

2021 TITLE VI PROGRAM

**Golden Gate Bridge, Highway and Transportation District
1011 Andersen Drive
San Rafael, CA 94901**



**Submitted to the
Federal Transit Administration
By March 1, 2022**

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I. Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving federal financial assistance. A combination of statutes, Executive Orders, regulations and published guidance further define populations that are protected under the umbrella of, and requirements related to, Title VI.

Each federal agency that provides financial assistance for any program is authorized and directed by the United States Department of Justice to apply provisions of Title VI, Executive Order 12898, and Executive Order 13166 to each program by issuing applicable rules, regulations, or requirements. The Federal Transit Administration (FTA) of the United States Department of Transportation (DOT) issued a circular on May 13, 2007, FTA C 4702.1A, that provided guidance to recipients of FTA financial assistance for carrying out the DOT's Title VI regulations (49 CFR part 21) and integrating the DOT's Order on Environmental Justice (Order 5610.2) and Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient Persons (70 FR 74087) into their programs and activities. This circular was later superseded by FTA Circular 4702.1B, published August 28, 2012 and effective October 1, 2012.

This 2021 Title VI Program, organized in accordance with Chapters III and IV of FTA Circular 4702.1B, sets forth the Title VI compliance activities of the Golden Gate Bridge, Highway and Transportation District (District), including the bus and ferry transit services operated under the names Golden Gate Transit (GGT) and Golden Gate Ferry (GGF), respectively, during the July 2018 through June 2021 reporting period.

A. Service Summary

GGF provides ferry service between Marin and San Francisco counties. GGT provides bus service between Sonoma, Marin, San Francisco, and Contra Costa counties. For GGT, most passengers travel within Marin County or from Marin and Sonoma counties to San Francisco for work trips. While some San Francisco and East Bay residents use these transit services, the predominant use is by North Bay residents.

Local bus service in Marin County is the responsibility of the Marin County Transit District (MCTD), which makes all service decisions regarding these routes. GGT is one of several operators, providing a portion of this service under contract to MCTD. GGT has no role other than being a contract operator, so this Title VI Program update does not include information on MCTD service operated by GGT; that service is covered in MCTD's Title VI program.

Golden Gate Transit Service Area



B. Service Area and Minority and Low-Income Communities

Six exhibits provide an understanding of the GGF and GGT service area: **Exhibit 1**, Golden Gate Transit Service Area Overview (map); **Exhibit 2**, Snapshot of Minority Population in Marin and Sonoma Counties; **Exhibits 3 & 4**, Southern and Northern (respectively) Marin County 2015-2019 ACS Census Tracts with GGT Bus Routes (map exhibits); and **Exhibits 5 & 6**, Southern and Northern (respectively) Sonoma County 2015-2019 ACS Census Tracts with GGT Bus Routes (map exhibits). **Exhibit 7**, Marin County Minority and Low-Income Census Tracts, and **Exhibit 8**, Sonoma County (GGT Service Area) Minority and Low-Income Census Tracts, provide the racial and ethnic composition of census tracts in the primary GGT service area. Minority census tracts are defined as those where the percentage of minority population equals or exceeds the average percentage minority population for the entire county. These tables also include household median income data. Census tracts whose household median income is 10 percent or more below the median for the county are indicated as low-income tracts.

The District's enabling legislation authorizes the District to provide any and all modes of transportation within or partly outside the District, with the stipulation that if intra-county services are provided, local transit districts or counties are required to contribute to the system for benefits derived from such intra-county services.

The District's mission is to provide safe and reliable operation, maintenance and enhancement of the Golden Gate Bridge and to provide transportation services, as resources allow, for customers within the Highway 101 Golden Gate Corridor. Thus, the District's regional inter-county service area is defined as the U.S. Highway 101 Golden Gate Corridor extending from Sonoma County, to Marin County, and San Francisco County.

Commute routes, which operate in the morning and evening peaks, do serve some neighborhoods in Marin and Sonoma, where there are enough riders to justify such service. For midday and off-peak service, including weekends, residents of Marin and Sonoma counties must take their local transit operators' buses to their cities' hubs, where they can transfer to GGT service.

Until April of 2020, GGT's service in San Francisco was limited to pick up northbound and drop off southbound only, except at the Golden Gate Bridge Toll Plaza and the intersection of Richardson and Francisco streets, which are both stops that serve as transfer points for GGT passengers wishing to transfer from GGT bus to another. San Francisco residents are primarily served by the San Francisco Municipal Transportation Agency and by the Bay Area Rapid Transit District. However, in April 2020, at the request of the San Francisco Municipal Transit Authority, the District agreed to allow boardings and alightings at all San Francisco stops to relieve some of the burden on local Muni service during the pandemic.

The District provides bus service in Sonoma County. Specifically, the District serves regional customers as far north as Santa Rosa in Sonoma County connecting them to Marin and San Francisco, and in the attached maps and tables, the area of Sonoma County from Santa Rosa south to the Marin County border is taken into account.

Legislation prohibits the use of Golden Gate Bridge tolls for transit across the Richmond-San Rafael Bridge, so the District provides limited service between Marin and Contra Costa Counties, funded with monies provided by the Metropolitan Transportation commission (MTC). This service is the only regional public transit link between these two counties and provides commute opportunities for those living on both sides of the Richmond-San Rafael Bridge. As in San Francisco, Sonoma and Contra Costa Counties also have local bus operators, in addition to GGT regional bus service. Thus, this Title VI report is focused on the District's service area of Marin County, as well as central Sonoma County. Of the minority and low-income tracts within the GGT service area included in this analysis, the tracts with the highest concentration of minority and low-income residents are Marin City and San Rafael's Canal neighborhood in Marin County.

C. Title VI Review Process for Service and Fare Changes

In June of 2013, the District established a major service change policy to determine which service changes are considered major and require an equity analysis. The policy is as follows:

- A major service change is defined as a reduction or increase of 25 percent (25%) or more in total vehicle revenue miles in service on any specific route, with the change(s) occurring at one time or over any 24-month period.

In addition, certain service changes are exempted from a Title VI Equity Analysis even if they meet the above standard:

- Changes to service on a route with fewer than 10 total trips in a typical service day are not considered “major” unless service on that route is eliminated completely on any such day.
- The introduction or discontinuation of short- or limited-term service (e.g., promotional, demonstration, seasonal or emergency service, or service provided as mitigation or diversions for construction or other similar activities) is not considered “major,” as long as the service will be/has been operated for no more than twelve months.
- If District-operated transit service is replaced by a different mode or operator providing a service with the same or better headways, fare, transfer options, span of service, and stops served, the change is not considered “major.”

As required by the FTA, all fare changes are subject to equity analysis.

During the three-year period covered by this report (July 1, 2018 through June 30, 2021), there was one major service change to GGT bus service, one major service change to GGF ferry service, and two fare changes. A second major service change to GGT bus service was subject to Board action in July 2021. Though technically outside of the review period, we have included related information in this submittal as the equity analysis addresses pandemic-related changes made during the review period.

Neither of the two bus service changes was determined to have a disparate impact on minority riders or a disproportionate burden on low-income riders. The ferry service change to establish special event service to the new Chase Center (and set a corresponding fare) also was found to have no disparate impact on minority riders nor impose a disproportionate burden on low-income riders.

The two fare changes approved during the reporting period relate to establishment of a means-based fare program (later known as Clipper Start), first on regional and commute GGT buses and GGF service, and then applying the discount to local fares within Marin County. Neither were found to have a disparate impact on minority customers nor impose a disproportionate burden on low-income customers.

II. GENERAL REQUIREMENTS

This chapter responds to the general reporting information required of all Federal Transit Administration (FTA) grantees on a triennial basis. The information is required under U.S. Department of Transportation (DOT) regulations.

A. Provide Annual Title VI Certification and Assurance

Current operative certifications and assurances are the Federal Fiscal Year 2021 FTA Certifications and Assurances, authorized by the District Board of Directors and executed by the General Manager by the District's Attorney on January 27, 2021. Federal Fiscal Year 2022 FTA Certifications and Assurances are in the midst of preparation.

B. Title VI Notice to Public

A copy of the District's notice to the public that it complies with Title VI and instructions to the public on how to file a discrimination complaint are shown on the next pages, followed by sample complaint forms, in both English and Spanish.



Title VI Notice to the Public

The Golden Gate Bridge, Highway and Transportation District operates its programs and services without regard to race, color or national origin in accordance with *Title VI of the Civil Rights Act of 1964*, which provides that no person shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination in the provision of public transit services.

For more information on the Golden Gate Bridge, Highway and Transportation District's civil rights programs, or for information on procedures to file a complaint or obtain information in another language, please contact:

GOLDEN GATE BRIDGE DISTRICT EEO OFFICE

1011 Andersen Drive
San Rafael, CA 94901-5318
Phone: 511 (say "Golden Gate Transit")
Fax: (415) 257-4555
Email: TitleVIComplaints@goldengate.org

If information is needed in another language, call (415) 455-2000

Si se necesita información en otro idioma, llame (415) 455-2000

Nếu thông tin là cần thiết trong một ngôn ngữ khác, hãy gọi (415) 455-2000

如果信息是需要以另一種語言，呼叫 (415) 455-2000

Golden Gate Bridge, Highway and Transportation District

Civil Rights Complaint Form (Title VI and ADA)



If information is needed in another language, contact 415-455-2000
Si necesita información en otro idioma, llame a 415-455-2000

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin or solely by reason of his or her disability by the Golden Gate Bridge, Highway and Transportation District, including Golden Gate Transit and Golden Gate Ferry, (hereinafter referred to as “the District”) may file a Civil Rights Complaint by completing and submitting the District’s Civil Rights Complaint Form. The District investigates complaints received no more than 180 days after an alleged incident.

Once it receives a Civil Rights Complaint Form, the District will open an investigation into the alleged discrimination. The investigation may include a review of all relevant documents, practices and procedures as well as discussions of the complaint with all affected parties to determine the nature of the problem. The District will investigate complaints within (60) days. If more information is needed to resolve the case, the District may contact the complainant. The complainant must provide additional requested information within fifteen (15) business days of the date of receipt of a request for additional information. If the investigator is not contacted by the complainant or does not receive the additional information within fifteen (15) business days, the District can close the case administratively. A case also can be closed administratively if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter **or** a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A LOF summarizes the allegations and information obtained through the investigation of the alleged discrimination, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he can appeal directly to the United States Department of Transportation, FTA Office of Civil Rights. A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

If the complainant is unable to write because of a disability and needs assistance in completing the form, GGBHTD staff will assist by scribing the complaint by phone. If requested by complainant, GGBHTD will provide a language or sign interpreter or other accessible format. Please call or email Jon Gaffney (415) 257-4416. Email: jgaffney@goldengate.org to request assistance.

The following information is necessary to assist us in processing your complaint. The completed form must be returned to: **Golden Gate Transit EEO Office**, 1011 Andersen Drive, San Rafael, CA 94901-5318 or by email at TitleVIComplaints@goldengate.org. You may also file a complaint by phone by dialing 415-455-2000.

GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

TITLE VI COMPLAINT
FORM

Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party: _____				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
Section III:				
I believe the discrimination I experienced was based on (check all that apply):				
[] Race [] Color [] National Origin				
Date of Alleged Discrimination (Month, Day, Year): _____				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of any witnesses. _____				
Section IV				
Have you previously filed a Title VI complaint with this agency?			Yes	No

Section V	
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, check all that apply:	
<input type="checkbox"/> Federal Agency: _____	
<input type="checkbox"/> Federal Court _____	<input type="checkbox"/> State Agency _____
<input type="checkbox"/> State Court _____	<input type="checkbox"/> Local Agency _____
Please provide information about a contact person at the agency/court where the complaint was filed.	
Name:	
Title:	
Agency:	
Address:	
Telephone:	

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

Signature and date are required below.

Signature

Date

Please submit this form in person at the address below, or fax, mail or email to

Golden Gate Transit EEO Office
1011 Andersen Drive
San Rafael, CA 94901-5318
Fax: (415) 257-4555
Email: TitleVIComplaints@goldengate.org

GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

FORMULARIO DE QUEJA CONFORME AL TÍTULO VI

Sección I:				
Nombre:				
Dirección:				
Teléfono (Casa):			Teléfono (Trabajo):	
Dirección de correo electrónico:				
¿Requiere formatos accesibles?	Letra grande		Audiocasete	
	TDD		Otro	
Sección II:				
¿Está presentando esta queja en su propio nombre?		Sí*	No	
*Si contestó "Sí" a esta pregunta, vaya a la Sección III.				
Si no es así, escriba el nombre y la relación de la persona en cuyo nombre presenta la queja:				
Por favor explique por qué ha presentado una queja en nombre de un tercero:				
Por favor confirme que ha obtenido el permiso de la parte agraviada si usted está presentando en nombre de un tercero.		Sí	No	
Sección III:				
Creo que la discriminación que yo sentí fue basada en (marque todos los que apliquen):				
<input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Origen nacional				
Fecha de la presunta discriminación (mes, día, año): _____				
Explique lo más claramente que pueda lo que pasó y por qué cree usted que le discriminaron. Describa todas las personas que estaban involucradas. Incluya el nombre y la información de contacto de la(s) persona(s) que le discriminaron (si se los sabe) así como los nombres y la información de contacto de los testigos que hubiera. Si necesita más espacio, por favor utilice el dorso de este formulario.				

Sección IV:				
¿Ha presentado una queja conforme al Título VI anteriormente con esta agencia?		Sí	No	

Sección V:	
¿Ha presentado esta queja con otra agencia federal, estatal o local, o ante algún corte federal o estatal?	
<input type="checkbox"/> Sí <input type="checkbox"/> No	
Si es así, marque todas las que apliquen:	
<input type="checkbox"/> Agencia federal: _____	
<input type="checkbox"/> Corte federal: _____	<input type="checkbox"/> Agencia estatal: _____
<input type="checkbox"/> Corte estatal: _____	<input type="checkbox"/> Agencia local: _____
Por favor proporcione la información de contacto de una persona en la agencia o corte donde se presentó la queja.	
Nombre: _____	
Puesto: _____	
Agencia: _____	
Dirección: _____	
Teléfono: _____	

Puede adjuntar cualquier material escrito u otra información que crea pertinente para su queja.
Se requiere su firma y la fecha a continuación

Firma

Fecha

Por favor presente este formulario en persona en la siguiente dirección, o envíelo por fax, correo electrónico o correo postal a:

Golden Gate Transit EEO Office
1011 Andersen Drive
San Rafael, CA 94901-5318
Fax: (415) 257-4555
Correo electrónico: TitleVIComplaints@goldengate.org

C. Title VI Complaint Procedures

The District responds to any and all lawsuits or complaints that allege discrimination on the basis of race, color, or national origin with respect to service or other transit benefits. The District's procedures for filing a complaint are available to members of the public on the District's website and in the District's Transit Guide. A copy of the District's Title VI complaint process and customer complaint reporting process overview follow:

The following summarizes the District's process for investigating and responding to complaints regarding compliance with Title VI.

