed Disclosure of Lobbying Activities.

The Disclosure Statement must be submitted by the County or subcontractor whose participation exceeds \$100,000 and who is involved in lobbying activities. The County

shall be responsible to obtain complete forms from its subcontractors and submit them to Modesto prior to receiving FTA 5307 funds.

Form 5

A signed Certification Regarding Non-Discrimination of Persons with Disabilities.

Form 6

A signed Equal Opportunity Employment Certification.

3.4 Civil Rights Requirements

Modesto and the County shall comply with all applicable civil rights statutes and implementing regulations including, but not limited to, the following: non discrimination in Federal Public Transportation Programs; non discrimination following the requirements of Title VI of the Civil Rights Act of 1964; Equal Employment Opportunity (EEO); non discrimination on the basis of sex; non discrimination on the basis of age; non discrimination on the basis of disability; and, Disadvantaged Business Enterprise (DBE). As the grantee, Modesto will monitor the County (subrecipient) to ensure compliance with all civil rights regulations and reporting requirements. The County shall provide Modesto with their EEO, Title VI and DBE plans, reports and analysis according to federal requirements

3.5 Drug and Alcohol Program

Modesto and the County will follow the requirements of 49 CFR Part 655 to have a drug and alcohol testing policy detailing the provisions of their drug and alcohol programs. These programs shall include all of the provisions as defined by 49 CFR 655.15. Modesto will monitor the County to ensure compliance with this regulation and reporting requirements. The county shall provide Modesto with its Drug and Alcohol plan and reports according to federal requirements.

3.6 Americans with Disabilities Act Requirements

Titles II and III of the Americans with Disabilities Act of 1990 (ADA) provide that as an FTA grantee, Modesto shall not discriminate against an individual with a disability in connection with the provision of transportation service. The law sets forth specific requirements for vehicle and facility accessibility and the provision of service, including complementary paratransit service. Each public entity operating a fixed route system must provide complementary paratransit to individuals with disabilities that is comparable to the level of service provided to individuals without disabilities who use the fixed route system.

Modesto will monitor the County to ensure that the County provides ADA complementary paratransit service in compliance with the DOT ADA requirements including, but not limited to, hours of paratransit service, eligibility determinations, service criteria, service capacity, and no-show policies. The County shall provide Modesto with its FTA approved Paratransit Service Plan and monthly reports from its operations contractor documentation to demonstrate compliance.

3.7 Federal Transportation Improvement Program

The Stanislaus Council of Governments, StanCOG, is responsible for the periodic development, adoption, and amendment of a Federal Transportation Improvement Program (FTIP) for Stanislaus County. The FTIP is, in part, the plan and approval for the allocation of FTA Section 5307 funds to transit operators in the Modesto Urbanized area. Federally funded transit projects must be programmed in the FTIP by StanCOG on behalf of Modesto and the County to provide for both parties receipt of federal funds. The County will be responsible to ensure that the County's FTA Section 5307 projects, as agreed upon by both parties are programmed into the FTIP.

3.8 Funding Level

Modesto and the County have met for the purpose of reviewing the transit needs in the Modesto Urbanized Area and defining the apportionment amounts for eligible transit activities in the County's area of service. The allocation amount negotiated by Modesto and the County was based upon population in each service area and ridership numbers and is consistent with Table 3 A in the FTA FY 2013 and FY 2014 Apportionments, Allocations and Program Information as published in the Federal Register. Per these negotiations, the funds will be used to cover the County's Capital Cost of Contracting with the maximum allocation to the County of \$683,777 for FY 2013 and \$490,169 for FY 2014. The negotiations were conducted with the approval and oversight of StanCOG. Funding amounts for additional years are subject to negotiations between the City, County and StanCOG.

SECTION 4: Grant Application and Management

4.1 Federal Transit Administration Section 5307 Funding Application

Modesto will complete the application for Section 5307 funding for the Modesto Urbanized Area and include funding requested by the County in the manner prescribed in Sections 3.7 and 3.8 of this MOU. Modesto will submit the application to the Federal Transit Administration for processing.

The County shall provide Modesto with project information on a timely basis to ensure that grant application deadlines are met. This information shall include a project description, budget and budget detail, project milestones and environmental findings. Modesto may submit the annual application without funding for the County if it does not receive the necessary project information within fifteen (15) business days of notifying the County in writing of the deadline for receipt of project information.

After the grant has been approved by the FTA, StanCOG has completed the Supplemental Agreement approval and Modesto has executed the grant, Modesto will notify the County of the final approval of FTA grant funding. A flow chart detailing the grant application process is attached to the MOU as Exhibit C.

4.2 Federal Transit Administration Section 5307 Grant Reporting Requirements

Financial Status Reports (FSR) and Milestone Progress Reports (MPR) are due to the FTA within 30 days after the end of each quarter (“Quarterly Report”). These reports are used by the FTA to determine if the purposes of the grant are being achieved, if the project is progressing on time and within budget, if the grantee is demonstrating competence in executing the project, if the project meets program requirements and if any future problems are anticipated. The FTA may withhold payment for failure to submit FSR or MPR reports on time.

The FSR is to provide a current, complete and accurate financial picture of the grant on an accrual basis as specified in FTA Circular 5010.1D, as that circular may be subsequently updated or amended.

The MPR is the narrative portion of the Quarterly Report. Information in the MPR includes status reports and progress on the milestones included in the grant application. FTA Circular 5010.1D describes the MPR.

Modesto will combine the information on Modesto’s projects with the County’s projects for these quarterly reports. To meet the quarterly reporting deadline, the County shall provide by the 10th day of the month following the end of each quarter the milestone information needed for Modesto to properly complete the milestone report. The FSR will be submitted based on the detailed expense reports submitted by the County in February, May, August and November as described in Section 5. Upon completion and submittal of the FSR and MPR, Modesto shall provide copies to the County.

4.3 Federal Transit Administration National Transit Database (NTD) Reporting

FTA grantees and subrecipients are required by law to submit monthly and annual NTD reports to the FTA. Annual and monthly reports on transit operations including ridership, miles, hours and vehicles, with details on actual expenditures, are required. The FTA uses this information to calculate the Modesto Urbanized Area’s annual apportionment. Data collection methodologies and reporting procedures are highly technical and annual training is required to complete the reports accurately.

During each FTA Triennial Review, Modesto is required to provide the NTD reporting identification number for all subrecipients of FTA Section 5307 funds. As a subrecipient, the County shall provide Modesto with a final copy of its NTD report that includes the County’s reporting identification number.

Modesto will not be available to assist in the collection and assimilation of NTD data for the County. Modesto will not enter into its NTD database information on the County’s behalf nor will it assist in resolving discrepancies that may be discovered by the FTA’s NTD contractor. It shall be the County’s responsibility to accurately collect and enter information into the NTD reporting system. The County as a Small Urban System Transit Provider in a large urbanized

area may request approval from FTA to qualify for a Small Systems Waiver. The County shall cooperate with the FTA and its NTD contractor to resolve any data discrepancies.

Section 5: Reimbursements for Grant Activities

The County shall submit a detailed expense report to Modesto for reimbursement on a quarterly basis within sixty (60) days following the end of the federal quarter. These expense reports shall be submitted by the end of February, May, August and November following any quarter in which the County has incurred reimbursable expenses. Modesto will reimburse the County for eligible expenses within thirty (30) days after the receipt of the expense reports. The County shall maintain all original invoices for a period of six (6) years for future FTA audits and reviews.

Section 6: Errors and Omissions

Modesto and the County agree that neither party shall hold the other responsible for errors, omissions or other negligence that might result in the loss of funding or a delay in receiving funding.

Section 7: MOU Amendment

This MOU may be amended by the written consent of both parties.

Section 8: MOU Termination

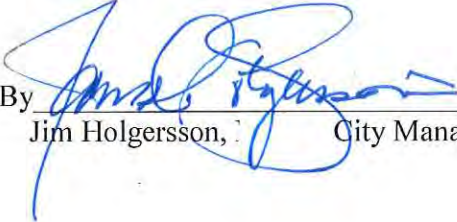
Either party upon thirty (30) days written notification to the other may terminate this MOU.

Section 9: Authorization of MOU

By signature, we agree that the responsibilities outlined in this MOU foster healthy collaboration for the purpose of transit planning and programming federal funds within the Modesto Urbanized Area.


CITY OF MODESTO

STANISLAUS COUNTY

By 
Jim Holgersson, City Manager


By 
Matthew Machado, Director, Department of Public Works

ATTEST:

By: 
Stephanie Lopez, City Clerk
Reso 2014-486, November 25, 2014

APPROVED AS TO FORM:

APPROVED AS TO FORM:

By: 
Adam U. Lindgren,
City Attorney

John P. Doering, County Counsel

By: 
Mary Akja, Risk Manager

By: 
Thomas E. Boze, Deputy County Counsel

Exhibit A

Federal Contract Clauses

The following extract is taken from the Federal Transit Administration Best Practices Procurement Manual, Appendix A.1, "Governing Documents." Fund recipients and subrecipients are directed to this manual for the full text of these contract clauses. The manual can be found on-line at:

http://www.fta.dot.gov/funding/thirdpartyprocurement/grants_financing_6037.html

1. DISADVANTAGE BUSINESS ENTERPRISE (DBE)

A. This Agreement is subject to the requirements of Title 49, Code of Federal Regulations, Part 26, *Participation by Disadvantaged Business Enterprises in Department of Transportation Financial Assistance Programs*.

B. FTA grant recipients shall not discriminate on the basis of race, color, national origin, or sex in the performance of this Agreement. Recipients shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of this FTA-assisted contract. Failure by Recipients to carry out these requirements is a material breach of this Agreement, which may result in the termination of this Agreement or such other remedy as Modesto deems appropriate. Each subcontract recipients signs with any subcontractor must include the assurance in this paragraph (*see* 49 CFR 26.13(b)).

C. Recipients shall report its DBE participation obtained through race-neutral means throughout the period of performance.

D. Recipients shall pay any the subcontractor not later than 10 days of receipt of each progress payment in accordance with the provisions in Section 7108.5 of

the California Business and Professions Code concerning prompt payment to subcontractors. The 10 days is applicable unless a longer period is agreed to in writing. Any delay or postponement of payment over 30 days may take place only for good cause and with Modesto's prior written approval. Any violation of Section 7108.5 shall subject the violating contractor or subcontractor to the penalties, sanction, and other remedies of that section. This requirement shall not be construed to limit or impair any contractual, administrative, or judicial remedies otherwise available to the contractor or subcontractor in the event of a dispute involving late payment or nonpayment by the recipients, deficient subcontract performance, or noncompliance by a subcontractor.

E. Recipients shall promptly notify Modesto whenever a DBE subcontractor performing work related to this Agreement is terminated or fails to complete its work, and shall make good faith efforts to engage another DBE subcontractor to perform at least the same amount of work. Recipients may not terminate any DBE subcontractor and perform that work through its own forces or those of an affiliate without prior written consent of both parties.

2. **CIVIL RIGHTS.** The following requirements apply to the Agreement:

A. **Nondiscrimination** - In accordance with Title VI of the Civil Rights Act, as amended, 42 U.S.C. § 2000d, section 303 of the Age Discrimination Act of 1975, as amended, 42 U.S.C. § 6102, section 202 of the Americans with Disabilities Act of 1990, 42 U.S.C. § 12132, and Federal transit law at 49 U.S.C. § 5332, recipients agree that it will not discriminate against any employee or applicant for

employment because of race, color, creed, national origin, sex, age, or disability.

In addition, recipients agree to comply with applicable Federal implementing regulations and other implementing requirements FTA may issue.

B. Equal Employment Opportunity - The following equal employment opportunity requirements apply to the Agreement:

1. Race, Color, Creed, National Origin, Sex - In accordance with Title VII of the Civil Rights Act, as amended, 42 U.S.C. § 2000e, and Federal transit laws at 49 U.S.C. § 5332, recipients agree to comply with all applicable equal employment opportunity requirements of U.S. Department of Labor (U.S. DOL) regulations, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor," 41 C.F.R. Parts 60 et seq., (which implement Executive Order No. 11246, "Equal Employment Opportunity," as amended by Executive Order No. 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," 42 U.S.C. § 2000e note), and with any applicable Federal statutes, executive orders, regulations, and Federal policies that may in the future affect construction activities undertaken in the course of the Project. Recipients agree to take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, creed, national origin, sex, or age. Such action shall include, but not be limited to, the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination; rates of pay or other forms of

compensation; and selection for training, including apprenticeship. In addition, recipients agree to comply with any implementing requirements FTA may issue.

2. Age - In accordance with section 4 of the Age Discrimination in Employment Act of 1967, as amended, 29 U.S.C. § 623 and Federal transit law at 49 U.S.C. § 5332, recipients agree to refrain from discrimination against present and prospective employees for reason of age. In addition, recipients agree to comply with any implementing requirements FTA may issue.

3. Disabilities - In accordance with section 102 of the Americans with Disabilities Act, as amended, 42 U.S.C. § 12112, recipients agree that it will comply with the requirements of U.S. Equal Employment Opportunity Commission, "Regulations to Implement the Equal Employment Provisions of the Americans with Disabilities Act," 29 C.F.R. Part 1630, pertaining to employment of persons with disabilities. In addition, recipients agree to comply with any implementing requirements FTA may issue.

C. Recipients also agree to include these requirements in each subcontract financed in whole or in part with Federal assistance provided by FTA, modified only if necessary to identify the affected parties.

3. **ENVIRONMENT.**

- A. Energy Conservation- Recipients agree to comply with mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act.
- B. Clean Water- Recipients agree to comply with all applicable standards, orders or regulations issued pursuant to the Federal Water Pollution Control Act, as amended, 33 U.S.C. 1251 *et seq.* Recipients agree to report each violation and understands and agrees to report each violation as required to assure notification to FTA and the appropriate EPA Regional Office. Recipients also agrees to include these requirements in each subcontract exceeding \$100,000 financed in whole or in part with Federal assistance provided by FTA.
- C. Clean Air- Recipients agree to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act, as amended, 42 U.S.C. §§ 7401 *et seq.* Recipients agree to report each violation and understands and agrees to report each violation as required to assure notification to FTA and the appropriate EPA Regional Office. Recipients also agrees to include these requirements in each subcontract exceeding \$100,000 financed in whole or in part with Federal assistance provided by FTA.
- D. Recycled Products- Recipients agree to comply with all the requirements of Section 6002 of the Resource Conservation and Recovery Act (RCRA), as amended (42 U.S.C. 6962), including but not limited to the regulatory provisions of 40 CFR Part 247, and Executive Order 12873, as they apply to the procurement of the items designated in Subpart B of 40 CFR Part 247.

4. **LOBBYING.** Byrd Anti-Lobbying Amendment, 31 U.S.C. 1352, as amended by the Lobbying Disclosure Act of 1995, P.L. 104-65 [to be codified at 2 U.S.C. § 1601, et seq.] – Recipients shall file the certification required by 49 CFR part 20, "New Restrictions on Lobbying." Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier shall also disclose the name of any registrant under the Lobbying Disclosure Act of 1995 who has made lobbying contacts on its behalf with non-Federal funds with respect to that Federal contract, grant or award covered by 31 U.S.C. 1352. Such disclosures shall be forwarded from tier to tier up to recipients.

5. **CONTRACT WORK HOURS AND SAFETY STANDARDS ACT.**

A. **Overtime Requirements.** No recipients or subcontractor contracting for any part of the contract work which may require or involve the employment of laborers or mechanics shall require or permit any such laborer or mechanic in any work week in which he or she is employed on such to work in excess of forty (40) hours in such work week unless such laborer or mechanic receives compensation at a rate not less than one and a half (1 1/2) times the basic rate of pay for all hours worked in excess of forty (40) hours in such workweek.

B. Violation: Liability for Unpaid Wages, Liquidated Damages. In the event of any violation of the clauses set forth in paragraph A of this section recipients and any subcontractor responsible therefore shall be liable for the unpaid wages. In addition, such recipients and subcontractor shall be liable to the United States for liquidated damages. Such liquidated damages shall be computed with respect to each individual laborer or mechanic, including watchmen and guards, employed in violation of the clause set forth in paragraph A of this section, in the sum of ten dollars (\$10) for each calendar day on which such individual was required or permitted to work in excess of the standard work week of forty (40) hours without payment of the overtime wages required by the clause set forth in paragraph A of this section.

C. Withholding for Unpaid Wages and Liquidated Damages. Recipients shall upon its own action or upon written request of an authorized representative of the Department of Labor withhold or cause to be withheld, from any money payable on account of work performed by contractor or subcontractor under any such contract or any other Federal contract with the same prime the contractor, or any other Federally-assisted contract subject to the Contract Work Hours and Safety Standards Act, which is held by the same prime contractor, such sums as may be determined to be necessary to satisfy any liabilities of such contractor or subcontractor for unpaid wages and liquidated damages as provided in the clause set forth in paragraph B of this section.

D. Subcontracts. Recipients or subcontractor shall insert in any subcontracts the clauses set forth in this section and also a clause requiring the contractor to

include these clauses in any subcontractor or lower tier subcontractor with the clauses set forth in this section. Recipients shall be responsible for compliance by any subcontractor or lower tier subcontractor with the clauses set forth in paragraphs A through D of this section.

6. **PROHIBITED INTEREST.** No official, officer, or employee during his or her tenure or one (1) year thereafter shall have any interest, direct or indirect, in this Agreement or the proceeds thereof.

7. **INTEREST OF MEMBERS OF, OR DELEGATES TO, CONGRESS.** In accordance with U.S.C. Section 431, no member of, or delegate to, the Congress of the United States shall be admitted to a share or part of this Agreement or to any benefit arising therefrom.

8. **GOVERNMENT-WIDE DEBARMENT AND SUSPENSION.** This Agreement is a covered transaction for purposes of 49 CFR Part 29. As such, recipients are required to verify that contractors, its principals, as defined at 49 CFR 29.995, or affiliates, as defined at 49 CFR 29.905, are excluded or disqualified as defined at 49 CFR 29.940 and 29.945. Recipients are required to comply with 49 CFR 29, Subpart C and must include the requirement to comply with 49 CFR 29, Subpart C in any lower tier covered transaction it enters into.

9. **CARGO PREFERENCE.** Use of United States-Flag Vessels - Recipients agree:

A. To use privately owned United States-Flag commercial vessels to ship at least 50 percent of the gross tonnage (computed separately for dry bulk carriers, dry cargo liners, and tankers) involved, whenever shipping any equipment, material, or commodities pursuant to the Agreement to the extent such vessels are available at fair and reasonable rates for United States-Flag commercial vessels;

B. To furnish within 20 working days following the date of loading for shipments originating within the United States or within 30 working days following the date of loading for shipments originating outside the United States, a legible copy of a rated, "on-board" commercial ocean bill-of-lading in English for each shipment of cargo to the Division of National Cargo, Office of Market Development, Maritime Administration, Washington, DC 20590 and to recipient, and;

C. To include these requirements in all subcontracts issued pursuant to this Agreement when the subcontract may involve the transport of equipment, material, or commodities by ocean vessel.

10. FEDERAL GRANT CONDITIONS. This Agreement is subject to a financial assistance contract between both parties and the United States Department of Transportation (DOT), Federal Transit Administration (FTA). Recipients and DOT agree to comply with all terms and conditions respectively required of them by reason of that contract. If FTA requires any change to this Agreement to comply with its requirements, both parties agree to amend this Agreement as required by FTA. If such changes cause an increase or decrease in the work to be performed by recipients or in the time for such

performance, then the compensation to be paid to recipients and time of performance shall be equitably adjusted.

11. NO FEDERAL GOVERNMENT OBLIGATIONS TO THIRD PARTIES.

Recipients acknowledge and agree that, notwithstanding any concurrence by the Federal Government in or approval of the solicitation or award of the underlying Agreement, absent the express written consent by the Federal Government, the Federal Government is not a party to this Agreement and shall not be subject to any obligations or liabilities to recipients, or any other party (whether or not a party to that Agreement) pertaining to any matter resulting from the underlying Agreement. Recipients agree to include the above clause in each subcontract financed in whole or in part with Federal assistance provided by FTA.

12. FALSE OR FRAUDULENT STATEMENTS OR CLAIMS.

A. Recipients recognize that the requirements of the Program Fraud Civil Remedies Act of 1986, as amended, apply to its actions pertaining to this Agreement. Accordingly, recipients certify or affirms the truthfulness and accuracy of any statement it has made, it makes, or it may make pertaining to the actions covered by this Agreement. In addition to other penalties that may be applicable, recipients also acknowledges that if it makes a false, fictitious, or fraudulent claim, statement, submission, or certification, the Federal Government reserves the right to impose the penalties of the Program Fraud Civil Remedies

Act of 1986, as amended, on recipients to the extent the Federal Government deems appropriate.

B. Recipients also acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification to the Federal Government under a contract connected with a project that is financed in whole or in part with Federal assistance originally awarded by FTA under the authority of 49 U.S.C. § 5307, the Government reserves the right to impose the penalties of 18 U.S.C. § 1001 and 49 U.S.C. § 5307(n)(1) on recipients, to the extent the Federal Government deems appropriate.

C. Recipients agree to include the above two clauses in each subcontract financed in whole or in part with Federal assistance provided by FTA.

