SACRAMENTO
REGIONAL TRANSIT

Title VI Program Update

Final Draft

May 2026

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Chapter 1: Introduction

1.1- SacRT Profile

In 1971, California legislation allocated sales tax money for local and statewide transit service and created the organizational framework for SacRT pursuant to the Sacramento Regional Transit District Act. The Sacramento Regional Transit District (SacRT) began operation on April 1, 1973, with the acquisition of the Sacramento Transit Authority.

An 11-member Board of Directors governs SacRT. The Board is comprised of three members of the Sacramento City Council, three members of the Sacramento County Board of Supervisors, two members of the Elk Grove City Council, and one member each of the Rancho Cordova, Citrus Heights, and Folsom city councils. Board responsibilities include approving contracts, planning service and capital projects, passing ordinances, adopting budgets, appointing committees, and hiring the SacRT General Manager/Chief Executive Officer (GM/CEO). SacRT's GM/CEO carries out the policies and ordinances of the Board, oversees SacRT's day-to-day operations, and appoints the executive management staff positions.

SacRT provides bus and light rail service 365 days a year. Since the beginning of SacRT Light Rail operations in 1987, annual ridership on bus and Light Rail steadily increased from 14 million passengers to 21 million. During the COVID-19 pandemic, annual bus and light rail ridership fell to as low as 8 million before recovering to 17 million passengers as of FY25. SacRT's bus and light rail system is accessible to the disabled community. Additionally, SacRT provides origin-to-destination transportation service (in Accordance with the Americans with Disabilities Act of 1990) for people that are unable to use fixed-route service, called SacRT GO. SacRT also partners with an Adaptive Transportation Network company called UZURV to supplement ADA-paratransit service as need. Beginning FY25, SacRT also launched SacRT Flex which provides origin to destination service to senior, disabled, and low-income riders within specific ride zones in the SacRT service area.

1.2- Requirements and Guidance

As a condition of SacRT's grant agreement with the Federal Transit Administration (FTA) and SacRT's annual certifications and assurances made to the FTA, SacRT is required to submit evidence to the FTA on a triennial basis documenting SacRT's

compliance with requirements set forth in FTA Circular 4702.1B on Title VI of the Civil Rights Act of 1964, which states, in Section 601:

No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

Circular 4703.1 went into effect on August 15, 2012, to provide recipients of FTA financial assistance with guidance to incorporate environmental justice principles into plans, projects, and activities that receive funding from FTA.

Circular 4702.1B went into effect on October 1, 2012, to assist grantees in complying with Title VI of the Civil Rights Act of 1964. The purpose of this Circular is to provide recipients of FTA financial assistance with instructions and guidance necessary to carry out the U.S. Department of Transportation's Title VI regulations (49 CFR part 21).

SacRT's nondiscrimination policy was also formerly governed by executive Orders #12898 on Environmental Justice and #13166 on Limited English Proficiency, both of which were repealed in 2025.

With respect to discrimination on the basis of race, color, or national origin, while the Title VI statute has not changed, the current administration has indicated that a new regulatory interpretation of "discrimination" may be forthcoming. SacRT is anticipating additional guidance from FTA on this issue in the form of a "Dear Colleague" letter and will further revise the Title VI policy once that guidance is provided.

1.3- Checklist of Requirements

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

- Title VI Notice to the Public
- Title VI Complaint Procedure
- Title VI Complaint Form
- List of Transit-Related Title VI Investigations, complaints, and lawsuits
- Public Participation Plan

- Language Assistance Plan
- Table of Non-Elected Committees and Councils
- Subrecipient Monitoring
- Title VI Equity Analyses (Facilities, Service, and/or Fare)
- Board Resolution – Approving Title VI Program
- Service Standards
- Service Policies
- Demographic and Service Profile Maps/Charts
- Demographic Ridership & Travel Patterns (collected by surveys)
- Service Monitoring (including Board Approval)

Chapter 2: General Requirements

2.1- Notice to the Public

Requirement: All recipients must provide a copy of the recipient's Title VI notice to the public that indicates the recipient complies with Title VI and informing members of the public of the protections against discrimination afforded to them by Title VI, as well as a list of locations where the notice is posted.

Response: SacRT publicizes its Title VI notice in public-facing locations including administrative offices, inside buses and trains, and online at www.sacrt.com. A copy of the Title VI notice has been provided in Appendix A. The notices are translated as outlined in the Language Assistance Plan in Appendix D.

2.2- Complaint Procedures and Form

Requirement: All recipients must provide a copy of instructions to the public regarding how to file a Title VI discrimination complaint, including a copy of the complaint form.

Response: A procedure for filing a formal Title VI discrimination complaint can be found online at sacrt.com/rttitlevi/ and may also be obtained by contacting SacRT's Customer Advocacy Department. All complaints of a Title VI nature made through SacRT's ordinary complaints process through the Customer Advocacy Department by phone, mail, email, or web form are also flagged as Title VI complaints.

Once a complaint is submitted, a letter of acknowledgement will be mailed within seven (7) business days. A final, written determination of the outcome of the complaint will occur no later than 30 working days of receipt. If the complaint is not substantiated, the complainant is also advised of his or her right to appeal.

The complaint form and procedure are included in Appendix A. The complaint form and procedure are translated as outlined in the Language Assistance Plan in Appendix D.

2.3- Investigations, Complaints, and Lawsuits

Requirement: All recipients must provide a list of any public transportation-related Title VI investigations, complaints, or lawsuits filed with the recipient since the time of the last submission.

Response: SacRT flags any complaints submitted to the Customer Advocacy Department that may be related to Title VI, regardless of whether the complainant mentioned Title VI. At the preparation of this report, SacRT reviewed complaints filed during the past three-year period (01/01/2023-12/31/2025) and identified 14 Title VI-related complaints. All complaints were investigated and resolved, as shown in Appendix B. No Title VI lawsuits were filed during the same period.

2.4- Public Participation Plan

Requirement: All recipients must provide a Public Participation Plan that includes an outreach strategy for public engagement, such as a description of activities requiring outreach, methods of communication, strategies for in-person engagement, and identification of fully accessible venues, as well as a summary of outreach efforts made since the last Title VI program submission.

Response: SacRT's Public Participation Plan (PPP) has been included as Appendix C.

2.5- Language Assistance Plan

Requirement: All recipients are required to provide a Language Assistance Plan, which specifies policies and procedures for providing language assistance to Limited English Proficiency (LEP) populations, in accordance with U.S. Department of Transportation LEP Guidance.

Response: SacRT's Language Assistance Plan (LAP) has been included as Appendix D.

2.6- Committee and Council Composition

Requirement: Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees and a description of efforts made to encourage the participation of minorities on such committees or councils.

Response: SacRT has one applicable body, the Mobility Advisory Council (MAC), which was established in 2005. The MAC is made up of seventeen seats. Nine seats are designated for affiliates or representatives of agencies or organizations providing services or advocacy for persons with disabilities and/or older adults; these members are nominated to MAC by the designated agency or organization and confirmed by the

SacRT General Manager/CEO. Eight seats are designated for at-large members, of which four are designated for representatives of older adults and four are designated for representatives of persons with disabilities; these members are selected by an interview panel and confirmed by the SacRT GM/CEO. The MAC is currently staffed with 12 members: six representing agency organizations, and six at-large members representing the senior and disabled communities.

Table 1: Mobility Advisory Council Composition

	White/ Caucasian	Hispanic/ Latino	Black/African American	Asian American/ Pacific Islander	Native American/ Alaska Native
SacRT Service Area	41.3%	23.5%	9.4%	17.6%	1.1%
MAC Members	75%	25%	0%	0%	0%

SacRT does its best to ensure a diverse MAC, reflecting representation between seniors and those with varying types of disabilities, as well as minority representation. The MAC's 2026 Work Plan makes this recruitment effort a priority, and interest has been cultivated recently with several agencies and individuals to assist the MAC with this goal.

2.7- Subrecipient Monitoring

Requirement: Primary recipients shall include a description of how the agency monitors its subrecipients for compliance with Title VI, and a schedule of subrecipient Title VI Program submissions. When a subrecipient is also a direct recipient of FTA funds, then that entity reports directly to FTA and the primary recipient is not responsible for monitoring compliance of that subrecipient.

Response: SacRT passes through federal funds from FTA to eight subrecipient agencies; five of which are also direct FTA recipients. In accordance with SacRT's annual certifications and assurances, SacRT monitors subrecipient compliance with applicable federal rules and regulations, including Title VI for all non-direct FTA recipients.

Subrecipient Title VI program status is as follows:

Table 2: Subrecipient Monitoring Status

Agency	Status	Comments
City of Placerville	Approved	Expires 2026
El Dorado Transit	Approved	Expires 2028
Paratransit, Inc.	Under development review	Awaiting submittal

To ensure that SacRT and its subrecipients are following the Title VI requirements, SacRT has developed a Subrecipient Monitoring Plan to manage and direct proper monitoring efforts. The monitoring plan contains elements including, but not limited to:

- Monitoring Purpose
- Process of Analysis
- Communication
- Forms and Checklists, and
- Tracking Records

2.8- Construction Projects

Requirement: If the recipient has chosen the location for a facility, such as a vehicle storage facility, maintenance facility, operation center, etc., the recipient shall include a copy of the Title VI equity analysis conducted during the planning stage regarding the location of the facility.

Response: There have been no construction projects requiring a Title VI equity analysis during the three-year period of this analysis.

2.9- Board Approval

Requirement: A copy of board meeting minutes, resolution, or other appropriate documentation showing the Board of Directors reviewed and approved the Title VI program must be included.

Response: This Title VI Program update document will be made available for 30-day public review on March 1, 2026, and will be presented to the SacRT Board of Directors for review and approval on May 11, 2026. A copy of the resolution approving this document will be furnished to FTA, as required.

Chapter 3: Requirements of Transit Providers

SacRT operates 50 or more fixed-route vehicles in peak service and in an Urbanized Zone Area (UZA) of 200,000 or more in population, therefore SacRT is subject to the requirements in FTA Circular 4702.1B, Chapter IV, as summarized below.

3.1- System-wide Service Standards and Service Policies

Requirement: All fixed-route providers must submit system-wide service standards and system-wide service policies. FTA requires quantitative standards for all fixed-route modes of operation for each of six categories:

- Passenger loading
- Vehicle headways
- On-time performance
- Service availability (coverage)
- Vehicle assignment; and
- Stop/station amenities.

Response: SacRT's Service Standards were adopted by the SacRT Board on August 26, 2013, as Resolution 13-08-0124 after a public review process that began in February 2013. A complete copy of these Service Standards is included as Appendix I. Service Change Policies are not currently required by FTA for non-fixed route service.

3.2- Demographic Maps and Charts

Requirement: Transit providers that operate 50 or more fixed-route vehicles in peak service and are in a UZA of 200,000 or more in population shall include a demographic analysis of the transit provider's service area. This shall include demographic maps and charts completed since submission of the last Title VI program that contains demographic information and service profiles.

Response: Demographic maps and charts meeting FTA specifications are incorporated into SacRT's Service Monitoring Report and are included in Appendix G.

3.3- Demographic Ridership Data

Requirement: Transit providers that operate 50 or more fixed-route vehicles in peak service and are in a UZA of 200,000 or more in population shall include data regarding customer demographics and travel patterns collected from passenger surveys.

Response: SacRT surveyed transit riders on bus routes and light rail trains to provide the required information for the Title VI Program Update, as well as other planning and analysis processes which require rider information. The survey began in March 2025 and concluded in April 2025. Surveys on fixed-route buses concluded with 3,538 responses received and surveys on light rail concluded with 2,560 responses received. The survey report summary and statistics are included in Customer Demographics (Appendix F).

3.4- Service Monitoring Report

Requirement: Transit providers that operate 50 or more fixed-route vehicles in peak service and are in a UZA of 200,000 or more in population shall include results of their program to monitor the performance of their transit system relative to their system-wide service standards and service policies not less than every three years, including evidence that the Board was aware of the results and approved the analysis.

Response: A Title VI Service Monitoring report, prepared in accordance with FTA Circular 4702.1B, is included in this report as Appendix G for review and approval by the SacRT Board.

3.5- Major Service Change Policy

Requirement: Transit providers that operate 50 or more fixed-route vehicles in peak service and are in a UZA of 200,000 or more in population shall include a description of the public engagement process for setting the major service change policy, disparate impact policy, and disproportionate burden policy, as well as a copy of Board meeting minutes or a resolution demonstrating the Board's consideration, awareness, and approval of the major service change policy and disparate impact policy.

Response: SacRT's Service and Fare Change Policies were revised and restated in 2013 to bring SacRT into full compliance with the guidance set forth in FTA Circular 4702.1B. SacRT's Service and Fare Change Policies were developed in conjunction with SacRT's Service Standards, so that public engagement efforts could be combined.

In 2015, SacRT updated and restated its Fare Change Policy as a standalone document, and, accordingly, restated its Service Change Policy as a standalone document; however, there were no changes to SacRT's Major Service Change, Disparate Impact, or Disproportionate Burden definitions, and there have been no changes since the last Title VI Program.

The Service Change Policy, which includes the Major Service Change, Disparate Impact, and Disproportionate Burden Policies, is included as Appendix J, and the Fare Change Policy is Appendix K.

3.6- Service and Fare Equity Analyses

Requirements: Transit providers that operate 50 or more fixed-route vehicles in peak service and are in a UZA of 200,000 or more in population shall include results of equity analyses for any major service changes and/or fare changes implemented since the last Title VI Program submission, as well as a copy of Board meeting minutes or a resolution demonstrating the Board's consideration, awareness, and approval of the equity analysis for any service or fare changes.

Response: Since the 2023 program update, SacRT has undertaken two equity analyses for service changes (see Appendix H).

Table 3: Service and Fare Equity Analyses

Project	Type
August 2024 Service Changes	Service
August 2024 Service Changes (revised)	Service

Chapter 4: Definitions

Table 4 below shows key terms presented in FTA Circular 4702.1B and how those terms are defined by SacRT policies and in this Program Update.

Table 4: Key Terms and Definitions

Term	FTA Circular 4702.1B Guidance	SacRT Definition
Disparate Impact	Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.	A statistically significant disparate impact is determined if a deficiency exceeds 15 percentage points, as defined in the SacRT Service Change Policy.
Disproportionate Burden	Disproportionate burden refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable.	A statistically significant disproportionate burden is determined if a deficiency exceeds 15 percentage points, as defined in the SacRT Service Change Policy.
Limited English Proficient Persons	Limited English Proficient (LEP) persons refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. It includes people who	Consistent with FTA description of Limited English Proficiency as having a limited ability to read, write, speak, or understand English.

Term	FTA Circular 4702.1B Guidance	SacRT Definition
	reported to the U.S. Census that they speak English less than very well, not well, or not at all.	
Low-Income Person	Low-income person means a person whose median household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines. Low-income population refers to any readily identifiable group of low-income persons who live in geographic proximity, and, if circumstances warrant, geographically dispersed/transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed FTA program, policy, or activity.	2022, U.S. Department of Health and Human Services (HHS) poverty guidelines ranged from $13,590 for a single-person household to $46,630 for a household of eight. The poverty guideline for a household of four was $27,750. FTA encourages transit agencies to use a locally developed threshold for low-income status, provided that the threshold is at least as inclusive as the HHS poverty guidelines. SacRT defines low-income status according to the poverty guideline for a household of four, rounded up to the nearest bracket boundary. SacRT will consider household income less than $30,000 to be low-income for this update.
Low Income Transit Route	None	A route where 1/3 or more of the route's miles go

Term	FTA Circular 4702.1B Guidance	SacRT Definition
		through or alongside a low-income area.
Major Service Change	Major Service Change Policy. As described under the Service Equity Analysis for Minority Populations, the transit provider must first identify what constitutes a "major service change" for its system, as only "major service changes" are subject to a service equity analysis. The transit provider's major service change policy will apply to both analyses.	A major service change is defined as follows: • Creation of any new bus route exceeding 150 daily revenue miles; or • Creation of any new light rail route or extension of any existing light rail routes; or Any change to an existing bus or light rail route that affects more than 15 percent of daily revenue miles
Minority Persons	Minority persons include the following:(1) American Indian and Alaska Native, which refers to people having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment. (2) Asian, which refers to people having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, including, for example, Cambodia, China, India,	Anyone who is American Indian or Alaska Native, Asian, Black or African American, Hispanic or Latino, or Native Hawaiian or other Pacific Islander.

Term	FTA Circular 4702.1B Guidance	SacRT Definition
	Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam. (3) Black or African American, which refers to people having origins in any of the Black racial groups of Africa. (4) Hispanic or Latino, which includes persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race. (5) Native Hawaiian or Other Pacific Islander, which refers to people having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.	
Minority Transit Route	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 route where 1/3 or more of the route's miles go through or alongside a minority area.
On-Time Performance	On-time performance is a measure of runs completed as scheduled. This criterion first must define what is considered to be "on time." The percentage of runs completed system-wide or on a particular route or line within the standard must be calculated and measured against the level of performance for the system. For example, a transit provider might	On-time performance for SacRT's bus system is measured at time points. A bus is considered on-time if it leaves its time point between 0 and 5 minutes late. For the last time point on each trip, the arrival time is used instead of the leave time. Trains are

Term	FTA Circular 4702.1B Guidance	SacRT Definition
	define on-time performance as 95 percent of all runs system-wide or on a particular route or line completed within the allowed “on-time” window.	considered on time if they depart 0 to 5 minutes late.

Appendix A: Title VI Notice to the Public, Complaint Procedures, and Complaint Form

Title VI Notice to the Public

Full version *(Title VI Program, website, administrative offices/public-facing lobbies)*

Title VI Notice to the Public

- The **Sacramento Regional Transit District (SacRT)** operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with SacRT**.**
- For more information on **SacRT's** civil rights program or Title VI obligations, the procedures for, or to file a complaint, please contact:

SacRT Customer Advocacy Department
916-321-2877
Email: customeradvocacy@sacrt.com;
Or visit our administrative office at
1225 R Street, Sacramento, CA, 95811
For more information, visit **www.sacrt.com**

- A complaint may also be filed directly with:

Federal Transit Administration, Region IX
Office of Civil Rights
Attention: Complaints Team
East Building, 5th Floor-TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

- If information is needed in another language, contact **916-321-2877**.

Short/abbreviated version *(buses, rail vehicles, posters)*

Title VI Notice to the Public

- The **Sacramento Regional Transit District (SacRT)** complies with Title VI of the Civil Rights Act of 1964. The agency does not discriminate on the basis of race, color, or national origin. To file a complaint or request additional information, visit www.sacrt.com, or contact 916-321-2877 or customeradvocacy@sacrt.com
- If information is needed in another language, contact **916-321-2877**

Title VI Complaint Procedures

Any person who believes he or she has been discriminated against, on the basis of race, color or national origin in the provision of public transportation services may file a Title VI complaint.

The complaint should include the following information:

- Your name, your address and how best to contact you (i.e. telephone number, email address, etc.)
- How, when, where and why you believe you were discriminated against. Please include the location, names and contact information of any witnesses.

If you need more information on SacRT's Title VI complaint process, or assistance with filing a Title VI complaint, please call SacRT's Customer Advocacy Department at 916-321-BUSS (2877), select option 3, then option 6. For more information on SacRT's Title VI program and policy, please contact SacRT Senior Planner, Sarah Poe, at 916-628-7482, or spoe@sacrt.com.

Filing a Title VI Complaint

Complaints must be filed in writing no later than 180 days from the date of the alleged discrimination. Complaints may be submitted to SacRT's Customer Advocacy Department or directly to the Federal Transit Administration Office of Civil Rights. Easily fill out the Title VI Complaint form and submit it online, by mail, or in person.

By Mail-

Sacramento Regional Transit District
P.O.Box 2110
Sacramento, CA 95812

In Person-

Sacramento Regional Transit District
1225 R Street
Sacramento, CA 95811

Complaint Submission Acknowledgment and Review Process

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by SacRT will be directly addressed by SacRT. SacRT will provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, SacRT will make every effort to address all complaints in an expeditious and thorough manner.

A letter of acknowledging receipt of complaint will be mailed within seven business days. The complaint will be reviewed to determine jurisdiction and sufficiency of information. SacRT will investigate the complaint and gather relevant records, interviews, and information to make a determination within 30 days of receipt. Please note that a complainant's failure to respond to any requests for additional information or to provide the requested information may result in the administrative closure of the complaint.

Notification of Complaint Outcome

SacRT will provide final determination in a written response to the complainant stating findings and any corrected actions within 30 days of receipt. If the complaint is not substantiated, or if the complainant is dissatisfied, complainant may appeal directly to the FTA.

Federal Transit Administration, Region IX
Office of Civil Rights
Attention: Complaints Team

East Building,
5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

If you need more information on SacRT's Title VI policy or assistance in filing a Title VI complaint, please call SacRT's Customer Advocacy Department at 916-557-4545. In addition to the complaint process described above, a complainant may file a Title VI complaint directly with the FTA.

Title VI Complaint Form

SACRAMENTO
REGIONAL TRANSIT

Title VI Complaint Form

Title VI of the 1964 Civil Rights Act requires that "No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

The following information is necessary to assist us in processing your complaint. Should you require any assistance in completing this form, please let us know.

Complete and return this form to the Customer Advocacy Department, P.O. Box 2110, Sacramento, CA 95812 or in person 1221 R Street, Sacramento, CA 95811.

1. Complainant's Name: _____
2. Address: _____
3. City: _____ State: _____ Zip Code: _____
4. Contact Number: _____ Cell: Home: Work:

5. Person discriminated against (if someone other than the complainant):

   Name: _____

   Address: _____

   City: _____ State: _____ Zip Code: _____

6. Which of the following best describes the reason you believe the discrimination took place? Was it because of your:

   a. Race:

   b. Color:

   c. National Origin:

7. What date did the alleged discrimination take place? _____

8. In your own words, describe the alleged discrimination. Explain what happened and whom you believe was responsible. Please use the back of this form if additional space is required.

_____

_____

_____

_____

_____

_____

_____

_____

9. Have you filed this complaint with any federal, state, or local agency; or with any federal or state court?

Yes No

If yes, check each that applies:

Federal Agency Federal Court

State Agency State Court Local Agency

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

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Contact Number: _____ Cell: Home: Work:

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

_____ _____

Signature Date

Appendix B: Title VI Complaints

Date Received	Date Closed	Summary/Description	Steps Taken
1/6/2023	1/31/2023	Patron states she is an African American woman and City of Folsom has racism. She claims operator (white male) approached her and others and demanded that they move from the priority seating while traveling in a light rail car.. There was another Caucasian man sitting and was not asked to move.	Response letter sent.
4/17/2023	4/17/2023	Customer states that they are a registered sex offender and that they were harassed by the operator. Customer claimed they are rich and operator told them to get off of the train.	Closed.
8/23/2024	10/1/2024	Customer claims male operator made racist statements and inappropriate jokes. Asked for details and specifics and customer could not provide	Unable to substantiate. Not enough info to address.
9/12/2024	10/7/2024	Customer states the operator said, "I don't know what you are" when referring to their gender.	Closed. Valid for statement made. Appropriate action taken.
10/3/2024	10/29/2024	Customer states they requested a courtesy pass and operator denied her one. States it is because she is transgender	Closed. SacRT does not provide courtesy passes.
10/15/2024	11/18/2024	Customer reports that driver would not extend her the courtesy to use an expired disabled ID card but allowed another passenger to do three stops up.	Closed. Video evidence did not support customer claim. Customers should have valid ID card for discount fare.
10/15/2024	11/22/2024	Cust called in and stated that the driver discriminated against her as she is a transgender woman. Cust boards the bus on J st and 4th., driver asked her to step off the bus as she needs to lock something up.	Closed, Invalid.

11/21/2024	11/27/2024	Customer states they are student and operator questioned their age and did not question a Caucasian student.	Closed. Unable to substantiate but corrective action taken with operator.
2/28/2025	3/7/2025	Customer states the operator did not offer or allow her a courtesy ride but let another passenger who was white ride free.	Video does not support the complainants claims.
5/20/2025	6/23/2025	Customer reports that the operator called driver slanderous names when paying their fare.	Video does not support the claim.
6/4/2025	6/12/2025	Customer reports that Transit Ambassadors were inconsistent while checking fare on light rail and checking only certain nationalities.	Closed. Unable to substantiate due to not enough details provided from complainant.
8/6/2025	8/21/2025	Customer reports the operator for not providing a free ride and for saying, "I will call ICE on you".	Invalid re: Fare issue. Valid for comment. Operator identified and appropriate steps taken.
10/10/2025	11/25/2025	Mother reports her son who is a student was asked to pay while the driver let white students on without paying.	Closed. Video does not support the evidence. Student boards with no issue.
12/11/2025	12/22/2025	Customer reports there is a 3rd party woman who stands and is rude to boarding/exiting passengers and speaks to Spanish to other riders - reports this is racist behavior.	Closed. Video does not support the claim, no incident shown via video.

Appendix C: Public Participation Plan

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4 SUMMARY OF OUTREACH EFFORTS

Public Participation Plan

Updated February 2026

1 PURPOSE AND NEED FOR PUBLIC PARTICIPATION PLAN

As a public agency, the Sacramento Regional Transit District (SacRT) is obligated to proactively communicate information about its services, fares, and projects to its riders, member communities, and the general public. SacRT must also provide convenient ways for the public to participate in transit planning processes. The purpose of this Public Participation Plan is to explain how SacRT will do that. This section describes SacRT's services and communities served; explains the purpose and need for this plan; and describes the process of developing and adopting it.

1.1 Purpose and Need for this Plan

The purpose of this plan is to describe the information and public participation processes involved in the planning and delivery of SacRT's services and projects.

The need for this plan stems from SacRT's role as a public agency and recipient of federal transportation funds. SacRT must ensure that the benefits of its services are available as fairly as possible to all residents of member communities—and in a manner that reflects the values of these communities. In addition, SacRT needs to make sure its services are available equitably to all persons who are members of classes of individuals protected by federal and state laws.

To assure the stability and maximization of federal and institutional funding, SacRT must fulfill all relevant legal obligations for public participation for transit agencies that receive federal transportation funds, which require that there be locally developed processes to solicit and consider public comments before making any changes in fares, major changes in service, and/or capital project development.

1.2 Federal Protections

To fulfill the purpose and needs described above, SacRT has prepared this plan consistent with the requirements of Title VI of the Civil Rights Act of 1964 and related

statutes and regulations. Title VI prohibits discrimination in federally assisted programs and requires that "No person in the United States shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." The key objectives of Title VI that are relevant to this plan are to:

1. Ensure that the level and quality of public transportation service is provided in a nondiscriminatory manner.

2. Promote full and fair participation in public transportation decision-making without regard to race, color, or national origin.

3. Ensure meaningful access to transit-related programs and activities by persons with limited English proficiency.

Related federal nondiscrimination laws administered by the Federal Highway Administration, the Federal Transit Administration, or both prohibit discrimination on the basis of age, sex, and ability. Additionally, SacRT provides meaningful access to its programs, services, and activities to individuals with limited English proficiency, in compliance with US Department of Transportation policy and guidance on federal Executive Order 13166.

2 ACTIVITIES THAT INVOLVE PUBLIC PARTICIPATION

One of the key foundational pillars of the Title VI program is the assurance of community input into the transit decision-making process. The purpose of public participation is to offer early, continuous, and meaningful opportunities for the public to be involved in the identification of social, economic, and environmental impacts of proposed transportation decisions. The Sacramento Regional Transit District (SacRT) recognizes there are many different types of activities that require public participation and strives to use the strategies and procedures that are best suited to each situation and type of information that need to be communicated to customers and the public.

Activities that require public participation fall into three broad categories:

1. Activities that require formal public hearings.

2. Activities that involve the SacRT Advisory Board and Subcommittees.

3. Activities that involve public processes of other agencies.

These outreach efforts are tailored to the specific needs of the audience and the goals of the feedback activity, as outlined in Section 3.

2.1 Activities that Require Formal Public Hearings

There are 11 types of activities for which SacRT is required to conduct formal public participation, which is outlined in Section 2 of the SacRT Service Change Policy (Appendix J). Minor service changes can be authorized by SacRT's General Manager/CEO and major service changes require a public hearing, a Title VI equity analysis and approval by the SacRT Board.

2.2 Activities that Involve the SacRT Board of Directors and Subcommittees

It is the policy of the Board of Directors of SacRT to encourage participation in the meetings of the Board of Directors. At each open meeting, members of the public are provided with an opportunity to directly address the Board on items of interest to the public that are within the subject matter jurisdiction of the Board of Directors.

The SacRT Board of Directors Meeting is recorded with closed captioning. The recording will be cablecast on Metro Cable Channel 14, the local government affairs channel on the Comcast and Direct TV U-Verse cable systems. The recording will also be video streamed at metro14live.saccounty.gov. Any person(s) requiring accessible formats of the agenda or assisted listening devices/sign language interpreters should contact the Clerk of the Board at 279-234-8382 or TDD 916-557-4686 at least 72 business hours in advance of the Board Meeting.

Copies of staff reports or other written documentation relating to each item of business referred to on the agenda are on SacRT's website, on file with the Clerk to the Board of Directors of the Sacramento Regional Transit District and are available for public inspection at SacRT Administrative Office located at 1102 Q Street, Suite 3000, Sacramento, California. Transit access is available via light rail to the 13th Street station and most downtown bus routes. Any person who has any questions concerning any agenda item may call SacRT's Clerk to the Board.

The meetings of SacRT's Board and/or Subcommittees are regular venues for public participation. There are 12 regularly scheduled meetings each year. Time for public

comment is reserved at each meeting to ensure public participation in the Board's deliberative process. For participation in capital, financial, and service planning, SacRT encourages public attendance at these meetings. The dates, times and locations for all these meetings are posted on www.sacrt.com/board.

SacRT Board members function as liaisons to their respective communities, sharing information with residents, local officials, and municipal agencies; board members also share comments from the SacRT customers, officials, businesses, and other constituents of their communities.

2.3 Activities that Involve Public Processes of Other Agencies

SacRT also participates in the public participation processes held by other agencies that pertain to plans and projects of the SacRT, thereby offering additional opportunities for public participation of people who wish to learn about and comment on SacRT services and projects.

2.3.1 Mobility Advisory Council

The SacRT Mobility Advisory Council (MAC) meets in person and virtually the third Thursday of every month at 2:30 p.m. Meeting agendas are presented as live-text screen readable word documents (Note: Agenda is generally available approximately one week before meeting date). People may contact SacRT's Accessible Services Department at (916) 557-4685 to find more information about the Mobility Advisory Council.

2.3.2 Unmet Transit Needs

In accordance with the California Transportation Development Act (TDA), SacRT participates in official Unmet Transit Needs hearings for the portions of Sacramento County served by SacRT, which are coordinated by and the responsibility of the Sacramento Area Council of Governments (SACOG). The purpose of the hearings is to officially solicit, assess, and document unmet transit needs, as a condition of certain state funding programs under the TDA.

Notices for Unmet Transit Needs hearings and events are prepared by SACOG in Spanish and English and distributed by SacRT in all buses and light rail vehicles. Hearings and events are held in public at various locations, with hearings presided over by one member of the SACOG board of directors. SacRT's role is to field technical questions about existing and upcoming services from members of the public and to

furnish a staff member and an alternate to serve on the Social Service Transportation Advisory Council, which is charged with officially assessing the reported unmet needs and recommending findings to the SACOG Board for review and approval. (Note: To arrange with SACOG for non-English language or sign language interpreters, please call (916) 321-9000 or 711 for TTY/TDD at least 72 hours prior to the meeting). Paratransit service is also available for riders with qualifying disabilities, and meetings are accessible to people with disabilities.

3 PUBLIC PARTICIPATION STRATEGIES AND METHODS

SacRT is committed to monitoring and tracking its public participation activities and sharing results in a transparent way. SacRT continues to modify its public participation activities over time, based on feedback and direction provided by community members and by setting and evaluating performance measurements for public participation. Along with providing information, SacRT lets participants know how they can stay informed about SacRT activities, including web-based information, public hearings and workshops, project information, and surveys. Low-income and minority communities within SacRT's service area are identified geographically using the most recent data available from the U.S. Census Bureau.

This section describes the public participation strategies and methods that are available to SacRT. These are selected and implemented on the best judgment of SacRT staff and Board members with respect to the criteria above. SacRT utilizes strategies recommended by community members for a specific neighborhood or population group. SacRT also recognizes that public participation can be a fluid process, and that outreach measures may be added or altered depending on the scale of a proposal's impact and changes in the level of public interest.

3.1 SacRT Customer Service and Marketing

SacRT's Marketing and Communications division is responsible for ensuring project information is conveyed to the public, including major projects, service changes, fare changes, new service implementation, service headway changes, route detours and service disruptions. Responsibilities of the division include the following:

1. Developing and maintaining positive and effective communication with the community and various levels of government that interface with or impact the development of programs and operations at SacRT;

2. Paid advertising with local media outlets, including minority-focused media, to air public service announcements and messages to make customers aware of SacRT services and ways to contact the authority;

3. Public events to coordinate with individuals, institutions, and organizations to introduce new services, support existing services, vehicles, facilities, customer conveniences, and organizational milestones;

4. Providing opportunities for public participation through alternative means other than written communication;

5. Using locations, facilities, and meeting times that are convenient and accessible to low- income and minority communities; and

6. Developing comprehensive communication plans that ensure the delivery of information on SacRT's programs and activities through alternative means. This includes, but is not limited to, translation of vital information into other languages, alternative formats for individuals with disabilities, and the use of communication strategies (both paid and owned).

3.2 Notices on Vehicles

Postings of special printed participation activities are produced by SacRT and are available in multiple languages to ensure compliance with the Language Assistance Plan. Public notices include brochures, flyers, and posters. Brochures are used to provide more content and serve as an information source, whereas posters are designed to publicize activities and highlight key information such as date, time and location of the activity, and many include QR codes that link to more information on SacRT's website, which is accessible in multiple languages using Google Translate. These materials are distributed system-wide and/or in targeted areas. There are also kiosk posters available at all light rail stations and transit centers. They are also available at SacRT light rail stations, as passenger bulletins and notices placed on train seats. In addition, SacRT has Title VI public notice information available in all safe harbor languages on every bus and light rail train, as it is considered a vital document (described in the Language Assistance Plan - Appendix D).

A general statement on how to obtain telephone information in multiple languages is listed on individual pocket timetables, which is listed as, “For route, schedule and fare information, call 916-321-BUSS (2877) or visit www.sacrt.com.” Printed pocket timetables are also available on most buses and light rail trains, at the SacRT Customer Service and Sales Center, and are distributed to libraries, schools, colleges, major employment centers, and other high-traffic destinations.

SacRT utilizes international symbols (pictograms) in its signage to communicate with non-English-speaking customers, as well as customers who are unable to read written language. Pictograms were incorporated into signage beginning in 2013.



Figure 1: Local Bus and Train Advertisement on ZipPass Fare App

3.3 Electronic Communication

The SacRT website (www.sacrt.com) is the agency’s primary channel for public information and participation. In 2025, SacRT launched a new website to meet accessibility compliance regulations. The website also allows visitors to access information in over 200 languages using Google Translate. All relevant news and information about bus schedules, paratransit services, planning projects, agency governance, compliance with regulations, employment opportunities, vital documents related to service benefits, and many other topics are posted on the website. Importantly, the monthly “Next Stop Newsletter” page (found at www.sacrt.com/NSN) is available on the agency’s web page and includes fare information, rider discounts for special events, and current and/or upcoming service changes, and other community information.

SacRT also uses these social media services to communicate with riders and the public in digital format:

- Facebook (facebook.com/SacramentoRT)
- Twitter (twitter.com/RideSacRT)
- Instagram (Instagram.com/RideSacRT)
- LinkedIn
- TikTok; and
- YouTube.

The information above is also available online at SacRT's website through a series of links at the bottom of the page, one for each language.

3.4 Media

SacRT has multiple partnerships across cultural and linguistic groups in its service area. In addition, SacRT provides public notices in local schools, public libraries, and community centers in areas where service changes and/or other vital SacRT activity are occurring, including route-level outreach. Media relations involve various levels of outreach methods, which include:

- Press releases
- Community calendar listings in newspapers, community newsletters, email lists, websites, and other media
- Reciprocal sponsorships with radio, TV, and internet media outlets
- Making public information available in easy-to-understand formats
- Public media (including local minority and non-English newspapers, radio stations, and television stations)
- Posters, display boards and flyers
- Fact sheets
- Brochures
- Public service announcements
- Digital toolkits for partners; and
- Mailing and email lists.
- Information stands at local events, and
- Social media (many local media reporters follow SacRT on social media).



Figure 2: Social Media Public Outreach

3.5 Public Meetings

Public meetings are critical to public participation. SacRT holds many types of public meetings, including:

- Formal meetings with specific agendas
- Informal workshops
- Open houses where members of the public may speak individually or in groups with SacRT staff
- Media events that provide a setting for SacRT representatives to speak directly with members of the public
- Public hearings that are required by the SacRT Public Hearing Policy; and
- Public comment periods at all SacRT Board of Directors meetings.

SacRT holds all its public gatherings in facilities that are accessible for persons with disabilities and, wherever possible, near a SacRT bus route or light rail station. SacRT

typically reviews demographic information about the area where the meeting is to be held to decide when notices should be translated into languages other than English.

3.6 Accessibility and Public Engagement

When choosing the location for a community event, SacRT staff consider several factors to ensure that the location is easy to get to and accessible for those who wish to attend and participate. All community events should be located within a project's affected community or study area and be accessible by public transit when available. The location must also be accessible to participants with disabilities and be compliant with State and Federal accessibility regulations. To achieve this, SacRT considers several factors before choosing a meeting location. Some of these requirements include, but are not limited to:

- Accessible parking
- Accessible entrances
- Accessible restrooms
- Accessible meeting room
- Space and signage for foreign language interpreters; and
- Adjustable microphones and podiums.

Beyond ensuring that a public meeting is physically accessible, other accommodations are also considered. When the public has an accessibility or language accommodation request, they can make their request through a designated SacRT contact person, which should always be listed on any community event notice or flyer. Examples of specific accommodation that can be provided to individuals to allow them to meaningfully participate in a community event include the following:

- Documents in alternative formats (large print, electronic, braille or audible);
- Translated documents
- Assistive listening devices
- Closed captioning
- American Sign Language (ASL) interpreters; and
- Foreign language interpreters.

3.7 Surveys

SacRT actively solicits public participation through reoccurring surveys of customers and the regional travel market throughout the year. These include:

- Transit rider customer satisfaction surveys
- Bus rider route-specific surveys
- Paratransit rider satisfaction surveys
- Paratransit rider service-specific surveys, and
- Non-transit rider market surveys.

3.8 Participating in Meetings Held by Other Community Groups

SacRT has partnered with community groups to extend its reach regarding service and fare change and help partners with organizations to provide information that is of interest to groups they represent. Participation activities are publicized in local community newsletters, flyers, and other publications. SacRT provides text and, as appropriate, photos or maps that an organization can adopt for inclusion in its own publication. If needed, SacRT has provided translated text. In addition, SacRT maintains communications with community partners, so it is aware of publication schedules and key communication activities.

3.8.1 S700 Low-Floor Light Rail Train Launch Campaign

In September 2024, SacRT introduced the new S700 Low-Floor Light Rail Trains, designed to improve accessibility, comfort, and safety for riders throughout the Sacramento region. To promote this milestone, SacRT launched a comprehensive outreach campaign that included:

- Public Announcements and Press Releases highlighting the benefits of the new trains, including enhanced ADA accessibility and modern features.
- Community Engagement Events at major stations and transit centers, where riders could tour the new trains and learn about improvements.
- Digital and Social Media Campaigns featuring videos, photos, and rider testimonials to showcase the new fleet.
- Partnerships with Local Organizations to ensure outreach to diverse communities and Title VI populations.

The campaign emphasized SacRT's commitment to equity and accessibility by providing multilingual materials and hosting pop-ups in neighborhoods with high transit dependency.



Figure 3: S700 Launching Information Brochure

3.8.2 Community Outreach Partnership – City Year Sacramento

City Year helps students and schools succeed, while preparing for the next generation of civically engaged leaders who can work across lines of difference. SacRT provides transit passes for corps members in exchange for the promotion of SacRT services and programs.

City Year volunteers are committed to serving as tutors, mentors, and role models in schools, cultivating learning environments where all students can build on their strengths, fully engage in their learning, and experience success—helping them progress on their journey towards bright futures. City Year enlists the help of full- time volunteers (age 17 through 25) that are committed to the program for 10 months (during the traditional school year) to serve as positive role models in the community and schools. Many volunteers are from outside the Sacramento area and utilize public transit during their 10- month stay.

City Year AmeriCorps volunteers serve as transit ambassadors and raise awareness of transit-related programs and projects to elementary and middle school students at six Sacramento City Unified School District schools with significant populations of English Learner students.

Earl Warren Elementary

Languages Spoken: Spanish, Vietnamese, Cantonese

Ethel I. Baker Elementary

Languages Spoken: Spanish, Vietnamese, Cantonese, Marshallese, Hmong, Pashto, Russian, Urdu

Father Keith B. Kenny Elementary

Languages Spoken: Spanish, Pashto

Fern Bacon Middle School

Languages Spoken: Spanish, Hmong, Pashto

Leataata Floyd Elementary

Languages Spoken: Marshallese, Hmong, Spanish

Nicholas Elementary

Languages Spoken: Spanish, Vietnamese, Hmong, Pashto, Marshallese

Oak Ridge Elementary

Languages Spoken: Spanish, Hmong, Marshallese, Pashto

Rosa Parks K-8 School

Languages Spoken: Spanish, Hmong, Tagalog, Cantonese

3.8.3 Community Outreach Partnership – Russian American Media Group and Afisha, Inc.

In 2015, SacRT established a partnership with the Russian American Media Group to assist with outreach to the Slavic communities. The partnership extended to community events, such as the International Kids Day celebration, as well as print publications distributed throughout the Sacramento region. In 2021, SacRT added Afisha, Inc. to its outreach partnership list. SacRT also partners with the Spanish language magazine D'Primeramano for special events throughout the year and Asian Resources.

3.8.4 SacRT Leadership in Minority Organizations

Members of SacRT's Executive Management Team hold positions on the Board of Directors for several major ethnic organizations. The CEO/General Manager is the Chair of the Sacramento Asian Pacific Chamber of Commerce, and Treasurer of the California Asian Pacific Chamber of Commerce. SacRT's Chief of Staff is a member of the Sacramento Black Chamber of Commerce.

Through involvement and sponsorship of these organizations, SacRT is better able to communicate and network with these minority communities regarding SacRT's services and initiatives, as well as the rights of their members under Title VI.

4 SUMMARY OF OUTREACH EFFORTS

Since the 2023 Public Participation Plan, outreach activities have included:

- Community events/sponsorships
- MLK march and expo
- Tet festival
- Chinese New Year celebration
- Black expo
- Cesar Chavez march
- Healthy Kids Day
- Chalk It Up Festival
- Family safety and health expo
- Earth Day
- Rancho Cordova July Fourth
- Greater Urban League
- Elk Grove multi-cultural festival
- Festival Latino
- Black Heritage Month
- Marketing/outreach campaigns

- Connect Card
- SacRT Flex
- ZipPass mobile app transitioning to Transit Connect App in 2026
- Contactless fare payment on Light Rail
- RydeFreeRT (fare-free transit for students)
- Light Rail modernization
- Watt/I-80 Transit Center Improvement Project
- Future new stations (Dos Rios and 7th & Railyards)
- Downtown Riverfront Streetcar project
- California Clean Air Day
- Earth Day
- Transit Employee Appreciation Day Causeway Connection (UC Davis service expansion)
- Holiday bus fundraiser
- Human Trafficking Awareness Month
- Respect the Ride campaign
- Rail Safety Week
- Stakeholder meetings at SacRT offices
- Unmet transit needs rider meetings
- SacRT Transit Academy
- On-board rider outreach
- SacRT in the Community blog; and
- Next Stop: SacRT podcast

In addition to community events, SacRT participates in hundreds of pop-up events each year throughout its service area to share vital information with customers and the public.

Appendix D: Language Assistance Plan

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FACTOR 2

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- Providing Language Assistance
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- Monitoring and Updating the LEP Plan

Language Assistance Plan

Updated February 2026

Pursuant to Title VI of the Civil Rights Act of 1964, Department of Transportation's implementing regulations, and Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (65 FR 50121, Aug. 11, 2000), Federal Transit Administration (FTA) funding recipients shall take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for individuals who have Limited-English Proficiency (LEP).

SacRT provides essential mobility for LEP populations. SacRT takes steps to ensure access to the benefits, services, information, and other important portions of SacRT programs and activities for LEP populations. This Language Assistance Plan (LAP) includes a Four Factor analysis, which is used to determine the language assistance needs of the public and to ensure access for LEP populations to SacRT's programs, activities, and services. This plan works in concert with the SacRT Public Participation Plan (PPP), which allows all people to effectively participate in SacRT's decision-making process. Combined with this LAP, these plans constitute SacRT's policy and evidence of compliance with FTA directives on language assistance and public participation.

Four Factor Analysis

To ensure meaningful access to SacRT programs, services, and activities for LEP populations, SacRT conducted a Four Factor Analysis as suggested in federal guidance to assist with LAP program development. This report updates the May 2023 report. The updated analysis includes research and data collection from multiple sources, telephone, and staff interviews, as well as passenger surveys conducted on bus and light rail service between March and May 2025. The following four factors were used in developing the Language Assistance Plan:

- Factor 1 - Estimate the number or proportion of LEP individuals served or encountered in the eligible service population.
- Factor 2 - Assess the frequency with which LEP individuals encounter SacRT programs, activities, or services.
- Factor 3 - Assess the importance of SacRT's programs, activities and services to LEP individuals.
- Factor 4 - Evaluate the resources available to SacRT and overall cost to provide LEP assistance.

FACTOR 1: *Estimate the number or proportion of LEP individuals served or encountered in the eligible service population*.

The guidance states: "the greater the number or proportion of LEP individuals from a particular language group served or encountered in the eligible service population, the more likely language services are needed." SacRT utilized the following data sources to obtain information in determining the most common languages spoken in the SacRT service area by LEP individuals:

- US Census Bureau's 2024 American Community Survey (ACS) One-Year Estimate Table B16001[1]; and
- California Department of Education English Learner Data 2024-2025.

FTA describes limited English proficiency as having a limited ability to read, write, speak, or understand English. Data from the 2024 ACS one -year estimate were used to analyze the number of LEP persons living in Sacramento County. The US Census Table B16001, "Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over" was used to estimate the number of LEP people for all census tracts within the county. To calculate the number of people with limited English proficiency, the counts of people who self-reported to speak English less than "very well" were summed.

[1] [1] One-year ACS data was used instead of five-year ACS data because the 2022 five-year data did not provide a comprehensive list of languages and language groups

The total LEP population in Sacramento County is 231,298 people, or approximately 15.2% percent of the total population above the age of five. The largest single group of LEP persons is comprised of Spanish speakers, which represent 33.5% of the LEP population of Sacramento County; approximately 77,623 people in Sacramento County area are limited-English Spanish speakers. The top five language groups shown in Table 1 are the LEP persons within Sacramento County, making up 64.8% percent of the total LEP population.

Table 1: Top Five Language Groups in Sacramento County Who Speak English Less than "Very Well" at Home

Language Spoken at Home	#Persons	Percent of Total Population	Percent of LEP Population
Spanish	77,623	5.1%	33.5%
Chinese (incl. Mandarin, Cantonese)	25,736	1.7%	11.1%
Russian	20,477	1.3%	8.8%
Vietnamese	13,204	0.9%	5.7%
Ukrainian or other Slavic languages	12,802	0.8%	5.5%
Total	149,842	9.9%	64.8%

USDOT “safe harbor” guidance from FTA C 4702.1B states that a recipient of FTA funds should provide “written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered.” The total population age 5 years and older estimated by the 2024 ACS for Sacramento County area is 1,518,947. Table 2 shows 20 languages or language groups with more than 1,000 estimated LEP persons.

Table 2: Safe Harbor Languages

	Language	LEP Population Estimate	Percent of Sacramento County Population
1	Spanish	77,623	5.1%
2	Chinese (incl. Mandarin, Cantonese)	25,736	1.7%
3	Russian	20,477	1.3%
4	Vietnamese	13,204	0.9%
5	Ukrainian or other Slavic languages	12,802	0.8%
6	Punjabi	12,472	0.8%
7	Tagalog (incl. Filipino)	11,116	0.7%
8	Persian (incl. Farsi, Dari)	9,709	0.6%
9	Hmong	9,471	0.6%
10	Hindi	6,794	0.4%
11	Other Indo-European languages	5,338	0.4%
12	Other languages of Asia	2,931	0.2%
13	Arabic	2,249	0.1%
14	Amharic, Somali, Afro-Asiatic languages	2,202	0.1%
15	Korean	2,196	0.1%
16	Ilocano, Samoan, Hawaiian, or other Austronesian languages	2,099	0.1%
17	Thai, Lao, or other Tai-Kadai languages	2,003	0.1%
18	Urdu	1,697	0.1%
19	Gujarati	1,417	0.1%
20	Japanese	1,212	0.1%
Total		222,748	15.2%

Overall, the ACS one-year data reported 42 different languages or language groups spoken in the service area. Figure 1 shows the percentage of LEP persons based on the ACS data.

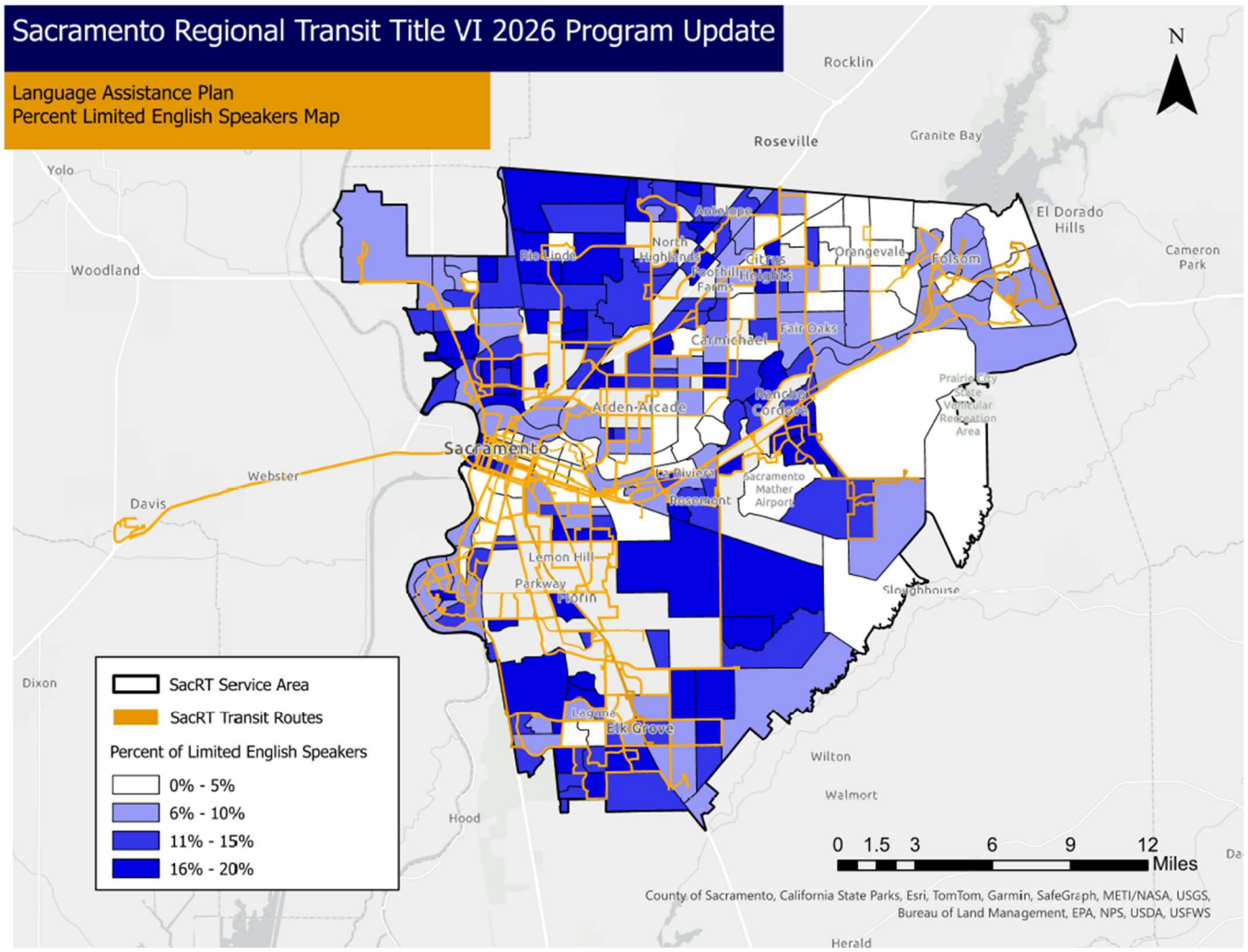


Figure 1: Map of Limited English Speakers

Figures 2 through 5 are maps of four of the top five language groups based on ACS data: Spanish, Chinese (includes Mandarin and Cantonese), Vietnamese, and Russian.

Spanish-speaking populations reside in many Sacramento area neighborhoods, including North Sacramento just north of downtown, Natomas, Del Paso Heights, Northgate, Foothill Farms, and North Highlands, as well as South Sacramento along Franklin Boulevard, and Florin Road, and in areas within Elk Grove, Rancho Cordova, and Citrus Heights.

Chinese-speaking populations include both Mandarin and Cantonese languages. Many Chinese-speaking LEPs reside in and around the South Sacramento area, between Stockton Boulevard and Power Inn Road and the Greenhaven-Pocket area, and in areas within Elk Grove and Folsom.

Sacramento's largest Vietnamese population is in South Sacramento. This community includes a two-mile stretch between Fruitridge Road and Florin Road on Stockton Boulevard, and continues several miles to the east, and a large population in the Greenhaven-Pocket area.

Many Russian speaking neighborhoods are located near Greenback Lane, Auburn, Antelope Road, and North Highlands, as well as Rancho Cordova and Carmichael areas.

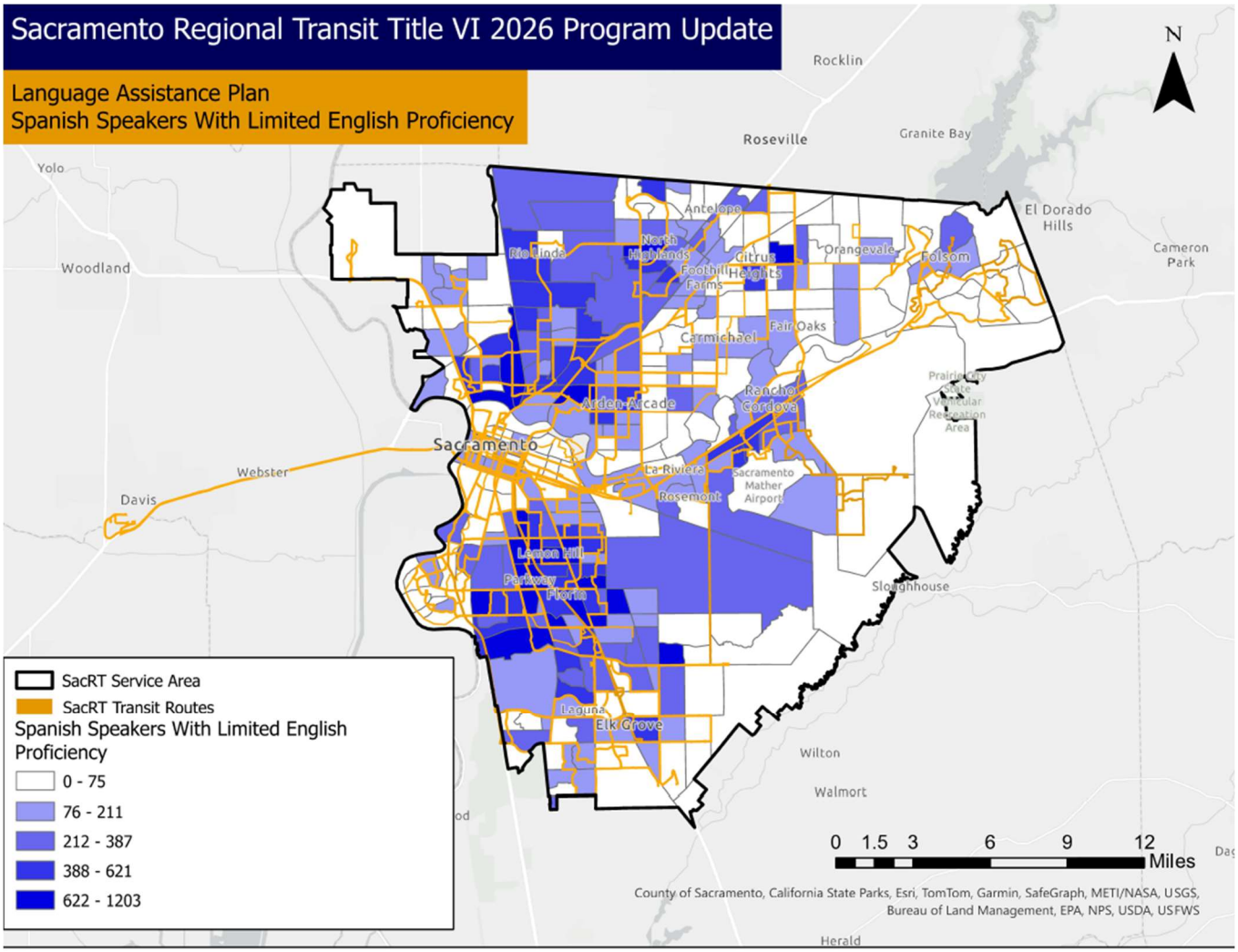


Figure 2: Spanish Speakers with Limited English Proficiency

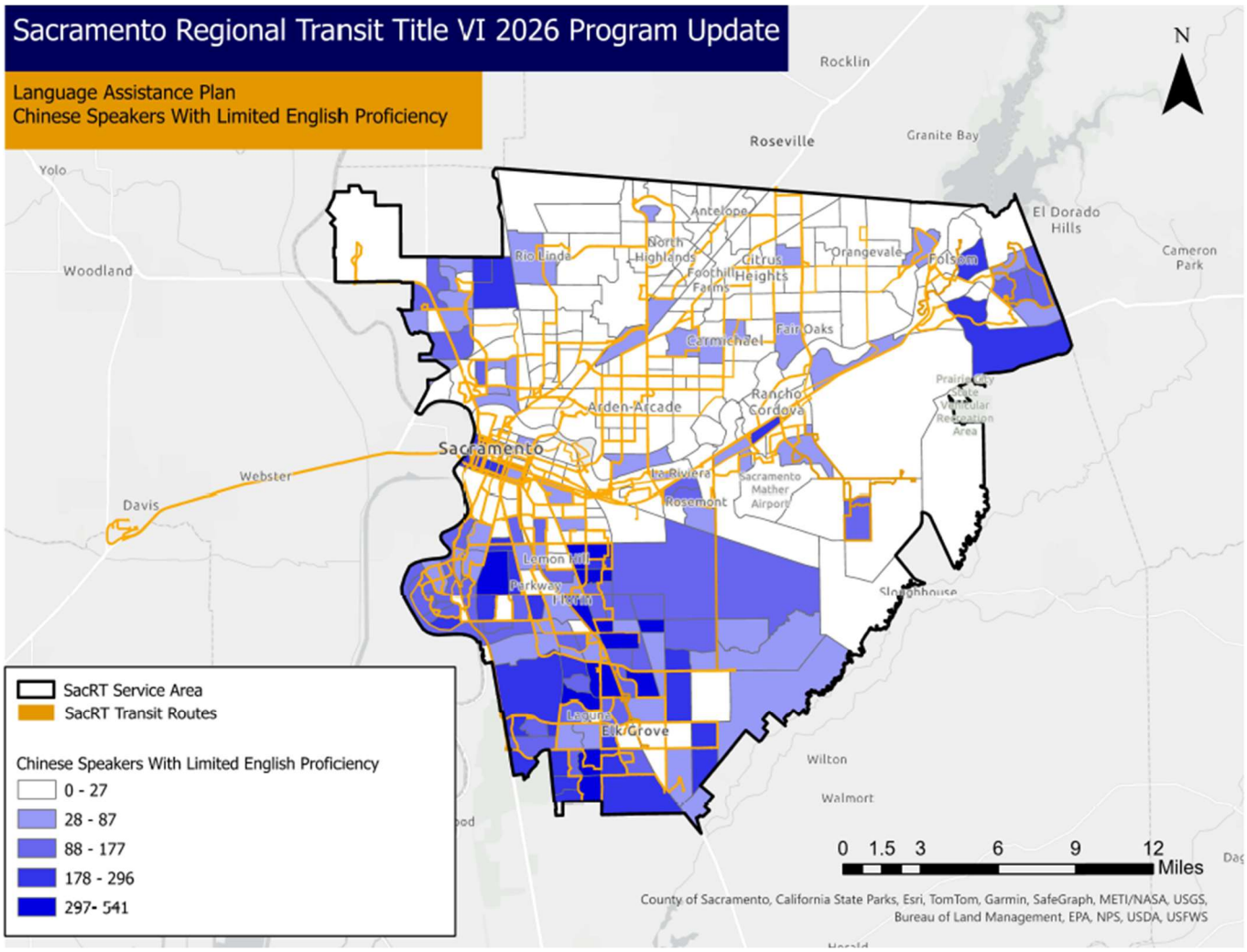


Figure 3: Chinese (Mandarin, Cantonese) Speakers with Limited English Proficiency

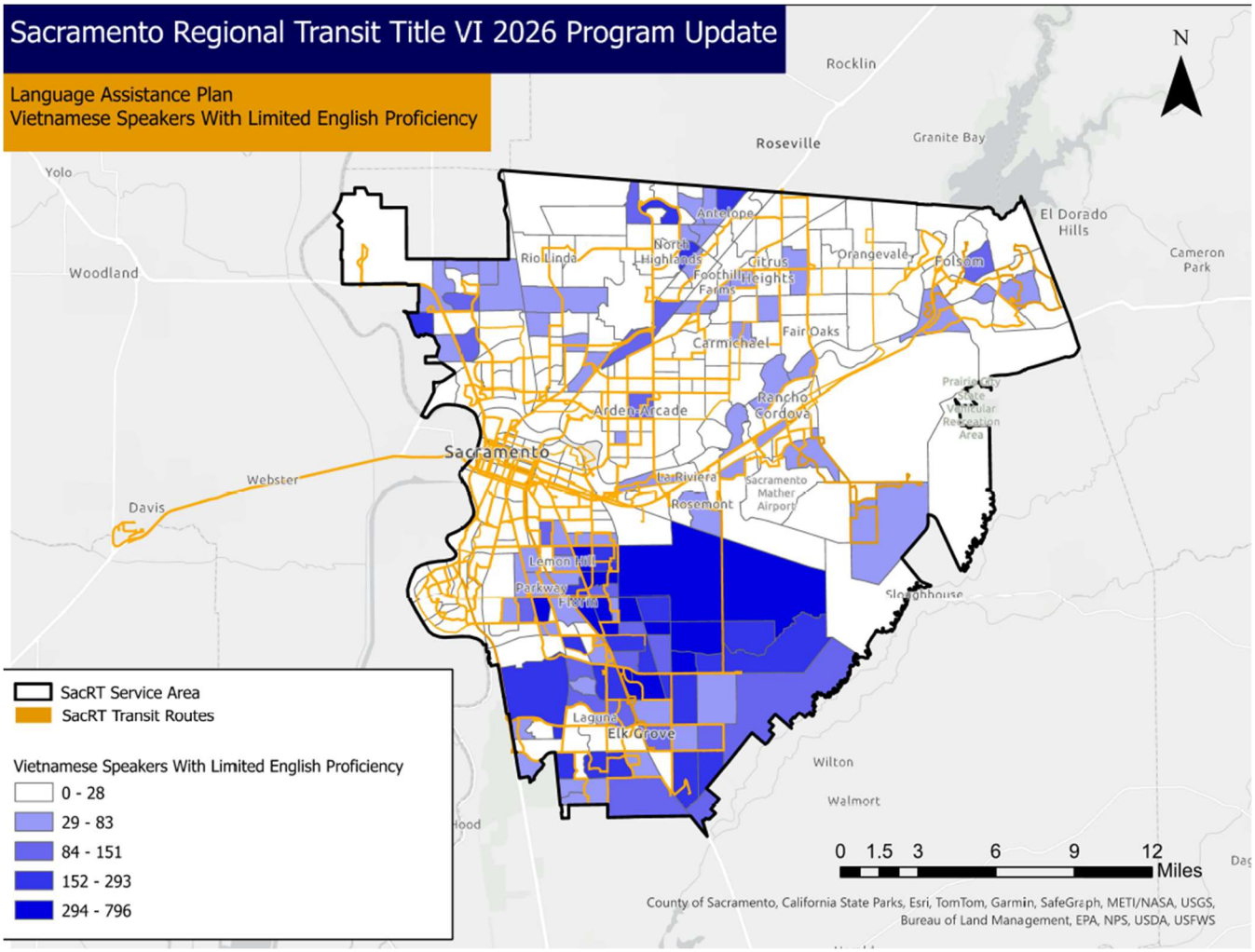


Figure 4: Vietnamese Speakers with Limited English Proficiency

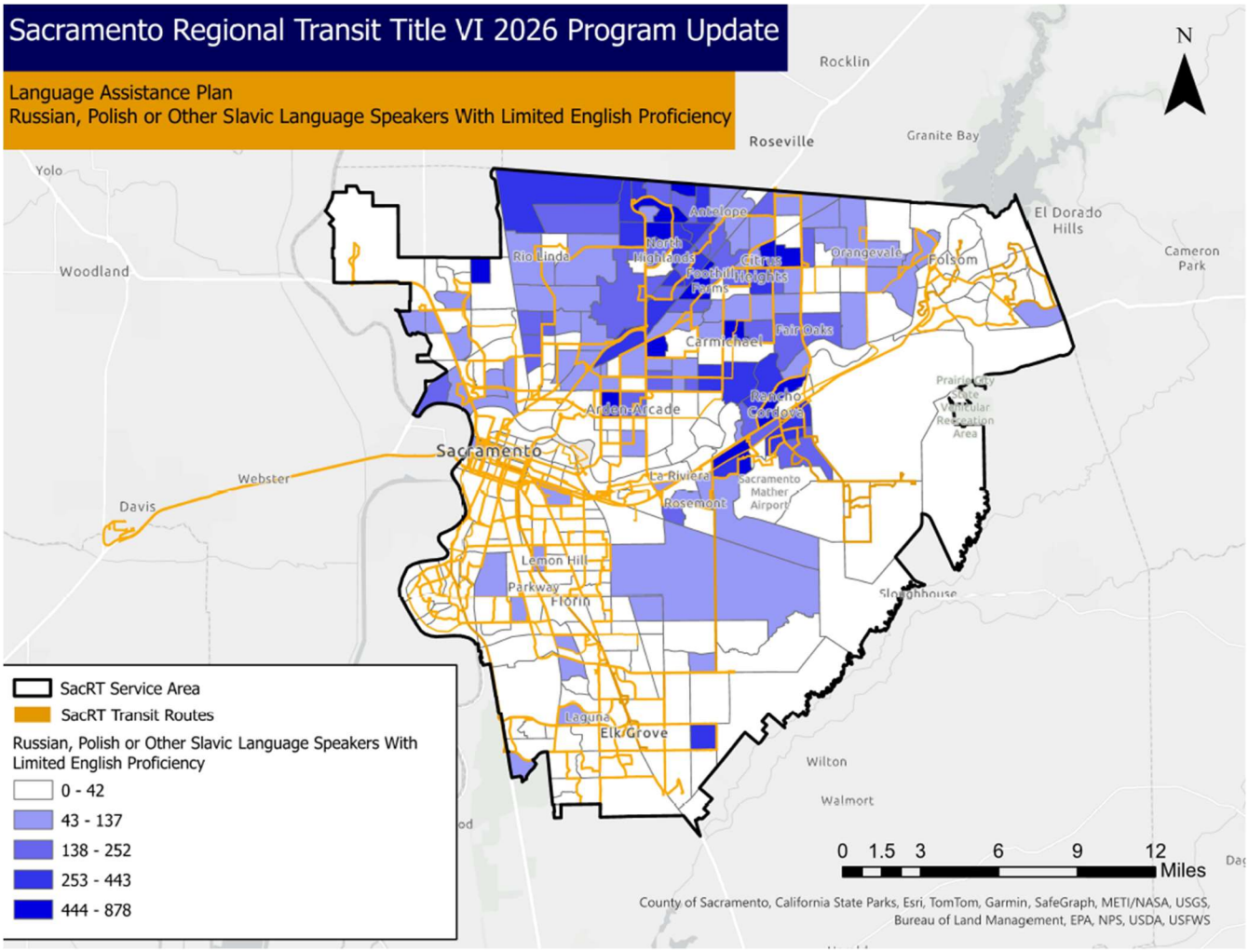


Figure 5: Russian, Polish or Other Slavic Language Speakers with Limited English Proficiency

In addition to the ACS 2024 One-year estimates, the Factor 1 analysis considered language data from the 2024-2025 school year from California Department of Education (CDE) English Language Learners Database (ELL). The state's ELL Database is another tool for identifying potential LEP populations based on recent public school enrollment data.