The District will review and investigate all Title VI complaints. Reasonable measures will be undertaken to preserve any information that is confidential. The investigation may include a review of all relevant documents, practices and procedures as well as discussion(s) of the complaint with all affected parties to determine the nature of the problem. The investigation will be conducted and generally completed within sixty (60) days of receipt of a formal complaint.

Based upon the information received, an investigation report will be prepared for submittal to the Deputy General Manager of Administration and Development, who has oversight for all Title VI related matters. The complainant will receive a letter stating the final decision by the end of the investigation. If no violation is found and the complainant wishes to appeal the decision, he or she may appeal directly to the United States Department of Transportation, FTA Office of Civil Rights. The District shall maintain a log of Title VI complaints received which shall include the date the complaint was filed, a summary of the allegations, the status of the complaint and actions taken by the District in response to the complaint.

If requested, documents describing the District's Title VI Policy Statement and Complaint Procedures can be translated into languages other than English by calling 511 (say "Golden Gate Transit") for assistance.

D. List of Investigations, Complaints, or Lawsuits

The following is a list of Title VI investigations, complaints or lawsuits, naming the District that alleged discrimination on the basis of race, color, or nation origin in the current reporting period of July 2015 through June 2018.

Title VI Complaints 2018 - 2021

	Date	Summary	Status	Action(s) Taken
Investigations				
<i>None</i>				
Lawsuits				
<i>None</i>				
Complaints				
1. Brown, Yolanda	12/31/2017	Riders claims the driver stated, "I hate going to Marin City because I hate picking up African Americans."	Resolved	Allegation not supported. Investigation (including driver interview and video review) confirmed an interaction between the driver and the passenger as the driver was trying to get the passenger to vacate the disabled seating for use by another passenger. Review of the video does not indicate the driver made the alleged statement or any other statements of a racial nature.

E. Public Participation Plan

A summary of public outreach and involvement activities undertaken during the review period in last three years, and a description of steps taken to ensure that minority and low-income persons had meaningful access to these activities is contained in various portions of this Compliance Report, including the District’s Public Participation Plan in Appendix A, the Language Implementation Plan in Appendix B, and within the outreach summary portion of the District’s recent Fare and Service Equity Analyses contained in Appendix D. In addition, a summary of outreach activities for the reporting period is included as Appendix C.

F. Language Implementation Plan

The District's current Language Implementation Plan for providing language assistance for persons with Limited English Proficiency based on the DOT LEP Guidance is contained in Appendix B.

Data from ACIS 2015-2019 Table S1601 have been added to the LIP to bring it up to date with current conditions.

G. Membership of Non-elected Committees

The District relies on three advisory committees to evaluate and give input on its plans and services. Members meet regularly to provide input and express the preferences of fellow passengers to transit managers and staff on a regular and ongoing basis. All meetings are open to the public.

The Bus Passenger Advisory Committee (BPAC) provides input on the needs of transit users and how well the District is meeting them. BPAC meets the third Wednesday of every other month from 5:30-7:30pm. The 11-seat committee is composed of members who reside or work in a variety of locations within the Golden Gate Transit service area, including Marin, San Francisco, and Sonoma Counties and the East Bay. Members should be regular bus riders who represent a variety of travel behaviors, such as:

- Traditional commute passenger
- Reverse commute passenger
- Non-commute passenger
- Transit-dependent passenger

Members are appointed by majority vote of existing BPAC members.

The Ferry Passenger Advisory Committee (FPAC) performs the same function for ferry users and ferry service. FPAC meets on the second Monday of selected months from 12:00 noon to 1:15pm. The committee ideally shall be composed of nine or more members having county residence in Southern Marin, Central Marin, Northern Main, San Francisco and Sonoma. Members are required to be frequent user of Golden Gate Ferry as a condition of joining the committee. Selection of the committee members is aided by publicizing the committee through news releases and notices on the ferries. A simple application form allows those interested in serving on the committee to provide information for the selection process.

Committee members are selected based on a consistently applied set of factors:

- Experience as a transit user in general and the ferry system in particular
- Ideally representative of the following types of ferry passengers:
 - Peak-period commuter to San Francisco
 - Early/late commuter
 - Recreational passenger

 - Transit-dependent passenger

- Bicycle commuter
- Ferry feeder user

Members are selected by the FPAC group through a majority vote after attending two meetings in a row.

The Advisory Committee on Accessibility (ACA) reviews and gives feedback on the District’s accessible services, including ferry, bus, and paratransit service. ACA meets quarterly on the third Thursday of the month from 1:30 to 3:00 p.m.

Each member is required to (1) qualify for a Regional Transit Connection Discount Card, (2) represent an organization that serves the elderly or persons with disabilities, (3) qualify for Americans with Disabilities ACT (ADA) paratransit services, or (4) have an interest in the provision of transportation services to the elderly and persons with disabilities. To qualify to vote, an individual must also be a user of Golden Gate Transit or Marin County Transit District bus service, paratransit, or Golden Gate Ferry services.

Reports are made every month to the Board of Directors on the activities of the committees.

The District’s goal is to have at least eleven members on BPAC, nine on FPAC, and nine on ACA. When numbers fall below 75% of goal, the staff initiates recruitment for new members, which includes the following strategies:

- An article in the Golden Gate Gazette, our on-board newsletter for both ferry and bus customers.
- A notice in the District’s Transit Guide, which is available on board buses and ferries, in ferry terminals, and at many locations around our service areas, including libraries and colleges
- Announcement at the appropriate advisory committee meeting
- News releases to local newspapers and radio stations
- Notices on buses and ferries

Racial Breakdown Table of Non-Elected Committees:

Committee	Total Members	White	Latino/Hispanic	White and American Indian/Alaska Native	Multiracial	Declined to Respond
ACA	5	2	1	1	1	0
BPAC	6	6	0	0	0	0
FPAC	8	5	0	0	0	3

For current recruitments, District staff is reaching out to community organizations that represent minorities in the service area with recruitment notices and information about the advisory committees and about openings on the committees. Notifications include language specifying that the District encourages applications and will evaluate them without consideration of race,

ethnicity, or national origin, and that language assistance will be available to participants with limited English proficiency.

H. Sub-recipient Monitoring

The Golden Gate Bridge District had three sub-recipients during the reporting period. Marin County Transit District (MCTD) received a federal grant through our agency in 2015 to make Capital Improvements to bus facilities. This project was closed out in 2019. The Metropolitan Transportation Commission (MTC), the District's regional MPO, is also a sub-recipient in order to receive formula funding to support the implementation of the electronic fare (Clipper) program. MCTD's Title VI program was approved by their board on June 1, 2020, and MTC submitted its Title VI program in November 2020, but neither agency has yet received concurrence as of this date. The City of Sausalito has recently become a sub-recipient of the District's. They will receive \$2 million to make landside improvements to a parking lot adjacent to a District funded project to improve the gangways and floats at the Sausalito Ferry Terminal. With the assistance of the District, the City of Sausalito adopted its Title VI program on August 31, 2021.

I. Determination of Site or Location of Facilities

During the reporting period, the District has not constructed a facility or performed construction that required identifying a site or location. The District's construction projects only included renovations and refurbishments of existing facilities. For any District construction project that requires documentation under Title VI Circular 4702.1B, an environmental justice analysis will be prepared and submitted separately as allowed under the circular.

J. Additional Information upon Request

At the discretion of FTA, information other than that required by the circular may be requested. FTA has not requested such information, and none has been provided at this time.

K. Evidence of Board of Directors' Approval of the Title VI Program

The Resolution demonstrating that the Board of Directors has reviewed and approved the District's Title VI Program prior to its submission to the FTA is provided in Appendix F.

III. Requirements for Fixed-Route Transit Providers

This chapter responds to the specific reporting information required of all transit operators who are Federal Transit Administration (FTA) grantees on a triennial basis. The information is required under U.S. Department of Transportation (DOT) regulations.

A. Set System-Wide Service Standards and Policies

1. Service Standards and Policies

Service Standards and Policies were adopted by the District's board on February 22, 2013, and are as follows:

GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

RESOLUTION NO. 2013-014

**APPROVE SERVICE STANDARDS AND POLICIES
FOR GOLDEN GATE TRANSIT BUS AND GOLDEN GATE
FERRY SERVICE, AS REQUIRED BY TITLE VI GUIDELINES**

February 22, 2013

WHEREAS, on October 1, 2012, the Federal Transit Administration (FTA) issued a new circular to guide transit agencies and other aid recipients in complying with Title VI of the Civil Rights Act of 1964 (Title VI), which ensures that public services, including transportation, are provided in a nondiscriminatory manner; and,

WHEREAS, in order to comply with the requirements of Title VI, the Golden Gate Bridge, Highway and Transportation District (District) must adopt service standards and policies by March 31, 2013; and,

WHEREAS, once adopted, the service standards and policies will be used to monitor the District's provision of services to minority and non-minority riders and residents of its service area in a non-discriminatory fashion; and,

WHEREAS, the Transportation Committee, at its meeting of February 21, 2013, has so recommended; now, therefore, be it

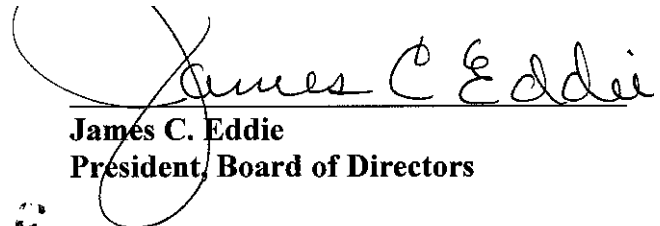
RESOLVED that the Board of Directors of the Golden Gate Bridge, Highway and Transportation District hereby adopts the service standards and policies for Golden Gate Transit bus service and Golden Gate Transit Ferry service, as required under Federal Transit Administration Circular 4702.IB Title VI Requirements and Guidelines for Direct Federal Recipients, as outlined in Attachment A.

ADOPTED this 22nd day of February 2013, by the following vote of the Board of Directors:

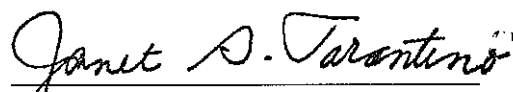
AYES (15): Directors Arnold, Campos, Chu, Cochran, Fredericks, Mar, Moylan, Pahre, Rabbitt, Sears, Snyder, Sobel and Theriault; Second Vice President Stroeh; President Eddie

NOES (0): None

ABSENT (2): Director Reilly; First Vice President Grosboll


James C. Eddie
President, Board of Directors

ATTEST:


Janet S. Tarantino
Secretary of the District

Attachment

Attachment: February 21, 2013 Approve Service Standards and Policies for Golden Gate Transit Bus and Golden Gate Ferry Service, As Required by Title VI Guidelines

Agenda Item No. 3

To: Transportation Committee/Committee of the Whole
Meeting of February 21, 2013

From: Ron Downing, Director of Planning
Kellee Hopper, Deputy General Manager, Administration & Development
Denis J. Mulligan, General Manager

Subject: **APPROVE SERVICE STANDARDS AND POLICIES FOR GOLDEN GATE TRANSIT BUS AND GOLDEN GATE FERRY SERVICE, AS REQUIRED BY TITLE VI GUIDELINES**

Recommendation

Adopt the service standards and policies described below for Golden Gate Transit bus service and Golden Gate Ferry service, as required under FTA Circular 4702.1B Title VI Requirements and Guidelines for Direct Federal Recipients.

Background

The FTA (Federal Transit Administration) issued new guidance to federal aid recipients in the form of a new circular on October 1, 2012. The circular guides transit agencies and other aid recipients on how to comply with Title VI of the Civil Rights Act of 1964, which ensures that public services, including transportation, are provided in a nondiscriminatory manner.

On October 12, 2012, staff briefed the Transportation Committee on what is required by FTA for the District's transit programs to comply with the Title VI requirements, and the specific new actions mandated by the October 1, 2012 circular. Staff indicated that there were several actions that the Board would need to take to comply with the new requirements. The adoption of service standards and policies is the first of those actions, and the FTA requires that it be completed by March 31, 2013. Other new program requirements will be brought to the Board during the next one to two years, as appropriate, before the District's next Title VI triennial program submittal in 2015.

Once adopted, the service standards and policies will be used to monitor whether the District is providing its services to minority and non-minority riders and residents of its service area in a non-discriminatory fashion. Staff will analyze how our services perform according to each of these standards and policies for minority and non-minority populations. Staff will present its findings to the Board, and the board will be required to give input on mitigations for any negative findings. The policies, monitoring results and evidence of Board input will be submitted to the FTA as part of the District's Title VI Program submittal every three years.

Attachment: February 21, 2013 Approve Service Standards and Policies for Golden Gate Transit Bus and Golden Gate Ferry Service, As Required by Title VI Guidelines

Discussion

Several standards required by the FTA have been formally adopted previously by the District and are published in the District’s Short-Range Transit Plan (SRTP). Other standards and policies have been applied informally. The new guidance from the FTA has given the District an opportunity to review existing standards and policies and to adopt new ones that will assist us in providing service in a nondiscriminatory way. While the Title VI service standards and policies do not replace the standards and policies in the existing SRTP, they will be incorporated into future versions of the SRTP and other reports that address the topics covered by the Title VI service standards and policies.

Planning Department staff met with staff from both Bus and Ferry divisions to review existing standards and policies and developed the following proposed standards and policies:

For Golden Gate Transit, these standards and policies apply only to regional bus service under the District’s control. Local bus service, which operates under contract with Marin Transit, is subject to the Title VI standards and policies developed by Marin Transit.

Service Standards

1. Vehicle load

The vehicle load standard is designed to ensure that the passenger seats or space on board transit vehicles is provided in an equitable manner. Vehicle loads are measured using an average maximum load factor, which is the ratio of passengers to seats (buses) or vessel capacity (ferries) at the busiest point on a trip. For example, a bus with 20 passengers and 40 seats has a load factor of 0.5 (20/40), and a ferry with 300 passengers and a listed capacity of 400 has a load factor of 0.75 (300/400).

Recommended standards:

- Bus – Average maximum load factor for regional service should be 1.0, as measured by total seats on board buses.
- Ferry – Average maximum load factor should be set to 1.0, as measured by the maximum load permitted by the Coast Guard in consultation with the District for each vessel.

Buses in Golden Gate Transit’s fleet currently used in regional service have seating capacities of:

Length	Make	Model	Seats
40 ft.	Nova	82VN	39
	Orion	V	41
45 ft.	MCI	102DL3	57
	MCI	D4500	57

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As determined jointly by the District and the Coast Guard, Golden Gate Ferry’s vessels have maximum capacities of:

Vessel(s)	Capacity
Del Norte	400
Golden Gate, Napa, Mendocino	450
San Francisco, Sonoma	634
Marin	750

2. Vehicle headway

The vehicle headway standard is designed to ensure that passengers have equitable wait times for transit vehicles. Vehicle headways are measured as the amount of time between the departure of two subsequent buses or ferries along the same route or service corridor.