13. ACCESS TO RECORDS AND REPORTS. The following access to records requirements apply to this Agreement:

A. Recipients agree to provide the FTA Administrator, the Comptroller General of the United States or any of their authorized representatives access to any books, documents, papers and records of recipients which are directly pertinent to this Agreement for the purposes of making audits, examinations, excerpts and transcriptions. Recipients also agrees, pursuant to 49 C.F.R. 633.17 to provide the FTA Administrator or his authorized representatives including any PMO contractor access to contractor's records and sites pertaining to a major capital project, defined at 49 U.S.C. 5302(a)1, which is receiving federal financial assistance through the programs described at 49 U.S.C. 5307, 5309 or 5311.

B. Recipients agree to permit any of the foregoing parties to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed.

C. Recipients agree to maintain all books, records, accounts and reports required under this Agreement for a period of not less than three years after the date of termination or expiration of this Agreement, except in the event of litigation or settlement of claims arising from the performance of this Agreement, in which case recipients agree to maintain same until both recipients, the FTA Administrator, the Comptroller General, or any of their duly authorized representatives, have disposed of all such litigation, appeals, claims or exceptions related thereto. Reference 49 CFR 18.39(i)(11).

D. FTA does not require the inclusion of these requirements in subcontracts.

14. FEDERAL CHANGES. Recipients shall at all times comply with all applicable FTA regulations, policies, procedures and directives, including without limitation those listed directly or by reference in the Master Agreement between Modesto and FTA, as they may be amended or promulgated from time to time during the term of this Agreement. Recipients' failure to so comply shall constitute a material breach of this Agreement.

15. TRANSIT EMPLOYEE PROTECTIVE AGREEMENTS. Recipients agree to comply with applicable transit employee protective requirements as follows:

A. General Transit Employee Protective Requirements - To the extent that FTA determines that transit operations are involved, recipients agree to carry out the transit operations work on the underlying Agreement in compliance with terms and conditions determined by the U.S. Secretary of Labor to be fair and equitable to protect the interests of employees employed under this Agreement and to meet the employee protective requirements of 49 U.S.C. A 5333(b), and U.S. DOL guidelines at 29 C.F.R. Part 215, and any amendments thereto. These terms and conditions are identified in the letter of certification from the U.S. DOL to FTA applicable to the FTA recipient's project from which Federal assistance is provided to support work on the underlying Agreement. Recipients agree to carry out that work in compliance with the conditions stated in that U.S. DOL letter. The requirements of this subsection (1), however, do not apply to any contract financed with Federal assistance provided by FTA either for projects for elderly individuals and individuals with disabilities authorized by 49 U.S.C. § 5310(a)(2), or for projects for nonurbanized areas authorized by 49 U.S.C. § 5311. Alternate provisions for those projects are set forth in subsections (B) and (C) of this clause.

B. Transit Employee Protective Requirements for Projects Authorized by 49 U.S.C. § 5310(a)(2) for Elderly Individuals and Individuals with Disabilities - If the Agreement involves transit operations financed in whole or in part with Federal assistance authorized by 49 U.S.C. § 5310(a)(2), and if the U.S. Secretary of Transportation has determined or determines in the future that the employee protective requirements of 49 U.S.C. § 5333(b) are necessary or appropriate for which work is performed on the underlying Agreement, recipient agrees to carry

out the Project in compliance with the terms and conditions determined by the U.S. Secretary of Labor to meet the requirements of 49 U.S.C. § 5333(b), U.S. DOL guidelines at 29 C.F.R. Part 215, and any amendments thereto. These terms and conditions are identified in the U.S. DOL's letter of certification to FTA, the date of which is set forth in the Grant Agreement or Cooperative Agreement with the state. Recipients agree to perform transit operations in connection with the underlying Agreement in compliance with the conditions stated in that U.S. DOL letter.

C. Transit Employee Protective Requirements for Projects Authorized by 49 U.S.C. § 5311 in Nonurbanized Areas - If the Agreement involves transit operations financed in whole or in part with Federal assistance authorized by 49 U.S.C. § 5311, recipients agree to comply with the terms and conditions of the Special Warranty for the Nonurbanized Area Program agreed to by the U.S. Secretaries of Transportation and Labor, dated May 31, 1979, and the procedures implemented by U.S. DOL or any revision thereto.

Recipients also agree to include any applicable requirements in each subcontract involving transit operations financed in whole or in part with Federal assistance provided by FTA.

16. DRUG AND ALCOHOL TESTING. Recipients agree to establish a drug and alcohol testing program that complies with C.F.R. Part 655, produce any documentation necessary to establish its compliance with Part 655, and permit any authorized representative of the United States Department of Transportation or its operating

administrations, the State Oversight Agency of California, or recipients to inspect the facilities and records associated with the implementation of the drug and alcohol testing program as required under 49 C.F.R. Part 655 and review the testing process. Recipients agree further to certify annually its compliance with Part 655 before March 1 of each year and to submit the Management Information System (MIS) reports before March 1 of each year to Modesto's Transit Division. To certify compliance recipients shall use the "Substance Abuse Certifications" in the "Annual List of Certifications and Assurances for Federal Transit Administration Grants and Cooperative Agreements," which is published annually in the Federal Register.

17. **FLY AMERICA.** Recipients agree to comply with 49 U.S.C. 40118 (the "Fly America" Act) in accordance with the General Services Administration's regulations at 41 CFR Part 301-10, which provide that recipients and subrecipients of Federal funds and their the contractors are required to use U.S. Flag air carriers for U.S Government-financed international air travel and transportation of their personal effects or property, to the extent such service is available, unless travel by foreign air carrier is a matter of necessity, as defined by the Fly America Act. Recipients shall submit, if a foreign air carrier was used, an appropriate certification or memorandum adequately explaining why service by a U.S. flag air carrier was not available or why it was necessary to use a foreign air carrier and shall, in any event, provide a certificate of compliance with the Fly America requirements. Recipients agree to include the requirements of this section in all subcontracts that may involve international air transportation.

18. **CHARTER SERVICE OPERATIONS.** Recipients agree that while performing work in connection with this Agreement it will not engage in charter service operations, except as permitted by 49 U.S.C. § 5323(d) and FTA regulations, “Charter Service,” 49 C.F.R. Part 604, and any amendments thereto that may be issued. Any applicable charter service agreement required by these regulations is incorporated by reference and made part of this Agreement.

19. **SCHOOL BUS OPERATIONS.** Recipients agree that neither it nor any subcontractor performing work in connection with this Agreement will engage in school bus operations for the transportation of student or school personnel exclusively in competition with private school bus operators, except as permitted by 49 U.S.C. § 5323(f) and FTA regulations, “School Bus Operations,” 49 C.F.R. Part 605, and any amendments thereto that may be issued. Any applicable school bus agreement required by these regulations is incorporated by reference and made part of this Agreement.

20. **FEDERAL, STATE, AND LOCAL LAWS.** Recipients warrants and covenants that it shall fully and completely comply with all applicable Federal, State, and local laws and ordinances, and all lawful orders, rules, and regulations issued by any authority of competent jurisdiction in all aspects of its performance of this Agreement.

21. **DISPUTE RESOLUTION CLAUSE.** All claims, controversies or disputes arising out of or relating to this Agreement, or the breach, termination, enforcement, interpretation or validity of the Agreement, including the determination of the scope or

applicability of this clause shall be determined by binding arbitration in Modesto, California, by one (1) arbitrator. The American Arbitration Association shall administer the arbitration under its Rules then in effect, subject to the modifications of those rules contained in this clause. This Agreement to Arbitrate shall be specifically enforceable under the prevailing law of any court having jurisdiction, and the award rendered by the arbitrator may be entered in any court having jurisdiction. The appropriate venue for any arbitration under this clause shall be in Stanislaus County, California.

This clause is not intended to and does not waive the claim filing requirements found at California Government Code Section 900 et seq. In the event that a timely and legally sufficient claim is filed by recipient and the claim is rejected in whole or in part, this clause shall result in the conclusive, final and binding resolution of all the issues presented in the claim. Claims rejected shall be submitted by recipients to arbitration pursuant to the Rules of the American Arbitration Association within ninety (90) days after mailing of the written rejection to recipients. Otherwise, the claim or claims shall be deemed finally waived in their entirety.

The "fast track" rules of the American Arbitration Association shall apply to any claim or counterclaim less than ONE HUNDRED FIFTY THOUSAND AND 00/100 (\$150,000.00) DOLLARS. In arbitrations not proceeding under the "fast track" rules, the arbitrator shall have the power to order that depositions be taken and other discovery be made. Both recipients shall have the right, upon written notice, to take no more than three (3) depositions of the other as a matter of right.

Whether or not recipients may be engaged in interstate commerce, any controversy or dispute mentioned above shall be determined by and the parties shall be

bound by the substantive law of the State of California, and not the Federal Arbitration Act at 9 U.S.C. Section 1 et seq.

The arbitrator may grant any remedy or relief deemed just and equitable under the circumstances, whether or not such relief could be awarded in a court of law. The arbitrator shall be empowered to award monetary sanctions against a party. The arbitrator shall, in the written award, allocate all the costs of the arbitration, including the fees of the arbitrator and the reasonable attorney fees of the prevailing party, against the party who did not prevail. The prevailing party shall be the party in whose favor the majority of the central issues in the case are resolved.

Notwithstanding anything in this clause to the contrary, the arbitrator shall have no power to award punitive damages or other damages not measured by the party's actual damages (excluding litigation cost and fees) against any party. This limitation of the arbitrator's powers under this Agreement shall not operate as an exclusion of the issue of punitive damages from this Agreement to Arbitrate sufficient to vest jurisdiction in a court with respect to that issue.

Recipients shall include in all subcontracts, if any, a clause whereby the subcontractor consents to being joined in arbitration between Modesto and the County involving the work of subcontractor to be joined. Recipient's failure to do so shall be a breach of Agreement.

The parties to any contract of which this clause is made a part by reference or otherwise shall, and hereby do, waive any rights provided by Title 9.2 of the California Code of Civil Procedure, Section 1296. The arbitrator's award shall be deemed final, conclusive and binding to the fullest extent allowed by California law.

22. **BUY AMERICA.** Recipients agree to comply with 49 U.S.C. 5323(j) and 49 C.F.R. Part 661, which provide that Federal funds may not be obligated unless steel, iron, and manufactured products used in FTA-funded projects are produced in the United States, unless a waiver has been granted by FTA or the product is subject to a general waiver. General waivers are listed in 49 C.F.R. 661.7, and include microcomputer equipment and software. Separate requirements for rolling stock are set out at 49 U.S.C. 5323(j)(2)(C) and 49 C.F.R. 661.11. Rolling stock purchased by recipients shall be assembled in the United States and have a 60 percent domestic content.

23. **BUS TESTING CERTIFICATION.** Recipients agree to comply with 49 U.S.C. A 5323(c) and FTA's implementing regulation at 49 CFR Part 665 and shall perform the following:

A. A manufacturer of a new bus model or a bus produced with a major change in components or configuration shall provide a copy of the final test report to the recipient at a point in the procurement process specified by the recipient which will be prior to the recipient's final acceptance of the first vehicle.

B. A manufacturer who releases a report under subparagraph A above shall provide notice to the operator of the testing facility that the report is available to the public.

C. If the manufacturer represents that the vehicle was previously tested, the vehicle being sold should have the identical configuration and major components as the vehicle in the test report, which must be provided to the recipient prior to

recipient's final acceptance of the first vehicle. If the configuration or components are not identical, the manufacturer shall provide a description of the change and the manufacturer's basis for concluding that it is not a major change requiring additional testing.

D. If the manufacturer represents that the vehicle is "grandfathered" (has been used in mass transit service in the United States before October 1, 1988, and is currently being produced without a major change in configuration or components), the manufacturer shall provide the name and address of the recipient of such a vehicle and the details of that vehicle's configuration and major components.

24. **SAFETY PLAN.** Recipients shall develop a safety plan that includes performance targets, strategies, and staff training in compliance with safety performance criteria under development by FTA at such time as said criteria are made available by the FTA.

25. **INCORPORATION OF FEDERAL TRANSIT ADMINISTRATION TERMS.** The preceding provisions include, in part, certain Standard Terms and Conditions required by DOT, whether or not expressly set forth in the preceding Agreement provisions. All contractual provisions required by DOT, as set forth in FTA Circular 4220.1F, are hereby incorporated by reference. Anything to the contrary herein notwithstanding, all FTA mandated terms shall be deemed to control in the event of a conflict with other provisions contained in this Agreement. Recipients shall not perform

any act, fail to perform any act, or refuse to comply with any requests which would cause recipients to be in violation of the FTA terms and conditions.

Exhibit B

Required Federal Certifications

**CERTIFICATION OF PRIMARY PARTICIPANT
REGARDING DEBARMENT, SUSPENSION, & OTHER RESPONSIBILITY MATTERS**

The Primary Participant (applicant for an FTA grant or cooperative agreement, or potential contractor for a third party contract) County of Stanislaus certifies to the best of its knowledge and belief, that it and its principals:

1. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
2. Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
3. Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph (2) of this certification; and,
4. Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.

(If the primary participant (applicant for an FTA grant, or cooperative agreement, or potential third party contractor) is unable to certify to any of the statements in this certification, the participant shall attach an explanation to this certification.)

THE PRIMARY PARTICIPANT (APPLICANT FOR AN FTA GRANT OR COOPERATIVE AGREEMENT, OR POTENTIAL CONTRACTOR FOR A THIRD PARTY CONTRACT), Eunice Lovi, CERTIFIES OR AFFIRMS THE TRUTHFULNESS AND ACCURACY OF THE CONTENTS OF THE STATEMENTS SUBMITTED ON OR WITH THIS CERTIFICATION AND UNDERSTANDS THAT THE PROVISIONS OF 31 U.S.C. SECTIONS 3801 ET SEQ. ARE APPLICABLE THERETO.

Slovi, Transit Manager
Signature & Title of Authorized Official

The undersigned chief legal counsel for the County of Stanislaus Hereby certifies that the Transit Manager has authority under State and local law to comply with the subject assurances and that the certification above has been legally made.

Sharon E. Be...
Signature of Applicant's Attorney

2/19/2015
Date

**CERTIFICATION OF LOWER-TIER PARTICIPANTS REGARDING DEBARMENT,
SUSPENSION, AND OTHER INELGIBILITY AND VOLUNTARY EXCLUSION**

The lower tier Participant (potential sub-grantee or sub-recipient under an FTA project, potential third party contractor, or potential subcontractor under a third party contract), County PW Transit Div certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

(If the lower Tier participant (potential sub-grantee or sub-recipient under a FTA project, potential third party contractor, or potential subcontractor under a third party contract) is unable to certify to any of the statements in this certification, such participant shall attach an explanation to this proposal.)

THE LOWER-TIER PARTICIPANT (POTENTIAL SUB-GRANTEE OR SUB-RECIPIENT UNDER AN FTA PROJECT, POTENTIAL THIRD PARTY CONTRACTOR, OR POTENTIAL SUBCONTRACTOR UNDER A MAJOR THIRD PARTY CONTRACT) Eunice Loyl, CERTIFIES OR AFFIRMS THE TRUTHFULLNESS AND ACCURACY OF THE CONTENTS OF THE STATEMENTS SUBMITTED ON OR WITH THIS CERTIFICATION AND UNDERSTANDS THAT THE PROVISIONS OF 31 U.S.C. SECTIONS 3801 ET SEQ. ARE APPLICABLE THERETO.

Elovi, Transit Manager
Signature and Title of Authorized Official

16 February, 2015
Date

**CERTIFICATION
OF RESTRICTIONS ON LOBBYING**

I, Eunice Lovi, Transit Manager, hereby certify on
(name and title of grantee official)

behalf of County Public Works Transit Division that
(name of grantee)

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, and officer or employee of Congress, or an employee of a member of Congress in connection with the awarding of any Federal contract, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, and officer or employee of Congress, and an employee of a grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance is placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Executed this 6 day of February, 2015

By Elovi
(signature of authorized official)
Transit Manager
(title of authorized official)

Form 4

**CERTIFICATION
OF RESTRICTIONS ON LOBBYING**

I, Eunice Lovi, Transit Manager, hereby certify on
(name and title of firm official)

behalf of Stanislaus County Public Works - Transit that
(name of firm)

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, and officer or employee of Congress, or an employee of a member of Congress in connection with the awarding of any Federal contract, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, and officer or employee of Congress, and an employee of a grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL "Disclosure Form to Report Lobbying," in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance is placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Executed this 6 day of February, 2015

By E Lovi
(signature of authorized official)

Transit Manager
(title of authorized official)

DISCLOSURE OF LOBBYING ACTIVITIES

Approved by OMB
0348-0046

Complete this form to disclose lobbying activities pursuant to 31 U.S.C. 1352

(See reverse for public burden disclosure.)

1. Type of Federal Action: <input type="checkbox"/> a. contract <input type="checkbox"/> b. grant <input type="checkbox"/> c. cooperative agreement <input type="checkbox"/> d. loan <input type="checkbox"/> e. loan guarantee <input type="checkbox"/> f. loan insurance	2. Status of Federal Action: <input type="checkbox"/> a. bid/offer/application <input type="checkbox"/> b. initial award <input type="checkbox"/> c. post-award	3. Report Type: <input type="checkbox"/> a. initial filing <input type="checkbox"/> b. material change For Material Change Only: year _____ quarter _____ date of last report _____
4. Name and Address of Reporting Entity: <input type="checkbox"/> Prime <input type="checkbox"/> Subawardee Tier _____, if known: Congressional District, if known: ^{4c}	5. If Reporting Entity in No. 4 is a Subawardee, Enter Name and Address of Prime: Congressional District, if known:	
6. Federal Department/Agency:	7. Federal Program Name/Description: CFDA Number, if applicable: _____	
8. Federal Action Number, if known:	9. Award Amount, if known: \$	
10. a. Name and Address of Lobbying Registrant (if individual, last name, first name, MI):	b. Individuals Performing Services (including address if different from No. 10a) (last name, first name, MI):	
11. Information requested through this form is authorized by title 31 U.S.C. section 1352. This disclosure of lobbying activities is a material representation of fact upon which reliance was placed by the tier above when this transaction was made or entered into. This disclosure is required pursuant to 31 U.S.C. 1352. This information will be available for public inspection. Any person who fails to file the required disclosure shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.	Signature: _____ Print Name: _____ Title: _____ Telephone No.: _____ Date: _____	
Federal Use Only:		Authorized for Local Reproduction Standard Form LLL (Rev. 7-97)

NON-DISCRIMINATION OF PERSONS WITH DISABILITIES

Policy Statement

In compliance with Section 51.55, Office of Revenue Sharing, Department of the Treasury, it is the policy of the CITY that it will not aid or perpetuate discrimination against a qualified individual with a disability by funding an agency, organization, or person that discriminates on the basis of disability in providing any aid, benefit or service to beneficiaries of the program or activity.

The CITY is committed to providing access to all CITY services, programs and meetings open to the public with disabilities.

In this regard, the City and all its Contractors and Subcontractors will take all reasonable steps in accordance with GRS Section 51.55 to ensure that individuals with disabilities have the maximum opportunity for the same level of aid, benefit or service as any other individual.

Certification

Each agency, organization, or person seeking a bid, contract or agreement with the CITY of Modesto shall sign a certification of compliance with Section 504 of the Rehabilitation Act of 1973 as incorporated in the Revenue Sharing Act.

CERTIFICATION OF BIDDER REGARDING
NON-DISCRIMINATION OF PERSONS WITH DISABILITIES

The bidder hereby certifies that he/she is in compliance with Section 504 of the Rehabilitation Act of 1973 as incorporated in the Revenue Sharing Act, through applicable administrative requirements promulgated in response thereto, and in any other applicable Federal laws and regulations relating to discrimination of and participation by individuals with disabilities.

NAME OF BIDDER: Stanislaus County Public Works Transit

BUSINESS ADDRESS: 1010 10th Street, Suite 4202

CITY, STATE, ZIP CODE: Modesto, CA 95354

BY: Elovi TITLE: Transit Manager
(signature)

DATED: February 6, 2015

EQUAL OPPORTUNITY EMPLOYMENT CERTIFICATION

The bidder hereby certifies that he/she is in compliance with the Civil Rights Act of 1964, Executive Order No. 11246, entitled "Equal Employment Opportunity," as amended by Executive Order No. 11375, the California Fair Employment and Housing Act, and any other applicable Federal and State laws and regulations relating to equal opportunity employment.