This data includes statistics on the language spoken at home by primary and secondary school students (kindergarten to high school) who are English learners. It is assumed that if children are identified as speaking a language other than English and are considered "English Learners," then their parents or adult guardians are likely to speak the same language at home.

Table 3 shows the breakdown for the languages with more than 1,000 English learners. The CDE language data reported 98 separate languages and language groups spoken by students in the service area. Like the 2024 One-year ACS data, Spanish, Russian, Chinese, Vietnamese, Hmong and Persian (Farsi) are prevalent in the ELL database. Pashto is evident in the ELL data but was not identified as an individual language in the ACS results.

Table 3: English Language Learners in Sacramento County K-12 Schools

Language	Total ELL Students	Percent of Total ELL Students
Spanish	19,306	41.51%
Persian (Farsi)	4,800	10.32%
Russian	4,022	8.65%
Pashto	3,479	7.48%
Other non-English languages	2,732	5.87%
Hmong	1,885	4.05%
Chinese	1,649	3.55%
Ukrainian	1,638	3.52%
Vietnamese	1,275	2.74%
Punjabi	1,207	2.60%

** Mandarin and Cantonese have been combined into "Chinese" for comparability with U.S. Census Bureau data.*

FACTOR 2: *The frequency with which LEP persons encounter SacRT programs, activities, or services.*

SacRT utilized the following data sources to obtain information to determine the frequency in which LEP persons encounter SacRT programs, activities and services, and the importance to LEP persons of SacRT's program, activities and services:

- SacRT On-Board Survey
- SacRT Operator Survey
- SacRT Customer Service Representative Survey
- Language Interpretation Service statistics
- Community organizations serving LEP constituents

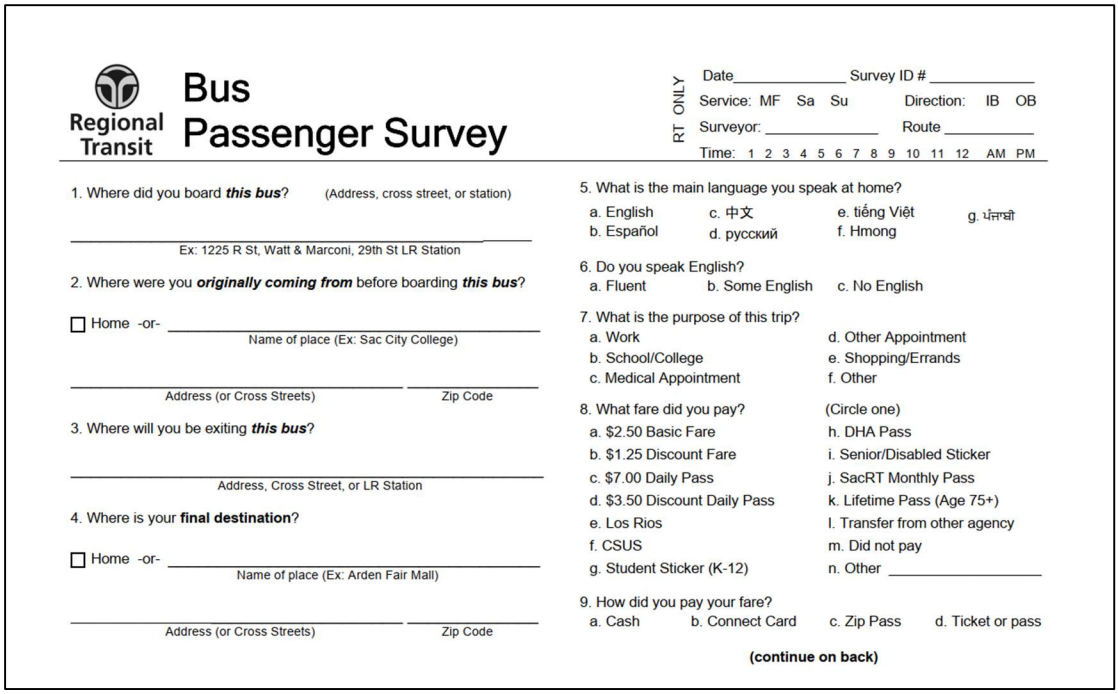
SacRT On-Board Survey data

An on-board survey of bus and light-rail passengers was conducted between March and April 2025, to collect origin-destination (OD) data. The survey identifies the purpose, duration, and time of day of the trip, as well as key demographic information of the survey respondent.

Weekday bus sampling was set up to cover all routes, with an emphasis on routes with higher passenger loadings (based on 2023 data). All times of day were addressed, with a focus on AM peak hours. Weekday light rail surveying was split evenly between the Blue and Gold Lines. Returns were secured for all routes through Route 161, except for Route F20, and a scatter of returns for Routes 175 through 255. This yielded a total of 5,429 surveys across both modes.

Weekend surveying consisted of seven (7) surveying shifts each day for Bus and four (4) surveying shifts each day for Rail, yielding a total of 783 surveys.

Figures 6 and 7 show the front of the bus and light rail survey form, respectively. Questions 5 and 6 on both questionnaires were used to collect information on passengers' language and ability to speak English.



Regional Transit

Bus Passenger Survey

RT ONLY

Date_____ Survey ID # _____
Service: MF Sa Su Direction: IB OB
Surveyor: _____ Route _____
Time: 1 2 3 4 5 6 7 8 9 10 11 12 AM PM

1. Where did you board ***this bus***? (Address, cross street, or station)

_____
Ex: 1225 R St, Watt & Marconi, 29th St LR Station

2. Where were you ***originally coming from*** before boarding ***this bus***?

☐ Home -or- _____
Name of place (Ex: Sac City College)

_____ _____
Address (or Cross Streets) Zip Code

3. Where will you be exiting ***this bus***?

_____
Address, Cross Street, or LR Station

4. Where is your **final destination**?

☐ Home -or- _____
Name of place (Ex: Arden Fair Mall)

_____ _____
Address (or Cross Streets) Zip Code

5. What is the main language you speak at home?
a. English c. 中文 e. tiếng Việt g. ਪੰਜਾਬੀ
b. Español d. русский f. Hmong

6. Do you speak English?
a. Fluent b. Some English c. No English

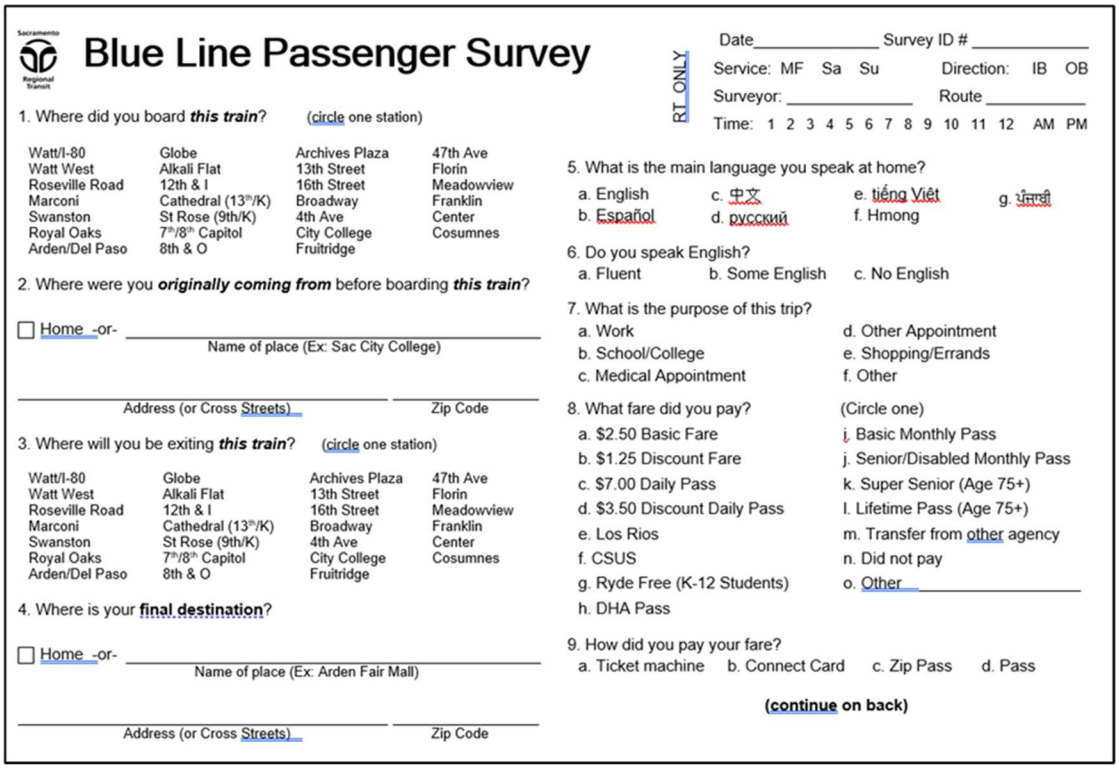
7. What is the purpose of this trip?
a. Work d. Other Appointment
b. School/College e. Shopping/Errands
c. Medical Appointment f. Other

8. What fare did you pay? (Circle one)
a. $2.50 Basic Fare h. DHA Pass
b. $1.25 Discount Fare i. Senior/Disabled Sticker
c. $7.00 Daily Pass j. SacRT Monthly Pass
d. $3.50 Discount Daily Pass k. Lifetime Pass (Age 75+)
e. Los Rios l. Transfer from other agency
f. CSUS m. Did not pay
g. Student Sticker (K-12) n. Other _____

9. How did you pay your fare?
a. Cash b. Connect Card c. Zip Pass d. Ticket or pass

(continue on back)

Figure 6: Bus Passenger Survey Form



Sacramento Regional Transit

Blue Line Passenger Survey

RT ONLY

Date_____ Survey ID # _____
Service: MF Sa Su Direction: IB OB
Surveyor: _____ Route _____
Time: 1 2 3 4 5 6 7 8 9 10 11 12 AM PM

1. Where did you board ***this train***? (circle one station)

Watt/I-80	Globe	Archives Plaza	47th Ave
Watt West	Alkali Flat	13th Street	Florin
Roseville Road	12th & I	16th Street	Meadowview
Marconi	Cathedral (13th/K)	Broadway	Franklin
Swanston	St Rose (9th/K)	4th Ave	Center
Royal Oaks	7th/8th Capitol	City College	Cosumnes
Arden/Del Paso	8th & O	Fruitridge	

2. Where were you ***originally coming from*** before boarding ***this train***?

☐ Home -or- _____
Name of place (Ex: Sac City College)

_____ _____
Address (or Cross Streets) Zip Code

3. Where will you be exiting ***this train***? (circle one station)

Watt/I-80	Globe	Archives Plaza	47th Ave
Watt West	Alkali Flat	13th Street	Florin
Roseville Road	12th & I	16th Street	Meadowview
Marconi	Cathedral (13th/K)	Broadway	Franklin
Swanston	St Rose (9th/K)	4th Ave	Center
Royal Oaks	7th/8th Capitol	City College	Cosumnes
Arden/Del Paso	8th & O	Fruitridge	

4. Where is your **final destination**?

☐ Home -or- _____
Name of place (Ex: Arden Fair Mall)

_____ _____
Address (or Cross Streets) Zip Code

5. What is the main language you speak at home?
a. English c. 中文 e. tiếng Việt g. ਪੰਜਾਬੀ
b. Español d. русский f. Hmong

6. Do you speak English?
a. Fluent b. Some English c. No English

7. What is the purpose of this trip?
a. Work d. Other Appointment
b. School/College e. Shopping/Errands
c. Medical Appointment f. Other

8. What fare did you pay? (Circle one)
a. $2.50 Basic Fare i. Basic Monthly Pass
b. $1.25 Discount Fare j. Senior/Disabled Monthly Pass
c. $7.00 Daily Pass k. Super Senior (Age 75+)
d. $3.50 Discount Daily Pass l. Lifetime Pass (Age 75+)
e. Los Rios m. Transfer from other agency
f. CSUS n. Did not pay
g. Ryde Free (K-12 Students) o. Other _____
h. DHA Pass

9. How did you pay your fare?
a. Ticket machine b. Connect Card c. Zip Pass d. Pass

(continue on back)

Figure 7: Light Rail Passenger Survey Form

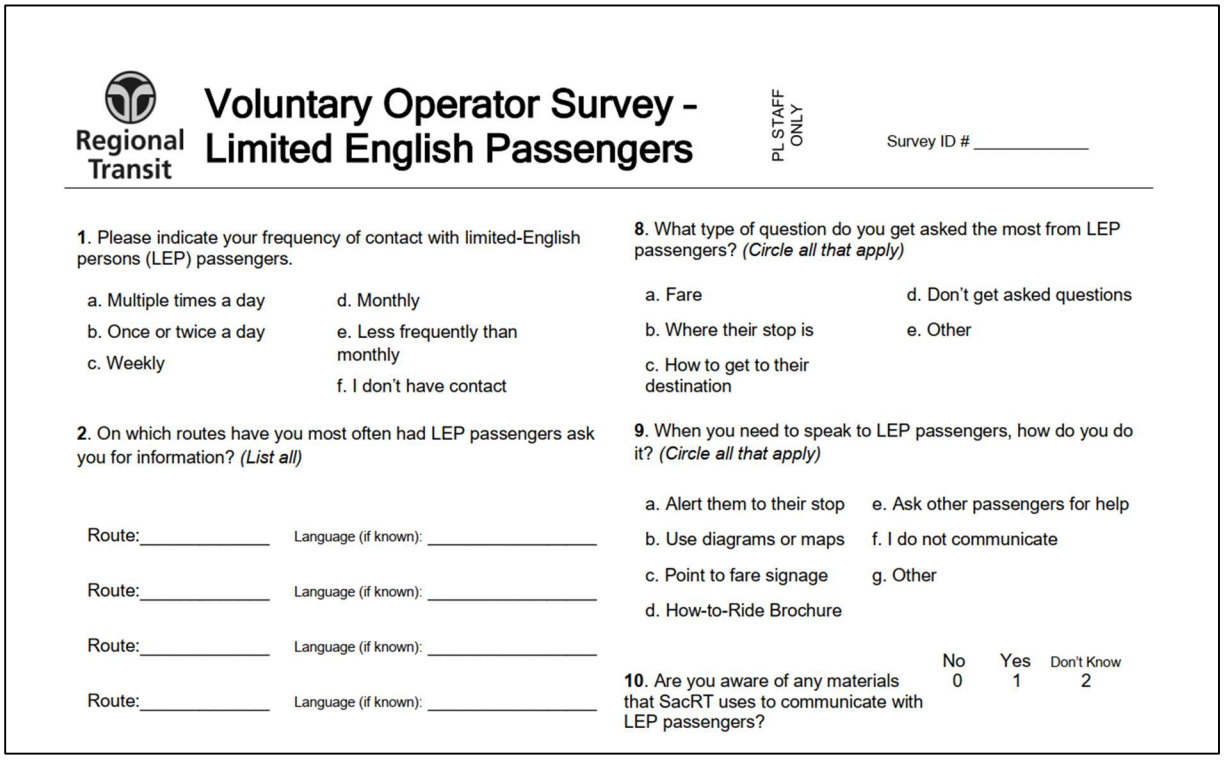
About eight percent of bus survey respondents indicated that they speak some English and two percent do not speak English. Spanish was the main non-English language spoken by survey respondents, at seven percent.

All-day bus routes with more than ten percent of respondents indicating Spanish as primary language are 15, 26, 62, 81, 93, and 138. At least eight percent of respondents on Route 102 and 103 reported Chinese as their primary language. Eight percent of respondents on F10 reported Punjabi, five percent on Route 21 reported Russian, and one percent on Route 26 reported Vietnamese.

A full report on the bus and rail survey is included in Customer Demographics (Appendix F).

SacRT Operator Survey data

To obtain information about SacRT's LEP passengers, staff provided an optional survey for bus operators between December 2025 and January 2026, as shown Figure 8. The survey collected information pertaining to SacRT's LEP passengers directly from a first point of contact.



Regional Transit

Voluntary Operator Survey - Limited English Passengers

PL STAFF ONLY

Survey ID # _____

1. Please indicate your frequency of contact with limited-English persons (LEP) passengers.

a. Multiple times a day
b. Once or twice a day
c. Weekly
d. Monthly
e. Less frequently than monthly
f. I don't have contact

2. On which routes have you most often had LEP passengers ask you for information? *(List all)*

Route:_____ Language (if known): _____
Route:_____ Language (if known): _____
Route:_____ Language (if known): _____
Route:_____ Language (if known): _____

8. What type of question do you get asked the most from LEP passengers? *(Circle all that apply)*

a. Fare
b. Where their stop is
c. How to get to their destination
d. Don't get asked questions
e. Other

9. When you need to speak to LEP passengers, how do you do it? *(Circle all that apply)*

a. Alert them to their stop
b. Use diagrams or maps
c. Point to fare signage
d. How-to-Ride Brochure
e. Ask other passengers for help
f. I do not communicate
g. Other

10. Are you aware of any materials that SacRT uses to communicate with LEP passengers?

No	Yes	Don't Know
0	1	2

Figure 8: Operator Survey

Operators were asked how long they have been driving for SacRT and respondents showed an average score of 6.32 years at the agency with the newest operator in training and the most veteran operator having 26 years at the agency. 47 percent of operators surveyed identified as bilingual.

69 percent of operators reported having contact with LEP individuals daily, with the most common languages being Spanish, Russian, American Sign Language, and Farsi. Approximately 59 percent of the operators surveyed reported that it is somewhat or very difficult to communicate with LEP passengers, while the remaining operators indicated that it was somewhat or very easy to communicate with LEP passengers. On a scale of 1 to 10, with 1 being not difficult at all and 10 being very difficult, operators showed an average score of 4.52 in the difficulty of communicating with LEP passengers compared to other issues they face.

According to the survey, the most common questions asked by LEP individuals are how to get to their destination (37 percent), which stop corresponds to their destination (29 percent), and regarding fares (26 percent). Operators communicate in various ways with these individuals depending on the question asked. For questions regarding fares, they point to the fare signage; maps and diagrams are used to show them how to get to their location; and operators will alert LEP passengers when they arrive at their desired stop. Some operators also reported signing gestures, writing down their responses, and using Google Translate to communicate with LEP passengers. Seven percent of operators indicated that they ask other passengers on board to help translate when possible.

The top routes reported by SacRT bus operators that serve many LEP passengers include:

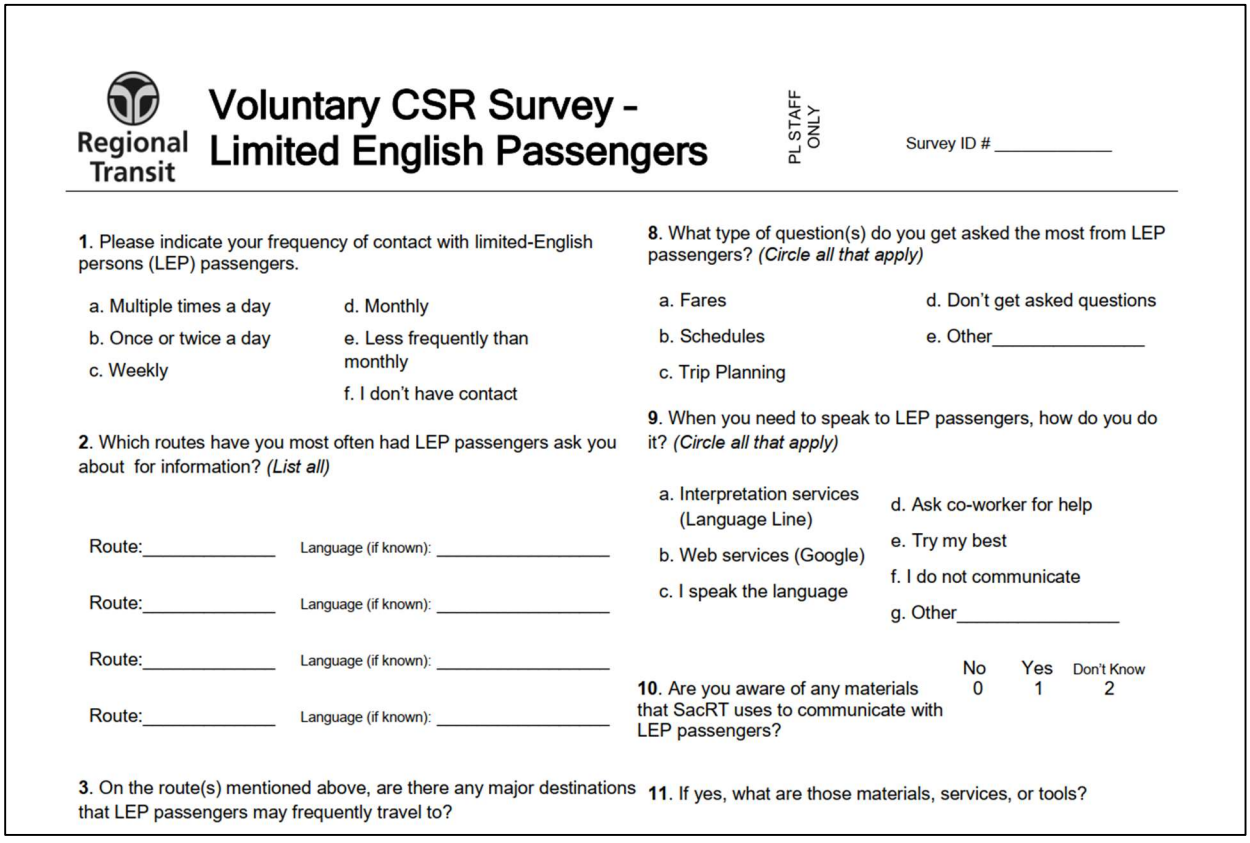
- Route 25: Marconi
- Route 26: Fulton
- Route 51: Stockton/Broadway
- Route 84: Watt
- Route 23: El Camino
- Route 68: Oak Park
- Route 81: Florin

- Route E110: Elk Grove Local

SacRT Customer Service Representative Survey data

In addition to SacRT operator feedback, the SacRT Customer Service Representatives (CSRs) were also provided with an optional survey about the importance of SacRT's programs, activities, and services to LEP persons, as shown in Error! Reference source not found.2.

Approximately 66 percent of the CSRs have daily or weekly contact with a LEP passenger via telephone. The remaining CSRs reported having monthly or less frequently than monthly contact with LEP passengers. During these telephone contacts, the most common language they encounter is Spanish. When needing to speak to LEP passengers, 83 percent of CSRs report using external interpretation services.



Regional Transit

Voluntary CSR Survey - Limited English Passengers

PL STAFF ONLY

Survey ID # _____

1. Please indicate your frequency of contact with limited-English persons (LEP) passengers.

a. Multiple times a day
b. Once or twice a day
c. Weekly
d. Monthly
e. Less frequently than monthly
f. I don't have contact

2. Which routes have you most often had LEP passengers ask you about for information? *(List all)*

Route:_____ Language (if known): _____
Route:_____ Language (if known): _____
Route:_____ Language (if known): _____
Route:_____ Language (if known): _____

3. On the route(s) mentioned above, are there any major destinations that LEP passengers may frequently travel to?

8. What type of question(s) do you get asked the most from LEP passengers? *(Circle all that apply)*

a. Fares
b. Schedules
c. Trip Planning
d. Don't get asked questions
e. Other_____

9. When you need to speak to LEP passengers, how do you do it? *(Circle all that apply)*

a. Interpretation services (Language Line)
b. Web services (Google)
c. I speak the language
d. Ask co-worker for help
e. Try my best
f. I do not communicate
g. Other_____

10. Are you aware of any materials that SacRT uses to communicate with LEP passengers?

No	Yes	Don't Know
0	1	2

11. If yes, what are those materials, services, or tools?

Figure 9: Customer Service Representative Survey

Language Interpretation Service Statistics

When translation is requested through the call center, SacRT's CSRs utilize a third-party telephone interpretation service called Language Line. Through this service, the CSRs can provide route, fare, and schedule information to LEP callers. In addition to Language Line, there are CSRs on staff who are fluent in Spanish.

During the ten-month period of January 1, 2023, and October 31, 2025, the CSRs took 880 calls that required the use of Language Line service. Table 4 presents a breakdown of those calls by language. 73 percent of all requests are for Spanish, with eight other languages accounting for about 23 percent, and 11 languages making up the remaining four percent of requests.

Table 5: Language Line Use by Language (January 1, 2023 - October 31, 2025)

Language	Requests	Percent
Spanish	639	72.6%
Russian	59	6.7%
Arabic	52	5.9%
Chinese Toisanese	36	4.1%
Mandarin	14	1.6%
Vietnamese	13	1.5%
Cantonese	11	1.3%
Farsi	10	1.1%
Punjabi	10	1.1%
Ukrainian	8	< 1%
Dari	7	< 1%
Hindi	4	< 1%
Chinese (simplified)	3	< 1%
Japanese	3	< 1%
Korean	3	< 1%
Tagalog	3	< 1%
Pashtu	2	< 1%
Albanian	1	< 1%
Hakka-Chinese	1	< 1%
Taishan	1	< 1%
TOTAL	880	100%

SacRT utilizes third-party translators when translation is requested in advance of an in-person outreach event, including Hummble Translations, Cal Interpreting, and Language World.

FACTOR 3: *The importance to LEP Persons of SacRT's program, activities, and services*

To understand the importance of SacRT's programs, activities, and services, telephone interviews were conducted in January and February 2026 with members of community organizations that serve LEP constituents. The agencies that were contacted and/or participated provide services including, but not limited to, translation and interpretation services, immigration services, refugee resettlement, foreign-language media, English as a second language classes, job training, etc.

Interviewees and those completing the questionnaire were asked about the LEP populations they serve, including languages spoken; trends in age, education, and economic status; areas of familiarity; popular destinations and neighborhoods; as well as where the demand for public transit services exists.

Tables 6 through 13 provide a summary for each organization contacted, and results from interviews conducted, with information including the languages they serve, LEP populations, transit usage and the best way to communicate with LEP populations.

Table 6: Asian Resources Inc. (ARI) Outreach Summary

Organization & Description	ARI has served the Sacramento community for over 40 years providing multiple social services, including ESL classes, financial literacy/education, career readiness workshops, youth programs, senior social programs, VITA tax, citizenship classes, expungement clinics, job placement, enrollment into CalFresh, Medical and Covered CA, and translation/interpretation services.
Languages Served	ARI provides support to a variety of language communities including Chinese, Vietnamese, Hmong, Mien, Laos, Thai, Tagalog, Spanish, Urdu, Hindi, Panjabi, Russian, Dari, Farsi, Pashto, Turkish, and Ukrainian.
English Proficiency	Approximately 25 percent of community members that ARI interacts with have limited English language skills.
Services Provided	Translation, assistance with applying for benefit programs, and citizenship classes. Programs include: • Refugee support services

	• Youth development initiatives • Health equity/advocacy program • Job center services
Where LEP Groups Live	Sacramento ZIP codes: 95823, 95824 and 95828; Little Saigon and Freeport Blvd area.
SacRT Usage	Staff estimate about 25 percent of their clients use transit.
Best Ways to Communicate	In-person meetings and via telephone.
Ineffective Communications	Email or printed materials in English.
Transportation Trends in Past Three Years	More people are driving themselves.
Transit Obstacles	Language, cost, and safety barriers are challenges.
Other Notes	ARI would like to receive translated transit materials, primarily schedules and maps.

Table 7: California Hispanic Resource Council (CHRC) Outreach Summary

Organization	CHRC has provided services to the Sacramento Spanish-speaking community for 34 years. CHRC provides consumer fraud awareness programs, immigration, and naturalization assistance, as well as referrals to other organizations or governmental agencies. Community involvement for families and youths also provided.
Languages Served	Spanish speaking is about 90% of their clientele, with the other 10 percent being English speaking.
English Proficiency	About 70 percent of clientele have limited English language skills.
Services Provided	• Immigration and naturalization assistance • Consumer fraud awareness
Where LEP Groups Live	Large population lives in South Sacramento and Fruitridge area; however, many have spread out over the last several years to areas like Natomas, Del Paso, Arden, Citrus Heights, and Rancho Cordova.
SacRT Usage	A very small percentage (5-10 percent) of clientele use transit; most get transportation from family and friends.
Best Ways to Communicate	Word of mouth include referring family and friends, interpreters.
Ineffective Communications	Social media
Transportation Trends in Past Three Years	Most clients either drive themselves or get rides from family members and friends.

Transit Obstacles	Most clients do not use transit because they have other options and view transit as a "last resort".
Other Notes	Translated materials are not in high demand and not requested due to the small number of transit users.

Table 8: Crossings TV Outreach Summary

Organization	Crossings TV Provides locally oriented, produced and marketed multi-cultural programming and content in Mandarin, Cantonese, Vietnamese Hmong, Hindi, Punjabi, Korean, Tagalog and Japanese efficiently linking its targeted audiences and commercial, non-commercial and governmental entities.
Languages Served	Mandarin, Cantonese, Vietnamese Hmong, Hindi, Punjabi, Korean, Tagalog and Japanese.
English Proficiency	Chinese 40 percent, Filipino 18 percent, Hmong 30 percent, Japanese 21 percent, Korean 43 percent, South Asian 16 percent, Vietnamese 49 percent.
Services Provided	Crossings TV is an Asian language television which broadcasts programming in Mandarin, Cantonese, Vietnamese, Filipino, Korean, Hmong, Japanese, Hindi and Punjabi. Broadcast in 60+ DMAs but provides local ad insertion in Central Valley (Sacramento-Fresno), San Francisco Bay Area, Los Angeles, Seattle, New York City/NJ, Chicago/ Minneapolis, Dallas and Houston. Also use website and social media to communicate.
Where LEP Groups Live	South Sacramento, Downtown, Elk Grove, Roseville and Rancho Cordova.
SacRT Usage	Unsure (does not have direct contact)
Best Ways to Communicate	Using a mix of in-language radio, print, television and through community-based organizations that serve the specific Asian groups. Suggests getting involved with community-based organizations, and importance of messaging in language specific to the community being served.
Ineffective Communications	Phone calls and text messaging.
Transportation Trends in Past Three Years	Safety may be a factor. Hate crimes against Asian communities may have impacted ow these communities use public transportation.
Transit Obstacles	N/A
Other Notes	Members do not tend to use translated materials SacRT provides, nor do they ask for translated materials. People are referred to SacRT website for route and schedule information. Participating in community events that are specific to these communities with limited English language skills is a useful way to engage.

Table 9: Hmong Youth and Parents United Outreach Summary

Organization	Established in 2008, the Hmong Youth and Parents United provide youth and family-related services, internships, health and wellness services, and family-friendly events. Its Health and Social Services Department addresses health disparities, health injustices and the elderly community. Its Health Equality Initiative program offers services and hosts pop-up clinics.
Languages Served	Hmong and English
English Proficiency	Approximately 25 percent (mostly seniors).
Services Provided	Services provided include youth and family-related services such as youth development, social services, senior day programs, cultural outreach activities, internships and health services.
Where LEP Groups Live	North Sacramento, Del Paso area.
SacRT Usage	10-20 percent
Best Ways to Communicate	Face-to-face assistance, word-of-mouth communications.
Ineffective Communications	Word documents, posters and flyers.
Transportation Trends in Past Three Years	Many members have their own transportation, i.e., personal vehicles
Transit Obstacles	Language barriers, fear and inability to navigate the system, time, and safety concerns.
Other Notes	Would be open to receiving translated materials in Hmong.

Table 10: Iu Mien Community Services Outreach Summary

Organization	Iu Mien serves the Mien-speaking communities. They help with education and English learning, socialization services and group activities, and communicate to their members primarily through verbal communications and via limited social media and in-person activities.
Languages Served	Mien.
English Proficiency	Approximately 95 percent (seniors).
Services Provided	Agency provides translation assistance (no medical or legal advice), access to community resources such as health information, housing, and transportation, case management including primary care services, mental health assistance and other community resources, socialization services, group activities, after-school programs for youth, and citizenship assistance.
Where LEP Groups Live	South Sacramento, ZIP codes 95824, 95823 and 95820
SacRT Usage	Estimates a very low number.

Best Ways to Communicate	In-language verbal communications, over the phone or in person, in-language social media and news channels, and word-of-mouth.
Ineffective Communications	Printed materials and websites.
Transportation Trends in Past Three Years	Anti-Asian hate movement still makes people feel unsafe while out in the community, so many choose to stay indoors.
Transit Obstacles	Fear of getting lost, inability to read signage, communicate with drivers to get directions, and public safety.
Other Notes	No Mien-language materials available, but they would like to receive translated route and schedule information. Many members avoid public transit due to fear and safety concerns.

Table 11: La Familia Counseling Center (LFCC) Outreach Summary

Organization	LFCC has served the Sacramento Spanish speaking community for over 47 years and has extensive experience connecting with unserved and underserved populations. They have established themselves as a trusted community partner by providing free high-quality services in five key areas: Education and Youth development, Early Childhood Family Support, Behavioral Health, Health Navigation Services and Employment Services
Languages Served	Spanish, English, Dari, Farsi, and Hmong
English Proficiency	Approximately 25 percent have limited English skills
Services Provided	Services include programs in behavioral and physical health, employment and adult education, youth and family services, and community events.
Where LEP Groups Live	South Sacramento, Elk Grove, Walnut Grove, Isleton, and Galt.
SacRT Usage	Unknown.
Best Ways to Communicate	Website and social media.
Ineffective Communications	Printed flyers and email.
Transportation Trends in Past Three Years	Transportation needs have changed since pandemic and people have adapted to hybrid options, and minimal travel.
Transit Obstacles	Seniors have issues with navigating transit due to language barriers and cost.
Other Notes	Members use translated materials, and ask about maps and routes, especially students. No bus service on Franklin Blvd. segments.

Table 12: Opening Doors, Inc. Outreach Summary

Organization	For 33 years, Opening Doors has provided refugee resettlement, immigration legal services, support for survivors of human trafficking, English language development, and economic development services to the Spanish, Tagalog, Mandarin, Urdu, Pashto, and Dari- speaking communities of Sacramento.
Languages Served	Spanish, Dari, Farsi, Pashto and Ukrainian.
English Proficiency	Approximately 75 percent
Services Provided	Agency provides refugee resettlement services including housing assistance, physical and mental health wellness services, and education access. Agency also assists immigrants with securing legal status, provides pro bono legal representation to individuals and families, and provides services and support to survivors of trafficking.
Where LEP Groups Live	All over Sacramento.
SacRT Usage	Estimate between 10-40 percent
Best Ways to Communicate	In-person meetings and telephone conversations
Ineffective Communications	Materials in English and meetings without interpretation.
Transportation Trends in Past Three Years	None mentioned; unsure since most of the clientele have perceived safety concerns related to public transit.
Transit Obstacles	Cost.
Other Notes	Open to receiving translated transit materials, i.e., schedules and maps.

From these interviews and surveys, staff will be able to identify specific communities of the service area and match them to bus routes and rail stations to provide more focused outreach when and where it is needed. The interview results demonstrate how SacRT can customize the assistance approach for each LEP group by having identified the LEP groups and how frequently they encounter SacRT programs, activities, and/or services.

Table 13 is a summary by language group outlining where these population groups live and the best ways to communicate based on CBO interviews, and SacRT front-line staff survey responses.

Table 13: LEP Summary by Language

Language	Where Individuals Reside	Best Way to Communicate
Spanish	Natomas, South Sacramento, North Sacramento, Citrus Heights, Oak Park, Galt, Elk Grove, Rancho Cordova, Arden	In-person (one-on-one), word-of-mouth (referrals from friends), flyers, videos/TV, radio
Russian	West Sacramento, Rancho Cordova, Carmichael, Citrus Heights, Antelope, Fair Oaks, North Highlands	Organization newsletters, social media, radio, in-person (one-on-one), TV, and community events -
Vietnamese	Little Saigon (Stockton Blvd. between Fruitridge and Florin)	In-person (one-on-one), TV, community events
Chinese	Citrus Heights, South Sacramento, Oak Park, Rancho Cordova, Carmichael, Arden-Arcade, Elk Grove	In-person (one-on-one), flyers, radio, TV, community events
Arabic	Fulton Ave, Myrtle Ave, Natomas	In-person (one-on-one), community events, flyers, social media, through the school system, texting
Dari, Farsi	South Sacramento, Walnut Grove, Isleton, Galt, Elk Grove	Website and social media, particularly Facebook and Instagram
Mien	South Sacramento	In-language verbal communications, in-language social media, news channels
Filipino/Tagalog	South Sacramento, Downtown, Elk Grove	In-language radio, print, television, and community-based organizations
Vietnamese	South Sacramento, Downtown, Elk Grove	In-language radio, print, television, and community-based organizations
Hmong	South Sacramento, Downtown, Elk Grove	In-language radio, print, television, and community-based organizations
Korean	South Sacramento, Downtown, Elk Grove	In-language radio, print, television, and community-based organizations
Hindi	South Sacramento, Downtown, Elk Grove	In-language radio, print, television, and community-based organizations

FACTOR 4: *Evaluate the resources available to SacRT and overall cost to provide LEP assistance.*

SacRT's operating budget includes the following language assistance aspects:

- Costs of translation into multiple languages

- Costs for live telephone interpretation services
- Costs for interpreters at Board meetings and hearings, when requested
- Additional printing costs for key documents
- Additional administrative and training costs and
- Additional costs for outreach labor and materials for potentially impactful construction projects in LEP areas.

Direct costs for the language assistance aspects listed above, including written translation, telephone interpretation, and in-person interpretation for public meetings total $40,899.53 from January year 2023 through December 2025. Since 2023, SacRT staff have been providing key notices for customers in English and in Spanish, Chinese, Vietnamese, Russian, Hmong, Arabic, Japanese, and Farsi.

Implementation Plan for Language Assistance

This section describes SacRT's current methods and plans for providing language assistance to LEP persons.

Identifying LEP Persons Who Need Language Assistance

"Agencies would be well advised to ask LEP persons whether they are aware of the types of language assistance the agency provides, which of these forms are most beneficial, and what, if any, additional language assistance measures would be most beneficial." (DOT LEP Guidance Section V(4)).

The Four Factor analysis showed that there is frequent contact between LEP individuals and SacRT personnel. Language line calls, outreach interviews, the customer survey, and the employee survey all show a high degree of contact between persons with limited English proficiency and SacRT. Based on the feedback received throughout the extensive outreach and research effort conducted as part of this update, LEP customers can get information about SacRT services and programs and that language barriers are not strong inhibitors to accessing services.

To ensure that LEP customers can continue to get information on SacRT services and programs, SacRT will continue to undertake the current translation activities using a common tiered approach to determine thresholds for language translation. At each Title VI Program Update, SacRT will reevaluate thresholds based on its LEP tracking data so that it corresponds to the language groups frequently encountered within the

tiered approach. In addition to language translations, SacRT will continue to use pictograms on all way-finding signage.

Providing Language Assistance

This section describes the current and future services that SacRT provides for enhancing the access of its system to LEP persons.

Existing LEP Programs and Services

The following is a summary of the language assistance, programs, and services currently provided in addition to the bilingual customer service staff and operators. Several of the documents have a statement on how to obtain information printed in each language stating, "For route, schedule and fare information, call 916-321-BUSS (2877)." SacRT customer service representatives can provide route, schedule, and fare information to callers in almost every language by connecting customers with a language interpreter.

Table 14: Existing Translation

Document/Program	Current Translation
Language Line	Many
Public Hearing Notices	Spanish, Russian, Chinese, Hmong, Vietnamese, Arabic, Japanese, and Farsi
Title VI Notice on Bus, Light Rail, SacRT Flex, and Paratransit Vehicles, including UZURV	Spanish, Russian, Chinese, Hmong, Vietnamese, Arabic, Japanese, and Farsi
Title VI Notice on Web Site	Safe Harbor Languages
Title VI Complaint Form on Web Site	Safe Harbor Languages
Public Notices Regarding Fare Change Proposals	Spanish, Russian, Chinese, Hmong, Vietnamese, Arabic, Japanese, and Farsi
Public Notices Regarding Service Change Proposals	Spanish, Russian, Chinese, Hmong, Vietnamese, Arabic, Japanese, and Farsi
Passenger Origin/Destination and Demographic Surveys	Spanish, Russian, Chinese, Hmong, Vietnamese, Arabic, Japanese, and Farsi
Public notice regarding upcoming service change	Spanish, Russian, Chinese, Hmong, Vietnamese, Arabic, Japanese, and Farsi
Potentially impactful construction project information	Varies based on LEP population in vicinity

Printed Pocket Timetables with statement on how to obtain information	Spanish, Russian, Chinese, Hmong, Vietnamese, Arabic, Japanese, and Farsi
How-to-Ride Guide with statement on how to obtain information	Spanish, Russian, Chinese, Hmong, Vietnamese, Arabic, Japanese, and Farsi
Station Wayfinding	Pictograms and Braille
Ticket Vending Machine Menus	Spanish
SacRT Web Site	Google Translation supports 243 languages
Safety Campaigns	Varies based on LEP population in vicinity
Promotional Campaigns	Spanish and additional languages based on LEP population in vicinity service being promoted
Neighborhood Targeted TV Commercial	Varies based on LEP population in vicinity
Community Partnerships	City Year, Crossing TV, Russian American Media Group, Asian Resources, Latino Roundtable, Sacramento Asian Chamber

To assist operators with LEP customers, "We Speak Your Language" stickers are on board each vehicle. Drivers are instructed to point to the sticker to communicate with LEP passengers on how to obtain route, schedule, and fare information. Public notices regarding pending major route closures (over 200 boardings per day) will be translated into the languages of LEP population groups in the vicinity of the closure.

SacRT uses partnerships with LEP organizations as a network to send out toolkits with user information, and to disseminate information at the organizations' locations and through social media. On occasion, SacRT works with Spanish language TV and radio broadcast organizations to create commercials promoting new routes and services.

To ensure access to language assistance for LEP customers, SacRT uses the following four-tier translation guidelines for materials that contain information that is critical for obtaining services and/or benefits:

Tier 1: essential information for accessing services and benefits and for safety. The narrow selection of languages in this tier recognizes limitations inherent in the communications media used, such as space constraints.

Tier 2: documents that enhance access to services and programs or facilitate the customer's experience. The translation criteria for this tier recognize space and resource constraints for extensive translation.

Tier 3 Vital: information concerning awareness of legal rights including the right to language assistance.

Tier 3 Targeted: documents that enhance participation of LEP persons in decision-making. These documents can be long and technical so translation may be on a case-by-case basis; including whether a translated summary document is sufficient.

Tier 4 Technology-Dependent: In many cases, technology has allowed for affordable, easy translation into multiple languages. In these instances, SacRT will continue to use these services for translation as allowed by the technology.

Language translations for each tier are determined as described below.

Tier 1 languages include those with more than 5% of the total population identified in the ACS as not speaking English well. The only Tier 1 Language is Spanish.

Tier 2 languages include seven in total, which include Tier 1 languages plus additional languages that:

- Are nearly 1% of the LEP population in Sacramento County that have historically been included due to passenger demographics (Chinese, Vietnamese)
- Utilized the Language Line service an average of at least once a month between 1/1/2023 and 10/31/2025 (Arabic)
- Include Sacramento County K-12 English Language Learners greater than 5% (Russian, Farsi, Pashto)

Tier 3 Vital includes Tier 2 languages plus the remaining Safe Harbor Languages. There are 16 Tier 3 languages identified.

Tier 3 Targeted translations are on a case-by-case basis for construction projects and route-specific changes. SacRT, at its discretion, will translate documents into additional languages if the nature of the document and the character of the document's target audience justify additional translation. Additional languages will be determined by the frequency of encounters with language groups. If SacRT lacks data on encounters, additional languages may be determined by demographic data.

Tier 4 Technology-Dependent includes 243 languages in Google Translate, available on the SacRT homepage. Changes in the affordability, ease, or availability of technology could result in a change in translation activities.

Table 15: Language Tiers and Languages

Tier 1	Tier 2	Tier 3 Vital	Tier 3 Targeted	Tier 4 Tech	Communication Item
Spanish					Fare information decal on bus farebox
					Ticket vending machine
					Promotional campaigns
					Rider Alerts
	Spanish Chinese Vietnamese Russian Farsi Arabic Pashto				Title VI Notice in public-facing locations
					Public hearing notices
					Public notices for fare proposals
					Public notices for service proposals
					Passenger demographic surveys
					"We Speak Your Language" stickers
		See Table 2			Title VI Notice on website
					Title VI Complaint Form & Procedures
			Varies		Construction project information
					Safety campaigns
					Promotional campaigns
				Many	Language Line
					SacRT website Google Translate
					Neighborhood targeted TV commercial

Staff Training

SacRT's existing staff training for better serving LEP transit customers includes the following elements.

For the Transit Ambassador (ticket inspectors) training, SacRT trains employees to assist passengers with hearing impairments by using writing tools, i.e., pen and paper. For LEP passengers, SacRT communicates via a translation app on District-issued smartphones. All new Ambassadors have 40 hours of classroom training where they learn about managing difficult/uncooperative passengers and LEP

passengers. They also have 80 hours of in-field training where they apply the techniques learned in the classroom.

New bus operators undergo 48 hours of classroom training and 20 hours of behind-the-wheel training, during which time, as part of their overall customer service curriculum, they are instructed on language assistance, customers with disabilities, sensitivity training, etc. If an operator encounters a customer with Limited English Proficiency (LEP) having trouble using the system, they are trained to use common-sense methods to assist the customer and to look for visual cues that might indicate the nature of the question, especially if it is regarding frequent topics of confusion. (Example: A customer gesturing toward his/her wallet is likely confused about the fare. Hesitancy to board the bus in the first place may indicate uncertainty regarding the bus's destination and/or stops.) Practical measures are encouraged, including enlisting the assistance of other passengers who may speak the same language, referring to printed information on the fare structure displayed on the farebox, stating some of the key streets or destinations that the bus will serve (e.g., "Arden Mall"), or giving the customer the number for Customer Service, which can render assistance in any language.

Current bus operators are instructed in an ongoing basis in "Passenger Assistance Trainings" with techniques that cover various communications strategies, such as hand signals. Many drivers are bilingual and able to communicate with LEP passengers. There are also multilingual staff available to assist drivers during business hours, and all drivers are instructed to call into dispatch if additional assistance is needed.

Newly hired Customer Service Representatives go through a minimum of two weeks of training in the Customer Service Center. Over the course of their training, they meet with Supervisors/Managers for an overview and basic training on systems, procedures, and customer service expectations. During this time, they learn where to locate the number for language interpretation service, how to access it, and which codes to use when prompted. Additionally, much of their training consists of observations and hands-on experience with existing SacRT staff at their desks in the Call Center or at the registers in the Sales Center. During this side-by-side training and mentoring, new hires can see how interpretation calls are handled first-hand before they try them on their own.

Newly hired van drivers go through “Passenger Assistance Training” where they are trained in techniques to communicate with individuals who do not speak English, as well as those with speech, hearing, visual, or cognitive impairments. Throughout the course, drivers receive hands-on training with passengers covering a variety of scenarios. Correct visual leads or hand gestures (pointing for direction, use of the stairs, use of the lift, how are you paying) are often used in training and many are universal for any language. All drivers are trained to call into dispatch if they need additional assistance.

SacRT’s contracted services (SacRT Flex and UZURV) provide support as drivers go through an on-boarding process and are instructed to use solutions like Google translate to communicate with LEP riders.

Providing Notice to LEP Persons

USDOT LEP guidance states: “Once an agency has decided, based on the four factors, that it will provide language service, it is important that the recipient notify LEP persons of services available free of charge. Recipients should provide this notice in languages LEP persons can understand.”

SacRT currently provides notification through the public using the methods outlined in the Public Participation Plan.

Monitoring and Updating the LEP Plan

SacRT has designated the Marketing Department to provide oversight and coordination for the implementation of this Language Assistance Plan. The Marketing Department fulfills most of the duties specified in the LAP, with the Customer Satisfaction Department and Operations also playing key roles. The Planning Department coordinates SacRT’s triennial program updates, including demographic analysis and stakeholder interviews. Every three years, SacRT will review the effectiveness of the LAP using strategies that may include, but are not limited to the following:

- Solicit direct feedback from community organizations by distributing a questionnaire or holding focus group sessions on communicating with LEP individuals
- Assess the demographic composition of Sacramento County using the most current census and California Department of Education data, and regularly update

- Conduct internal monitoring and random spot checks of LEP services; and
- Measure the actual frequency of contact by LEP persons by collecting information from Language Line usage, CSR interviews, and operator surveys.

Appendix E - Construction Projects

There were no construction projects requiring a Title VI Equity Analysis during the three-year period of this Program Update.

Appendix F – Customer Demographics

BACKGROUND

In March and April 2025, Sacramento Regional Transit (SacRT) conducted a weekday and weekend on-board origin-destination (OD) survey of all SacRT and Elk Grove fixed route bus and light rail services. The survey identifies the purpose, duration, and time of day of the trip, as well as key demographic information of the survey respondent. The survey also collected service ratings of the bus routes, light rail lines, and the SacRT system overall.

Purpose and Objectives

The origin-destination survey is an important tool for the agency to understand how the community is using SacRT bus and light rail service. Transit planners will use the information collected from the survey to make data-driven decisions on where transit infrastructure and services should be improved or optimized. The survey will provide data for a Comprehensive Operational Analysis and Short-Range Transit Plan for SacRT. This report summarizes the survey methods and findings.

Sampling Plan

The goal of the sampling plan was to understand patterns for bus riders, light rail riders, and weekend riders. The sampling plan goal was for the following distribution:

- 3,500 from weekday bus riders
- 2,500 from weekday light rail riders
- 175 each from Saturday Bus and light rail riders
- 175 each from Sunday bus and light rail riders

Based on 2023 ridership data, current revenue hours, and experience in expected returns, a total of approximately 1,300 hours of survey time was determined to be needed to achieve the SacRT goals. The following formula was used to develop this number: *Required Survey Hours = Desired # of Returns / (Riders per hour X Rider Participation Rate)*

Data regarding the average number of riders per hour was taken from 2023 system information. Based on an average shift or piece-of-work (POW) of approximately 8 hours for a surveyor, the 1,300 survey hours translates to approximately 162 shifts. These shifts were then divided between weekdays and weekends and bus and light rail based on the expected returns set by SacRT.

Weekday bus sampling was set up in an attempt to cover all routes, but with a focus on the routes with higher passenger loadings, based on 2023 data, and all times of the day were addressed with an emphasis on AM peak hours as a starting point. Light rail surveying was divided evenly between the Gold and Blue lines. Weekend surveying consisted of 7 shifts each day for Bus on Saturday and Sunday and 4 shifts for light rail for each day. All bus routes surveyed were in the top 8 ridership numbers based on 2023 boardings.

The full sampling plan is included in the appendix of this report.

Design and Field Administration

Between March 3 and April 8, 2025, a total of 2,473 surveys were collected on weekdays from SacRT's fixed-route bus system, 396 surveys from Elk Grove bus routes, and 2,560 surveys from the SacRT light rail system. 423 fixed-route bus surveys and 360 light rail surveys were collected on weekends as well. The surveys utilized a self-administered survey that was distributed and collected by surveyors onboard the bus routes. The survey had questions on trip information, fare payment, rider demographics, and service ratings. Surveys were also available in Spanish, Chinese, Russian, Vietnamese, Punjabi, and Hmong.

Returns were secured for all routes through Route 161, with the exception of Route 20 (no returns) and Routes 103, 109, 124, 134, 138 and 161 (all with less than 10 returns). A scattered number of returns were obtained for Routes 175 through 255, primarily due to these routes being interlined with more heavily used routes. Bus surveying was scheduled for eight days, with one day being devoted to the Elk Grove system, since it is based in a separate location. Bus survey times were from 6:00 AM until 8:30 PM, while light rail survey times ranged from 5:30 AM until 10:30 PM. Surveying for the Gold and Blue Lines was scheduled for a single day for each line.

KEY FINDINGS

- **Trip Purpose** – Traveling to or from work is the most predominant trip purpose on both bus and light rail. School/college trips are the second most common. For Elk Grove routes specifically, school/college trips are the most common trip.
- **Frequency of Use** – Most respondents use SacRT regularly, with most respondents saying they use the service five days per week. Taking transit seven days per week is the next most common on SacRT bus and light rail, but much less common on Elk Grove bus routes. This is likely due to Elk Grove not operating on Sundays and holidays, as well as the emphasis on school-related trips.
- **Fare Payment** – The fare payment methods are distributed relatively evenly across the four main payment options, so there is no one dominant product used across the systems. Connect Cards are less commonly used on SacRT Bus, while cash is less commonly used on Elk Grove service.
- **Access to Transit** – Riders are most likely to walk to reach transit for each system surveyed. Light rail riders are more likely to bike, drive, or get dropped off than bus riders.
- **Demographics, Income** – Riders are most likely to be very low income (under $10,000 per year) across bus and light rail systems. Light rail and Elk Grove services have more riders with higher incomes (over $75,000 per year), likely related to commuter services and quality perceptions of rail versus bus.
- **Demographics, Minority** – SacRT Bus and light rail riders are most likely to be White/Caucasian or Black/African American, and Elk Grove bus riders are disproportionately Black/African American and Asian/Pacific Islander.

- **Demographics, Age** – SacRT Bus and light rail service are predominantly used by working-age riders, and Elk Grove ridership skews younger than the rest of the system, which reflects the school-tripper service and connections to CRC.

SURVEY RESULTS

This chapter details the survey results, which are summarized by the following categories: transit use, demographics, fare payment, personal characteristics, and service ratings.

Transit Use

This section reviews passengers' trips purposes, how often they use transit, how long they have been transit users, and how they access their transit services.

Trip Purpose

Work and school/college trips are the most common trip purposes reported on SacRT fixed route service, making up over 58% of all bus trips and 63% of light rail trips surveyed (

Figure 3 and Figure 4). This shows that the majority of people who take the bus or light rail on weekdays do so for work or school, and weekday service should continue to be evaluated for optimization to provide these essential trips.

Work and school trips were also the most common trip purposes on Elk Grove routes

Figure 5), but school/college trips made up the largest share at 43.5% of trips surveyed. This indicates that students are a core demographic of the Elk Grove ridership base and should be considered when undertaking any service changes.

Across the SacRT system, the third most common trip purpose was "other" (Figure 6), which could indicate people using transit for recreation or social activities with friends or family. The survey did not include an option for riders to elaborate when they chose "other" for their response. "Other" trip purposes were the most common responses on weekend rider surveys on SacRT Bus and light rail (

Figure 7 and Figure 8), further supporting that expanding this category in future onboard surveys will give more accurate information. Work trips were equally as common as "other" trips on weekend bus service at 30.2% but were less common on light rail during the weekends. This shows that bus service is a critical transit option for workers with less traditional work schedules.