The District differentiates between two types of bus service: Basic routes generally provide bi-directional service all day while Commute routes generally provide service during peak periods in the commute direction only. A breakdown of existing bus routes is listed below.

Service Type	Bus Routes
Basic	10, 40, 42, 70, 80, 101
Commute	2, 4, 8, 18, 24, 27, 38, 44, 54, 56, 58, 72, 74, 76, 92, 93, 97

Recommended standards:

- Bus – The standard should be a maximum headway of 60 minutes during peak and off-peak periods along all Basic service corridors. Headway standard should be 60 minutes during peak periods only and in the commute direction only along all Commute service corridors. A service corridor is defined as a primary street and any parallel roadway facilities within ½ mile, which can be served by any number of bus routes. Improved headways will be considered along Basic service corridors in cases where the maximum load factor is exceeded and resources are available to improve service. Commute bus service will be considered in the commute and/or reverse-commute directions along service corridors with a demonstrated or projected daily ridership that supports at least two round-trips carrying 30 passengers per trip on average (120 passengers per day) when resources are available to improve service.
- Ferry – The standard should be a maximum headway of 120 minutes during peak and off-peak periods on all routes. Improved headways will be considered in cases where the maximum load factor is exceeded and resources are available to improve service.

Attachment: February 21, 2013 Approve Service Standards and Policies for Golden Gate Transit Bus and Golden Gate Ferry Service, As Required by Title VI Guidelines

Thresholds for adding Commute bus service are higher than they are for Basic bus service because of the substantial expense associated with service during peak commute periods. Note that the headway standard does not apply to special event services, such as ferry service that operates to/from San Francisco Giants home games.

3. On-time performance

The on-time performance standard is designed to ensure that the reliability of transit service is equitable for passengers. On-time performance is measured as the percentage of trips that depart timepoints within a certain number of minutes of published schedules.

Recommended standards:

- Bus – Standard for regional bus service should be 90%. Buses are considered on time if they are no more than 5 minutes late or 1 minute early.
- Ferry – Standard should be 95%. Ferries are considered on time if they are no more than 5 minutes late during peak periods and 10 minutes late during off-peak periods. Ferries that depart even 1 minute early are not considered on time.

The on-time performance standard for bus service for Title VI purposes differs from the standard identified in the SRTP. The SRTP standard applies to all bus service operated by Golden Gate Transit, including service operated under contract with Marin Transit. The Title VI standard applies only to service under the control of Golden Gate Transit; Marin Transit sets its own Title VI standards.

4. Service availability

The service availability standard is a broadly defined measure of geographic access to transit services. The District proposes measuring availability of bus service in a manner that reflects the ability of bus service to be modified, while ferry service availability would be measured in a manner that acknowledges (a) that ferry terminals are at fixed locations, and (b) that the District has minimal discretion to alter service availability in areas around the ferry terminals.

Attachment: February 21, 2013 Approve Service Standards and Policies for Golden Gate Transit Bus and Golden Gate Ferry Service, As Required by Title VI Guidelines

Recommended standards:

- Bus – Golden Gate Transit regional bus service should be provided to communities within the Highway 101 corridor between Santa Rosa and San Francisco on the following basis: At least one bus stop will be served in each city that touches Highway 101 if a bus stop exists (1) at a highway interchange or (2) within three blocks of a highway interchange, so long as the travel time associated with using such stop is no more than five minutes longer than it would be if the stop were located on the highway. Additionally, service will be provided to transit hubs located within three-quarters of a mile of a highway interchange. A transit hub is defined as a bus stop that provides scheduled connections to at least two local bus routes and has passenger amenities (i.e., signage, seating, and/or shelter).
- Ferry – Multimodal access to Golden Gate Ferry service should be provided to communities within two miles of each ferry terminal. Multimodal access is defined as public transit service or bicycle facilities (paths or bicycle lanes). For communities located within three quarters of a mile of a ferry terminal, multimodal access also includes pedestrian facilities (paths or sidewalks). The District will be responsible for the provision of multimodal access only on its own property. In situations where the District does not have control over property within two miles of a ferry terminal, the District should work with the responsible local agency to develop multimodal access to the best ability of the local agency.

Service Policies

1. Distribution of transit amenities for each mode

The transit amenities policy is designed to provide the framework for the distribution of bus stop and ferry terminal amenities equitably throughout the system. The District does not have a formal policy regarding the distribution of transit amenities in the SRTP or elsewhere. Informally, the District's practice is to install amenities at locations with the highest number of boarding passengers. The District also weighs other factors, such as transfers between routes and access to surrounding land uses. Formalization of this policy would allow the District to quantify the factors that go into siting amenities.

Recommended policy: In situations where the District has the authority and available resources to site new amenities at multiple bus stops or ferry terminals, amenities will be programmed for placement at those stops or terminals based on a ranked score. Amenities may include, but are not limited to, shelters, seating, trash receptacles, and transit information displays. Rankings are based on total scores assigned to each candidate stop or terminal and are based on weighted factors, including passenger boardings, transfer opportunities, and access to major activity nodes. While the District will use rankings to program the installation of amenities, external factors (e.g., site limitations, regulations of local jurisdictions, etc.) may dictate that amenities be installed out of order or not at all. Maintenance and replacement of existing amenities will not be subject to ranked scoring.

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2. Vehicle assignment for each mode

The vehicle assignment policy is designed to provide the framework for the distribution of buses and ferries in an equitable fashion throughout the system. This policy is complementary to the preceding policy and allows the District to demonstrate equitable provision of amenities throughout the entire passenger experience, both before and during a trip. The District currently has a policy on the assignment of higher capacity buses to trips that average 35 or more passengers, which has been incorporated into this policy.

Recommended policies:

- Bus – All trips on regional routes will be assigned 40-foot buses of similar age with air conditioning, reclining seats, luggage racks, overhead reading lights, and bicycle racks. For trips that average 35 or more passengers, comparably equipped 45-foot buses of similar age will be assigned instead. In the event that the District acquires new or refurbishes existing buses, the buses will be distributed equitably throughout the system so long as the distribution does not have a negative impact to load factors.
- Ferry – All trips will be assigned vessels with air conditioning, upholstered indoor seating, bicycle racks, restrooms, and snack bar service. Vessels will be assigned to routes based on infrastructure and environmental limitations, and vessels of similar age will be assigned to routes in situations where there are no external limiting factors. Limitations include but are not limited to the inability of some vessels to dock at the Sausalito Ferry Terminal, and the need for higher speed vessels to operate to/from Larkspur during peak periods to provide faster vessel turnaround, which results in increased service capacity. In the event that the District acquires new or refurbishes existing vessels, the vessels will be distributed equitably throughout the system in situations where there are no external limiting factors.

Fiscal Impact

There will be no financial impact as a result of adopting these service standards and policies.

2. Major Service Change, Disparate Impact, and Disproportionate Burden Policies

On August 9, 2013, the District's Board of Directors adopted Major Service Change, Disproportionate Burden, and Disparate Impact policies to be used in complying with Title VI. The text of those policies follows:

Major Service Change Policy

The District must ensure that its services are provided equitably, without discrimination based on race, color, national origin or socio-economic status. To that end, the District must evaluate potential "major" service changes and all fare changes (except for those specifically exempt in the Circular, e.g., Spare-the-Air Days and short-term promotional service demonstrations or fare decreases) for their impact on low-income and minority populations in its service area. Before this can occur, the District must adopt a Major Service Change policy to provide a concrete basis for determining which service changes need to be analyzed for equity.

Staff proposes the following for the District's Major Service Change Policy:

- A major service change is defined as a reduction or increase of 25 percent (25%) or more in total vehicle revenue miles in service on any specific route, with the change(s) occurring at one time or over any 24- month period.

Staff further proposes that the following exemptions such that these changes would not be subject to a Title VI Equity Analysis:

- Changes to service on a route with fewer than 10 total trips in a typical service day are not considered "major" unless service on that route is eliminated completely on any such day.
- The introduction or discontinuation of short- or limited-term service (e.g., promotional, demonstration, seasonal or emergency service, or service provided as mitigation or diversions for construction or other similar activities) is not considered "major", as long as the service will be/has been operated for no more than twelve months.
- If District-operated transit service is replaced by a different mode or operator providing a service with the same or better headways, fare, transfer options, span of service, and stops served, the change is not considered "major".

The following examples will assist the public in understanding the impact of the proposed policy.

- Example 1: If Route 11 has 20 trips a day, and the District proposes to cancel six of those trips (30%) in January 2014, then that is a major service change, and a Title VI equity Analysis must be completed. However, if only four trips are proposed for cancellation (20%), then no analysis is required. If the District cancels these four trips and then wants to cancel two more trips in January 2015 on this same Route 11, then the percentage will again be 30% over a 24-month period, and an analysis will be required.
- Example 2: If Route 12 has eight trips a day, and four trips are proposed for cancellation, then under the proposed policy, a Title VI Analysis is not required, because the route has fewer than ten total trips a day. However, if the entire route is proposed for cancellation, then an analysis is required.
- Example 3: If Route 13 was introduced in January 1, 2014 as a demonstration service, and the District proposes to discontinue it effective December 31, 2015, then no analysis is required when the service is introduced or discontinued. However, if the District

- proposes to continue the service beyond January 1, 2015, then an analysis is required for it to continue, and for it to be discontinued thereafter.
- Example 4: If Route 14 operated four times a day from Corte Madera to Petaluma, and the District planned to cease operating this trip while another transit system planned to operate the same route four times a day at the same times, with the same or better fares and transfer options, then no analysis would be required.

Disparate Impact and Disproportionate Burden Policies

When a fare change or major service change is proposed, the District must analyze whether the change will result in a fair distribution of both negative effects (e.g., service cuts or fare increases) and positive effects (service expansions or fare reductions, such as new discounts).

In the case of the Disparate Impact Policy, the analysis focuses on whether minority riders or residents bear a disproportionately greater burden – or receive a disproportionately lesser benefit – than non-minority riders or residents.

Similarly, in the case of the Disproportionate Burden Policy, the analysis focuses on whether low-income riders or residents bear a disproportionately greater burden – or receive a disproportionately lesser benefit – than non-low-income riders or residents.

Disparate Impact Policy

In conducting equity analyses, the Disparate Impact policy provides the threshold used to determine whether greater negative impacts – or lesser positive impacts – on **minority** riders and residents are significant.

If a proposed action would have a negative impact that affects minorities more than non-minorities with a disparity that exceeds the adopted Disparate Impact Threshold, or a benefit that would be available to non-minorities more than minorities with a disparity that exceeds the adopted Disparate Impact Threshold, the District must evaluate whether there is an alternative that has a more equitable impact. If no option with a less disparate effect exists, the District must take measures to mitigate the impact of the proposed action on the affected minority population **and** demonstrate that a legitimate business purpose cannot otherwise be accomplished.

Staff proposes the following for the District’s Disparate Impact Policy:

- The District defines its Disparate Impact Threshold for determining whether the burdens or benefits of a major service change (as defined in the first part of this document) or a fare adjustment are equitable to be 10%, based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by minority populations compared to the same impacts borne by non-minority populations.

The question that must be answered for every major service change and every fare change is: are minority riders more negatively affected (or less positively affected) by this change than riders as a whole? This is determined primarily by calculating the percentage of minority riders on Golden Gate buses (or ferries, for a ferry service or fare change) and by calculating the percentage of minority riders affected by the change. If minorities represent a higher percentage in the impacted

group than in the general ridership, as a whole, the question is, how much higher? If the difference is ten percent or higher, then there is a disparate impact. As a secondary aspect of, and important precursor to, this comparative analysis, the District must define the adverse effects and/or benefits being measured for the change in question.

Some hypothetical examples of how the policy could be applied follow:

- Example 1: The District proposes to discontinue Route 16. Fifty percent of Route 16's riders belong to a minority group. If ridership on the District's bus service as a whole is 35% minority, the difference in the percentage of affected riders who are minorities and the percentage of all bus riders who are minorities is 15 percentage points. That indicates that there is a disparate impact on minority riders, and in this situation, the District would be required to evaluate whether there is an alternative with a less disparate impact on minority riders. If there is no other alternative, the District would need to mitigate the negative impact of the service cancellation on minority riders **and** demonstrate that the service reduction serves a legitimate business purpose that cannot be accomplished with less impact on minority riders.
- Example 2: The District proposes to raise fares from Zone 4 to Zone 1 by 10% and the rest of the fares only 5%. Whereas the overall ridership is 35% minority, if Zone 4 to Zone 1 riders is, for example, 46% minority, then the difference between the two groups is 11 percentage points, exceeding the 10% threshold, and there would be a disparate impact. The District would have to seek alternatives with a more equitable impact. If no such alternatives are available, then the District would have to mitigate the impact on minority riders **and** demonstrate that this fare increase serves a legitimate business purpose that cannot be accomplished in another less-discriminatory way.

Disproportionate Burden Policy

As with the Disparate Impact Policy, the Disproportionate Burden Policy comes into play when a fare change or major service change is analyzed for its equity. In this case, staff determines whether **low-income** riders and residents bear a disproportionate burden of the negative effects of – or enjoy a disproportionately low benefit from – the proposed change.

The proposed Disproportionate Burden Policy is very similar to the proposed Disparate Impact Policy and reads as follow:

- The District defines its Disproportionate Burden Threshold for determining whether the burdens or benefits of a major service change (as defined in the first part of this document) or a fare adjustment are equitable to be 10%, based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by low-income populations compared to the same impacts borne by non-low-income populations.

If, in the course of performing a Title VI Equity Analysis, the District finds that a proposed fare or major service change has a negative impact that affects low-income riders as compared to non-low-income riders with a disparity that exceeds the adopted Disproportionate Burden Threshold, or that benefits non-low-income riders more than low-income riders with a disparity that exceeds

the adopted Disproportionate Burden Threshold, the District must evaluate whether there is an alternative that has a more equitable impact. Otherwise, the District must take measures to mitigate the impact of the proposed action on the affected low-income population.

Again, illustrative examples can make the uses of the policy more transparent:

- Example 1: The District proposes to discontinue Route 16. The ridership of Route 16 is 66% low-income. If ridership on the District’s bus service, as a whole, is 50% low-income, then the difference between the low-income ridership of the Route 16 and the overall bus ridership is 16 percentage points, which means this change exceeds the threshold for disproportionate burden, or in other words, that low-income riders are bearing a disproportionate burden of this service change. In this situation, the District would be required to take measures to mitigate or lessen the impact of this change on the low-income riders of Route 16.
- Example 2: The District proposes to cut four trips on Route 21. The ridership of Route 21 is 45% low-income. If the ridership on the District’s bus service, as a whole, is 50% low-income, then the difference is negative five percentage points (meaning the affected ridership is five percent less low-income than the overall ridership), and the burden of this change does not fall more on low-income riders than on riders as a whole.
- Example 3: The District proposes to add a new route. The residents of the areas served are 25% low-income. If the District’s ridership, as a whole, is 50% low-income, those benefiting from the service addition are 25% less low-income than the overall ridership. There is a disproportionate benefit, and the District would be required to consider options for mitigating this disproportion.