DATED: February 6, 2015

Name of Bidder

Stanislaus County Public
Works Transit Division

By Elovi
Title Transit Manager

Official Address:

1010 10th Street, Suite 4204

Modesto, CA 95354

Exhibit C — FTA Section 5307 Grant Application Process Flow Chart

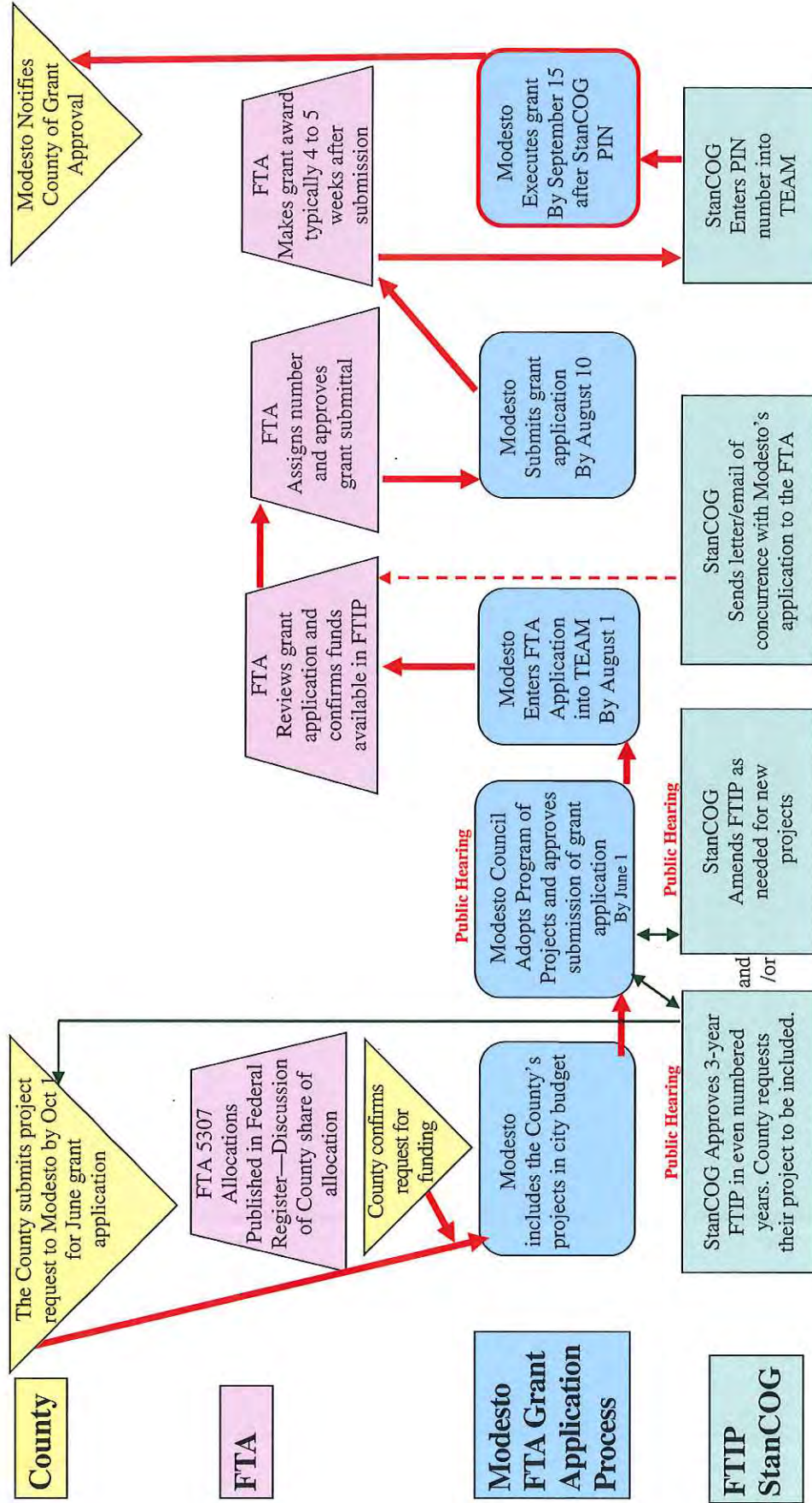
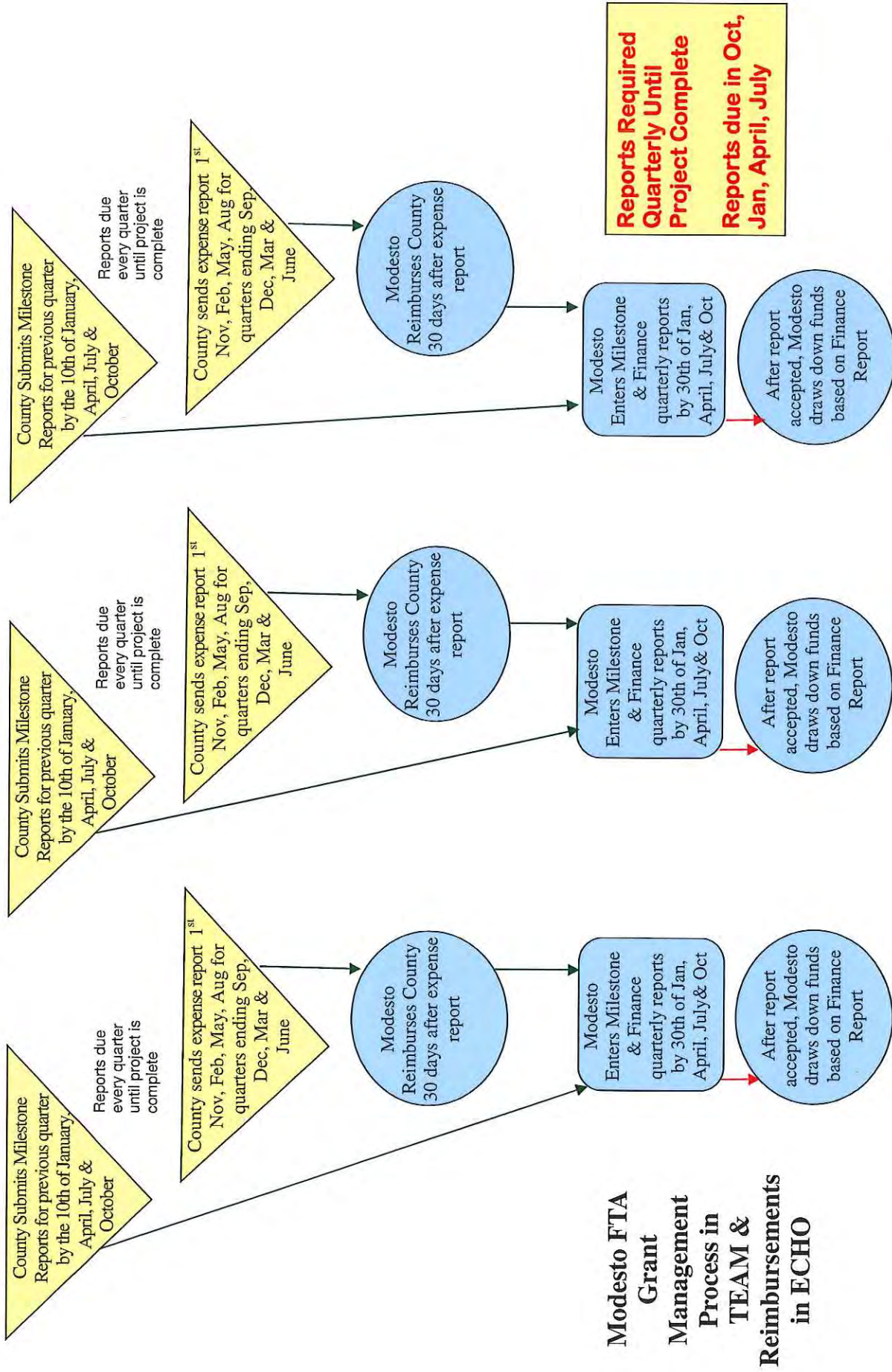
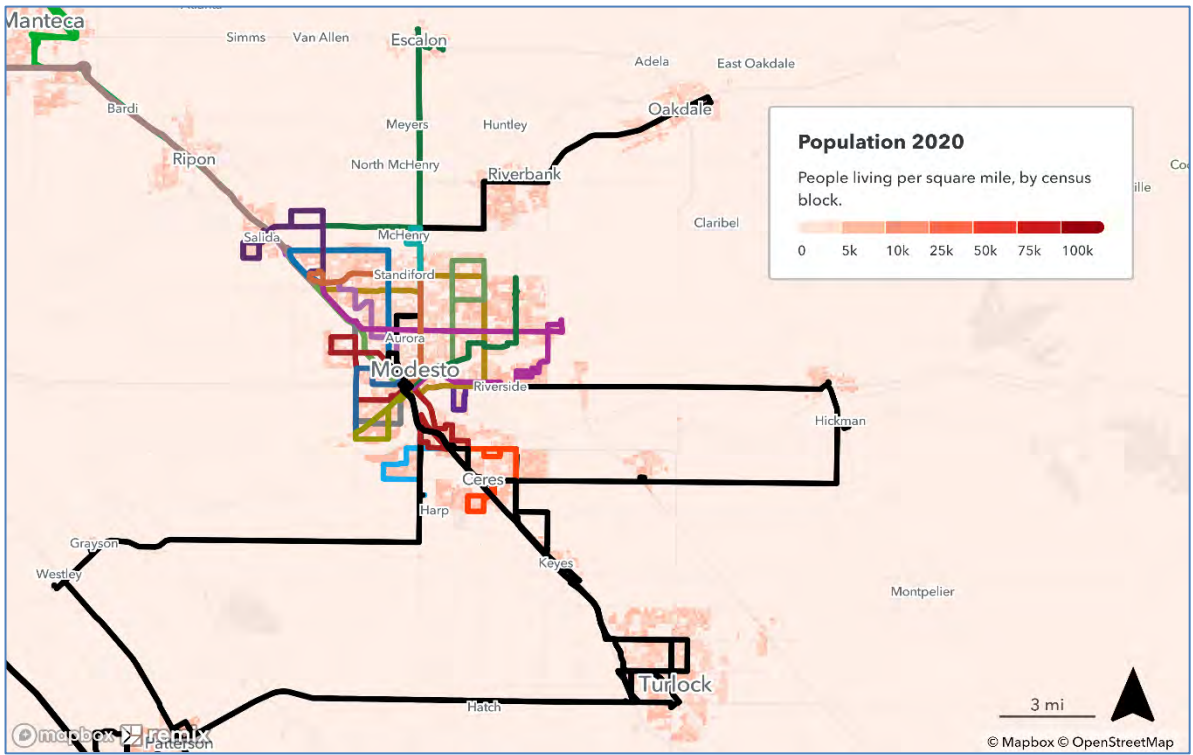


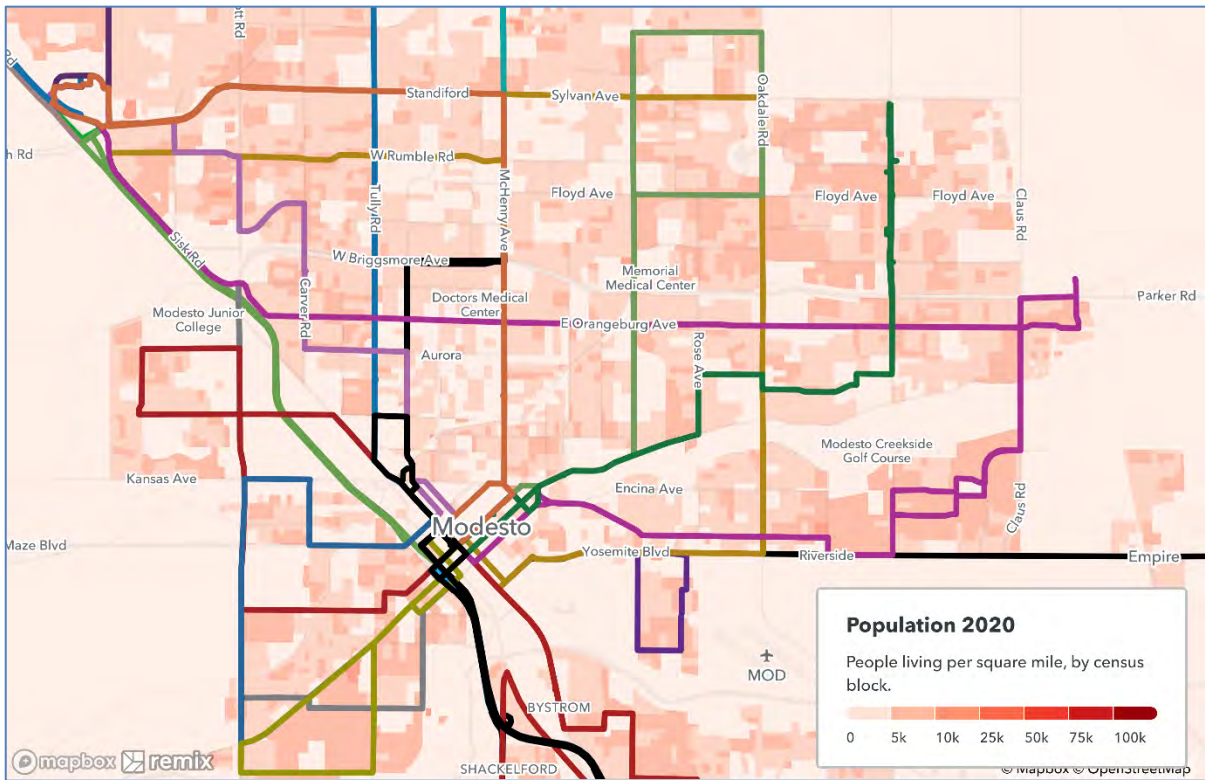
Exhibit C — Quarterly FTA Grant Reporting & Reimbursement Flow Chart



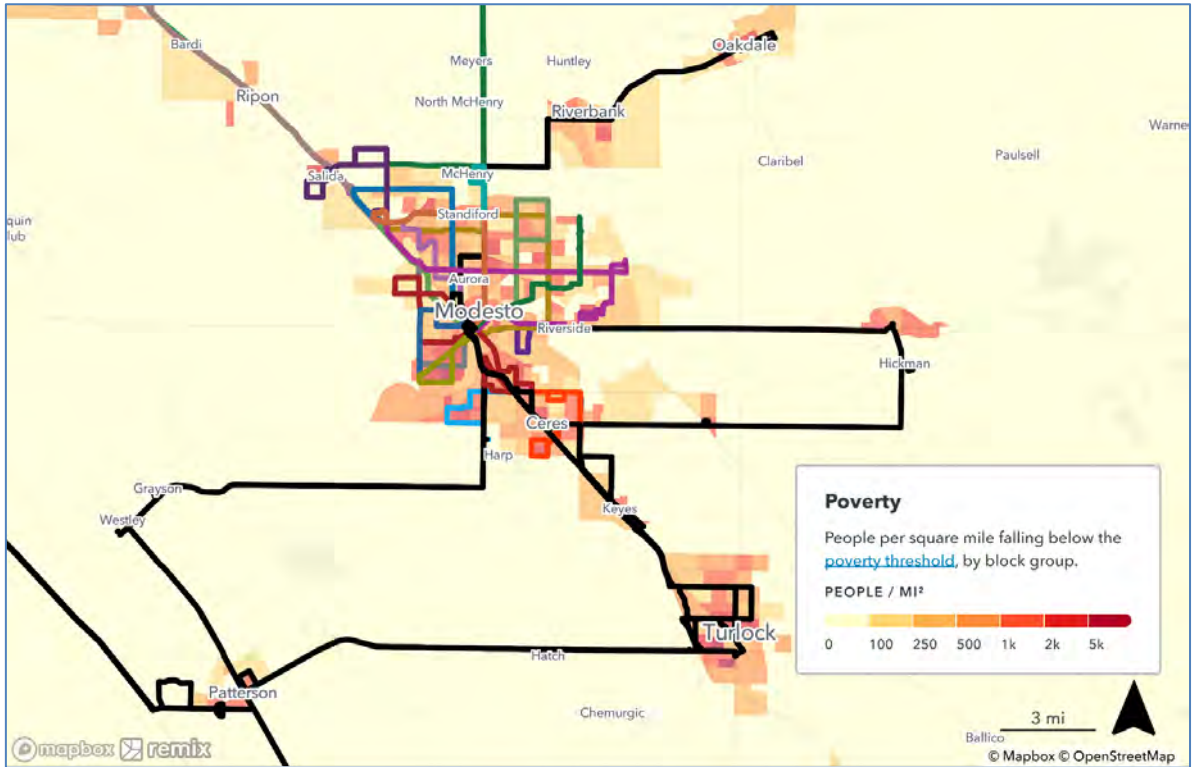
Population– The S Service Area



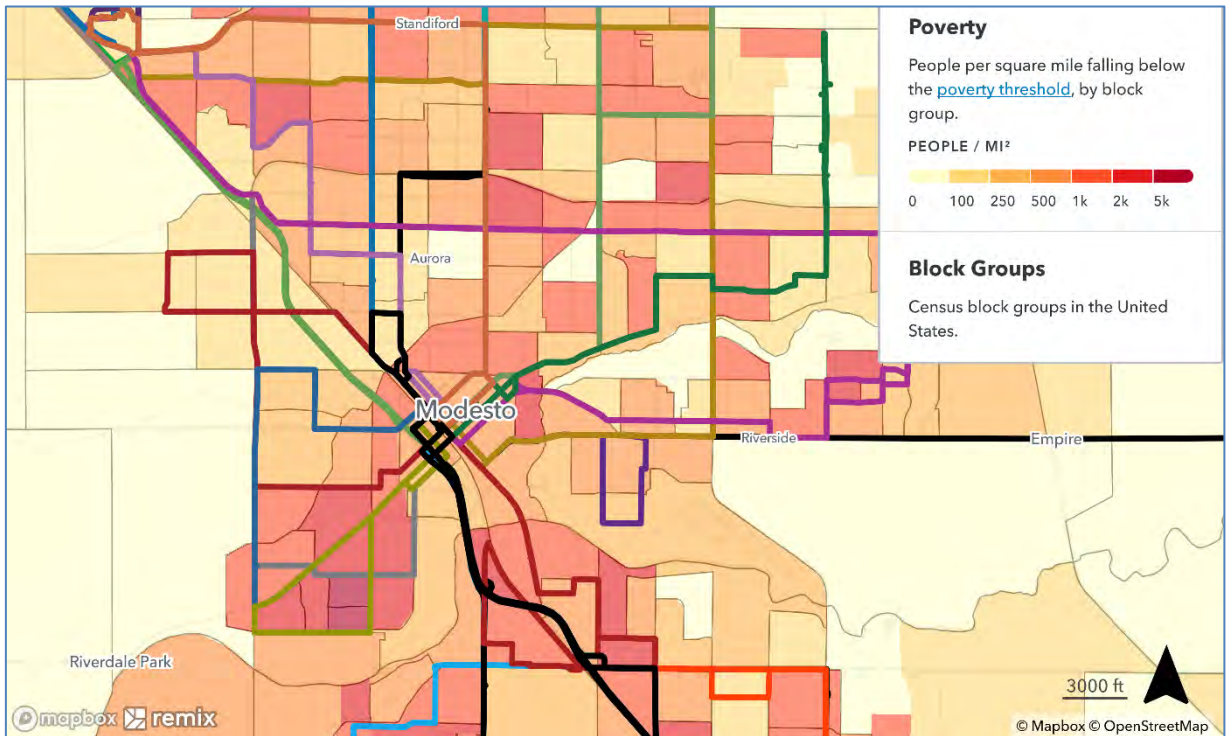
Poverty Level per Census Block – Modesto



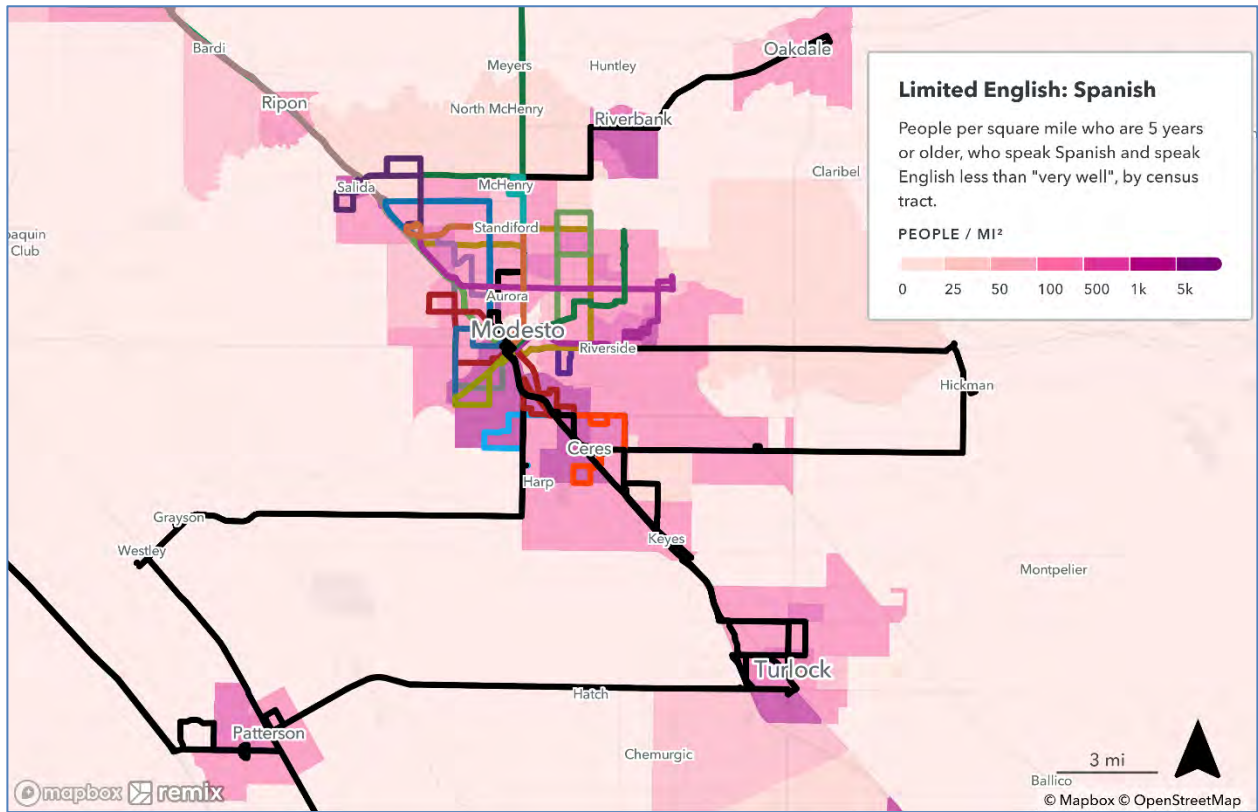
Poverty Level per Census Block – The S Service Area