Figure 3 "What is the purpose of this trip?" – Light Rail

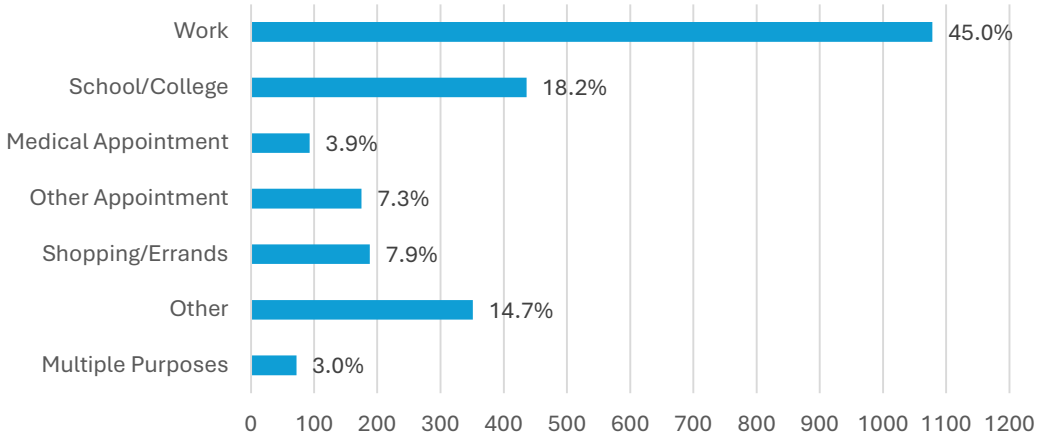


Figure 4 "What is the purpose of this trip?" – SacRT Bus

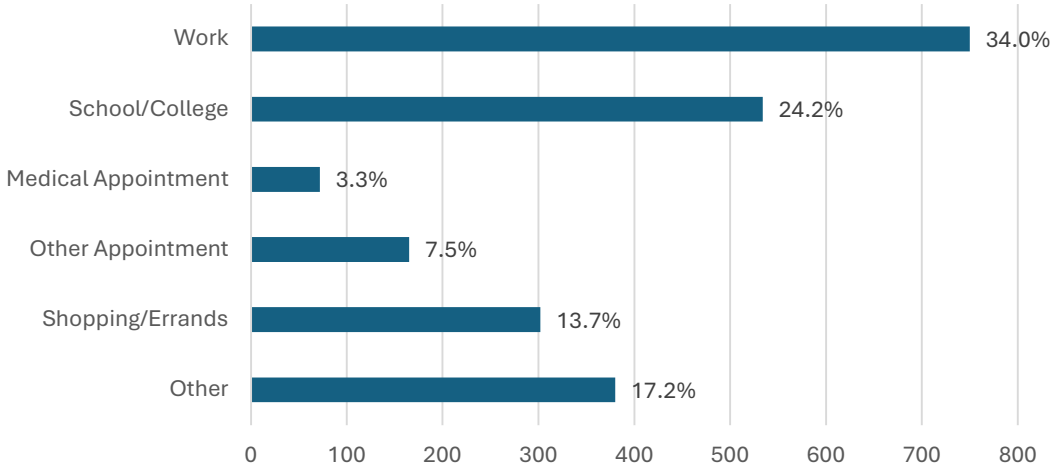


Figure 5 "What is the purpose of this trip?" – Elk Grove

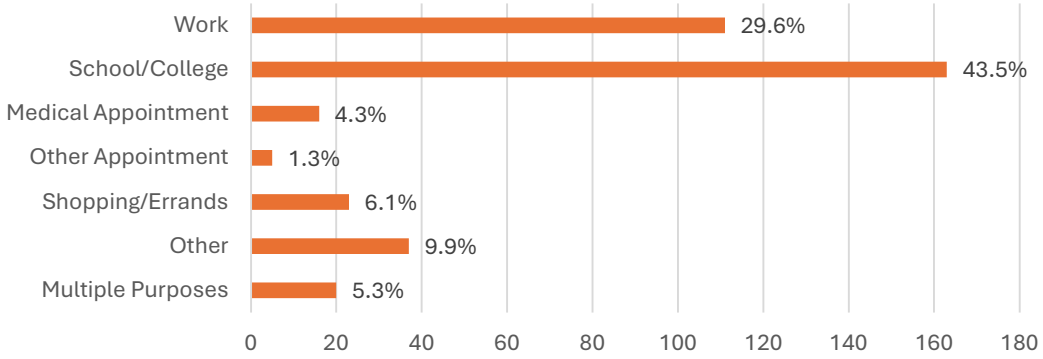


Figure 6 "What is the purpose of this trip?" – SacRT System

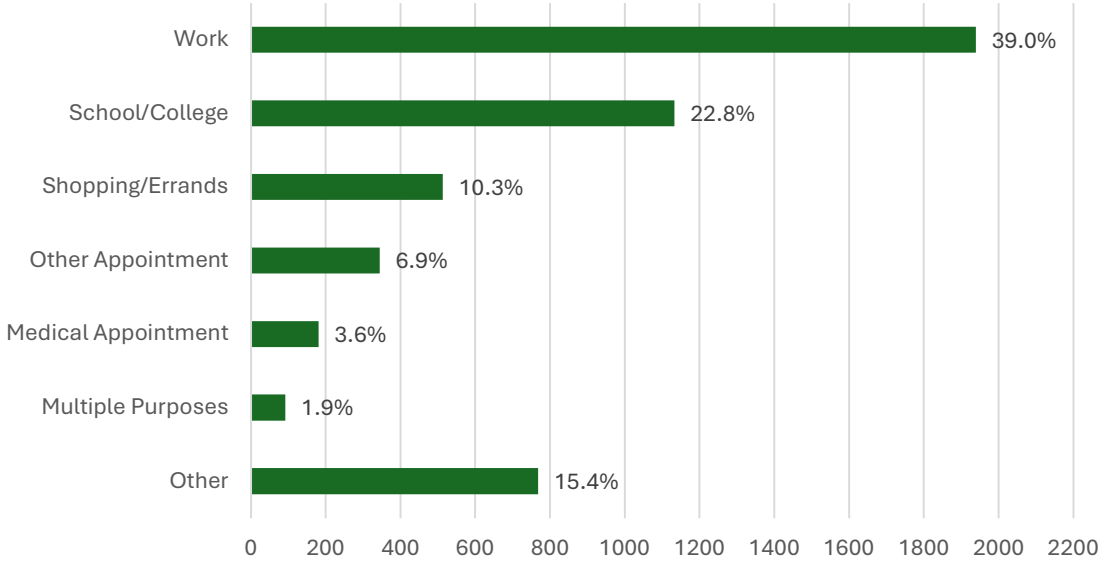


Figure 7 "What is the purpose of this trip?" – Weekend SacRT Light Rail

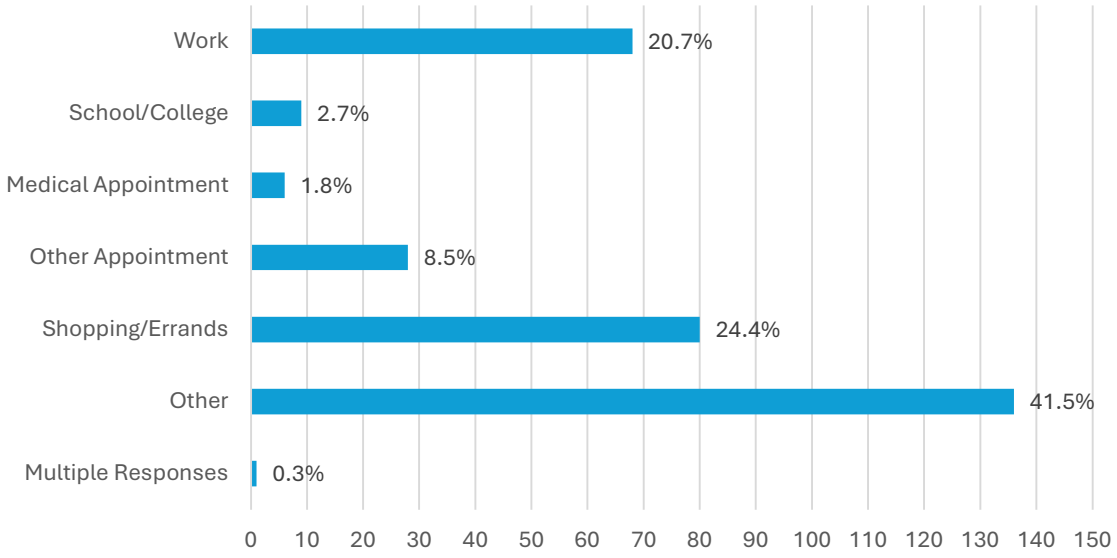
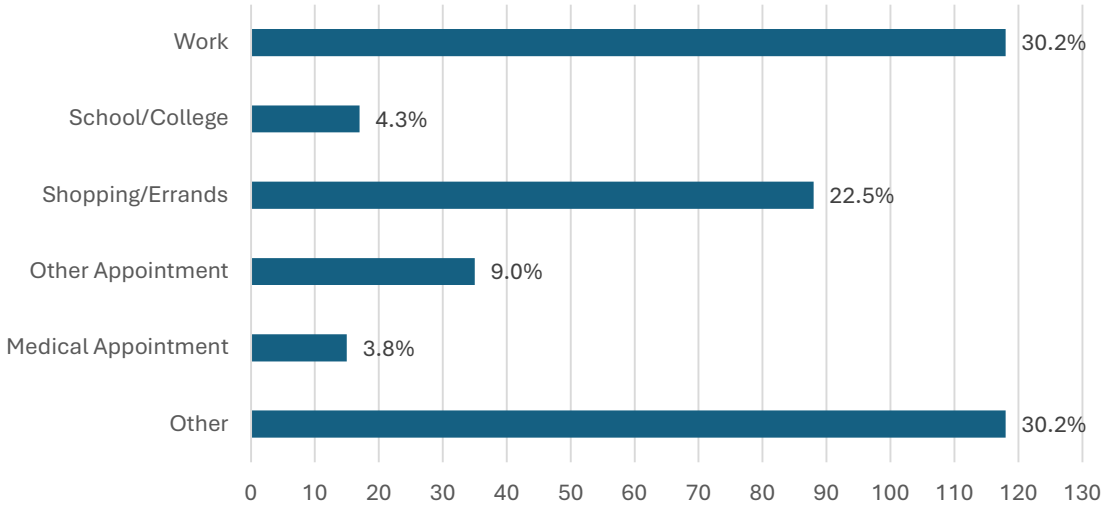


Figure 8 "What is the purpose of this trip?" – Weekend SacRT Bus



Frequency of Use

Over 29% of riders use SacRT light rail five days per week, a plurality of riders. The second most frequent reported usage is seven days per week, at 15% of riders. Combined, those who ride the

light rail five days a week or more represent a steady base of riders who are likely using light rail to get to schools or jobs, or who are transit dependent and use light rail nearly every day. There is a relatively even spread in the number of riders who use light rail between two and four days a week, which may reflect the prevalence of hybrid work schedules. This is also consistent with light rail demographic data that shows high-income riders as more likely to use light rail service, and high-income jobs are more likely to have flexible work schedules.

Just over 50% of riders use SacRT service 5 or more days a week, showing a core of frequent users. Nearly 32% of riders use SacRT bus service five days a week, which is the most common frequency reported for number of days of use across the SacRT system (

Figure 10 and Figure 12). The second highest frequency of use is riders who use the service seven days a week, which is nearly 17% of riders. This indicates that SacRT fixed route bus has a steady base of riders who use the service daily, which is consistent with regular work and school schedules and with those trips being the most common trip purposes. It also indicates that many of the riders on SacRT's fixed-route services may be dependent on transit for their transportation needs and therefore use it nearly every day. Weekend bus and light rail survey results show that over a quarter of riders report using transit seven days a week, with five days being the next most common response (Figure 13 and Figure 14, which is consistent with a transit-dependent population.Elk Grove riders are also a fairly consistent rider base with over 31% of riders using bus service five days a week (

Figure 11), which aligns with typical K-12 school schedules. Elk Grove riders have higher rates of using the service between two and four days a week, which could align with higher education schedules or hybrid work policies.

Figure 9 "How many days do you ride RT?" – Light Rail

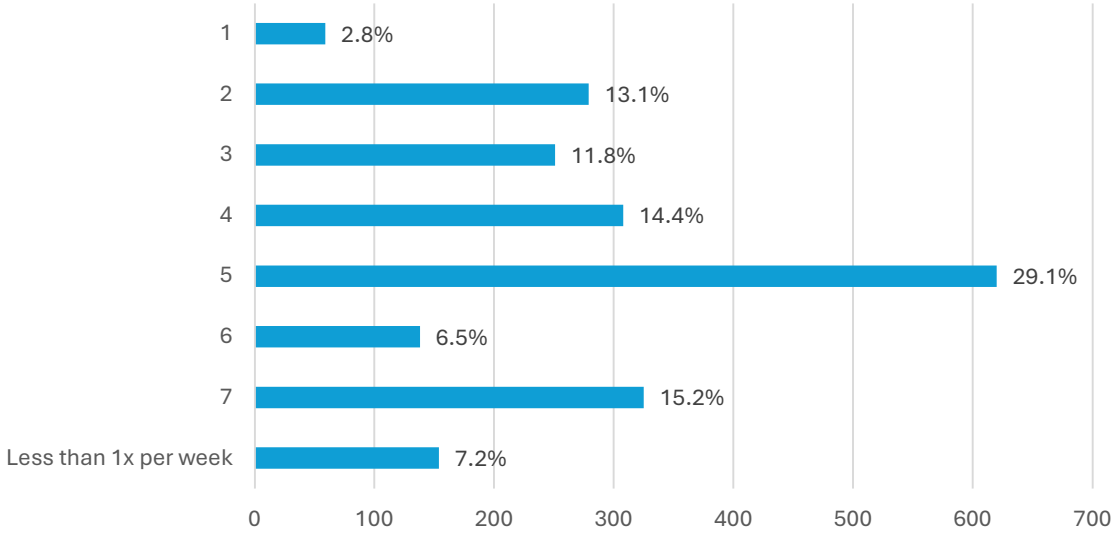


Figure 10 "How many days do you ride RT?" – SacRT Bus

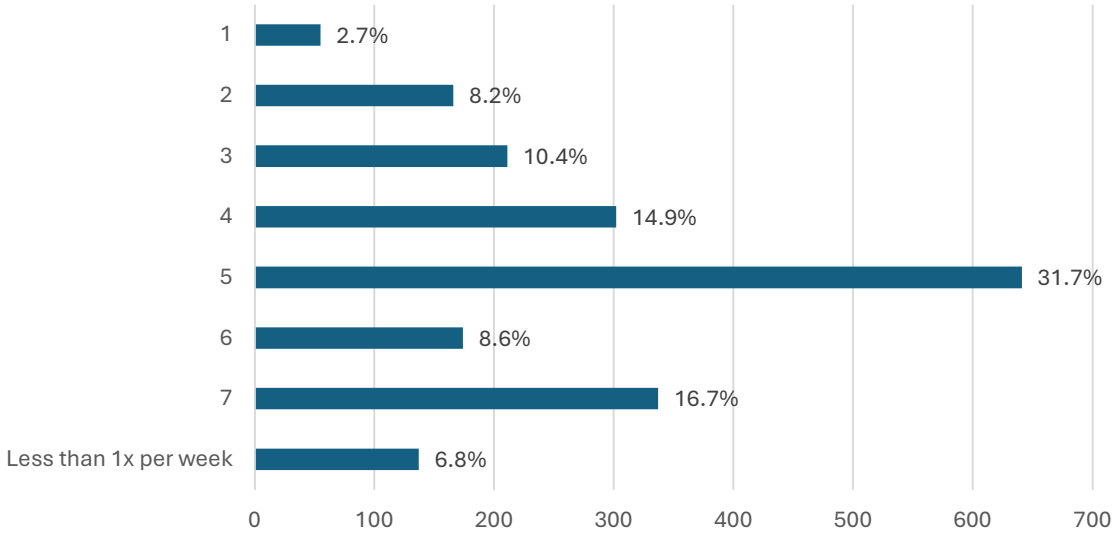


Figure 11 "How many days do you ride RT?" – Elk Grove

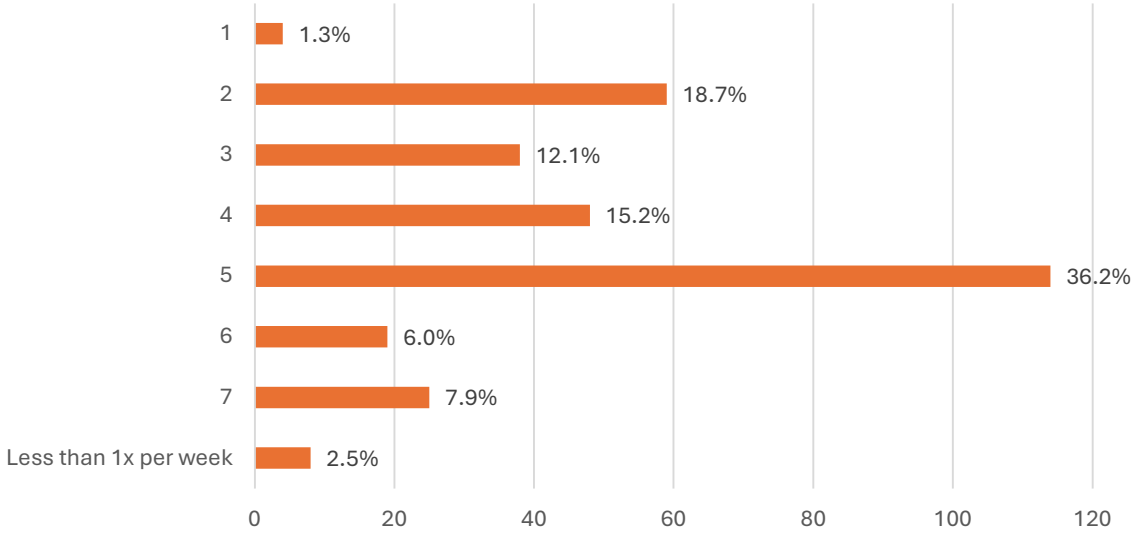


Figure 12 "How many days do you ride RT?" – SacRT System

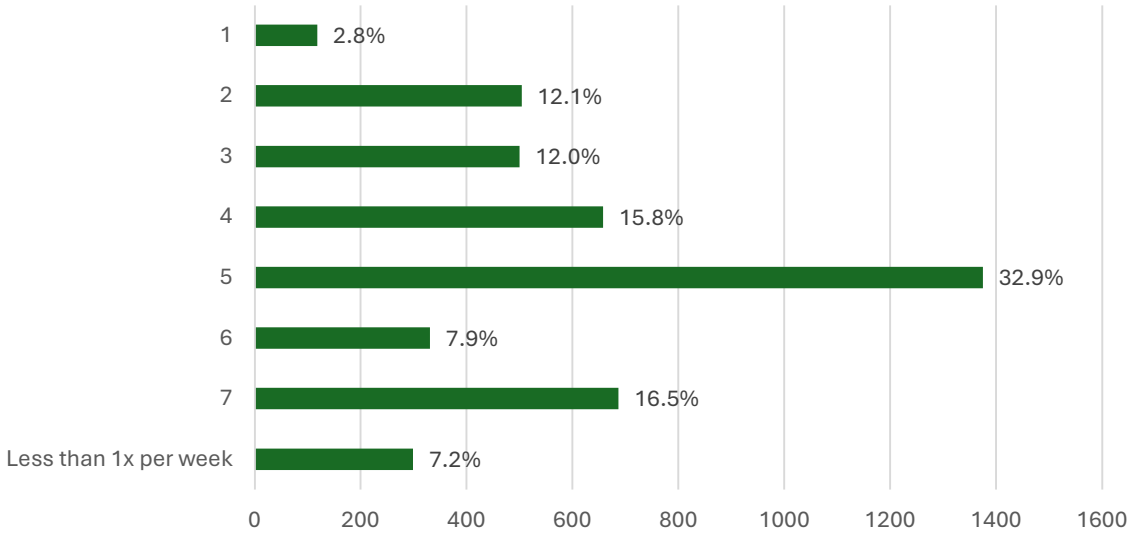


Figure 13 "How many days do you ride RT?" – Weekend Light Rail

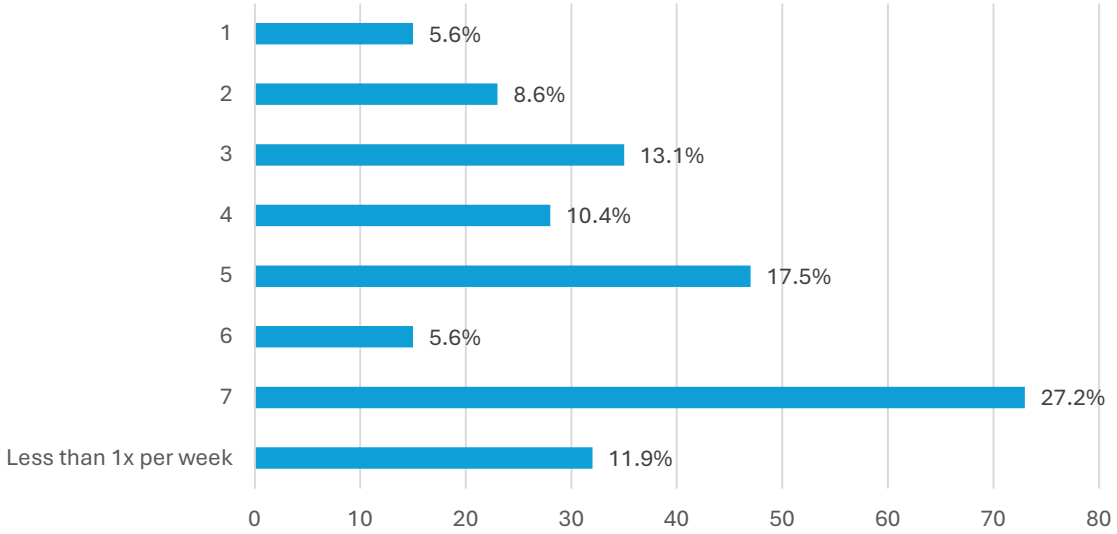
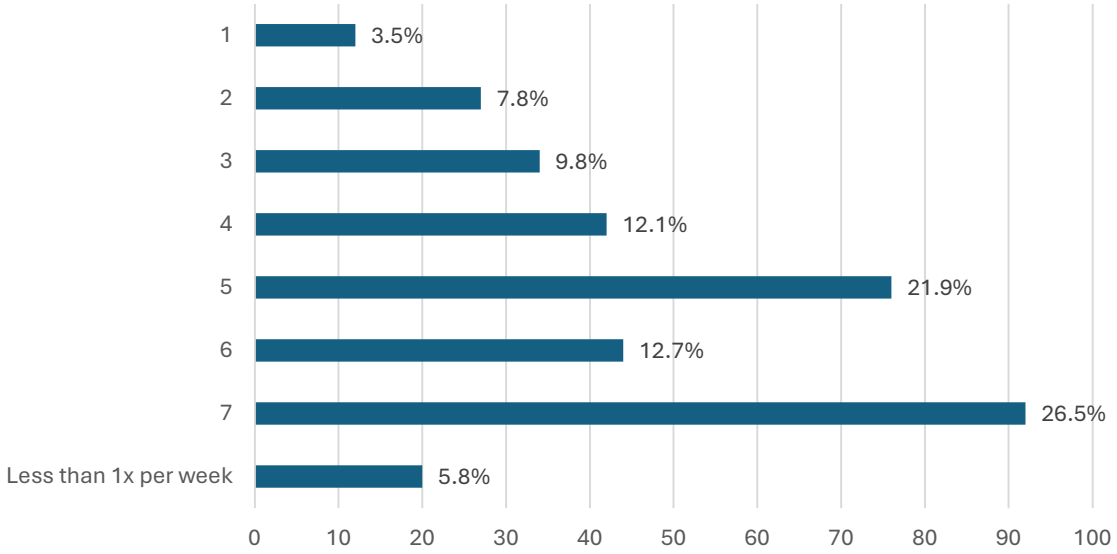


Figure 14 "How many days do you ride RT?" – Weekend SacRT Bus



Transit Use Length

The majority of riders on SacRT bus and light rail reported they began using SacRT service in the last five years (Figure 15 and Figure 16). This is consistent with the demographics data collected from the surveys in which over 30% of riders reported being under the age of 24, and also with the second most common trip purpose being for school/college. Elk Grove had a larger portion of newer riders with 28% starting in the past year, and 41% in the past five years (

Figure 17), and overall, Elk Grove riders are newer to using the system than the rest of the SacRT system. It is likely that passengers who began riding in the past five years could be new riders in the Sacramento K-12 schools or students at one of the colleges. Weekend riders are more likely to have been using RT services for more than 10 years than weekday riders (Figure 19 and Figure 20). Overall, the majority of weekday riders on the SacRT system began using it in the last five years (Figure 18).

Figure 15 "In what year did you begin riding SacRT?" – Light Rail

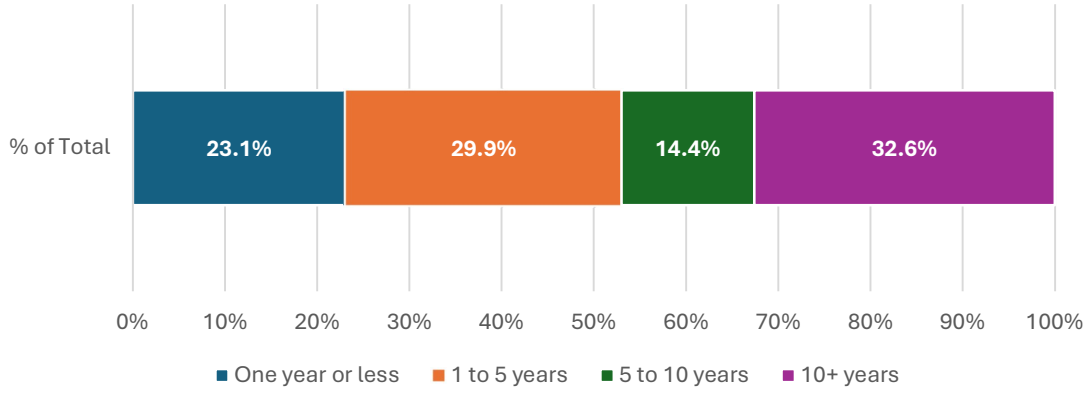


Figure 16 "In what year did you begin riding SacRT?" – SacRT Bus

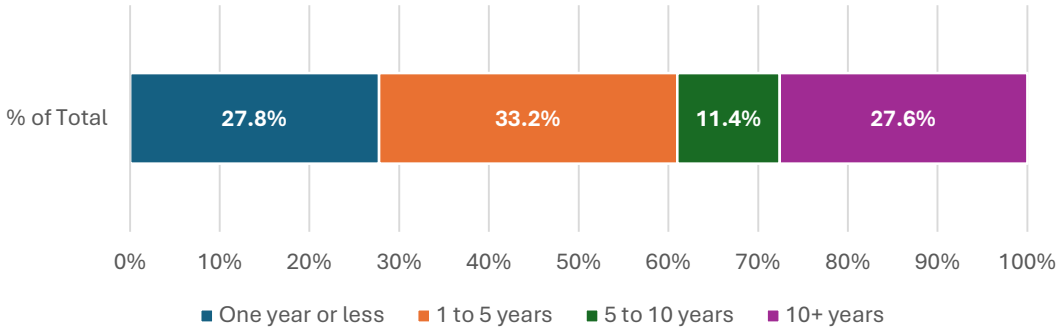


Figure 17 "In what year did you begin riding SacRT?" – Elk Grove

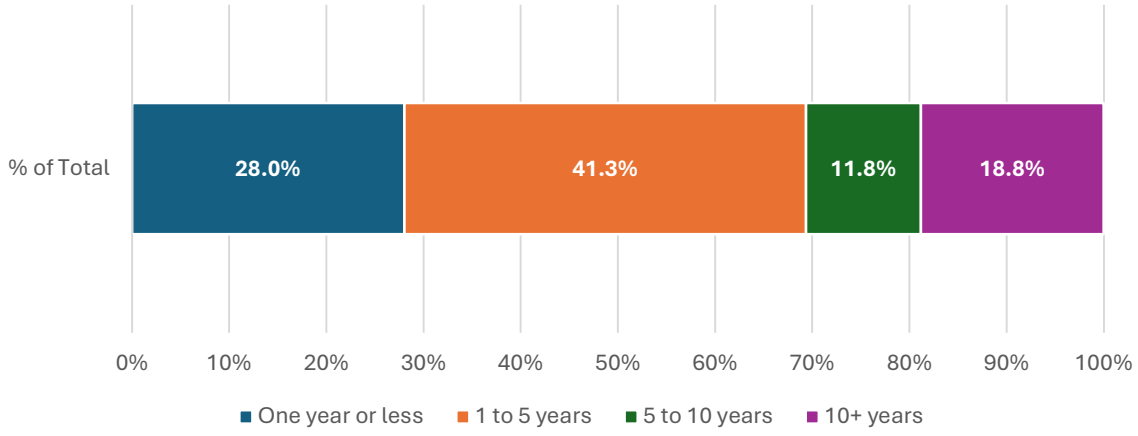


Figure 18 "In what year did you begin riding SacRT?" – SacRT Weekday System

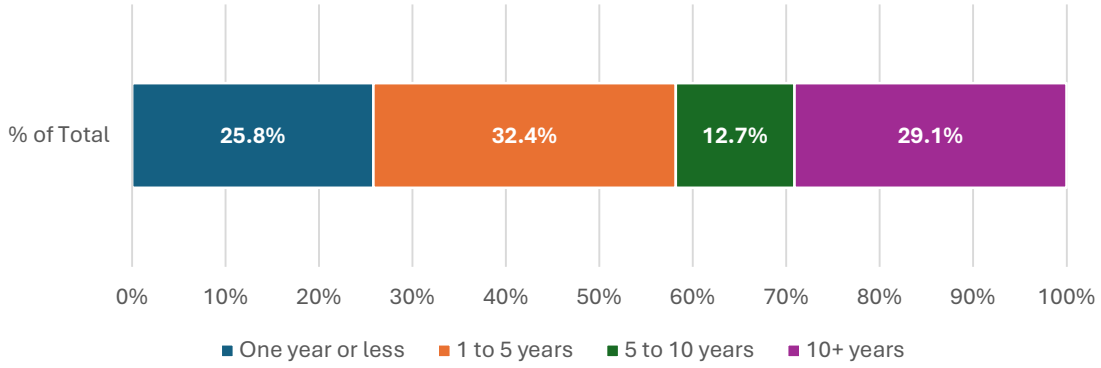


Figure 19 "In what year did you begin riding SacRT?" – Weekend Light Rail

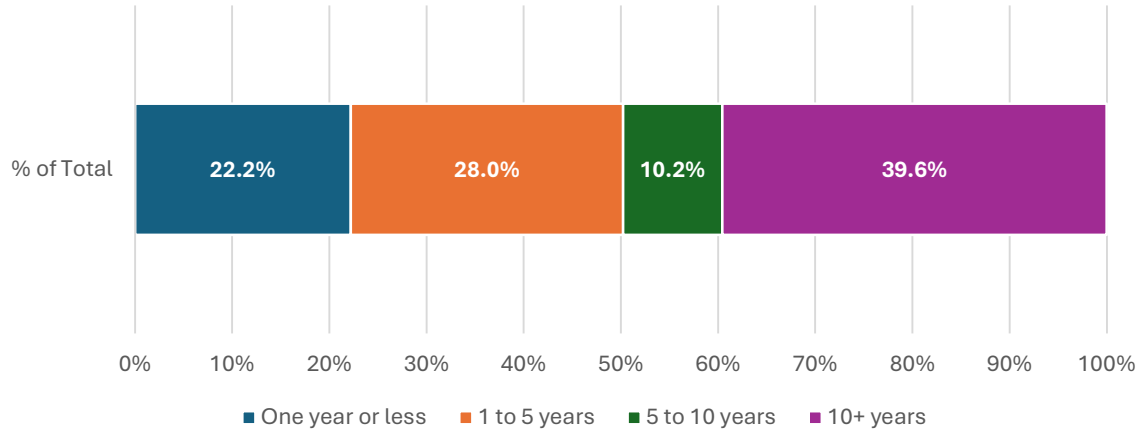
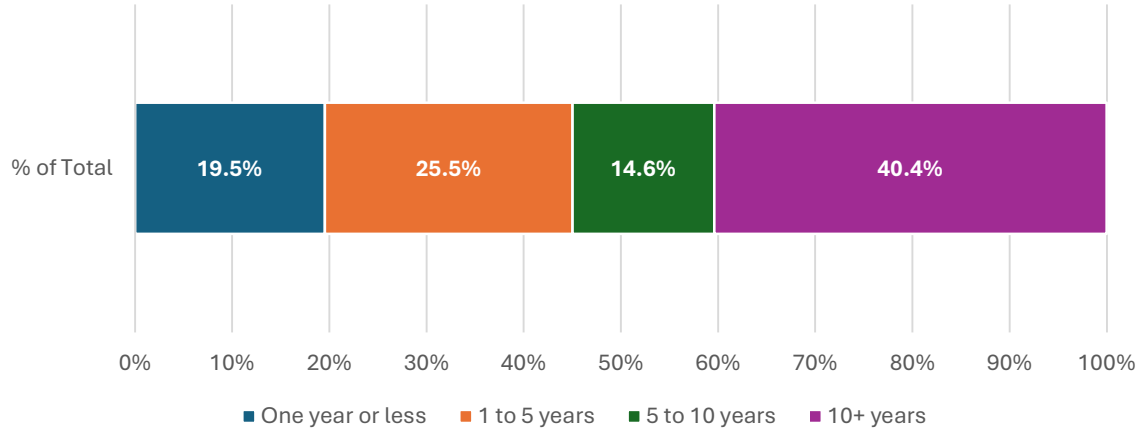


Figure 20 "In what year did you begin riding SacRT?" – Weekend SacRT Bus



Transit Access

The most common means of accessing transit for all SacRT riders is walking to the bus stop or station (Figure 24). SacRT Bus and Elk Grove riders are more likely to walk to transit (Figure 21 and

Figure 22) than light rail riders, but over 45% of light rail riders still reported walking to the station to access their train (

Figure 23). The second most common form of access to bus routes were transfers from another SacRT bus route or light rail line, which make up about 11% of all the bus trips surveyed.

One notable difference is that nearly 14% of light rail riders reported driving to a station to board their train, while only about 3% of bus riders access their bus route via a car. This is likely due to the availability of free park-and-ride lots along the light rail system. Light rail riders are also more

likely to bike or get dropped off at the station, which indicates that riders are likely willing to travel farther to reach rail service.

Walking to the bus stop or station is also the most common means of access for weekend bus and light rail riders (Figure 25 and Figure 26). Similar to weekdays, the next most common means of access for weekend bus riders is making a transfer from another SacRT bus, which demonstrates the importance of connections throughout the network on both weekends and weekdays.

Figure 21 "How did you get to the bus you are on right now?" – SacRT Bus

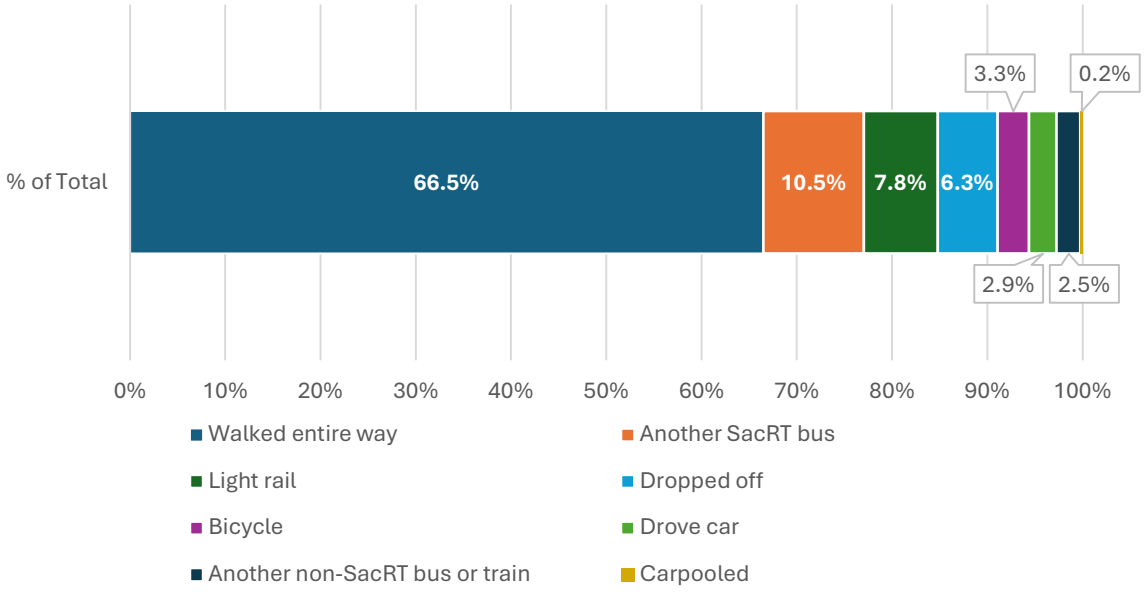


Figure 22 "How did you get to the bus you are on right now?" – Elk Grove

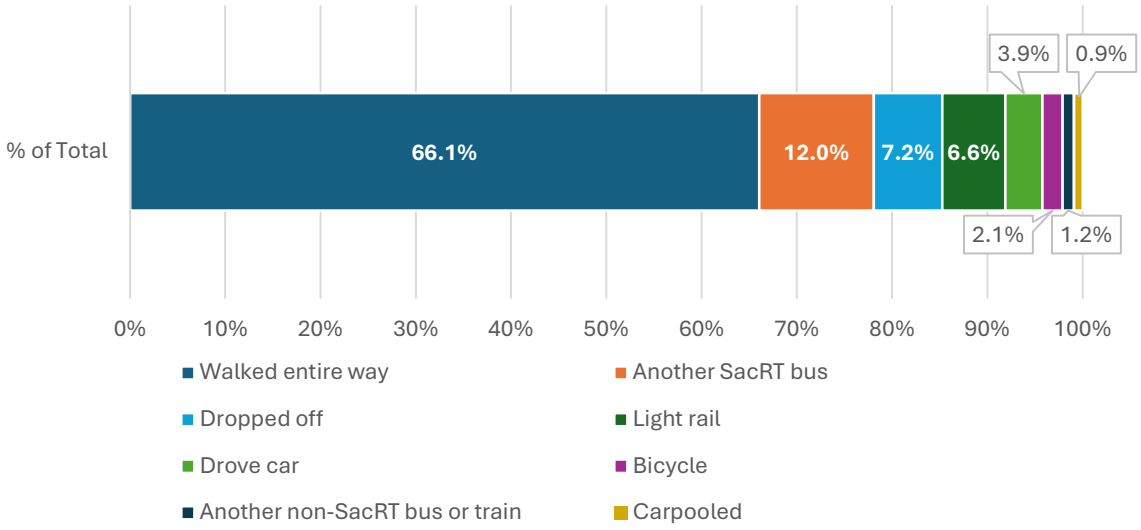


Figure 23 "How did you get to the train you are on right now?" – Light Rail

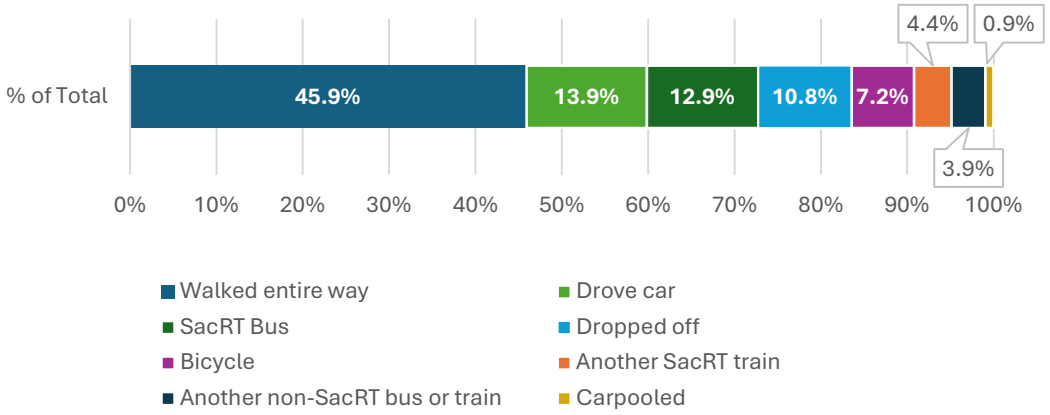


Figure 24 "How did you get to the bus or train you are on right now?" – SacRT System

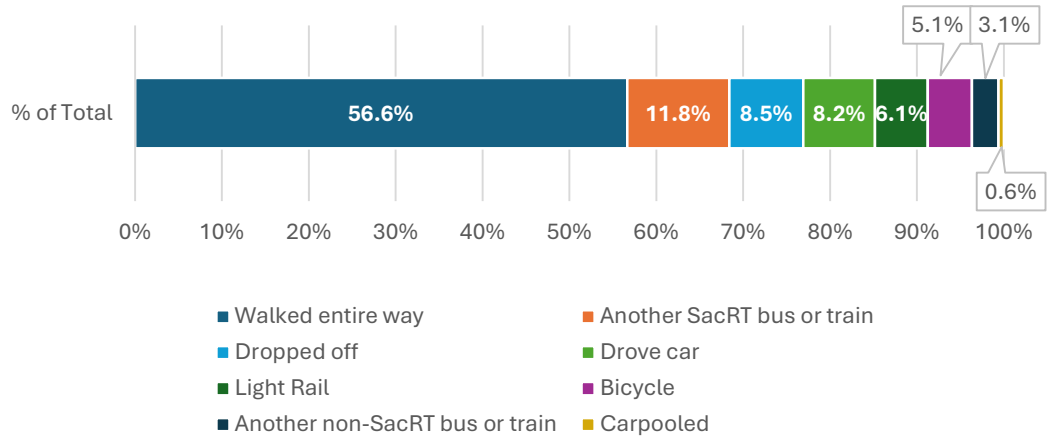


Figure 25 "How did you get to the train you are on right now?" – Weekend Light Rail

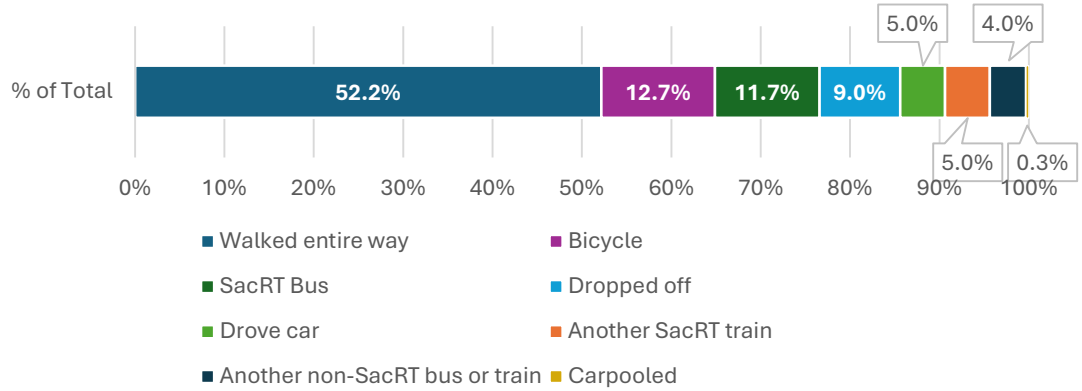
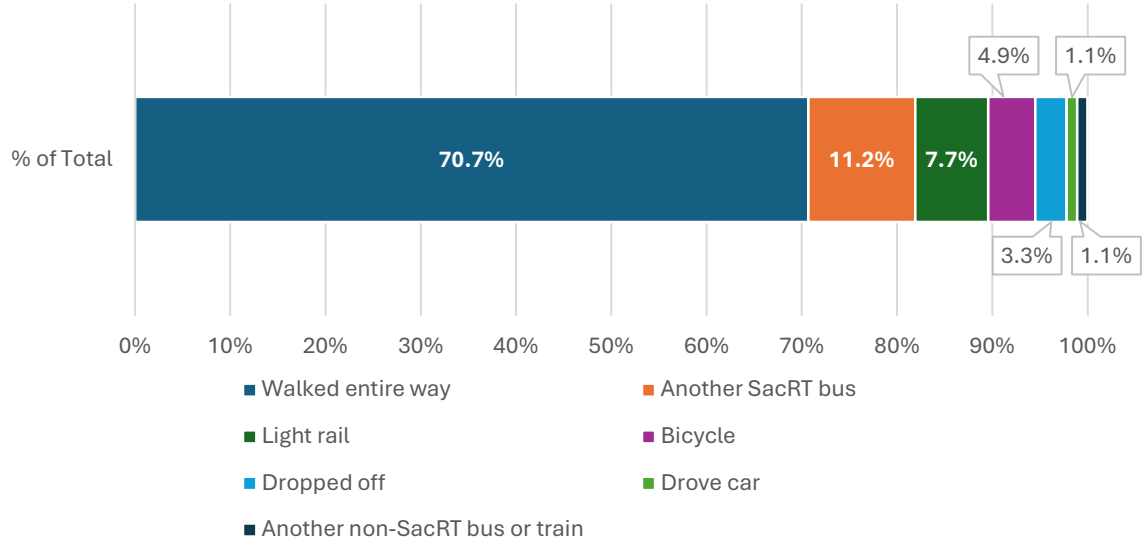


Figure 26 "How did you get to the bus you are on right now?" – Weekend SacRT Bus



Transfers

The following transfer matrix shows the top 20 transfer pairs across the SacRT transit system. The most common transfer pairs are light rail-to-light rail or bus-to-light rail transfers. Over 10% of all transfers are Blue Line to Gold Line or Gold Line to Blue Line, and more than half of all transfers involve a light rail line.

Figure 27 Transfer Matrix – SacRT System

Starting Route	1	21	23	25	26	30	51	61	67	68	72	81	82	84	86	87	93	Blue Line	Gold Line	Light Rail
1		6	1	10	2		1					2	1	3		1	3	5		1
10						1		1			1	1		1					8	
11				4	1	1	5			1	1	1		1	2			1	3	3
13	1		2		2		1							1	2	1		1		2
21	4		2	5	1		1				3	2	1				1		10	7
23	1	1		1	1					4		1		1	1			4	5	1
25		2			2	2					1		3		4	4		3	3	3
26	3										1	2				1	4	4	7	
51					1			2	1	2			1	2				5	1	
56									4		1							6	2	
61							2					1	1		1			8		
67	1		2			1												3	6	1
68	2		4		1	3	2					1	1	1			1	4	6	2
72		1	1	1					1			2		1				3	7	1
81	4		1	1		1	4	2	2				2	1	3	4	1	5	3	2
82	1	1	2	1	2	2		1						2					9	
84	1	1		1	6			1				2	2			1	4	4	4	2
86	2		1		1	2	1	1			1						1	3	1	1
87	2					1	1	2						1	1		2	1	7	1
93	4		1	1							2			2	1	1		2		2
Blue Line	7	1	6	8	3	2	4	6	2	4	2	5		2	1	4	5		50	
Gold Line	2	7	1		6		4	1	3	3	5	7	6	3	9	7		65		
Light Rail	5				4		1	2		3		2	2	2		3				
Yolobus	2					1	1									1		7	1	

While bus-to-bus transfers are less common, several routes have over 60% of riders making transfers to or from their routes. The top five routes with the highest percentage of transferring riders are detailed in Figure 28.

Figure 28 Highest Transfer Routes – SacRT System

E110	41%	45%	69%
E115	50%	19%	69%
72	35%	33%	67%
21	41%	28%	64%
75	29%	35%	62%

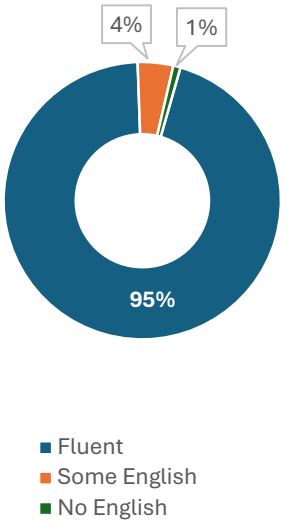
Demographics

This section summarizes the key demographic information collected from passenger surveys.

Language

Nearly 93% of survey respondents on SacRT Bus and light rail reported that English is the main language spoken at home (Figure 29 and Figure 30). Five languages other than English were represented in the survey, with Spanish being the most common language spoken at home. Hmong was a survey language option, and a very small number of light rail riders, but no bus riders, reported speaking it at home. Survey results for weekend bus and light rail riders had a similar distribution of languages as weekday riders with over 91% speaking English at home (Figure 33 and Figure 34). 90% of respondents on SacRT buses and 95% of respondents on the

light rail reported being fluent in English, while less than 1% reported they do not speak English



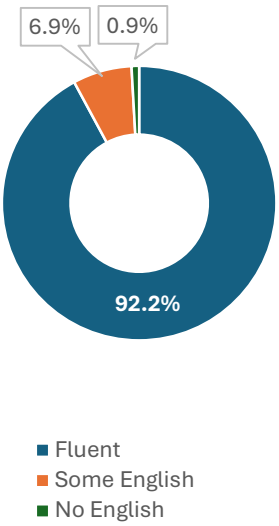
(Figure 35 and Figure 36).

English fluency is slightly less common among weekend riders with 91% of light rail riders and 85.8% of bus riders (Figure 39 and Figure 40).

Although surveys were provided in multiple languages, if passengers did not speak the same language as the surveyor, they may not have received a survey unless they requested one. This may explain why SacRT riders overwhelmingly reported speaking English (Figure 32) and languages other than English were underrepresented in this survey, despite Sacramento having a diverse population of languages.

Elk Grove ridership has a slightly more diverse language ridership base with about 10% of riders reporting a language other than English is the main language spoken at home (

Figure 31). The Elk Grove language question differed slightly from the SacRT Bus one in that "English and a 2nd language" was an option for Elk Grove riders. Elk Grove riders also had a slightly



higher percentage of fluent English speakers (Figure 37), but the distribution of English fluency was very similar to that of the general RT system (Figure 32).

Figure 29 "What is the main language you speak at home?" – Light Rail

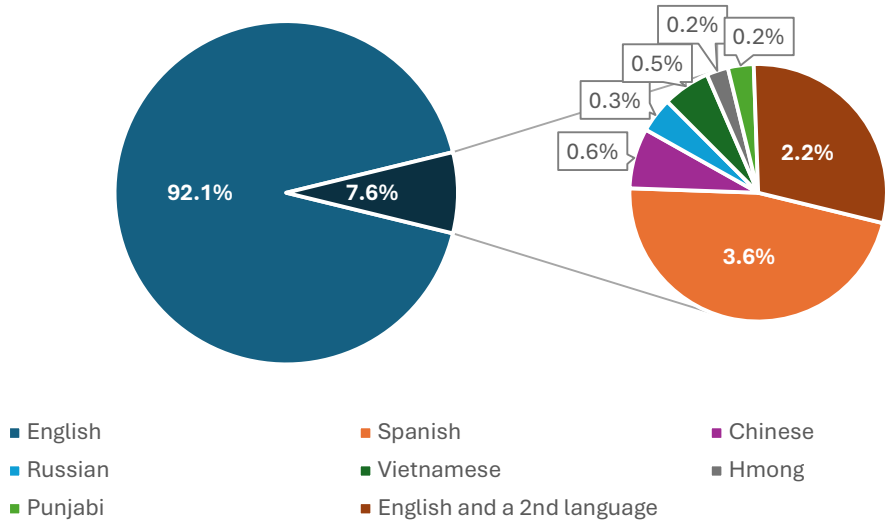


Figure 30 "What is the main language you speak at home?" – SacRT Bus

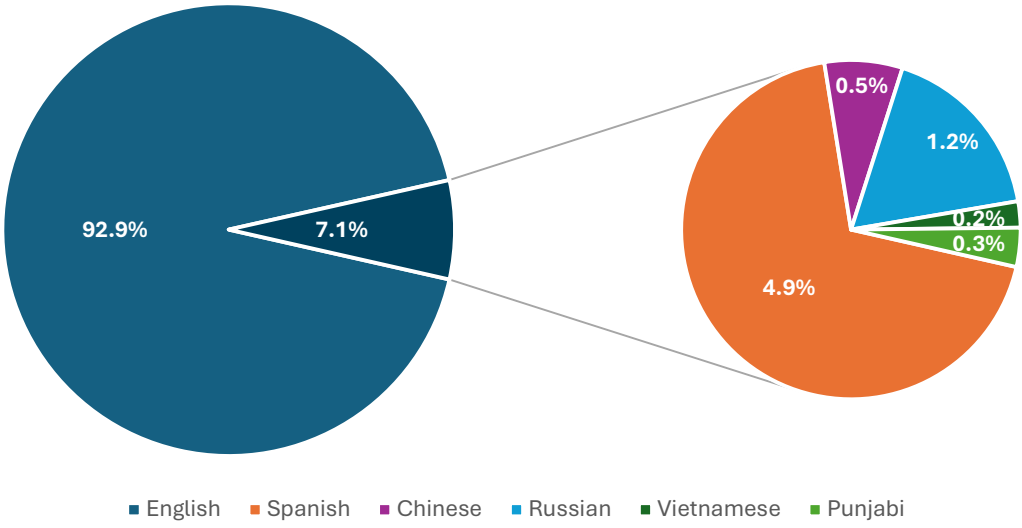


Figure 31 "What is the main language you speak at home?" – Elk Grove

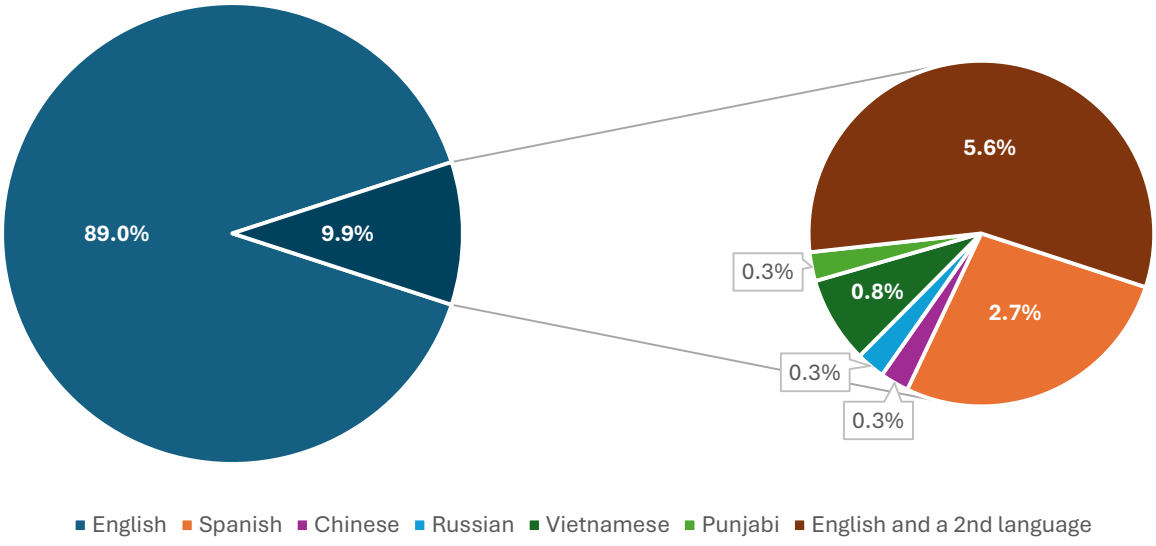


Figure 32 "What is the main language you speak at home?" – SacRT System

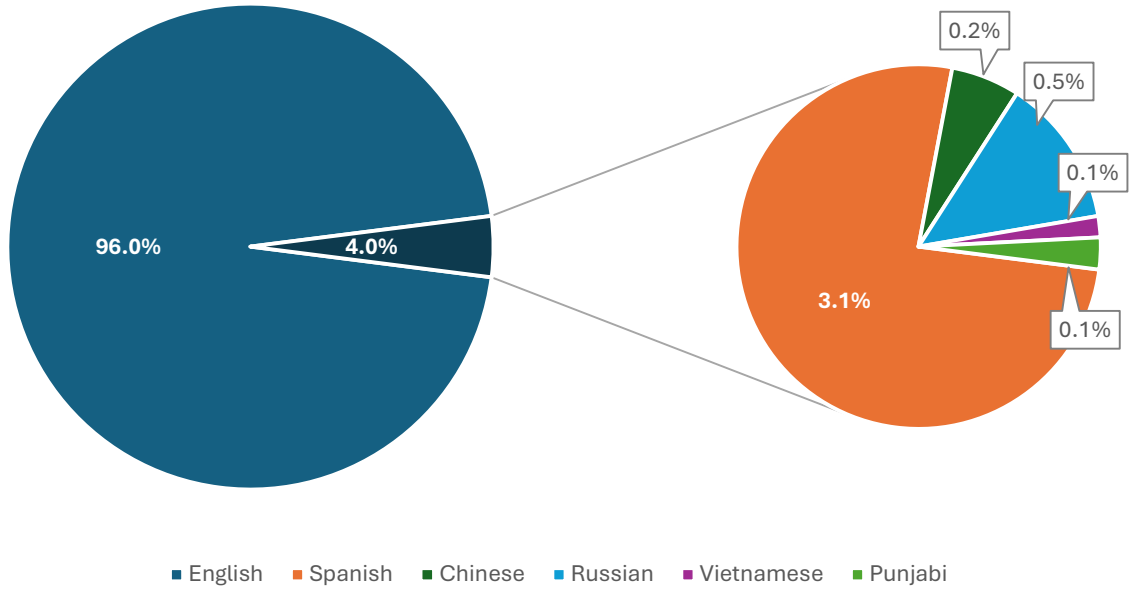


Figure 33 "What is the main language you speak at home?" – Weekend Light Rail

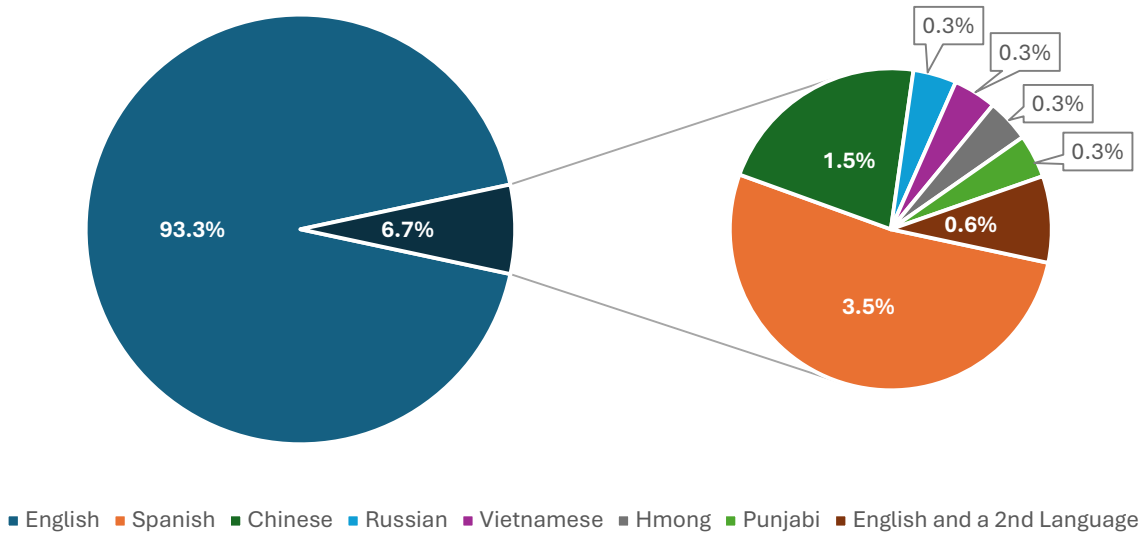


Figure 34 "What is the main language you speak at home?" – Weekend SacRT Bus

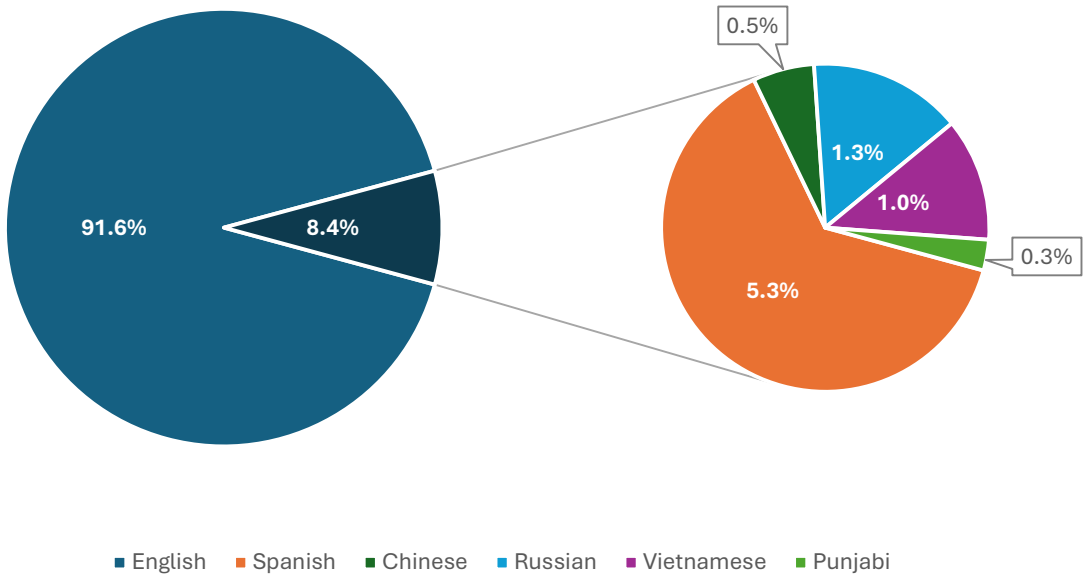

91.6%
8.4%
0.5%
1.3%
1.0%
0.3%
5.3%
English
Spanish
Chinese
Russian
Vietnamese
Punjabi

Figure 35 "Do you speak English?" – Light Rail

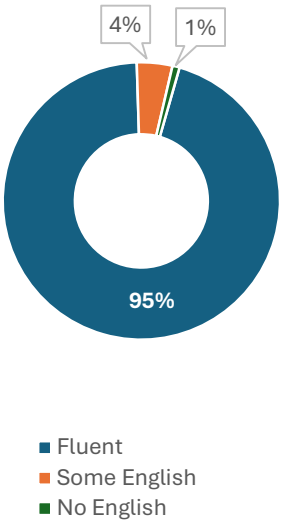


Figure 36 "Do you speak English?" – SacRT Bus

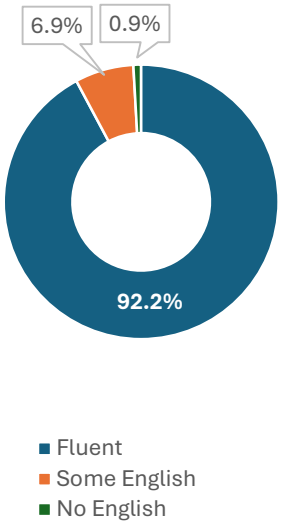


Figure 37 "Do you speak English?" – Elk Grove

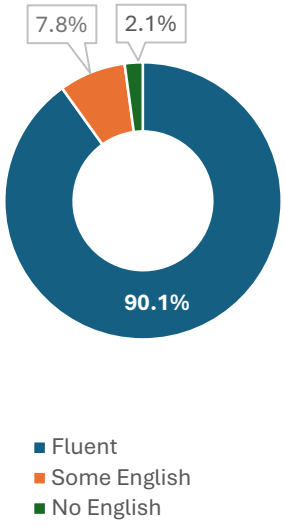


Figure 38 "Do you speak English?" – SacRT System

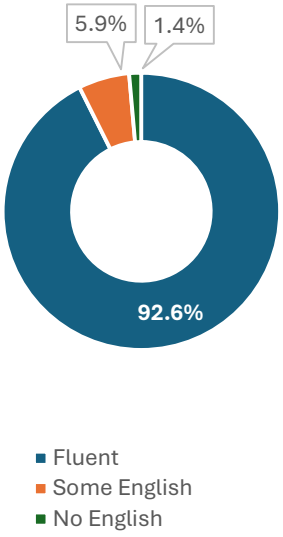


Figure 39 "Do you speak English?" – Weekend Light Rail

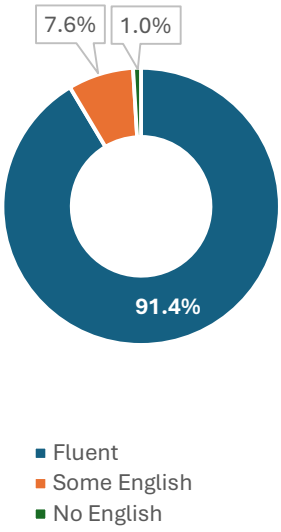
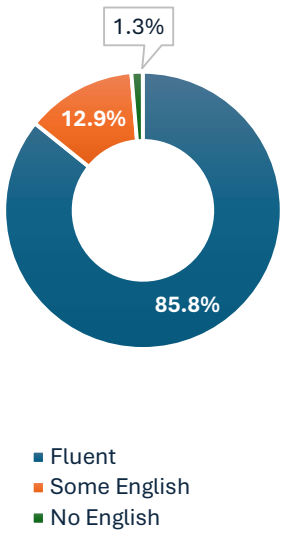


Figure 40 "Do you speak English?" – Weekend SacRT Bus



Race and Ethnicity

SacRT riders on light rail and bus services had very similar demographics, with the primary difference being a lower share of Black/African American riders and a higher share of Mixed riders on light rail. White/Caucasian riders made up nearly 34% of light rail and 32% of bus survey respondents and Black/African American riders are the next largest group with 23% and 27%, respectively (Figure 41 and

Figure 42). While/Caucasian and Black/African American are also the two most common races/ethnicities across the SacRT system as a whole (Figure 44). The demographics of weekend light rail riders are similar to that of weekday riders (

Figure 45), while weekend bus riders have a larger share of Black/African American riders than on weekdays (Figure 46).

Similar to the limited number of non-English language respondents in the previous section, the lower percentages of Hispanic/Latino, Asian/Pacific Islander, and Alaskan/Native American respondents could be due to a language barrier with the survey. These populations may have a higher percentage of non-English speakers and therefore did not engage in the survey.

The Elk Grove survey results had a different mix of race and ethnicities than the RT routes, as shown in Figure 43. Black/African American riders made up nearly a third of all the survey respondents, while Asian/Pacific Islander riders were the second most common at 22%. Elk Grove riders have a slightly larger population of fluent English speakers, so it is possible that the language barrier was less challenging on Elk Grove routes than other RT routes.