Public Outreach

Staff plans to conduct a thorough outreach on the policy proposals, meeting with the public in all three counties in the District’s service area and specifically meeting in communities affected by these policies. Emphasis will be placed on providing accessible explanations of the equity analysis process and how the policies are used to ensure equitable service distribution. Concrete examples such as the ones contained in this report will be highlighted when meeting with the public.

Public outreach activities will comprise:

- Translation of printed materials, website information, and community meetings in LEP areas can be conducted in Spanish;
- Advertisements in local publications announcing the Public Hearing/Community Meetings;
- Posters on board buses advertising Public Hearing/Community Meetings;
- Press Release;
- Social Media Postings on Facebook and Twitter; and,
- Email blast to customers and community-based organizations.

B. Collect and Report Demographic Data

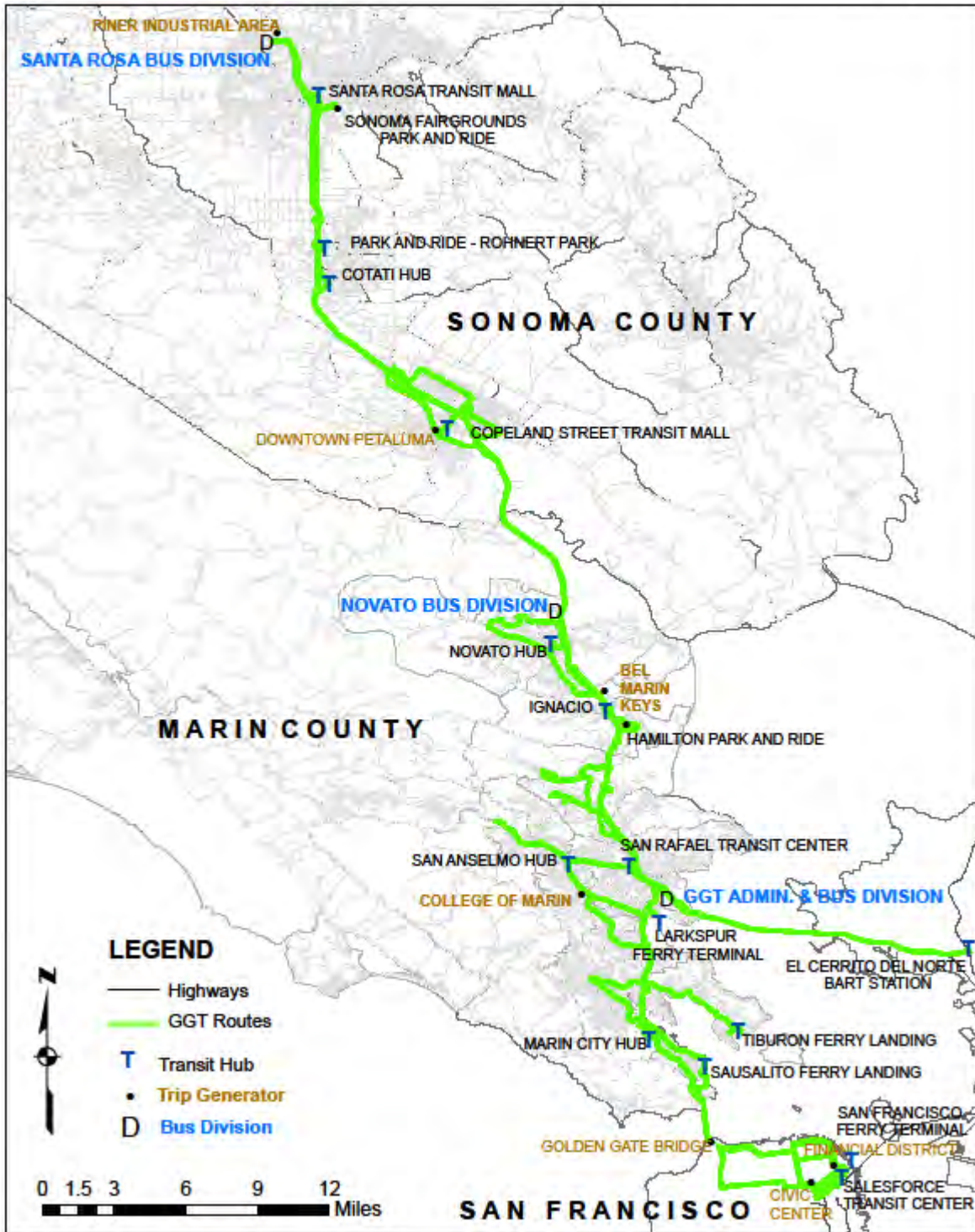
Service Area Demographic Profile

The District regularly evaluates demographic information, including as part of any proposed service or fare change, as required by the FTA. A service area overview, tabular data describing minority and low-income census tracts within the District's service area, and maps of the low-income and minority census tracts in the service area can be found in Exhibits 1 through 8 on the following pages.

Ridership Demographic Profile

A survey of systemwide demographic characteristics was conducted in spring of 2018. A summary of the key demographic results is presented in the pages following the service area exhibits.

EXHIBIT 1: 2018-2021 GOLDEN GATE TRANSIT SERVICE AREA OVERVIEW



2021 Title VI Civil Rights Submission						Exhibit 2
Last revision: 1/20/22						
Snapshot of Minority Population in Marin County						2015-2019 ACS Census
Total:	259,943			Minority:	74,983	~or~ 28.8%
Census Tracts with Highest Proportion of Minorities (>50%)						
Tract No.	Total Pop.	Minority	Share	White*	Share	Location
1122.02	4,771	3,782	79.3%	989	20.7%	Canal east end (San Rafael)
1290	2,939	2,093	71.2%	846	28.8%	Marin City
1041.02	5,760	3,027	52.6%	2,733	47.4%	South-central Novato
1022.03	5,761	2,922	50.7%	2,839	49.3%	Central Novato
Census Tracts with Minority Population >25%						
Tract No.	Total Pop.	Minority	Share	White*	Share	Location
1050	7,077	3,419	48.3%	3,658	51.7%	Hamilton (Novato)
1082	6,901	3,326	48.2%	3,575	51.8%	Terra Linda (San Rafael)
1121	4,512	1,783	39.5%	2,729	60.5%	Woodland-Bret Harte
1090.01	4,280	1,615	37.7%	2,665	62.3%	San Rafael nw. of 4th St.
1032	7,290	2,721	37.3%	4,569	62.7%	Novato, south of Novato Bl.
1060.01	4,582	1,710	37.3%	2,872	62.7%	Smith Ranch (San Rafael)
1041.01	8,039	2,732	34.0%	5,307	66.0%	Ignacio, north of Boulevard
1192.01	3,601	1,219	33.9%	2,382	66.1%	Greenbrae, s. of Drake
1042	5,894	1,855	31.5%	4,039	68.5%	Ignacio, south of Boulevard
1110	5,204	1,560	30.0%	3,644	70.0%	Downtown San Rafael
1060.02	5,598	1,597	28.5%	4,001	71.5%	Santa Venetia (San Rafael)
1022.02	6,142	1,655	26.9%	4,487	73.1%	West-central Novato
1101	5,903	1,583	26.8%	4,320	73.2%	Montecito/Dominican (San Rafael)
1070	6,803	1,765	25.9%	5,038	74.1%	Lucas Valley
1250	4,177	1,073	25.7%	3,104	74.3%	Strawberry
1211	5,453	1,371	25.1%	4,082	74.9%	Corte Madera
Census Tract with Greatest Hispanic Population						
Tract No.	Total Pop.	Hispanic	Share	White*	Share	Location
1122.02	4,771	3,182	66.7%	989	20.7%	Canal east end (San Rafael)
Census Tract with Greatest Black Population						
Tract No.	Total Pop.	Black	Share	White*	Share	Location
1290	2,939	688	23.4%	846	28.8%	Marin City
Census Tract with Greatest Asian Population						
Tract No.	Total Pop.	Asian	Share	White*	Share	Location
1082	6,901	919	13.3%	3,575	51.8%	Terra Linda (San Rafael)

Snapshot of Minority Population in Sonoma County (GGT Service Area)						2015-2019 ACS Census	
Total:	251,395			Minority:	114,151	~or~	45.4%
Census Tracts with Highest Proportion of Minorities (>50%)							
Tract No.	Total Pop.	Minority	Share	White*	Share	Location	
1531.02	5,976	4,918	82.3%	1,058	17.7%	Southeast Roseland (S.R.)	
1531.04	3,949	2,993	75.8%	956	24.2%	North Roseland (S.R.)	
1531.03	4,507	3,235	71.8%	1,272	28.2%	Southwest Roseland (S.R.)	
1529.03	5,488	3,759	68.5%	1,729	31.5%	S.R. s. of Piner, w. of RR	
1532	8,327	5,640	67.7%	2,687	32.3%	S.R. s. of Hearn	
1514.02	9,853	6,322	64.2%	3,531	35.8%	S.R. s. btw. 101 & Pet. Hill	
1530.02	6,864	4,368	63.6%	2,496	36.4%	S.R. s. of College, w. of 101	
1528.02	7,564	4,778	63.2%	2,786	36.8%	S.R. s. of Piner, w. of 101	
1514.01	8,050	4,927	61.2%	3,123	38.8%	S.R. Fairgrounds & south	
1533	12,385	7,486	60.4%	4,899	39.6%	S.R. w. of Stony Pt., s. of 12	
1513.01	4,970	2,988	60.1%	1,982	39.9%	South Rohnert Park	
1530.01	7,147	4,019	56.2%	3,128	43.8%	S.R. s. of G'ville, w. of 101	
1530.03	5,669	2,892	51.0%	2,777	49.0%	S.R. btw. 12 & ck., w. of 101	
Census Tract with Greatest Hispanic Population							
Tract No.	Total Pop.	Hispanic	Share	White*	Share	Location	
1531.02	5,976	4,147	69.4%	1,058	17.7%	Southeast Roseland (S.R.)	
Census Tract with Greatest Black Population							
Tract No.	Total Pop.	Black	Share	White*	Share	Location	
1522.01	3,937	299	7.6%	2,375	60.3%	S.R. n.e. of College	
Census Tract with Greatest Asian Population							
Tract No.	Total Pop.	Asian	Share	White*	Share	Location	
1513.10	5,716	616	10.8%	3,342	58.5%	East Cotati	
Note: *White = Non-Minority White.							

**EXHIBIT 3: SOUTHERN MARIN COUNTY 2015-2019 ACS CENSUS TRACTS WITH GOLDEN GATE TRANSIT BUS ROUTES
MINORITY TRACTS ABOVE THE COUNTY MEAN
LOW INCOME TRACTS BELOW 90% OF THE COUNTY MEAN**

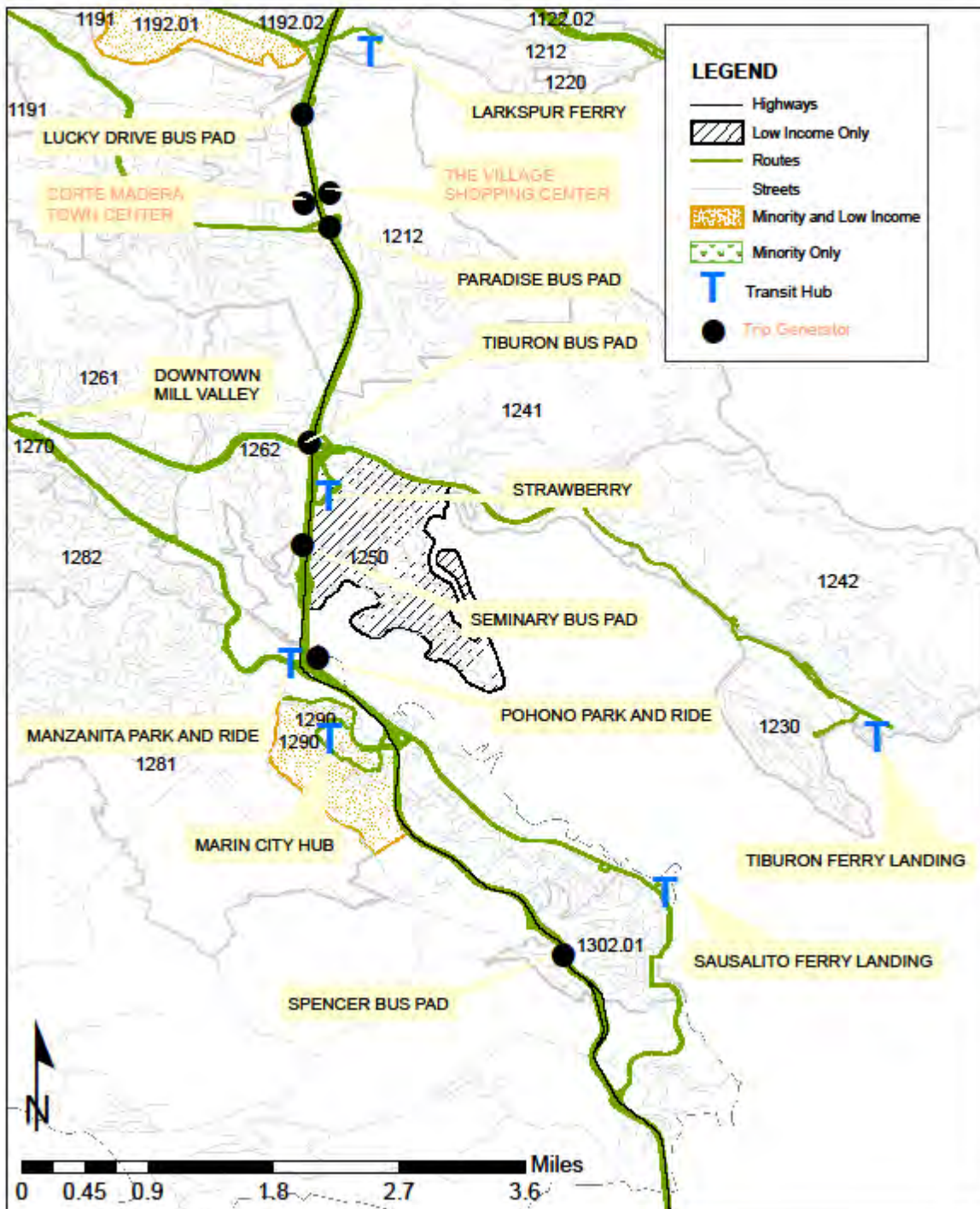


EXHIBIT 4: NORTHERN MARIN COUNTY 2015-2019 ACS CENSUS TRACTS WITH GOLDEN GATE TRANSIT BUS ROUTES
 MINORITY TRACTS ABOVE THE COUNTY MEAN
 LOW INCOME TRACTS BELOW 90% OF THE COUNTY MEAN