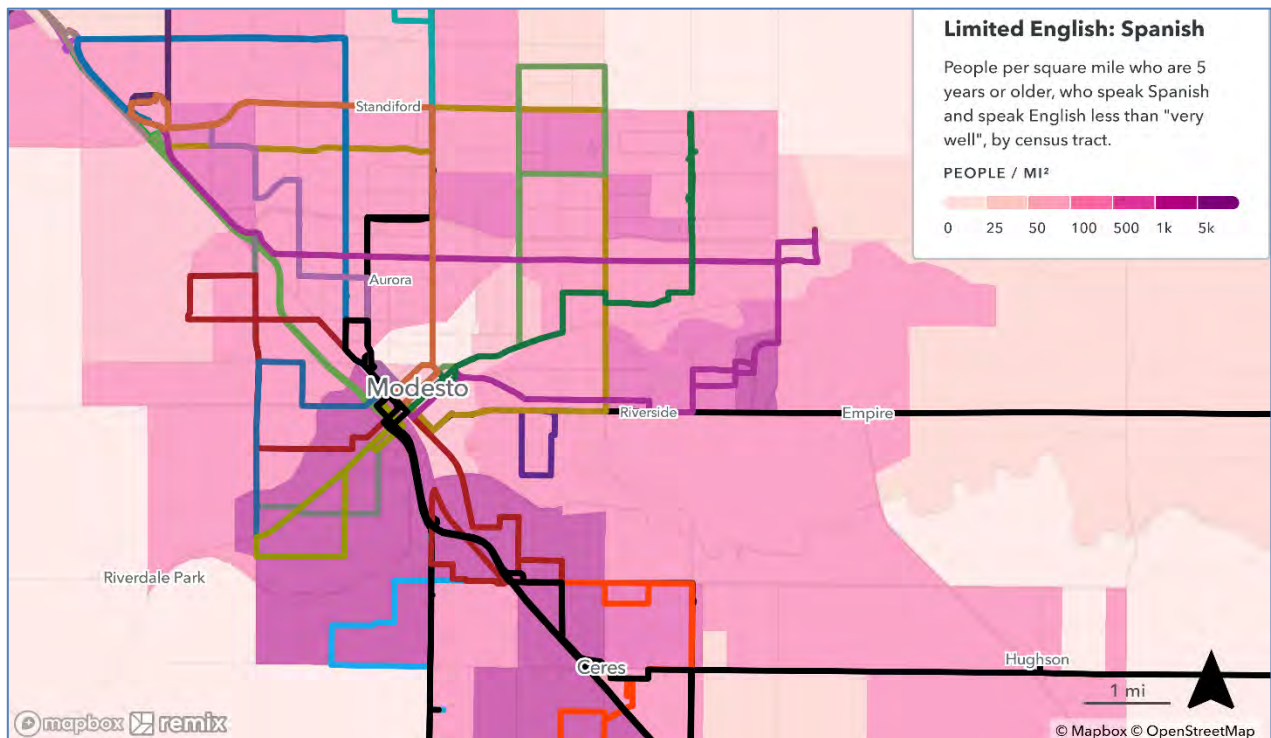
Poverty Level per Census Block – Modesto



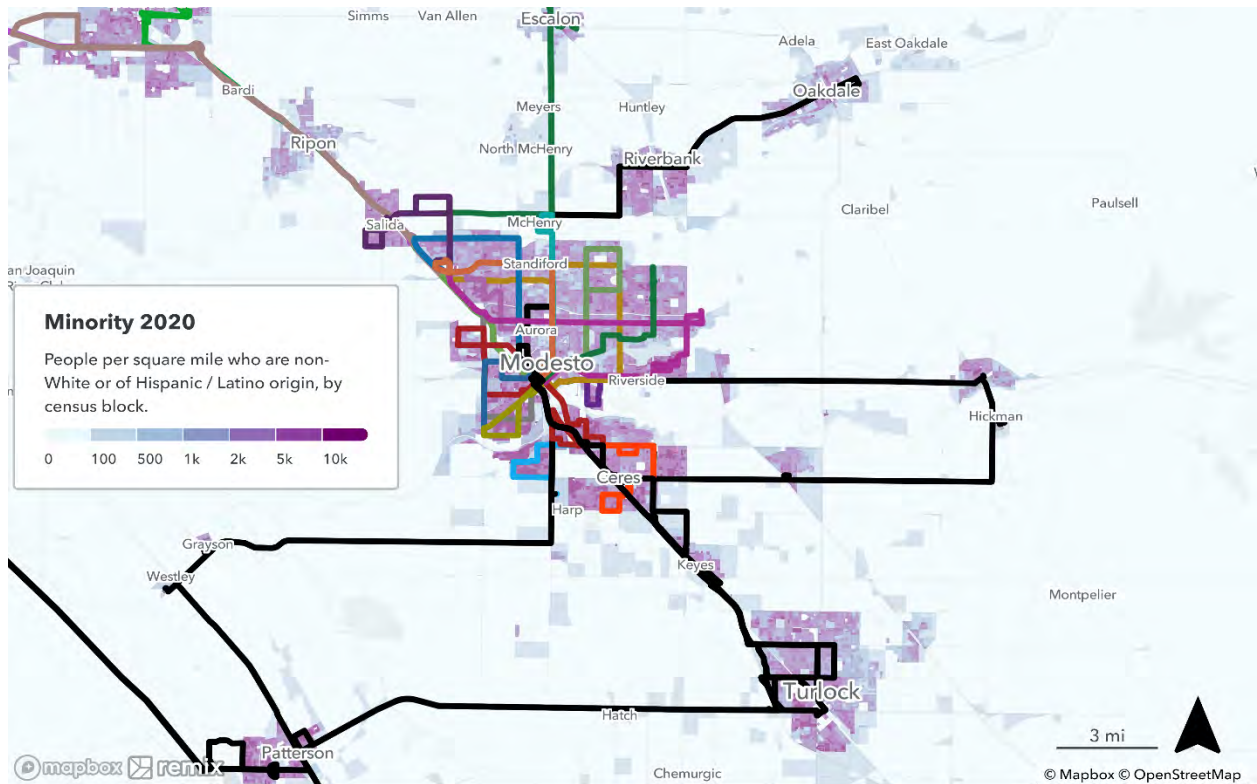
Spanish Speakers – Limited English in The S Service Area



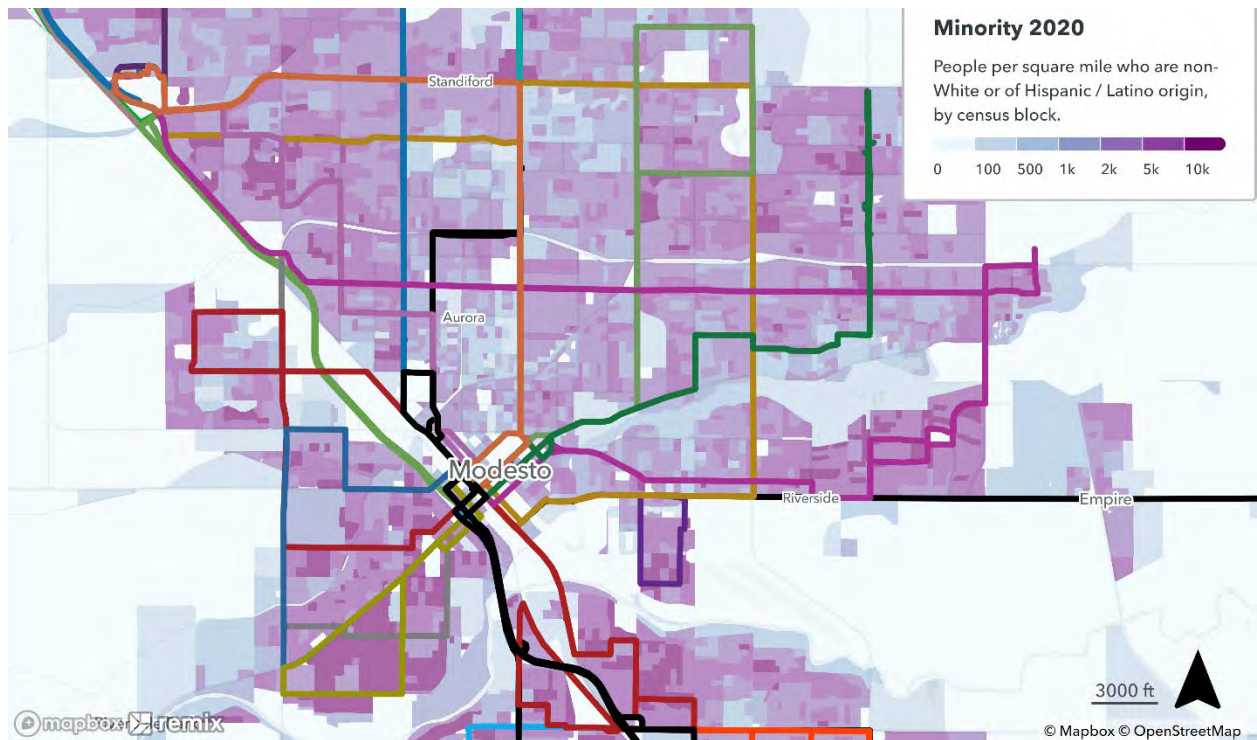
Spanish Speakers Limited English – Modesto Inset



Minority Populations in The S Service Area



Minority Populations in Modesto



2022 Community Survey

2022 ONBOARD SURVEY

Final Report June 2022

Stanislaus Regional Transit Authority

Ride the





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1. Introduction

As part of the Stanislaus Regional Transit Authority (StanRTA) staff recently completed its first passenger survey to help provide a better understanding of the needs of passengers, their demographic characteristics, travel patterns, level of satisfaction with various aspects of The S service, and lastly, their recommendations for service improvement. The data collection effort was conducted the week of April 4-9 in the form of an onboard survey, administered by StanRTA staff and augmented by staff from Transdev, The S transit operator.

A strong understanding of passenger needs is critical for StanRTA to deliver a responsible transit service that is efficient, attractive, and convenient. The 2022 Onboard Survey results will help guide StanRTA's efforts to improve transit service to the community by quantifying rider preferences for service improvements and incorporating them into The S Vision 2032, a comprehensive operational analysis of the transit system currently underway.

The 2022 Onboard Survey data also satisfies StanRTA's Title VI requirement to survey The S ridership on a triennial basis. The data collected this year is the baseline for future comparisons of system performance, demographics, and rider attitudes.

This report highlights key takeaways from the onboard survey. A complete listing of survey questions and results and a copy of the printed survey instrument are included in the Appendix.

SURVEY METHODOLOGY

To achieve a statistically valid survey with an accuracy level of 95% with a standard margin of error of +/- 5%, a minimum of 385 surveys were required from a total ridership of 1,200,057 transit riders in the fiscal year 2021. The surveys were parceled out among routes based on the individual route's productivity in the fiscal year 2021. By weighting survey collection based on each transit route's ridership, the survey data remained reflective of the ridership as a whole.

Two-person survey teams were dispatched on routes across all service timespans and days of the week to reflect ridership differences that could occur between, for instance, 8-5 office workers from students and retirees traveling midday. Surveying continued on each route until the minimum needed surveys were successfully collected. A total of 490 responses were ultimately recorded. The surveyors assisted respondents as needed or requested, typically



by conducting the survey verbally or by explaining a question's intent. Riders were offered a both free day pass (value \$2) and a candy bar as an incentive to complete a survey.

SURVEY DESIGN

The survey instrument was designed to fit on a single page, printed in both English and Spanish, with minimal free form, or fill -in-the-blank responses. Demographic questions were written to align with the format used in the United States Census. This alignment allows data collected locally to be more easily compared with federal data. This strategy informed the questions on gender, age group, income bracket, household size, and ethnicity.

Survey questions were designed using easy-to-understand language that enabled StanRTA to gain information about the travel frequency, travel time, and attitudes of passengers toward the current service. Additionally, staff was especially interested to determine what improvements passengers wanted most, and therefore included questions about increased frequency, bus safety, and service hours.

Other questions that were included related to how passengers are paying fares, the passenger awareness of online transit tools, and what routes and other transportation services they use. The answers to these questions can be used in a variety of ways including improving StanRTA's marketing efforts, internet presence, and public outreach.

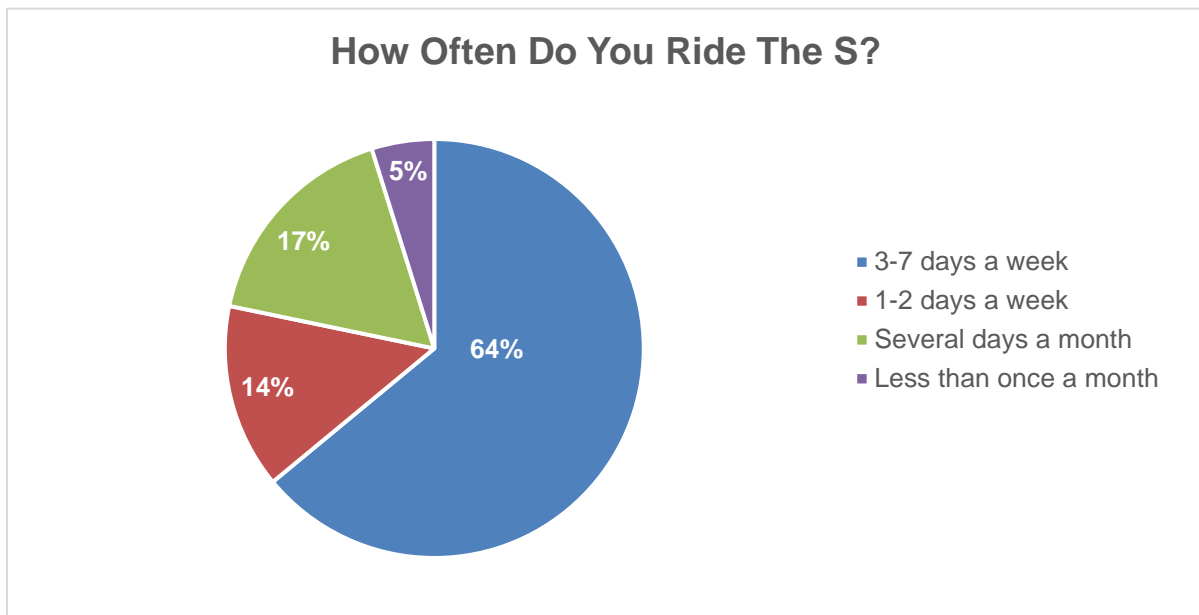
Demographic questions about age, gender, and income were included in the survey to establish baseline data required for Title VI reporting. Title VI of the Civil Rights Act of 1964, establishes protections for individuals from discrimination based on race, color, and national origin. Title VI also requires transit agencies to distribute transit services and assets equitably across the service area and among transit riders. The triennial Title VI survey requirement is triggered when a transit agency meets two criteria – having a population base over 250,000 and operating 50+ transit vehicles during peak service periods. The formation of StanRTA in 2021 triggered this new reporting requirement as the former City of Modesto and County of Stanislaus transit systems did not meet the reporting threshold

2. Transit Habits

FREQUENCY OF USE

Riders were asked how often they rode The S (Figure 1). Out of 416 respondents, 265, or 64% of riders, take The S 3-7 times a week. In all, 78% of respondents take fixed-route service weekly. These responses strongly indicate that The S is the primary form of transportation for most riders. This impression is reinforced by the low response of riders, just 5%, that said they ride The S less than once monthly.

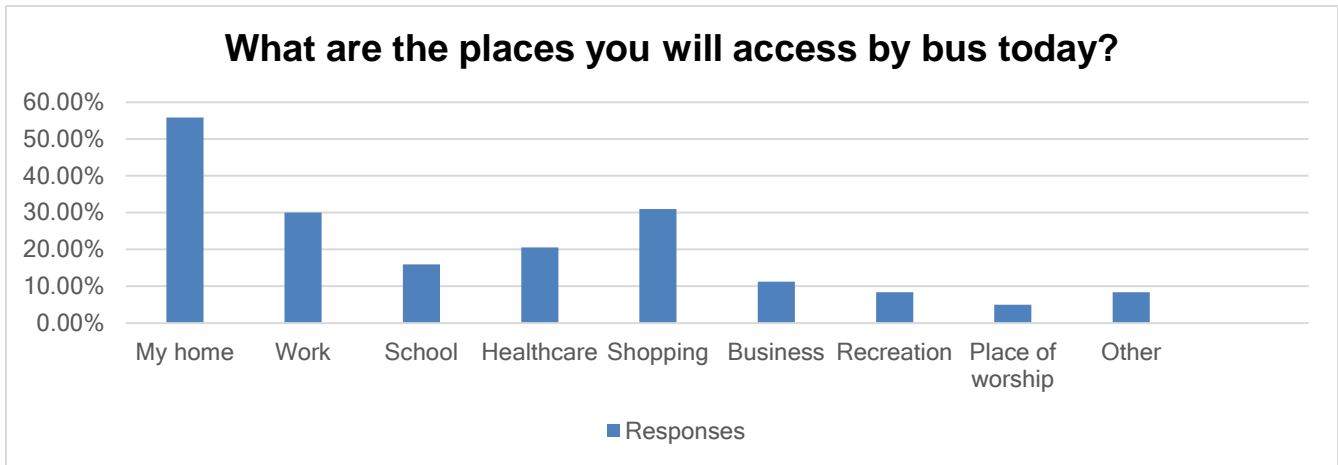
Figure 2-1 – Frequency of Use of The S



TRIP PURPOSE

Respondents were asked about the origins and destinations of their current trip. The most popular response, 56%, indicated that they were either going to or from their homes. The second most common response was work, with 30% of responses and then education/school with 16% of responses. Individuals were able to identify multiple destinations in this question most popular trip purpose was work, followed by shopping and education.

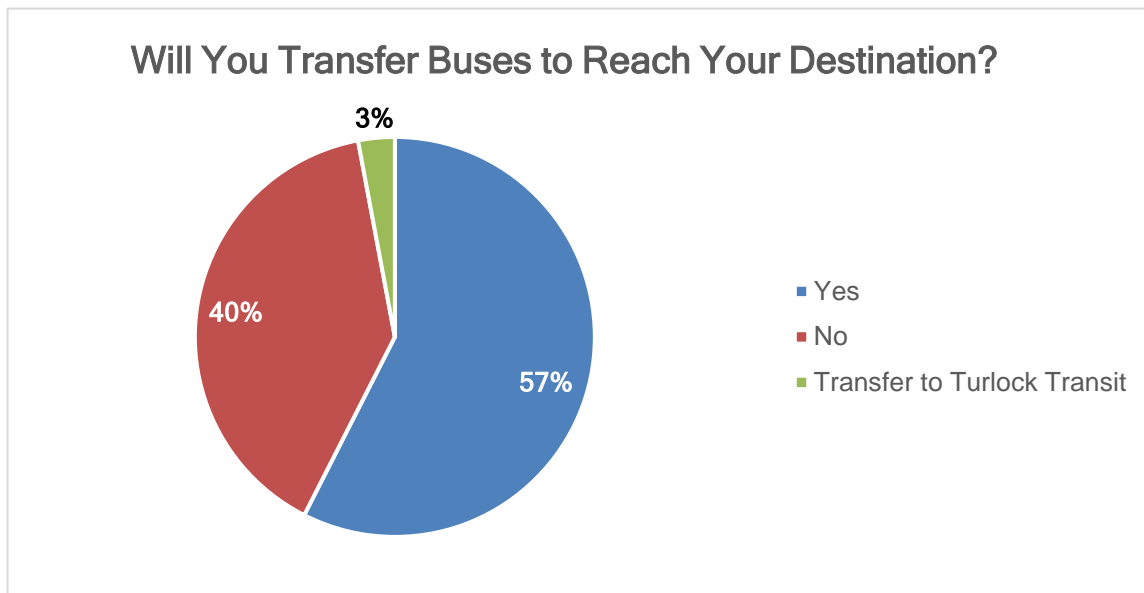
Figure 2-2 Passenger Trip Purpose



TRANSFERS

Surveyed riders were asked if they had to transfer to another bus at any point to complete their trip. Out of 463 respondents to this question, 57% needed to transfer at least once to reach their destination as shown in Figure 3.