Figure 41 "What is your race/ethnicity?" – Light Rail

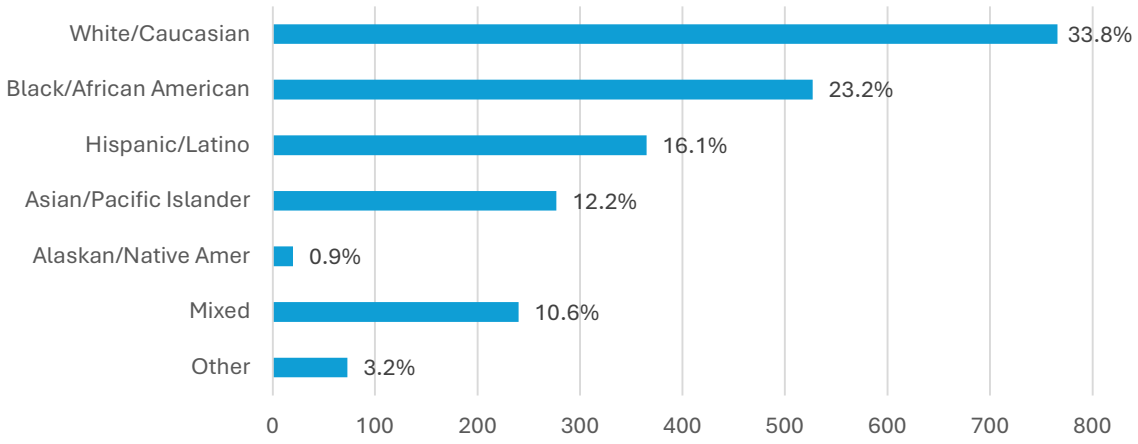


Figure 42 "What is your race/ethnicity?" – SacRT Bus

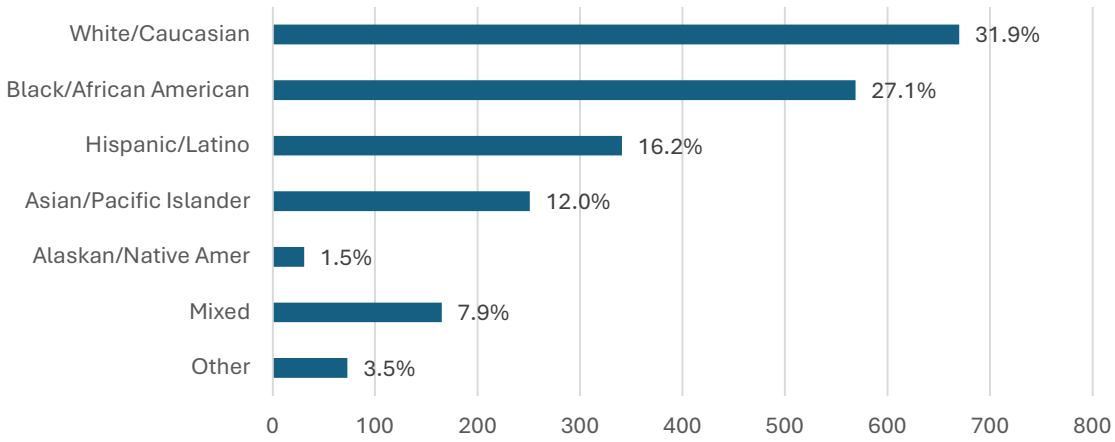


Figure 43 "What is your race/ethnicity?" – Elk Grove

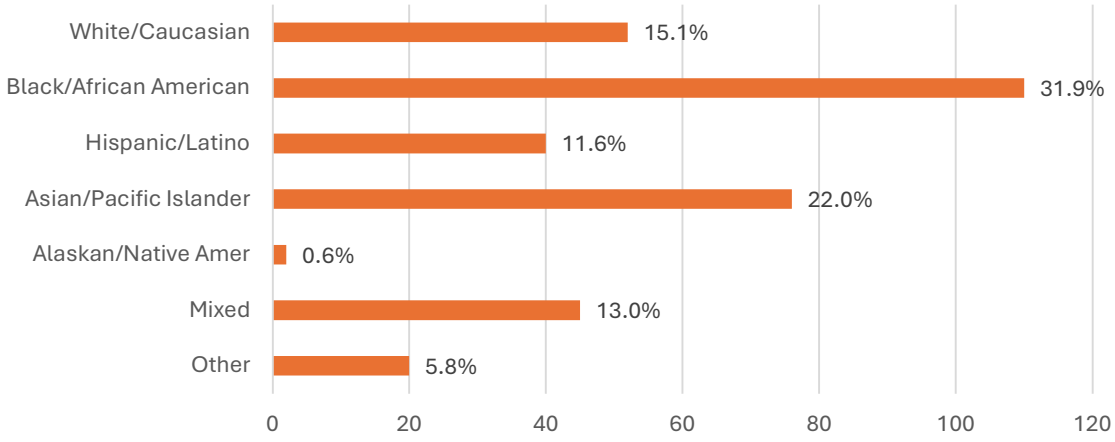


Figure 44 "What is your race/ethnicity?" – SacRT System

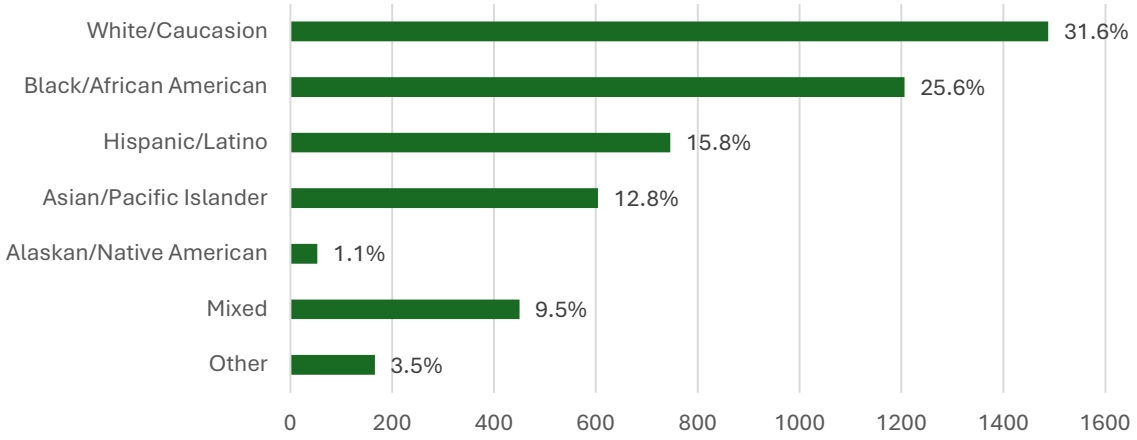


Figure 45 "What is your race/ethnicity?" – Weekend Light Rail

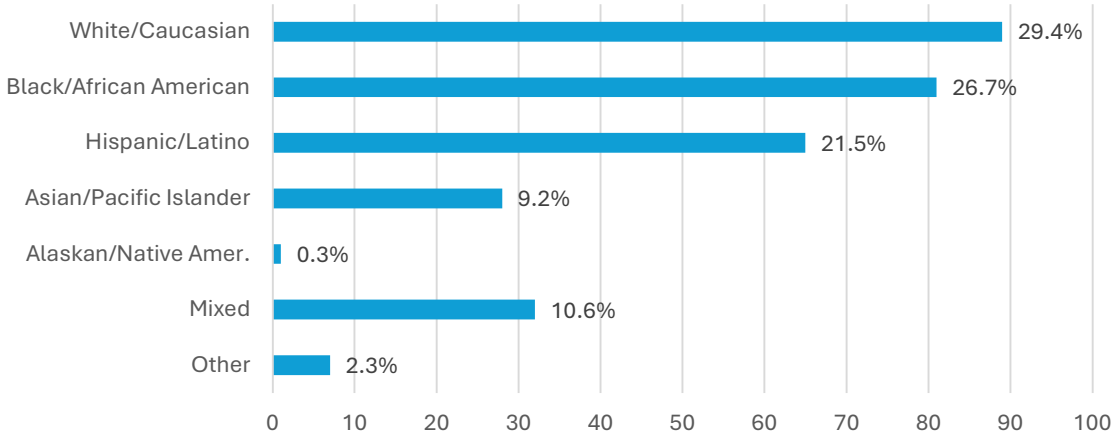
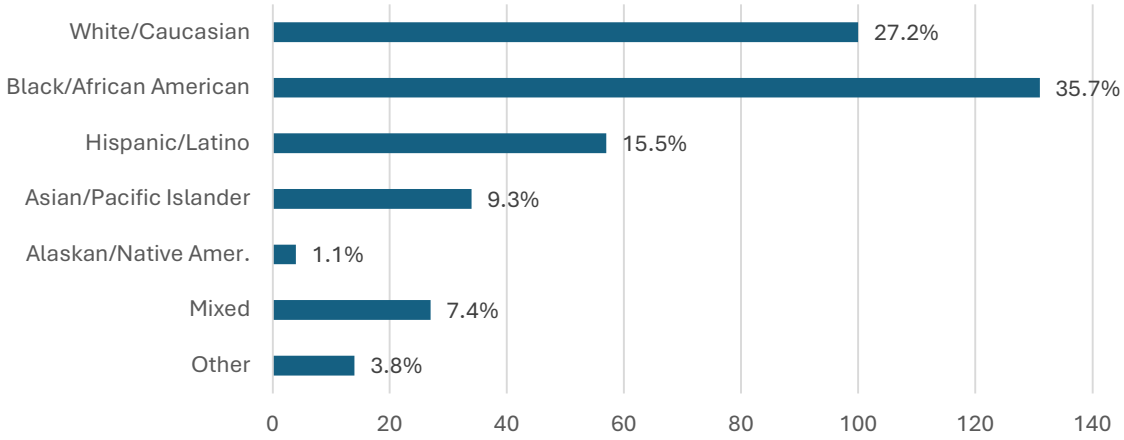


Figure 46 "What is your race/ethnicity?" – Weekend SacRT Bus



Income

Light rail rider income is higher overall than bus rider income, with a lower percentage of riders in every income bracket besides the over $100,000 category, which 16% of light rail respondents belong to. Over 30% of bus riders reported that their household income falls within the lowest annual income range of under $10,000 (Figure 47 and Figure 48). Over 75% of light rail and bus survey respondents belong to households making less than $60,000 per year, which is the low-income threshold defined in the 2023 State Income Limits report. Weekend bus and light rail riders are more likely to be lower-income than weekday riders with 41.5% of light rail and 34.4% of bus riders reporting their household income as less than $10,000 (**Figure 51** and

Figure 52).

Elk Grove riders are generally higher earners than the rest of the RT system with over one fifth of riders making more than $75,000 per year (

Figure **49**). At the same time, over 50% of riders are considered low income, so there is a larger gap in income among Elk Grove riders. Overall, riders making less than $10,000 per year were most common across the SacRT system (

Figure **50**). People with lower incomes are often more reliant on public transit due to the costs associated with vehicle ownership.

Figure 47 "What is your household income?" – Light Rail

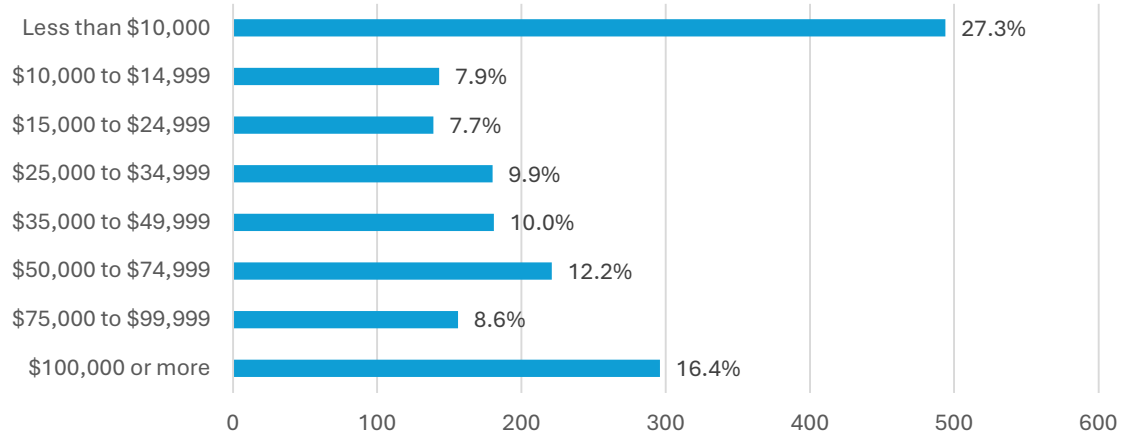


Figure 48 "What is your household income?" – SacRT Bus

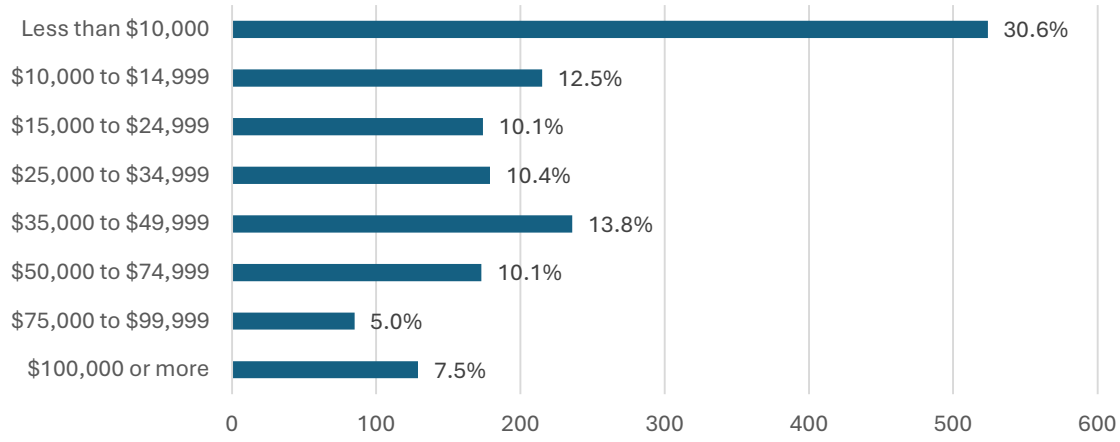


Figure 49 "What is your household income?" – Elk Grove

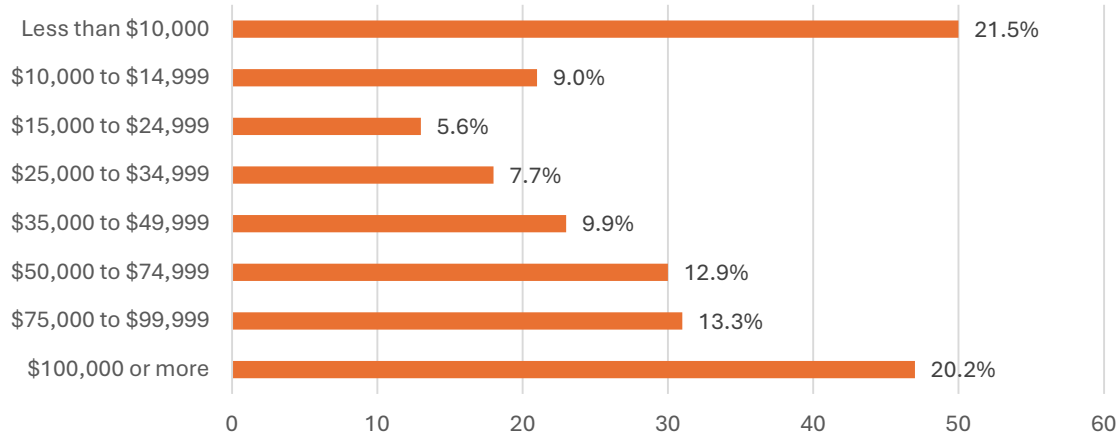


Figure 50 "What is your household income?" – SacRT System

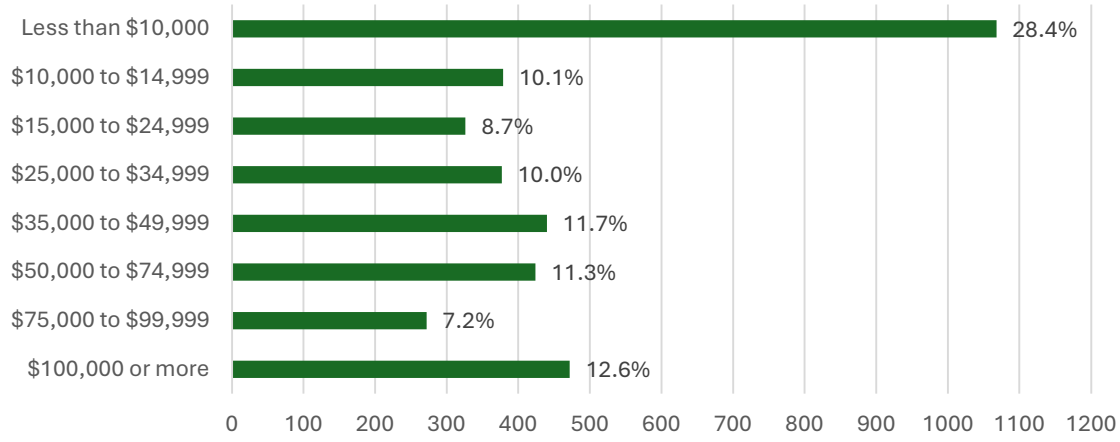


Figure 51 "What is your household income?" – Weekend Light Rail

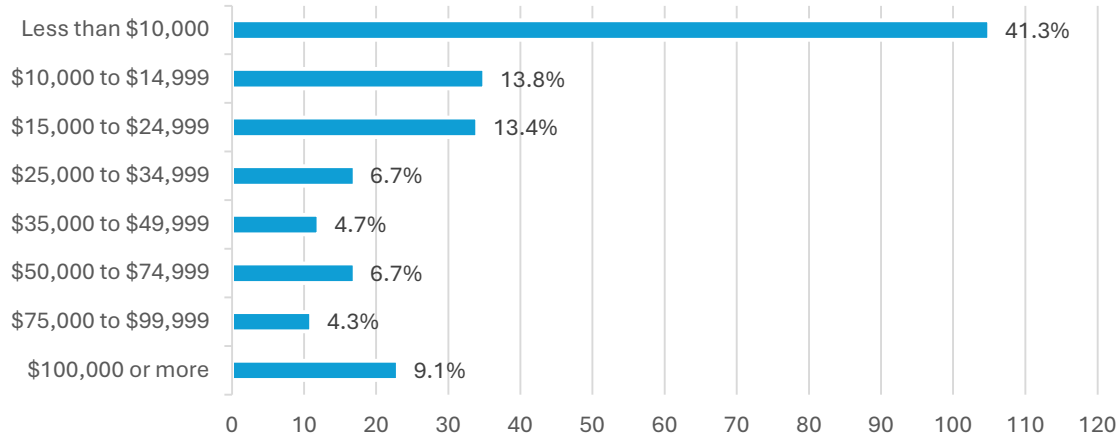
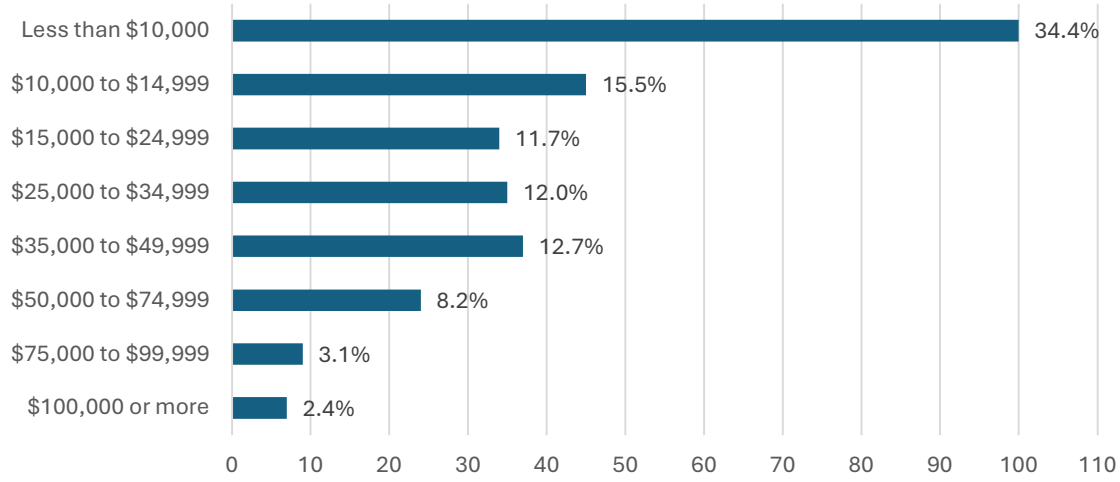


Figure 52 "What is your household income?" Weekend SacRT Bus



Employment

Full-time workers are more common on light rail service with 46.5% of light rail riders reporting that they currently work full time, a much higher percentage than respondents on SacRT bus services or in Elk Grove. 34% of light rail riders reported they are not working, with 19.5% working part time. It is important to note that "not working" is not equivalent to unemployed—about 18% of survey respondents are either under 18 or over 65 (Figure 60) and therefore may not work due to being students or retired.

For SacRT bus riders, 34.5% reported they currently work full-time, while nearly 42% reported they are not currently working (Figure 54). The results for those engaged in full-time work are consistent with the trip purpose results in the previous section that reported 34% of bus trips were for work.

The employment data was a slightly different spread for weekend bus and light rail. Full-time workers were less common on weekend bus service at 32% and weekend light rail service at 29.7%, while part-time workers and those not working were more common (Figure 57 and Figure 58). This is likely due to less commuters using transit on the

weekends; however, work was the second-highest trip purpose reported, which could indicate workers traveling to part-time jobs on the weekend.

Elk Grove riders had a very similar split in employment to the rest of the RT system (

Figure 61 and Figure 56). There was a slightly higher percentage of riders who reported they were not working, which could align with the larger student ridership on the Elk Grove system.

Figure 53 "Do you work?" – Light Rail

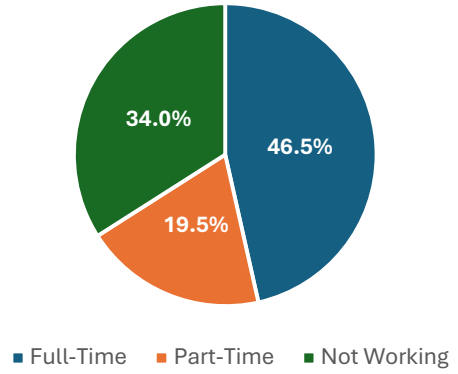


Figure 54 "Do you work?" – SacRT Bus

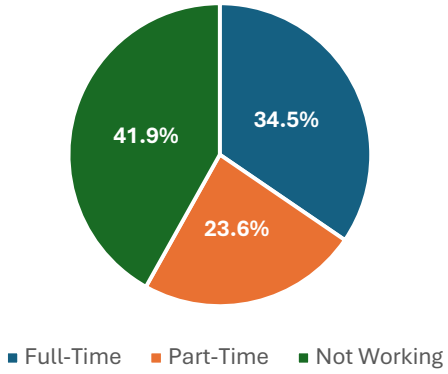


Figure 55 "Do you work?" – Elk Grove

Figure 56 "Do you work?" – SacRT System

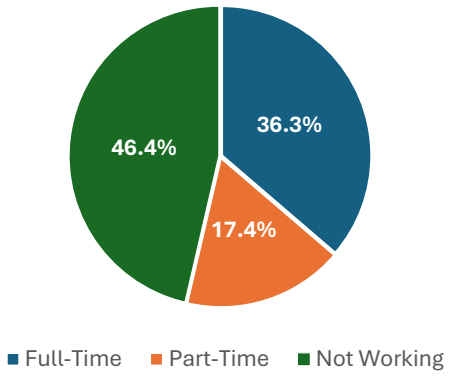


Figure 57 "Do you work?" – Weekend Light Rail

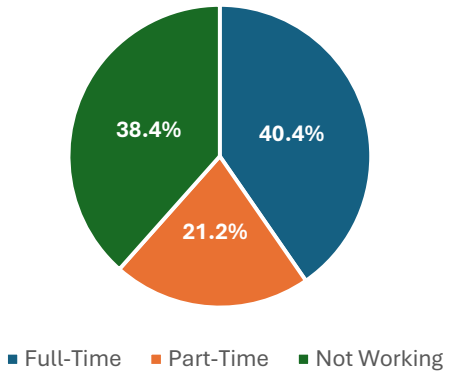
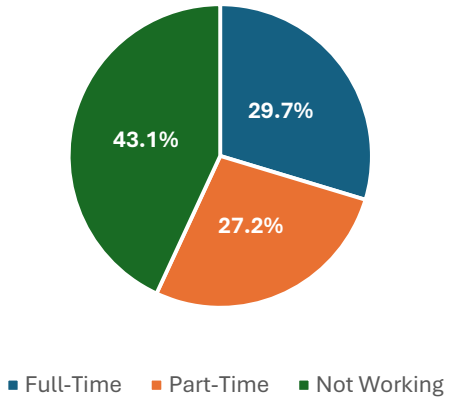
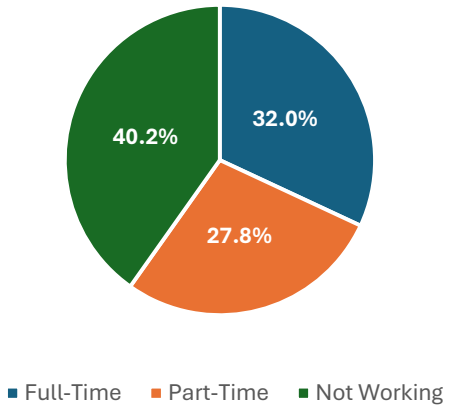


Figure 58 "Do you work?" – Weekend SacRT Bus





Age

Light rail survey takers were older in general than SacRT bus or Elk Grove respondents. The largest number of responses came from the 35 to 44 age group, at 21.6%, with the next highest being 25 to 34 at 20%. Combined with income and employment demographics, this indicates that light rail riders are older, wealthier, and more likely to be employed than

bus riders, likely because of the more downtown-oriented service that light rail provides. The age distribution for weekend light rail riders is similar to that on weekdays, with the largest number of responses being the 35 to 44 age group (

Figure 63).

For SacRT Bus, the 25-to-34 age group had the highest number of responses at 20.5%, with the 18 to 24 age group being a close second at 19.7% of the total responses (Figure 60). Riders under 18 and over 65 were the two groups with the least number of responses at 11.8% and 6.8% respectively. This distribution is similar to that of weekend bus riders (Figure 64) and to the overall age distribution across the entire SacRT system (

Figure 62).

In contrast, riders under 18 were the largest age group on Elk Grove routes (

Figure 61), and over 50% of Elk Grove riders reported they were under the age of 24. As this is a typical student age, this supports the trip purpose and fare payment data collected that indicates a predominantly young student ridership base.

Figure 59 "What is your age?" – Light Rail

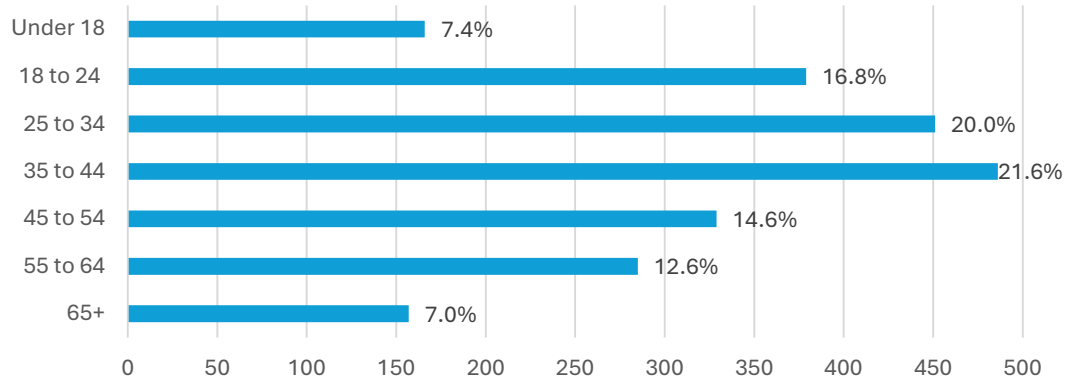


Figure 60 "What is your age?" – SacRT Bus

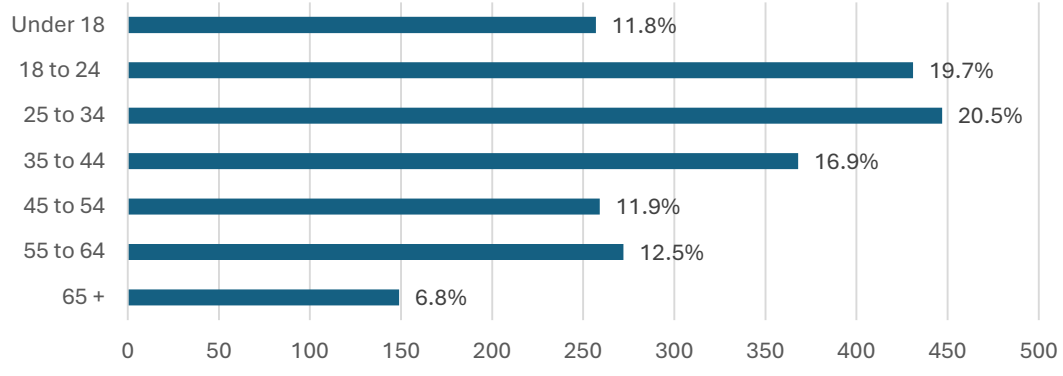


Figure 61 "What is your age?" – Elk Grove

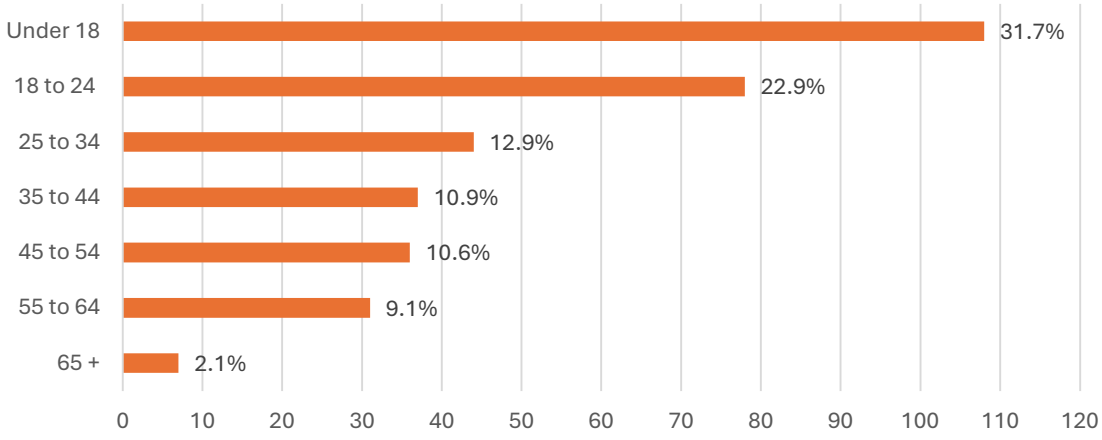


Figure 62 "What is your age?" – SacRT System

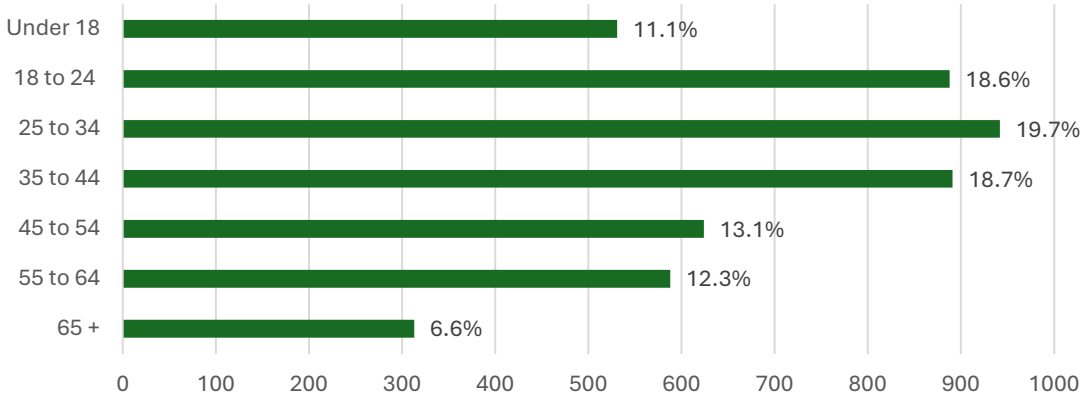


Figure 63 "What is your age?" – Weekend Light Rail

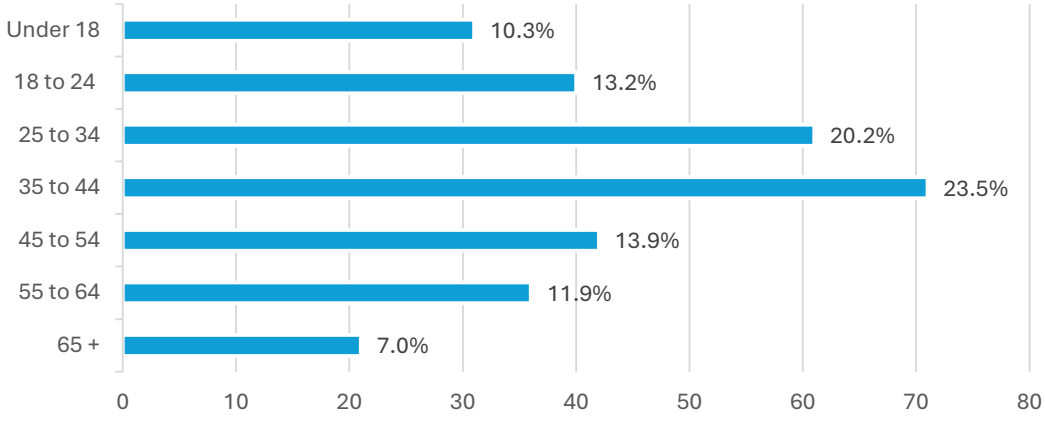
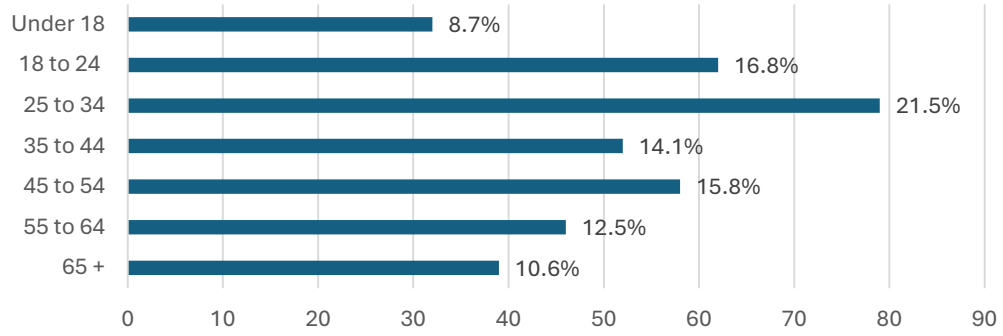


Figure 64 "What is your age?" – Weekend SacRT Bus



Disability

SacRT provides ID cards for eligible riders with disabilities. Riders can show this ID card when using fixed-route service to receive a discounted fare. 10% of light rail and 9.4% of bus survey respondents reported they currently have a disability ID card to use (**Figure 65** and Figure 66), while 4% of Elk Grove riders reported having one (**Figure 67**). SacRT provides dedicated ADA paratransit service through their SacRT GO service, which was not part of this on-board survey. This could explain why less than 10% of the SacRT riders surveyed reported having a disability card (**Figure 68**). In contrast, weekend riders were more likely to have a disability ID card than weekday riders, with nearly 14% of light rail and 14.5% of bus riders reporting having one (**Figure 69** and **Figure 70**).

Figure 65 "Do you have a disabled ID card from SacRT?" – Light Rail

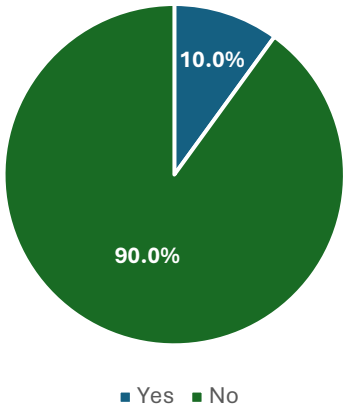


Figure 66 "Do you have a disabled ID card from SacRT?" – SacRT Bus

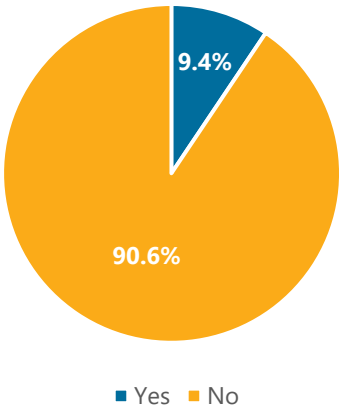


Figure 67 “Do you have a disabled ID card from SacRT?” – Elk Grove

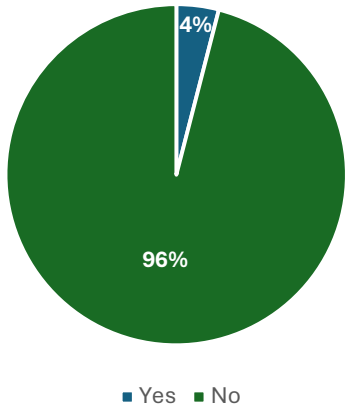


Figure 68 “Do you have a disabled ID card from SacRT?” – Weekday SacRT System

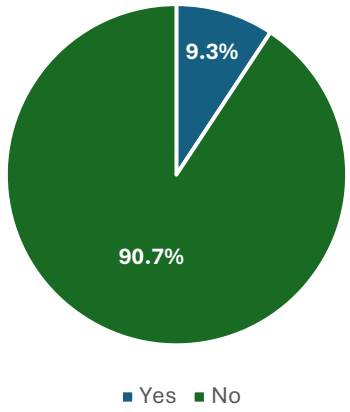


Figure 69 “Do you have a disabled ID card from SacRT?” – Weekend Light Rail

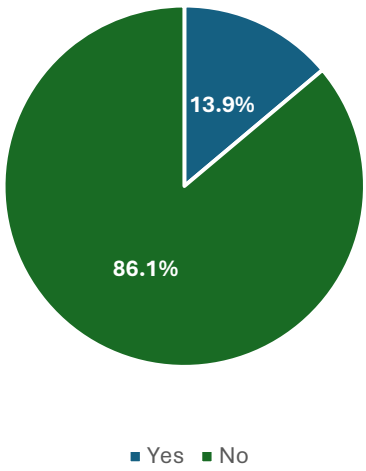
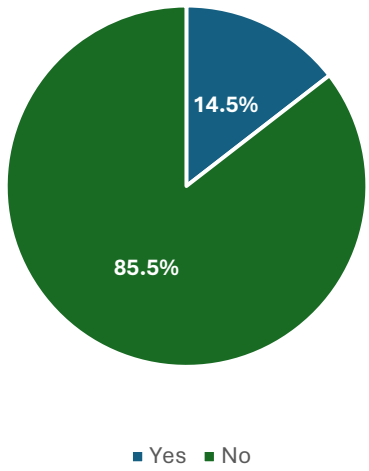


Figure 70 “Do you have a disabled ID card from SacRT?” – Weekend SacRT Bus



Fare Payment

The survey includes questions about fare payment type to capture passenger demographics by fare type, such as single rides or monthly passes.

Fare Product

Figure 71 and Figure 72 shows a breakdown of the fare products riders used on their light rail and bus trip, respectively. The most common fare product on SacRT Bus was the $2.50 basic fare with 32% of riders. The next most common fare type was SacRT monthly passes for light rail, at 14.7% of riders, and RydeFreeRT for bus, at 12% of riders, which is

consistent with the nearly 12% of riders reporting they were under 18 in the previous section. The $2.50 basic fare and SacRT monthly passes were the two most common products used across both bus and light rail (Figure 73). SacRT's college pass program with Los Rios Community College and CSUS had a combined 10.7% of light rail and 12.9% of bus fares used, bringing the total share of student fares to nearly 25% of all trips (

Figure 75). The $2.50 basic fare was also the most common fare product for weekend bus and light rail trips (

Figure 74), while student passes were used slightly less on the weekends, which aligns with the lower number of school/college trips reported.

Figure 76 shows the percentages of minority and low-income riders for each fare product. Minority riders are more than 50% of riders across each fare product except for Lifetime Pass users, which make up less than 0.5% of all riders surveyed. Across all fare types, over 69% of riders are minority. The income split is slightly more even between low and higher incomes, with 49% of riders across all fare types making less than $25,000 per year.

Figure 71 "What fare did you pay?" – Light Rail

$2.50 Basic Fare	719	32.2%
SacRT Monthly Pass	329	14.7%
$7.00 Daily Pass	197	8.8%
$1.25 Discount Fare	178	8.0%
RydeFreeRT (K-12)	166	7.4%
Los Rios	135	6.0%
CSUS	104	4.7%
Senior/Disabled Monthly Pass	101	4.5%
$3.50 Discount Daily Pass	96	4.3%

Other	89	4.0%
Did not pay	83	3.7%
DHA Pass	21	0.9%
Super Senior (Age 75+)	9	0.4%
Transfer from another agency	9	0.4%
Lifetime Pass (Age 75+)	0	0.0%

Figure 72 "What fare did you pay?" – SacRT Bus

$2.50 Basic Fare	701	32.1%
RydeFreeRT (K-12)	264	12.1%
$7.00 Daily Pass	244	11.2%
SacRT Monthly Pass	203	9.3%
$1.25 Discount Fare	149	6.8%
Los Rios	144	6.6%
CSUS	137	6.3%
$3.50 Discount Daily Pass	117	5.4%
Other	93	4.3%
Senior/Disabled Monthly Pass	56	2.6%
Did not pay	50	2.3%
DHA Pass	17	0.8%
Transfer from other agency	11	0.5%
Lifetime Pass (Age 75+)	0	0.0%

Figure 73 "What fare did you pay?" – Weekday SacRT Bus and Light Rail

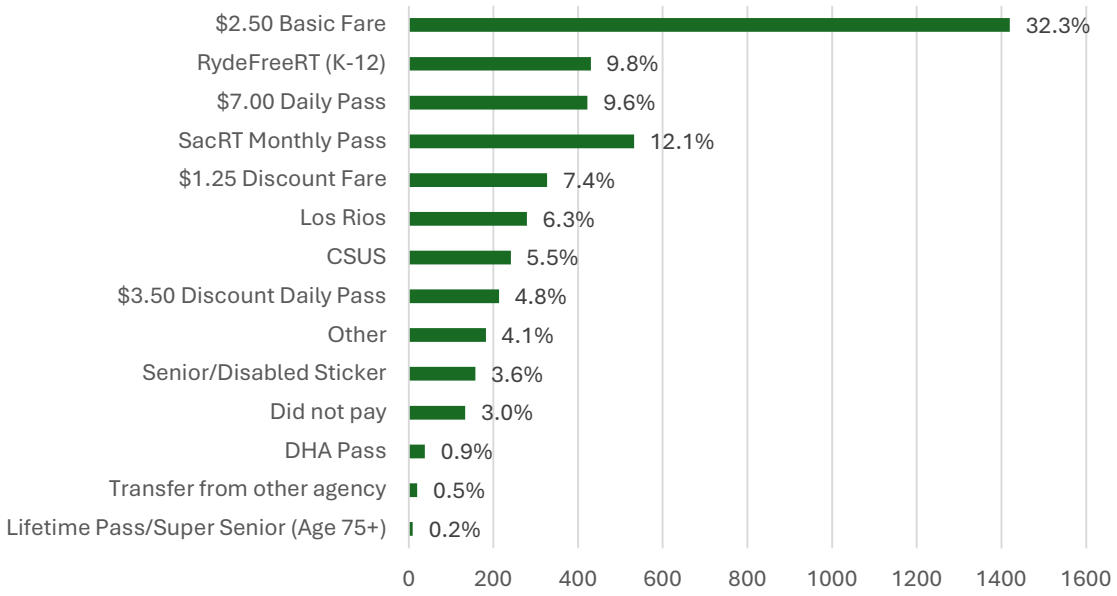


Figure 74 "What fare did you pay?" – Weekend SacRT Bus and Light Rail

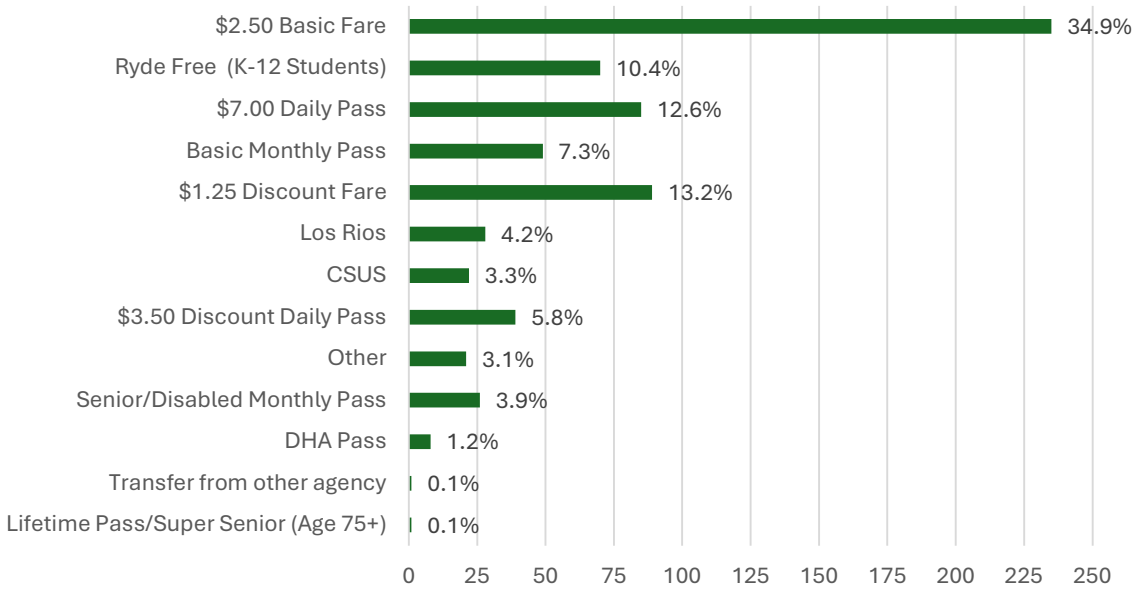


Figure 75 Weekday Student Pass Usage – SacRT Bus and Light Rail

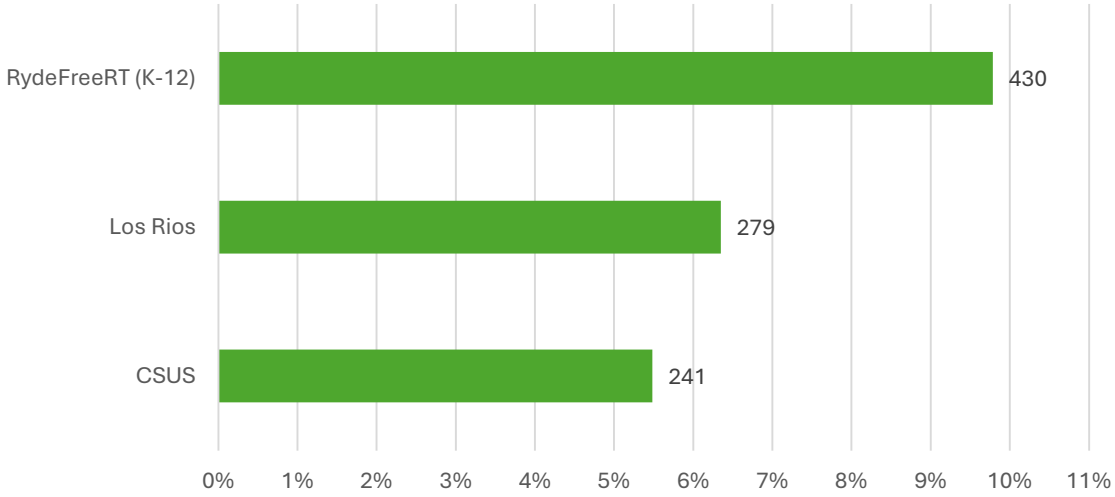


Figure 76 Fare Product Usage by Minority and Low-Income Riders

$2.50 Basic Fare	66.7%	42.7%
$1.25 Discount Fare	64.9%	54.9%
$7.00 Daily Pass	72.0%	60.0%
$3.50 Discount Daily Pass	67.0%	63.9%
Los Rios	68.1%	50.9%
CSUS	76.9%	55.6%
RydeFreeRT (K-12)	84.5%	56.3%
DHA Pass	73.3%	75.7%
Senior/Disabled Sticker	53.3%	29.6%
SacRT Monthly Pass	61.8%	46.1%
Lifetime Pass (Age 75+)	38.5%	57.1%
Transfer from other agency	78.6%	36.4%
Did not pay	74.2%	52.1%
Other	71.7%	49.6%
SacRT Average	**69.4%**	**49.1%**

Elk Grove routes have different fare options than the rest of the SacRT system, and Figure 77 details the fare types Elk Grove riders reported using. Nearly 36% of riders reported they did not pay for their ride, and 19% said they used another fare type not listed. Over 50% of the 'other' selections wrote in that they used a student pass for a K-12 school, a Los Rios community college, or Sacramento State. Since riders under the age of 18 were the largest age group on Elk Grove routes and over 40% of riders reported their trip was to school, it is likely that many riders used some version of a free student pass. These passes were not options on the survey, so it is possible that student riders selected the "did not pay" option, as opposed to there being a high rate of fare evasion on Elk Grove routes.

Figure 77 "What fare did you pay?" – Elk Grove

Did not pay	124	35.9%
Other	66	19.1%
$2.25 Basic Fare	56	16.2%
$100 Monthly Pass	29	8.4%
$6.00 Daily Fare	25	7.2%
$1.10 Discount Fare	11	3.2%
$3.00 Discount Daily Fare	9	2.6%
$50 Discount Monthly Pass	9	2.6%
10-Ride Pass	8	2.3%

Transfer from other agency	4	1.2%
$40 Discount Local Monthly Pass	2	0.6%
Discount 10-Ride Pass	1	0.3%
$80 Local Monthly Pass	1	0.3%

Fare Media

Most (73.8%) of light rail respondents used some kind of prepaid pass to pay for their trip, the most common of which is the Connect Card at 28.1%, followed by the app-based ZipPass at 25.9% and all other pass types at 19.8%. About 26% of surveyed riders reported using a ticket machine, the light rail equivalent of paying with cash on the bus, about the same proportion of bus passengers who reported doing so (Figure 78). Overall, light rail riders are more likely to use Connect Cards than bus riders, but equally likely to use a pass product of some kind.

About 30% of the fare media used on SacRT bus services are prepaid tickets or passes (Figure 79). This can include single-ride tickets as well as daily and monthly passes for all fare types such as seniors, people with disabilities, and students. The Connect Card is the least common fare media reported by riders, but it is still used by 18% of riders. As discussed in the previous section, over 75% of riders surveyed fall within the low-income threshold, and low-income riders are more likely to use cash or prepaid paper tickets than electronic forms of payment. This could explain why the Connect Card had the lowest reported usage of the fare media, despite being a seamless payment option for all regional transit services.

The fare media split on Elk Grove routes continues to be consistent with the other survey results that indicate a younger rider base is using Elk Grove routes. App-based payments with ZipPass were the most common at 28% and Connect Cards and tickets/passes were close behind at over 27% each. Younger riders are more likely to use electronic forms of payment and less likely to use cash for payments, which is also reflected in Figure 80 below.

At the weekday system level, no product dominates, as the four main fare payment options each capture nearly 25% of ridership (

Figure 81). However, cash or ticket machines make up over a third of fare media used on weekend bus or light rail trips, and Connect Cards were least likely to be used at 15.8% (Figure 82). This is consistent with the larger share of low-income riders using transit on the weekends, as they are more likely to use cash for their fares.

Figure 83 shows the percentages of minority and low-income riders for each fare media type. More than 50% of riders across each fare media type are minority riders, with paper tickets/passes having the highest proportion at 74.8% of riders. The income split for fare media is along digital versus physical mediums. Connect Card and ZipPass users are more likely to be higher-income, whereas cash and paper ticket users are more likely to be low-income.

Figure 78 "How did you pay your fare?" – Light Rail

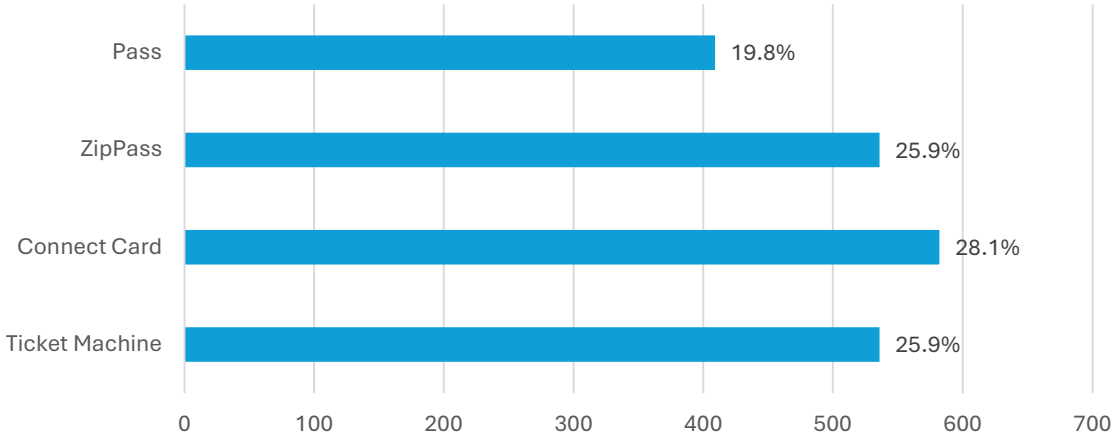


Figure 79 "How did you pay your fare?" – SacRT Bus

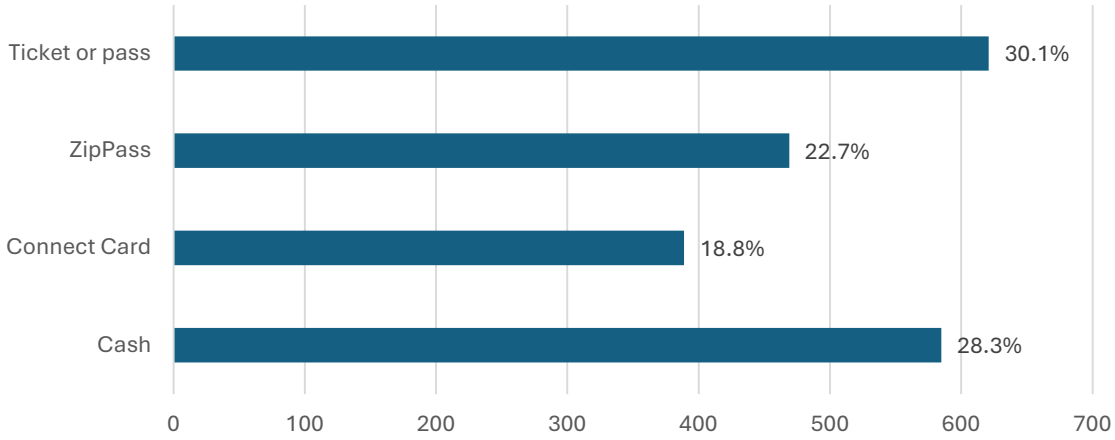


Figure 80 "How did you pay your fare?" – Elk Grove

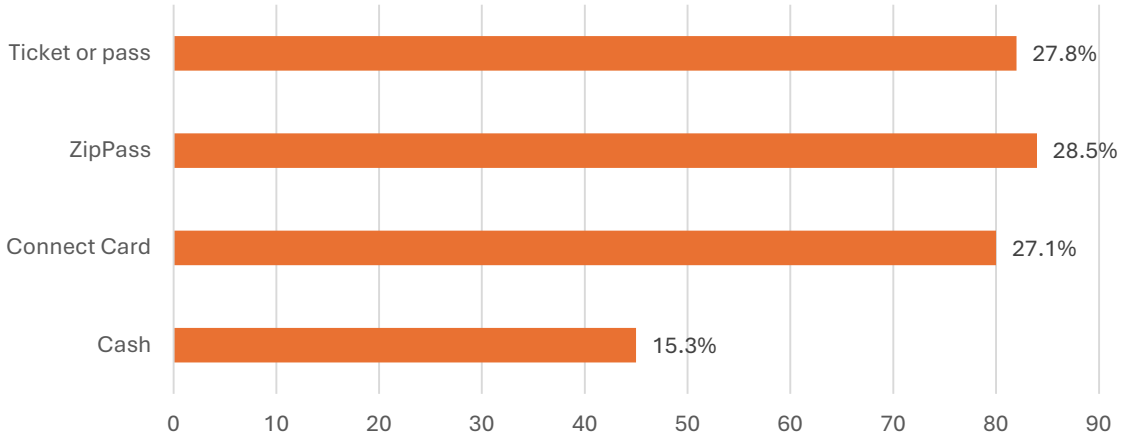


Figure 81 "How did you pay your fare?" – Weekday SacRT System

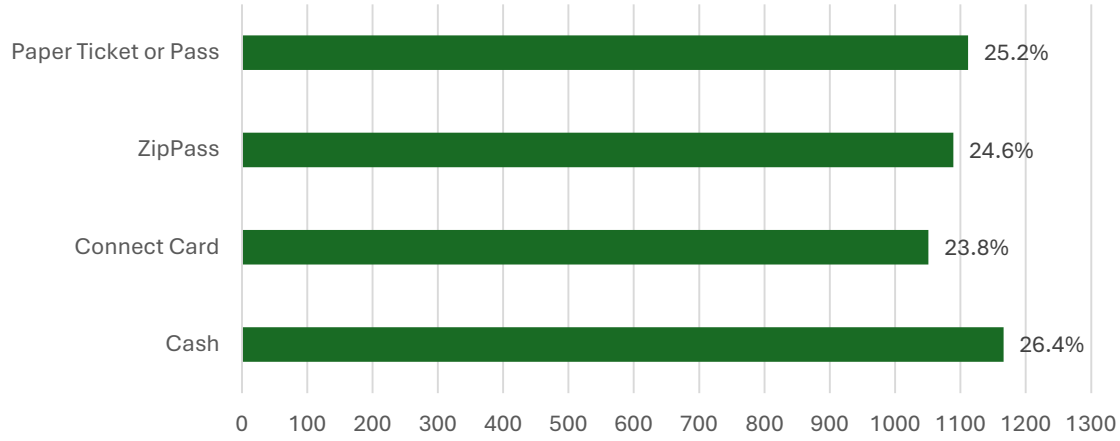


Figure 82 "How did you pay your fare?" – Weekend SacRT Bus and Light Rail

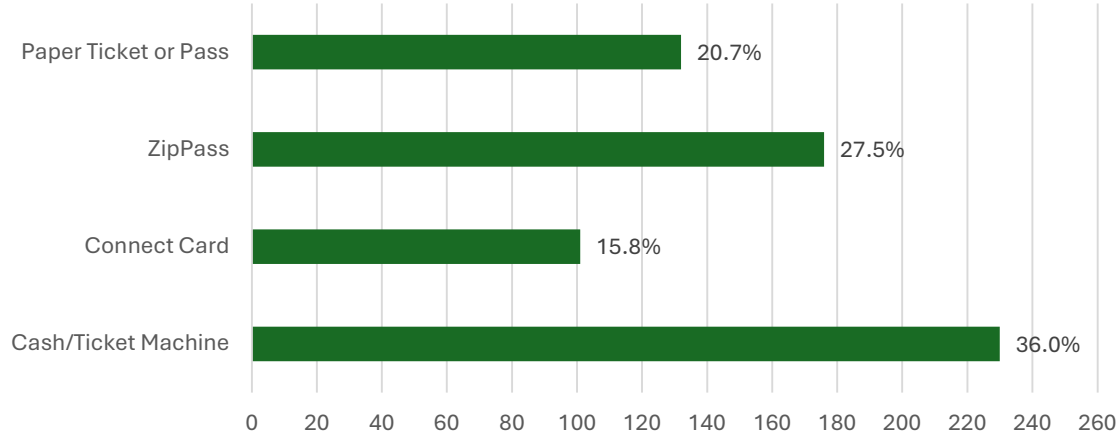


Figure 83 Fare Media Usage by Minority and Low-Income Riders

Ticket Machine/Cash	69.8%	59.5%
Connect Card	59.5%	31.8%
Zip Pass	67.7%	42.0%
Paper Ticket or Pass	73.8%	60.8%

Employer Pass Provision

The origin-destination survey included a question to ask riders if their employer helps pay for their SacRT pass. In October 2023, SacRT implemented free transit service access to all SEIU members, and other employers such as Sacramento State, UC Davis Health, and the County of Sacramento provide free or subsidized transit to its employees and/or students. Light rail riders are more likely to have an employer-subsidized pass with 23.9% of respondents reporting having

one, while only 12.8% of SacRT Bus riders had an employer pass (**Figure 84** and Figure 85). More Elk Grove and light rail riders reported that their pass is paid for by their employer than riders on SacRT Bus (Figure 86), which could reflect the emphasis on school and commuter trips and connections to CRC on these systems. This also explains why the overall distribution of riders with employer passes is higher from a systemwide perspective (Figure 87). In contrast, weekend bus and light rail riders are less likely to report that they have an employer-provided pass (**Figure 88** and **Figure 89**). Institutions that provide their employees passes are more likely to have traditional work hours, and while work trips were still a common purpose on weekends, they were likely for jobs with less traditional schedules.

While the question doesn't specify if it is a school or employer that provides the pass, riders could have chosen 'yes' if their pass had been from school. These results are consistent with the higher portion of student riders on Elk Grove routes and the more commute-focused light rail network. People are more likely to take transit to work when their employer subsidizes their transit pass, so there is opportunity here to grow this program to help build a consistent ridership base.

Figure 84 "Does your employer help pay for your SacRT pass?" – Light Rail

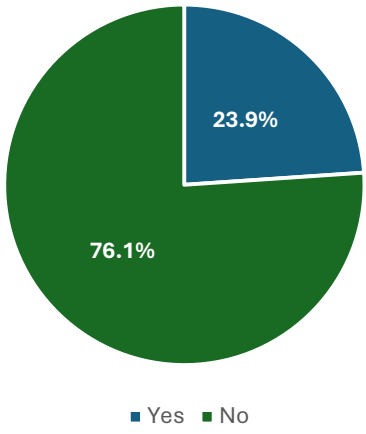


Figure 85 "Does your employer help pay for your SacRT pass?" – SacRT Bus

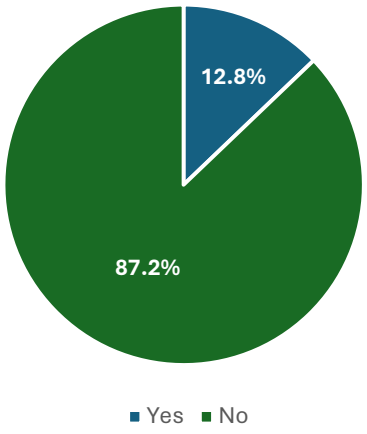


Figure 86 "Does your employer help pay for your SacRT pass?" – Elk Grove

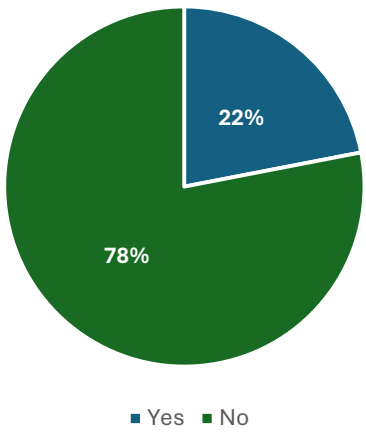


Figure 87 "Does your employer help pay for your SacRT pass?" – SacRT System

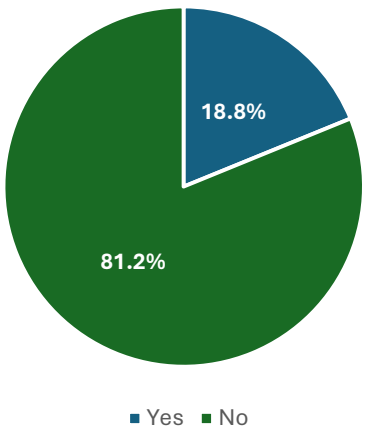


Figure 88 "Does your employer help pay for your SacRT pass?" – Weekend Light Rail

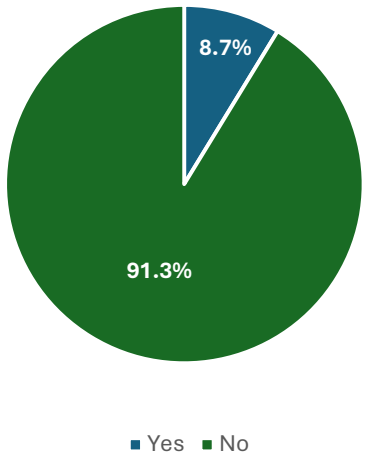
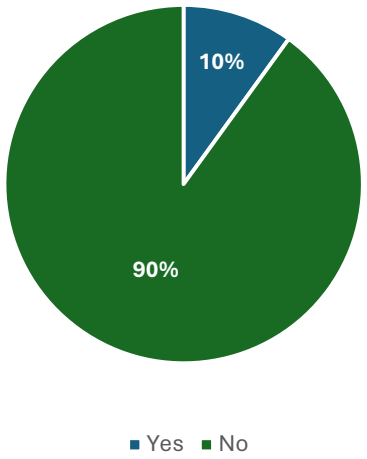


Figure 89 "Does your employer help pay for your SacRT pass?" – Weekend SacRT Bus



Personal Characteristics

The survey included questions on riders' possession of the items listed in Figure 90. 'A car you can drive' was the item least available to respondents with over 56% of light rail and 76% of bus respondents reporting they did not have access to a car. Automobile access is often used as a proxy for transit dependency, and over 50% of SacRT passengers must rely on public transit for their transportation needs due to not having access to a car (Figure 93). As shown in

Figure 92, the personal characteristics breakdowns between Elk Grove riders and the rest of the SacRT system are very similar, which indicates that while other characteristics of Elk Grove riders differ from other SacRT riders, they are still transit-dependent. Weekend bus and light rail rider surveys continue to point to a transit-dependent system as nearly 75% of weekend light rail riders and 82% of bus riders reported they do not have access to a car (Figure 94 and Figure 95).