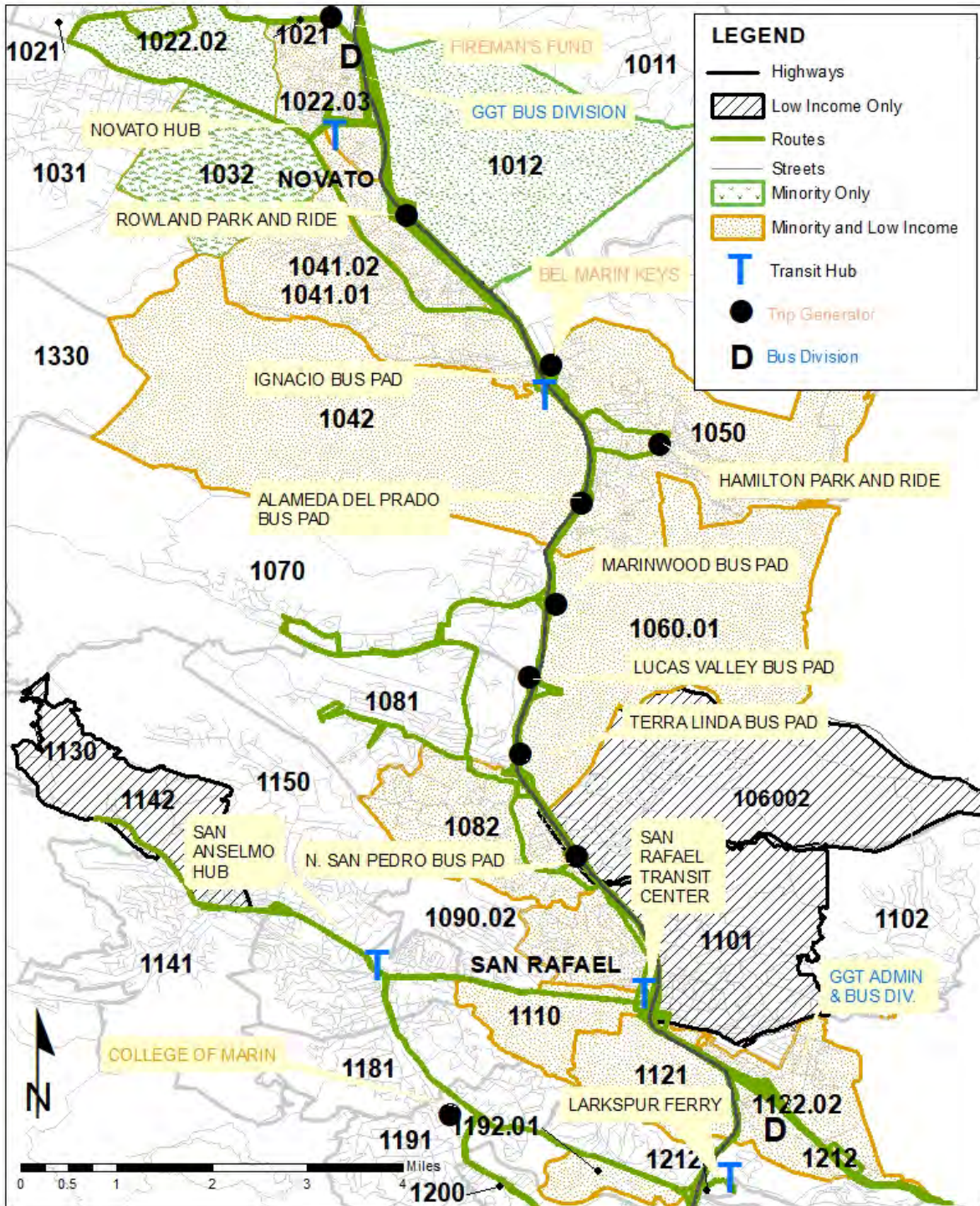


EXHIBIT 5: SOUTHERN SONOMA COUNTY 2015-2019 ACS CENSUS TRACTS WITH GOLDEN GATE TRANSIT BUS ROUTES
MINORITY TRACTS WITH PERCENTAGES ABOVE THE COUNTY MEAN
LOW INCOME TRACTS BELOW 90% OF THE COUNTY MEAN

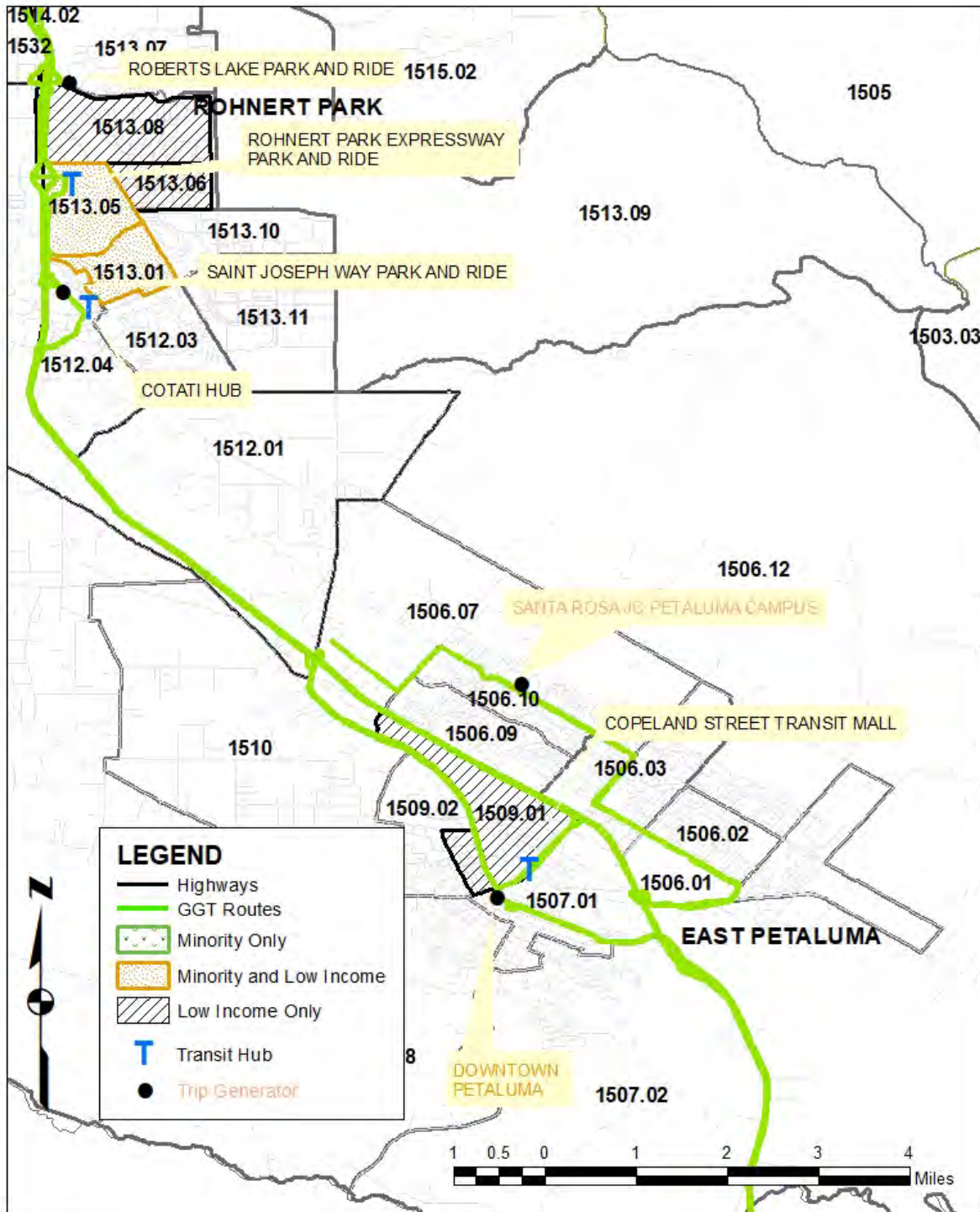
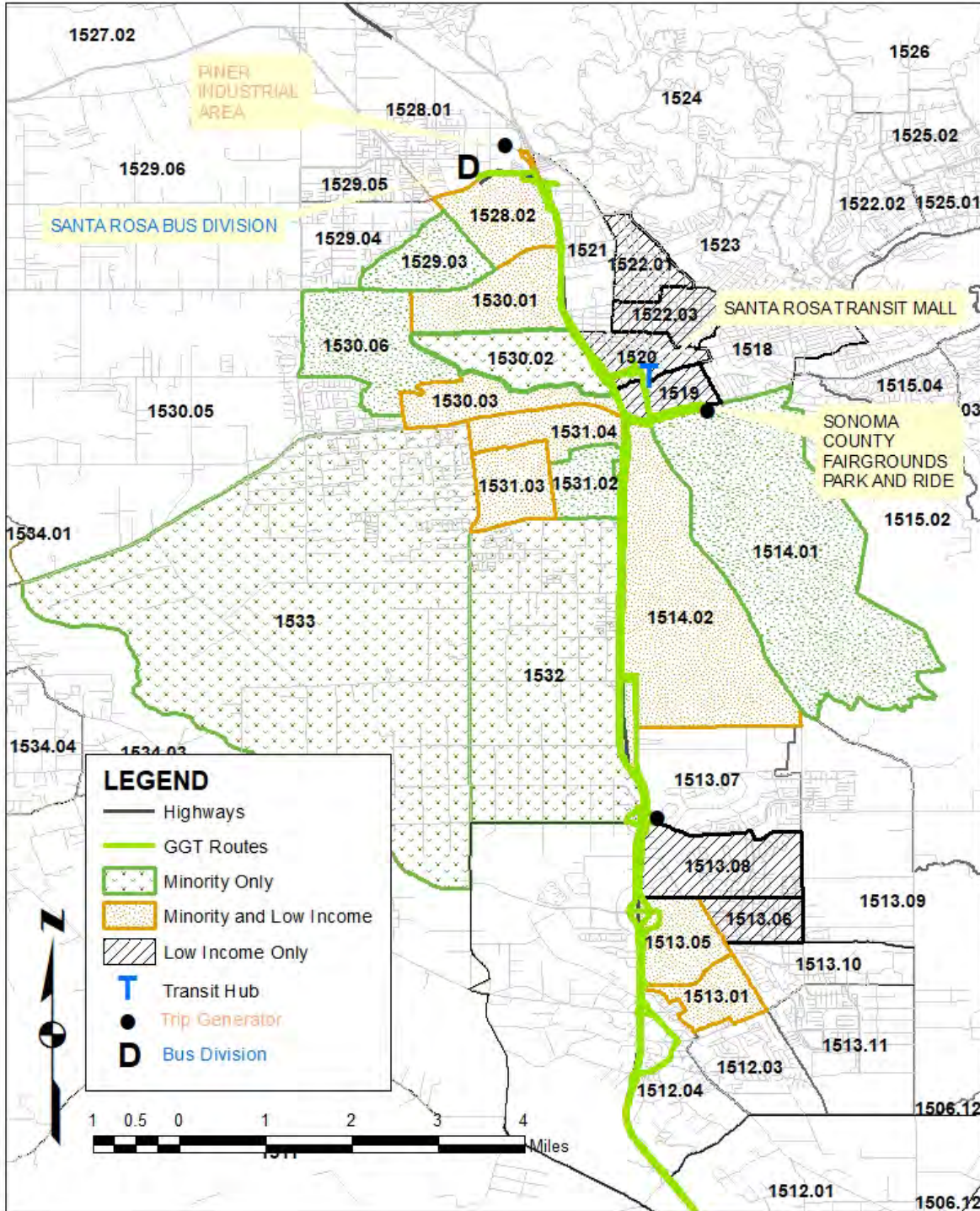


EXHIBIT 6: NORTHERN SONOMA COUNTY 2015-2019 CENSUS TRACTS WITH GOLDEN GATE TRANSIT BUS ROUTES
MINORITY TRACTS WITH PERCENTAGES ABOVE THE COUNTY MEAN
LOW INCOME TRACTS BELOW 90% OF THE COUNTY MEAN



Employment Status

	Time Period (Weekday)					Day Type		Service Type (Weekday)	
	AM Off-Peak	AM Peak	Midday	PM Peak	PM Off-Peak	Weekday	Weekend	Basic	Commute
Base Respondents	1104	3777	1630	3836	797	11144	509	4318	6826
Employed	95.6%	90.4%	81.5%	87.9%	81.2%	88.1%	65.6%	82.9%	91.3%
Not employed	4.4%	9.3%	17.5%	11.6%	18.2%	11.5%	19.1%	17.0%	8.0%
Skip - Paper Survey	0.0%	0.3%	1.0%	0.5%	0.6%	0.5%	15.3%	0.1%	0.7%

Number of Workers in Household

	Time Period (Weekday)					Day Type		Service Type (Weekday)	
	AM Off-Peak	AM Peak	Midday	PM Peak	PM Off-Peak	Weekday	Weekend	Basic	Commute
Base Respondents	1104	3777	1630	3836	797	11144	509	4318	6826
None (0)	3.6%	3.0%	6.6%	2.1%	9.3%	3.7%	7.9%	6.7%	1.9%
One (1)	39.4%	22.5%	28.4%	22.5%	33.7%	25.8%	25.1%	30.2%	23.1%
Two (2)	42.1%	37.7%	30.4%	39.6%	34.5%	37.5%	28.9%	26.5%	44.4%
Three (3)	10.9%	26.0%	18.6%	25.7%	10.8%	22.2%	24.2%	22.9%	21.8%
Four (4)	2.6%	9.2%	13.0%	8.2%	5.9%	8.5%	9.8%	10.2%	7.5%
Five (5)	1.4%	0.6%	2.3%	1.2%	4.0%	1.4%	2.8%	2.4%	0.7%
Six (6)	0.0%	0.6%	0.3%	0.7%	1.9%	0.6%	1.2%	1.2%	0.3%
Seven or More (7+)	0.0%	0.3%	0.4%	0.1%	0.0%	0.2%	0.2%	0.0%	0.4%

Age of Respondent

	Time Period (Weekday)					Day Type		Service Type (Weekday)	
	AM Off-Peak	AM Peak	Midday	PM Peak	PM Off-Peak	Weekday	Weekend	Basic	Commute
Base Respondents	1104	3777	1630	3836	797	11144	509	4318	6826
Under 18	0.0%	0.8%	3.8%	2.5%	0.6%	1.7%	2.0%	2.4%	1.3%
18-24	8.9%	10.3%	15.4%	10.1%	21.3%	11.6%	16.3%	16.2%	8.7%
25-34	24.3%	29.7%	18.3%	28.4%	38.6%	27.7%	31.4%	25.0%	29.4%
35-44	29.4%	26.8%	19.6%	27.6%	23.8%	26.1%	22.4%	24.3%	27.2%
45-54	26.3%	17.4%	21.7%	18.2%	8.9%	18.6%	12.6%	15.7%	20.4%
55-64	5.6%	8.4%	11.5%	9.6%	4.9%	8.7%	8.8%	9.0%	8.5%
65 or older	2.7%	6.2%	8.9%	3.5%	1.4%	5.0%	6.1%	6.5%	4.0%
Not provided	2.8%	0.3%	0.7%	0.1%	0.3%	0.6%	0.4%	0.9%	0.4%