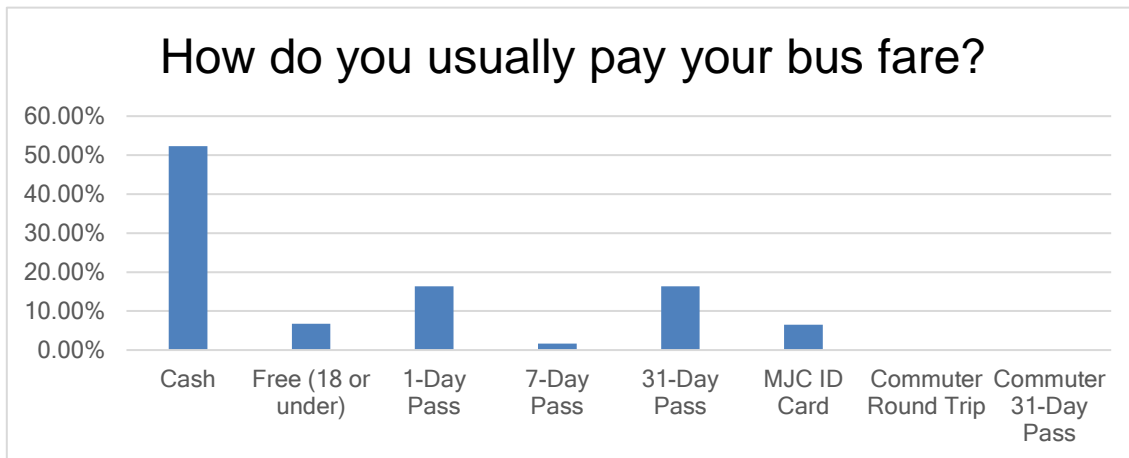
Figure 2-3 Transfers



PAYMENT METHOD

Surveyed riders were also asked about their preferred methods for paying their bus fare. Over half of all riders (52%) identified cash as their form of payment and another 16% identified a day pass as their payment form. Cash payments can only be accepted on the bus for a day pass. Thus, a total of 68% of riders opt for a same-day travel payment method. The second most common response was the 31-day pass with 16% of respondents using that payment form.

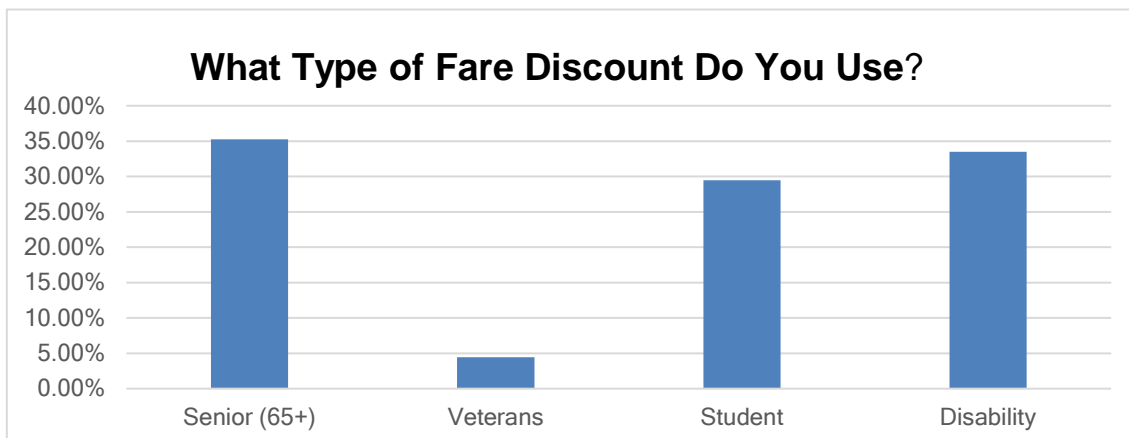
Figure 2-4 Fare Payment Method



FARE DISCOUNTS

In a follow-up question, respondents were asked if they qualified for a discounted fare. Of the respondents, 224 riders identified themselves as eligible. Such discounts are offered to seniors aged 65 and older, individuals with a disability, veterans with proper identification, and individuals with Medicare cards. Also included in fare discounts are Youth (ages 0-18) who travel fare-free and students at Modest Junior College presenting a valid student ID card.

Figure 2-5 Fare Discounts



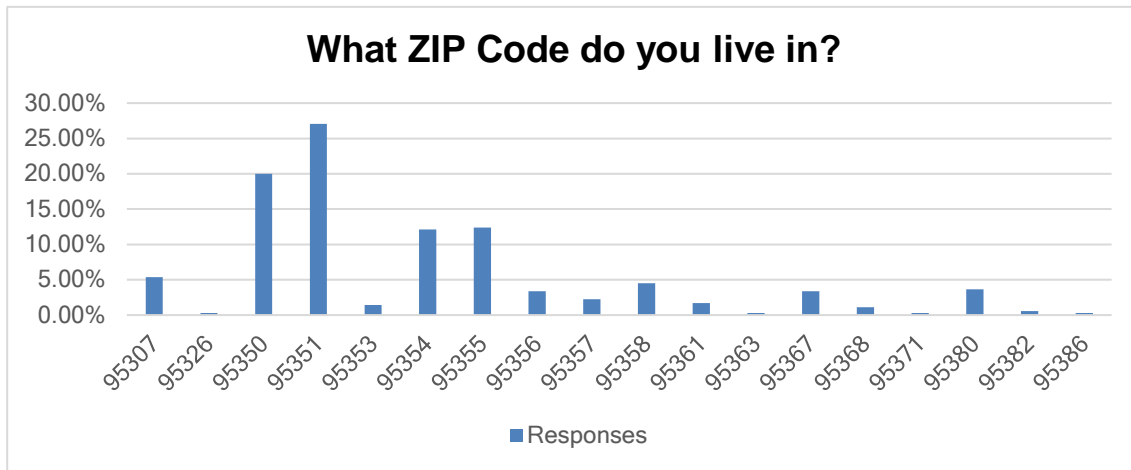
3. Customer Profile

The survey also gathered demographic data on transit riders to better understand our current clientele.

WHERE DO YOU LIVE?

Respondents were asked to provide the zip code where they live. Respondents came from throughout the region, with most, unsurprisingly, living in Modesto the largest population base in Stanislaus County. Many respondents chose not to respond to this question, a common occurrence we encountered whenever personal information was requested.

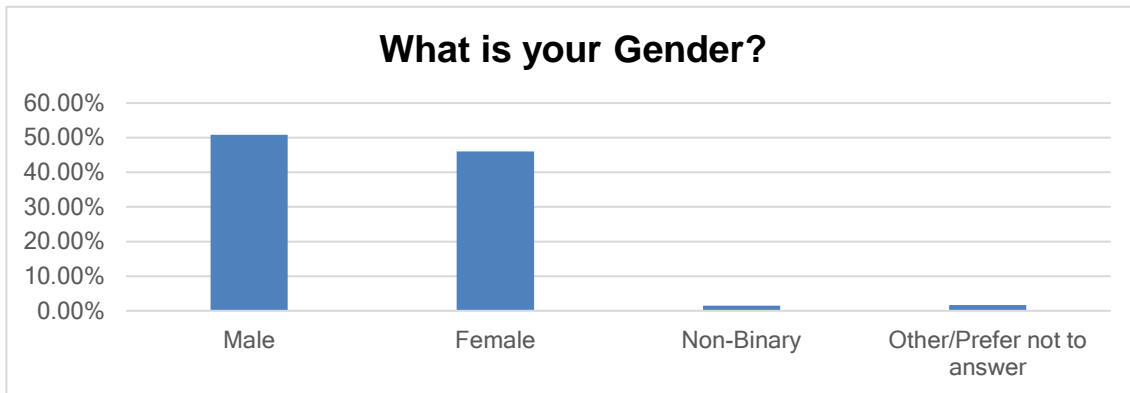
Figure 3-1 ZIP Code of Residence



GENDER

Respondents were asked to provide the gender with which they identified. Of 411 responses, riders identified as male 51%, female 46%, and 3% either opted not to answer or identified themselves as non-binary. The breakdown mirrors the gender balance nationally.

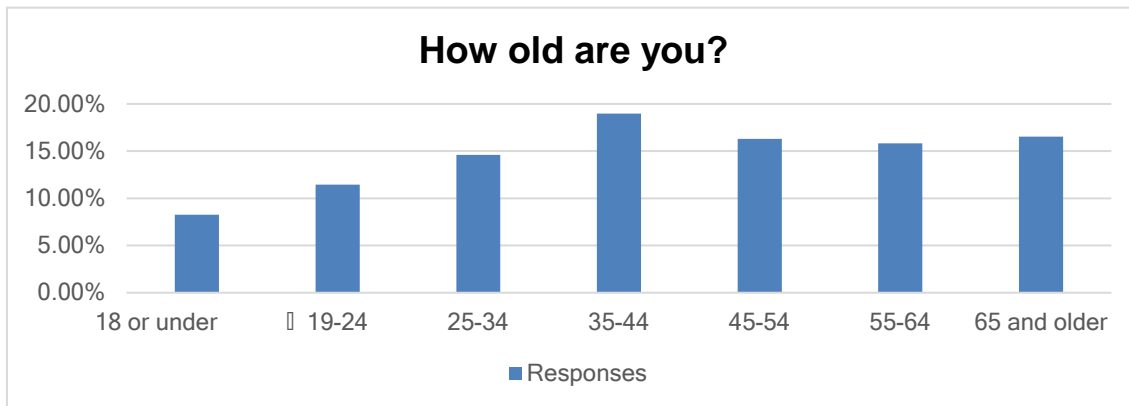
Figure 3-2 Rider Gender



AGE

Respondents were also asked to provide their ages. The age ranges used in the survey were aligned with data gathered by the Census Bureau. Rider age was well-distributed with 35-44 year-olds comprising the largest age group with 78 responses (19%). The next largest age group was seniors aged 65 and older with 68 responses (16.5%).

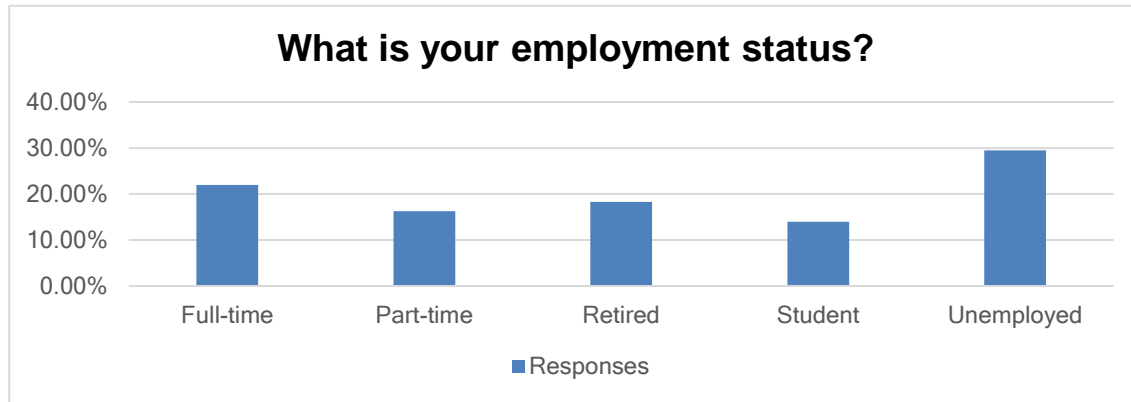
Figure 3-3 Rider Age



EMPLOYMENT STATUS

Respondents were also asked to provide their ages. The age ranges used in the survey were aligned with data gathered by the Census Bureau. Rider age was well-distributed with 35-44 year olds comprising the largest age group with 78 responses (19%). The next largest age group was seniors aged 65 and older with 68 responses (16.5%).

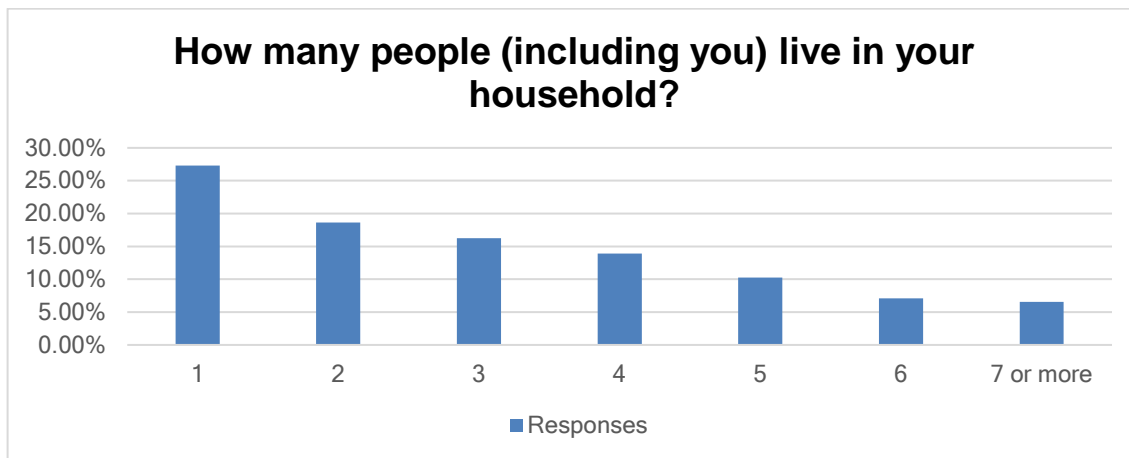
Figure 3-4 Employment



HOUSEHOLD SIZE

Respondents were also asked to provide their ages. The age ranges used in the survey were aligned with data gathered by the Census Bureau. Rider age was well-distributed with 35-44 year olds comprising the largest age group with 78 responses (19%). The next largest age group was seniors aged 65 and older with 68 responses (16.5%).

Figure 3-5 Household Size



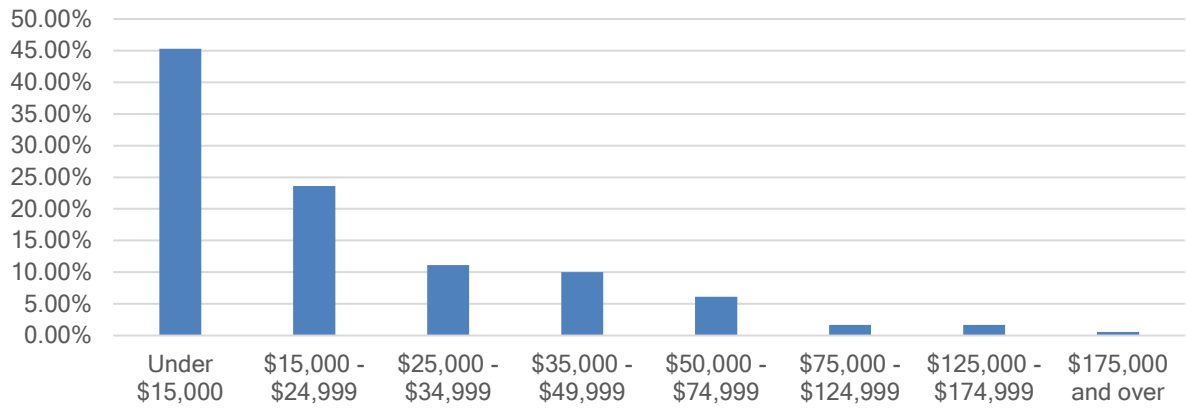
INCOME

Over 87% of riders reported household incomes under \$50,00 with 41% stating their household income was under \$15,000, the federal definition for poverty.

Figure 3-6 Household Income



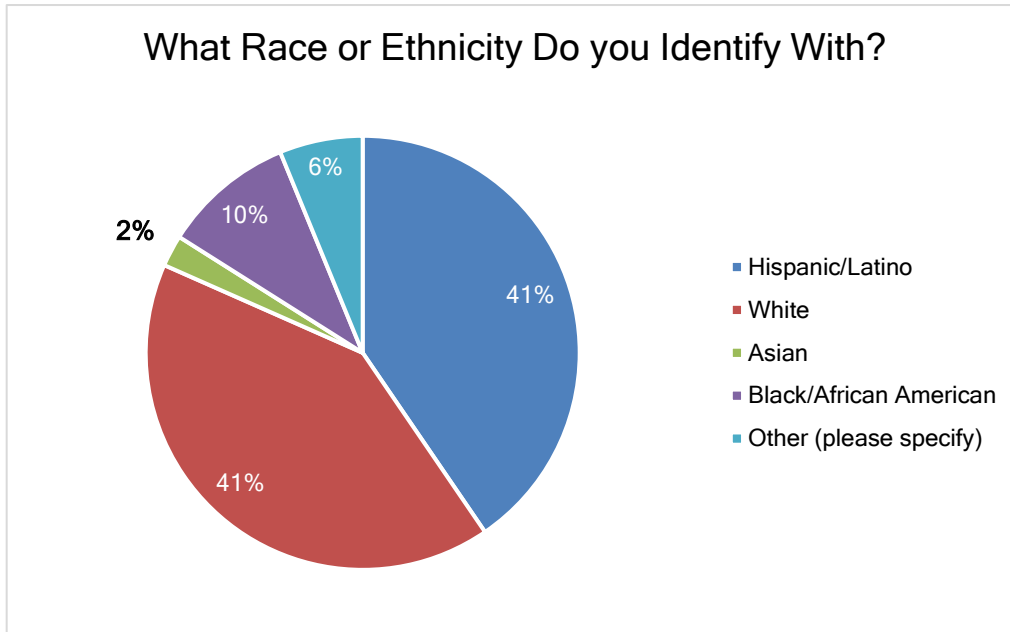
What is your approximate household income?



RACE/ETHNICITY

Among survey respondents, riders identify primarily as Hispanic (44%) or White (42%) with 11% identifying as black or African-American and 2.5% identifying as Asian.

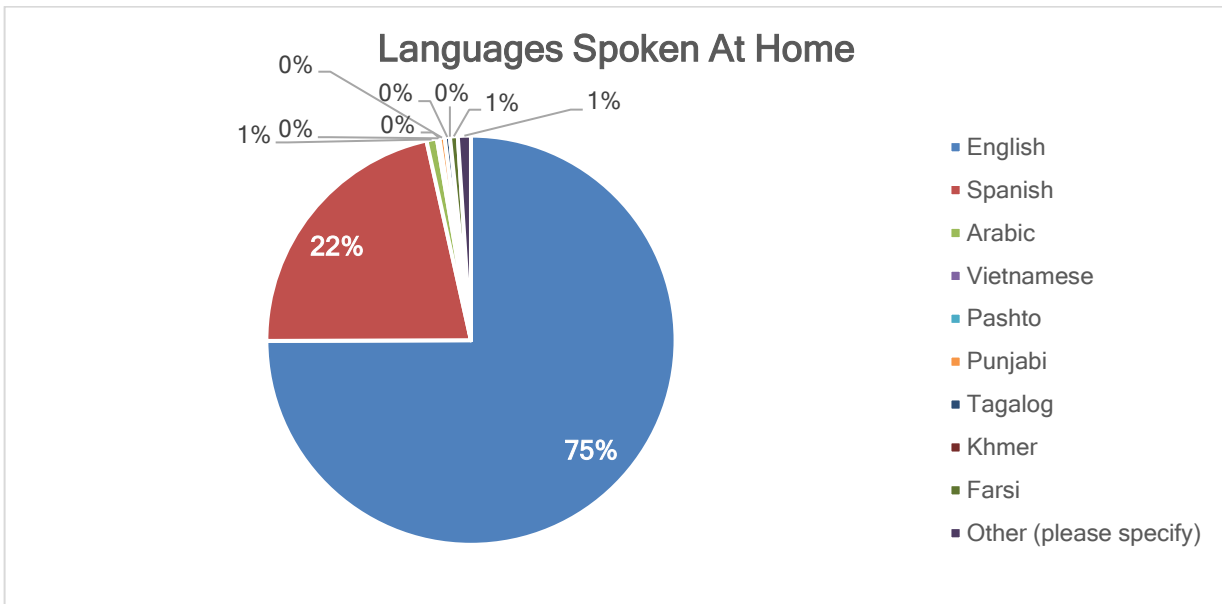
Figure 3-7 Passenger Ethnicity



LANGUAGE SPOKEN IN HOME

When queried about languages spoken in the home, all 410 respondents to the question, replied either English (89%) or Spanish (25.6%). Respondents were allowed to enter more than one response to this question. Riders who speak less commonly reported languages were asked to list them under the category other. Some of the languages mentioned included Arabic (0.98%), Farsi (0.73%), Punjabi (0.49%) and Farsi (0.49%).