Figure 90 "Do you have any of the following?" – Light Rail

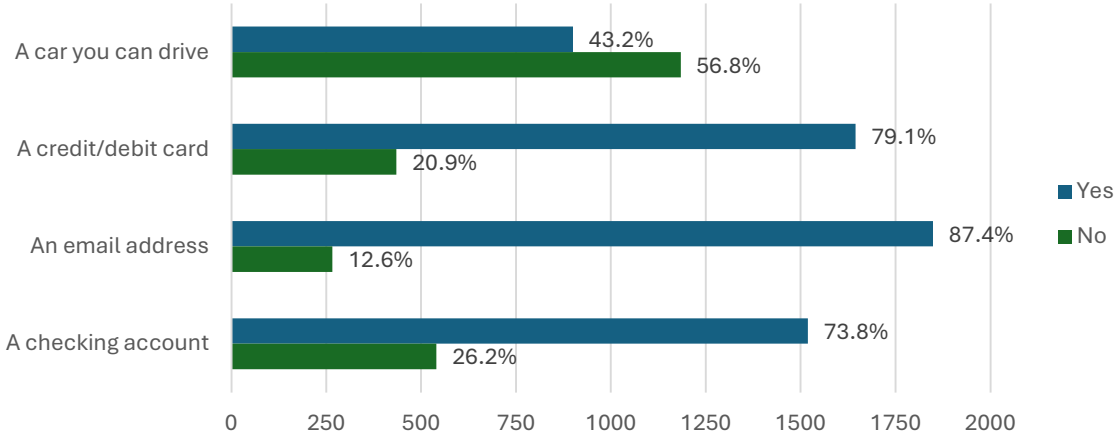


Figure 91 "Do you have any of the following?" – SacRT Bus

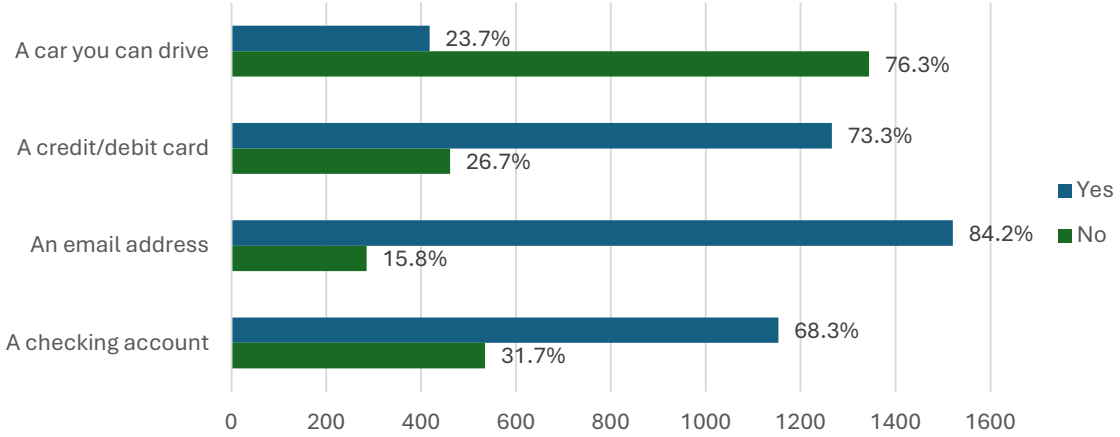


Figure 92 "Do you have any of the following?" – Elk Grove

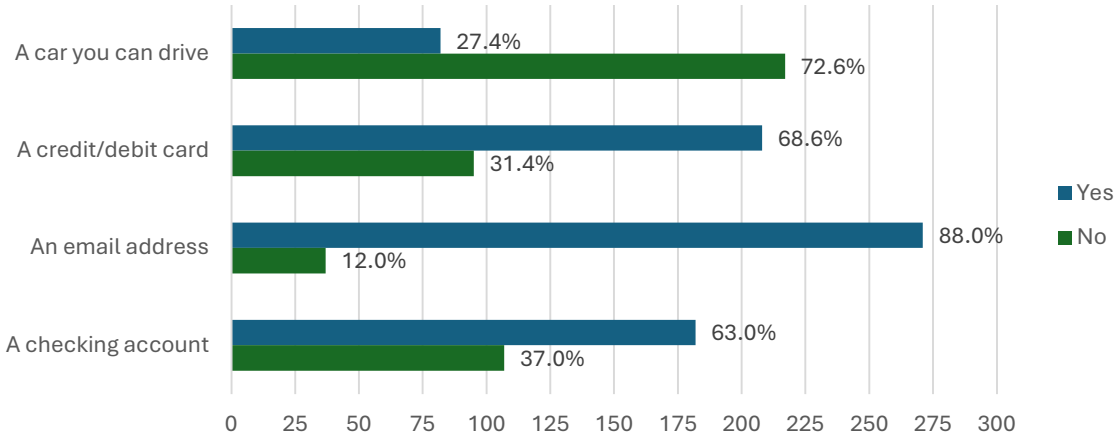


Figure 93 "Do you have any of the following?" – SacRT System

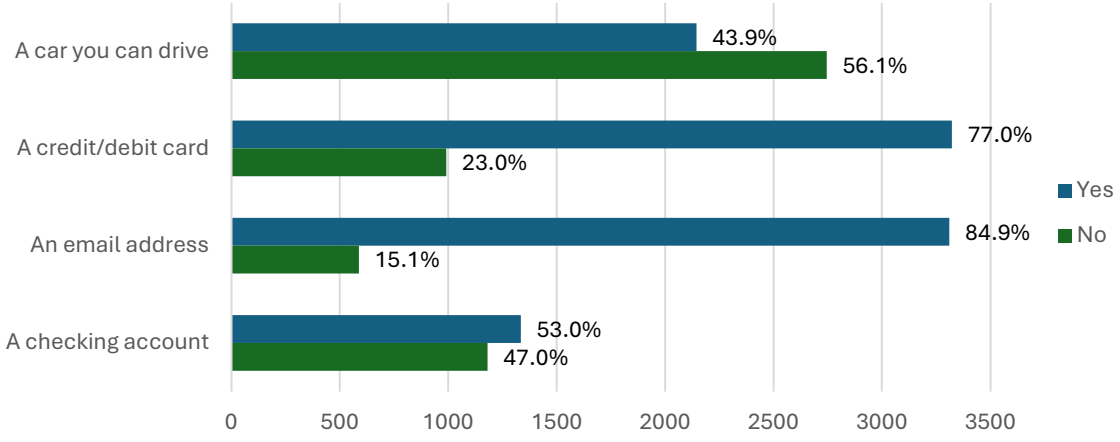


Figure 94 "Do you have any of the following?" – Weekend Light Rail

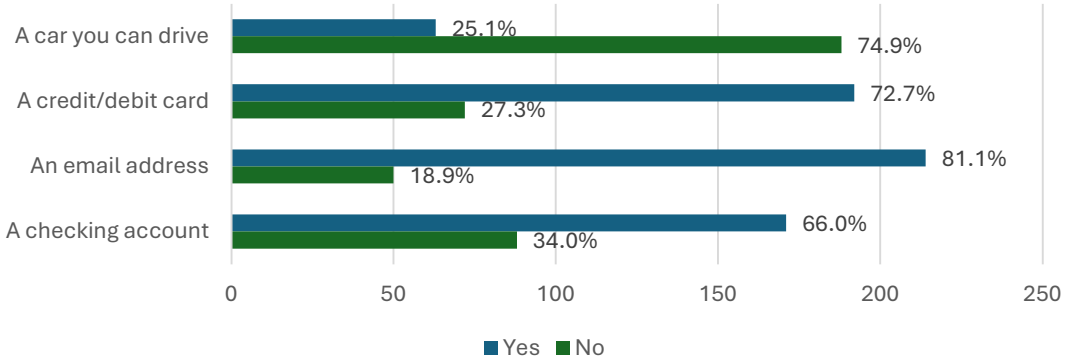
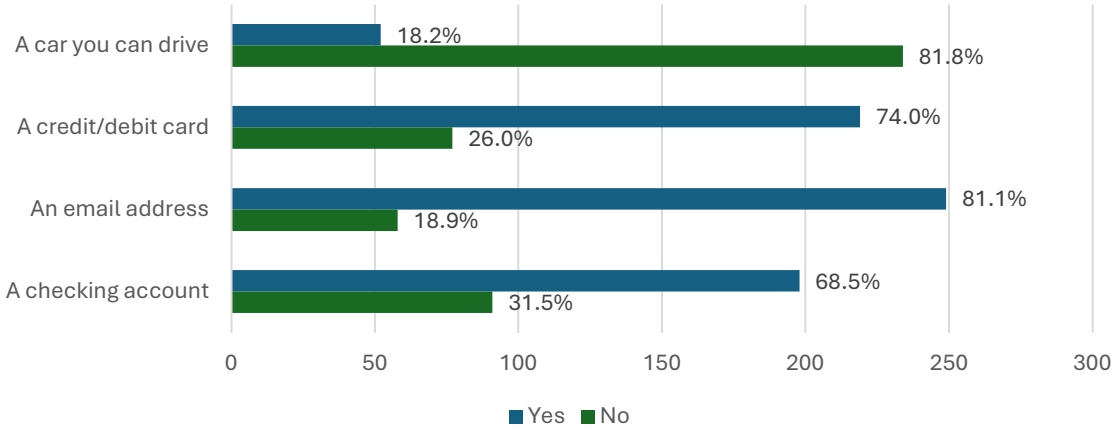


Figure 95 "Do you have any of the following?" – Weekend SacRT Bus



Service Ratings

The on-board survey included a rating section where respondents could rate the overall SacRT system on a variety of topics. The rating system is a five-point scale with one being low and five being high for each of the categories listed in Figure 96 to Figure 101, which reflect the responses on weekday SacRT routes, Elk Grove routes, and weekend SacRT routes. Across all systems, the highest scoring category was for friendliness of bus operators, while the lowest scoring category was cleanliness of light rail trains. Overall, nearly 70% of the ratings were either a four or a five, indicating that the majority of riders are having positive experiences with the system, although ratings were generally lower for light rail riders.

Figure 96 "Please rate SacRT overall" – Light Rail

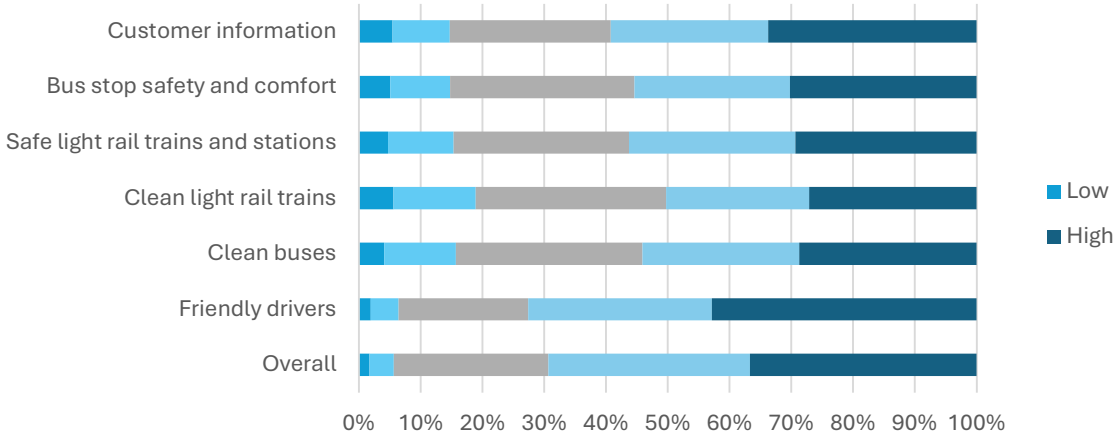


Figure 97 "Please rate SacRT overall" – SacRT Bus

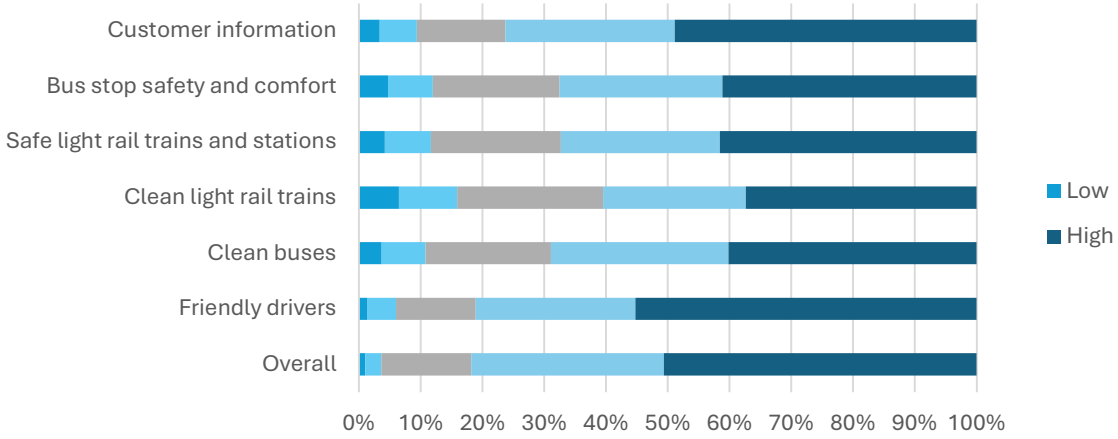


Figure 98 "Please rate SacRT overall" – Elk Grove

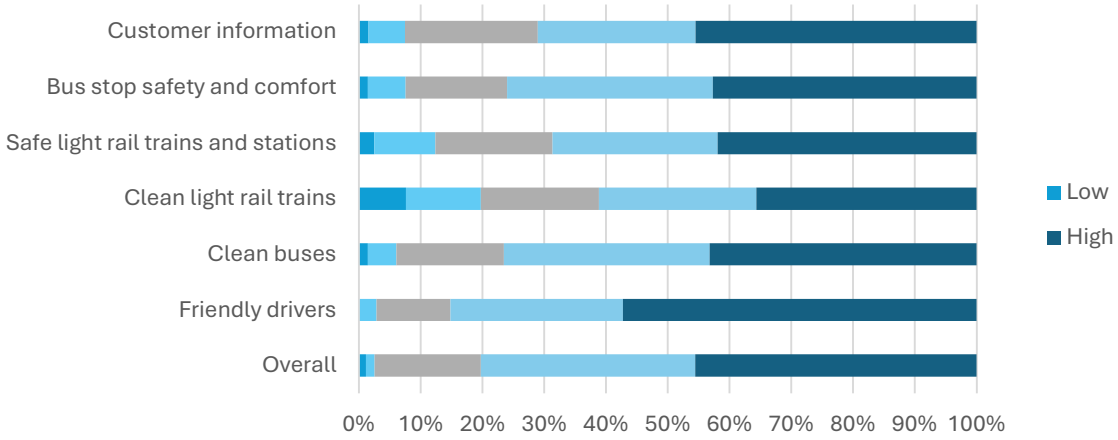


Figure 99 "Please rate SacRT overall" – SacRT System

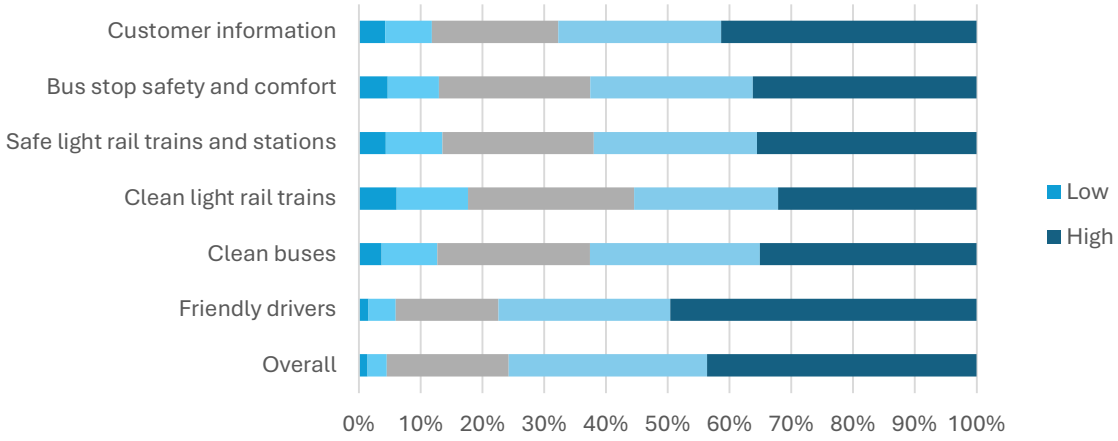


Figure 100 "Please rate SacRT overall" – Weekend Light Rail

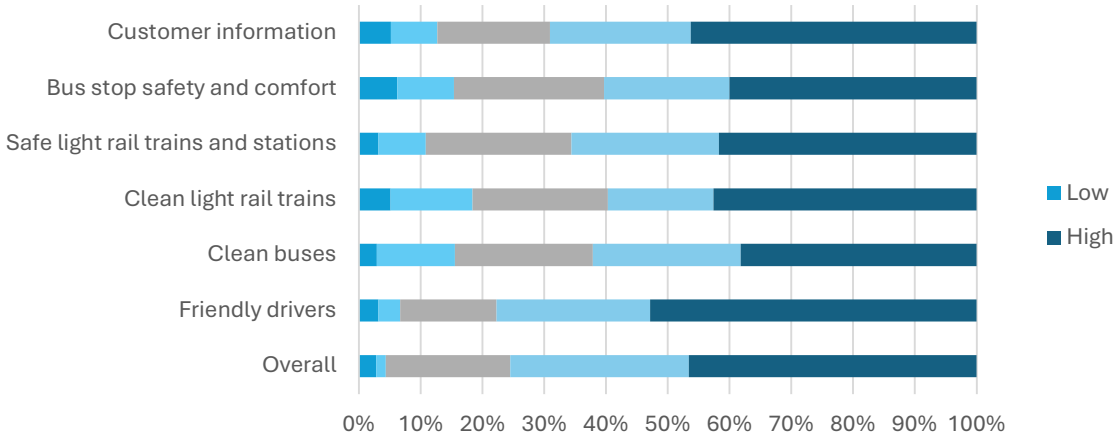
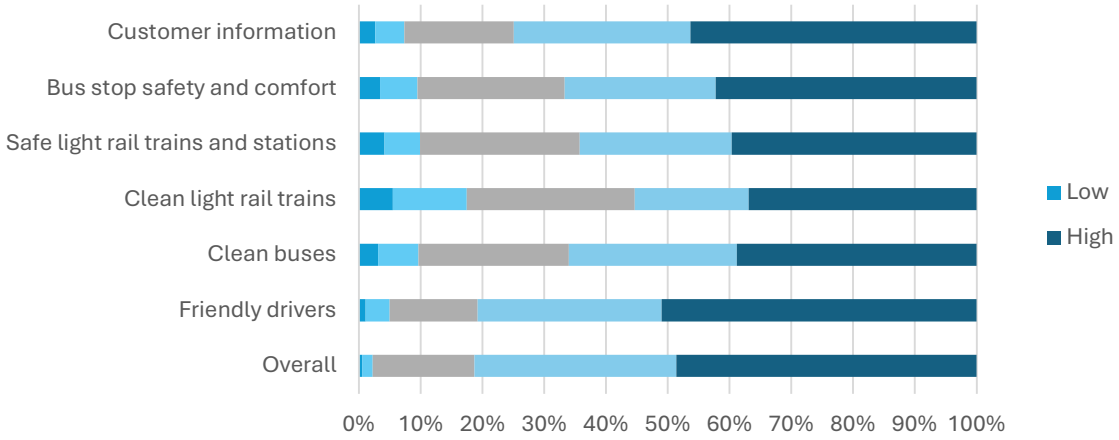


Figure 101 "Please rate SacRT overall" – Weekend SacRT Bus



APPENDIX

Sampling Methodology

Sacramento Regional Transit
Basis and Results for Onboard Rider Survey

The foundation for the sampling plan was the expectation for the results established by SacRT. They set requirements for a data file to be composed of the following number of returned surveys at a minimum:

- 3500 from Weekday Bus riders
- 2500 from Weekday LRT riders
- 175 each from Saturday Bus and LRT riders
- 175 each from Sunday Bus and LRT riders

This total of 6700 returned surveys was used to determine the number of riders to be surveyed and by extension, the number of hours of survey time which would be required to meet the SacRT quota. Based on 2023 ridership data, current revenue hours and our experience in expected returns, a total of approximately 1300 hours of survey time was determined to be needed to achieve the SacRT goals. The following formula was used to develop this number:

Required Survey Hours = Desired # of Returns / (Riders per hour X Rider Participation Rate)

Data regarding the average # of riders per hour was taken from 2023 system information. Based on an average shift or piece-of-work (POW) of approximately 8 hours for a surveyor, the 1300 survey hours translates to approximately 162 POW. These shifts were then divided between Weekdays and Weekends and Bus and LRT based on the expected returns set by SacRT.

Weekday Bus sampling was set up in an attempt to cover all routes, but with a focus on the routes with higher passenger loadings, based on 2023 data. 107 POW were allocated to the Weekday Bus effort. All times of the day were addressed with an emphasis on AM peak hours as a starting point. Our experience has always shown that better results are derived from this focus on AM peak ridership.

Two aspects of the SacRT system complicated our attempts to spread survey hours proportionately across the entire system based on passenger loadings. These are the fact that the system is interlined and the extensive employment of split shifts for operators. Interlining and split shifts make it difficult to focus on individual routes when assigning POW when there are a limited number of shifts available.

Nonetheless, a survey schedule was set up to attempt to address all routes, with emphasis on the busier routes, at all times of the day, with emphasis on mornings with the returns noted above. The results of the survey support this thinking as 43% of the returns were derived from 8 of the top 10 routes based on 2023 daily boardings. The remaining 12 of the top 20 routes accounted for an additional 39% of the returns for a total of 82% coming from the 20 most heavily used routes. Returns were secured for all routes through Route 161, with the exception of Route 20 (no returns) and Routes 103, 109, 124, 134, 138 and 161 (all with less than 10 returns). A scattered number of returns were obtained for Routes 175 through 255, primarily due to these routes being interlined with more heavily used routes. Bus surveying was scheduled for eight days, with one day being devoted to the Elk Grove system, since it is based in a separate location.

LRT surveying was divided evenly between the Gold and Blue lines. It was initially determined that 30 POW would be needed to achieve the desired result of 2500 completed surveys. The plan was to have two surveyors on each train on 6 of 7 trains to achieve the 15 POW allocated for each route, again based on the expected results. Survey teams were sent out on eight-hour shifts between 5:30 AM and 12:30 PM on the Gold Line and between 5:30 AM and 12:00 PM on the Blue Line. Survey times ranged from 5:30 AM until 10:30 PM. Surveying for the Gold and Blue Lines was scheduled for a single day for each line.

Weekend surveying consisted of 7 POW each day for Bus on Saturday and Sunday and 4 POW for LRT for each day. All bus routes surveyed were in the top 8 based on 2023 boardings. Bus survey times were from 6:00 AM until 8:30 PM. LRT survey times were from 7:00 AM to 7:00 PM.

It should be noted that additional POW, beyond those originally planned, were required to meet the expected results for completed surveys. This was due to a number of reasons including: prep, travel and other non-surveying time included in each POW; variations in rider participation rates; variations in surveyor abilities; variations in actual ridership due to weather or other factors. Also, POW were kept as close to 8 hours each as possible to minimize the requirements for overtime.

Appendix G – Service Monitoring

2026 SacRT Service Monitoring Report

Requirements and Findings

This service monitoring report is required once every three years by the Federal Transit Administration (FTA) as part of SacRT's Title VI Program Update. The monitoring ensures that SacRT provides service that does not discriminate on the basis of race, color, or national origin or to low-income populations.

FTA requires that the Program Update includes the results of service monitoring relative to systemwide service standards and service policies. SacRT's Service Standards were adopted by the SacRT Board on August 26, 2013, and are included as Appendix I. FTA requires quantitative standards for fixed-route modes in six categories:

- Vehicle passenger load
- Vehicle headways
- On-time performance
- Service availability
- Distribution of stop/station amenities, and
- Vehicle assignment.

SacRT's Service Standards recommend including all routes in the evaluation except for contract service, supplemental service[2], special event service, and demonstration projects. The evaluation identifies potential disparate impacts to minority or disproportionate burdens to low-income populations. If disparate impacts / disproportionate burdens exist, SacRT is required to address them. The SacRT Board reviews and approves the evaluation findings as part of the overall Program Update.

Table1 presents a summary of the findings for the six categories and the period for which data used in the evaluation was collected.

Table 1: Service Monitoring - Overall Findings

Category	Findings	Time Period
Passenger Loads	No disparate impacts / disproportionate burdens	CY 2024
Vehicle Headways	No disparate impacts / disproportionate burdens	CY 2024

[2] Supplemental routes are peak-only routes that are designed to accommodate passenger volumes that could otherwise overload SacRT's regular routes. They usually operate only seasonally and can be adjusted on short notice to respond to changing demand conditions.

On-Time Performance	Disparate impact to minority populations on Saturdays and Sundays due to the percentage of minority routes failing on-time performance benchmark exceeding 15% threshold of non-minority routes failing on-time performance benchmark. Disproportionate burden to low-income populations on Sundays due to the percentage of low-income routes failing on-time performance benchmark exceeding 15% threshold of non low-income routes failing on-time performance benchmark.	CY 2024
Service Availability	No disparate impacts / disproportionate burdens	CY 2024
Stop/Station Amenities	Disparate impact of bus bench distribution to minority populations due to the percentage of stops with benches in minority block groups is below the 15% threshold of percentage of stops with benches in non-minority block groups. No disproportionate impact to low-income populations.	CY 2024
Vehicle Assignment	No disparate impacts / disproportionate burdens	CY 2024

Overview

Service Area

SacRT operates in a 440 square mile service area. Weekday fixed-route service includes three light rail lines and 79 bus routes (all-day regular, peak-only, and supplemental bus routes that operate during the school year) – 35 routes (33 bus and two light rail) operate on Saturdays, and 31 routes (29 bus and two light rail) operate on Sundays/Holidays. One route, 138-Causeway Connection, travels outside the service area through West Sacramento to Davis, California.

Table 2 lists major trip destinations in the SacRT service area.

Table 2: Major Destinations

Hospitals	University and Colleges	Arena and Stadiums	Shopping malls and Centers
Mercy San Juan Hospital	California State University, Sacramento	Hughes Stadium	The Promenade
Methodist Hospital of Sacramento	UC Davis	Hornet Stadium	Sunrise Mall (Marketplace at Birdcage)
Mercy General Hospital	University of San Francisco - Sacramento Campus	Beaver Stadium	Park Place 2 Shopping Center
Sutter General Hospital	American River College	Golden 1 Center	Arden Fair
UC Davis Medical Center	American River College Natomas	Sleep Train Arena	Florin Towne Center
Sacramento VA Medical Center	Cosumnes River College	Channel 24	Rancho Cordova Town Center (Zinfandel Plaza)
Kaiser Permanente Rancho Cordova Medical Offices	Sacramento City College	May Lee State Office	Broadstone Plaza
Kaiser Permanente Sacramento Medical Center	Folsom Lake College		Palladio Parkway & Broadstone Pointe
Kaiser Permanente Point West Medical Offices	Folsom Lake College – Rancho Cordova Center		Natomas Marketplace
Kaiser Permanente South Sacramento Medical Center	California Northstate University		Folsom Premium Outlets
Dignity Health Medical Plaza	Consumnes River College – Elk Grove Center		Folsom Faire Shopping Center
Sutter Medical Plaza			Laguna Crossroads
Kaiser Permanente Elk Grove Medical Center			Elk Grove Shopping Center

Population of the service area based on the ACS five-year estimate is 1,519,200 people, of which 60 percent are minority and 14 percent are low-income households. Figure 1 shows minority areas that exceed the service area's average of 60 percent minority and Figure 2 shows low-income block groups that exceed the service area's average of 14 percent low-income.

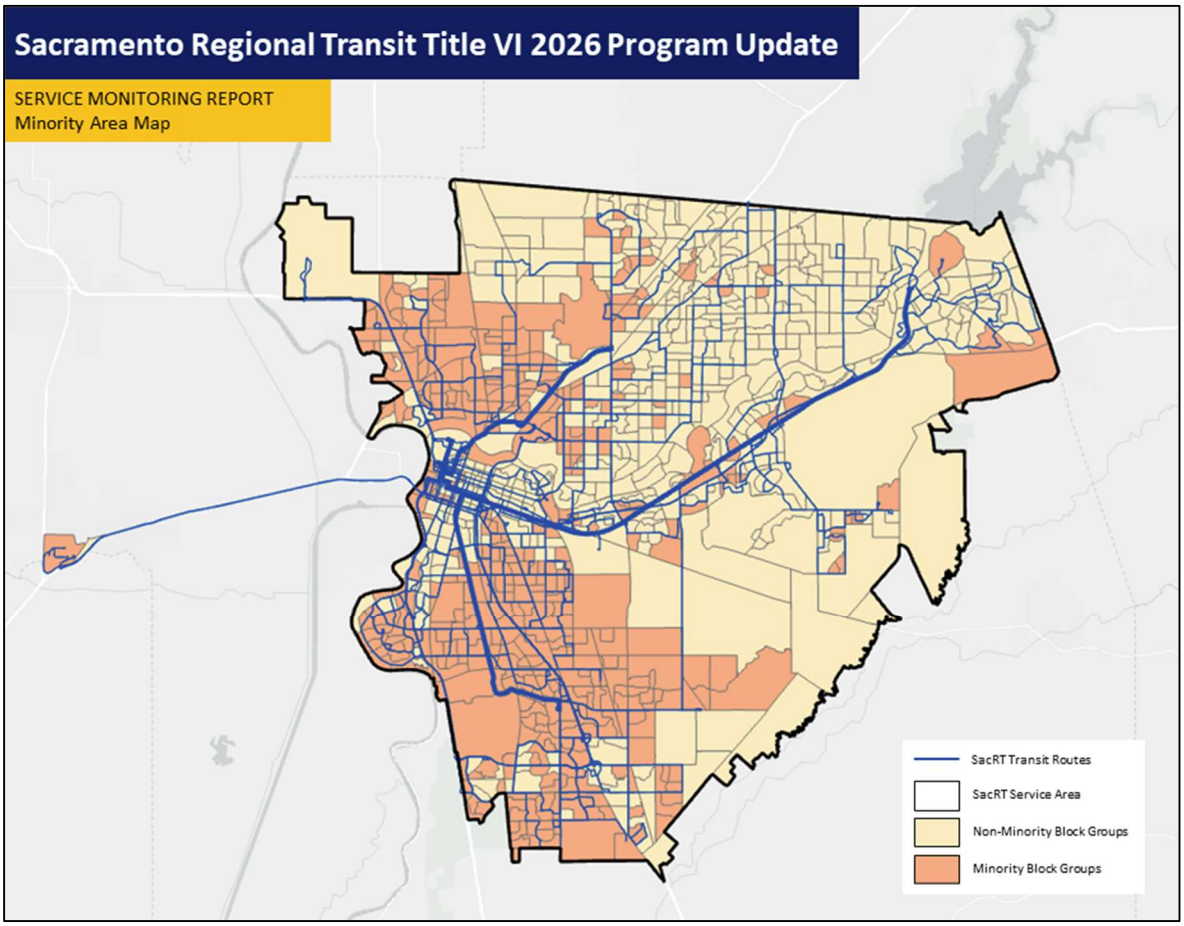


Figure 1102: Minority Areas

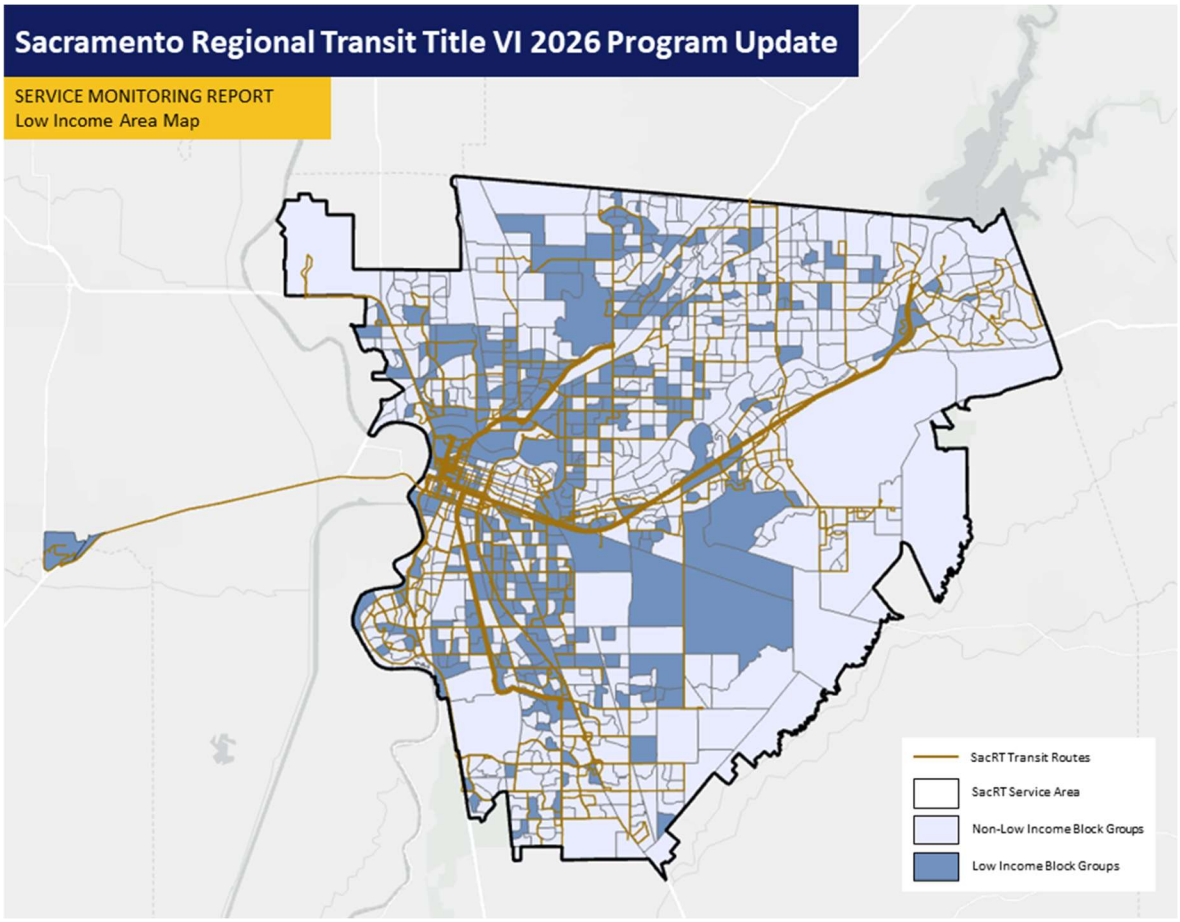


Figure 2: Low-Income Areas

Minority and Low-Income Routes

In previous Title VI Plan Updates, SacRT defined by the FTA standard. This stated that Minority routes are defined by the FTA as routes that provide at least one-third of their service (measured by route miles) in block groups that are above-average minority population. Non-minority lines are all others.

For the 2026 Title VI Plan Update, SacRT has updated the methodology to determine Minority and Low-Income Routes. Via's Remix software can create a quarter-mile catchment around any bus route and intersect the catchment with American Community Survey data. Through this, Remix can determine the minority and low-income percentage of a route. SacRT has used this methodology to compute that routes that have an equal to or greater minority percentage than 60 percent are classified as Minority routes, and routes that have an equal to or greater percentage than 14 percent are classified as Low-Income Routes. Both thresholds are calculated for every Title VI Plan update by determining the Minority and Low Incomes percentages of the population residing within SacRT's Service Area.

Table 3 shows the number of weekday routes classified as minority and low-income by mode.

Table 3: Route Classifications

	All ROUTES		BUS		LIGHT RAIL	
	Minority	Low-Income	Minority	Low-Income	Minority	Low-Income
Yes	37	47	36	44	1	3
No	45	35	43	35	2	0
Total	82	82	79	79	3	3

Of the 42 all-day weekday routes, 22are minority routes and 29 are low-income routes, illustrating SacRT's commitment to serve communities that are most in need of basic mobility.

26 of the 35 routes with Saturday service are classified as low-income and 19 of 35 are classified as minority routes. 26 of the 31 routes that operate on Sunday/Holiday are classified as low-income and 16 of 31 are classified as minority routes. The high percentages of minority and low-income routes that operate on weekends indicates SacRT's commitment to provide service where it is most needed for basic mobility.

Table 4 lists the routes, their classification as minority or low-income, and information on weekday service span and days of service.

Table 4: Route List with Classifications and Service Span

Route	Name	Minority	Low-Income	WEEKDAY			SATURDAY	SUNDAY
				All-Day	Peak	School		
1	GREENBACK	No	Yes					
11	NATOMAS/LAND PARK	Yes	No					
13	NATOMAS/ARDEN	Yes	Yes					
15	DEL PASO HEIGHTS	Yes	Yes					
19	RIO LINDA	Yes	Yes					
21	SUNRISE	No	No					
23	EL CAMINO	No	Yes					

25	MARCONI	No	Yes					
26	FULTON	No	Yes					
30	J STREET	No	Yes					
33	DOS RIOS	No	Yes					
38	TAHOE PARK	No	Yes					
51	STOCKTON/BROADWAY	Yes	Yes					
56	MEADOWVIEW	Yes	Yes					
61	FRUITRIDGE	Yes	Yes					
62	FREEPORT	No	No					
67	FRANKLIN	Yes	Yes					
68	OAK PARK	Yes	Yes					
72	ROSEMONT	No	Yes					
75	MATHER	Yes	No					
78	BUTTERFIELD	No	Yes					
81	FLORIN	Yes	Yes					
82	NORTHROP/MORSE	No	Yes					
84	WATT	No	Yes					
86	GRAND	Yes	Yes					
87	HOWE	Yes	Yes					
88	WEST EL CAMINO	Yes	Yes					
93	HILLSDALE	No	Yes					
102	RIVERSIDE COMMUTER	Yes	No					
103	RIVERSIDE EXPRESS	Yes	No					
105	ELSIE	Yes	Yes					
106	LAND PARK COMMUTER	No	No					
109	HAZEL EXPRESS	No	Yes					
113	NORTH MARKET COMMUTER	Yes	Yes					
124	SUNRISE COMMUTER	No	No					
129	ARDEN COMMUTER	No	Yes					
134	McKINLEY COMMUTER	No	No					
137	UCDMC	Yes	Yes					
138	CAUSEWAY CONNECTION	No	Yes					
142	AIRPORT	Yes	Yes					
161	BELVEDERE	No	Yes					
175	RANCHO CORDOVAN - SUNRIDGE PARK	No	No					
176	RANCHO CORDOVAN - ANATOLIA	No	No					
177	RANCHO CORDOVAN - VILLAGES	No	No					
205	FRUITRIDGE ROAD - FREEPORT	Yes	Yes					
206	12TH AVE - SUTTERVILLE RD	No	Yes					
210	LA RIVERA DR	No	No					

211	COLLEGE GREENS	No	No						
212	14TH AVE - 21ST AVE	No	Yes						
213	FRUITRIDGE RD - STOCKTON	No	No						
214	BROADWAY - STOCKTON BLVD	No	No						
215	ROUTE 215 FULL-ISH	Yes	Yes						
226	POCKET RD - RIVERSIDE BLVD	Yes	No						
227	SOUTH LAND PK - GREENHAVEN	Yes	No						
228	GLORIA DR - RUSH RIVER DR	Yes	No						
246	MEADOWVIEW - GREENHAVEN	Yes	No						
247	21ST ST - FLORIN RD	Yes	Yes						
248	MEADOWVIEW - RUSH RIVER	Yes	No						
252	FREEPORT - FRUITRIDGE - MLK	Yes	Yes						
255	LA RIVIERA - COLLEGE GREENS	No	Yes						
F10	HISTORIC FOLSOM - IRON POINT	No	No						
F20	EMPIRE RANCH - VISTA DEL LAGO	No	No						
E10	BIG HORN & CIVIC CENTER	No	Yes						
E11	FRANKLIN HIGH RD. & HEWITT WY	No	Yes						
E12	BIG HORN & CIVIC CENTER	No	No						
E13	ELKMONT & IRON ROCK	No	No						
E14	BIGHORN & BRUCEVILLE	No	No						
E15	BOND & BRADSHAW	No	No						
E16	ELK GROVE & CLARKE FARMS	No	Yes						
E17	CALVINE & ARMAND GEORGE	No	Yes						
E18	LONG LEAF & BIGHORN	No	Yes						
E19	LAGUNA & HARBOR POINT	Yes	No						
E110	PROMENADE PKWY - CRC	Yes	No						
E111	VAUX & LAGUNA MAIN	Yes	No						
E112	VAUX & LAGUNA MAIN - BIG HORN	Yes	No						
E113	VAUX & LAGUNA MAIN - ELKMONT	No	No						
E114	VAUX & LAGUNA MAIN - CALVINE	Yes	No						
E115	CRC - ELK GROVE	Yes	No						
E116	ELK GROVE - CRC	Yes	No						
Blue	MEADOWVIEW - WATT / I-80	Yes	Yes						
Gold	DOWNTOWN - FOLSOM	No	Yes						
Green	13TH - RICHARDS / TOWNSHIP 9	No	Yes						

Service Monitoring Results

This section presents the evaluation results and findings for each of the six topics required under FTA Circular 4702.1B.

Vehicle Passenger Loads

SacRT Service Standards consider a route to be overloaded if 25 percent or more of one-way vehicle trips exceed the total capacity (seated and standing). For example, a route with 32 one-way vehicle trips per day and 8 or more trips that are over capacity is considered to exceed the standard.

Finding: *No disparate impact to minority populations or disproportionate burden to low-income populations because none of the routes has average passenger loads that exceed the service standard.*

Table 5 shows the passenger capacities for each vehicle type operated by SacRT.

Table 5: Passenger Capacities by Vehicle Type

Vehicle Type	Seated	Standing	Total	Load Factor
Low-Floor Bus (New Flyer)	40	35	75	1.9
Low-Floor Bus (Orion)	34	31	65	1.9
Low-Floor Bus (Gillig)	34	31	65	1.9
Proterra Catalyst E2	33	32	65	2.0
Folsom El Dorado Easy Rider II	28	19	47	1.7
High-Floor Train (CAF)	100 per light rail vehicle			
High-Floor Train (Siemens)	100 per light rail vehicle			
Low-Floor Train (Siemens)	100 per light rail vehicle			

Table 6 presents a summary of CY 2024 average passenger loading information based on the vehicle capacities.

Table 6: Routes Meeting Passenger Load Standard

	Weekday All-Day	Weekday Peak	Saturday	Sunday
Number of Bus Routes Operating	39	24	33	29
Number Meeting Standard	39	24	33	29
Number of LRT Routes Operating	3		2	2
Number Meeting Standard	3		2	2

Tables 7 through 10 show each of four route categories (weekday all-day, weekday peak-only, Saturday and Sunday), route number / name, number of scheduled bus trips that were sampled, and whether the passenger loading standard is met or not.

Table 74: Passenger Loads - Weekday All-Day Routes

Route	Name	Weekday Bus Trips Sampled	Standard Met?	Minority	Low-Income
1	GREENBACK	1,364	Yes	No	Yes
11	NATOMAS/LAND PARK	528	Yes	Yes	Yes
13	NATOMAS/ARDEN	440	Yes	Yes	Yes
15	DEL PASO HEIGHTS	599	Yes	Yes	Yes
19	RIO LINDA	319	Yes	Yes	Yes
21	SUNRISE	737	Yes	No	No
23	EL CAMINO	746	Yes	No	Yes
25	MARCONI	660	Yes	No	Yes
26	FULTON	584	Yes	No	Yes
30	J STREET	735	Yes	No	Yes
33	DOS RIOS	367	Yes	No	Yes
38	TAHOE PARK	545	Yes	No	Yes
51	STOCKTON/BROADWAY	1,362	Yes	Yes	Yes
56	MEADOWVIEW	726	Yes	Yes	Yes

61	FRUITRIDGE	637	Yes	Yes	Yes
62	FREEPORT	651	Yes	No	No
67	FRANKLIN	726	Yes	Yes	Yes
68	OAK PARK	725	Yes	Yes	Yes
72	ROSEMONT	676	Yes	No	Yes
75	MATHER	594	Yes	Yes	No
78	BUTTERFIELD	594	Yes	No	Yes
81	FLORIN	830	Yes	Yes	Yes
82	NORTHROP/MORSE	624	Yes	No	Yes
84	WATT	681	Yes	No	Yes
86	GRAND	692	Yes	Yes	Yes
87	HOWE	559	Yes	Yes	Yes
88	WEST EL CAMINO	638	Yes	Yes	Yes
93	HILLSDALE	605	Yes	No	Yes
138	CAUSEWAY CONNECTION	176	Yes	No	Yes
142	AIRPORT	383	Yes	Yes	Yes
177	RANCHO CORDOVAN - VILLAGES	76	Yes	No	No
F10	FOLSOM	249	Yes	No	No
E110	ELK GROVE	56	Yes	Yes	No
E111	ELK GROVE	15	Yes	Yes	No
E112	ELK GROVE	26	Yes	Yes	No
E113	ELK GROVE	10	Yes	No	No
E114	ELK GROVE	9	Yes	Yes	No
E115	ELK GROVE	28	Yes	Yes	No
E116	ELK GROVE	28	Yes	Yes	No

Table 8: Passenger Loads - Weekday Peak-Only Routes

Route	Name	Weekday Bus Trips Sampled	Standard Met?	Minority	Low-Income
102	RIVERSIDE COMMUTER	121	Yes	Yes	No

103	RIVERSIDE EXPRESS	81	Yes	Yes	No
105	ELSIE	22	Yes	Yes	Yes
106	LAND PARK COMMUTER	62	Yes	No	No
109	HAZEL EXPRESS	44	Yes	No	Yes
113	NORTH MARKET COMMUTER	77	Yes	Yes	Yes
124	SUNRISE COMMUTER	105	Yes	No	No
129	ARDEN COMMUTER	43	Yes	No	Yes
134	McKINLEY COMMUTER	18	Yes	No	No
137	UCDMC	147	Yes	Yes	Yes
161	BELVEDERE	22	Yes	No	Yes
175	RANCHO CORDOVAN - SUNRIDGE	20	Yes	No	No
176	RANCHO CORDOVAN - ANATOLIA	16	Yes	No	No
F20	EMPIRE RANCH - VISTA DEL LAGO	22	Yes	No	No
E10	BIG HORN & CIVIC CENTER	4	Yes	No	Yes
E11	FRANKLIN HIGH RD. & HEWITT WY	4	Yes	No	Yes
E12	BIG HORN & CIVIC CENTER	3	Yes	No	No
E13	ELKMONT & IRON ROCK	3	Yes	No	No
E14	BIGHORN & BRUCEVILLE	4	Yes	No	No
E15	BOND & BRADSHAW	4	Yes	No	No
E16	ELK GROVE & CLARKE FARMS	3	Yes	No	Yes
E17	CALVINE & ARMAND GEORGE	4	Yes	No	Yes
E18	LONG LEAF & BIGHORN	2	Yes	No	Yes
E19	LAGUNA & HARBOR POINT	8	Yes	Yes	No

Table 9: Passenger Loads - Saturday Routes

Route	Name	Saturday Bus Trips Sampled	Standard Met?	Minority	Low-Income
1	GREENBACK	616	Yes	No	Yes
11	NATOMAS/LAND PARK	350	Yes	Yes	No

13	NATOMAS/ARDEN	368	Yes	Yes	Yes
15	DEL PASO HEIGHTS	470	Yes	Yes	Yes
19	RIO LINDA	238	Yes	Yes	Yes
21	SUNRISE	382	Yes	No	No
23	EL CAMINO	526	Yes	No	Yes
25	MARCONI	357	Yes	No	Yes
26	FULTON	382	Yes	No	Yes
30	J STREET	546	Yes	No	Yes
38	TAHOE PARK	217	Yes	No	Yes
51	STOCKTON/BROADWAY	708	Yes	Yes	Yes
56	MEADOWVIEW	539	Yes	Yes	Yes
61	FRUITRIDGE	321	Yes	Yes	Yes
62	FREEPORT	279	Yes	No	No
67	FRANKLIN	484	Yes	Yes	Yes
68	OAK PARK	505	Yes	Yes	Yes
72	ROSEMONT	241	Yes	No	Yes
75	MATHER	241	Yes	Yes	No
78	BUTTERFIELD	242	Yes	No	Yes
81	FLORIN	465	Yes	Yes	Yes
82	NORTHROP/MORSE	270	Yes	No	Yes
84	WATT	505	Yes	No	Yes
86	GRAND	342	Yes	Yes	Yes
87	HOWE	279	Yes	Yes	Yes
88	WEST EL CAMINO	393	Yes	Yes	Yes
93	HILLSDALE	334	Yes	No	Yes
142	AIRPORT	282	Yes	Yes	Yes
F10	HISTORIC FOLSOM – IRON POINT	74	Yes	No	No
E110	ELK GROVE	353	Yes	Yes	No
E113	ELK GROVE	205	Yes	No	No
E114	ELK GROVE	203	Yes	Yes	No

E116	ELK GROVE	35	Yes	Yes	No

Table 10: Passenger Loads - Sunday Routes

Route	Name	Sunday Bus Trips Sampled	Standard Met?	Minority	Low-Income
1	GREENBACK	560	Yes	No	Yes
11	NATOMAS/LAND PARK	337	Yes	Yes	No
13	NATOMAS/ARDEN	309	Yes	Yes	Yes
15	DEL PASO HEIGHTS	288	Yes	Yes	Yes
19	RIO LINDA	233	Yes	Yes	Yes
21	SUNRISE	279	Yes	No	No
23	EL CAMINO	342	Yes	No	Yes
25	MARCONI	221	Yes	No	Yes
26	FULTON	200	Yes	No	Yes
30	J STREET	268	Yes	No	Yes
38	TAHOE PARK	228	Yes	No	Yes
51	STOCKTON/BROADWAY	645	Yes	Yes	Yes
56	MEADOWVIEW	338	Yes	Yes	Yes
61	FRUITRIDGE	319	Yes	Yes	Yes
62	FREEPORT	283	Yes	No	No
67	FRANKLIN	287	Yes	Yes	Yes
68	OAK PARK	290	Yes	Yes	Yes
72	ROSEMONT	242	Yes	No	Yes
75	MATHER	238	Yes	Yes	No
78	BUTTERFIELD	242	Yes	No	Yes
81	FLORIN	382	Yes	Yes	Yes
82	NORTHROP/MORSE	253	Yes	No	Yes
84	WATT	270	Yes	No	Yes
86	GRAND	322	Yes	Yes	Yes

87	HOWE	270	Yes	Yes	Yes
88	WEST EL CAMINO	340	Yes	Yes	Yes
93	HILLSDALE	228	Yes	No	Yes
142	AIRPORT	332	Yes	Yes	Yes
F10	HISTORIC FOLSOM – IRON POINT	74	Yes	No	No

Vehicle Headways

SacRT bases bus and light rail headways on both policy and productivity. Headway policies are:

- Light rail runs at 15- or 30-minute headways
- Regular bus routes connecting with light rail usually run at multiples of 15-minute headways to facilitate transferring
- Regular headways should not exceed 60 minutes on any trunk or branch line, and
- Headways on peak-only routes are based on passenger loads and are adjusted to match school bell times, shift changes, etc., except for light rail feeders, which should be timed around the light rail schedule.

Table 11: Weekday Productivity Standards

Service Type	Productivity Standards			
	Minimum		Maximum	
Regular Weekday Bus Service	20	boardings per hour	40	boardings per hour
Saturday Bus Service	15	boardings per hour	35	boardings per hour
Sunday/Holiday Bus Service	15	boardings per hour	35	boardings per hour
Commuter Bus Service	15	boardings per hour	30	boardings per hour
Peak-Only Light Rail Feeder	15	boardings per trip	34	boardings per trip
Peak-Only Downtown Express	25	boardings per trip	34	boardings per trip
Supplemental Service	25	boardings per trip	62	maximum load
Light Rail – Weekdays	85	boardings per train hour	400	maximum load
Light Rail – Weekends	65	boardings per train hour	400	maximum load

Headway adjustments are based primarily upon productivity. Bus routes exceeding SacRT's maximum productivity standards are recommended for service increases while corrective action could be recommended for routes that fail to meet minimum productivity standards

Finding*: No disparate impact to minority populations or disproportionate burden to low-income populations because all routes are below maximum productivity threshold.*

The standard for regular weekday service is 20 - 40 boardings per revenue hour The purpose of the Title VI analysis is to ensure that minority and low-income routes do not have too little service frequency compared to their ridership effectiveness. Tables 12 through 15 show boarding rides per revenue hour for each route by service type and day.

Table 12: Productivity - Weekday All-Day Routes

Route	Name	Boardings/ Hour	Standard Met?	Minority	Low-Income
1	GREENBACK	13.8	Yes	No	Yes
11	NATOMAS/LAND PARK	12.7	Yes	Yes	Yes
13	NATOMAS/ARDEN	19.0	Yes	Yes	Yes
15	DEL PASO HEIGHTS	22.9	Yes	Yes	Yes
19	RIO LINDA	14.0	Yes	Yes	Yes
21	SUNRISE	16.9	Yes	No	No
23	EL CAMINO	17.8	Yes	No	Yes
25	MARCONI	17.1	Yes	No	Yes
26	FULTON	16.0	Yes	No	Yes
30	J STREET	15.7	Yes	No	Yes
33	DOS RIOS	10.3	Yes	No	Yes
38	TAHOE PARK	9.7	Yes	No	Yes
51	STOCKTON/BROADWAY	10.5	Yes	Yes	Yes
56	MEADOWVIEW	15.5	Yes	Yes	Yes
61	FRUITRIDGE	14.9	Yes	Yes	Yes
62	FREEPORT	10.3	Yes	No	No
67	FRANKLIN	13.9	Yes	Yes	Yes

68	OAK PARK	15.8	Yes	Yes	Yes
72	ROSEMONT	22.6	Yes	No	Yes
75	MATHER	20.0	Yes	Yes	No
78	BUTTERFIELD	11.1	Yes	No	Yes
81	FLORIN	17.9	Yes	Yes	Yes
82	NORTHROP/MORSE	13.1	Yes	No	Yes
84	WATT	16.1	Yes	No	Yes
86	GRAND	16.8	Yes	Yes	Yes
87	HOWE	15.7	Yes	Yes	Yes
88	WEST EL CAMINO	13.2	Yes	Yes	Yes
93	HILLSDALE	20.7	Yes	No	Yes
138	CAUSEWAY CONNECTION	14.1	Yes	No	Yes
142	AIRPORT	6.1	Yes	Yes	Yes
177	RANCHO CORDOVAN - VILLAGES	2.4	Yes	No	No
F10	FOLSOM	7.6	Yes	No	No
110	ELK GROVE	11.3	Yes	Yes	No
111	ELK GROVE	4.5	Yes	Yes	No
112	ELK GROVE	3.4	Yes	Yes	No
113	ELK GROVE	2.6	Yes	No	No
114	ELK GROVE	4.5	Yes	Yes	No
115	ELK GROVE	6.5	Yes	Yes	No
116	ELK GROVE	11.7	Yes	Yes	No

Table 13: Productivity - Weekday Peak-Only Routes

Route	Name	Boardings/ Hour	Standard Met?	Minority	Low-Income
102	RIVERSIDE COMMUTER	10.3	Yes	Yes	No
103	RIVERSIDE EXPRESS	6.7	Yes	Yes	No
105	ELSIE	20.1	Yes	Yes	Yes
106	LAND PARK COMMUTER	14.2	Yes	No	No

109	HAZEL EXPRESS	5.6	Yes	No	Yes
113	NORTH MARKET COMMUTER	7.1	Yes	Yes	Yes
124	SUNRISE COMMUTER	4.1	Yes	No	No
129	ARDEN COMMUTER	9.4	Yes	No	Yes
134	McKINLEY COMMUTER	20.4	Yes	No	No
137	UCDMC	10.5	Yes	Yes	Yes
161	BELVEDERE	7.5	Yes	No	Yes
175	RANCHO CORDOVAN - SUNRIDGE PARK	1.2	Yes	No	No
176	RANCHO CORDOVAN - ANATOLIA	0.6	Yes	No	No
F20	FOLSOM	7.4	Yes	No	No
E10	BIG HORN & CIVIC CENTER	6.0	Yes	No	Yes
E11	FRANKLIN HIGH RD. & HEWITT WY	9.4	Yes	No	Yes
E12	BIG HORN & CIVIC CENTER	8.0	Yes	No	No
E13	ELKMONT & IRON ROCK	4.9	Yes	No	No
E14	BIGHORN & BRUCEVILLE	12.5	Yes	No	No
E15	BOND & BRADSHAW	11.0	Yes	No	No
E16	ELK GROVE & CLARKE FARMS	6.5	Yes	No	Yes
E17	CALVINE & ARMAND GEORGE	18.3	Yes	No	Yes
E18	LONG LEAF & BIGHORN	2.7	Yes	No	Yes
E19	LAGUNA & HARBOR POINT	4.6	Yes	Yes	No

Table 14: Productivity - Saturday Routes

Route	Name	Boardings/ Hour	Standard Met?	Minority	Low-Income
1	GREENBACK	14.5	Yes	No	Yes
11	NATOMAS/LAND PARK	11.5	Yes	Yes	No
13	NATOMAS/ARDEN	13.2	Yes	Yes	Yes
15	DEL PASO HEIGHTS	11.5	Yes	Yes	Yes
19	RIO LINDA	7.7	Yes	Yes	Yes
21	SUNRISE	12.1	Yes	No	No

23	EL CAMINO	13.8	Yes	No	Yes
25	MARCONI	13.5	Yes	No	Yes
26	FULTON	11.2	Yes	No	Yes
30	J STREET	8.8	Yes	No	Yes
38	TAHOE PARK	8.2	Yes	No	Yes
51	STOCKTON/BROADWAY	18.4	Yes	Yes	Yes
56	MEADOWVIEW	9.4	Yes	Yes	Yes
61	FRUITRIDGE	10.1	Yes	Yes	Yes
62	FREEPORT	8.0	Yes	No	No
67	FRANKLIN	11.1	Yes	Yes	Yes
68	OAK PARK	11.4	Yes	Yes	Yes
72	ROSEMONT	12.1	Yes	No	Yes
75	MATHER	19.7	Yes	Yes	No
78	BUTTERFIELD	3.7	Yes	No	Yes
81	FLORIN	13.4	Yes	Yes	Yes
82	NORTHROP/MORSE	7.5	Yes	No	Yes
84	WATT	11.1	Yes	No	Yes
86	GRAND	11.4	Yes	Yes	Yes
87	HOWE	12.4	Yes	Yes	Yes
88	WEST EL CAMINO	11.1	Yes	Yes	Yes
93	HILLSDALE	11.2	Yes	No	Yes
142	AIRPORT	4.4	Yes	Yes	Yes
F10	HISTORIC FOLSOM – IRON POINT	4.6	Yes	No	No
110	ELK GROVE	9.6	Yes	Yes	No
113	ELK GROVE	7.1	Yes	No	No
114	ELK GROVE	10.2	Yes	Yes	No
116	ELK GROVE	1.5	Yes	Yes	No

Table 15: Productivity - Sunday Routes

Route	Name	Boardings/ Hour	Standard Met?	Minority	Low-Income
1	GREENBACK	11.5	Yes	No	Yes
11	NATOMAS/LAND PARK	9.7	Yes	Yes	No
13	NATOMAS/ARDEN	13.1	Yes	Yes	Yes
15	DEL PASO HEIGHTS	9.0	Yes	Yes	Yes
19	RIO LINDA	6.7	Yes	Yes	Yes
21	SUNRISE	11.4	Yes	No	No
23	EL CAMINO	15.5	Yes	No	Yes
25	MARCONI	10.2	Yes	No	Yes
26	FULTON	12.8	Yes	No	Yes
30	J STREET	10.1	Yes	No	Yes
38	TAHOE PARK	8.5	Yes	No	Yes
51	STOCKTON/BROADWAY	15.3	Yes	Yes	Yes
56	MEADOWVIEW	11.9	Yes	Yes	Yes
61	FRUITRIDGE	9.1	Yes	Yes	Yes
62	FREEPORT	6.1	Yes	No	No
67	FRANKLIN	12.7	Yes	Yes	Yes
68	OAK PARK	13.4	Yes	Yes	Yes
72	ROSEMONT	9.1	Yes	No	Yes
75	MATHER	17.5	Yes	Yes	No
78	BUTTERFIELD	3.8	Yes	No	Yes
81	FLORIN	12.9	Yes	Yes	Yes
82	NORTHROP/MORSE	7.0	Yes	No	Yes
84	WATT	12.2	Yes	No	Yes
86	GRAND	11.2	Yes	Yes	Yes
87	HOWE	10.7	Yes	Yes	Yes
88	WEST EL CAMINO	10.5	Yes	Yes	Yes
93	HILLSDALE	11.8	Yes	No	Yes

142	AIRPORT	5.3	Yes	Yes	Yes
F10	HISTORIC FOLSOM – IRON POINT	3.1	Yes	No	No

On-Time Performance - Bus

On-time performance for SacRT's bus system is measured at time points. A bus is considered on time if it leaves its time point between 0 and 5 minutes late. SacRT's target is for the bus system to be 85 percent on-time or better. For Title VI purposes, routes outside of one standard deviation of the systemwide average are investigated for potential disparate impacts when the difference in minority/low-income routes compared to non-minority/non-low-income routes exceeds a 15 percent threshold, as stated in the Service and Fare Change policy (Appendix K).

On-time performance for SacRT's light rail system is measured at the starting point of each trip. Trains are considered on time if they depart 0 to 5 minutes late. SacRT's target is for the light rail system to be 97 percent on time or better. Individual light rail routes are also expected to be 97 percent on-time or better.