Gender of Respondent

	Time Period (Weekday)					Day Type		Service Type (Weekday)	
	AM Off-Peak	AM Peak	Midday	PM Peak	PM Off-Peak	Weekday	Weekend	Basic	Commute
Base Respondents	1104	3777	1630	3836	797	11144	509	4318	6826
Male	61.9%	60.5%	59.3%	54.2%	55.3%	57.9%	53.2%	59.2%	57.1%
Female	34.9%	38.5%	39.9%	45.4%	44.4%	41.2%	42.4%	39.9%	41.9%
Other Gender	1.0%	0.1%	0.0%	0.1%	0.0%	0.2%	0.8%	0.3%	0.1%
Refuse	1.9%	0.3%	0.7%	0.1%	0.3%	0.5%	0.0%	0.6%	0.4%
Skip - Paper Survey	0.4%	0.6%	0.0%	0.1%	0.0%	0.3%	3.5%	0.0%	0.4%

Race/Ethnicity of Respondent

	Time Period (Weekday)					Day Type		Service Type (Weekday)	
	AM Off-Peak	AM Peak	Midday	PM Peak	PM Off-Peak	Weekday	Weekend	Basic	Commute
Base Respondents	1104	3777	1630	3836	797	11144	509	4318	6826
African-American alone, non-Hispanic	14.4%	8.6%	9.4%	7.8%	21.1%	9.9%	11.6%	12.8%	8.1%
American Indian or Alaskan Native alone, non-Hispanic	0.0%	0.7%	0.4%	0.7%	0.0%	0.5%	1.2%	0.3%	0.7%
Asian alone, non-Hispanic	2.8%	9.4%	7.5%	10.2%	4.5%	8.4%	7.1%	7.8%	8.7%
Latino/Hispanic, any race	17.6%	13.2%	20.3%	13.2%	32.7%	16.1%	22.6%	25.8%	9.9%
Mixed race, non-Hispanic	1.8%	5.5%	4.2%	5.2%	0.0%	4.5%	10.0%	2.8%	5.5%
Native Hawaiian or Pacific Islander alone, non-Hispanic	0.4%	1.2%	1.4%	0.4%	0.0%	0.8%	0.6%	1.2%	0.5%
White alone, non-Hispanic	60.2%	60.8%	54.8%	61.8%	41.4%	58.8%	45.2%	47.8%	65.8%
Other, non-Hispanic	0.0%	0.4%	1.2%	0.6%	0.0%	0.5%	1.8%	0.6%	0.4%
No race provided	2.8%	0.3%	0.7%	0.1%	0.3%	0.6%	0.0%	0.9%	0.4%

Household Income

	Time Period (Weekday)					Day Type		Service Type (Weekday)	
	AM Off-Peak	AM Peak	Midday	PM Peak	PM Off-Peak	Weekday	Weekend	Basic	Commute
Base Respondents	1104	3777	1630	3836	797	11144	509	4318	6826
Below \$10,000	0.0%	3.0%	5.5%	2.1%	1.2%	2.6%	8.3%	4.2%	1.6%
\$10,000-\$24,999	5.7%	1.5%	11.6%	4.9%	5.6%	4.9%	6.9%	9.5%	1.9%
\$25,000-\$34,999	5.9%	6.1%	6.1%	7.8%	8.4%	6.8%	6.1%	8.7%	5.6%
\$35,000-\$49,999	19.8%	11.8%	11.2%	9.1%	33.4%	13.1%	11.8%	15.2%	11.8%
\$50,000 - \$74,999	22.8%	26.2%	18.4%	25.3%	30.1%	24.7%	26.3%	26.0%	23.9%
\$75,000 - \$99,999	11.6%	15.2%	10.6%	14.0%	7.5%	13.2%	14.1%	10.6%	14.8%
\$100,000 - \$149,999	15.9%	10.1%	15.1%	12.9%	6.0%	12.0%	7.3%	6.8%	15.4%
\$150,000 or more	3.2%	9.0%	5.5%	8.8%	4.3%	7.5%	4.7%	5.2%	8.9%
Refused	14.3%	17.1%	16.0%	15.2%	3.5%	15.0%	14.5%	13.7%	15.9%
Skip - Paper Survey	0.9%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.1%

English Proficiency

	Time Period (Weekday)					Day Type		Service Type (Weekday)	
	AM Off-Peak	AM Peak	Midday	PM Peak	PM Off-Peak	Weekday	Weekend	Basic	Commute
Base Respondents	167	672	540	699	249	2327	130	1354	973
Very well	42.8%	58.0%	71.1%	59.3%	28.0%	57.1%	20.0%	53.1%	62.8%
Well	36.2%	23.6%	23.4%	18.7%	44.6%	25.3%	3.1%	29.3%	19.6%
Not at all	0.0%	0.0%	1.0%	1.5%	0.0%	0.7%	2.3%	1.2%	0.0%
Not well	18.5%	12.4%	3.2%	14.6%	27.4%	12.9%	4.6%	13.9%	11.6%
Unknown	0.0%	2.7%	0.3%	5.1%	0.0%	2.4%	69.2%	1.8%	3.2%
Skip - Paper Survey	2.6%	3.3%	1.0%	0.8%	0.0%	1.6%	0.8%	0.7%	2.8%

Ferry Service

Household Vehicle Availability

	Total		AT&T Ferry			Larkspur			Sausalito			Tiburon		
	Weekday	Weekend	Weekday	Weekend	Total	Weekday	Weekend	Total	Weekday	Weekend	Total	Weekday	Weekend	Total
Base Respondents	8498	449	892	144	1036	5300	130	5430	1566	174	1740	740	0	740
Yes	55.9%	24.5%	36.9%	0.0%	31.8%	66.7%	53.8%	66.4%	27.1%	23.0%	26.7%	61.7%	N/A	61.7%
No	38.0%	53.9%	6.3%	39.6%	10.9%	33.0%	45.4%	33.3%	72.9%	72.4%	72.8%	38.3%	N/A	38.3%
Don't Know/Refuse	6.1%	21.6%	56.8%	60.4%	57.3%	0.2%	0.8%	0.2%	0.0%	4.6%	0.5%	0.0%	N/A	0.0%

Household Size

	Total		AT&T Ferry			Larkspur			Sausalito			Tiburon		
	Weekday	Weekend	Weekday	Weekend	Total	Weekday	Weekend	Total	Weekday	Weekend	Total	Weekday	Weekend	Total
Base Respondents	9444	634	981	177	1158	5716	164	5880	1956	293	2249	790	0	790
One (1)	9.2%	15.0%	15.0%	13.6%	14.7%	10.5%	16.5%	10.7%	3.9%	15.0%	5.3%	5.8%	0.0%	5.8%
Two (2)	21.2%	34.2%	35.5%	22.6%	33.5%	20.0%	32.3%	20.4%	14.4%	42.3%	18.1%	28.4%	0.0%	28.4%
Three (3)	15.8%	15.0%	12.5%	13.6%	12.6%	17.3%	17.1%	17.3%	15.1%	14.7%	15.1%	10.4%	0.0%	10.4%
Four (4)	19.0%	18.9%	22.8%	23.2%	22.8%	21.2%	18.9%	21.1%	11.6%	16.4%	12.2%	16.9%	0.0%	16.9%
Five (5)	21.5%	11.4%	7.7%	15.3%	8.9%	20.4%	13.4%	20.2%	31.6%	7.8%	28.5%	21.3%	0.0%	21.3%
Six (6)	10.5%	3.5%	3.6%	7.3%	4.2%	7.7%	1.8%	7.5%	20.3%	2.0%	17.9%	14.9%	0.0%	14.9%
Seven (7)	1.8%	1.3%	1.9%	2.8%	2.1%	2.1%	0.0%	2.0%	1.8%	1.0%	1.7%	0.0%	0.0%	0.0%
Eight (8)	0.8%	0.3%	1.1%	0.6%	1.0%	0.5%	0.0%	0.5%	1.1%	0.3%	1.0%	2.3%	0.0%	2.3%
Nine (9)	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.2%	0.0%	0.0%	0.0%
Ten or more (10+)	0.0%	0.2%	0.0%	0.6%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Unknown	0.1%	0.2%	0.0%	0.0%	0.0%	0.2%	0.0%	0.2%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%
Skip - Paper Survey	0.0%	0.2%	0.0%	0.6%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Employment Status

	Total		AT&T Ferry			Larkspur			Sausalito			Tiburon		
	Weekday	Weekend	Weekday	Weekend	Total	Weekday	Weekend	Total	Weekday	Weekend	Total	Weekday	Weekend	Total
Base Respondents	9444	634	981	177	1158	5716	164	5880	1956	293	2249	790	0	790
Employed	81.7%	54.3%	17.9%	19.2%	18.1%	94.6%	68.9%	93.9%	71.2%	67.2%	70.7%	93.5%	0.0%	93.5%
Not employed	12.7%	28.4%	28.7%	23.2%	27.8%	5.4%	31.1%	6.1%	28.8%	30.0%	28.9%	6.5%	0.0%	6.5%
Skip - Paper Survey	5.6%	17.4%	53.5%	57.6%	54.1%	0.0%	0.0%	0.0%	0.0%	2.7%	0.4%	0.0%	0.0%	0.0%

Gender of Respondent

	Total		AT&T Ferry			Larkspur			Sausalito			Tiburon		
	Weekday	Weekend	Weekday	Weekend	Total	Weekday	Weekend	Total	Weekday	Weekend	Total	Weekday	Weekend	Total
Base Respondents	9444	634	981	177	1158	5716	164	5880	1956	293	2249	790	0	790
Male	58.0%	51.3%	57.5%	51.4%	56.6%	60.4%	50.0%	60.1%	52.8%	51.9%	52.7%	54.5%	0.0%	54.5%
Female	41.6%	48.3%	41.4%	48.0%	42.4%	39.1%	50.0%	39.4%	47.2%	47.4%	47.2%	45.5%	0.0%	45.5%
Other	0.1%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Refuse	0.1%	0.0%	0.0%	0.6%	0.1%	0.5%	0.0%	0.5%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%
Skip - Paper Survey	0.1%	0.2%	1.1%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%

Race/Ethnicity of Respondent

	Total		AT&T Ferry			Larkspur			Sausalito			Tiburon		
	Weekday	Weekend	Weekday	Weekend	Total	Weekday	Weekend	Total	Weekday	Weekend	Total	Weekday	Weekend	Total
Base Respondents	9444	634	981	177	1158	5716	164	5880	1956	293	2249	790	0	790
African-American alone, non-Hispanic	5.7%	5.2%	10.1%	14.1%	10.7%	5.8%	1.2%	5.7%	4.8%	2.0%	4.5%	1.2%	0.0%	1.2%
American Indian or Alaskan Native alone, non-Hispanic	0.1%	0.3%	0.8%	1.1%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Asian alone, non-Hispanic	6.8%	6.5%	4.9%	4.5%	4.8%	7.2%	7.3%	7.2%	6.8%	7.2%	6.9%	5.3%	0.0%	5.3%
Latino/Hispanic, any race	6.2%	11.0%	17.9%	18.6%	18.0%	5.7%	11.0%	5.8%	3.1%	6.5%	3.5%	3.3%	0.0%	3.3%
Mixed race, non-Hispanic	10.9%	5.8%	5.9%	11.3%	6.7%	13.5%	2.4%	13.1%	7.9%	4.4%	7.4%	6.1%	0.0%	6.1%
Native Hawaiian or Pacific Islander alone, non-Hispanic	0.5%	0.3%	0.0%	0.0%	0.0%	0.4%	0.0%	0.4%	0.8%	0.7%	0.8%	1.1%	0.0%	1.1%
White alone, non-Hispanic	69.3%	67.5%	60.4%	50.3%	58.9%	66.9%	76.2%	67.2%	75.5%	73.0%	75.2%	82.7%	0.0%	82.7%
No race provided	0.1%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other, non-Hispanic	0.4%	3.3%	0.0%	0.0%	0.0%	0.2%	1.8%	0.3%	1.0%	6.1%	1.7%	0.3%	0.0%	0.3%

Household Income

	Total		AT&T Ferry			Larkspur			Sausalito			Tiburon		
	Weekday	Weekend	Weekday	Weekend	Total	Weekday	Weekend	Total	Weekday	Weekend	Total	Weekday	Weekend	Total
Base Respondents	9444	634	981	177	1158	5716	164	5880	1956	293	2249	790	0	790
Below \$10,000	0.3%	3.6%	0.8%	7.3%	1.8%	0.3%	1.8%	0.3%	0.0%	2.4%	0.3%	0.0%	0.0%	0.0%
\$10,000-\$24,999	0.6%	2.5%	2.3%	4.5%	2.7%	0.5%	1.2%	0.6%	0.0%	2.0%	0.3%	0.0%	0.0%	0.0%
\$25,000-\$34,999	1.9%	5.2%	10.6%	10.7%	10.6%	1.3%	3.0%	1.3%	0.1%	3.1%	0.5%	0.0%	0.0%	0.0%
\$35,000-\$49,999	9.4%	11.2%	20.0%	27.7%	21.2%	8.3%	4.3%	8.2%	8.6%	5.1%	8.1%	6.7%	0.0%	6.7%
\$50,000 - \$74,999	35.5%	17.5%	23.7%	13.6%	22.1%	35.0%	26.2%	34.7%	46.3%	15.0%	42.2%	26.6%	0.0%	26.6%
\$75,000 - \$99,999	16.1%	12.5%	15.9%	9.6%	15.0%	18.4%	17.1%	18.4%	11.9%	11.6%	11.8%	9.7%	0.0%	9.7%
\$100,000 - \$149,999	11.3%	13.1%	8.6%	4.5%	8.0%	12.1%	9.8%	12.1%	4.8%	20.1%	6.8%	25.1%	0.0%	25.1%
\$150,000 or more	12.0%	13.9%	10.3%	0.0%	8.7%	15.9%	12.2%	15.8%	0.8%	23.2%	3.7%	14.6%	0.0%	14.6%
Refused	12.8%	20.5%	6.9%	22.0%	9.2%	8.2%	24.4%	8.6%	27.6%	17.4%	26.3%	17.3%	0.0%	17.3%
Skip - Paper Survey	0.1%	0.0%	0.8%	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

English Proficiency

	Total		AT&T Ferry			Larkspur			Sausalito			Tiburon		
	Weekday	Weekend	Weekday	Weekend	Total	Weekday	Weekend	Total	Weekday	Weekend	Total	Weekday	Weekend	Total
Base Respondents	9444	634	251	62	313	554	70	624	234	88	322	75	0	75
Very well	76.0%	20.9%	55.4%	4.8%	45.4%	90.7%	28.6%	83.7%	56.5%	26.1%	48.2%	97.3%	0.0%	97.3%
Well	15.0%	4.5%	16.3%	3.2%	13.7%	6.9%	4.3%	6.6%	36.4%	5.7%	28.0%	2.7%	0.0%	2.7%
Not well	2.4%	1.4%	4.0%	0.0%	3.2%	0.0%	0.0%	0.0%	7.1%	3.4%	6.1%	0.0%	0.0%	0.0%
Not at all	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Unknown	1.2%	67.3%	0.0%	71.0%	14.0%	2.4%	67.1%	9.7%	0.0%	64.8%	17.7%	0.0%	0.0%	0.0%
Skip - Paper Survey	5.5%	5.9%	24.3%	21.0%	23.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

**AT&T Ferry Service is now known as Oracle Ferry Service*

C. Monitor Transit Service

The results of the District’s most recent analysis of service provision versus the standards and policies adopted in February 2013 follows.