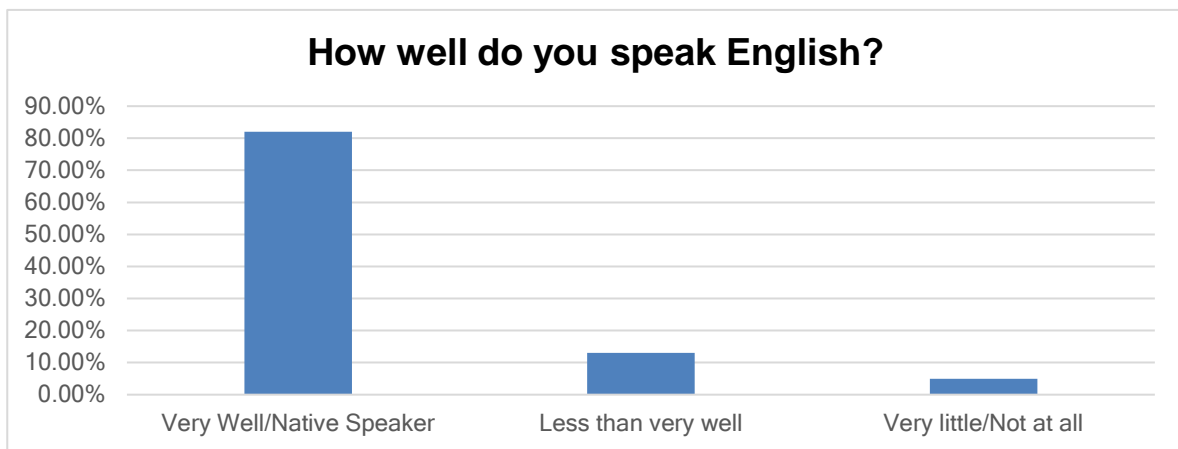
Figure 3-8 Language Spoken in the Home



ENGLISH PROFICIENCY

The multi-lingual riders identified in this survey effort tend to be proficient in English, as shown in Figure 3-9. This result is likely influenced by selection bias and underestimates the percentage of riders with limited English proficiency, as the group of passengers who responded to the printed survey was biased towards those passengers who felt confident taking the survey. The survey was offered in Spanish, but most surveyors were not Spanish speaking and the survey was not available in other languages.

Figure 3-9 English Proficiency



4. Customer Satisfaction

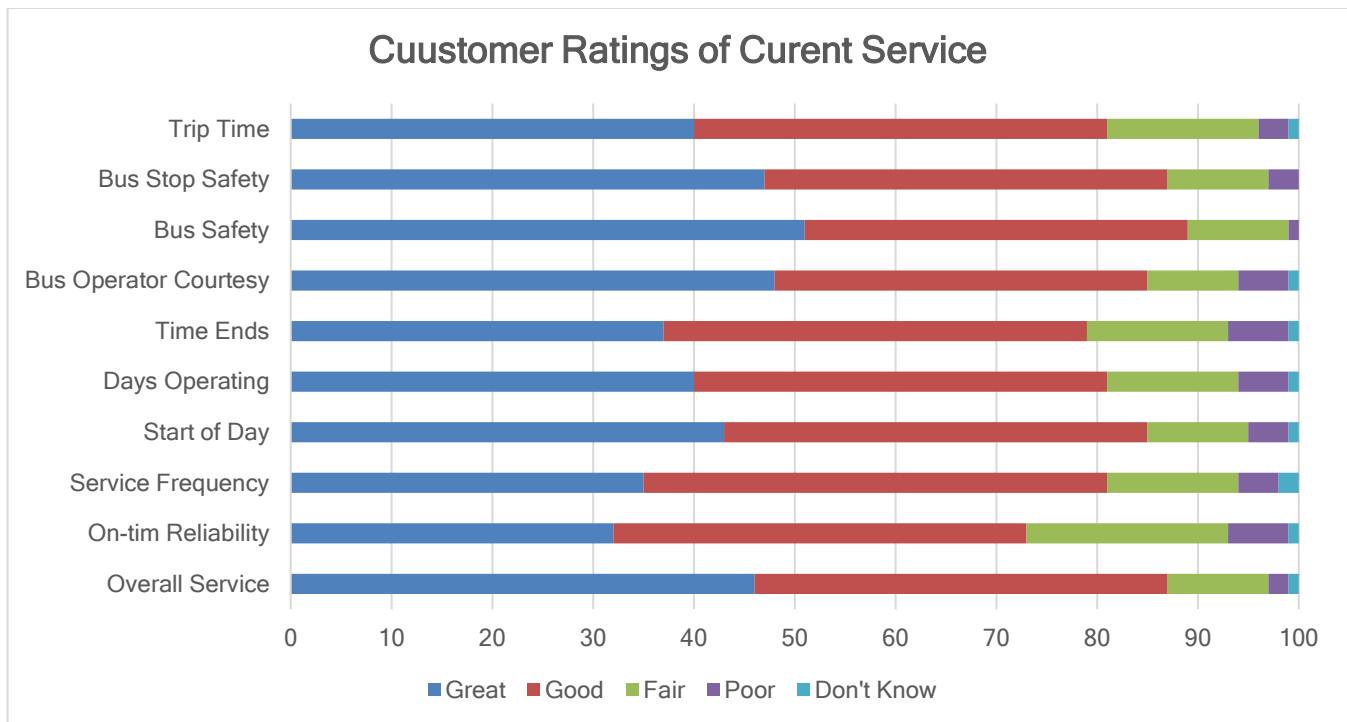
It is important for every transit provider to determine how satisfied its passengers are with their system. Satisfaction levels help the agency target where and how to start addressing its issues. Additionally, satisfaction levels can help determine how quickly an identified issue needs to be addressed. All of this information is valuable when evaluating how to improve the delivery of attractive and convenient services. The survey included a series of nine questions measuring aspects of The S's current service. The key takeaways from this portion of the survey include:

- Overall satisfaction, 87% rated the service as great or good
- Safety on the Bus was rated at 89%
- Bus Stop Safety was closed behind scoring 87%
- Start Hours 85%, End Hours only 77%
- Bus Operator Courtesy also scored high with an 86% approval rating

RATE THE QUALITY OF THE S SERVICE

The summary of rider responses is captured in Figure 4-1 below.

Figure 4-1 Satisfaction with Current Service

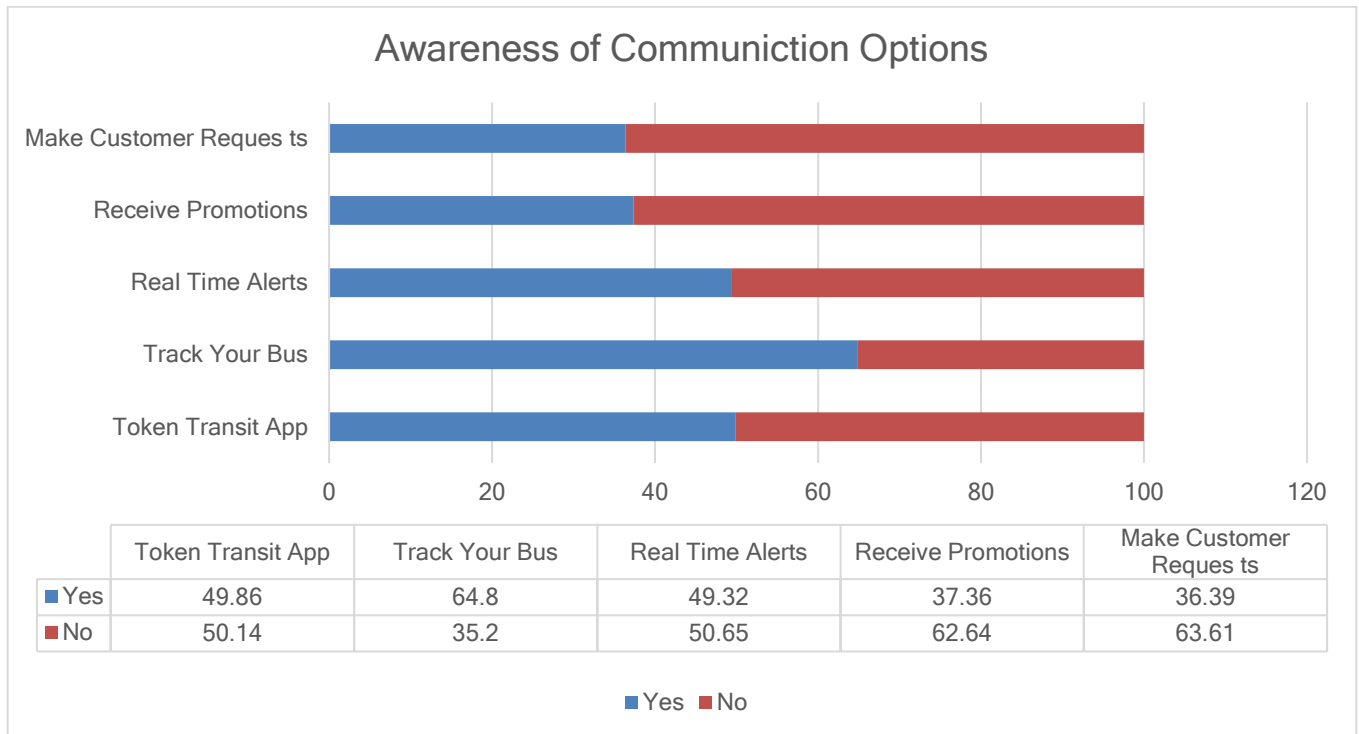


5. Technology Use

Modern transit systems employ an array of technologies to make it easier for riders to ride the bus. These systems include online payment apps, real-time tracking of the bus heading toward your stop, customer request portals, social media, and system alert feeds. Together these technologies provide the rider with a tool for almost every conceivable transit need. Understanding how passengers access information can inform a longer-term marketing and communication strategy for The S to increase ridership and overall satisfaction

These tools are only useful, however, when the rider is knowledgeable of their availability and chooses to make use of them. In an era when most individuals (97%) have mobile phones and 85 % have smartphones, according to the Pew Research Center, the relevant question is not whether an individual has access to technology, but whether they have awareness of the tools available. In a series of five questions, the survey tested rider awareness of The S's various technology tools.

Figure 5-1 Technology and Communication Tools



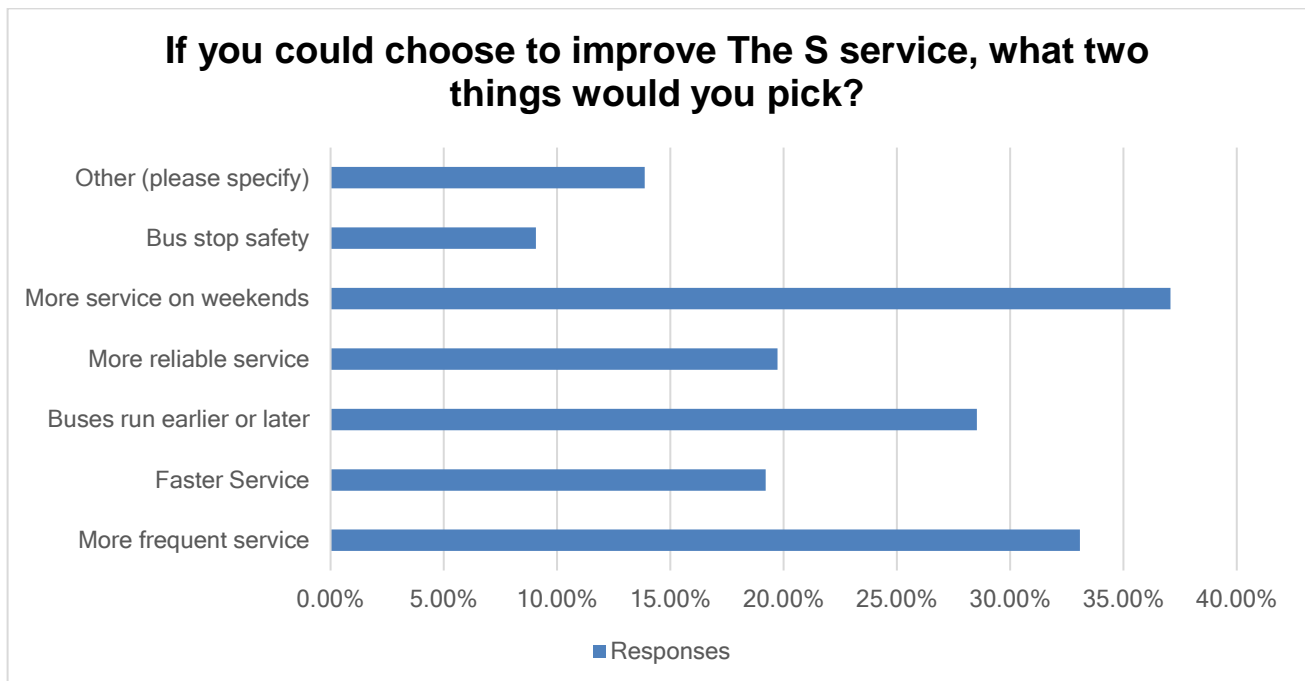
6. Desired System Improvements

Determining the improvements needed to sustain and increase ridership on The S was especially important to StanRTA during this survey period. The information gained here will be incorporated into the system planning work underway on The S Vision 2032 comprehensive operational assessment.

The survey asked riders to choose two things to improve The S service. The response rates are shown in Figure 6-1. Of the 375 responses to this question, the top requests were for additional weekend service (38%), more frequent bus service (33%), and improved on-time performance (29%). These preferences align with the opinions riders expressed on the current service. This information has been incorporated into the work being conducted on The S Vision 2032 comprehensive operational assessment.

The request for additional weekend service reflects at least two current system constraints. At present, the former StaRT bus routes do not operate on Sundays. The Saturday service on these routes as well as the former MAX routes operates with far less frequency than on weekdays. The potential of increasing weekend service headways addresses both the preference for more service as well as the stated desire for increased service frequency.

Figure 6-1 Preferred Improvements to The S Services





Appendix A – Survey Instrument

The survey form, prepared in English and Spanish, follows.



Thank you for taking this survey. All information you provide is anonymous. We survey riders every three years. The S is required to survey riders to get demographic data and to learn about rider use and needs. This information informs our policies and makes sure our services comply with Federal Title VI policies.

Route:

1. **What service are you riding right now?**
 The S Fixed Route ACE Commuter
 BART Commuter Stockton Express
2. **On average, how often do you ride transit services?**
 3-7 days a week Several days a month
 1-2 days a week Less than once a month
3. **How do you usually pay your bus fare?**
 Cash 31-Day Pass
 1-Day Pass Commuter Round Trip
 MJC ID Card Commuter 31-Day Pass
 7-Day Pass Free (18 or under)
4. **Do you pay a discounted fare under any of these fare categories? (Mark all that apply)**
 Senior (65+) Veterans
 Student Disability
5. **What MAX or StaRT Services did you use before July 2021? (Mark all that apply)**
 MAX Fixed Route Newman Dial-A-Ride
 StaRT Fixed Route Oakdale Dial-A-Ride
 MAX BART Commuter Patterson Dial-A-Ride
 StaRT BART Commuter Riverbank Dial-A-Ride
 ACE Commuter Express Eastside Shuttle
 MADAR Turlock Shuttle
 StaRT ADA Paratransit Waterford Shuttle
 Medivan Other _____
6. **How did you pay your fare before July 2021?**
 Single Trip (Cash) ACE Express 1-Way
 1-Day Pass ACE Express 20-Ride
 7-Day Pass Stockton Express 1-Way
 31-Day Pass Stockton Express Round Trip
 20-Ride Card Stockton Express 7-Day Pass
 \$10 Fast Fare Stockton Express 31-Day Pass
 BART 1-Way MADAR or ADA Paratransit
 BART Round Trip Dial-a-Ride/Shuttle 1-Way
 BART 31-Day Dial-a-Ride/Shuttle Surcharge
7. **What are the places you will accessing by bus today?**
 My home Healthcare Place of worship
 Work Recreation Business
 School Shopping Other _____
8. **Will you switch bus routes to get where you are going?**
 Yes, I will also ride Route(s) _____ No
 Transfer to Turlock Transit Other _____
9. **How old are you?**
 18 or under 35-44 45-54 65 and older
 19-24 25-34 55-64
10. **What is your gender?**
 Male Non-Binary
 Female Other/Prefer not to answer
11. **What Zip Code do you live in?** _____

12. **Are you aware of these The S technology options? (Circle all that apply)**
 Y N Buy and pay your fare on Token Transit app
 Y N Look up where your bus is and when it will arrive
 Y N Receive real time service alerts
 Y N Follow The S promotions, events and activities?
 Y N An Online customer request portal?
 13. **What is your employment status? (Check all that apply)**
 Full-time Retired Student
 Part-time Unemployed
 14. **How many people (including you) live in your household?**

 15. **What is your approximate household income?**
 Under \$15,000 \$ 50,000 - \$ 74,999
 \$15,000 - \$24,999 \$ 75,000 - \$124,999
 \$25,000 - \$34,999 \$125,000 - \$174,999
 \$35,000 - \$49,999 \$175,000 and over
 16. **How well do you speak English?**
 Very Well/Native Speaker
 Less than very well
 Very little/Not at all
 17. **What race/ethnicity do you identify with? (Check all that apply)**
 Hispanic/Latino Middle Eastern/North African
 White American Indian/Alaska Native
 Asian Native Hawaiian/Pacific Islander
 Black/African American Other _____
 18. **What language(s) are spoken in your home?**
 English Spanish Arabic Pashto
 Vietnamese Punjabi Tagalog Khmer
 Farsi Other _____
 19. **Please rate The S services on the following qualities:**
- | | Great | Good | Fair | Poor | Don't Know |
|-----------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| The S Service Overall | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| On-time Reliability | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Frequency of Service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Time Service Begins | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Days The S Operates | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Time Service Ends | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Driver Courtesy | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Safety on the Bus | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Bus Stop Safety | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Trip Time | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
20. **If you could choose one thing to improve The S service, what two things would you pick?**
 More frequent service Faster Service
 Buses run earlier or later More reliable service
 More service on weekends Bus stop safety
 Other (specify) _____



Gracias por llenar esta encuesta. Toda la información que usted proporciona es anónima. Encuestamos a los pasajeros cada tres años. "La S" debe encuestarlos para obtener datos demográficos y enterarnos cómo usan y qué necesitan del sistema. Esta información influye nuestras políticas y asegura que nuestros servicios cumplan con la normativa federal del Título VI.

Ruta _____

1. ¿Qué servicio usa para trasladarse ahora?

- Ruta Fija de "La S" Servicio Ferroviario ACE
 Servicio Ferroviario BART Stockton Express

2. Por lo general ¿Con qué frecuencia viaja en transporte público?

- 3 -7 días a la semana Varios días al mes
 1-2 días a la semana Menos de una vez al mes

3. ¿Cómo suele pagar su pasaje de autobús?

- Efectivo Pase de 31 días
 Pase de 1 día Ida y vuelta Frecuente o Diario
 Carnet de MJC Pase Frecuente por 31 días
 Pase de 7 días Gratis (menores de 18 años)

4. ¿Paga con descuento en alguna de estas categorías de tarifa? (Marque todo lo que aplique)

- Adulto Mayor (65+) Veterano FFAA
 Estudiante Incapacitado

5. ¿Qué servicios de MAX o StaRT usó antes de julio de 2021? (Marque todo lo que aplique)

- Ruta Fija de MAX Puerta-a-Puerta de Newman
 Ruta Fija de StaRT Puerta-a-Puerta de Oakdale
 Combinación MAX BART Puerta-a-Puerta de Patterson
 Combinación StaRT BART Puerta-a-Puerta de Riverbank
 Expreso Ferroviario ACE Bus de Conexión del Área Este
 MADAR Bus de Conexión de Turlock
 Transp. Paralelo ADA de StaRT Bus de Conexión de Waterford
 Medivan (Transporte Médico) Otro _____

6. ¿Cómo pagaba su pasaje antes de julio de 2021?

- Viaje Sencillo (Efectivo) Pase en ACE Express-Solo Ida
 Pase por 1 día Pase en ACE Express por 20 viajes
 Pase de 7 días Solo Ida en Stockton Express
 Pase de 31 días Ida y Vuelta en Stockton Express
 Tarjeta por 20 viajes Pase en Stockton Express de 7 días
 Compra Rápida por \$10 Pase en Stockton Express de 31 días
 Pasaje Solo Ida en BART Transporte Paralelo MADAR o ADA
 Ida y vuelta en BART Puerta-a-Puerta/Autobús de Conexión –Solo Ida
 Pase en BART por 31 días Puerta-a-Puerta/Recargo por Autobús de Conexión

7. ¿Cuáles son los lugares a los que llegará en autobús hoy?

- Mi casa Cita Médica Iglesia
 Trabajo Recreación Negocios
 Escuela Compras Otro _____

8. ¿Cambiará Ud. su ruta de autobús para llegar a su destino?

- Sí, también viajaré en Ruta(s) _____ No
 Me transfiero a Turlock Transit Otro _____

9. ¿Qué edad tiene?

- 18 años o menos 35-44 45-54 65 años o más
 19-24 25-34 55-64

10. ¿Cuál es su género?

- Masculino No-Binario
 Femenino Otro/Prefiero no contestar

11. ¿En qué Código Postal reside Ud.? _____

12. ¿Sabía de estas opciones tecnológicas de "La S"? (Circule todo lo que aplique)

- SÍ NO** Puede comprar y pagar su pasaje en-línea (app *Token Transit*)
SÍ NO Ubicar dónde está su autobús y cuándo llegará
SÍ NO Recibir alertas sobre el servicio apenas ocurrán
SÍ NO Enterarse de promociones, eventos y actividades de "La S"
SÍ NO Hay Servicio al Cliente en línea para preguntas, comentarios

13. ¿Cuál es su situación laboral? (Marque todo lo que aplique)

- Tiempo completo Jubilado Estudiante
 Medio Tiempo Desempleado

14. ¿Cuántas personas (incluido usted) viven en su casa?

15. ¿Cuál es su ingreso familiar aproximado?