Disparate impact on minority populations on Saturdays and Sundays due to the percentage of minority routes failing on-time performance benchmark exceeding 15 percent threshold of non-minority routes failing on-time performance benchmark. Disproportionate burden to low-income populations on Sundays due to the percentage of low-income routes failing on-time performance benchmark exceeding 15 percent threshold of non-low-income routes failing on-time performance benchmark.

Table 16: On-Time Performance Summary - Weekday All-Day Routes

	Meet Benchmark	Fail Benchmark	Total	Percent Fail
Minority	17	4	21	19%
Non-Minority	17	1	18	6%
Low-Income	23	3	26	12%
Non-Low Income	11	2	13	15%

21 of the 39 all-day lines operated on weekdays are classified as minority routes. Four of them do not meet the on-time performance benchmark of 69 percent: 11 Natomas / Land Park (67 percent), 13 Natomas / Arden (60 percent), 81 Florin (68 percent), 138 Causeway Connection (65 percent), and E114 Vaux & Laguna Main – Calvine (60 percent).

Table 17: On-Time Performance by Route - Weekday All-Day Routes

Route	Name	On-Time (Weekday)	Benchmark Met?	Minority	Low-Income	Weekday Service Span
1	GREENBACK	82%	Yes	No	Yes	All-day
11	NATOMAS/LAND PARK	67%	NO	Yes	No	All-day
13	NATOMAS/ARDEN	60%	NO	Yes	Yes	All-day
15	DEL PASO HEIGHTS	87%	Yes	Yes	Yes	All-day
19	RIO LINDA	76%	Yes	Yes	Yes	All-day
21	SUNRISE	73%	Yes	No	No	All-day
23	EL CAMINO	76%	Yes	No	Yes	All-day
25	MARCONI	72%	Yes	No	Yes	All-day
26	FULTON	73%	Yes	No	Yes	All-day
30	J STREET	87%	Yes	No	Yes	All-day
33	DOS RIOS	83%	Yes	No	Yes	All-day
38	TAHOE PARK	83%	Yes	No	Yes	All-day
51	STOCKTON/BROADWAY	75%	Yes	Yes	Yes	All-day
56	MEADOWVIEW	81%	Yes	Yes	Yes	All-day
61	FRUITRIDGE	77%	Yes	Yes	Yes	All-day
62	FREEPORT	82%	Yes	No	No	All-day
67	FRANKLIN	77%	Yes	Yes	Yes	All-day
68	OAK PARK	73%	Yes	Yes	Yes	All-day
72	ROSEMONT	89%	Yes	No	Yes	All-day
75	MATHER	91%	Yes	Yes	No	All-day
78	BUTTERFIELD	86%	Yes	No	Yes	All-day
81	FLORIN	68%	NO	Yes	Yes	All-day
82	NORTHROP/MORSE	83%	Yes	No	Yes	All-day
84	WATT	76%	Yes	No	Yes	All-day
86	GRAND	73%	Yes	Yes	Yes	All-day
87	HOWE	81%	Yes	Yes	Yes	All-day
88	WEST EL CAMINO	77%	Yes	Yes	Yes	All-day
93	HILLSDALE	73%	Yes	No	Yes	All-day
138	CAUSEWAY CONNECTION	65%	Yes	No	Yes	All-day
142	AIRPORT	75%	Yes	Yes	Yes	All-day
177	RANCHO CORDOVAN - VILLAGES	92%	Yes	No	No	All-day
F10	FOLSOM	75%	Yes	No	No	All-day
E110	ELK GROVE	72%	Yes	Yes	No	All-day
E111	ELK GROVE	71%	Yes	Yes	No	All-day
E112	ELK GROVE	77%	Yes	Yes	No	All-day
E113	ELK GROVE	71%	Yes	No	No	All-day
E114	ELK GROVE	60%	NOYes	Yes	No	All-day
E115	ELK GROVE	80%	Yes	Yes	No	All-day

E116	ELK GROVE	77%	Yes	Yes	No	All-day

Number of routes evaluated:	39
Weekday all-day bus system average:	77%
Title VI goal is to equal or exceed:	69%
Number of routes below standard:	5

Table 18: On-Time Performance Summary - Weekday Peak-Only Routes

	Meet Benchmark	Fail Benchmark	Total	Percent Fail
Minority	5	1	6	17%
Non-Minority	14	4	18	22%
Low-Income	8	3	11	27%
Non-Low Income	11	2	13	15%

Notes: On-Time measurement for express routes includes trips arriving early because express routes are designed to drop off passengers at the outer end of their trips as quickly as practical.

6 of 24 peak-only lines operating on weekdays are classified as minority routes. One does not meet the on-time performance benchmark of 60 percent: 105 Elsie (59 percent).

11 of 24 peak-only lines operating on weekdays are classified as low-income routes. Three do not meet the on-time performance benchmark of 60 percent: 105 Elsie (59 percent), E16 Elk Grove & Clarke Farms (54 percent), and E18 Long Leaf & Bighorn (57 percent).

Table 19: On-Time Performance by Route - Weekday Peak-Only Routes

Route	Name	On-Time (Weekday Peak)	Benchmark Met?	Minority	Low-Income
102	RIVERSIDE COMMUTER	78%	Yes	Yes	No
103	RIVERSIDE EXPRESS	76%	Yes	Yes	No
105	ELSIE	59%	NO	Yes	Yes
106	LAND PARK COMMUTER	66%	Yes	No	No
109	HAZEL EXPRESS	69%	Yes	No	Yes
113	NORTH MARKET COMMUTER	77%	Yes	Yes	Yes
124	SUNRISE COMMUTER	74%	Yes	No	No
129	ARDEN COMMUTER	82%	Yes	No	Yes

134	McKINLEY COMMUTER	68%	Yes	No	No
137	UCDMC	69%	Yes	Yes	Yes
161	BELVEDERE	89%	Yes	No	Yes
175	RANCHO CORDOVAN - SUNRIDGE PARK	75%	Yes	No	No
176	RANCHO CORDOVAN - ANATOLIA	83%	Yes	No	No
F20	EMPIRE RANCH - VISTA DEL LAGO HIGH	77%	NO	No	No
				No	Yes
E10	BIG HORN & CIVIC CENTER	61%	Yes	No	Yes
E11	FRANKLIN HIGH RD. & HEWITT WY	63%	Yes	No	No
E12	BIG HORN & CIVIC CENTER	57%	NO	No	No
E13	ELKMONT & IRON ROCK	59%	NO	No	No
E14	BIGHORN & BRUCEVILLE	62%	Yes	No	No
E15	BOND & BRADSHAW	67%	Yes	No	Yes
E16	ELK GROVE & CLARKE FARMS	54%	NO	No	Yes
E17	CALVINE & ARMAND GEORGE	64%	Yes	No	Yes
E18	LONG LEAF & BIGHORN	57%	NO	Yes	No
E19	LAGUNA & HARBOR POINT	70%	Yes	Yes	No

Number of routes evaluated:	24
Weekday Peak bus system average:	69%
Title VI goal is to equal or exceed:	60%
Number of routes below standard:	5

Table 20: On-Time Performance Summary - Saturday Routes

	Meet Benchmark	Fail Benchmark	Total	Percent Fail
Minority	10	8	18	44%
Non-Minority	14	1	15	22%
Low-Income	20	4	24	17%
Non-Low Income	4	5	9	56%

**Note: No data available for Routes E110, E113, E114, and E116*

18 of the 33 lines that operate on Saturday are classified as minority routes. Eight of them do not meet the on-time performance benchmark of 71 percent. Five are close to the benchmark: 11 Natomas / Land Park (65 percent), 13 Natomas / Arden (70 percent), 51 Stockton / Broadway (69 percent), 86 Grand (66 percent), and 88 West El Camino (66 percent). Three are Elk Grove routes operating on Saturday which was not complete, but based on available data, the route appears to need additional running time.

24 of the 33 routes that operate on Saturday are classified as low-income routes. Four of them do not meet the on-time performance benchmark of 71 percent: 13 Natomas / Arden (70 percent), 51 Stockton / Broadway (69 percent), 86 Grand (66 percent), 88 West El Camino (69 percent),

All routes that operate on Saturday are low-income.

Table 21 lists the routes, percent of trips that are on-time, whether the benchmark is met and classification as minority or low-income.

Table 21: On-Time Performance by Route - Saturday

Route	Name	On-Time (Saturday)	Benchmark Met?	Minority	Low-Income
1	GREENBACK	81%	Yes	No	Yes
11	NATOMAS/LAND PARK	65%	NO	Yes	No
13	NATOMAS/ARDEN	70%	NO	Yes	Yes
15	DEL PASO HEIGHTS	85%	Yes	Yes	Yes
19	RIO LINDA	77%	Yes	Yes	Yes
21	SUNRISE	80%	Yes	No	No
23	EL CAMINO	76%	Yes	No	Yes
25	MARCONI	80%	Yes	No	Yes

26	FULTON	81%	Yes	No	Yes
30	J STREET	81%	Yes	No	Yes
38	TAHOE PARK	80%	Yes	No	Yes
51	STOCKTON/BROADWAY	69%	NO	Yes	Yes
56	MEADOWVIEW	80%	Yes	Yes	Yes
61	FRUITRIDGE	71%	Yes	Yes	Yes
62	FREEPORT	81%	Yes	No	No
67	FRANKLIN	74%	Yes	Yes	Yes
68	OAK PARK	72%	Yes	Yes	Yes
72	ROSEMONT	83%	Yes	No	Yes
75	MATHER	94%	Yes	Yes	No
78	BUTTERFIELD	85%	Yes	No	Yes
81	FLORIN	76%	Yes	Yes	Yes
82	NORTHROP/MORSE	82%	Yes	No	Yes
84	WATT	82%	Yes	No	Yes
86	GRAND	66%	NO	Yes	Yes
87	HOWE	71%	Yes	Yes	Yes
88	WEST EL CAMINO	69%	NO	Yes	Yes
93	HILLSDALE	78%	Yes	No	Yes
142	AIRPORT	80%	Yes	Yes	Yes
F10	HISTORIC FOLSOM – IRON POINT	82%	Yes	No	No
E110	ELK GROVE	N.D.	NO	Yes	No
E113	ELK GROVE	N.D.	NO	No	No
E114	ELK GROVE	N.D.	NO	Yes	No
E116	ELK GROVE	N.D.	NO	Yes	No

Number of routes evaluated:	33
Saturday bus system average:	78%
Title VI goal is to equal or exceed:	71%
Number of routes below standard:	10

Table 22: On-Time Performance Summary - Sunday Routes

	Meet Benchmark	Fail Benchmark	Total	Percent Fail
Minority	11	4	15	27%
Non-Minority	13	1	14	7%
Low-Income	19	5	24	21%
Non-Low Income	5	0	5	0%

15 of 29 lines that operate on Sunday are classified as minority routes. Four of them do not meet the on-time performance benchmark of 72 percent: 13 Natomas / Arden (69 percent), 15 Del Paso Heights (66 percent), 61 Fruitridge (65 percent), and 68 Oak Park (69 percent).

24 of 29 lines that operate on Sunday are classified as low-income routes. Five of them do not meet the on time performance benchmark of 72 percent: 13 Natomas / Arden (69 percent), 15 Del Paso Heights (66 percent), 61 Fruitridge (65 percent), 68 Oak Park (69 percent), and 72 Rosemont (71 percent).

Table 23 lists the routes, percent of trips that are on time, whether the benchmark is met and classification as minority or low-income.

Table 23: On-Time Performance by Route – Sunday

Route	Name	On-Time (Sunday)	Benchmark Met?	Minority	Low-Income
1	GREENBACK	86%	Yes	No	Yes
11	NATOMAS/LAND PARK	80%	Yes	Yes	No
13	NATOMAS/ARDEN	69%	NO	Yes	Yes
15	DEL PASO HEIGHTS	66%	NO	Yes	Yes
19	RIO LINDA	86%	Yes	Yes	Yes
21	SUNRISE	78%	Yes	No	No
23	EL CAMINO	83%	Yes	No	Yes
25	MARCONI	83%	Yes	No	Yes
26	FULTON	81%	Yes	No	Yes
30	J STREET	84%	Yes	No	Yes
38	TAHOE PARK	82%	Yes	No	Yes
51	STOCKTON/BROADWAY	86%	Yes	Yes	Yes
56	MEADOWVIEW	75%	Yes	Yes	Yes
61	FRUITRIDGE	65%	NO	Yes	Yes

62	FREEPORT	73%	Yes	No	No
67	FRANKLIN	81%	Yes	Yes	Yes
68	OAK PARK	69%	NO	Yes	Yes
72	ROSEMONT	71%	NO	No	Yes
75	MATHER	86%	Yes	Yes	No
78	BUTTERFIELD	96%	Yes	No	Yes
81	FLORIN	90%	Yes	Yes	Yes
82	NORTHROP/MORSE	83%	Yes	No	Yes
84	WATT	86%	Yes	No	Yes
86	GRAND	83%	Yes	Yes	Yes
87	HOWE	72%	Yes	Yes	Yes
88	WEST EL CAMINO	79%	Yes	Yes	Yes
93	HILLSDALE	73%	Yes	No	Yes
142	AIRPORT	80%	Yes	Yes	Yes
F10	HISTORIC FOLSOM - IRON POINT	83%	Yes	No	No

Number of routes evaluated:	29
Sunday bus system average:	80%
Title VI goal is to equal or exceed:	72%
Number of routes below standard:	5

On-Time Performance - Light Rail - All Days

On-time performance for SacRT's light rail system is measured at the starting point of each trip. Trains are considered on time if they depart 0 to 5 minutes late. SacRT's target is for the light rail system to be 94 percent on-time or better. Individual light rail routes are also expected to be 94 percent on time or better. Light rail data is averaged for all days of the week by month.

Finding: *No disparate impact on minority populations or disproportionate burden to low-income populations because all light rail lines are minority and low-income routes.*

Table shows monthly on-time departures for each light rail line and for the overall light rail system. The system average and all routes exceed the 97 percent benchmark.

Table 24: On-Time Performance - Light Rail (Percent On-Time)

2019	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Monthly Average
Blue	97.7	96.6	97.1	97.1	98.0	97.7	95.8	97.3	96.1	97.4	96.2	97.6	97.0
Gold	97.9	96.9	98.7	98.0	97.9	98.6	96.8	97.4	89.8	95.5	96.5	95.3	96.6
Green	95.5	94.4	98.4	93.6	91.1	92.4	90.4	93.8	93.7	97.6	95.4	94.0	94.2
System (Weighted)	97.5	96.4	98.0	96.9	96.9	97.4	95.4	96.8	93.1	96.6	96.6	96.1	96.5

Service Availability

Service coverage is assessed relative to the following buffers for basic local routes that operate all day on weekdays and for frequent service that operates with 15-minute or better headways (Blue and Gold lines, routes 1, 51, 177):

- 3/4-mile from a bus route or light rail station; and
- 1/4-mile from a bus route and 1/2-mile from a light rail station.

SacRT's goals are for:

- 85 percent of the population to be within three-quarters mile of basic local (all-day) bus service and 20 percent within three-quarter mile of frequent service; and
- 50 percent of the population to be within a quarter mile of basic local bus service and half mile of a light rail station.

For Title VI purposes, the weekday coverage within each buffer for minority/low-income areas should not be less than 15 percent of the coverage in non-minority/non-low-income areas.

Finding: *No disparate impact on minority populations or disproportionate burden to low-income populations.*

Table 25 presents the results of the service coverage analysis, and Figure 3 shows a service coverage map. Minority and low-income areas have higher coverage percentages than non-minority/non-low-income areas for all buffers and measured by both basic local service and frequent service.

Table 25: Service Coverage

Service Area Total (440 square miles)						
	Total Population	Minority	Non-Minority	Total Households	Low-Income	Non-Low-Income
Total	1,519,200	911,520	607,680	542,700	75,978	466,722
Percent of Total	100%	60%	40%	100%	14%	86%
3/4 Mile Basic Coverage (291 square miles)						
	Total Population	Minority	Non-Minority	Total Households	Low-Income	Non-Low-Income
Total	1,425,455	841,018	584,437	503,570	65,464	438,106
Percent within 3/4 Mile	94%	92%	96%	93%	86%	94%
3/4 Mile Frequent Coverage (84 square miles)						
	Total Population	Minority	Non-Minority	Total Households	Low-Income	Non-Low-Income
Total	476,032	271,338	204,694	198,825	29,824	169,001
Percent within 3/4 Mile	31%	30%	34%	37%	39%	36%
1/4 Mile Basic Coverage (159 square miles)						
	Total Population	Minority	Non-Minority	Total Households	Low-Income	Non-Low-Income
Total Population	870,559	529,003	341,556	305,762	42,807	262,956
Percent within 1/4 Mile	57%	58%	56%	56%	56%	56%
1/4 Mile Frequent Coverage (49 square miles)						
	Total Population	Minority	Non-Minority	Total Households	Low-Income	Non-Low-Income
Total Population	121,874	70,687	51,187	52,126	8,340	43,786
Percent within 1/4 Mile	8%	8%	8%	10%	11%	9%

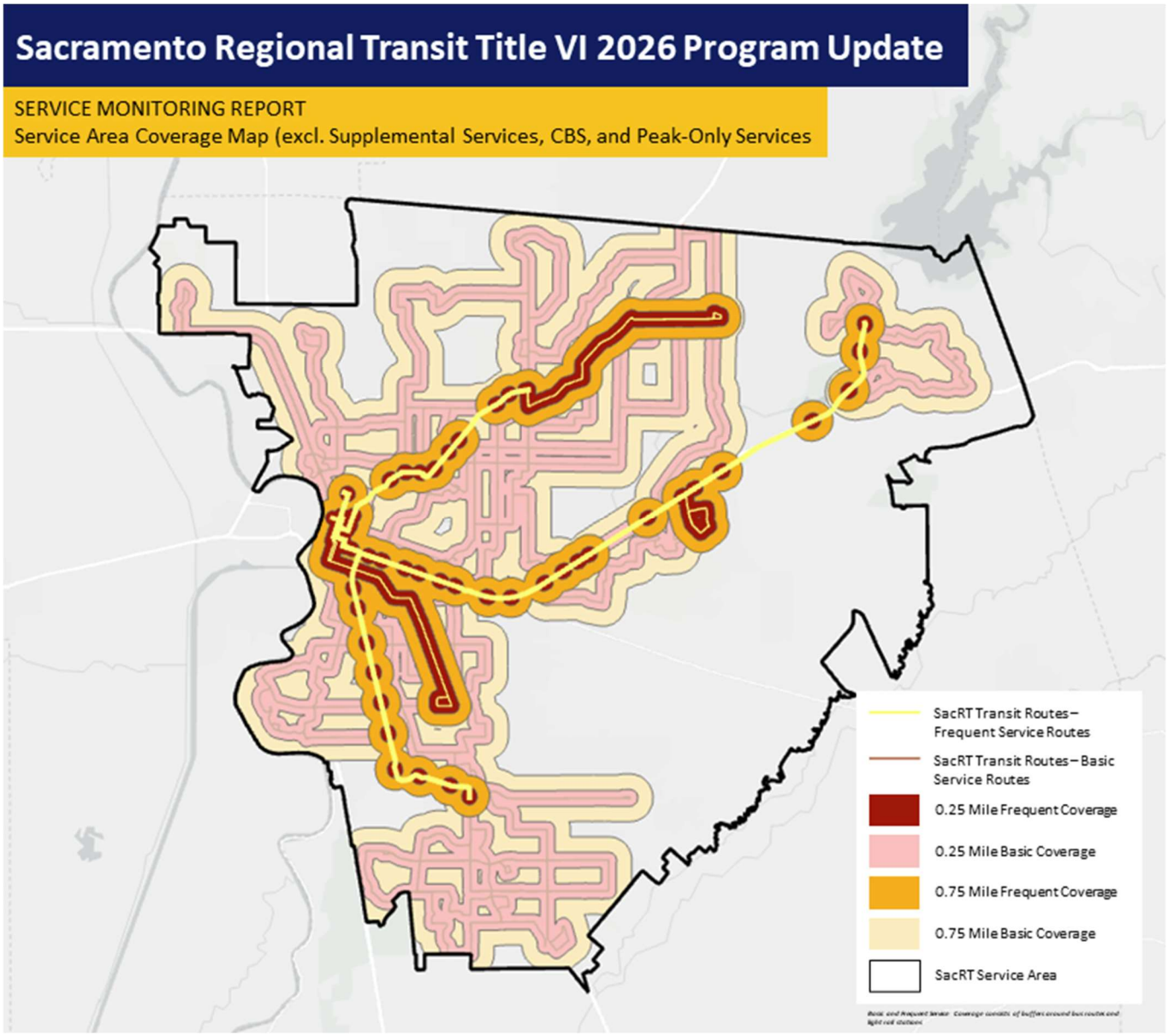


Figure 3: Service Area Coverage Map

Stop/Station Amenities

SacRT's Title VI goal is for the percentage of bus stops equipped with benches or shelters in minority / low-income block groups to be no more than 15 percent lower than the percentage of bus stops in non-minority/non-low-income block groups. For example, if 50 percent of bus stops in non-minority/non-low-income block groups are equipped with benches, then at least 42.5 percent of bus stops in minority / low-income block groups must have benches to meet the Title VI Goal.

Finding: *Disparate impact of bus bench distribution to minority populations due because the percentage of stops with benches in minority block groups is below the 15 percent threshold of percentage of stops with benches in non-minority block groups. No disproportionate impact on low-income populations.*

Table 26 shows that the percentage of minority stops with benches is not within the 15 percent threshold while the percentage of low-income stops with benches is higher than non-low income stops.

Figures 4 and 5 display the distribution of the benches in minority and low-income block groups.

Table 26: Distribution of Benches

	Total Stops	Stops with Benches	Percent with Benches
Minority	1,457	238	16.3%
Non-Minority	1,754	344	19.6%
Total	3,211	582	18.1%
Low-Income	1,224	264	21.6%
Non-Low-Income	1,987	318	16.0%
Total	3,211	582	18.1%

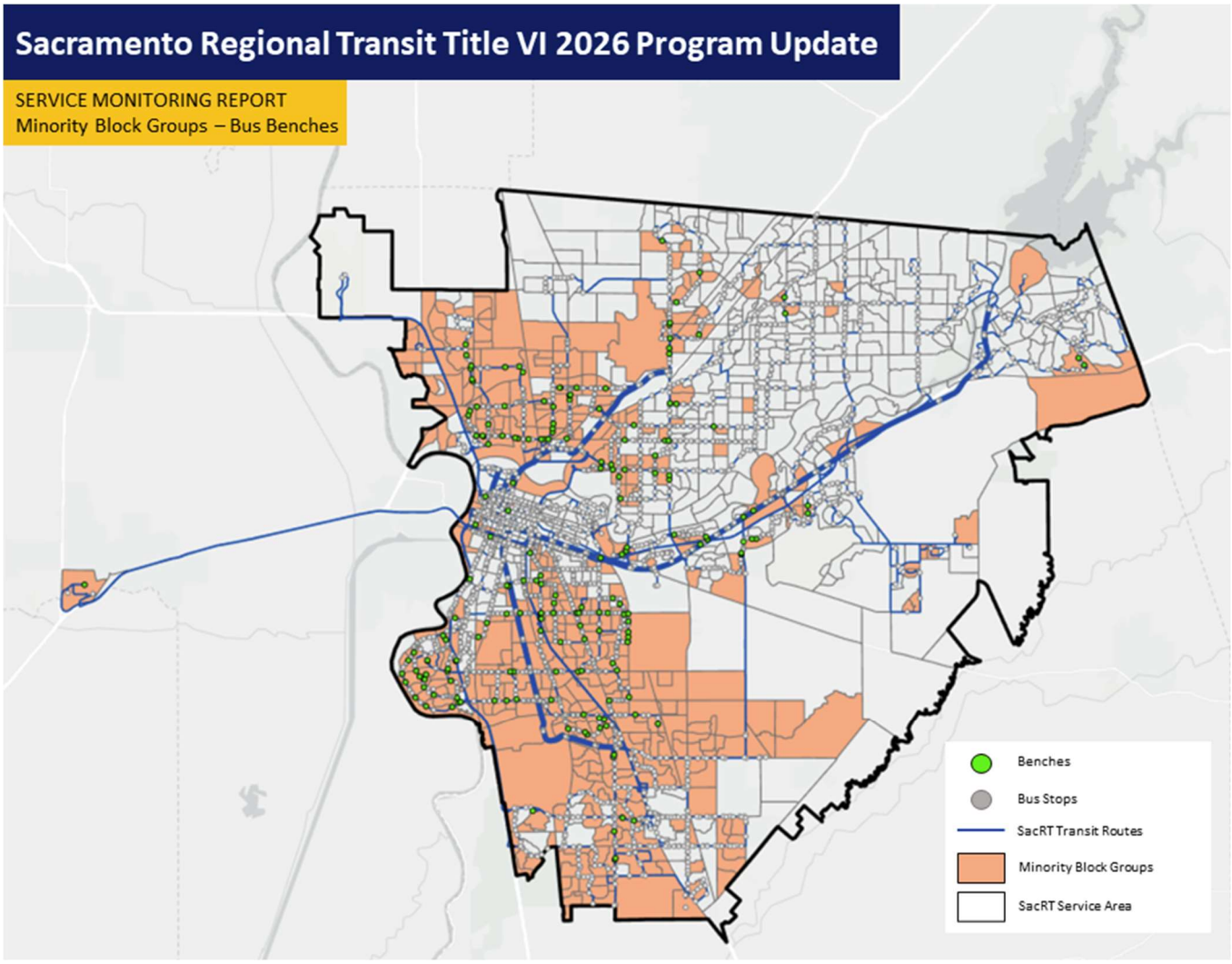


Figure 4: Distribution of Benches in Minority Block Groups

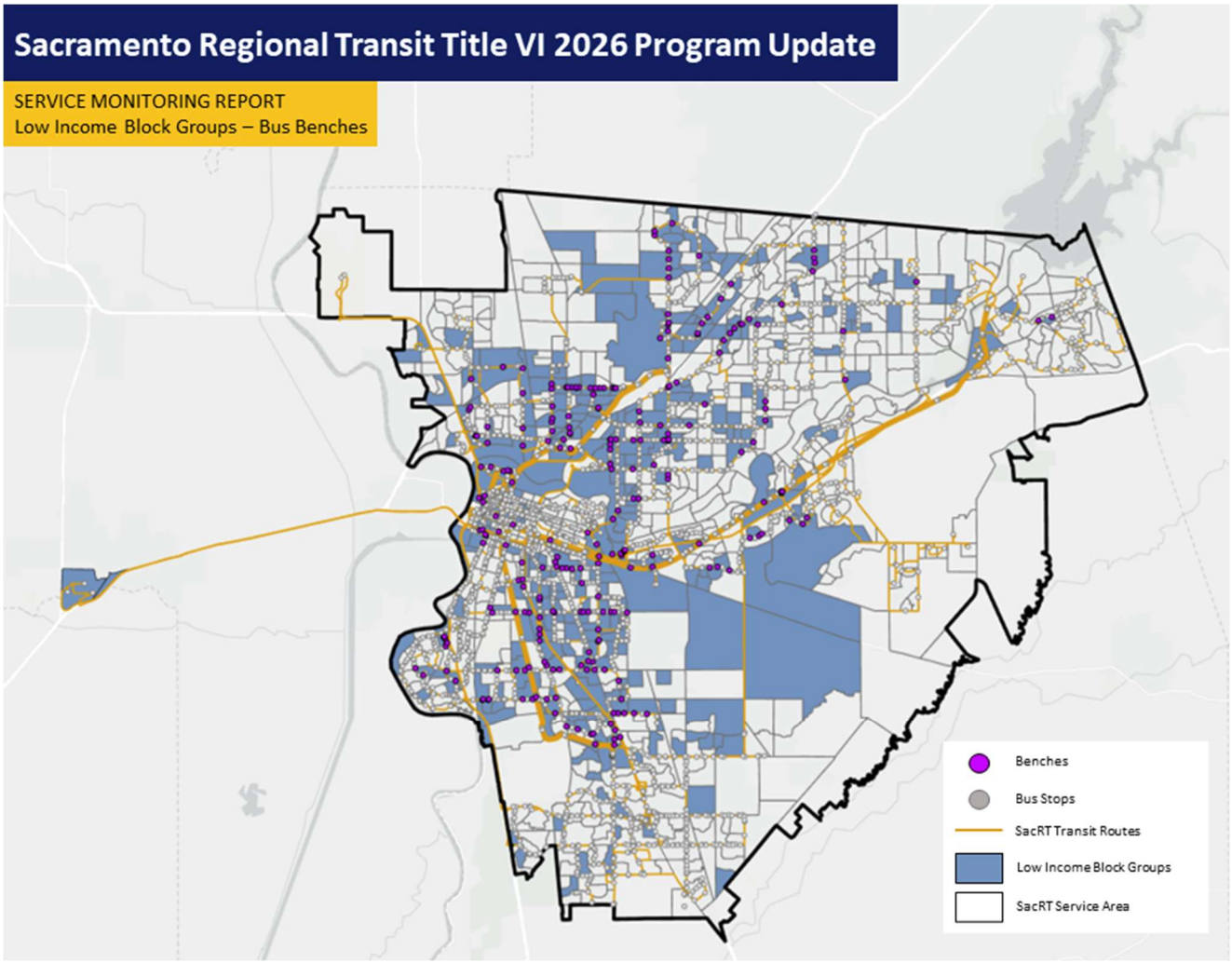


Figure 5: Distribution of Benches in Low-Income Block Groups

Table 27 shows that the percentage of minority and low-income stops with shelters is larger than the percentage of non-minority and non-low income stops. Figures 6 and 7 display the distribution of shelters in minority and low-income block groups.

Table 27: Distribution of Shelters

	Total Stops	Stops with Shelters	Percent with Shelters
Minority	1,457	157	10.8%
Non-Minority	1,754	184	10.5%
Total	3,211	341	10.6%

Low-Income	1,224	152	12.4%
Non-Low-Income	1,987	189	9.5%
Total	3,211	341	10.6%

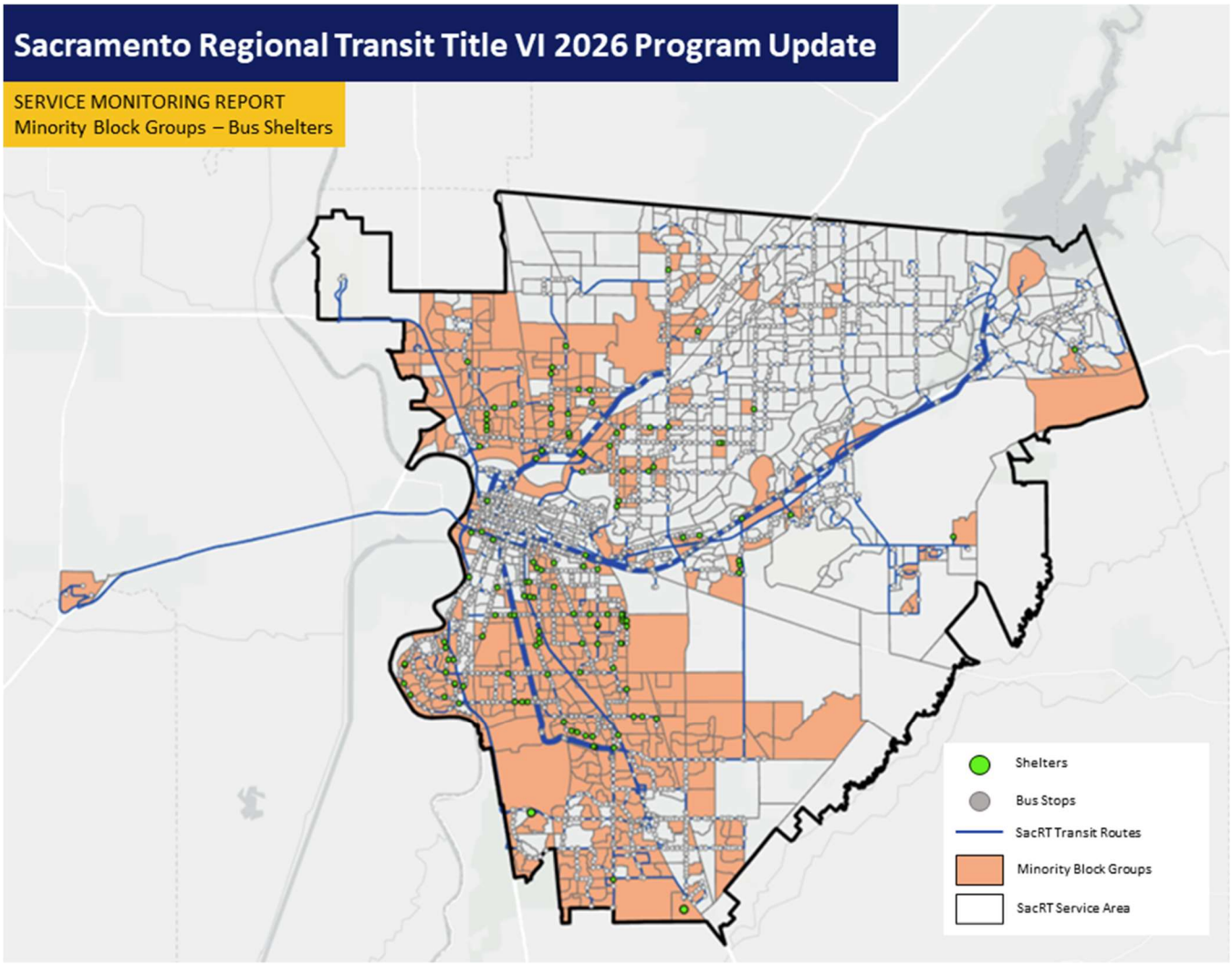


Figure 6: Distribution of Shelters in Minority Block Groups

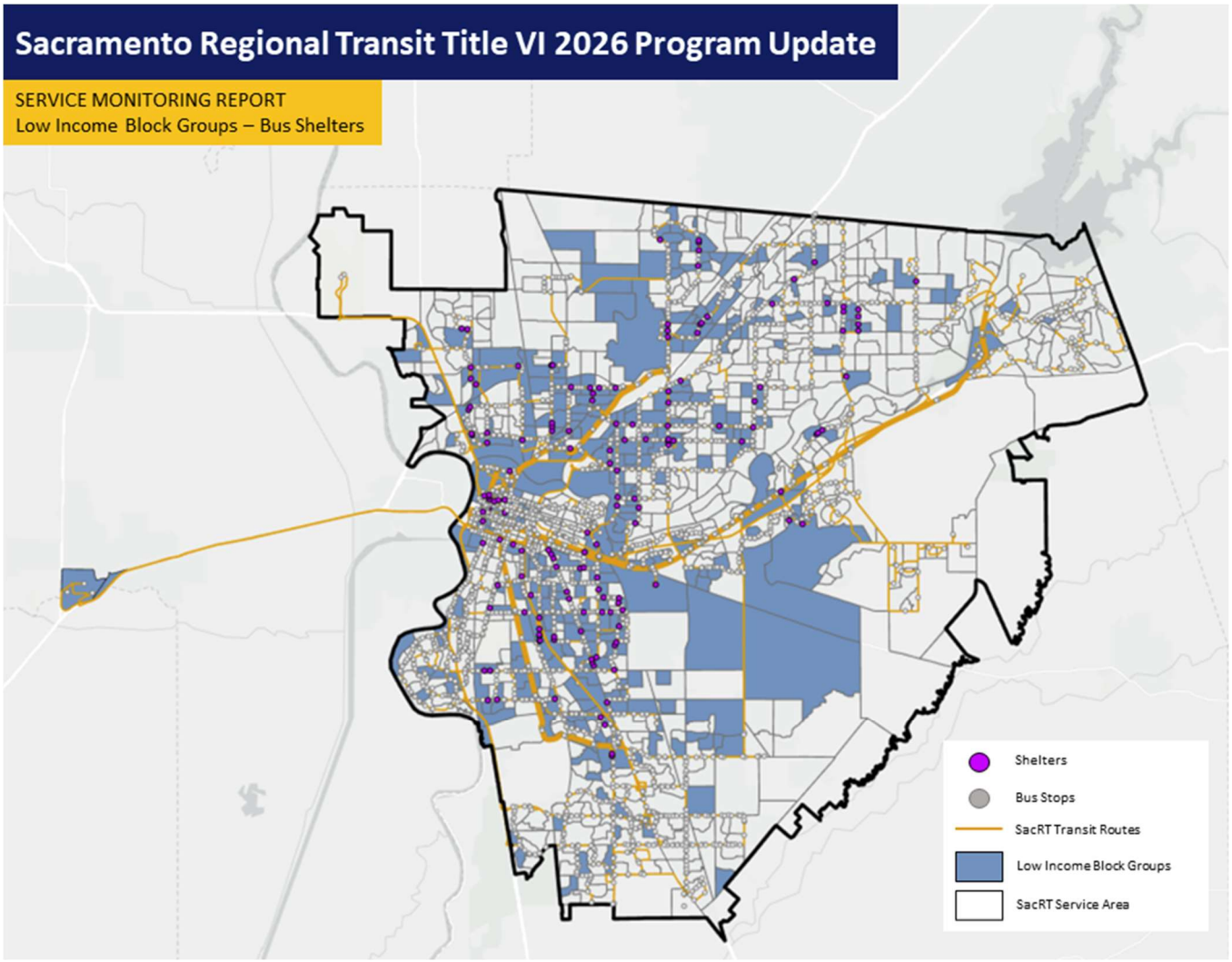


Figure 7: Distribution of Shelters in Low-Income Block Groups

Vehicle Assignment

The 250 buses in SacRT's fleet are rotated between routes throughout the system and service area. Vehicle conditions are tracked in SacRT's Transit Asset Management Plan. Rolling stock that exceeds its useful life is documented and replaced as resources are available.

Finding: *No disparate impact to minority populations or disproportionate burden to low-income.*

Two routes have assigned fleets: Route 142-Airport (3 buses) and 138-Causeway Connection (six buses). Route 142 has extra storage space for luggage because it serves Sacramento International Airport. Line 138 is jointly operated by SacRT and the Yolo County Transportation District and received grant funds (Electrify America) for a fleet of electric buses.

Appendix H – Equity Analyses

1. Service Changes (March 2024)
2. Service Changes- revised (June 2024)

Agenda Item 2.5

STAFF REPORT

DATE:	March 11, 2024
TO:	Sacramento Regional Transit Board of Directors
FROM:	Laura Ham, VP, Planning, Grants and Procurement
SUBJ:	APPROVING A TITLE VI SERVICE EQUITY ANALYSIS AND ADOPTING SERVICE CHANGES FOR 2024

RECOMMENDATION

Adopt the Attached Resolution.

RESULT OF RECOMMENDED ACTION

The recommended action would adopt service changes as described in Exhibit A, mostly taking effect on August 25, 2024.

FISCAL IMPACT

The proposed changes would increase operating costs by approximately $3,389,593 per year but would be partially offset by $180,939 per year of external subsidy and an estimated $284,306 of fare revenue per year for a net increase in operating cost of $2,924,348. This cost will be included in the proposed FY 24-25 Operating Budget for adoption in June 2024.

Gross O&M Cost Per Year	$3,389,593
External Subsidy	($180,939)
Fare Revenue	($284,306)
Net O&M Cost Per Year	$2,924,348

DISCUSSION

On Friday, January 31, 2024, Draft Service Changes for 2024 and a Title VI service equity

analysis were made available for 30-day public review via sacrt.com. Comments were due on Friday, March 1, 2024. A total of 28 comments were received and are included in Attachment 1.

Proposed changes include improving frequency on the Gold Line to every 15 minutes to and from Folsom, changes to Folsom bus service, improvements to several other major bus routes, two new trips on Route 137 UCDMC Elk Grove Express, and future bus service from the planned Altamont Commuter Express train station in Natomas to Sacramento International Airport.

Improvements to Route 137 will be subsidized by UC Davis Health. Improvements to Route 33 are conditioned upon a grant amendment with the Strategic Growth Council (SGC) as discussed in the Final Plan (Exhibit A).

Minor changes have been made to two routes from the original draft plan. For Route 81, three proposed new trips have been rescinded, as described on Page 23 of the Final Plan (Exhibit A). For the Gold Line an additional hour of evening service on Sundays and Holidays has been added, as described on Page 5 of the Final Plan (Exhibit A).

SacRT Service Changes Proposed for 2024

Route	O&M Cost Per Year	New Passengers Per Year	Cost Per Passenger
Folsom Bus and Light Rail			
Gold Line - 15m Weekdays	$2,489,328	137,913	$18.05
Gold Line - Saturday Trips	$16,875	1,393	$12.11
Gold Line - Sun/Hol Trips	$436,544	40,041	$10.90
F10 Folsom - Weekend Service	$101,347	12,887	$7.86
F30 Folsom Prison - Discontinue	($245,477)	0	$0.00
Subtotal	$2,798,617	192,234	$14.56
Other SacRT Bus			
1 Greenback	$4,193	363	$11.54
26 Fulton/Watt	$217,513	20,820	$10.45
33 Dos Rios *	$53,823	3,870	$13.91
51 Stockton/Broadway	($67,290)	-2,571	$26.17
81 Florin/65th St	$83,556	15,860	$5.27
81 Florin/65th St	$42,525	4,171	$10.20
84 Watt	$98,670	8,223	$12.00

93 Hillsdale	$26,331	4,166	$6.32
137 UCDMC Elk Grove Commuter *	$131,654	8,996	$14.63
Subtotal	$590,974	63,897	$9.25
External Subsidy *			
33 Grant Revenue ($115k / 28mo)	($49,285)	n/a	n/a
137 UC Davis Health Contribution	($131,654)	n/a	n/a
ACE Airport Express	n/a	n/a	n/a
Subtotal	($180,939)	0	0
Total	$3,208,653	256,131	$12.53
(Gross) Fare Revenue	($284,306)	n/a	n/a
Net Cost	$2,924,348	256,131	$11.42

See Exhibit A for complete descriptions and demographic analysis.

Exhibit A

RESOLUTION NO. 2024-03-021

Adopted by the Board of Directors of the Sacramento Regional Transit District on this date:

March 11, 2024

APPROVING A TITLE VI SERVICE EQUITY ANALYSIS AND ADOPTING SERVICE CHANGES FOR 2024

WHEREAS, SacRT is considering major service changes, as defined in Resolution No. 15-12-0137, planned for implementation on or around August 25, 2024, as described and except as noted in Exhibit A; and

WHEREAS, a draft service plan, including a Title VI service equity analysis of the proposed changes has been prepared, made available for a 30-day public review and comment period, and publicized in accordance with SacRT policy on major service changes; and

WHEREAS, the Title VI service equity analysis found that there would be no potential disparate impacts to minority populations and no disproportionate burdens to low-income populations from adopting the proposed service changes.

NOW, THEREFORE, BE IT HEREBY RESOLVED BY THE BOARD OF DIRECTORS OF THE SACRAMENTO REGIONAL TRANSIT DISTRICT AS FOLLOWS:

THAT, the Board of Directors has reviewed and approved the Title VI service equity analysis set forth in Exhibit A and has reviewed and taken into consideration all public comments related to the proposed changes and the Title VI service equity analysis; and

THAT, the proposed changes to Route 137 are hereby approved, pending execution of an amendment to the Cost Sharing Agreement for Operation of Route E37 Commuter Bus Service with University of California Davis Health, to become effective on April 8, 2024, as described in Exhibit A; and

THAT, the General Manager/CEO and/or his designee(s) are hereby authorized to negotiate an agreement to fund operations and capital costs for the proposed new Altamont Commuter Express Airport Express bus service described in Exhibit A including a commitment by SacRT to operate the service as described; and

THAT, the remainder of the proposed service changes set forth in Exhibit A are hereby approved, and the General Manager/CEO is hereby authorized to implement such changes effective on or around August 25, 2024, as described in Exhibit A.

_____

PATRICK KENNEDY, Chair

A T T E S T:

HENRY LI, Secretary

By:_____

Tabetha Smith, Assistant Secretary

Exhibit A

SACRAMENTO REGIONAL TRANSIT

Service Changes for 2024

Final Plan and Title VI Equity Analysis

Originally Adopted March 11, 2024

Revised June 10, 2024

On March 11, 2024, the SacRT Board of Directors adopted major service changes on several bus and light rail routes, as discussed in this Service Change Plan and Title VI Equity Analysis. A draft of that plan was made available to the public via sacrt.com on Friday, January 31, 2024 for public review, with comments due on Friday, March 1, 2024. The final version was presented to the SacRT Board of Directors on Monday, March 11, 2024, for approval. This revised plan is now being presented to reduce the cost of the service changes, due to long-term budget considerations. Most changes would still take effect on August 25, 2024.

Overview

In 2024, SacRT will complete its Folsom-15 project, improving frequency on the light rail Gold Line to every 15 minutes to and from Folsom. This new service will be the culmination of over a decade of capital planning and grant awards; however, SacRT policy still requires a Title VI analysis and public review before implementing any major service change such as this.

In addition to the planned improvements to the Gold Line, staff has developed changes to connecting Folsom bus service, which would trim service to some low-ridership stops, and eliminate one minimally-used route, but yield sufficient savings to allow addition of first-ever weekend bus service in Folsom, complementing the investment in the Gold Line.

This report also discusses two services that would be fully funded by contracts with partner agencies, including the #137 UCDMC Elk Grove Express and the planned ACE/Airport Express. The changes to Route 137 were already implemented on April 8, 2024; however, because they were previously aggregated with the other service changes in the prior Title VI analysis approved by the Board on March 11, 2024, they are being considered “changes” for purposes of this revised analysis, rather than part of the baseline conditions.

Proposed Changes

Route	**Proposed Changes**
Gold Line	Improve frequency to and from Folsom to every 15 minutes weekdays from approximately 6:15 am to 7:15 pm.
Gold Line	Item deleted.
F10 Folsom	Eliminate service to stops on American River Canyon Drive, except for the first morning trip and last two evening trips. No changes to service on existing stops on Main and Madison, in Orangevale. Add weekend and holiday service, including stops on Main and Madison, but not on American River Canyon Drive.
F30 Folsom Prison	Eliminate Route F30, which currently provides morning and afternoon peak-hour service between the Glenn light rail station area and Folsom Prison, due to low ridership and coverage by SmaRT Ride.
1 Greenback	Item deleted.
26 Fulton Watt	Item deleted.

Proposed Changes, cont.

Route	Proposed Changes
33 Dos Rios	Extend evening hours so that the last trip departs Alkali Flat station at approximately 6:44 pm, contingent upon securing $115,000 of grant funds.
51 Stockton Broadway	Item deleted.
81 Florin/65th St (Mon-Fri)	Item deleted.
81 Florin/65th St (Sat/Sun/Hol)	Item deleted.

Proposed Changes, cont.

Route	Proposed Changes
84 Watt	Item deleted.
93 Hillsdale	Item deleted.
137 UCDMC Elk Grove Express	Add two new trips departing UC Davis Medical Center at 3:30 and 7:30 pm, contingent on execution of an amendment to the cost-sharing agreement with UC Davis Health.
ACE Airport Express	Potentially create an express bus route from the future San Joaquin/Altamont Commuter Express (ACE) Natomas train station planned for Elkhorn Blvd, to begin service in 2027, contingent on execution of a cost-sharing agreement with the San Joaquin Regional Rail Commission.

Gold Line

Proposed Changes – Effective Fall 2024, depending on the date of project completion, service between Sunrise and Folsom would be improved from every 30 minutes to every 15 minutes during the day on weekdays. The first new trip from Historic Folsom would depart at 6:15 am and the last new trip from Folsom would depart at 7:15 pm. An additional trip would also be added departing Sacramento Valley Station at 6:34 pm, going to Sunrise, to make weekday service more consistent with Saturday service, which already has a trip at this time.

Gold Line – Monday to Friday Proposed New Schedule

Effective Fall 2024
(Exact Date TBD)

SACRAMENTO REGIONAL TRANSIT

Exhibit A

Monday to Friday

Sac Valley	Sunrise	Historic Folsom	Historic Folsom	Sunrise	8th & K	Sac Valley
				4:58a	5:40a	5:44a
3:49a	4:35a	4:48a	5:00a	5:13a	5:55a	5:59a
4:04a	4:50a			5:28a	6:10a	6:14a
4:19a	5:05a	5:18a	5:30a	5:43a	6:25a	6:29a
4:34a	5:20a			5:58a	6:40a	6:44a
4:49a	5:35a	5:48a	6:00a	6:13a	6:55a	6:59a
5:04a	5:50a	***6:03a***	***6:15a***	6:28a	7:10a	7:14a
5:19a	6:05a	6:18a	6:30a	6:43a	7:25a	7:29a
5:34a	6:20a	***6:33a***	***6:45a***	6:58a	7:40a	7:44a
5:49a	6:35a	6:48a	7:00a	7:13a	7:55a	7:59a
6:04a	6:50a	***7:03a***	***7:15a***	7:28a	8:10a	8:14a
6:19a	7:05a	7:18a	7:30a	7:43a	8:25a	8:29a
6:34a	7:20a	***7:33a***	***7:45a***	7:58a	8:40a	8:44a
6:49a	7:35a	7:48a	8:00a	8:13a	8:55a	8:59a
7:04a	7:50a	***8:03a***	***8:15a***	8:28a	9:10a	9:14a
7:19a	8:05a	8:18a	8:30a	8:43a	9:25a	9:29a
7:34a	8:20a	***8:33a***	***8:45a***	8:58a	9:40a	9:44a
7:49a	8:35a	8:48a	9:00a	9:13a	9:55a	9:59a
8:04a	8:50a	***9:03a***	***9:15a***	9:28a	10:10a	10:14a
8:19a	9:05a	9:18a	9:30a	9:43a	10:25a	10:29a
8:34a	9:20a	***9:33a***	***9:45a***	9:58a	10:40a	10:44a
8:49a	9:35a	9:48a	10:00a	10:13a	10:55a	10:59a
9:04a	9:50a	***10:03a***	***10:15a***	10:28a	11:10a	11:14a
9:19a	10:05a	10:18a	10:30a	10:43a	11:25a	11:29a

Monday to Friday

Sac Valley	Sunrise	Historic Folsom	Historic Folsom	Sunrise	8th & K	Sac Valley
1:04p	1:50p	***2:03p***	***2:15p***	2:28p	3:10p	3:14p
1:19p	2:05p	2:18p	2:30p	2:43p	3:25p	3:29p
1:34p	2:20p	***2:33p***	***2:45p***	2:58p	3:40p	3:44p
1:49p	2:35p	2:48p	3:00p	3:13p	3:55p	3:59p
2:04p	2:50p	***3:03p***	***3:15p***	3:28p	4:10p	4:14p
2:19p	3:05p	3:18p	3:30p	3:43p	4:25p	4:29p
2:34p	3:20p	***3:33p***	***3:45p***	3:58p	4:40p	4:44p
2:49p	3:35p	3:48p	4:00p	4:13p	4:55p	4:59p
3:04p	3:50p	***4:03p***	***4:15p***	4:28p	5:10p	5:14p
3:19p	4:05p	4:18p	4:30p	4:43p	5:25p	5:29p
3:34p	4:20p	***4:33p***	***4:45p***	4:58p	5:40p	5:44p
3:49p	4:35p	4:48p	5:00p	5:13p	5:55p	5:59p
4:04p	4:50p	***5:03p***	***5:15p***	5:28p	6:10p	6:14p
4:19p	5:05p	5:18p	5:30p	5:43p	6:25p	6:29p
4:34p	5:20p	***5:33p***	***5:45p***	5:58p	6:40p	6:44p
4:49p	5:35p	5:48p	6:00p	6:13p	6:55p	6:59p
5:04p	5:50p	***6:03p***	***6:15p***	6:28p	7:10p	
5:19p	6:05p	6:18p	6:30p	6:43p	7:25p	7:29p
5:34p	6:20p	***6:33p***	***6:45p***	6:58p	7:40p	
5:49p	6:35p	6:48p	7:00p	7:13p	7:55p	7:59p
6:04p	6:50p	***7:03p***	***7:15p***	***7:28p***	***8:10p***	
6:19p	7:05p	7:18p	7:30p	7:43p	8:25p	8:29p
6:34p	***7:20p***					
6:49p	7:35p	7:48p	8:00p	8:13p	8:55p	8:59p
7:19p	8:05p	8:18p	8:30p	8:43p	9:25p	9:29p
7:49p	8:35p	8:48p	9:00p	9:13p	9:55p	9:59p
8:19p	9:05p	9:18p	9:30p	9:43p	10:25p	10:29p
8:49p	9:35p	9:48p	10:00p	10:13p	10:55p	
9:19p	10:05p	10:18p	10:30p	10:43p	11:25p	
9:49p	10:35p	10:48p	11:00p	11:13p	11:55p	
10:19p	11:05p	11:18p	11:30p	11:43p	12:25a	
10:49p	11:35p					

New trips/time points are indicated in shaded cells with italicized text.

Ridership – Existing ridership on the Gold Line is approximately 8,900 boarding passengers per weekday. The Folsom stations, including Hazel, account for 1,130 of those daily passenger trips. The headway improvements affect most of the day, but not the evenings. For the affected hours of the day, ridership on the Folsom segment averages 938 boardings per weekday. SacRT expects 35 percent ridership growth during these hours, which yields an additional 325 passenger boardings per day. An additional 135 bus transfers are also expected to result from this new Gold Line service, yielding a total of 463 new passenger boardings per weekday on the overall system from the weekday frequency improvements.

The additional weekday evening trips departing at 6:34 and 7:15 pm are expected to add another 57 daily riders, plus 23 transfers, for 80 new trips on the system. Altogether, the weekday improvements are expected to add 543 new passenger trips per day, including transfers on connecting lines, adding up to 137,913 passenger boardings per year.

Altogether, the weekday changes are projected to increase systemwide ridership by approximately 163,666 boardings per year.



Peak Passenger Loads – On average, passenger loads on morning Gold Line trains currently peak at 73 passengers at University/65th Street station, on the 7:00 am departure from Folsom. Although total ridership should increase 35 percent on the Folsom segment, capacity will essentially increase 100 percent during affected hours. The total ridership on the line, instead of being concentrated onto two trips per hour, should spread out more evenly with four trips per hour.

On that basis, the existing peak load of 73 passengers on the 7:00 am train should actually decrease by 8 to 64 passengers. But the new 7:15 train (currently running only from Sunrise) will see its peak load increase by 17 passengers, from 39 to 56, at the max load point. In other words, total ridership will increase, but crowding will be reduced on the existing Folsom trips because riders will shift to what are now Sunrise trains.



Gold Line Headways	Sunrise (No Changes)	Folsom Existing	Folsom-15 (June 2024)
Mon-Fri Peak	15	30	**15**
Mon-Fri Midday	15	30	**15**
Sat Midday	15	30	30
Sun/Hol Midday	15	30	30
All Evenings (No Changes)	30	30	30

Capacity – Each of the new Siemens s700 cars has 58 seats, so a 2-car train will have 116 seats, which is sufficient for the existing peak load of 73 passengers as well as the projected future peak load of 64 passengers, although seasonal and day-to-day variation are expected to increase the peak load above 64 passengers on many days.

Afternoon service has a similar existing peak load of 76 passengers, on average.

Fiscal Impact – Operating costs would increase by an estimated $2.35 million per year, before factoring in any additional fare revenue. With an estimated 137,913 new passenger boardings per year, the cost per passenger is expected to be approximately

$18. Passenger fares average $1.11 per boarding, equating to approximately $153,000 in new fare revenue, bringing the net cost to approximately $2.34 million in FY 2024 dollars.

Background – The Gold Line was extended from Sunrise to Folsom in 2005. Double tracks were built only to the Hazel station, allowing only one train outbound of Hazel at a time and limiting service on the Folsom segment to every 30 minutes. Construction of a second track at Glenn station, which will be complete in Fall 2024, will allow two trains on the Folsom segment to pass one another. This will enable SacRT to run trains every 15 minutes to and from Folsom.

Implementation of the proposed new 15-minute frequency service to Folsom will represent the completion of over a decade of planning, engineering, and construction work and is a condition of SacRT's $20 million Solutions for Congested Corridors (SCCP) grant. SacRT's new low-floor light rail vehicles and Gold Line station modifications together make up a major element of SacRT's nearly $600 million Light Rail Modernization Project and were funded partly on the basis that they would be used for 15-minute frequent service to Folsom. Major funding sources include $23.6 million from California's Transit and Intercity Rail Capital Program (TIRCP) for vehicles, $22 million from SACOG's Regional Funding Round for the second track, station modifications, and new vehicles, and $10 million of Senate Bill-1 Local Partnership Program funds for station modifications.



Demographics – Overall, Gold Line riders are 50.3 percent minority. Riders that use the three Folsom light rail stations are 56.0 percent minority. The latter figures are believed to be most representative of populations benefiting from the new Folsom light rail service. This compares to 67.5 percent minority riders across the SacRT system. Minority populations would therefore be underrepresented by the Gold Line improvements, although the difference is less than 15 percent, SacRT's standard of statistical significance.

Demographics of Gold Line Riders

	Percent Minority	Percent Low-Income
Gold Line Overall	50.3%	45.6%
Folsom Stations	56.0%	41.2%
SacRT Systemwide Average	67.5%	55.5%

Overall, Gold Line riders are also 45.6 percent low-income. Riders that use the three Folsom light rail stations are 41.2 percent low-income. This compares to 55.5 percent low-income riders across the SacRT system. Low-income populations would therefore also be underrepresented by the Gold Line improvements, although the difference is again slightly less than 15 percent, SacRT's standard of statistical significance.

For Title VI purposes, all proposed service changes are considered cumulatively, which is discussed in a later section.

#F30 Folsom Prison

Proposed Changes – Effective August 25, 2024, the F30 Folsom Prison bus route would be eliminated. Currently, Route F30 runs from Glenn light rail station to Folsom Prison every 30 minutes from 6:00 a.m. to 8:00 a.m. and from the prison every 30 minutes from 2:35 p.m. to 4:35 p.m. on weekdays.

Alternative Routes – SmaRT Ride microtransit is available for curb-to-curb service within Folsom city limits, including all points along the F30 Folsom Prison route at the same fares as the F30 Folsom Prison.

Ridership Impact – The F30 Folsom Prison route averages fewer than 3 passenger boardings per day and only approximately 250 per year. At 4.5 revenue hours per day,

this works out to 0.6 boardings per revenue hour. SacRT believes 100 percent of these riders would be recaptured by SmaRT Ride at no additional cost.

Justification – The F30 Folsom Prison route was created before SacRT annexed Folsom transit service into the district. Because ridership averages only 3 daily boardings, staff believes it would be more cost-effective to eliminate the route and transition the riders to SmaRT Ride. If approved, prior to elimination, notices would be given out to riders on the bus explaining how to use SmaRT Ride, which is open to the public and does not require a smart phone to use. SacRT remains committed to funding SmaRT Ride in Folsom from state and other ongoing revenue sources, because SmaRT Ride essentially replaced Folsom's prior general public dial-a-ride service.

Annual savings of $245,000 from elimination of F30 Folsom Prison would also help SacRT pay for new weekend and holiday service on F10 Folsom, discussed in more detail separately.

Demographics – Passenger surveys conducted on Folsom bus routes in August 2023 indicated that riders were 56.0 percent minority and 64.0 percent low-income. The percent minority found by surveys was identical to prior surveys of light rail riders in Folsom, however, the 64.0 percent low-income was considerably higher than the 41.2 percent low-income for Folsom light rail riders. It is still less than 15 percent different than SacRT's overall systemwide average of 55.5 percent low-income, so it is not a statistically significant difference. Also, the magnitude of this change is relatively small. Any negative impact from eliminating Route F30 would be mitigated by adding weekend and holiday service to Route F10. SacRT also believes most or all F30 riders would be able to use SmaRT Ride instead, at the same fare.

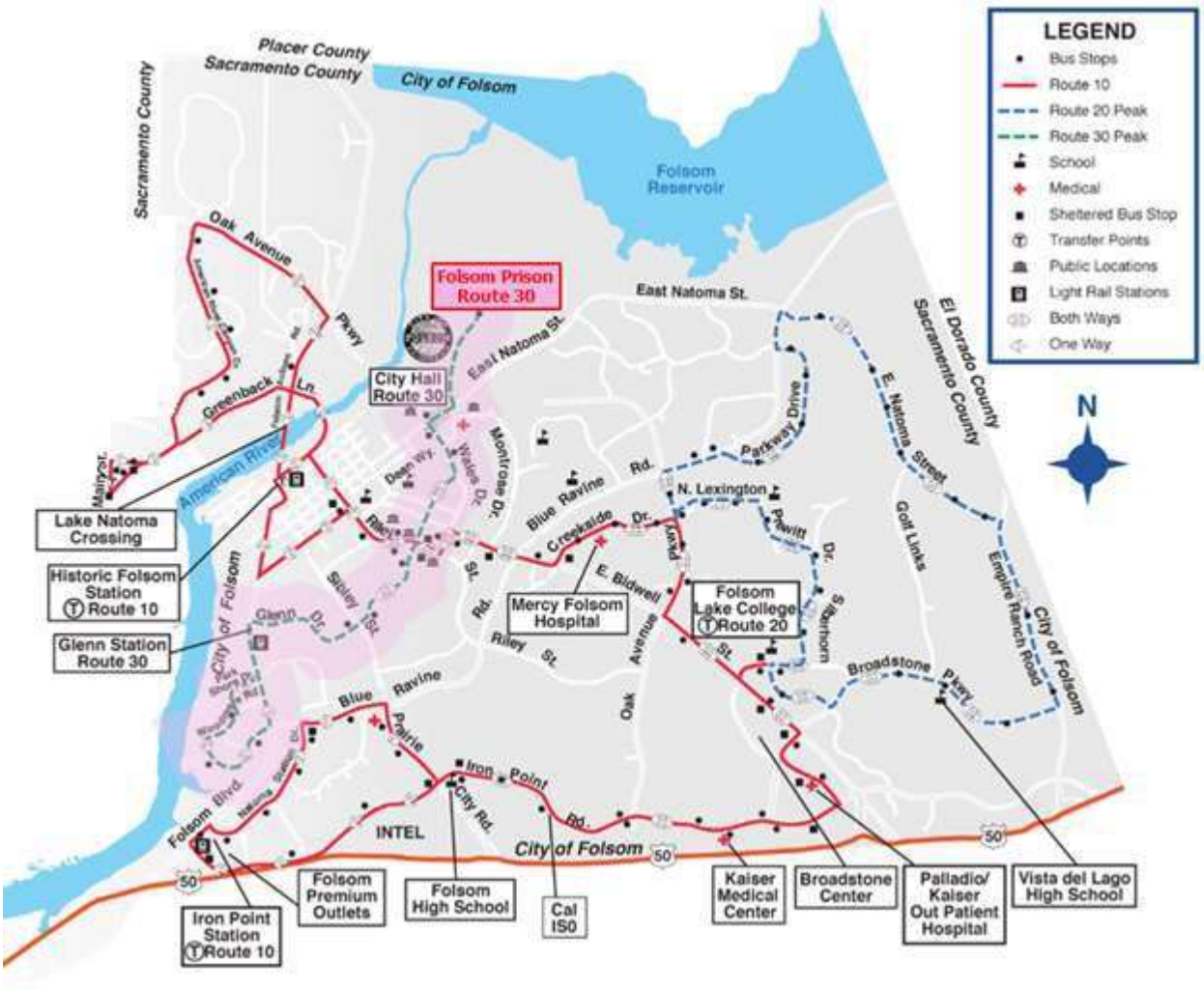
Fiscal Impact – Eliminating the F30 Folsom Prison bus route would save approximately

$245,000 per year.

SACRAMENTO REGIONAL TRANSIT

Exhibit A

#F30 Folsom Prison



Route F30 would be eliminated, effective August 25, 2024.