SYSTEM-WIDE SERVICE STANDARDS

Pursuant to requirements set forth in The Federal Transit Administration’s (FTA) Circular 4702.1B, the District must establish and monitor its performance using quantitative Service Standards and qualitative Service Policies. These service standards are used to evaluate the effectiveness of transit service and to ensure the same standard of effectiveness is applied without discrimination as to race, ethnicity, or income.

Different standards have been established for ferry service and bus service.

As described below, the District differentiates between two types of bus service: Basic routes generally provide bi-directional service all day while Commute routes generally provide service during peak periods in the commute direction only. A breakdown of existing bus routes is listed below.

Service Type	Bus Routes
Basic	30, 40/40X, 70, 101/101X
Commute	2, 4/4C, 8, 18, 24/24C/24X, 25, 27, 38/38A, 54/54C, 56X, 58, 72/72X, 74, 76, 92

The vehicle headway standard for basic service is 60 minutes, where the standard for commute service is 60 minutes during the peak period in the commute direction only, based on the nature of that service.

Standards for basic and commute service are otherwise the same.

Minority Routes

Using the definition of a minority transit route as one in which at least one-third of the revenue miles are located in a Census block, Census block group, or traffic analysis zone where the percentage minority population exceeds the percentage minority population in the service area, two Golden Gate Transit bus routes meet this definition: **Routes 40 and 70**. This report will compare the performance of these two minority routes with **Routes 27 and 54**, routes that are comparable in length and service characteristics with the two minority routes. Routes 40 and 70 are both all-day routes that provide a main line connection between counties. Routes 27 and 54 both operate only during the peaks with an emphasis on the peak direction as well and are aimed at getting residents to work locations in another county.

Golden Gate Ferry operates three ferry routes, one from Larkspur to San Francisco, one from Sausalito to San Francisco, and one from Tiburon to San Francisco. The Larkspur and Sausalito routes operate seven-day service from 6:00am to 10:00pm on weekdays and from 9:30am to 8:00pm on weekends and holidays. Tiburon Ferry service is operated in weekday peak periods only. None of these routes directly serves a minority census tract, and none of these routes has

high minority ridership. According to the 2015-2019 ACS the Census tract ferry service areas are 20% non-white for Larkspur, 14% non-white for Sausalito, and 19% non-white for Tiburon.

Service Standards

This reporting period includes time of the ongoing Covid-19 pandemic. Starting in March 2020, transit ridership declined steeply, had periods of modest recovery, and has remained at a fraction of pre-pandemic ridership. As of February 2022, bus ridership is down approximately 65% from pre-pandemic levels, and ferry ridership is down 79%. Service was also reduced, as witnessed by the inclusion of an equity analysis of pandemic service reductions on the bus service in Appendix D. For consistency of service evaluation, routes that persisted throughout the reporting period were chosen for evaluation of service standards.

5. Vehicle load

- Bus – Average maximum load factor for regional service is 1.0, as measured by total seats on board buses.
- Ferry – Average maximum load factor is set to 1.0, as measured by the maximum load permitted by the Coast Guard in consultation with the District for each vessel.

Buses in Golden Gate Transit’s fleet currently used in regional service have seating capacities of:

Length	Make	Model	Seats
40 ft.	Gillig	Low Floor	39
45 ft.	MCI	D4500	57

As determined jointly by the District and the U.S. Coast Guard, Golden Gate Ferry’s vessels have maximum capacities of:

Vessel(s)	Capacity
Del Norte	400
Golden Gate, Mendocino	450
Napa	450
Sonoma	752
Marin, San Francisco	750

Results

Load Factor

Route	FY19	FY20	FY21
40	0.26	0.22	0.13
70	0.69	0.56	0.22
27	0.38	0.30	0.12
54	0.49	0.36	0.12
LSSF	0.32	0.28	0.05
SSSF	0.12	0.13	0.02
TBSF	0.09	0.12	0.02

All bus and ferry routes had a load factor of 1 or below, so the service standard was met in an equitable fashion.

6. Vehicle headway

The vehicle headway standard is designed to ensure that passengers have equitable wait times for transit vehicles. Vehicle headways are measured as the amount of time between the departure of two subsequent buses or ferries along the same route or service corridor.

The District differentiates between two types of bus service: Basic routes generally provide bi-directional service all day while Commute routes generally provide service during peak periods in the commute direction only. A breakdown of existing bus routes is listed below.

Service Type	Bus Routes
Basic	30, 40/40X, 70, 101/101X
Commute	2, 4/4C, 8, 18, 24/24C/24X, 25, 27, 38/38A, 54/54C, 56X, 58, 72/72X, 74, 76, 92

- Bus – Headway standard is 60 minutes during peak and off-peak periods along all Basic service corridors. Headway standard is 60 minutes during peak periods only and in the commute direction only along all Commute service corridors. A service corridor is defined as a primary street and any parallel roadway facilities within ½ mile, which can be served by any number of bus routes. Improved headways will be considered along Basic service corridors in cases where the maximum load factor is exceeded and resources are available to improve service. Commute bus service will be considered in the commute and/or reverse-commute directions along service corridors with a demonstrated or projected daily ridership that supports at least two round-trips carrying 30 passengers per trip on average (120 passengers per day) when resources are available to improve service.
- Ferry – Headway standard is 120 minutes during peak and off-peak periods on all routes. Improved headways will be considered in cases where the maximum load factor is exceeded and resources are available to improve service.

Thresholds for adding Commute bus service are higher than they are for Basic bus service because of the substantial expense associated with service during peak commute periods. Note that the headway standard does not apply to special event services, such as ferry service that operates to/from San Francisco Giants home games.

Results

Bus

June 2019 Sign-up

Route	Headway	Time Period	
40	30	5:30am-8:30am	2:00pm-7:30pm
	60	8:30am-2:00pm	7:30pm-10:30pm
70	60	5:00am-1:15am	
27	15	6:45am-9:00am	5:00pm-6:30pm
		6:00am-6:45am,	3:30pm-5:00pm, 6:30pm-
	30	9:00am-10:30am	7:45pm
	60	10:30am-3:30pm	
54	90	4:30am-6:00am	
	20	6:15am-9:45am	3:30pm-6:45pm
		2:30pm-3:30pm, 6:45pm-	
	30	4:45am-6:15am	8:30pm

June 2020 Sign-up

Route	Headway	Time Period	
40	30	5:30am-8:30am	2:00pm-7:30pm
	60	8:30am-2:00pm	7:30pm-10:30pm
70	60	5:00am-1:15am	
27	30	6:00am-10:30am	3:30pm-7:45pm
	60	10:30am-3:30pm	
	90	4:30am-6:00am	
54	30	4:45am-10:00am	2:30pm-8:30pm

June 2021 Sign-up

Route	Headway	Time Period	
40	30	5:45am-9:00am	2:30pm-6:00pm
	60	9:00am-2:30pm	6:00pm-10:00pm
70	60	4:45am-10:30pm	
27	30	6:00am-9:30am	3:15pm-6:45pm
54	30	6:45am-9:00am	4:30pm-7:00pm
	60	5:45am-6:45am	3:30pm-4:30pm

Ferry

June 2019 Sign-up

Route	Headway	Time Period		
Sausalito	65	7:10am-8:15am	5:30pm-7:55pm	
	90	8:15am-5:30pm		
Larkspur	20	7:30am-8:20am		
	30	6:35am-7:30am	8:20am-9:20am	3:00pm-6:30pm
	60	5:45am-6:35am	9:20am-2:50pm	6:30pm-9:35pm
Tiburon	75	5:30am-9:10am	4:25pm-8:05pm	

June 2020 Sign-up

Route	Headway	Time Period		
Sausalito	n/a	One 8:20am trip		
	95	4:25pm-6:00pm		
Larkspur	85	6:35am-9:30am		
	90	5:30pm-9:00pm		
Tiburon	n/a	One 7:55am trip		
	95	4:25pm-6:00pm		

June 2021 Sign-up

Route	Headway	Time Period		
Sausalito	n/a	One 8:20am trip		
	95	4:25pm-6:00pm		
Larkspur	85	6:35am-9:30am		
	90	5:30pm-9:00pm		
Tiburon	n/a	One 7:55am trip		
	95	4:25pm-6:00pm		

Analysis

Bus

Routes 40 and 70 use the Basic service standard of 60-minute headways, with 30-minute headways on the Route 40 during peak periods to accommodate higher ridership. Routes 27 and 54 use the Commute service standard of 60 minutes in the peak time and direction.

Did the route meet the standard?

Route	FY19	FY20	FY21
40	yes	Yes	yes
70	Yes	Yes	Yes
27	Yes	Yes	Yes
54	Yes	Yes	Yes

All routes met the standard, so this service standard has been met in an equitable fashion. It should be pointed out that the two minority routes actually exceed the standard by providing 30-minute service during part of their span.

Ferry

Larkspur, Sausalito, and Tiburon routes all use the 120-minute headway standard.

Did the route meet the standard?

Route	FY19	FY20	FY21
Sausalito	yes	Yes	yes
Larkspur	yes	Yes	yes
Tiburon	yes	Yes	yes

All three routes met the standard, so this service standard has been met in an equitable fashion. All three ferries have headways that exceed the standard at hours of peak usage.

7. On-time performance

The on-time performance standard is designed to ensure that the reliability of transit service is equitable for passengers. On-time performance is measured as the percentage of trips that depart timepoints within a certain number of minutes of published schedules.

- Bus – Standard for regional bus service is 85%. Buses are considered on time if they are no more than 5 minutes late or 1 minute early.
- Ferry – Standard is 95%. Ferries have the benefit of travelling across the uncongested waters of San Francisco Bay, bypassing the congestion of local streets and Highway 101. Ferries are considered on time if they are no more than 5 minutes late during peak periods and 10 minutes late during off-peak periods. Ferries that depart even 1 minute early are not considered on time.

Results

Bus

FY 2019

Route	On-Time Performance
40	76.5%
70	83.1%
27	70.5%
54	81.6%

FY 2020

Route	On-Time Performance
40	80.7%
70	84.8%
27	77.8%
54	79.9%

FY 2021

Route	On-Time Performance
40	80.7%
70	88.0%
27	89.7%
54	94.8%

Analysis

No routes met the standard, either the old 90% standard or the new 85% standard, in the first two years of the years of the reporting period. With the new system, a new on-time performance goal will be set in the coming year. In 2021, all routes except the Route 40 met the standard. In terms of equity, Route 40, a minority route, performs the worst of all four routes. The corridor that Routes 40 operates on has become ever-more unreliable over the past ten years. The main issue is traffic back-up in both directions on the Richmond Bridge. With the opening of a third eastbound lane on the bridge, Route 40 running times did improve somewhat during the second two years of the reporting period but running times will need to be monitored and adjusted. Running times were adjusted most recently in December of 2021, after the current reporting period, and results are positive so far.

The westbound approach to the Richmond-San Rafael Bridge was originally constructed as a high occupancy vehicle (HOV) lane; however, MTC and Caltrans converted the HOV lane to mixed flow several years ago. If this lane is converted back to an HOV lane, the on-time performance of

the Route 40 would be greatly improved and the trip travel time significantly shortened during the morning commute period.

Ferry

Results

Route/Year	On-Time Performance
LSSF	94.3%
FY19	94.6%
FY20	93.2%
FY21	96.4%
SSSF	92.8%
FY19	92.8%
FY20	92.1%
FY21	99.6%
TBSF	97.0%
FY19	97.0%
FY20	96.5%
FY21	98.8%

Analysis

All three routes met the service standard in 2021. Larkspur Ferry almost met the standard in 2018 but did not meet it in 2020. The Sausalito Ferry also did not meet the standard for the first two years of the reporting period. Tiburon met the on-time performance threshold for all three years.

8. Service availability

The service availability standard is a broadly defined measure of geographic access to transit services. The District measures availability of bus service in a manner that reflects the ability of bus service to be modified, while ferry service availability is measured in a manner that acknowledges (a) that ferry terminals are at fixed locations, and (b) that the District has minimal discretion to alter service availability in areas around the ferry terminals.

- Bus – Golden Gate Transit regional bus service should be provided to communities within the Highway 101 corridor between Santa Rosa and San Francisco on the following basis: At least one bus stop will be served in each city that touches Highway 101 if a bus stop exists (1) at a highway interchange or (2) within three blocks of a highway interchange, so long as the travel time associated with using such stop is no more than five minutes longer than it would be if the stop were located on the highway. Additionally, service will be provided to transit hubs located within three-quarters of a mile of a highway interchange. A transit hub is defined as a bus stop that provides scheduled connections to at least two local bus routes and has passenger amenities (i.e., signage, seating, and/or shelter).
- Ferry – Multimodal access to Golden Gate Ferry service should be provided to communities within two miles of each ferry terminal. Multimodal access is defined as public transit service or bicycle facilities (paths or bicycle lanes). For communities located

within three quarters of a mile of a ferry terminal, multimodal access also includes pedestrian facilities (paths or sidewalks). The District will be responsible for the provision of multimodal access only on its own property. In situations where the District does not have control over property within two miles of a ferry terminal, the District should work with the responsible local agency to develop multimodal access to the best ability of the local agency.

Results

Maps showing Golden Gate Transit Service Availability and Golden Gate Ferry Service Availability are presented in Exhibits 9 and 10 on the following pages.