- Menos de \$15,000 \$ 50,000 - \$ 74,999
 \$15,000 - \$24,999 \$ 75,000 - \$124,999
 \$25,000 - \$34,999 \$125,000 - \$174,999
 \$35,000 - \$49,999 \$175,000 o más

16. ¿Qué tan bien domina el inglés?

- Muy bien o Soy angloparlante nativo
 Más o menos
 Muy poco/Para nada

17. ¿Con qué raza o etnia se identifica? (Marque todo lo que aplique)

- Hispano/Latino Oriente Próximo/Norfricano
 Blanco Natioamericano o de Alaska
 Asiático Nativo de Hawái o Islaño del Pacífico
 Negro/Afroamericano Otro _____

18. ¿Qué idioma(s) se habla(n) en su casa?

- Inglés Español Árabe Pastún
 Vietnamita Panyabi Tagalo Jemer
 Persa Otro _____

19. Califique los servicios de "La S" en las siguientes cualidades:

	Muy Bueno	Bueno	Aceptable	Deficiente	No Sé
Servicio de "La S" en General	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Puntualidad	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frecuencia de Servicio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hora de Inicio del Servicio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Días que Opera "La S"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hora de Cierre del Servicio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cortesía del Chofer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Seguridad en el Autobús	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Seguridad en los Paraderos	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tiempos de Traslado	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

20. Si pudiera elegir algo para mejorar el servicio de "La S" ¿qué dos cosas preferiría?

- Servicio más frecuente Servicio más rápido
 Que los buses corran más temprano o hasta más tarde
 Servicio en el que se pueda fiar
 Más servicio en fin de semana
 Seguridad en los paraderos del autobús
 Otro (specify) _____

*Disparate Burden and
Disproportionate Impact Policy*

STANISLAUS REGIONAL TRANSIT AUTHORITY

RESOLUTION 2022-062

RESOLUTION ADOPTING MAJOR SERVICE CHANGE, DISPARATE IMPACT, AND DISPROPORTIONATE BURDEN POLICIES REQUIRED FOR COMPLIANCE WITH TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

WHEREAS, the Stanislaus Regional Transit Authority (“Authority”) is a joint powers agency whose members are the City of Modesto and the County of Stanislaus, and which was created to consolidate transit services countywide with the exception of the City of Turlock; and

WHEREAS, Title VI of the Civil Rights Act of 1964 requires recipients of Federal grants and other federal financial assistance to operate their programs and services in a nondiscriminatory manner without regard to race, color or national origin; and

WHEREAS, the Federal Transit Administration (FTA) issued Circular FTA C4702.1B, effective October 1, 2021, setting forth requirements and guidelines for Title VI compliance; and

WHEREAS, as set forth in the above-referenced Circular, the Board of Directors is required to adopt policies to guide the equitable distribution of The S services; and

WHEREAS, The S is also required to adopt policies to define when a service change is sufficiently broad or large to necessitate a review of its potential impacts on minority and low-income populations and to define when a fare change or major service change will have a disparate impact on minority populations or impose a disproportionate burden on low-income populations; and

WHEREAS, as set forth by the Circular, transit providers that operate 50 or more fixed route vehicles in peak service and are located in a UZA of 200,000 or more in population are required to conduct fare equity analyses of all fare changes to determine whether those changes will create a discriminatory impact or burden on riders based on race, color, or national origin or income.

NOW, THEREFORE, BE IT RESOLVED, the Board of Directors hereby approves the definition of “Major Service Change,” and adopts the Disparate Impact and Disproportionate Burden policies, attached hereto as Exhibit “A”.

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The foregoing Resolution was introduced at a regular meeting of the Stanislaus Regional Transit Authority, on the 26th day of May 2022. A motion was made and seconded to adopt the foregoing Resolution. Motion carried and the Resolution was adopted

MEETING DATE: **May 26, 2022**



JENNY KENOYER, CHAIR

ATTEST:



ADAM BARTH, CHIEF EXECUTIVE OFFICER

Service Monitoring Report

Service Monitoring Requirements

FTA requires transit providers with more than 50 fixed route vehicles in service at peak periods and a UZA exceeding 200,000 residents to monitor the performance of their transit system relative to their system-wide service standards and service policies (i.e., vehicle load, vehicle assignment, transit amenities, etc.) not less than every three years. The City of Modesto was not subject to this requirement. The StanRTA, which will be subject to this requirement will provide a report of its monitoring program in the next report for the period 2021-2024.

Route Designations

As part of the Title VI service monitoring and evaluation process, each bus route is designated as either a “minority route” or a “non-minority route.” StanRTA, as a newly established joint powers authority in July 2021, is in the process of restructuring routes and operations to meld the former Modesto Area Express (MAX) and Stanislaus Regional Transit (StaRT) into a cohesive transit system. As an outcome of the Comprehensive Operational Analysis (COA) currently underway, the StanRTA will launch a redesigned system in 2023. It will conform with the FTA route designation requirements.

Per FTA Circular 4702.1B: *Minority Transit Route* means a route that has at least 1/3 of its total revenue mileage in a Census block or block group, or traffic analysis zone(s) with a percentage of minority population that exceeds the percentage of minority population in the transit service area. A recipient may supplement this service area data with route-specific ridership data in cases where ridership does not reflect the characteristics of the census block, block group, or traffic analysis zone.

StanRTA’s new route system will also provide equitable service in low-income communities throughout its service area. These communities, in general, have the density to support fixed-route service. Where fixed route service may not be viable, StanRTA is committed to providing demand responsive services. The current, MAX/StaRT legacy system provides a combination of 21 routes that are designated as minority routes; 26 routes are low-income routes. These designations are shown in the following table and maps.

Service Standards

Pursuant to requirements set forth in FTA Circular 4702.1B, StanRTA must establish and monitor its performance using quantitative Service Standards and qualitative Service Policies. These service standards contained herein are used to develop and maintain efficient and effective fixed-route transit service. The Service Standards adopted by the StanRTA follow in this Appendix.

STANISLAUS REGIONAL TRANSIT AUTHORITY

RESOLUTION 2022-068

**RESOLUTION APPROVING STANISLAUS REGIONAL TRANSIT AUTHORITY
SERVICE GUIDELINES AS REQUIRED BY TITLE VI**

WHEREAS, the Stanislaus Regional Transit Authority (“Authority”) is a joint powers agency whose members are the City of Modesto and the County of Stanislaus, and which was created to consolidate transit services countywide with the exception of the City of Turlock; and

WHEREAS, the Federal Transit Administration (FTA) issued Circular FTA C4702.1B (Circular), effective October 1, 2012, setting forth requirements and guidelines for compliance with Title VI of the Civil Rights Act of 1964 (Title VI), which ensures that public services, including transportation, are provided in a nondiscriminatory manner; and

WHEREAS, in order to comply with Title VI requirements and guidelines in the Circular, the Authority must adopt system-wide service standards and policies, and monitor compliance therewith at least every three years; and

WHEREAS, the proposed standards and policies set forth in the Stanislaus Regional Transit Authority Service Guidelines, are consistent with Title VI requirements; and

WHEREAS, the proposed service standards were presented at the May 26, 2022, Board of Directors meeting; and

WHEREAS, the proposed service standards were presented to the Technical Advisory Committee (TAC) on June 10, 2022, and to the Comprehensive Operational Analysis (COA) Community Advisory Committee (CCAC) on June 2, 2022.

NOW, THEREFORE, BE IT RESOLVED, the Board of Directors hereby approves the Stanislaus Regional Transit Authority Service Guidelines attached hereto as Attachment “A.”

The foregoing Resolution was introduced at a regular meeting of the Stanislaus Regional Transit Authority, on the 23rd day of June 2022. A motion was made and seconded to adopt the foregoing Resolution. The Motion was carried and the Resolution was adopted.

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MEETING DATE: **June 23, 2022**


JENNY KENOYER, CHAIR

ATTEST:



ADAM BARTH, CHIEF EXECUTIVE OFFICER

Stanislaus Regional Transit Authority

Service Guidelines

May 2022



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1 INTRODUCTION

PURPOSE OF THIS DOCUMENT

Service guidelines are used throughout the transit industry to guide the development of new services and modification of existing services. Service guidelines are also used to measure how services are performing according to an agency's goals and expectations. Service guidelines, called service standards at some agencies, allow for transparency in the service planning process, and provide guidance on when changes to service might be warranted and what types of changes are appropriate.

This document serves several purposes. First, it documents the mission, vision, and goals that guided the development of the service guidelines. Second, it documents the service guidelines that were developed.

The service guidelines in this document are presented in three parts:

- **Service Delivery** - Provides guidelines on what type of transit service should be provided
- **Route Design Guidelines** - Provides consideration for effective fixed routes design
- **Service Performance Guidelines** - Provides guidance on how service should be scheduled and performance metrics

Connection to Other Documents

There are other service guidelines that are being developed through separate efforts. These efforts will provide additional guidance for The S, including:

- Title VI Program 2019-2022
 - EJ: Vehicle assignments/Distribution of transit amenities
 - Disparate Impact and Disparate Burden Policies/Impact of policy, service, or practice is proportionate to all communities
 - Performance Standards and Monitoring
 - Equitable distribution of service
- Bus Stop Investment Prioritization Plan
 - Placement and spacing of bus stops

The Title VI Plan is required by the Federal Transit Administration and is maintained to ensure equitable outcomes for low-income and minority populations, with considerations for environmental justice and the distribution of assets throughout The S's service area. Guidelines in this document are intended to work in coordination with the Title VI Plan and do not supersede it.

The Bus Stop Investment Prioritization Plan is underway as a part of the Short Range Transit Plan effort and will include additional guidelines that can be incorporated into future data analysis planning efforts. The plan also develops standards for bus stop amenities based on multiple measures.

WHAT IS A SERVICE GUIDELINE?

In the context of this document, we refrain from calling anything a “standard” and instead use the term “service guideline”. We use this term to recognize that while these are best practices and goals that The S should strive to meet, we also recognize that there may be exceptions or specific circumstances where deviating from the guideline may be appropriate.

Service guidelines should not be viewed as an absolute rule. If a service does not meet a guideline, it is merely an indicator to perform a closer examination of the operation. Individual routes or services may not necessarily meet all service guidelines, and that can be okay if the collective needs of the system are being considered. For example, there may be a route that does not meet the boardings per revenue hour guideline but should continue to operate because it provides a vital connection to an employment center for the community.

HOW WERE THESE SERVICE GUIDELINES DEVELOPED?

Since this is The S's first set of service guidelines, the guidelines were predominantly based on industry best practices, found in the following documents:

- “Best Practices in Evaluating Transit Performance Report” prepared for the Florida Department of Transportation
- “Best Practices in Transit Service Planning” prepared for the Florida Department of Transportation Research Center
- TCRP Synthesis 10, “Bus Route Evaluation Standards, A Synthesis of Transit Practice”
- TCRP Report 47, “A Handbook for Measuring Customer Satisfaction and Service Quality”
- TCRP Report 88, “A Guidebook for Developing a Transit Performance-Measurement System”
- TCRP Report 124, “Guidebook for Measuring, Assessing, and Improving Performance of Demand-Response Transportation”
- TCRP Report 136, “Guidebook for Rural Demand-Response Transportation: Measuring, Assessing, and Improving Performance”

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- TCRP Synthesis 137, “Transit Service Guidelines”, 2019
- Transit Capacity and Quality of Service Manual, Third Edition
- U.S. DOT National Transit Database. “2018 National Transit Summaries and Trends”. Office of Budget and Policy, 2019

Consideration was given to examining service standards/guidelines at other agencies in the region and ultimately rejected. Many agencies are still in recovery mode from the pandemic and/or continuing to operate reduced service limiting the value of drawing comparisons. These service standards/guidelines may be modified to reflect post-pandemic travel patterns.

We suggest this service guidelines document be reviewed and updated periodically, particularly as travel patterns normalize in the post-COVID environment.

HOW SHOULD THESE SERVICE GUIDELINES BE USED?

The service guidelines contained in this document should be used whenever service changes are being planned. The S should regularly refer to these service guidelines when measuring the performance of the system, and when changes to the network are being explored.

2 MISSION, VISION, AND GOALS

This chapter documents the proposed mission, vision, and goals of The S, which guided the development of the service guidelines. The goals were developed using the feedback received from the triennial on-board survey that The S administered in April 2022. It is recommended that the mission, vision, and goals be reviewed during the next update of this document.

UNDERSTANDING KEY TERMS

- Mission: The reason your organization exists
- Vision: What your organization aims to achieve in the long term
- Goals: How your organization will achieve its vision (priorities for your organization)

MISSION

To provide a high quality, safe and efficient transportation system that enhances the quality of life, improves the environment, and promotes economic vitality

VISION

The Authority is a mobility leader, providing transportation choices and a sustainable future that meets the needs of our diverse communities

GOALS

1. Mobility: Connect individuals to locations they want to travel to
2. Ease of Use: Provide a system that's accessible and easy to use
3. Safety: Provide safe transportation for passengers, employees, and the community
4. Economic vitality: Support the region's growth by providing access to jobs, education, and commerce
5. Customer Service: Provide consistent excellence in customer service
6. Environment: Support sustainability through innovation, transportation and alternative fuel technologies

3 SERVICE DELIVERY GUIDELINES

This chapter presents the service delivery and route design service guidelines for The S. This chapter does not include guidelines for complementary ADA paratransit or non-emergency medical transportation service.

The **route design** section includes guidelines based on best practices for designing fixed route service.

Providing the appropriate type of service for the environment in which it operates.

Fixed route transit is the mode most often associated with public transit. With fixed route service, buses drive a fixed alignment at regular intervals, picking up and dropping off passengers along the way. Fixed route service relies on moderate to high levels of population and density to be successful. Areas with small populations or low density are very difficult to serve efficiently and often are good candidates for demand response service.

In lower population and/or lower-density areas, **demand response** service is an alternative way to provide shared rides. Riders call ahead or use an app if available, to book their trip. Riders are given a pickup window, and during that time, a vehicle will pick them up at the curb and deliver them to their desired destination. Demand response can include both **complementary ADA paratransit** service and **general public demand response** service.

The distinctions between ADA paratransit and general public demand response are:

- **Complementary ADA paratransit** is mandated by the Americans with Disabilities Act (ADA) of 1990. This service must be provided within $\frac{3}{4}$ of a mile of all regularly operated fixed routes (commuter routes are exempt) and must operate when the fixed route network is operational. Individuals must be ADA certified to book a trip that is considered an ADA paratransit trip. Fares must not exceed two times the regular fare for a comparable fixed route trip. An agency can choose to expand eligibility to ADA paratransit to include seniors; however, that is not required by federal law. Further, the provision of ADA paratransit trips **MUST** have priority over other similar, but not required by statute, services, or trips for individuals. ADA paratransit trips cannot be denied, provided the

individual books the trip at least a day prior to the date of travel. Same day service is not a requirement and is considered supplementary. For example, a person cannot be denied a trip that is complementary to the fixed route service and scheduled at least a day prior, but if the agency is also providing same day service to ADA eligible individuals, access to that service may be limited.

- **General public demand response** may be open to all without eligibility requirements or have conditions to ride. Conditions must be applied on an equal basis. For example, if service is offered to people above age 65, all people over 65 are eligible regardless of ADA eligibility status. The boundaries of demand response service are flexible and not geographically tied to fixed-route service. The agency can impose any restrictions it desires on the service (e.g., number of trips per month) to match the resources it has available to provide the service. Fares can be set at any level and do not need to match fixed-route fares. Trips can be denied if demand exceeds capacity and scheduled service can be more limited than what a fixed route would provide.

In rural areas, an **alternative service delivery model** may be more appropriate so that agency resources (vehicles and operators) are used in areas with more demand. This can include working with existing agencies in Stanislaus County to be a transportation provider.

The S can coordinate with these organizations to ensure people who live outside of areas that have fixed route or demand response service have access to transportation. Potential organizations to partner with include, but are not limited to:

- **MOVE** - A Consolidated Transportation Services Agency that coordinates volunteer driver programs and veterans' transportation
- **StanCOG** - A government agency that contracts with Dibs to provide transportation demand management services. Dibs helps individuals find transportation by helping to form carpools/vanpools and providing subsidies for van rentals.

There are no service guidelines in this document for the alternative service delivery model.

GUIDELINES

Fixed route and demand response service should be provided in a way that balances efficiency, service productivity, and customer access. Service levels should be appropriate for the built environment and expected level of demand. Fixed route service should be provided in areas where it is expected to perform financially better than demand response. Where feasible, general public demand response should not duplicate local service being provided by fixed route and complementary ADA paratransit.

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Cities with populations of more than 40,000 people should be considered for fixed route service. In cities with a population of between 10,000 and 40,000, general public demand response should be considered for providing local transportation. If demand and the built environment support it, intercity fixed route service that connects people in smaller population centers to larger regional destination centers can also be provided. Cities/towns with less than 10,000 people should be considered for an alternative service delivery model, as described above.

4 ROUTE DESIGN GUIDELINES

This chapter presents guidance on effective route design based on best practices.

Transit routes should be designed with some basic principles in mind. The following is a list of recommended best practices for developing a fixed route.

GUIDELINES

High quality transit service follows four principles:

- Service should be **simple** to understand and use.
- Service should be located where the most transit **demand potential** exists.
- Service should be **direct** and take people where they are going with few route deviations.
- Service should **minimize service duplication** on the same corridors.

Simple

Transit service should be easy for people to understand and use. To the extent possible, this includes:

- Routes with bi-directional service, without large, one-way loops
- Routes that
- Routes that have one alignment throughout the day,
 - Trips that serve a school off the main road, or do not serve the entire length of the route can be confusing and require extra planning work for riders to confirm they're on the right bus
- Schedules that are legible and easy to understand
 - When schedules are designed around clockface cycles, they are easier to remember

Demand Potential

Transit works best when routes serve areas where the likelihood of transit ridership is high. This includes areas with high housing and/or employment density, areas with low-income households, and where car ownership is low. Transit routes that serve many destinations are more likely to meet more needs than routes that connect to few

destinations. Larger population centers are more likely to support higher-frequency transit service, which reduces waiting time.

Direct

Riders prefer more direct transit routes because they maximize the average speed of the bus and minimize travel time. Faster bus service makes travel time more competitive with personal vehicles.

Route deviations should be limited to major destinations such as shopping centers, employment sites, medical centers, schools, etc. In these cases, the benefits of deviating service from the main route must be weighed against the inconvenience caused to passengers already on board. Route deviations may also be considered when pedestrian access to a large trip generator is unsafe due to a lack of infrastructure.

In most cases, where route deviations are provided, they should operate for the entire service period. Exceptions are during times when the sites that the route deviations serve have no activity—for example, route deviations to high schools do not need to be in place on weekends.

Minimize Service Duplication

Operating overlapping service is costly and riders must check multiple schedules to see when the next bus is coming or how far they can ride it. In some areas, coordination with Turlock Transit or regional providers may be required. In areas where route duplication is necessary due to road design, offsetting schedules to allow for greater frequency in a core area is one way to improve service in a particular corridor. Otherwise, routes should be spaced at least a half-mile apart on parallel corridors where possible so that the routes are not competing for the same riders.

5 SERVICE PERFORMANCE GUIDELINES

This chapter presents the service performance guidelines for The S's fixed route and demand response services. There are no guidelines for complementary ADA paratransit, non-emergency medical transportation service, or coordination with human service agencies.

SERVICE CATEGORIZATION

The S service performance guidelines use the following categories so like services can be compared with each other:

- **Fixed Route**
 - **High Frequency:** Routes that provide a higher level of service along a high ridership corridor, with frequencies of at least 15 minutes during the peak and 30 minutes during off-peak.
 - **Local:** Routes that generally provide travel within a community, and transportation between major transfer points, employment centers, shopping areas, and other points of interest.
 - **Intercity Connector:** Routes that provide service between towns and cities.
 - **Commuter:** Routes that provide express (limited stop) service during limited, high demand hours

- **Demand Response:** Service open to the public that is provided on-demand and within defined zones. Passengers must call to book trips in advance and are transported from the curb to their destination, or only to specified destinations. The boundaries of the zones in which people can travel vary throughout the county.

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Figure 1 Routes or Service by Category (April 2022)

Category	Route name/number
High Frequency	21
Local	22, 23, 24, 25, 26, 28, 29, 30, 31, 32, 33, 36, 37, 38, 41, 42, 44
Intercity Connector	10, 15, 35, 40, 45E, 45W, 60, 61
Commuter	ACE Commuter Express, BART Commuter Express, Route C, Stockton Commuter Express
Demand Response	Newman Dial-A-Ride (DAR), Oakdale DAR, Patterson DAR, Riverbank DAR, Eastside Shuttle, Turlock/Modesto Shuttle, Waterford/Modesto Shuttle

The service performance guidelines can be divided into three main categories, Quality Service, Effective Service, and Efficient Service, summarized below in Figure 2. The table also shows which service guidelines apply to fixed route and demand response. These guidelines are described in more detail in subsequent sections of this chapter.

Figure 2 Summary of Service Guidelines

Category	Service Guideline	Fixed Route	Demand Response
Quality Service	Span of Service	✓	✓
	Service Frequency	✓	
	Customer Satisfaction	✓	✓
	Response Time (to answer the phone)	✓	✓
Effective Service	On-Time Performance	✓	✓
	Passenger Load	✓	✓
Efficient Service	Boardings per Revenue Hour/Boardings per trip	✓	✓
	Cost per Boarding	✓	✓

QUALITY SERVICE GUIDELINES

The service guidelines in this category are designed to assess the quality of service that is being provided. Specifically, these guidelines can answer questions like:

- When can people expect service?
- How often will the bus come?
- Are there problems that need to be addressed?