#F10 Folsom

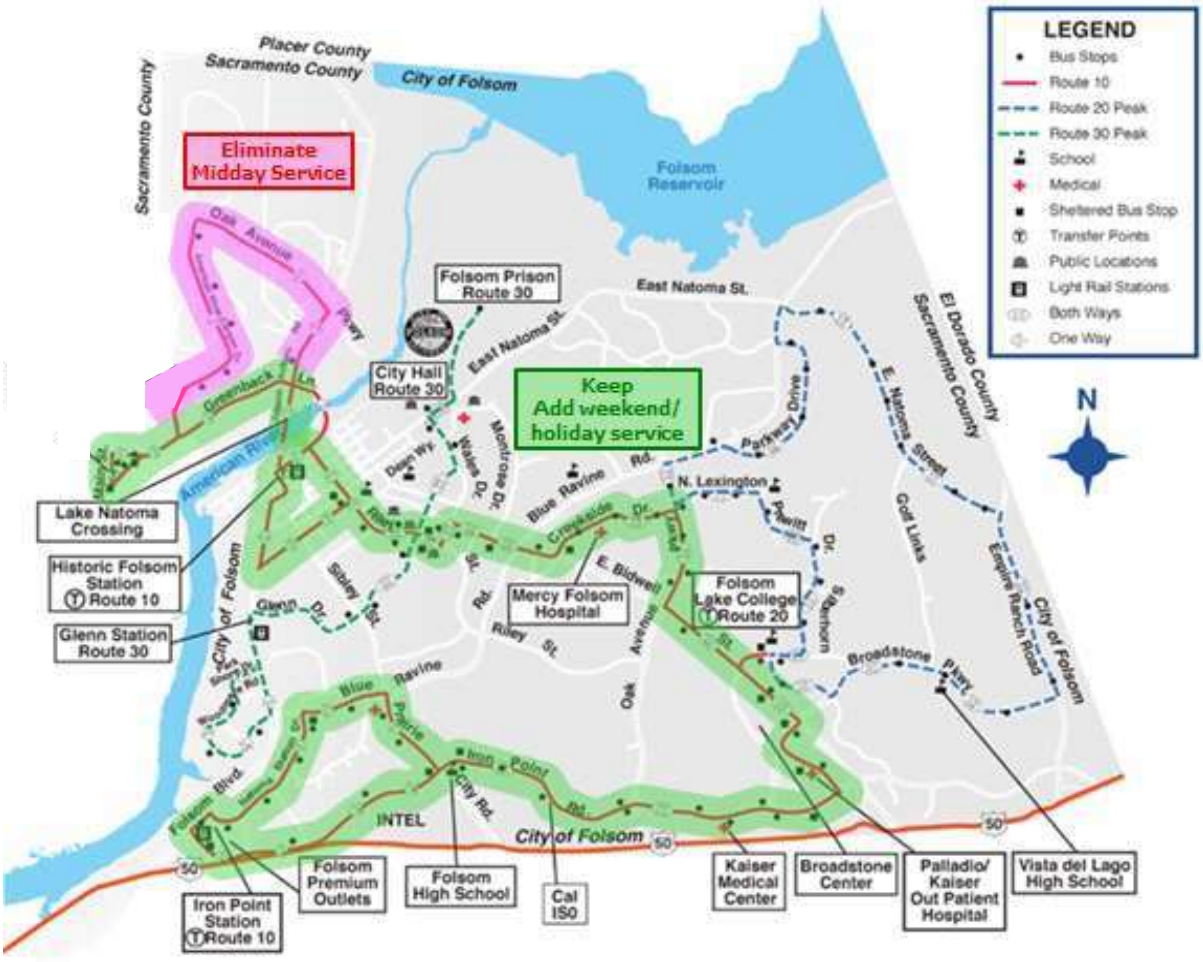
Proposed Changes – Effective August 25, 2024, service on Route F10 on American River Canyon Drive, Oak Avenue Parkway, and Folsom-Auburn Road would be eliminated, north of the American River, except on the first morning trip and the last two evening trips. Saturday, Sunday and Holiday service would also be introduced on the remainder of Route F10, including stops on Madison Ave and Main Ave, north of the river, but excluding the American River Canyon Drive loop, and excluding the first trip from Historic Folsom at 5:27 am. Currently, Folsom has no bus service on weekends or holidays, so this new service would be the only bus service in Folsom on weekends and holidays. A full schedule is included below.

Justification – Currently, Route F10 takes approximately 1 hour and 59 minutes per round trip. At hourly frequency, this results in operator breaks at one end of the route being either one minute or an hour and one minute. Staff believes that elimination of the canyon loop is justified for a number of reasons, including:

(1) Allowing a more reasonable operator break
(2) Affecting very few total riders
(3) Availability of alternative service (i.e., SmaRT Ride)
(4) The $305,000 annual savings from this proposed change can help pay for weekend bus service, which does not currently exist in Folsom, but would cost $406,000 annually
(5) The weekend service, though not highly productive, would likely be substantially more productive than the existing American River Canyon Drive loop, raising the overall productivity of the route, which is currently below standard
(6) New weekend bus service would help feed light rail, making light rail more productive as well
(7) The shortened loop north of the river will allow north-of-the-river riders, two-thirds of whom board on Main Ave or Madison Ave, to reach light rail sooner, at :06 to :09 after the hour, allowing them to catch one of the new Folsom trains departing at :15 after, rather than their existing :30 after train, saving them an additional 15 minutes on their journey
(8) Potential SacRT GO savings, by offering a fixed-route bus alternative on weekends.

Alternative Routes – SmaRT Ride is available on weekdays throughout the entire City of Folsom, including the American River Canyon Drive loop, where Route F10 service would be reduced. Service hours for SmaRT Ride are 7:00 a.m. to 7:00 p.m, Monday to Friday. Currently, the first pick-up on the canyon loop is at 7:01 am, dropping riders off at light rail at 7:14 am. This first trip on the American River Canyon Drive loop averages two riders per day and is the only trip to average more than one rider per day. Although this is not a large number of riders, staff recommends this trip continue to stop on the American River Canyon Drive loop as-is, to help assure a timely connection to light rail for commuters heading into Sacramento. Although SmaRT Ride begins at 7:00 a.m., the first hour of service can often have wait times over 30 minutes. Keeping the American River Canyon Drive stops on the first morning F10 trip will help assure residents there will continue to arrive in time to catch their normal train.

#F10 Folsom



After that first morning trip, the American River Canyon Drive trips average one or fewer riders per trip and would be eliminated; however, riders would be able to use SmaRT Ride instead. The last two trips of the day on Route F10, which currently come through American River Canyon Drive at 6:05 and 7:05 pm, would also be retained as-is, serving American River Canyon Drive, to augment SmaRT Ride as a means to assure a return trip to American River Canyon Drive. All trips on Route F10 would continue to cross the river and stop on Madison Ave and Main Ave. Only the American River Canyon Drive loop would be affected, and only during the midday, when ridership is at its lowest.



New Weekend Service – The savings from eliminating service north of the river would help SacRT afford new weekend and holiday service on the remainder of Route F10. Currently, Folsom has no weekend transit service other than SacRT GO paratransit (see further explanation below regarding weekend service on SacRT GO). Surveyors recently riding Route F10 reported that the top request they heard from riders, anecdotally, was for weekend service on Route F10. Current and former F10 bus operators also reported that weekend service was the most commonly heard request. Surveyors observed that although a great deal of Route F10 riders are students, either at Folsom High School or Folsom Lake College, the next largest group appears to be healthcare workers, working either at Mercy Hospital or at various assisted living facilities throughout Folsom. Many of these riders take transit on weekdays but are currently forced to walk on weekends and holidays if they cannot afford a rideshare.

The addition of weekend service on the F10 would also support SacRT's investment in Gold Line (i.e., the Folsom-15 project, which will take effect in 2024, as described

separately in this analysis). In 2019, the SacRT Forward new network project established a goal of seven-day service throughout the SacRT network. This design guideline was established in recognition of the fact that transit routes do not function in a standalone manner, but as part of an interdependent network. Also, even before the pandemic, industry research was showing that likely transit customers were increasingly working and travelling outside of traditional weekday 8-to-5 commuter schedules, a trend that has continued since the pandemic.



Ridership – Currently, Route F10 averages 275 boardings per day, 13 of which ride to or from the American River Canyon Drive loop. Of the 13 daily American River Canyon Drive riders, an estimated five ride either the first morning trip or one of the last two evening trips, which would be unaffected. Of the remaining eight daily American River Canyon Drive riders, staff believes it is reasonable to assume half of them (four daily riders) might continue to ride SacRT. Some might use SmaRT Ride. Others might be able to get a ride to Greenback Lane or Madison Ave to catch Route F10 where it will continue to pick up. Still others might drive to the free park-and-ride lot at Historic Folsom Station. Staff assumes that the remaining four daily riders on the canyon might cease to ride, for one reason or another. This would total approximately 1,000 lost riders per year from the reduction.

Weekend service is expected to add 100 Saturday boardings and 70 Sunday/Holiday boardings, for a total of 9,300 boardings per year. After deducting the 1,000 potential lost riders from the segment that would be eliminated, the changes would result in 8,300 net new boardings. An additional 4,600 transfer boardings would also be expected on light rail, bringing the total to approximately 12,900 net new boardings per year.

Paratransit – SacRT already provides a span of service and service area for SacRT GO service within Folsom that exceeds regulatory requirements, by providing SacRT GO

service on weekends and holidays when fixed-route service does not operate. Introduction of fixed-route bus service on weekends and holidays will create a new regulatory requirement for complementary ADA paratransit within three quarters of a mile of the route on those days; however, this service is already being provided. Addition of the weekend and holiday Route F10 service would make this service an ADA requirement, but would not change coverage area, passenger fare, ridership, or operating cost. It is possible that introduction of weekend and holiday service on Route F10 might reduce existing paratransit cost, because existing SacRT GO riders would gain a lower-priced fixed-route bus alternative.



Demographics – Passenger surveys conducted in August 2023 found that Route F10 riders are likely to be 56.0 percent minority and 64.0 percent low-income. This compares to 67.5 percent minority and 55.5 percent low-income across the SacRT system.

The American River Canyon Drive loop, where Route F10 would be eliminated, has 1,300 residents and 100 jobs in 0.4 square miles, for a population density of only about 3,250 per square miles and a combined 3,500 residents and jobs per square mile. Only 7 percent of households are in poverty and less than one percent are car-free households. The area also lacks any major schools or retail destinations to drive ridership. Altogether, the area fails to meet multiple criteria for fixed-route service and staff believes SmaRT Ride is a better fit, to cover the occasional, dispersed nature of most of the ridership.

The remainder of the area covered by Route F10 is 38,200 residents and 21,600 jobs over 9.9 square miles, for a population density of 3,860 per square mile and a combined 6,000 residents and jobs per square mile. Poverty rates are similar at 5 percent. Only 3 percent of households are car-free. [1]

[1] Source: U.S. Census Bureau, American Community Survey, 2017-2021, computed using geospatial intersection in Remix software.

Fiscal Impact – Eliminating the American River Canyon Drive loop, except for three trips a day, as proposed, would save approximately nine revenue vehicle hours per day—more than one operator shift. Annually, it would save approximately 2,200 revenue hours per year, more than one full-time equivalent position. This would save approximately

$305,000 per year. The proposed new weekend and holiday service would add approximately 3,000 revenue hours, costing approximately $406,000 per year. Combined, the fiscal impact would be a net cost of $101,000 per year, before counting potential increases in fare revenue. (This also excludes a planned $245,000 savings from eliminating Route F30, as well as any potential savings on SacRT GO.)

Because the changes would be paid for by reallocating low-productivity service to more productive times, the changes would help improve the cost-effectiveness of Folsom bus service. Assuming 13,100 net new boardings per year from the new weekend service, the cost per passenger for the new riders would be less than $8.00, which is below average for both the fixed-route bus system ($12.37) as well as light rail ($10.69) and the existing Route F10 ($24.00).

If the proposed elimination of Route F30 is also factored in, the combined cost of the changes to Routes F10 and F30 would be a net *savings* of $144,000, yet the ridership impact would be a net *gain* of 13,100 passenger boardings per year in Folsom. This is, of course offset, by approximately $2.75 million per year in new costs for the major increase in service on the Gold Line in Folsom, discussed separately.



Proposed Schedule Weekdays

To Iron Point			To Historic Folsom			North-of-River Loop		
Historic Folsom Light Rail	Folsom Lake College	Iron Point Light Rail	Iron Point Light Rail	Folsom Lake College	Historic Folsom Light Rail	Main & Madison	American River Canyon	Historic Folsom Light Rail
5:27a	5:42a	5:58a	6:08a	6:27a	6:52a	6:59a	7:02a	7:12a
6:27a	6:42a	6:58a	7:08a	7:31a	7:53a	8:00a	-	8:06a
7:21a	7:38a	7:58a	8:08a	8:31a	8:53a	9:00a	-	9:06a
8:21a	8:38a	8:58a	9:08a	9:31a	9:53a	10:00a	-	10:06a
9:21a	9:38a	9:58a	10:08a	10:31a	10:53a	11:01a	-	11:07a
10:21a	10:38a	10:58a	11:08a	11:31a	11:53a	12:01p	-	12:07p
11:21a	11:38a	11:58a	12:08p	12:31p	12:55p	1:03p	-	1:09p
12:21p	12:38p	12:58p	1:08p	1:31p	1:55p	2:03p	-	2:09p
1:21p	1:38p	1:58p	2:08p	2:31p	2:55p	3:03p	-	3:09p
2:21p	2:38p	2:58p	3:08p	3:31p	3:55p	4:03p	-	4:09p
3:20p	3:38p	3:58p	4:08p	4:31p	4:55p	5:03p	-	5:09p
4:20p	4:38p	4:58p	5:08p	5:31p	5:55p	6:03p	6:06p	6:19p
5:20p	5:38p	5:58p	6:08p	6:31p	6:55p	7:02p	7:05p	7:18p
6:20p	6:38p	6:58p	7:08p	7:33p	7:56p			

Under the proposed new weekday schedule, American River Canyon Drive would still have stops at 7:02 am and at 6:05 and 7:05 pm, but the remaining stops throughout the day would be eliminated.

Proposed Schedule Saturdays, Sundays, and Holidays

To Iron Point			To Historic Folsom			North-of-River Loop		
Historic Folsom Light Rail	Folsom Lake College	Iron Point Light Rail	Iron Point Light Rail	Folsom Lake College	Historic Folsom Light Rail	Main & Madison	American River Canyon	Historic Folsom Light Rail
			6:08a	6:27a	6:52a	6:59a	-	7:05a
6:27a	6:42a	6:58a	7:08a	7:31a	7:53a	8:00a	-	8:06a
7:21a	7:38a	7:58a	8:08a	8:31a	8:53a	9:00a	-	9:06a
8:21a	8:38a	8:58a	9:08a	9:31a	9:53a	10:00a	-	10:06a
9:21a	9:38a	9:58a	10:08a	10:31a	10:53a	11:01a	-	11:07a
10:21a	10:38a	10:58a	11:08a	11:31a	11:53a	12:01p	-	12:07p
11:21a	11:38a	11:58a	12:08p	12:31p	12:55p	1:03p	-	1:09p
12:21p	12:38p	12:58p	1:08p	1:31p	1:55p	2:03p	-	2:09p
1:21p	1:38p	1:58p	2:08p	2:31p	2:55p	3:03p	-	3:09p
2:21p	2:38p	2:58p	3:08p	3:31p	3:55p	4:03p	-	4:09p
3:20p	3:38p	3:58p	4:08p	4:31p	4:55p	5:03p	-	5:09p
4:20p	4:38p	4:58p	5:08p	5:31p	5:55p	6:03p	-	6:09p
5:20p	5:38p	5:58p	6:08p	6:31p	6:55p	7:02p	-	7:08p
6:20p	6:38p	6:58p	7:08p	7:33p	7:56p			

The proposed new weekend and holiday schedule would not have any stops on American River Canyon Drive, but all trips would cross the river and stop on Main & Madison. There would not be a 5:27 am departure from Historic Folsom light rail station, but otherwise, the route would have the same number of trips and same approximate trip times as the weekday service, subject to some adjustments to account for differences in weekend traffic, including frequent special events in Downtown Folsom.

#137 UCDMC Elk Grove Express

Changes – On April 8, 2024, two new trips were added to the #137 UCDMC Elk Grove Express, departing from the UC Davis Medical Center (UCDMC) at 3:30 and 7:30 pm, which currently pays the operating cost for the route.

Background – The #137 UCDMC Elk Grove Express launched on September 5, 2023, with six morning and six afternoon trips between the UC Davis Medical Center and Elk Grove. Under a four-year cost-sharing agreement, UC Davis Health funds 100 percent of operating costs and has paid the cost for one new full-size bus used on the route.

Ridership is averaging over 100 daily passenger trips. At a cost of $432,000 per year, the cost per passenger is currently $17 or less, although 100 percent of that cost is covered by UC Davis.

Changes – The 3:30 and 7:30 pm trips added respond to requests from UCDMC employees with shifts ending at or around 3:00 and 7:00 pm and would have no impact on other trips in the schedule.

Public Engagement – In addition to the original Title VI report, staff from SacRT and UC Davis Health gathered extensive input from existing riders as well as potential riders. Methods included face-to-face interactions at the bus stop at UCDMC and in ride-alongs on the route, email responses to promotional emails sent by UC Davis Health staff, and an open house held at UCDMC on November 1, 2023.

Other Alternatives – Other alternatives considered by staff include an additional later evening trip (e.g., 8:00 pm) as well as reverse-commuter service geared toward night shift workers.

The 8:00 pm trip may be helpful, as a backup option for customers who would normally take the 7:30 pm trip, but at this time, staff feels it is best to merely add the 7:30 pm trip. UC Davis Health already provides a guaranteed ride home program for employees, so an 8:00 pm trip designed almost strictly as a backup would be somewhat redundant of that service. The reverse-commuter service, though it would make efficient use of vehicles making a second route trip, would not be possible with the existing fleet without major schedule alterations to existing trips, which staff from SacRT feel is not a favorable tradeoff at this time.

Fiscal Impact – The cost for the proposed 3:30 and 7:30 pm trips is estimated at $117,319, escalating each year, going forward. The implementation of these changes was conditioned on execution of an amendment to the existing cost-sharing agreement whereby UC Davis Health would continue to pay 100 percent of the operating cost for the service, including these two new trips.

Demographics – Assuming demographics similar to other Elk Grove commuter routes, SacRT estimates that riders are 71.8 percent minority, slightly greater than the 67.5 percent for the SacRT system overall. However, #137 riders are only 5.3 percent low-income, considerably lower than the 55.5 percent for the SacRT system overall. As discussed in the Title VI section, this is statistically significant, and requires SacRT to consider alternatives and whether a substantial legitimate justification exists for proceeding despite the disparate impact.

Next Steps – Approval of a final version of this plan by the SacRT Board would authorize SacRT to implement service changes, as discussed here, but conditioned on the execution of an amendment to the existing cost-sharing agreement with UC Davis Health, to guarantee SacRT is reimbursed for the full cost of the new service.

Note – This change has already taken effect, on April 8, 2024, and the required agreement was completed and executed. The original language is being left in this revised plan to retain documentation of the original service description, justifications, etc.

#137 UCDMC Elk Grove Express Existing Route and Schedule



ACE/Airport Express

Proposed Changes – Create an express bus route from the future San Joaquin/Altamont Commuter Express (ACE) Natomas train station planned for Elkhorn Blvd, to begin service in 2027.

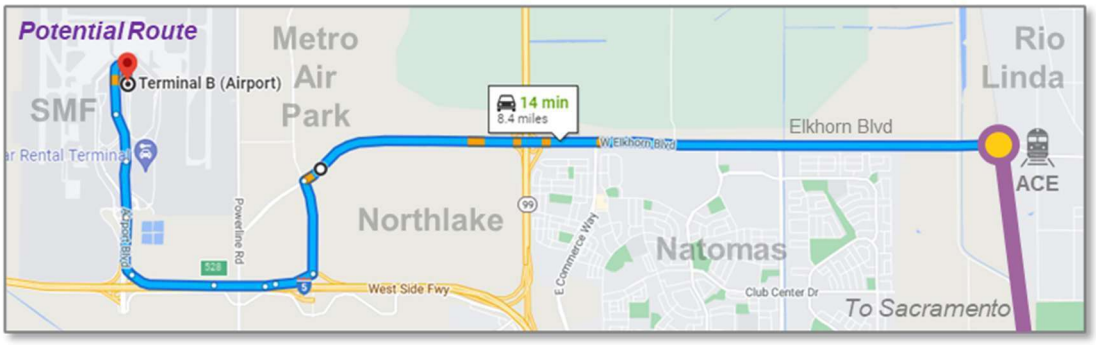
Background – The San Joaquin Regional Rail Commission (SJRRC), which operates the Altamont Commuter Express (ACE) commuter rail service, and the San Joaquin Joint Powers Authority (SJJPA), which operates the *San Joaquin* intercity train service, are developing the Valley Rail project, which will increase the number of ACE and San Joaquin trains to Sacramento on a new alignment on the 20th Street corridor through Downtown Sacramento. The Sacramento area is planned to have new stations in Elk Grove, at City College, in Midtown Sacramento, in North Sacramento (near Globe station) and in the Natomas/Rio Linda area. The Natomas station will be the northern terminus for the Valley Rail project, as currently in design (although there are future plans to extend the service north to Butte County). One of the main purposes of the Natomas station is to provide a location from which an express bus can take passengers the rest of the way to Sacramento International Airport.

ACE Valley Rail Plan



SacRT has coordinated with SJRRC/SJJPA throughout the Valley Rail project, with both agencies planning for the express bus service to be operated by SacRT but for the capital and operating costs to be funded by SJRRC/SJJPA. Staff for both agencies have been working on both a cost-sharing agreement, as well as identifying capital funds for the fleet. The new train service will operate under the ACE brand name, but will combine aspects and destinations of both the ACE and the San Joaquin route. Currently, trains are expected to begin serving the planned station under the new service plan beginning in 2026, with service levels ramping up through 2035. Both agencies have agreed that the express bus service, rather than being based on regular headways (e.g., every 30 minutes or every 60 minutes) should be timed to meet each of the train arrivals and/or departures. The parties do not believe that Phase 1 in 2026 would require or justify connecting bus service, based on the train times, which are not as geared around airport travel. Beginning in 2027, there would be three daily round trips which would justify connecting bus service; by build-out in 2035, there would be 15 round trips per day.

Example Express Bus Route From ACE Station to Airport



Although the details of the 2027 bus service are subject to change, and conditional on approval of a cost-sharing agreement, at this time, staff believes that plans are firm enough that it is appropriate to circulate them for public review and evaluate the presumed changes as part of a Title VI service equity analysis, as required prior to approval of any major service changes.

Demographics – Likely riders are expected to be approximately 71 percent minority, which is slightly higher than the existing SacRT system overall, whose riders are 67.5 percent minority. Riders of the new service are also expected to be 28 percent low-income, which is significantly less than the existing SacRT system, whose riders are 55.5 percent low-income. This difference is more than 15 percent, which is statistically

significant, according to SacRT's standards; however, changes are also evaluated collectively (i.e., with all other changes combined) and impacts may be justified by the fact that the service would be funded by SJRRC/SJJPA. Please see the Title VI section of this report for more details.

Demographic data comes from SJRRC/SJJPA. Although the Valley Rail service will be branded as ACE service, and ACE is currently more commuter-oriented, the character of the Sacramento service will be more akin to *San Joaquin* intercity service, i.e., based around all-day/all-week travel, not just commute hours. Many of the trains will travel to/from the San Joaquin valley, rather than the San Jose/Livermore areas.

Fiscal Impact – Capital and operating costs for the new service would be covered by SJRRC/SJJPA under a cost-sharing agreement being developed, so there would be no net fiscal impact to SacRT. The fleet is planned to consist of four full-size battery-electric buses, at an estimated cost of $5.3 million, including after-market equipment (e.g., fareboxes, radio, and bike rack) and sales tax. Annual operating cost would ramp up based on both increasing service levels and cost escalation, from approximately

$550,000 in 2027 to over $1.5 million in 2033.

Note – The plan for the ACE Express service was approved by the SacRT Board on March 11, 2024, and is not being reconsidered in this revised plan. Approval of this plan is still conditioned on completion of a cost-sharing agreement with SJRRC/SJJPA formalizing the key terms and conditions described in this plan. The cost-sharing agreement will be presented to the Board for review and approval at a later date.



#33 Dos Rios

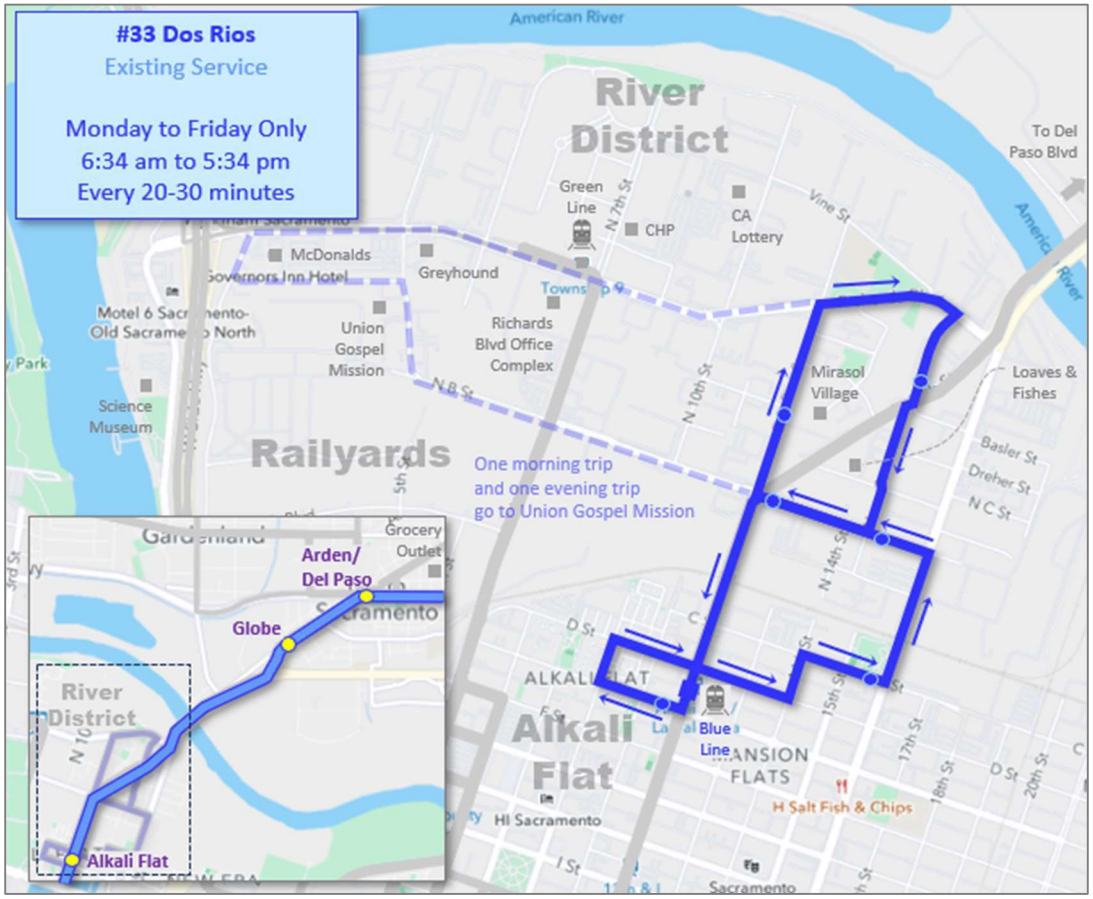
Proposed Changes – Extend evening hours so that the last trip departs Alkali Flat station at approximately 6:44 pm, providing a connection with Blue Line trains arriving at 6:38 and 6:39 pm, contingent upon securing approximately $115,000 of grant funds.

Background – On November 13, 2023, the SacRT Board voted to not designate approximately $10 million to close a funding gap for the Dos Rios light rail station project and keep the project on track for completion before expiration of a $17 million Transformative Climate Communities (TCC) grant from the California Strategic Growth Council (SGC). In coordination with the Sacramento Housing and Redevelopment Agency (SHRA), SacRT developed potential improvements to Route 33 as one of several potential alternative projects that would benefit the Dos Rios area and the broader River District, which could be funded with the $17 million and fully spent by June 30, 2027.

The decision of November 13, 2023 was ultimately reversed by the SacRT Board on January 8, 2024, so TCC funds are no longer potentially available for Route 33. However, in consultation with SHRA two elements of the TCC grant were found be infeasible: Transit Passes for Boys & Girls Club and Bike Share. If approved by SGC, $115,000 of grant funds originally designated for those two projects would instead be available to fund Route 33 service improvements. The proposed improvements to Route 33 would increase operating cost by approximately $54,000 per year, so the $115,000 in grant funds could cover a little over two years of the additional service.



Route History - Route 33 was created in 2004 as a shuttle from the Alkali Flat station to the Dos Rios area to essentially fill a gap in the light rail network, i.e., the lack of a Blue Line station in the Richards Blvd area. SacRT's Short Range Transit Plan (SRTP) assumes Route 33 will be eliminated once the Dos Rios station is constructed, which would save approximately $535,000 per year in current dollars.



Public Engagement – In anticipation of the potential cancellation of the Dos Rios station project, SHRA and several partnering community-based organizations began to conduct public engagement several months ago on potential alternative projects that might benefit the area and be eligible for TCC grant funds. This process led to the interest in improvements to Route 33, including later evening service, weekend service, and an extension west on Richards Blvd.

Following the SacRT Board's decision on November 13, SacRT staff immediately began conducting ride-alongs and other site visits to observe the route's performance and solicit community input on board the route and in Mirasol Village, to supplement the effort led by SHRA and assure adequate SacRT involvement in the public input process. This

included three visits to Mirasol Village, a series of conversations with the property manager and several long-time residents, phone discussions with other residents and employees, discussions with all three regular operators and conversations with a number of long-time passengers. SacRT's findings were largely in agreement with those of SHRA and partner groups.

Public Engagement Results - The two most commonly-observed groups of users on Route 33 are: (1) visitors to Loaves and Fishes, and nearby social services in the B Street area; and (2) residents at Mirasol Village, on Dos Rios St and Richard Blvd. Residents of Mirasol Village expressed a number of transportation needs, including the following, broken down by direction:

- *West* – Many residents currently walk west on Richards Blvd, since there's no bus service. A key destinations is the transfer point to #11 Truxel, which takes people to Bel Air in Natomas, Walmart and other shopping on Truxel, and Natomas High School. Other destinations include McDonalds and other food services farther west on Richards Blvd.

- *South* – Many residents also travel south, via Alkali Flat light rail station, for example, to Target on Broadway, Safeway on S Street, or other destinations downtown.

- *Northeast* – Some residents like to shop at Grocery Outlet on Del Paso Blvd or to Grant High School (via a transfer to Route 15). Arden Way is also a transfer point to several other SacRT bus routes used to get to various destinations throughout the region.



Other input captured from bus operators, customers, and first-hand observations included the following:

- *Weekend Service* - Since the introduction of Route 33 over twenty years ago, the area has grown and developed. The focus of the route was originally limited to daytime travel to social services, but with the residential population growing, weekend service is even more needed than ever.

- *Evening Service* - Many of the visitors to the area take advantage of daytime services, and the 5:34 pm end time was reasonable for many of those customers, but with the growing residential population, evening service is also needed, for example, so residents can complete errands and attend meetings and other social functions.

- *SmaRT Ride* - SmaRT Ride already serves Mirasol Village with a single hot spot, which is useful, but it would be more useful if the hot spot was enlarged to include one or two other bus stops where residents are used to boarding Route 33. (This is something staff is evaluating separately and independently.)



A follow-up visit to Mirasol Village was made on Wednesday, November 15, where staff shared project status and conceptual plans with several residents, and gathered additional input, including:

- *#11 Evening Service* – Currently, the last trip on Route 11 to Natomas comes through the area around 7:00 pm. If SacRT extends evening hours on Route 33 to approximately 9:30 pm, it would make sense to do the same to Route 11.

- *Wheelchair Capacity* – The cutaway bus currently used on Route 33 has two wheelchair spaces, but the space between them is not wide enough to easily accommodate two modern larger-sized wheelchairs at the same time.

- *Wheelchair Pass-ups* – Because of the existing capacity problems, it is crucial to keep Route 33 frequency at every 20 minutes or better. If it was lengthened to every 30 minutes, there would likely be an increase in wheelchair pass-ups, and a longer wait for a wheelchair customer for the next bus.

- *Evening Connections* – For the potential new schedule for Route 33, in the evening, it is important to have well-timed connections with light rail, coming back from Arden/Del Paso, because the train is at longer 30-minute headways at that point.

- *Morning Connections* – In the morning, it will be important for the potential new Route 33 schedule to be well-timed with Route 11 headed north to Natomas, which comes only every 30 minutes, for students who need to get to school on-time.

Demographics – Route 33 riders are estimated to be 70.4 percent minority and 91.7 percent low-income, both well-above systemwide averages for SacRT. Improvements to Route 33 would be favorable from the standpoint of SacRT's Title VI civil rights policy, as discussed in Section II of this report.

Existing Ridership – Today, Route 33 averages approximately 107 daily passenger boardings. Over its 11.5 hour service day, this yields a productivity of 9.3 boardings per vehicle hour, about two-thirds of SacRT's systemwide average of 14.4. While it is below average, it is still approximately double Smart Ride's productivity, and staff has never considered it a candidate for elimination due to poor productivity. Since it uses a smaller bus, and because many passengers use wheelchairs or bring other baggage, the route typically feels relatively full. The route runs a very short-distance loop with just about a half-dozen bus stops, most of which have some activity on every round trip. As mentioned above, wheelchair capacity can be an issue. Wheelchair pass-ups were a common complaint.

Key Parameters – Based on public input collected so far, SacRT's Operating Budget forecasts for the coming years, existing performance of Route 33 today, and other investments being made in the area (i.e., the Dos Rios station project) staff feels the following are key parameters for any improvements to Route 33:

- *Single Bus* – Service needs to remain operable by a single bus. A longer route on the same frequency or better frequency on the existing route would require a second bus. SacRT does not have any additional buses available in the fleet and, in addition, increasing the operating requirement from one to two buses would approximately double the existing operating cost of $535,000.

- *High Frequency* – Current frequency is typically every 20 minutes, with occasional gaps where there are 30 minutes between buses (to recover the schedule and allow break time for the operator). Staff believes frequency should remain the same or better, primarily for wheelchair capacity. The route already experiences some wheelchair pass-ups. If it came fewer times per hour, wheelchair pass-ups would be likely to increase, wait time for the next bus would be longer, and there would be a greater likelihood of compounding problems (i.e., getting passed up twice in a row).

- *Cost-Neutrality* – Based on the considerable investments being made in the area (i.e., the Dos Rios station project) improvements to Route 33 should be fully covered by grant funds, at least approximately until the station construction is complete.

- *Limited Term* – In view of the long-term cost-effectiveness of serving the area with an infill light rail station, rather than Route 33, SacRT should consider improvements to Route 33, as well as the route itself, to remain as temporary solutions, to be discontinued when the station is opened.

- *Community Support* – Whatever is put forward must have community support.

Based on these parameters, SacRT could add one extra hour of service on weekdays, but could not add weekend or holiday service, as the increase in operating cost would exceed the grant funds.

East/West Service – Many residents requested Route 33 be extended west on Richards Blvd, to add connections to Route 11, the Green Line, state offices, Greyhound, and eateries. However, if additional miles are added to the route, then the single bus cannot come as frequently, and staff feels it essential to maintain the existing frequency (e.g., for wheelchair capacity). Nevertheless, staff is investigating possible alternative routes that might be faster or more compact, so that at least some new stops could be added without the need for a second bus and operator.

Planning staff will be investigating these options and holding follow-up meetings with residents (e.g., at Mirasol Village), project partners (e.g. SHRA), and advisory committee members for the project.

Fiscal Impact – The proposed improvements to Route 33 would increase direct operating costs by approximately $53,823 per year.

This would be offset by $115,000 of new grant revenue, which would cover the increase in operating costs for approximately 28 months, from August 25, 2024 through December 31, 2026, when the grant expires and the station is expected to be complete. Over this 28-month period, this works out to $49,285 of grant support per year, for a net cost of

$4,538 per year.

If the new service was continued beyond December 31, 2026, SacRT would have to cover the entire $53,823 annual cost, unless other funding sources could be found.

Note that the fiscal impact from the proposed Route 33 improvements arise strictly from the additional hour of evening service. The potential change in route alignment (e.g., west on Richards Blvd) will be recommended in the final version of this plan only if staff can devise a new route that meets all the key parameters, including continuing to serve all existing key destinations in a convenient and reliable way, remaining operable with just one bus, and having clear community support.

Ridership – The additional hour of service on Route 33 would generate an estimated 3,870 new passenger boardings per year, at a rate of $14.00 per passenger. If the route alignment is changed, that would likely change ridership, although it is difficult to predict if the results would be favorable or unfavorable, and to what degree.

Future Changes - Historically, SacRT has planned to discontinue Route 33 if and when the Dos Rios light rail station is constructed, because light rail would provide frequent 15-minute service, direct to all the numerous destinations along the Blue Line, and seven-day service with longest-in-the-system hours of service. Staff believes it is appropriate for SacRT to adhere to that plan; however, the current proposal does not commit SacRT to a specific end date for the Route 33 service improvements. Discontinuation of these improvements or of Route 33 altogether would require a new affirmative act of the SacRT Board.

Summary

Cumulatively, the proposed service changes would have an annual cost of $2.35 million per year excluding fare revenue. They would generate approximately 163,666 new passenger boardings per year, at a rate of $14.36 per passenger, slightly above SacRT's systemwide average of approximately $10. Net cost, after fare revenue, would be $2.17 million per year.

Cost estimates are computed using budgeted hourly rates for FY 2024. Staff believes these figures are reasonably conservative for FY 2025. Although costs typically increase each year, through the first half of FY 2024, Light Rail operating expenses have been approximately 5.2 percent under budget. Also, hourly rates tend to decrease when service is increased, because some costs are relatively fixed (e.g., no new supervisors will be needed to cover the new service).

- *Gold Line* - Folsom-15 service accounts for $2.49 million of the total and would generate 137,913 new passenger boardings, at a rate of $18.05 per passenger.

- *Folsom Bus Service* - Changes would result in net savings of approximately $144,000 per year, but are expected to nevertheless generate an additional 13,000 passenger boardings per year.

- *SacRT Bus Evening Service* - Previously approved changes would be rescinded so that there would be no change to cost or ridership, compared to existing conditions.

- *#33 Dos Rios* – Improvements to Route 33 would cost approximately $54,000 per year and generate approximately 3,900 new passenger boardings, at a rate of approximately $14 per passenger, but be supported by $49,285 per year of grant funds, for a net cost of $4,538 per year.

- *UCDMC Elk Grove Express* – Two new trips are proposed, to be funded 100 percent by UC Davis Health. Note: These changes already took effect on April 8, 2024.

- *ACE Airport Express* – Approval of the original plan on March 11, 2024 authorized staff to develop a cost-sharing agreement under which SJRRC would fund 100 percent of operating cost and four new buses, for new service to be introduced in 2027.

The effective date would be August 25, 2024 for all changes, except the #137 UCDMC Elk Grove Express changes, which were implemented in April 2024, the new ACE Airport

Express route, which is expected to launch in 2027, and the new Gold Line service, which will open upon completion of construction and other required projects, potentially as early as July 1, 2024.

Section II of this report, the Title VI service equity analysis, analyzes the effects of the proposed changes on minority and low-income populations.

SacRT Service Changes Proposed for 2024

Route	O&M Cost Per Year	New Psgrs Per Year	Cost Per Psgr
Folsom Bus and Light Rail			
Gold Line - 15m Weekdays	$2,489,328	137,913	$18.05
F10 Folsom - Weekend Service	$101,347	12,887	$7.86
F30 Folsom Prison - Discontinue	($245,477)	0	$0.00
Subtotal	$2,345,198	150,800	$15.55
Other SacRT Bus			
33 Dos Rios *	$53,823	3,870	$13.91
137 UCDMC Elk Grove Commuter *	$131,654	8,996	$14.63
Subtotal	$185,477	12,866	$14.42
External Subsidy *			
33 Grant Revenue ($115k / 28mo)	($49,285)	n/a	n/a
137 UC Davis Health Contribution	($131,654)	n/a	n/a
ACE Airport Express	n/a	n/a	n/a
Subtotal	($180,939)	0	0
Total	$2,349,736	163,666	$14.36
(Gross) Fare Revenue	($181,669)	n/a	n/a
Net Cost	$2,168,067	163,666	$13.25

See Section II for demographic data and equity analysis.

Purpose of Title VI Analysis

Pursuant to SacRT's major service change policy and in accordance with federal Title VI civil rights requirements on non-discrimination, the purpose of this analysis is to quantitatively assess proposed service changes, identify and document whether the proposed changes would facially result in potential disparate impacts on minority populations or disproportionate burdens on low-income populations (DI/DB) and determine whether SacRT may proceed with the changes.[2]

Project Description

SacRT is currently considering several service changes, including the following:

Gold Line Improvements – Improve frequency and span of service on the Gold Line.

Folsom Bus Route Changes – Eliminate certain stops on Route F10 during off-peak hours, add weekend service to Route F10, and eliminate Route F30.

#33 Dos Rios – Extend evening hours from 5:34 p.m. to approximately 6:44 pm.

#137 UCDMC/Elk Grove Express – Add three new daily commuter trips, pending completion of an amendment to the existing cost-sharing agreement with UC Davis Health.

ACE/Airport Express Bus – Create a new express bus route from a planned new train station to the Sacramento airport, beginning in 2027 with three round trips per day, and increasing to fifteen round trips per day by 2033, pending completion of a cost-sharing agreement with the San Joaquin Regional Rail Commission (SJRRC).

The service changes being considered are described in more detail in Section I of this report. A draft version of this report was made available online at sacrt.com for a 30-day public review period beginning January 31, 2024. A final plan and Title VI analysis was approved on March 11, 2024. This revised version reflects changes to the plan, including elimination of planned improvements to Gold Line headways in Folsom on weekends, and planned improvements or alterations to Routes 1, 26, 51, 81, 84, and 93, as described in more detail in Section I.

[2] SacRT's major service change policy is stated in Resolution No. 13-08-0125. The Federal Transit Administration's (FTA's) guidance related to Title VI of the Civil Rights Act of 1964 and Executive Order 12898 is specified in FTA Circular 4702.1B.

Title VI Requirements

Under SacRT's major service change policy, creation of new routes and changes to more than 15 percent of a route are considered major service changes that require a Title VI service change equity analysis. Although not required, minor changes proposed to other routes have been included in this analysis as well.

SacRT policy requires Title VI analyses be made available for a 30-day public review and comment period, that the SacRT Board of Directors and staff review public comments and take them into consideration, and that the SacRT Board of Directors approve a final equity analysis prior to adoption of major service changes.

SacRT published a draft plan for public review on January 31, 2024 and the Board of Directors approved a revised and final version on March 11, 2024. This revised plan is being presented for approval by the SacRT Board of Directors on June 10, 2024.

Definitions

Minority Definition - FTA defines a minority person as anyone who is American Indian or Alaska Native, Asian, Black or African American, Hispanic or Latino, or Native Hawaiian or other Pacific Islander, or mixed race.

Low-Income Definition - FTA defines a low-income person as a person whose household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines. The HHS definition varies by year and household size. SacRT surveys typically ask about household income as a multiple-choice question with several ranges. SacRT treats all responses of $25,000 or less as low-income. This approximates HHS guidelines and is a reasonable way to compare poverty rates from one route to another.[3]

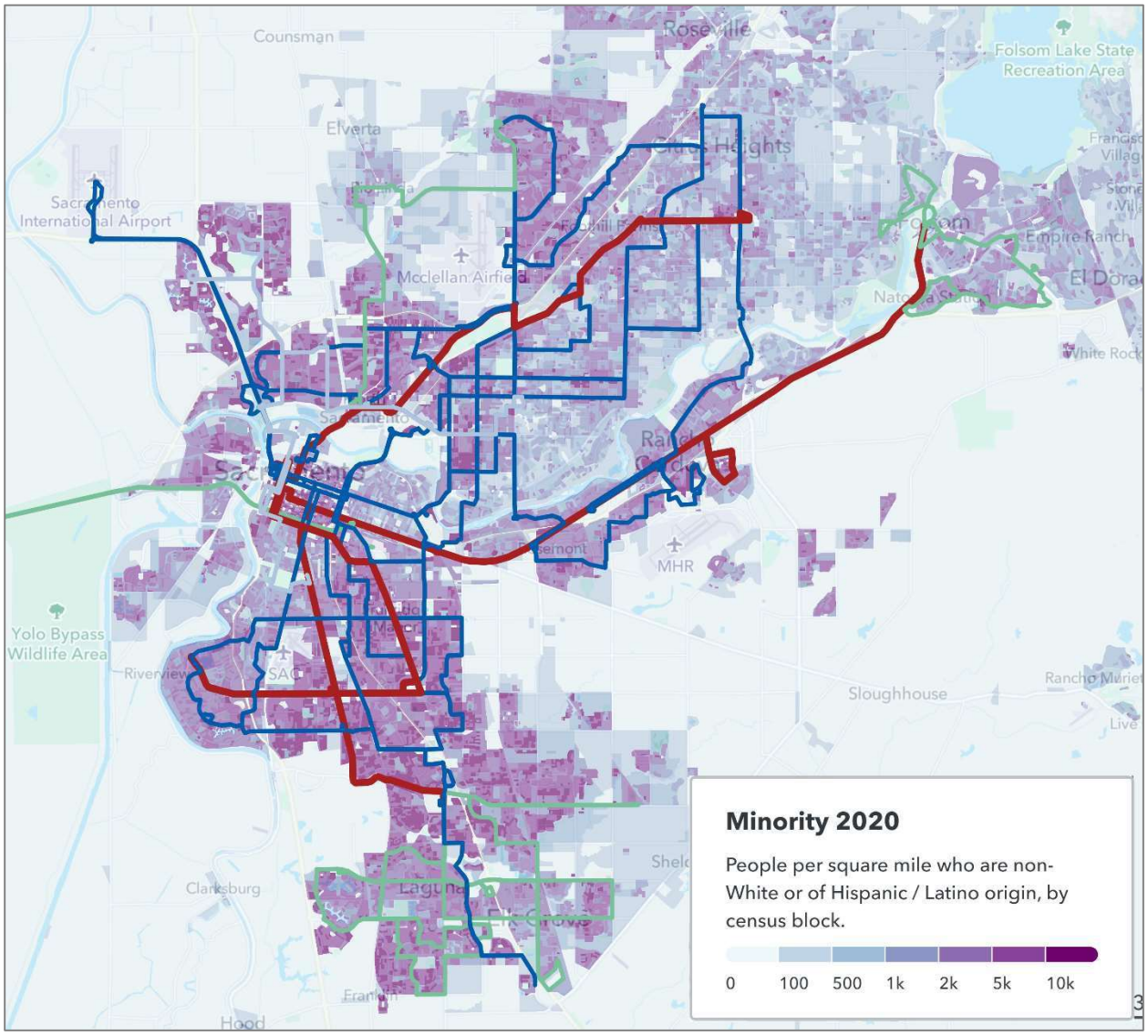
Baseline Data

Census Data – Based on Census data, the SacRT service area is 56.7 percent minority and 20.0 percent low-income.[4] This data is presented for the sake of context; however, transit riders make up a small, non-representative fraction of the overall population, so service area statistics are not directly relevant to most Title VI service or fare equity analyses. Minority and low-income areas are shown on the maps on the following two pages.

[3] For 2022, the poverty threshold is $27,750 for a family of four in the 48 contiguous states.

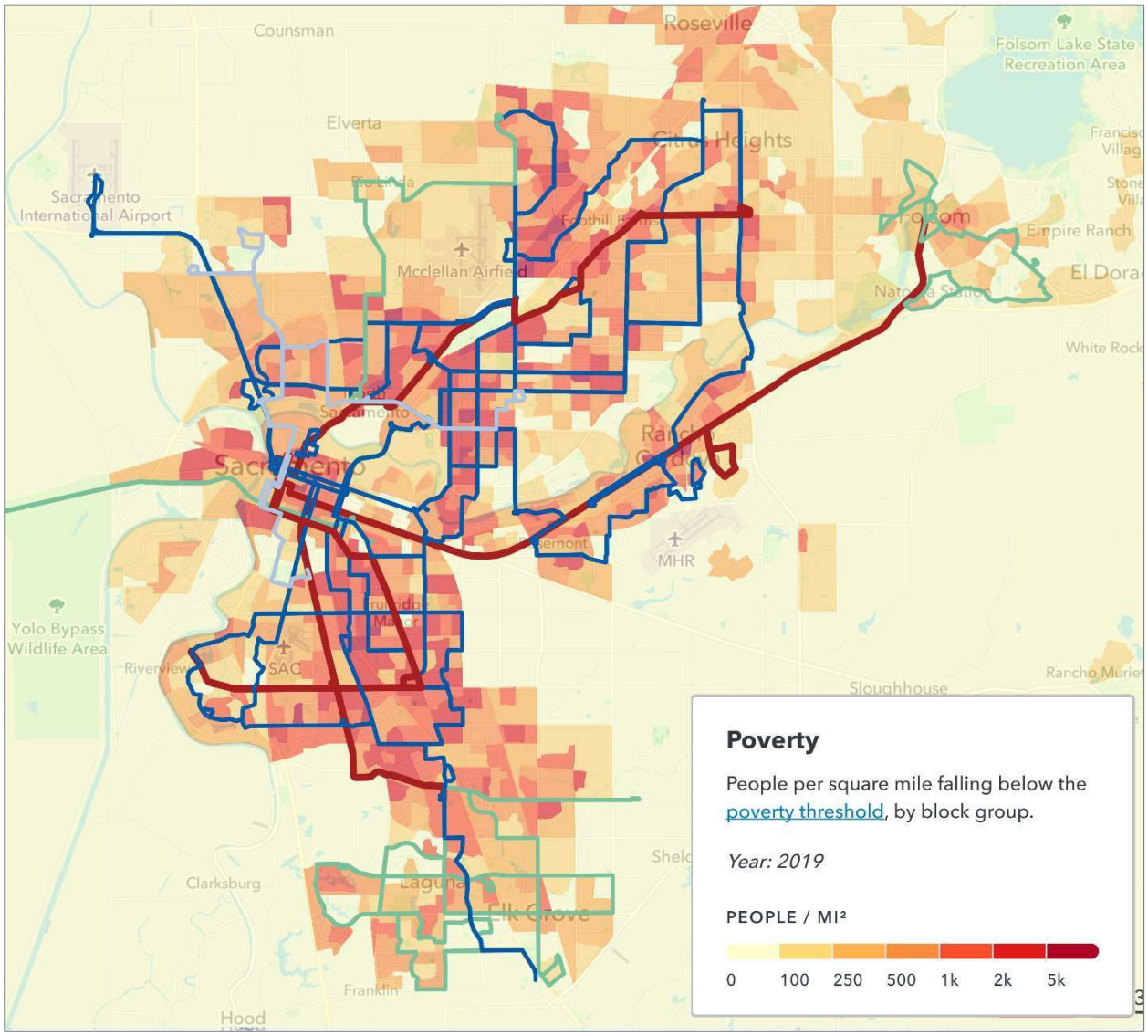
[4] Computed in Remix software platform based on Census 2020 data and reflecting SacRT's annexed service area, effective July 1, 2022, following Elk Grove's annexation into the SacRT district.

Minority Population Density



Source: 2020 Census, prepared using Remix software

Low-Income Population Density



Source: 2019 American Community Survey, prepared using Remix software

Passenger Surveys – SacRT customers are estimated to be 67.5 percent minority and 55.5 percent low-income. Systemwide customer demographics are from in-person passenger surveys. Bus data was collected in 2020. Light rail data was collected in late 2022. SacRT plans to update the 2020 bus data, but at this time, it is the best data available, as the previous data set was collected ten years ago in 2013.

Existing SacRT Demographics

	Service Area	Actual Customers
Minority	56.7%	67.5%
Low-Income	20.0%	55.5%
Source:	2020 Census	Passenger Surveys 2020, 2023

For the Gold Line, survey data was filtered to include only riders using the Hazel, Iron Point, Glenn and Historic Folsom stations. Surveys were also conducted on Folsom bus routes in August 2023, because they had not been surveyed as part of the larger 2020 survey project. Demographics for the UCDMC/Elk Grove Express are assumed to be similar to demographics for the other Elk Grove express buses. SJRRC provided demographic data on its riders based on similar surveys.

A significant fraction of the service improvements in the proposed changes are for the Gold Line in Folsom. Those riders are estimated to be only 56 percent minority, about 12.5 percent lower than SacRT riders overall. The remainder of the routes with proposed changes have rates of minority utilization that are similar to or greater than the SacRT systemwide averages.

Gold Line riders in Folsom are also only 41.2 percent low-income, which is 14.3 percent less than SacRT's systemwide average of 55.5 percent. Folsom bus riders, on the other hand, are estimated to be 64.0 percent low-income, which is 8.5 percent greater than the SacRT systemwide average. The SacRT bus routes have mostly above-average rates of low-income ridership. The two subsidized services have notably low rates of low-income utilization. The UCDMC/Elk Grove Express is estimated to have only 5.3 percent low-income riders and the ACE Airport Express is also expected to have only 28 percent low-income riders.

Demographics of Affected Routes

Route	Percent Minority	Percent Low-Income
Gold Line	56.0%	41.2%
F10 Folsom	56.0%	64.0%
F30 Folsom Prison	56.0%	64.0%
33 Dos Rios	70.4%	91.7%
137 UCDMC Elk Grove Express	71.8%	5.3%
ACE Airport Express	71.0%	28.0%
Benchmark: SacRT System	67.5%	55.5%

Revenue Miles – Level of service is measured in revenue miles throughout this analysis. In other words, if changes are proposed on two different routes, revenue miles are used to weigh the magnitude of the two changes. Revenue miles are preferred for this analysis over revenue hours, because they better account for quality of service (i.e., they give greater relative weight to higher-speed services such as freeway express routes). [5]

Evaluation of Changes

Cumulative Effects - SacRT policy does not require, nor does Federal guidance suggest, that individual elements of a service change plan be approved one-by-one. Instead, SacRT is supposed to consider only the aggregate effects of all proposed changes. But given that the proposed changes to Route 137 and the ACE Airport Express have considerable independence as separate projects, with potentially different start dates, different impacts on disadvantaged populations, and may not occur if external subsidy contracts/amendments are not executed, staff has analyzed those proposed services separately.

Evaluation of Non-Subsidized Service

Since Route 137 and the ACE Airport Express would be fully funded by outside partners and will not be implemented in the absence of those funding arrangements, SacRT evaluated the impacts of the non-subsidized service alone.

As noted above, Folsom riders on both the Gold Line and on Folsom bus routes are below average for minority and low-income composition. Combined and weighted by revenue miles, improvements to Folsom bus and light rail service is expected to be used 56.0 percent by minority populations (compared to 67.5 percent systemwide) and 43.4 percent by low-income populations (compared to 55.5 percent systemwide).

	Percent Minority	**Percent Low-Income**
Folsom Changes Alone	56.0%	43.4%
Non-Folsom, Non-Subsidized Changes	70.4%	91.7%
Total - Non-Subsidized Changes	56.1%	44.1%
Benchmark: SacRT System	67.5%	55.5%

The original plan, approved on March 11, 2024, included improvements to SacRT bus routes that made the overall plan more favorable to disadvantaged populations. The only non-Folsom, non-subsidized route in the revised is Route 33. While Route 33 is actually much higher percentage disadvantaged (70.4 percent minority and 91.7 percent low-income) because it is much fewer revenue miles than all the other SacRT routes that were in the prior plan, the overall effect is that the combined changes in the revised plan are slightly less favorable to disadvantaged populations than the originally approved package. However, the deficiencies of the revised plan, with respect to disadvantaged populations is still not statistically significant.



Evaluation of Subsidized Service

Minority and Low-Income Impacts – Proposed new subsidized service includes the UCDMC Elk Grove Express, ACE Airport Express. Ridership on proposed new subsidized service is expected to be 71.1 percent minority, slightly higher than SacRT's systemwide average of 67.5 percent, but only 24.0 percent low-income, significantly lower than SacRT's systemwide average of 55.5 percent. This is driven largely by the fact that the UCDMC Elk Grove Express and ACE Airport Express have an estimated 5.3 percent and 28.0 percent low-income riders, respectively.

Route	Percent Minority	Percent Low-Income
137 UCDMC Elk Grove Express ACE Airport Express	71.8% 71.0%	5.3% 28.0%
Total – Subsidized Service	71.1%	24.0%

Benchmark: SacRT System	67.5%	55.5%

If these changes were being considered alone, there would be a potential disproportionate burden on low-income populations, because of the underrepresentation of low-income populations in the benefits. This would require a substantial legitimate justification to be approved by the SacRT Board before they could be approved.

Justification - Staff believes a substantial legitimate justification can be approved by the SacRT Board based on the fact that SacRT would not operate this service without a funding contribution and the funding partners would not fund an alternative service that would not result in a disparate impact/disproportionate burden.

Recommendation - As discussed above, each of the proposed subsidized services would have potential disproportionate burdens on low-income populations, if considered alone and independently. On March 11, 2024, the SacRT Board adopted substantial legitimate justifications for both, on the basis that their being fully funded by outside partners assures that no disadvantaged populations would be denied benefits from SacRT implementing the changes.

Evaluation of All Proposed Changes

All proposed service changes (subsidized and non-subsidized) were analyzed in aggregate, in accordance with SacRT policy. Combined, these proposed changes would increase service levels considerably, by 314,092 vehicle revenue miles.

Minority Impacts - Minority populations would receive 59.3 percent of the benefit, which is 8.2 percent less than their 67.5 percent representation among SacRT ridership; however, the difference does not exceed SacRT's 15 percent threshold of statistical significance.

Low-Income Impacts – Low-income populations would receive 39.9 percent of the benefit, which is 15.6 percent less than their 55.5 percent representation among SacRT ridership; this exceeds SacRT's 15 percent threshold of statistical significance.

As discussed above, the proposed subsidized service, if considered alone, would have a potential disproportionate burden on low-income populations, but there is a substantial legitimate justification for it, because it is fully funded by outside partners. The non-subsidized service, if considered alone, would not be advantageous for minority or low-income populations, but the deficiency would not be statistically significant.

When the subsidized and non-subsidized service are combined and analyzed together,

the overall proposed service change is less favorable for minority populations and would result in a potential disproportionate burden on low-income populations.

Conclusion – Staff believes that because the non-subsidized services alone would not result in a potential disparate impact on minority populations nor a potential disproportionate burden on low-income populations, and because there is a substantial legitimate justification to approve the subsidized changes, that there is a substantial legitimate justification to approve the combined revised plan.

Route	Revenue Miles	Percent Minority	Percent Low-Income	Minority Rev Miles	Low-Income Rev Miles
Gold Line – Weekdays	218,237	56.0%	41.2%	122,213	89,914
F10 Folsom	34,414	56.0%	64.0%	19,272	22,025
F30 Folsom Prison	-7,480	56.0%	64.0%	-4,189	-4,787
33 Dos Rios	2,285	70.4%	91.7%	1,608	2,095
Subtotal - Non-Subsidized	247,455	56.1%	44.1%	138,904	109,246
137 UCDMC Elk Grove Express	11,887	71.8%	5.3%	8,535	630
ACE Airport Express	54,750	71.0%	28.0%	38,873	15,330
Subtotal - Subsidized Service	66,637	71.1%	24.0%	47,408	15,960
Non-Subsidized	247,455	56.1%	44.1%	138,904	109,246
Subsidized Service	66,637	71.1%	24.0%	47,408	15,960
Total	314,092	59.3%	39.9%	186,311	125,206
Benchmark: SacRT System		67.5%	55.5%		

Appendix I: Service Standards

1. INTRODUCTION

It is the policy of the Sacramento Regional Transit District (RT) to provide quality service to all customers regardless of race, color, national origin, or income. This document establishes service standards and related policies for RT's fixed-route transit service.[19]

In addition to serving as a guide for staff and stakeholders, this document is intended to satisfy Title VI of the Civil Rights Act of 1964, Executive Order 12898, and related civil rights laws, which help assure that RT's services are provided in a non-discriminatory manner, specifically with regards to minority populations and low-income populations.

The Federal Transit Administration (FTA) requires RT to establish the following four service standards and two service policies:[20]

- Vehicle Loading Standards;
- Productivity Standards (Headway Standard);
- On-Time Performance Standards;
- Service Area Coverage Standards;
- Vehicle Assignment Policy; and
- Transit Amenity Distribution Policy.

Title VI requires RT, at least every three years, to prepare a Service Monitoring report that evaluates the fixed-route transit system against RT's service standards and policies on a route-by-route basis, broken down by minority and non-minority routes. Although not a Title VI requirement, RT includes low-income populations in this analysis as well.

This document also sets forth guidelines for RT's quarterly performance monitoring program, which was recommended by RT's 2012 TransitRenewal study and which provides a regular process for improving the productivity of RT's system.

2. TITLE VI SERVICE MONITORING

Requirements

At least once every three years, RT is required to prepare a Title VI Service Monitoring report that evaluates the fixed-route transit system against RT's service standards on a route-by-route basis, broken down by minority and non-minority routes.[21] RT is required to have a policy for identifying and correcting disparate impacts on minority populations and to submit to FTA a copy of the resolution verifying the RT Board's consideration, awareness, and approval of the report's findings. Although not a Title VI requirement, RT addresses disproportionate burdens on low-income populations in this process as well.

The provisions of this document pertain to the regular monitoring of RT's service and may also prompt changes in RT's service. However, Title VI and federal Environmental Justice law also require RT to prepare an equity assessment prior to adopting any major changes

[19] This document does not cover RT's complementary paratransit service.
[20] See FTA Circular 4702.1B, Chapter 4, Section 4. Service policies, as defined in the FTA circular, differ slightly from service standards; however, both are treated identically under the Title VI Service Monitoring program and are meant to be developed and enforced as part of a single program. For the sake of clarity and brevity, this document normally refers to service standards and service policies collectively as simply service standards.
[21] See FTA Circular 4702.1B, Chapter 4, Section 6.

to service or to the fare structure.[22] This process is discussed in RT's Service and Fare Change Policies document.

Minority and Low-Income Definitions

FTA defines a minority person as anyone who is American Indian or Alaska Native, Asian, Black or African American, Hispanic or Latino, or Native Hawaiian or other Pacific Islander.[23]

FTA defines a low-income person as a person whose household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines. The HHS definition varies by year and household size. For 2012, poverty guidelines ranged from $11,170 for a single-person household to $38,890 for a household of eight. The poverty guideline for a household of four was $23,050. FTA encourages transit agencies to use a locally-developed threshold for low-income status, provided that the threshold is at least as inclusive as the HHS poverty guidelines. Since survey data does not always include household size or exact household income, RT will, when necessary, define low-income status according to the poverty guideline for a household of four, rounded up to the nearest bracket boundary. For example, if household income is known in $15,000 increments, RT will consider household income less than $30,000 to be low-income.[24]

Data and Methodology

FTA defines a minority route as a route that has at least one-third of its total revenue mileage in a census block group with a percentage of minority population that exceeds the percentage of minority population in the transit service area. RT uses demographic data from the U.S. Census Bureau's American Community Survey to make this determination, although passenger surveys may be used instead for express buses and other routes where the demographics of the actual ridership may not match the area that is travelled through.

FTA recommends a Title VI Service Monitoring analysis be conducted on a sample of routes, which must include minority and non-minority routes. Although no numerical requirement exists, FTA guidance notes that the greater the sample size, the more reliable the results. In accordance with these guidelines, RT will usually include all regular routes in the sample, with the exception of demonstration projects, supplemental routes, contract service, special service, etc.