Span of Service

What It Is

When service is available, including days of the week, and hours in the day.

Discussion

Useful transit service operates when individuals want and need to travel. As such, service should be provided during normal travel periods. Service that goes from morning until the evening, and operates seven days a week, ensures individuals can use the service for all travel needs, including work, school, healthcare, and recreational/social trips.

Guidelines

The guidelines developed in the table below are the minimum spans of service that should be provided. Though transit is more expensive on a per passenger basis on weekends due to generally lower overall ridership, more consistency in service between weekdays and weekends promotes transit ridership for more trip purposes than traditional commuting.

Figure 3 Minimum Spans of Service Guidelines by Type of Service

Category	Weekday	Saturday	Sunday
High Frequency	6:00 AM – 9:00 PM	8:00 AM – 8:00 PM	8:00 AM – 6:00 PM
Local	6:00 AM – 9:00 PM	8:00 AM – 8:00 PM	8:00 AM – 6:00 PM
Intercity Connector	6:00 AM – 8:00 PM	8:00 AM – 6:00 PM	8:00 AM – 6:00 PM
Commuter	2 AM, 2 PM trips	-	-
Demand Response	8:00 AM – 6:00 PM	8:00 AM – 6:00 PM	8:00 AM – 6:00 PM

Service Frequency

What It Is

How often the bus comes

Discussion

In general, frequencies, or “headways” (the time between buses at the same location) are established to accommodate passenger volumes. Route frequency can be adjusted throughout the day or by the day of the week to correspond with ridership levels.

The correlation between better frequency and higher ridership is well documented. In the United States, service that comes at least every 15 minutes allows people to travel when they want to travel and reduces common barriers to riding, such as having to read the schedule and worrying about being late if you miss a bus. Ridership gains are generally larger when existing service is infrequent (30 minutes or longer). Ridership gains are generally lower when existing service is already somewhat frequent (e.g., every 20 minutes).

However, frequency is adjusted throughout the day to meet the demand. A network with 15-minute service on all routes, all day, every day is very expensive to operate. Furthermore, there are often peak times when more frequent service is a better investment.

In Stanislaus County, there is no morning or evening peak in ridership during traditional commute windows. Instead, ridership is relatively consistent throughout the day with the highest ridership happening at about 2:00 PM. Currently, The S operates its peak frequency from the start of service until 6:00 PM on most routes and at a reduced off-peak frequency after 6:00 PM.

Trip planning becomes more complicated the less often a bus is scheduled to come. Figuring out when a return trip is possible must be understood before the first trip is made, unlike a private automobile. Service that comes less than every hour is often considered lifeline service. Routes with only a few trips per day are usually reserved for specialized trip purposes like commuting.

Guidelines

The table below recommends policy headways by type of service and time period. This is the maximum allowable headway that will allow passengers to travel throughout the service area without having to wait for long periods between transit services.

Figure 4 Frequency Guidelines by Route Category

Category	Minimum Peak Headway	Minimum Off-Peak Headway
High Frequency	15 minutes	30 minutes
Local	30 minutes	60 minutes
Intercity Connector	60 minutes	60 minutes
Commuter	N/A	N/A

Frequencies should be increased as needed to address capacity issues (see Passenger Load service guideline in next section), exceeding minimum headway recommendations as needed

Customer Satisfaction

What It Is

Positive feedback from riders. Positive customer satisfaction is correlated with retaining current riders, attracting new riders, and promoting the agency in the community.

Discussion

Trends in customer feedback can alert the agency to the areas in which it is succeeding and when or where targeted changes may be needed. Some feedback may be easy to correct quickly, such as a bus stop sign that's been knocked down. Complaints about a trip consistently arriving late, or a stop being inaccessible for someone in a mobility device may require more work to correct but are also important.

People associate good transit customer service with these categories¹:

- Reliability and dependability
- Responsiveness to concerns
- Competence in providing the service
- Ease of access to people who can help
- Courtesy
- Communication (providing information that makes sense to the riders)
- Credibility in having the customers' best interests at heart
- Feeling safe, and free from danger and risk
- Understanding the customer and making an effort to understand their needs

Guidelines

Complaints are often the first sign of customer dissatisfaction. As such, the service guidelines were developed as follows:

- Fewer than 1 complaint per 5,000 passengers relating to the provision of service. This should be monitored at both the route-level and system level for fixed-route service. Routes with higher levels of complaints than others should be flagged for further investigation.
- Fewer than 1 complaint per 1,000 demand response passengers relating to the provision of service. This should be monitored at both the route-level and system level.
- The customer filing the complaint should be contacted within 24 hours of making the complaint.

¹ https://www.trb.org/publications/tcrp/tcrp_rpt_47-a.pdf, page 11

- Customer service should respond to complaints requesting a response within five (5) working days the complaint is received.
- Complaints should be closed out within 14 working days of filing.

How It's Measured

Review all customer complaints received by phone, email, and via the website.

- Compute monthly the ratio of complaints using APC data for fixed route service and reservations data for demand response.

Response Time

What It Is

How long someone waits on the phone before a call is answered by a customer service representative.

Discussion

Long hold times negatively impact the customer experience. Fixed route customers calling to request assistance to plan a trip may miss their bus or fail to make a connection if they cannot speak timely with an operator. For demand response customers that must speak with a customer service agent to book their trip, long hold times may inadvertently suppress travel demand. The unintended consequence of long hold times can result in the violation of the Americans with Disabilities Act (ADA).

Guidelines

Calls to customer service are taken off hold within 180 seconds, 95% of the time.

Response times are measured separately for fixed route and demand response services.

How It's Measured

Track monthly using a summary report of daily call logs

EFFECTIVE SERVICE GUIDELINES

The service guidelines in this category are designed to assess the effectiveness of the service being provided. This includes questions like:

- Is the service operating reliably?

- Are the conditions on board the vehicle comfortable for passengers?

On-time performance

What It Is

The S measures on-time performance differently for demand response and fixed route service.

For fixed route, on-time performance is computed at the vehicle level by comparing timepoints on the schedule with the actual time the bus departs the stop.

For demand response, on-time performance is measured for each person's trip, based on scheduled versus actual pick-up time.

Discussion

Reliability, or having buses arrive on-time, is an important operating practice.

For fixed route, most transit agencies define a bus as on-time if it departs five minutes or less after the scheduled time. Early departures should not be allowed and are not considered on-time (the exception to this would be drop-off only stops for commuter routes). The aggregation of all comparisons of actual versus scheduled departure time generates the on-time percentage for a given route. The on-time performance goals for fixed route service are documented in the next section.

For ADA paratransit demand response, most transit agencies define a trip as on-time if the passenger is picked up within the 30-minute pick-up window they are provided. This definition was used to measure on-time performance in the Existing Conditions Report for this project. General public demand response does not need to follow the ADA complementary paratransit definition for on-time. As a starting point, the general public demand response service can use this same definition. However, this can be examined and refined to better meet customer and agency expectations.

Guidelines

Fixed Route

- High Frequency, Local, and Intercity Connector routes: 85% on-time.
 - This is measured by the trip, but also for timepoints published in the schedule.

A bus is considered on-time if it departs, stops zero minutes early, and up to five minutes after the scheduled time.

- Commuter routes: 85% on-time arrival

A bus is considered on-time if it departs stops zero minutes early and up to five minutes after the scheduled time. At final drop-off-only stops, buses may depart before scheduled timepoints.

Demand Response

- 95% on-time performance

Each individual pickup must occur within the designated 30-minute pick-up window to be counted as on-time, 15-minutes before the scheduled trip, and 15-minutes after.

How It's Measured

- For fixed route: Typically measured using Automatic Vehicle Location (AVL) systems
- For demand response: Measured using AVL systems. Currently, The S uses Ecolane software to monitor trips and on-time performance.

Strategies to Address

Fixed Route

It is important to track on-time performance and identify if there are:

- Specific trips consistently under 85% on-time; or
- Routes consistently under 85% on-time by day of the week.

If a pattern can be ascertained for about a month and it persists, determine:

- Can the running time be updated for the route without changes to staff or vehicle levels?
- Is another vehicle required to keep running as scheduled? If so, are any routes available for interlining to preserve efficiencies?
- Is there a street design or land use solution? In other words, would the problem be resolved if the stop were moved, or if a traffic light cycle was adjusted by five seconds? Identifying partners is often essential to implement this type of solution.
- Is the AVL data correct? Loop routes and routes in areas with tall buildings are known to cause the software to read as though the bus has arrived early or departed early.
- Is the route too long? Long routes increase the likelihood of the bus getting stuck in traffic and getting delayed. In some instances, splitting a route into two routes may improve on-time performance.

Demand Response

For demand response, it is important to track if there are consistent issues during specific times of the day or days of the week. This can help to isolate whether the problems are systematic or isolated. Poor on-time performance can be caused by

inefficient or inflexible scheduling, traffic congestion, an imbalance of vehicles or operators to demand, improper calibration of scheduling systems (manual or computer), and customer pickup issues (e.g., having trouble locating the customer, customer not being ready when the vehicle arrives).

Passenger Load

What It Is

Passenger load is the number of passengers on a bus at a given time. Passenger load is typically measured as a ratio of passengers to seating capacity.

$$\text{Load Factor} = \frac{\text{total seated + standing capacity}}{\text{seating capacity of the vehicle}}$$

Discussion

While higher load factors would make the most efficient use of resources, care must also be taken to ensure buses do not become too overcrowded and create an uncomfortable riding experience for passengers. This indicator should be used to determine how many trips must be scheduled for each direction of travel to avoid crowded riding conditions. It is common for transit systems to apply different load factors during peak and off-peak service hours or days of the week.

Future planning efforts may introduce a peak and off-peak load factor.

Riders of high frequency routes often travel shorter distances over local roads at lower speeds, making the option of standing tenable. For routes that travel on roads with high speed limits, or where trip lengths are long, customers prefer having a seat for the trip.

Guidelines

A load factor of 1.0 means all seats on the bus are taken, and there are no standees.

Figure 5 Maximum Passenger Load Guidelines

Category	Max load factor (not to exceed)
High Frequency	1.5
Local	1.25
Intercity Connector	1.0
Commuter	1.0
Demand Response	1.0

How It's Measured

The number of passengers on board (typically measured using an APC system and sometimes supplemented with farebox data) compared to Original Equipment Manufacturer (OEM) seating capacity of the vehicle operating the trip in question.

Load factors should be measured on a monthly or quarterly basis to provide a robust enough sample size to normalize against any one-off capacity constraints.

Strategies to Address

If it is a single trip that is consistently operating above an acceptable load factor, using a vehicle that can carry a larger number of people should be the first consideration. Adding an extra vehicle to cover that trip (a tripper) is a more expensive option.

If multiple consecutive trips are consistently operating above the maximum load factor, increasing the frequency of service can help distribute the passenger load among trips.

EFFICIENT SERVICE GUIDELINES

The service guidelines in this category are designed to assess how efficiently the service is operating.

Boardings per Revenue Hour/Boardings per Trip

What It Is

Boardings per revenue hour measures how many passengers were transported in an hour of service.

Boardings per trip measures how many passengers were transported on a single one-way vehicle trip.

Discussion

Both boardings per revenue hour and boardings per trip both measure productivity. Which one you use depends on the type of service.

Use boardings per revenue hour for:

- Fixed routes with regular, all-day service (local and intercity connector routes predominantly)
- Demand response services

Use boardings per trip for:

- Fixed routes with infrequent service (less frequent than one trip an hour) or just a few trips a day (mostly commuter routes)

Boardings per revenue hour is one of the most widely used productivity measures in the transit industry because driver wages often make up a large share of the cost of running transit service. It is also a metric in which having guidelines rather than standards is so important because of real world operating conditions.

It is one of the best performance indicators that can help agencies understand where they should target increased levels of service, modifications to routes, or work with other agencies to address more structural issues in the road network.

Fixed Route

It is expected that some services or routes may operate below their expected target. Routes performing below the guidelines for their service category should be analyzed by service planners. Issues due to the accessibility of bus stops, safety concerns, construction, or a lack of pedestrian/bicycle infrastructure will have one set of solutions. Buses that are running when people want to ride, or when land use growth patterns have changed will require different approaches.

In more rural or lower-density areas where network coverage is important to the community, performance is expected to be lower. Providing essential coverage to keep people on the transit network is okay when aligned with agency objectives and financial realities can maintain the service.

Demand Response

Demand response in Stanislaus County serves the general public and ADA paratransit customers. ADA paratransit riders are comingled with general public riders on the same vehicles. The merger of the MAX and StaRT systems led to confusion among riders, which will be addressed in this planning process.

Ultimately, demand response service is not beholden to the same FTA regulations as complementary ADA service to the fixed route system. Demand response trips booked as ADA trips go above ADA requirements by including policies around trips denials, pick-up, and drop-off windows, and amount of time on the vehicle that exist for fixed-route paratransit.

With limited vehicles, scheduled ADA-trips take precedence over trips scheduled by the general public. With rider demand of the general public potentially being suppressed due to limited resources (vehicles or operators), we expect the boardings per revenue hour to reflect boardings closer to average complementary ADA paratransit performance, which is about two riders per revenue hour.²

Factors that can increase boardings per revenue hour on demand response include:

- Smaller geographic zones

² TCRC Synthesis 139: Transit Service Evaluation. 2019.

- Greater emphasis on all trip purposes
- Shortening the wait time between scheduling a trip and the ride
- Ease of scheduling

Guidelines

Figure 6 Minimum Target for Boardings per Revenue Hour by Category

Category	Boardings Per Revenue Hour	Boardings Per Trip
High Frequency	25	N/A
Local	10 if the route has existed for less than 5 years 15 if the route has existed for 5 years or more	N/A
Intercity Connector		N/A
Commuter	N/A	20
Demand Response	2.5	N/A

Thresholds adapted from *Best Practices in Evaluating Transit Performance Report*³

How It's Measured

Boardings per revenue hour is computed as the number of passengers divided by the number of revenue hours. The revenue hours must include any layover and recovery time for the route, in addition to the time when the vehicle is in service. Boardings data is typically obtained from farebox or APC data.

Boardings per trip is computed as the number of passengers divided by the number of one way vehicle trips provided. The boardings data is typically obtained from farebox or APC data.

Strategies to Address

For fixed routes performing under the productivity guidelines, try:

- Modifying the service span to only provide service where there is ridership
- Modifying the route to serve new markets or major activity centers and reduce any route duplication
- Reducing the frequency of service to match observed demand
- Investigating if there are issues with accessing bus stops, including safety concerns, construction, or a lack of pedestrian/bicycle infrastructure

³ <https://www.fdot.gov/docs/default-source/transit/Pages/BestPracticesinEvaluatingTransitPerformanceFinalReport.pdf>

For demand response, low productivity can be caused by numerous problems including:

- Lack of awareness from the public that the service exists - Marketing and outreach can improve public awareness and generate ridership for the service
- Scheduling issues - Are shift changes or driver breaks staggered or do they occur at one time? Are trips going to the same area being grouped together?
- Customer no shows or cancellations - Is there a high rate of no-shows and late cancellations?
- Vehicle availability - Are there too many vehicles being operated and not enough demand?

Tracking performance for each demand response service can help to understand trends that may be specific to a given region and/or identify if issues are occurring during specific times of day or day of the week.

Cost per Boarding

What It Is

Cost per boarding is a way to measure how much it costs to transport one person on a single one-way trip.

Discussion

Fixed Route

Nationally, in urbanized areas under one million people, operating cost per passenger trip ranged between \$5.88 and \$11.38 in 2018 between the 25th and 75th percent of agencies.⁴ Adjusted for inflation, the high end of that range is \$13.48 per passenger trip in 2022. Urban transit agencies that also serve suburban and rural geographies are expected to be on the higher end of the spectrum because they cover more miles to reach fewer people in lower-density areas.

As a regional transit provider, The S operates in urban, densely populated areas like the City of Modesto, as well as rural communities like Empire and Hughson. These intercity routes increase the overall cost per rider on fixed route.

Demand Response

Demand response service can be deployed in many ways. Many factors can make a service more expensive to operate, just as many factors contribute to the demand to ride the service.

⁴ US DOT NTS: https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/ntd/data-product/134401/2018-ntst_1.pdf

The S currently operates two demand response models: Point-to-point Dial-A-Rides, where people can go anywhere in the zone; and scheduled-point Shuttles. A first-/last-miles service is also a common use of demand response.

Factors that contribute to costs include:

- Policies that influence the number of vehicles (size of zones, eligibility)
- Software
- Fare
- Whether drivers need CDL licenses

Factors that contribute to demand include:

- Ease of use of scheduling, canceling and modifying a trip
- Ease of taking a trip
- Usefulness of zones

In general, demand response is deployed where running fixed routes would be cost prohibitive for the expected level of productivity, or where productivity would be low because of density and population size. Therefore, we expect demand response to cost more than fixed route service, but to be a better investment than low-productivity fixed routes.

Demand for service can be artificially constrained by the resources available to run the service or if the model of demand response doesn't match rider needs. The S currently prioritizes ADA paratransit trips and has large, overlapping service zones. Where zones are smaller, costs per boarding are lower.

More vehicles will mean shorter wait times, but can only improve ridership to a certain extent since demand response is deployed in areas with lower populations and densities. If average trip lengths are short, fewer vehicles can be deployed to cover smaller zones.

With driver shortages across the United States, some agencies are turning to smaller vehicles in rural areas where drivers do not have to meet the same licensing requirements needed to drive larger buses. This may be another avenue worth exploring for reducing costs to provide service where passenger loads are likely to remain low.

Guidelines

Fixed Route

The S should work towards a systemwide average of \$18 per boarding, with a goal of under \$10 per boarding for high frequency local routes. This higher systemwide average takes into account the more rural nature of the service area.

Demand Response

Point-to-point style demand response service in areas that can support this type of service delivery should aim to be under \$40 per boarding.

Software that will dynamically dispatch to allow people to schedule trips on the same day and get picked up in under an hour should be tested to improve ridership and reduce costs per boarding.

Strategies to Address

Because The S serves a large area, fixed route costs can be managed by maintaining a balance between routes in urban areas that have lower costs with the higher costs expected on routes that cover longer distances in lower density areas.

At the route level, changes to demand by time of day may indicate an adjustment of service frequency or service span. Changes to key destinations on routes may also indicate a route needs to be updated.

Demand response costs per boarding can be modified by adjusting the type of demand response service, the zone size, scheduling policies, eligibility criteria, vehicles available per zone, and types of drivers needed to provide the service.

Any demand response service whose costs are within 10% of the cost of complementary ADA paratransit should be analyzed for modification. Long-term low performance signifies services should be evaluated as potential candidates for alternative service delivery models, such as coordination with human service agencies, and non-emergency medical transportation.

6 NEXT STEPS

Service Guidelines

Stanislaus Regional Transit Authority

The next step of the planning process will be to incorporate feedback from public outreach to develop routes and update service characteristics recommendations.

Governing Board Approval

STANISLAUS REGIONAL TRANSIT AUTHORITY

RESOLUTION 2022-069

RESOLUTION ADOPTING THE 2022 TITLE VI PROGRAM REPORT

WHEREAS, the Stanislaus Regional Transit Authority (“Authority”) is a joint powers agency whose members are the City of Modesto and the County of Stanislaus, and which was created to consolidate transit services countywide with the exception of the City of Turlock; and

WHEREAS, the Federal Transit Administration (FTA) issued Circular FTA C4702.1B (Circular), effective October 1, 2012, setting forth requirements and guidelines for compliance with Title VI of the Civil Rights Act of 1964 (Title VI), which ensures that public services, including transportation, are provided in a nondiscriminatory manner; and

WHEREAS, in order to comply with Title VI requirements and the guidelines in the Circular, all recipients of federal grants and assistance must submit an initial Title VI Program Title VI Program Report; and

WHEREAS, thereafter the Authority is required to submit a Title VI Program Report every three years to evidence continued compliance with the regulations and guidelines; and

WHEREAS, staff has developed a Title VI Program Report, attached hereto as Attachment “A”), evidencing the Authority’s compliance with Title VI; and

WHEREAS, the Title VI Program Report is consistent with Title VI requirements.

NOW, THEREFORE, BE IT RESOLVED, the Board of Directors hereby adopts the StanRTA 2022 Title VI Program attached hereto as Attachment “A”.

BE IT FURTHER RESOLVED that the Board of Directors authorize the Chief Executive Officer or his designee to:

1. Include evidence of the Board’s consideration and approval of the Authority’s Title VI Program in the final StanRTA Title VI Program Report; and
2. Submit the Authority’s final Title VI Program and Triennial Update to the FTA; and
3. Take any other steps necessary to give effect to this Resolution, including responding to any follow-up inquiries from the FTA.

The foregoing Resolution was introduced at a regular meeting of the Stanislaus Regional Transit Authority, on the 23rd day of June 2022. A motion was made and seconded to adopt the foregoing Resolution. The Motion was carried and the Resolution was adopted.


JENNY KENOYER, CHAIR

ATTEST:



ADAM BARTH, CHIEF EXECUTIVE OFFICER