Report Findings

As described above, RT prepares a Title VI Service Monitoring report at least once every three years. The Title VI Service Monitoring compares all fixed-route service to RT's service standards and policies, as set forth in this document, analyzes why any deficiencies exist, and suggests remedies. If any standards are found to be outdated or inappropriate, staff will also include an analysis and recommendations for revision. Staff will present the Service Monitoring report to the RT Board for consideration and approval, at which time the Board may also determine, based upon the report's findings,

[22] See RT's Service and Fare Change Policies.
[23] See FTA Circular 4702.1B, Chapter 1, Section 5.
[24] See FTA Circular 4702.1B, Chapter 1, Section 5.

that a disparate impact on minority populations exists, in which case RT will take corrective action to remedy the disparities to the greatest extent possible.[25]

Since service improvements are not always financially feasible, RT is not required to add service in response to a disparate impact; however, if the RT Board determines that a disparate impact exists, RT will investigate cost-neutral ways to remedy the disparate impact. If such a condition exists, RT will also assure that if major service increases are proposed,[26] that the major service increases will improve overall service levels to minority populations relative to RT's overall ridership. This requirement will remain in effect until the RT Board determines that the disparate impact has been corrected, or until adoption of the next major service change, whichever comes first.

As part of RT's Title VI program, RT will provide FTA with a copy of the Board resolution affirming consideration, awareness, and approval of the Service Monitoring report, as well as a discussion of any disparate impacts and actions taken to remedy the disparities.[27]

Although not a Title VI requirement, RT includes disproportionate burdens on low- income populations in this process as well.

3. VEHICLE LOADING STANDARDS

RT collects ridership data on all bus and light rail routes, including the passenger load at the maximum load point of the trip. Vehicle loading standards are set forth below and generally range from a load factor of 1.0 to 2.0 based upon the number of seats and interior floor space of the vehicle.[28] Load factors are generally lower for RT's smaller buses as they tend to have narrower aisleways and fewer places to stand.

Vehicle Loading Standards

Vehicle Type	Seated	Standing	Total	Load Factor
40ft Low-Floor Bus	34	26	60	1.8
25ft Cutaway Bus	12	5	17	1.4
27ft Cutaway Bus	16	6	22	1.4
28ft Body-on-Chassis Bus	21	8	29	1.4
32ft Cutaway Bus	30	10	40	1.3
80ft Siemens Light Rail Vehicle	64	64	128	2.0
84ft CAF Light Rail Vehicle	64	64	128	2.0
88.5ft UTDC Light Rail Vehicle	67	67	134	2.0
Other Vehicle Types	Determined as Needed			

[25] See FTA Circular 4702.1B, Chapter 4, Section 6.
[26] Major service changes are defined in RT's Service and Fare Change Policies, per Title VI requirements.
[27] See FTA Circular 4702.1B, Chapter 4, Section 6.
[28] The loading factor is the ratio of total passenger capacity to seats.

RT considers a route to be overloaded if 25 percent or more of one-way vehicle trips are regularly overloaded. For example, for an hourly route with 32 one-way vehicle trips per day, if 8 or more trips are overloaded, then the route is considered overloaded.

4. PRODUCTIVITY / HEADWAY STANDARDS

RT bases bus and light rail headways on both policy and productivity. Due to the importance of light rail in RT's system, bus headways are often based around light rail headways. Headway policies are as follows:

- Light rail runs at 15- or 30-minute headways;
- Regular bus routes connecting with light rail usually run at multiples of 15-minute headways to facilitate transferring;
- Regular headways should not exceed 60 minutes on any trunk or branch line;
- Headways on peak-only routes are based on passenger loads and are adjusted to match school bell times, shift changes, etc., except for light rail feeders, which should be timed around the light rail schedule; and
- In areas where headways are 30 to 60 minutes, parallel routes should generally be spaced approximately one mile apart and additional resources should be used to improve headways before adding new routes or branches at closer distances.

RT Productivity Standards

Service Type	Productivity Standards			
	Minimum		Maximum	
Regular Weekday Bus Service	20	boardings per hour	40	boardings per hour
Saturday Bus Service	15	boardings per hour	35	boardings per hour
Sunday/Holiday Bus Service	15	boardings per hour	35	boardings per hour
Community Bus Service	15	boardings per hour	30	boardings per hour
Peak-Only Light Rail Feeder	15	boardings per trip	34	boardings per trip
Peak-Only Downtown Express	25	boardings per trip	34	boardings per trip
Supplemental Service	25	boardings per trip	62	max load
Light Rail – Weekdays	85	boardings per train hr	400	max load
Light Rail – Weekends	65	boardings per train hr	400	max load
Contract Service	Varies	cost per passenger	Varies	cost per passenger

All productivity standards that are stated in terms of boardings per revenue hour can also be stated in terms of an equivalent cost per passenger boarding, which varies from year-to-year according to RT's hourly per-vehicle operating costs. RT evaluates contract service according to the equivalent cost per passenger standards for Community Bus Service, less the operating subsidy.[29]

[29] Service levels for contract service operated by RT are subject to the terms of the service agreement.

5. ON-TIME PERFORMANCE STANDARD

On-time performance for RT's bus system is measured at time points. A bus is considered on-time if it leaves its time point between 0 and 5 minutes late. For the last time point on each trip, the arrival time is used instead of the leave time.

RT's target is for the bus system to be 85 percent on-time or better. Individual routes are expected to be within one standard deviation of 85 percent on-time or better. For Title VI purposes, all routes are expected to be within one standard deviation of the actual systemwide average or better. Deviations from this goal are investigated to determine if there is a disparate impact on minority routes. This process is repeated for low-income routes.

On-time performance for RT's light rail system is measured at the starting point of each trip. Trains are considered on-time if they depart 0 to 5 minutes late. RT's target is for the light rail system to be 97 percent on-time or better. Individual light rail routes are also expected to be 97 percent on-time or better. Statistically significant deficiencies are investigated to determine if there is a disparate impact on minority or low-income passengers.

6. SERVICE AREA COVERAGE STANDARD

RT is authorized to serve the area within the Urban Services Boundary (USB) of Sacramento County, as well as portions of Yolo and Placer Counties. Yolo and Placer County, having elected to provide their own transit service, are currently served by locally based transit operators, as are the cities of Folsom, Elk Grove, Galt, and Rancho Murieta within Sacramento County. RT remains the official service provider for the area within Sacramento's USB, less the City of Folsom and the City of Elk Grove.[30]

While RT is the transit agency responsible for service to the aforementioned area, RT only provides service to a subset of this area. The table below specifies standards for actual coverage of RT's service area, at two different walk distances. Three-quarters of a mile is the standard walk distance used by both the Americans with Disabilities Act as well as FTA's National Transit Database to define a transit agency's coverage. For the purposes of estimating likely transit riders, however, FTA suggests that transit agencies assume walk distances of a quarter mile for bus routes and a half mile for light rail stations.

Service Coverage Standards

Distance	Basic Local Service	High Frequency Service
0.75 miles from bus routes 0.75 miles from rail stations	85% of population	20% of population

[30] The City of Folsom and the City of Elk Grove provide their own local transit service. A small portion of the City of Folsom is still part of RT's service area, specifically, the area within three quarters of a mile of RT's light rail stations. A small portion of the City of Elk Grove is still part of RT's service area as well, specifically, the area within three quarters of a mile of Route 65.

0.25 miles from bus routes 0.50 miles from rail stations	50% of population	10% of population

Basic local service refers to regular all-day weekday bus and light rail service on regular headways. It excludes express buses and other peak-only routes. High frequency service is considered to be service with headways of 15 minutes or better.[31]

7. VEHICLE ASSIGNMENT POLICY

In order to assure that vehicles are not assigned in a discriminatory fashion, FTA requires transit agencies to have a written policy specifying how vehicles are assigned to routes.

Bus Assignment

Prior to each operator signup, a baseline vehicle schedule is prepared for the upcoming signup period. Low-mileage vehicles are usually assigned to higher-mileage routes, so as to equalize mileage on vehicles of the same age. Certain routes may be designated to have buses with special equipment, e.g., branded or wrapped vehicles, signal prioritization equipment, or data terminals that are used for route deviations. Higher-performing vehicle types may, at the discretion of RT's Operations Division management, be assigned to blocks with more schedule adherence problems.[32] On a daily basis, RT's Maintenance Department makes adjustments to the baseline vehicle schedule according to maintenance needs.

For RT's Title VI Service Monitoring report, RT calculates the average vehicle age for each route, and aggregates this data into an average vehicle age for all minority routes, which is compared to that for RT's overall system, to determine if a disparate impact exists.[33]

Light Rail Vehicle Assignment

All RT light rail vehicles are air-conditioned, have high floors, have similar seating and standing capacities, and are dispatched from the same yard and maintenance facility. Train consists on the Blue Line and Gold Line can be and often are composed of mixed vehicle types for various reasons, including service and maintenance scheduling, voltage requirements, and performance. The Green Line uses a specially wrapped light rail vehicle.

For RT's Title VI Service Monitoring report, RT estimates the average vehicle age for each route.[34] These findings are presented, along with the percent minority ridership for each route, to determine if a disparate impact exists.

8. TRANSIT AMENITY DISTRIBUTION POLICY

Bus Stops

[31] See RT's 2009 TransitAction Plan for long-range coverage goals.
[32] For example, newer vehicles with better acceleration may be assigned to routes with frequent stops.
[33] This figure is weighted by the number of trips operated on each route by each vehicle.
[34] This estimate is based on known vehicle assignments from randomly chosen route checks.

Locations for advertisement-supported shelters and benches are suggested by RT's contractor. RT also has numerous non-advertisement-supported shelters and benches that are located according to a number of criteria. Once a desired location is decided upon, RT determines if the desired location is feasible. All amenity installations must comply with local building codes, as well as with the Americans with Disabilities Act and Title 24 of the California Construction Code. Shelters also require an electrical connection for lighting. When a desired amenity location is not feasible, RT works with the applicable city or county to make necessary improvements.

Signage at all bus stops includes the route number, days of operation, a stop identification number, and a telephone number for more information. System maps are provided at all bus stop shelters. Route-specific maps and schedules are not normally provided at RT bus stops, although they are available at some bus stops where they were originally installed on a demonstration basis. Trash cans are installed by RT according to perceived need.

New benches and shelters paid for by RT are located according to a number of factors including, but not limited to, the following:

- Average daily boardings at the stop;
- Prevalence of disabled passengers;
- Presence or absence of amenities in the nearby area (e.g., shelter, trash cans, seating, lighting, etc.);
- Cost for additional curb, gutter, street or sidewalk improvements;
- Financial assistance from local jurisdictions, business improvement districts, etc.;
- Minimum ridership of 40 daily boardings for shelters; and
- Title VI compliance goals.

RT maintains a database of all bus stops, including benches and shelters. Using GIS software, RT compares this data to census data on service area demographics. RT's Title VI goal is for the percent of bus stops in minority areas equipped with benches to equal or exceed that for RT's overall service area. If a deficiency is found requiring corrective action, then, where the aforementioned ADA and other siting rules allow, RT will install non-ad-supported benches to correct the deficiency. If ADA or other siting rules prevent RT from adding benches where desired, RT will notify the applicable city or county. This process is repeated for shelters.

Light Rail Stations

Amenities for light rail stations are distributed according to estimated ridership. Older stations may have been built to more limited standards. Improvements are programmed as part of RT's long-range capital program, as funding permits, to bring them into compliance with the following standards.

a) Shelters:	Minimum area of 3 sq. ft. per weekday peak hour passenger in each direction, excluding mini-high shelters. No shelters provided at transit malls.
b) Mini-High Shelters:	Must cover mini-high platform (used by mobility-impaired passengers to board trains) if shelters

	are provided at the main platform.
c) Drinking fountains:	1 per platform, except for island stations. An additional drinking fountain may be provided at a bus transfer center (with at least 3 bus stops) where the bus stops are not contiguous with the light rail platforms.
d) Seating (main platform):	Minimum of 12 linear feet (LF) of seating on each main platform. Additional seating of 0.2 LF per weekday peak hour passenger in each direction.
e) Seating (mini-high platform):	1 seat or bench at each mini-high platform.
f) Trash receptacles:	Based on size of station, number of riders, and observed need.
g) Recycling receptacles:	Not currently provided. May be added in the same quantities as trash receptacles, once RT begins a recycling program.
h) Bicycle racks:	1 rack (5-bike capacity) per station for new stations. Added or removed based on observed demand and use.
i) Bicycle lockers:	Initially provided based on estimated usage. Lockers may be added or removed later based on demand. Note that RT provides lockers to customers only by rental agreement, so demand is precisely known.
j) Information display cases:	(For maps, Schedules, and How-To-Ride Guides) 1 four-sided display case per platform direction of travel. Additional two-sided display cases may be provided at each bus transfer center platform (with at least 2 bus stops) where the bus stops are not contiguous with the light rail platforms. Electronic signage may substitute for traditional displays.
k) Dynamic Message Signs:	2 per platform at new and existing major stations
l) Fare Vending Machines:	Goal of 2 per station, except very low ridership stations. Additional FVMs may be provided at platforms with very high ticket purchases (more than 1,000 average daily weekday boardings per platform).
m) Smart Card Addfare Machines: (when implemented)	1 per station at major stations. Additional FVMs may be provided at platforms with very high ticket purchases (more than 1,000 average daily weekday boardings per platform). Smart Card implementation expected to begin in 2013.
n) Smart Card Tap Devices: (when implemented)	Minimum 1 per platform. 2 per platform for most stations and 3 per platform for larger stations with heavy ridership or numerous well-used entrances

o) Elevators:	Provided when vertical distance of travel is greater than 16', unless replaced by a code-compliant ramp
p) Tree shading:	As needed to provide 50% shade coverage of platform and parking lots at maturity (15 years), or as close as possible to that goal while meeting other station design criteria. Removed on a case-by-case basis for safety/security purposes.
q) Artwork:	1 art commission per station, except at sidewalk stations/malls.

For purposes of this policy, a center platform is considered 1 platform whether it serves one or two tracks. RT's Title VI goal is to meet the above-stated goals for seating and shelter. If, during the Service Monitoring process, RT is found deficient in this goal with respect to minority or low-income areas, RT will incorporate Title VI status into its capital development process to correct the deficiency.

9. PERFORMANCE MONITORING

RT's 2012 TransitRenewal study recommended the establishment of quantitative productivity standards and a quarterly evaluation process for RT's fixed-route bus system. RT's quarterly ridership report compares each bus route's productivity to RT's productivity standards, set forth in Section 4 of this document. Bus routes that do not meet RT's productivity standards are added to a watch list and corrective action may be recommended by staff, if applicable. New bus routes that do not meet RT's productivity standards within two years are automatically discontinued, according to RT's route sunset process.[35]

[35] See RT's Service and Fare Change Policies for more information on RT's route sunset process.

Corrective action for low-productivity routes may include the following:

a) Marketing Campaigns	Example activities include email blasts, press releases, newsletters, notices in vehicles, at major bus stops, and at light rail stations, fliers and handouts, promotional events, etc.
b) Route/Schedule Adjustments	Examples include changes to headways, span of service, alignment, connection timing, and/or route/schedule adjustments to nearby routes to shift riders from one route to another; RT will not, as a practice, operate headways longer than 60 minutes
c) Conversion to Smaller Bus	RT will assess the feasibility and savings from conversion of a full-size bus route to use a smaller bus[36]
d) Cost-Sharing	RT may pursue a cost-sharing agreement with nearby businesses, jurisdictions, or other organizations to reduce the net cost per passenger to a level equivalent to or exceeding RT's minimum productivity standards

Ridership Reporting Program

Quarterly ridership reports are supplemented on a periodic basis with special in-depth reports. RT's overall ridership reporting program is summarized as follows:

a) Key Performance Report[37]	Mode-level ridership data, including total ridership, boardings per revenue hour, farebox recovery, cost per passenger, on-time performance, complaints, vehicle reliability, fare evasion, etc.; includes comparison to budget goals, and comparison to previous year
b) Quarterly Ridership Report	Route-level ridership data, including average daily ridership, boardings per revenue hour, farebox recovery, cost per passenger, and comparison to previous year; per TransitRenewal guidelines,

[36] This option may be constrained by RT's collective bargaining agreement with the operators' union.

[37] The Key Performance Report is prepared by RT's Finance and Community/Government Affairs Departments and contains Key Performance Indicators (KPIs) for all RT departments. Ridership statistics are the KPI for RT's Planning Department and make up only one part of the overall report.

	boardings per revenue hour and cost per passenger are compared against productivity standards (see Section 2 of this report);
c) Year-End Report	Supplement to Quarterly Ridership Report, usually updated after the close of the fiscal year examining longer term trends at the system, mode, route, and/or stop/segment level
d) Fare Survey Report	Supplement to Quarterly Ridership Report, usually issued after the close of the fiscal year, examining ridership by fare category, comparison of ridership to sales, and historical trends
e) Title VI Service Monitoring	Supplement to Quarterly Ridership Report, issued at least once every three years; as required by Title VI; evaluates all bus and light rail routes against service standards to assure that minority and low-income populations are receiving equitable service levels/quality
f) On-Board Survey Report	Prepared at least once every five years per Title VI requirements; captures detailed information about passengers, including actual origins and destinations, trip purpose, ethnicity, household income, transferring patterns, and other data
g) Route Profiles	Supplement to Quarterly Ridership Report, issued at least once every five years, usually after a new on-board survey has been completed or new census data has been released; provides route map, historical narrative, demographics of service area and actual passengers, historical ridership trends, etc.

Appendix J: Service Change Policy

Regional Transit

Service Change Policy

1. INTRODUCTION

It is the policy of the Sacramento Regional Transit District (RT) to provide quality service to all customers regardless of race, color, national origin, or income. This document establishes RT policy and describes several policies and procedures relating to fixed-route service changes.

This document is intended to satisfy Title VI of the Civil Rights Act of 1964, Executive Order 12898, and related federal civil rights laws, which help ensure that RT's services are provided in a non-discriminatory manner, specifically with regards to minority populations and low-income populations. This document also provides guidelines for meeting the requirements of the California Environmental Quality Act (CEQA) as they relate to service changes.

Title VI requires RT to adopt a numerical standard defining what constitutes a major service change. This definition and policy is discussed in Section 2.

RT's 2012 TransitRenewal study also established a sunset clause for new routes which is incorporated in Section 3. Section 4 describes RT's public involvement process for major service changes.

Prior to adopting major service changes, Title VI and federal environmental justice regulations require RT to prepare an equity analysis to determine if the proposed changes are likely to result in adverse and disparate impacts (DI) on minority populations and/or disproportionate burdens (DB) on low-income populations. These definitions and policies are set forth in Section 5. Section 6 discusses their application.

Section 7 discusses RT's requirements under CEQA as they relate to service changes.

2. MAJOR SERVICE CHANGE DEFINITION

RT categorizes service changes as either minor or major according to their size and likely impact. Minor service changes can be authorized by RT's General Manager/CEO. Major service changes require a public hearing (discussed in Section 4 of this document), a Title VI equity analysis (discussed in Sections 5 and 6 of this document) and approval by the RT Board.

A major service change is defined as follows:

- Creation of any new bus route exceeding 150 daily revenue miles; or
- Creation of any new light rail route or extension of any existing light rail routes; or
- Any change to an existing bus or light rail route that affects more than 15 percent of daily revenue miles.

Any service change that does not meet the criteria for a major service change is considered a minor service change. Additionally, the following exceptional cases are considered minor service changes:

- Automatic elimination of a bus route according to RT's route sunset process set forth in Section 3 of this document (RT will, however, notify riders prior to the effective date);
- RT Board action to temporarily exempt a bus route from RT's route sunset process;
- Schedule adjustments (RT will, however, notify riders prior to the effective date);
- Creation, alteration, or elimination of a supplemental route[38];
- Emergency changes made to respond to natural or man-made disasters or to a state of fiscal emergency;
- Creation, alteration, or elimination of temporary or demonstration service lasting one year or less;
- Creation, alteration, or elimination of special event service (RT Board approval may be necessary for certain aspects of the service, e.g., acceptance of event tickets as fare media); and
- Adjustments made to major service changes after Board approval but prior to the effective date that would otherwise be considered minor changes.

If an Environmental Impact Report (EIR) or an Environmental Impact Statement (EIS) has been prepared for a project, the EIR/EIS review and approval process is considered to satisfy all review and approval requirements for a major service change, with the exception of the Title VI equity analysis, which is still required if the project meets the definition of a major service change. FTA explicitly requires a Title VI equity analysis be approved by the RT Board prior to the beginning of revenue service for any project funded by the FTA's New Starts program.

Contract service operated by RT and included in vehicle hour and mile reporting to FTA's National Transit Database is considered RT service for purposes of this policy. Any changes to such service that meet RT's major service change definition are subject to RT's Title VI requirements, public hearing requirements, and approval requirements.

All revenue mile calculations made for the purpose of classifying the service change must include the cumulative impact from service changes implemented in the twelve months preceding the effective date of the proposed new changes. Light rail revenue miles are counted at the level of entire trains rather than individual light rail vehicles.

[38] Supplemental routes are peak-only routes that are designed to accommodate heavy passenger volumes that would otherwise overload RT's regular routes. Supplemental routes usually operate only seasonally and often must be adjusted on short notice to respond to changing demand conditions.

3. ROUTE SUNSET PROCESS

RT's TransitRenewal study set forth a "sunset clause" whereby newly-created fixed- route bus routes must meet RT's productivity standards within two years of implementation.[39] This sunset clause, as an element of TransitRenewal, was accepted by the RT Board as a guideline for future service development, and has been incorporated here as RT policy. Pursuant to this policy, RT reviews route productivity on a quarterly basis, maintains a "watch list" of deficient bus routes, and makes annual recommendations to improve productivity.

If a new bus route fails to meet RT's productivity standards within two years of operation, RT will initiate an automatic elimination process (sunset elimination) that consists of the following steps:

- Staff advises the RT Board of the pending route elimination during a meeting of the Board of Directors[40];
- Through a motion or a resolution, the RT Board may temporarily exempt the route in question from RT's route sunset process (See Appendix A for an example); and
- Absent any Board action, staff will (1) determine an appropriate date for elimination,[41] (2) notify riders of the route's pending elimination and alternative routes, if applicable, and (3) identify areas where resources could be redeployed.

Although a route elimination would ordinarily be considered a major service change, since new routes are implemented with an understanding of RT's sunset clause, elimination of a route through RT's route sunset process is considered a minor service change. It will therefore be exempt from RT's public hearing and equity analysis requirements, and all other requirements that apply only to major service changes. As noted above, RT will notify riders prior to the route's actual elimination.

4. PUBLIC INVOLVEMENT

To assure meaningful public involvement, especially from minority and low-income populations, Title VI requires RT to develop a Public Participation Plan. The provisions of this section are intended to summarize RT's public involvement program as it relates to service changes.[42]

[39] RT's productivity standards are set forth in RT's Service Standards document.
[40] Previous productivity reports and watch list reports may be referenced or provided to document the failure of the route to meet RT's productivity standards.
[41] As an example, RT may want to eliminate the route when other major changes are being made, so that outreach efforts can be consolidated, printed materials will be up-to-date, etc.
[42] The Public Participation Plan will be adopted separately. This section is intended to be only a summary.

Public Review

A public hearing and a 30-day public review period are required prior to the adoption of major service changes. Staff will make a plan of the proposed changes as well as a draft Title VI service change equity analysis publicly available. Prior to adoption of any proposed changes, staff will consider and summarize all comments and make any necessary revisions to the service change proposal and Title VI service change equity analysis. The Board will consider the public comments prior to adoption of the changes and the final equity analysis.

Public Notice

On or before the beginning of the comment period, RT will distribute a notice to riders and members of the public on the materials available for review, including:

- A title, a one or two sentence description of the proposed changes, and a statement that RT is seeking public comments;
- Notice of documents available for review (e.g., draft service plan, Title VI equity analysis, and/or CEQA documents);
- All routes that may be changed, listed by number, or, in the case of light rail lines, by name (e.g., Blue Line);
- The final date and time to submit comments;
- The date, time, and location of the hearing and transit routes serving the location; and
- Contact information and where to find additional information.

RT will post the notice on RT's web site in English as well as any non-English languages determined by RT policy on language assistance.[43] RT will also display the notice in RT vehicles, at major stops and stations, to applicable mailing list subscribers, and in RT's monthly newsletter, if time permits. RT may notify riders through press releases or through social media. At least one presentation will typically be made to RT's Mobility Advisory Council. RT staff may also make presentations at the meetings of other interested organizations and groups.

Language Assistance

If requested, and given sufficiently advance notice (usually 3 business days or more), RT will provide an interpreter (including sign language) at the public hearing. RT's Language Line service also provides interpretation services over the phone for patrons calling for additional information, to make comments, or to arrange interpretation services at the public hearing.

[43] In addition to a Public Participation Plan, Title VI requires RT to develop a Language Assistance Plan (LAP), which will be adopted separately. The provisions of this section are intended to be only a summary of RT language assistance policy specifically related to service changes.

5. EQUITY ANALYSIS – GENERAL

Requirements

Prior to adopting major service changes, Title VI and federal environmental justice regulations require RT to prepare an equity analysis to determine if the proposed changes are likely to result in disparate impacts (DI) on minority populations or disproportionate burdens (DB) on low-income populations.[44] RT's DI and DB definitions must measure adverse effects on passengers and must be developed with public engagement.

Disparate Impacts

Title VI requires RT to analyze proposed major service changes to identify any possible DI on minority populations.[45] If a statistically significant adverse effect on minority populations is found to be likely, Title VI requires RT to provide a substantial legitimate justification, including a finding that there are no alternatives that would have a less disparate impact on minority riders but would still accomplish RT's legitimate program goals, before adopting the changes.[46]

FTA defines a minority person as anyone who is an American Indian or Alaska Native, Asian, Black or African American, Hispanic or Latino, or Native Hawaiian or other Pacific Islander.

Disproportionate Burdens

Executive Order 12898 on Environmental Justice requires RT to analyze major proposed service changes to determine if they are likely to result in a disproportionate burden on low-income populations.[47] A finding of disproportionate burden requires RT to take steps to avoid, minimize, or mitigate impacts where practicable[48] and to describe alternatives available to low-income passengers affected by the changes.[49]

[44] Due to the similarity of the DI and DB processes and definitions, both requirements are usually satisfied with a single equity analysis that addresses both requirements.
[45] A disparate impact is defined as a facially neutral policy or practice that disproportionately affects minority populations where the policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect. (See FTA Circular 4702.1B, Chapter 1, Section 5.)
[46] See FTA Circular 4702.1B, Chapter 4, Section 7.
[47] A disproportionate burden is defined as a neutral policy or practice that disproportionately affects low- income populations more than non-low-income populations. (See FTA Circular 4702.1B, Chapter 1, Section 5.)
[48] See FTA Circular 4702.1B, Chapter 1, Section 5.
[49] See FTA Circular 4702.1B, Chapter 4, Section 7g

FTA defines a low-income person as a person whose household income is at or below the U.S. Department of Health and Human Services (DHHS) poverty guidelines.[50] The DHHS definition varies by year and household size. For 2015, DHHS poverty guidelines ranged from $11,770 for a single-person household to $40,890 for a household of eight. The poverty guidelines for a household of four were $24,250.

FTA encourages transit agencies to use a locally-developed threshold for low-income status, provided that the threshold is at least as inclusive as the DHHS poverty guidelines. Since survey data often excludes household size and rarely includes exact household income, RT will, when necessary, define low-income status according to the poverty guideline for a household of four, rounded up to the nearest bracket boundary. For example, if household income data was available in $15,000 brackets, and the DHHS poverty guideline for a household of four persons was $24,250, then RT would round up the poverty guideline to $30,000, so that any person reporting household income less than $30,000 would be considered low-income.

Data Sources

In accordance with FTA guidance, when feasible, RT will use data from on-board passenger surveys for Title VI equity analyses. For service changes, if sufficient on-board survey data is not available or deemed unreliable, RT may substitute demographic data on the service area of the affected routes.

When using service area data, RT uses data from the U.S. Census Bureau's most recent five-year American Community Survey aggregated at the level of census tracts. Using Geographic Information Systems (GIS) software, RT computes a population estimate (broken down by minority and low-income status) for each affected route and for the overall RT system. As recommended by FTA, RT will usually assume a walk distance of a quarter mile from bus routes and a half mile from light rail stations.

For major proposed service changes, in addition to the above calculations, RT will prepare maps showing the potentially affected routes overlaid on a demographic map of the service area.

[50] See FTA Circular 4702.1B, Chapter 1, Section 5.

6. SERVICE CHANGE EQUITY ANALYSIS

Requirements

As discussed in Section 5 of this document, RT is required to conduct an equity analysis prior to adopting major service changes. Title VI requires RT to establish a locally-developed definition for determining DI/DB on minority/low-income populations, including thresholds for statistical significance.

Definitions and Methodology

RT uses revenue miles to objectively quantify the effects of service changes. When major service changes are proposed, RT computes the change in revenue miles for minority populations at the route level and in aggregate. This is compared to the minority percentage of RT's overall ridership.

RT's Title VI goal is for minority populations to receive at least their share of the benefits in the case of a net service increase, and no more than their share of the adverse effects, in the case of net service reductions. A potential DI may exist if there is a statistically significant deficiency from this goal. RT defines a deficiency as statistically significant if it exceeds 15 percentage points.

> *Example:* Assume that RT's overall ridership is 55 percent minority and that RT proposed a major service increase. Minority populations would be expected to consume 55 percent of the new service, measured in revenue miles. Deviations from this goal exceeding 15 percentage points would be considered statistically significant. Therefore, if minority populations received *less than* 40 percent of the benefits, this would constitute a potential DI.

If a potential DI on minority populations exists, then the service change may be implemented only if: (1) a substantial legitimate justification has been prepared in written form, and (2) there are no alternatives that would have a less DI on minority riders but would still accomplish RT's legitimate program goals.[51]

DBs on low-income populations are determined in like fashion, with the threshold of statistical significance also being 15 percentage points. If a potential DB on low-income populations exists, then RT must take steps to avoid, minimize, or mitigate impacts where practicable.[52]

A sample cover sheet summarizing all key findings for a service change equity analysis has been provided as Appendix B.

[51] FTA Circular 4702.1B, Chapter 4, Section 7a1f.
[52] FTA Circular 4702.1B, Chapter 4, Section 7a2g.

7. ENVIRONMENTAL REQUIREMENTS

California law statutorily exempts the restoration, increasing, or inception of transit service on any rail, street, or highway rights-of-way that are already in use for vehicular travel from requirements under the California Environmental Quality Act (CEQA).[53] If RT declares a state of fiscal emergency, then transit service reductions are also statutorily exempt.[54] These exemptions do not extinguish any requirements for Federal project (e.g., New Starts rail expansions) under the National Environmental Policy Act (NEPA).

For any major service changes that RT determines are non-exempt, RT will prepare an Initial Study according to state CEQA guidelines to determine if the changes are likely to have significant effects on the environment.

If the Initial Study finds that there would be no significant effects, the RT Board may adopt a Negative Declaration (ND) affirming this finding. If the Initial Study finds that there would be potentially significant effects but that they can be avoided or mitigated, a Mitigated Negative Declaration (MND) may be adopted. If the Initial Study finds that there would be one or more significant effects which cannot be avoided or mitigated, an Environmental Impact Report (EIR) is required.[55]

A ND/MND consists of a one-page project summary and declaration that is attached to the front of the Initial Study, both of which must be approved by the RT Board prior to adoption of the major service changes.[56]

Public Review

CEQA requires a public review and comment period of at least 20 calendar days for an Initial Study prior to adoption of a ND/MND. RT accepts comments by phone, mail, email, or testimony before the RT Board.

CEQA also requires RT to file a Notice of Intent with Sacramento County at least 20 calendar days prior to adoption of a ND/MND. If the Initial Study finds that there are no effects on biological resources, then a No Effect Determination waiver must also be requested from the California Department of Fish and Wildlife (DFW).[57]

Upon adoption of a ND, MND, or EIR, RT files a Notice of Determination with Sacramento County within five business days.

If a service change, major or minor, is determined by the RT General Manger/CEO, or his/her designee, to be exempt from CEQA, a Notice of Exemption may be filed with Sacramento County.

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[53] See California Public Resources Code, Section 21080(b)(10).
[54] See California Public Resources Code, Section 21080.32.
[55] Most transit service changes that are not statutorily exempt will require only a ND or MND. It would be unusual to find an EIR necessary for transit service changes.
[56] The ND/MND will customarily be part of the same agenda item as the service changes.
[57] DFW charges a higher administrative fee for a No Effect Determination waiver if it is not requested prior to the filling of the Notice of Intent with Sacramento County.

Appendix K: Fare Change Policy

Sacramento Regional Transit District
Fare Change Policy

I. Introduction

The purpose of the Fare Change Policy (Policy) of the Sacramento Regional Transit District (RT) is to establish guidelines for planning and implementing fare changes. This Fare Change Policy confirms the commitment of the RT Board of Directors (Board) to adhere to sound financial management practices, including prudent planning and management of fares and associated revenues, financial capacity and customer interests. RT's fare policies and procedures are subject to and limited by the applicable provisions of State and Federal law, and funding regulations.

This Fare Change Policy is intended to work in concert with other RT fiscal responsibility policies, including farebox recovery, comprehensive reserves, and fiscal sustainability.

II. Fare Change Policy Objectives

The primary objectives of RT's fare change activities are to:

- Support long term financial planning, by providing a predictable and consistent fare change practice, resulting in sustainable transit services to the public;
- Provide sufficient fare revenues to meet, in conjunction with other available operating and capital funds: customer service needs; local match for capital; fiscal obligations (including debt); and grant requirements each and every year;
- Consider changes in customer income and ability to pay, approximating general pay and benefit increases, providing customers greater predictability of modest fare changes to ease personal budgeting;
- Consider the costs of competing modes of transportation (e.g., mileage and parking costs of automobiles), and other factors valued by potential customers of transit;
- Maximize ridership while meeting financial requirements and other RT goals;
- Support attainment of farebox recovery targets in a consistent and predictable manner; while providing transit services below cost to the public;
- Consider equity and affordability for disadvantaged populations, discounting strategy for target populations and the ability to attract new riders; and
- Comply with applicable laws and funding regulations, including Federal Title VI and California funding regulations which set minimum farebox recovery standards.

III. Scope and Authority

This Policy governs the planning, adoption and execution of all fare changes. The Board retains control over all final fare change decisions. Staff will consistently plan for fare changes, analyze fare change options that meet revenue needs and other goals, gain public input, make recommendations to the Board, and implement the decisions of the Board. Staff will also include planned changes to the average fare in the long-term financial plan supported by RT's Financial Forecasting Model every other year.

IV. Context for the Fare Change Policy

Generally speaking, RT's costs increase as a result of inflationary pressures each year. RT will continue to practice sound fiscal stewardship and pursue cost savings initiatives to slow the rate of cost growth, as indicated in the fiscal sustainability policy. Most of RT's revenues do not increase automatically with inflation, and require adjustment to maintain purchasing power and support RT's operations.

Transit rider income also tends to grow over time through wage and salary growth, as well as through indexed government benefit levels (e.g., social security, welfare, unemployment, disability). The Average Wage Index (AWI) tracks wage and salary growth and the consumer price index for wage earners (CPI-W) drive government benefit levels. The two numbers are generally quite close, each ranging between -1 percent and 4.5 percent annually over the prior decade.

The overall intent of this policy is to plan for a series of routine, modest fare increases every other year. Small, regular fare increases offer many benefits. Riders will become aware that transit prices, like other costs, increase routinely and they can plan for those changes. The smaller increases made possible by more frequent fare changes are easier to absorb in consumer budgets, whose income also generally increases modestly. Lending institutions and credit rating agencies base RT's credit risk in part on fare revenue trends, and executing a policy of routine, modest increases provides the steady, predictable revenue stream that financial analysts' value. Grant making organizations require local match and sometimes local reserves, and farebox revenues are a significant revenue source for such purposes. A series of modest, predictable fare increases provides the opportunity to fund local match to maximize grant revenue. RT needs a steady, predictable income stream to plan, provide, and sustain quality services; fares represent RT's largest source of controllable income.

V. Approach to Fare Change Planning

Staff will plan a fare change every two years, based on the criteria set out below, and will include this intent in the long-term financial plan, budget documents, grant applications (as appropriate), short-range service plans, and public communications and marketing materials.

Determining whether and by how much to increase the average fare every two years will have three components. First, the average fare will be adjusted for inflation, considering federal indices like CPI-W for urban areas and AWI, as well as changes to RT's cost per passenger boarding, over the two-year period between fare changes.

Second, RT will make appropriate adjustments to the average fare to at least meet legal and regulatory requirements for farebox recovery. Third, if RT's Board has adopted a goal to change the farebox recovery ratio within an associated timeframe (as specified in the Farebox Recovery Policy), RT will make additional adjustments to the average fare to achieve that goal. Note that if no average fare increase is needed to meet all three components, RT's Board may decide to forgo a fare change during that period, or change the structure while holding the average fare constant.

Long-term financial planning uses a percentage change to the average fare and system-wide average elasticity to estimate ridership and revenue. Planning and implementing a fare change requires looking at the fare structure and how individual fare elements might or might not change to achieve the new

average fare. Fare elasticity (which measures how different rider groups expand and contract as a result of fare changes) varies by rider group and fare payment method used. For example, longer trips are less elastic than shorter trips, peak period trips are less elastic than off- peak trips, and work trips are less elastic than non-work trips. Staff will use changes to the fare structure to maximize ridership while meeting the fare revenue goal. Staff will seek to develop a mix of fare structure adjustments based on, but not limited to, the following considerations:

- Price of transit services relative to other modes;
- Differential pricing (e.g., distance based, type of service, zone, time based);
- Discount strategy (e.g., how many and how deep discounts should be by market sector; compliance with federal regulations; potential discount support from other agencies, civic organizations and foundations);
- Ratio of the average fare per passenger to the nominal base fare (as an indication of the overall level of discounting, including fare evasion);
- Bulk/loyalty pricing (e.g., monthly, weekly, daily passes; high cash loads on the Connect Card® or other reloadable payment device);
- Convenience pricing (e.g., round-trip and one-way fares; transfers; day passes);
- Transfer and joint fare agreements with other operators;
- Partner support (e.g., employee transit benefits, embedded fares in venue tickets, social service ticket subsidies);
- Ease of understanding (e.g., passenger comprehension of fare options and privileges);
- Ease of payment (e.g., coinage multiples, credit/debit, currency and coins);
- Ease of enforcement (e.g., ability to determine and enforce appropriate fare payment, and minimize fraud and theft of service);
- Administrative and implementation considerations (e.g., media stock and delivery costs and lead times, ticket expiration dates, machine reprogramming costs and constraints, costs for printing and signage, cash handling and credit card processing fees); and
- Equity among demographic groups (e.g., determination based on review relative to Title VI of the Civil Rights Act of 1964).

VI. Public Involvement

Prior to request for Board adoption, staff will schedule, conduct outreach, and solicit public input in accordance with RT's Public Participation Plan. RT's outreach effort will include a 30-day comment period on the proposed changes and the accompanying federally required Title VI fare equity analysis. Prior to holding the public meetings, RT will prepare and distribute a notice to riders and members of the public.

The public notice must include:

- A title and brief description of the proposed changes and a statement that RT is seeking public comments;
- Notice of documents available for review (e.g., draft fare structure proposal(s), Title VI equity analysis, and/or environmental documents);
- The date, time, and location of the public meeting(s) and transit routes serving the location;
- Contact information and where to find additional information; and
- The final date and time to submit comments.

RT will post the notice on RT's web site and will accept comments on the proposed fare changes for at least 30 calendar days. The notice will be posted in English as well as any non-English languages determined by RT policy on language assistance. RT will also provide information on the hearing in RT vehicles, at major stops and stations, to applicable mailing list subscribers, and in RT's monthly newsletter, Next Stop News, if time permits. RT may also notify riders through press releases or through social media.

Upon request, and given advanced notice of at least 3 business days, RT will provide an interpreter (including sign language) at the public meeting. RT's Language Line service also provides interpretation services over the phone for patrons calling for additional information, to make comments, or to arrange interpretation services at the public hearing.

Comments received through the public meeting(s) and comment period will be analyzed, evaluated, and reported to the Board. Changes may be made to the recommended fare structure and pricing, and/or additional options considered as a result of public input.

VII. Compliance with Regulations

In adopting fare changes, RT will comply with all relevant laws and regulations governing fares, discounts, and farebox recovery. Among these are:

- Federal Title VI of the Civil Rights Act of 1964 and Executive Order 12898, addressing equity;
- The California Transportation Development Act, as amended (primarily those provisions addressing farebox recovery);
- Federal funding guidelines addressing fare discounts; and
- Sacramento Area Council of Governments (SACOG) funding requirements addressing fare discounts.

RT's process for conducting a fare equity analysis to comply with Title VI and Executive Order 12898 with respect to fare changes is set out in Appendix A, Fare Equity Analysis.

VIII. Implementation of Fare Changes

Given the intended frequency of fare changes, staff must examine how and where fare levels are posted and communicated. The intent is to clearly convey current fare levels and plans for routine, modest changes, efficiently. In addition to posting fares on ticket vending machines, staff will post current fares on-line and guide customers to that site in marketing and communications materials. Staff will likewise strive to minimize the administrative burden and cost of changing fare media, by leveraging technology solutions like mobile phone and smart card payment mechanisms.

IX. Outcome Reporting

Actual revenue results sometimes vary from plans and projections, and staff will routinely report fare revenue results versus the plan to the Board of Directors. At minimum, such performance results will include average fare per passenger, farebox recovery, total ridership, and total fare revenue, all versus the long-term financial plan (shows compounding impact of differences between planned and actual fare revenues) and the current year budget. When appropriate, staff will recommend changes for Board consideration at mid-year and annual budget reviews.

APPENDIX A

FARE EQUITY ANALYSIS

Requirements

Under Title VI and Executive Order 12898 RT is required to conduct an equity analysis prior to the adoption of fare changes (including fare reductions), with the exception of Spare the Air days, temporary fare reductions that are mitigating measures for other actions, and promotional fare reductions lasting no more than six months. Paratransit and dial-a-ride fares are also outside the scope of FTA's Title VI fare equity analysis program. Title VI and the Executive Order require RT to establish a locally-developed definition for determining disparate impacts/disproportionate burdens (DI/DB) on minority/low-income populations, including a threshold for statistical significance.

Disparate Impacts

If a statistically significant adverse effect on minority populations is found to be likely, under Title VI RT must provide a substantial legitimate justification, including a finding that there are no alternatives that would have a less disparate impact on minority riders but would still accomplish RT's legitimate program goals, before adopting the changes.

FTA defines a minority person as anyone who is an American Indian or Alaska Native, Asian, Black or African American, Hispanic or Latino, or Native Hawaiian or other Pacific Islander.

Disproportionate Burdens

Executive Order 12898 on Environmental Justice requires RT to analyze proposed changes to the fare structure to determine if they are likely to result in a disproportionate burden on low-income populations. A finding of disproportionate burden requires RT to take steps to avoid, minimize, or mitigate impacts where practicable and to describe alternatives available to low-income passengers affected by the changes.

FTA defines a low-income person as a person whose household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines. The HHS definition varies by year and household size. For 2012, poverty guidelines ranged from $11,170 for a single-person household to $38,890 for a household of eight. The poverty guidelines for a household of four were $23,050.

FTA encourages transit agencies to use a locally-developed threshold for low-income status, provided that the threshold is at least as inclusive as the HHS poverty guidelines. Since survey data does not always include household size or exact household income, RT shall, when necessary, define low-income status according to the poverty guideline for a household of four, rounded up to the nearest bracket boundary. For example, if household income data is available in $15,000 brackets, RT will consider household income less than $30,000 to be low-income.

Definitions and Methodology

RT uses two different surveys to capture information on fare payment. First, an annual fare survey provides an estimate of ridership by mode and fare type, both in absolute and percent terms. Second, at least once every five years, RT conducts an on-board passenger survey that includes fare type, ethnicity, and household income.

When a fare change is proposed, RT uses data from the annual fare survey to determine ridership by fare type, media type, and mode (bus or light rail). Using data from the on-board survey, this data is further split into subsets for minority and low- income riders. RT then prepares a table comparing all fare categories to one another, including percent use by minority and low-income populations, and the proposed percent increase in fare.

Disparate impacts from fare changes are determined by comparing the average fare for all minority riders (aggregated over all fare types) to that for non-minority riders. RT's Title VI goal is for the percent increase in average fare for minority populations to be less than or equal to that for non-minority populations in the case of a net fare increase. In the case of a net fare decrease, the goal is for the percentage decrease in average fare for minority populations to be equal to or greater than that for non-minority populations. A disparate impact may exist if there is a statistically significant deficiency from this goal. RT defines a deficiency as statistically significant if the rates of change differ by more than 20 percent.

As an example, assume an increase is proposed to RT's single, daily, and monthly fares. RT's analysis finds that the rate of increase to the overall average fare for non- minority populations is likely to be 10 percent. Differences exceeding 2 percent (20 percent of 10 percent) are considered statistically significant. Therefore, if the rate of increase in overall average fare for minority populations exceeds 12 percent, there may be a potential disparate impact.

If a potential disparate impact on minority populations exists, then the fare change may be implemented only if (1) a legitimate justification has been prepared in written form, and (2) there are no alternatives that would have a less disparate impact on minority riders but would still accomplish RT's legitimate program goals.

Disproportionate burdens on low-income populations are determined in like fashion. If a potential disproportionate burden on low-income riders exists then RT must take steps to avoid, minimize, or mitigate impacts where practicable and must also describe alternatives to low-income passengers affected by the fare change.

Review and Approval

The Title VI fare equity analysis must be approved by the RT Board prior to adoption of any fare change, except as exempted above. Upon adoption of the equity analysis and the fare change, RT will retain records documenting the RT Board's consideration, awareness, and approval of the Title VI equity analysis.

Appendix L – Subrecipient Monitoring

Sacramento Regional Transit District

Subrecipient and Contractor Monitoring Plan

1.0 PURPOSE

SacRT is responsible for providing a schedule of subrecipient Title VI Program submissions and is required to monitor subrecipients for compliance with their Title VI Programs and Section 5307 requirements. When a subrecipient is also a direct recipient of FTA funds, then that entity reports directly to FTA and SacRT is not responsible for monitoring compliance of that subrecipient.

SacRT is also required to ensure its contractors adhere to Title VI requirements, which prohibit discrimination based on race, color, or national origin. As such, SacRT has developed a monitoring process for all subrecipients and contractors.

SacRT passes through federal funds from FTA to eight subrecipient agencies, four of which are also direct FTA recipients and therefore report federal compliance activities directly to FTA. In accordance with SacRT's annual certifications and assurances, SacRT monitors subrecipient compliance with applicable federal rules and regulations, including Title VI for non-direct FTA recipients, and Section 5307 for all recipients.

As of August 2025, SacRT has two contractors that provide supplemental transportation services on behalf of the agency.

To ensure that SacRT and its subrecipients and contractors are following Title VI and Section 5307 requirements, SacRT's Planning department has developed a Subrecipient and Contractor Monitoring Plan to assist in proper monitoring of these areas. The plan directs monitoring steps, including information about:

- Tracking and recording subrecipient status
- Use of checklist forms and templates
- Analyzing and documenting findings
- Monitoring frequency

2.0 PROCESS

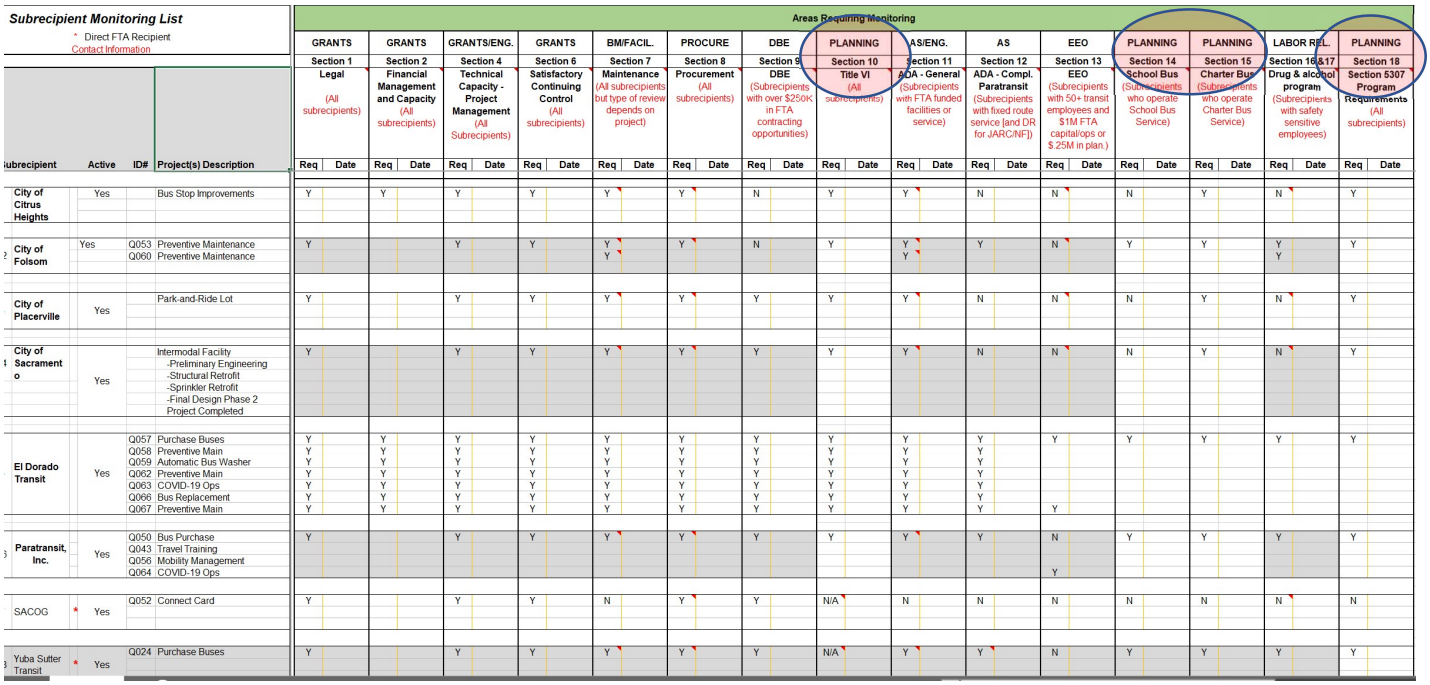
New subrecipient and contractor information is provided upon the execution of a subrecipient agreement or contract agreement with SacRT Grants division. Grants staff will communicate with Planning staff of subrecipient/contractor status changes.

Grants staff maintains a 'Subrecipient/Contractor List & Status' tracking spreadsheet. This tracker includes a list of subrecipients/contractors and full program status, and it identifies which sections of monitoring applies; shown in **Figure 1**.

The tracker is shared with all divisions that are responsible for monitoring subrecipients and contractors. SacRT Planning staff are responsible for monitoring the following sections:

- Title VI requirements
- Section 5307 requirements (partial)
- School bus service requirements
- Charter bus service requirements

Figure 1. Subrecipient/Contractor List & Status



Subrecipient Monitoring List * Direct FTA Recipient Contact Information				Areas Requiring Monitoring																							
				GRANTS		GRANTS		GRANTS/ENG.		GRANTS		BM/FACIL.		PROCURE		DBE		PLANNING		AS/ENG.		AS		EEO		PLANNING		PLANNING		LABOR REL.		PLANNING	
				Section 1		Section 2		Section 4		Section 6		Section 7		Section 8		Section 9		Section 10		Section 11		Section 12		Section 13		Section 14		Section 15		Section 16 &17		Section 18	
				Legal (All subrecipients)		Financial Management and Capacity (All subrecipients)		Technical Capacity - Project Management (All Subrecipients)		Satisfactory Continuing Control (All subrecipients)		Maintenance (All subrecipients but type of review depends on project)		Procurement (All subrecipients)		DBE (Subrecipients with over $250K in FTA contracting opportunities)		Title VI (All subrecipients)		ADA - General (Subrecipients with FTA funded facilities or service)		ADA - Compl. Paratransit (Subrecipients with fixed route service [and DR for JARC/NF])		EEO (Subrecipients with 50+ transit employees and $1M FTA capital/ops or $.25M in plan.)		School Bus (Subrecipients who operate School Bus Service)		Charter Bus (Subrecipients who operate Charter Bus Service)		Drug & alcohol program (Subrecipients with safety sensitive employees)		Section 5307 Program Requirements (All subrecipients)	
Subrecipient	Active	ID#	Project(s) Description	Req	Date	Req	Date	Req	Date	Req	Date	Req	Date	Req	Date	Req	Date	Req	Date	Req	Date	Req	Date	Req	Date	Req	Date	Req	Date	Req	Date	Req	Date
City of Citrus Heights	Yes		Bus Stop Improvements	Y		Y		Y		Y		Y		Y		N		Y		Y		N		N		Y		N		Y	
City of Folsom	Yes	Q053 Q060	Preventive Maintenance Preventive Maintenance	Y				Y		Y		Y Y		Y		N		Y		Y Y		Y		N		Y		Y		Y Y		Y	
City of Placerville	Yes		Park-and-Ride Lot	Y				Y		Y		Y		Y		Y		Y		Y		N		N		Y		N		Y	
City of Sacramento	Yes		Intermodal Facility -Preliminary Engineering -Structural Retrofit -Sprinkler Retrofit -Final Design Phase 2 Project Completed	Y				Y		Y		Y		Y		Y		Y		Y		N		N		Y		N		Y	
El Dorado Transit	Yes	Q057 Q058 Q059 Q062 Q063 Q066 Q067	Purchase Buses Preventive Main Automatic Bus Washer Preventive Main COVID-19 Ops Bus Replacement Preventive Main	Y Y Y Y Y Y Y		Y Y Y Y Y Y Y		Y Y Y Y Y Y Y		Y Y Y Y Y Y Y		Y Y Y Y Y Y Y		Y Y Y Y Y Y Y		Y Y Y Y Y Y Y		Y Y Y Y Y Y Y		Y Y Y Y Y Y Y		Y Y Y Y Y Y Y		Y		Y		Y		Y		Y	
Paratransit, Inc.	Yes	Q050 Q043 Q056 Q064	Bus Purchase Travel Training Mobility Management COVID-19 Ops	Y				Y		Y		Y		Y		Y		Y		Y		Y		N Y		Y		Y		Y		Y	
SACOG	* Yes	Q052	Connect Card	Y				Y		Y		N		Y		Y		N/A		N		N		N		N		N		N		N	
Yuba Sutter Transit	* Yes	Q024	Purchase Buses	Y				Y		Y		Y		Y		Y		N/A		Y		Y		N		Y		Y		Y		Y	

SacRT's Planning department monitors all contractors for Title VI requirements only, and partners with Grants staff to monitor Section 5307 requirements. Planning staff is responsible for making sure each subrecipient has a written, locally developed process for soliciting and considering public comments before raising a fare or carrying out a major transportation service reduction and is implementing half-fares for the elderly and disabled communities. Grants staff are responsible for making sure each subrecipient is developing, publishing, and providing the opportunity for a public hearing on a Program of Projects (POP).

2.1 Program review

Once Planning staff are alerted to a subrecipient or contractor, a full program review is conducted to ensure compliance with Title VI and Section 5307 (if applicable). Staff request program documents from each subrecipient/contractor and complete a *Title VI Program Checklist.* The checklist is a step-by-step review process that provides a record of determinations for each program or process that is monitored **(Attachment 1)**.

Staff will then document the review and findings from the checklist in the 'Subrecipient/Contractor Monitoring Record', shown in **Figure 2**. The monitoring record includes each subrecipient/contractor's status and items that need to be addressed through communication with the program coordinators.

Figure 2. Subrecipient/Contractor Monitoring Record

SUBRECIPIENT MONITORING
TITLE VI, 5307 (partial), SCHOOL BUS & CHARTER BUS

Subrecipient	Active Subrecipient	Required to Monitor	Requirement to Prepare & Submit a Title VI Program to RT every 3yrs (Ch 3 & Ch 4 requirements- if applicable)	Section 5307 Requirement for: Half-fare & Public Comment Process for Fare Increase/Major Service Reduction	School/Tripper Bus Service	Charter Bus Service	Agency/Project Notes	Findings/Compliance Notes	ACTION ITEMS
City of Folsom	Yes	*Sec. 5307	Ch 3 requirements 5.27.22-no longer receiving transit funding; no T6 monitoring required	N/A - recipient does not provide fixed-route transit service	N/A	N/A	City of Folsom transit service was annexed by SacRT in 2019; subject to Ch. 3 reqs only.	*Conducted web site check in 2019; observed online translation per LAP	Last program submitted in 2015; deficiencies found; program underwent several edits to bring the plan to compliance; final plan approved in 2017; next plan due 2020
City of Sacramento	Yes	*Title VI	Ch 3 requirements	N/A - recipient does not provide fixed-route transit service	N/A	N/A	Agency does not operate transit services. Project consists of preliminary engineering and design for structural and building improvements to an existing depot facility; including relocating/reconfiguring bus berths, vehicle and bike parking, and the light rail transit (LRT) station; refurbishing/rehabilitating the depot building; and providing passenger connection enhancements.	*Conducted site visit in 2018; observed posted Title VI notice in elevator	Last program approved in 2016; expired 2019; next update has been requested; awaiting submittal. **5.27.22-email sent to new contact, Jesse Gothan, requesting updated program; letter drafted** **Nov22- program received; findings from checklist; requested revisions to bring program to compliance**
City of Citrus Heights	Yes	*Title VI	Ch 3 requirements	N/A - recipient does not provide fixed-route transit service	N/A	N/A	Agency does not operate transit service, subject to Ch. 3 reqs only. Project is for transit enhancements to existing bus stops.	*Conducted web site check in 2019; observed Title VI complaint form online	Approved June 2021; next update due 2024
El Dorado Transit	Yes	*Title VI *Sec. 5307	Ch 3 requirements	Verified by SP 4/9/18	N/A	N/A	Does not operate 50 or more fixed route vehicles in peak service.	Areas in compliance: *Title VI *Sec. 5307	Program approved December 2019; next program due in December 2022
Yuba-Sutter Transit	Yes	*Sec. 5307	N/A - direct recipient	Verified by SP 7/19/18	N/A	N/A	YST is a direct recipient of FTA. Per Federal Register Vol. 77, No. 167 August 28, 2012 Notices page 52123 direct recipients are responsible for reporting to FTA and the primary recipient is not responsible for Title VI monitoring compliance of that subrecipient.	Areas in compliance: *Sec. 5307	
City of Elk Grove	Yes	*Sec. 5307	N/A - direct recipient	Verified by SP 7/19/18	N/A	N/A	The City of Elk Grove is a direct recipient of FTA. Per Federal Register Vol. 77, No. 167 August 28, 2012 Notices page 52123 direct recipients are responsible for reporting to FTA and the primary	Areas in compliance: *Sec. 5307	

2.2 Quarterly Monitoring-

Title VI subrecipient/contractor monitoring is included in SacRT's Strategic Plan as a quarterly milestone. Performance and tactics for monitoring efforts are reported every quarter as a Planning department metric. Each quarter, SacRT completes a 'Subrecipient/Contractor Checklist Form' **(Attachment 2)** to ensure compliance with one agency

per quarter, and records any findings into the monitoring record. Staff will then report on the monitoring activities and any findings to the division.

In addition to checklists, SacRT intends to conduct site visits as a method of monitoring subrecipients and contractors, including but not limited to public-facing office visits, and scheduling a vehicle trip on a contracted service.

3.0 COMMUNICATION

Regular contact with subrecipients and contractors is necessary to obtain the most current information, to request additional or clarifying information, or to address red flags that may need to be addressed. At least once a year, the agency contact information is verified to ensure all information is correct.

3.1 Subrecipient/Contractor Contact Schedule-

Once Planning staff has reviewed subrecipient/contractor submitted material, staff may offer assistance and recommendations to strengthen the process or Title VI Program, including corrective actions. A compliance review letter or email is issued following the completion of a review. The compliance review letter or email will provide proposed action plans to correct deficiencies. If there are no deficiencies, the review will be complete.

For regular monitoring activities and requests for information, staff follows a contact schedule shown in **Figure 3**.

Figure 3. Subrecipient/Contractor Contact Schedule

Send correspondence approximately 12 months prior to program expiration as reminder that program will be expiring. Provide expiration date and request update by due date.
Send correspondence approximately 6 months prior to expiration as a reminder that program will be expiring. Provide expiration date and request update by due date.
Send correspondence approximately 3 months prior to expiration date. Request program be submitted by due date.
Send correspondence approximately 30 days prior to expiration date. Request program be submitted by due date.

If a process or program has deficiencies, staff will draft correspondence addressing items to be corrected. If a process or program has not been received before expiration, staff will draft correspondence providing notice that federal funding may be withheld.

In addition to scheduled contact, staff will communicate with subrecipients and contractors during quarterly reviews for any issues needing resolution.

Attachment 1

TITLE VI PROGRAM CHECKLIST

Every three years, on a date determined by FTA, each recipient is required to submit the following information to the Federal Transit Administration (FTA) as part of their Title VI Program. Subrecipients shall submit the information below to their primary recipient (the entity from whom the subrecipient receives funds directly), on a schedule to be determined by the primary recipient.

General Requirements (Chapter III)

All recipients must submit:

- Title VI Notice to the Public, including a list of locations where the notice is posted Title VI Complaint Procedures (i.e., instructions to the public regarding how to file a Title VI discrimination complaint)
- Title VI Complaint Form
- List of transit-related Title VI investigations, complaints, and lawsuits
- Public Participation Plan, including information about outreach methods to engage minority and limited English proficient populations (LEP), as well as a summary of outreach efforts made since the last Title VI Program submission
- Language Assistance Plan for providing language assistance to persons with limited English proficiency (LEP), based on the DOT LEP Guidance
- A table depicting the membership of non-elected committees and councils, the membership of which is selected by the recipient, broken down by race, and a description of the process the agency uses to encourage the participation of minorities on such committees
- Primary recipients shall include a description of how the agency monitors its subrecipients for compliance with Title VI, and a schedule of subrecipient Title VI Program submissions
- A Title VI equity analysis if the recipient has constructed a facility, such as a vehicle storage facility, maintenance facility, operation center, etc.
- A copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved the Title VI Program. For State DOT's, the appropriate governing entity is the State's Secretary of Transportation or equivalent. The approval must occur prior to submission to FTA.
- Additional information as specified in chapters IV, V, and VI, depending on whether the recipient is a transit provider, a State, or a planning entity (see below)

Requirements for Transit Providers (Chapter IV)

Requirements of States (Chapter V)

Requirements of MPOs (Chapter VI)

Attachment 2

Planning Department Procedure

Date: _____

Subrecipient Monitoring Checklist

Agency: _____

CHECKLIST – TITLE VI		**COMMENTS**
☐	Verify program is current Link to page: _____ Program expiration date: _____	
☐	Verify subrecipient contact details Name and/or Title: _____ Address: _____ Phone and Email: _____	
☐	Verify Title VI Notice Is notice posted on premises Yes ☐ No ☐ Is notice online and accessible? Yes ☐ No ☐	
☐	Verify Complaint Form Is form online and accessible? Yes ☐ No ☐	
☐	Verify Language Assistance Plan Are translations available in languages identified? Yes ☐ No ☐	
☐	Verify Public Participation Plan Have there been any public meetings? Yes ☐ No ☐ If yes, was public notice provided? Yes ☐ No ☐	
☐	Verify Equity Analyses Have there been any construction projects, service, and/or fare changes that would warrant an equity analysis? Yes ☐ No ☐ If yes, were analyses completed? Yes ☐ No ☐	
☐	**If any of these items do not meet requirements, email notice to contact listed above.**	
CHECKLIST – SCHOOL BUS AND CHARTER BUS SERVICE		**COMMENTS**
☐	Verify status of School and Charter Bus operations Operation of school bus service? Yes ☐ No ☐ Operation of charter bus service? Yes ☐ No ☐ *If yes, the following corrective action is required*_____	

CHECKLIST – SECTION 5307	**COMMENTS**
Subrecipient name:	
Program of Projects:	
Public Participation Plan for Service/Fare Changes:	
Half Fares:	