EXHIBIT 9 - 2019-2021 GOLDEN GATE TRANSIT SERVICE AVAILABILITY

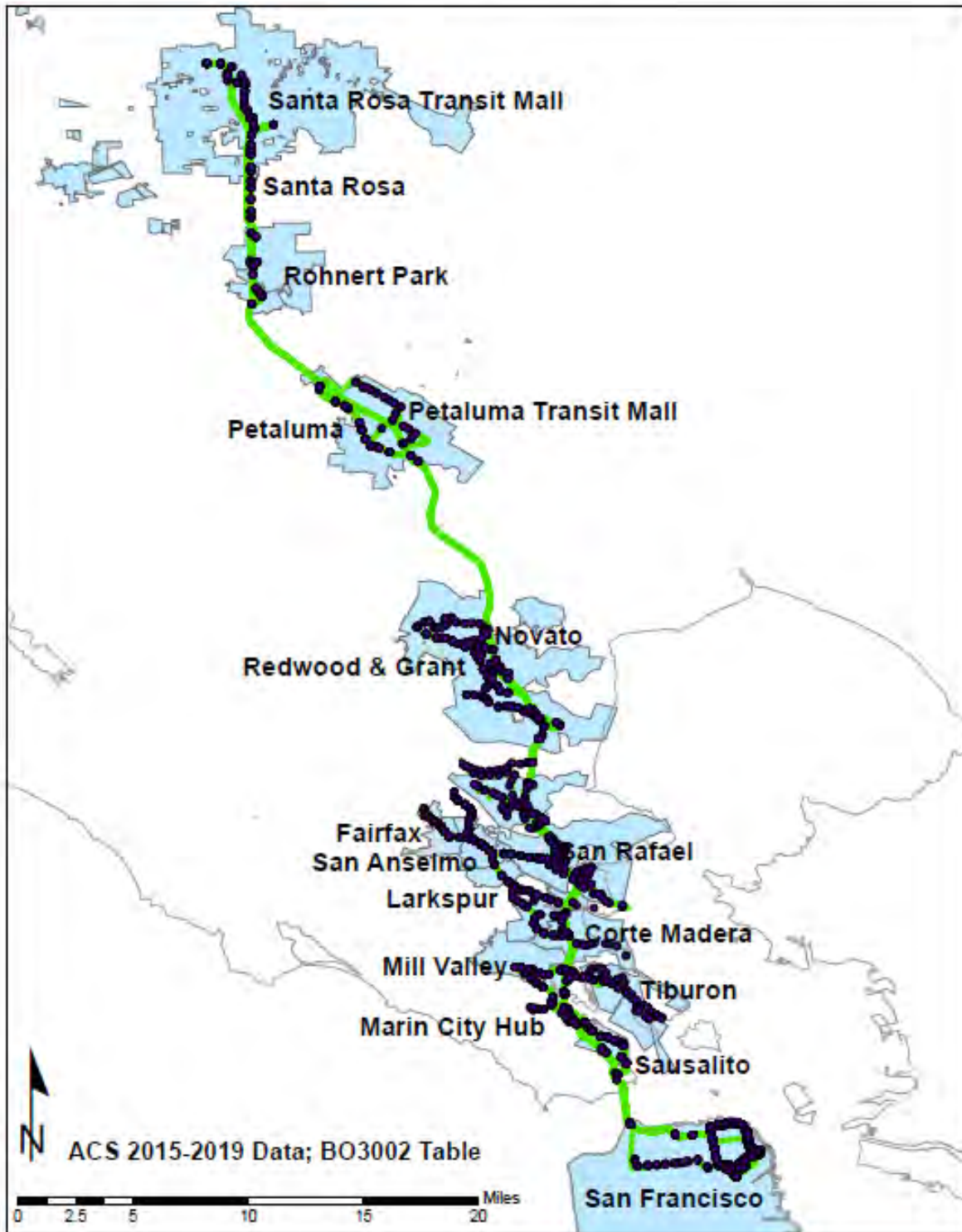
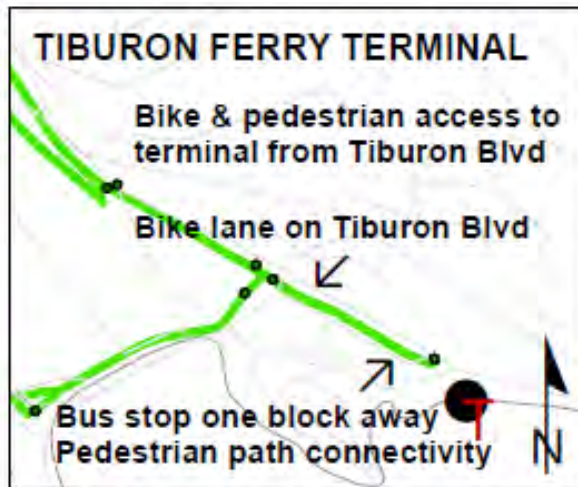
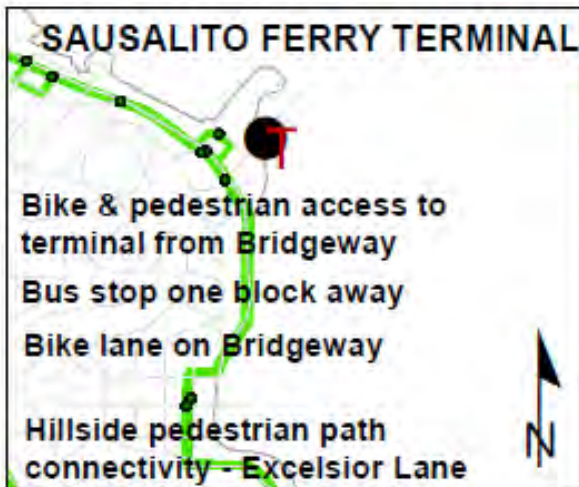
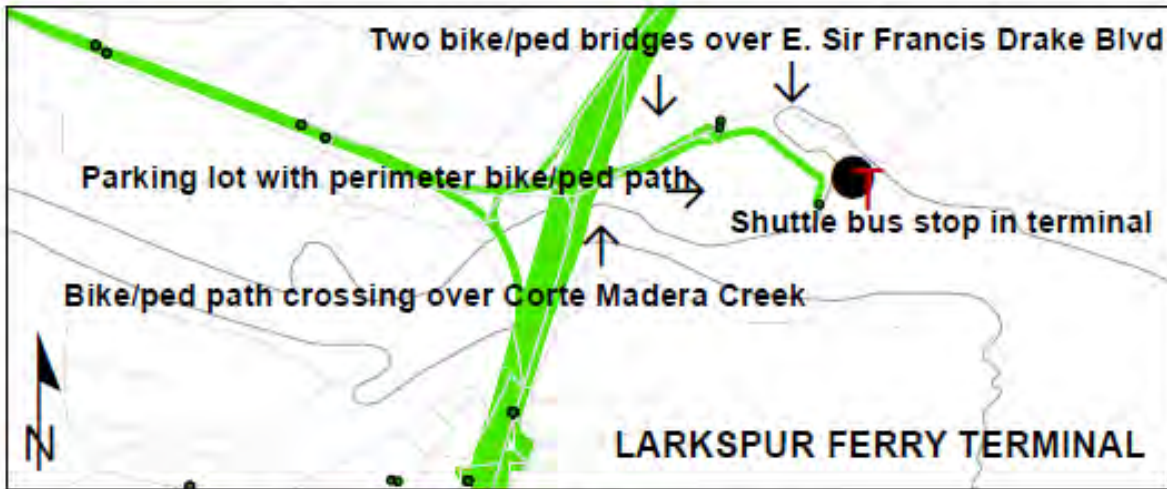


EXHIBIT 10 - 2019-2021 GOLDEN GATE FERRY SERVICE AVAILABILITY



Analysis

Bus

All cities containing routes in the Golden Gate Bus service area contain stops. All transit hubs within three-quarters of a mile of a highway interchange are also served by Golden Gate Bus routes including the Santa Rosa Transit Mall, Petaluma Transit Mall, Redwood and Grant Novato Hub, San Rafael Transit Center, and Marin City Hub. Due to the fact that all cities are covered, all census tracts are covered, included the high percentage minority tracts in the service area.

Ferry

The Larkspur Ferry Terminal, Sausalito Ferry Terminal, Tiburon Ferry Landing, and San Francisco Ferry Terminal all are accessible via bicycle routes and paths, pedestrian routes and paths, and bus service. The Larkspur Ferry Terminal and Sausalito Ferry Terminal are served by both Golden Gate Bus regional routes as well as Marin Transit Local Routes. The Tiburon Ferry Landing is served by Marin Transit Local Routes. The Larkspur Ferry Terminal is served by ferry feeder shuttle bus service provided by Golden Gate buses. The San Francisco Ferry Terminal is served by San Francisco Muni bus service, Amtrak bus service, and Soltrans bus service to Solano County. The San Francisco Ferry Terminal also provides the opportunity for transfers to the Vallejo Ferry and Alameda/Oakland Ferry. Additionally, the San Francisco Ferry Terminal connects with Muni metro rail and the BART heavy rail system. The Larkspur Ferry Terminal is accessible by the Larkspur Station SMART commuter train line. A number of free transfer opportunities existed from adjacent high percentage minority tracts to access the ferry terminals up until the pandemic service reductions on bus, including routes 2, 4, 24, 25, and 30. Currently, access is provided to the Larkspur Ferry Terminal on Marin Transit's Route 29, to the Sausalito Ferry Terminal on GGT Route 30, and to the Tiburon Ferry Terminal on Marin Transit's Route 219.

Service Policies

3. Distribution of transit amenities for each mode

In situations where the District has the authority and available resources to site new amenities at multiple bus stops or ferry terminals, amenities will be programmed for placement at those stops or terminals based on a ranked score. Amenities may include, but are not limited to, shelters, seating, trash receptacles, and transit information displays. Rankings are based on total scores assigned to each candidate stop or terminal and are based on weighted factors, including passenger boardings, transfer opportunities, and access to major activity nodes. While the District will use rankings to program the installation of amenities, external factors (e.g., site limitations, regulations of local jurisdictions, etc.) may dictate that amenities be installed out of order or not at all. Maintenance and replacement of existing amenities will not be subject to ranked scoring.

Bus Shelters

Standard

Passenger shelters are provided by the District and by local agencies as appropriate, and as resources permit. Some locations have arrangements with advertising companies to provide

shelters without cost to the District or the local jurisdiction. Priority is given to providing shelters in the predominant pick-up direction of travel and to high-use stops utilized by fifty or more passengers a day.

Finding

Shelters are located based on a variety of factors from feasibility, vendor site selection, historical location, and demand based on high boarding locations. Marin County high percentage minority Census tracts are all served by shelters. Sonoma county high percentage minority Census tracts are also all served by shelters. Some census tracts are adjacent to shelter locations due to the fact that some routing along U.S. Highway 101 operates as express service and does not make stops on certain highway segments. As a whole, no pattern of shelter exclusion exists throughout the service area in relation to the location of high percentage minority tracts.

Bus Stop Benches

Standard

Passenger benches are also provided by the District and local agencies as appropriate, where warranted by demand, staff decision, and requests from merchants or the public.

Finding

Nearly all shelters contain benches inside the enclosed area for customer convenience. While a number of locations contain benches alone, over 90 percent of locations surveyed contained a bench on the site. There is no pattern of the unequal distribution of benches throughout the service area or in exclusion of minority census tracts.

Trash Receptacles

Standard

Trash receptacles are provided on an as-needed basis in busy areas as determined by high ridership locations, local municipal desire, local business desire, and District Bus Maintenance Department staff recommendation.

Finding

Almost all locations containing trash receptacles also contain a shelter. Three locations mapped below contain trash bins only. Seventeen locations in the surveyed area contained no trash bins but contained other amenities such as a bench or shelter. Throughout the geographic service area there is no evidence of an unequal distribution or lack of distribution of trash receptacles.

During the 2018-2021 reporting period, no new trash receptacles, benches, or shelters were placed. Trash receptacles and shelters were replaced or repaired when damaged.

4. Vehicle assignment for each mode

- Bus – All trips on regional routes will be assigned 40-foot buses of similar age with air conditioning, reclining seats, luggage racks, overhead reading lights, and bicycle racks. For trips that average 35 or more passengers, comparably equipped 45-foot buses of similar age will be assigned instead. In the event that the District acquires new or refurbishes existing buses, the buses will be distributed equitably throughout the system so long as the distribution does not have a negative impact to load factors.
- Ferry – All trips will be assigned vessels with air conditioning, upholstered indoor seating, bicycle racks, restrooms, and snack bar service. Vessels will be assigned to routes based on infrastructure and environmental limitations, and vessels of similar age will be assigned to routes in situations where there are no external limiting factors. Limitations include but are not limited to the inability of some vessels to dock at the Sausalito Ferry Terminal, and the need for higher speed vessels to operate to/from Larkspur during peak periods to provide faster vessel turnaround, which results in increased service capacity. In the event that the District acquires new or refurbishes existing vessels, the vessels will be distributed equitably throughout the system in situations where there are no external limiting factors.

Results

Average Age of Bus/Vessel
Assignments:

Route	FY19	FY20	FY21
40	15.6	2.1	2.3
70	15.7	2.6	8.3
27	13.1	4.7	7.4
54	8.9	7.0	8.1
LSSF	20.5	21.2	22.6
SSSF	41.6	40.2	21.0
TBSF	34.7	22.3	22.5

Analysis

All bus and ferry routes had well maintained buses and vessels with comparable amenities assigned to them. District policies and practices dictate that buses and vessels be assigned so that passenger load and operational requirements are met. These operational requirements result in the indicated fluctuations in average age, but average age does not impact the amenities provided by or maintenance given to each bus or vessel.

D. Evaluate Major Service Changes and All Fare Changes

During the three-year period covered by this report (July 1, 2018 through June 30, 2021), there were two major service changes to GGT bus service, one major service change to GGF ferry service, and two fare changes.

Neither of the two bus service changes was determined to have a disparate impact on minority riders or a disproportionate burden on low-income riders. The ferry service change, establishment of a new special event service with corresponding fare to the new Chase Center, was also not found to have a disparate impact on minority riders or a disproportionate burden on low-income riders.

The two fare changes, the establishment of a means-based fare program (later known as Clipper Start) and the addition of local fares within Marin County to the Clipper Start program, were found to have neither disparate impact on minority customers nor disproportionate burden on low-income customers.

Complete copies of all fare and service equity analyses conducted by the District during the review period, and evidence of Board consideration, are included in Appendices D and E.

IV. Conclusion

As demonstrated in this submittal, the District has met its Title VI obligations, including providing equitable transit service to minority and low-income persons within its service area. Service in minority and low-income tracts is of comparable quality to the service provided in other tracts, and service standards and policies are applied consistently throughout the District's service area. The District provides a high level of GGT bus service, including in areas identified as both low-income and minority tracts, with appropriately sized vehicles that provide a high level of amenities. Amenities such as real-time information signs for the U.S. Highway 101 bus pads are planned and implemented to benefit all customers, with particular emphasis on providing access to minority and low-income populations and customers. Public outreach occurs not only for fare changes and major service changes, but for all service changes that will impact local communities. The District has a Language Implementation Plan to facilitate communications with members of the public with Limited English Proficiency, and it has an established Title VI complaint procedure in place. The District's website, in particular, is now available in approximately 100 languages through Google Translate. Combined, these programs and policies allow the District to provide transit service that is distributed equitably across economic and social boundaries.

ATTACHMENTS:

Appendix A	Public Participation Plan
Appendix B	Language Implementation Plan
Appendix C	Summary of Outreach Efforts
Appendix D	Title VI Analyses of Major Service Changes and Board Reports
Appendix E	Board Meeting Minutes Demonstrating Review and Approval of Equity Analyses
Appendix F	Evidence of the Board of Directors' Approval of Title VI Program [Note: this will not be available until after board meeting]

**GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT
PUBLIC PARTICIPATION PLAN • JULY 2013**



2021 Revision

Appendix A



Prepared by: Golden Gate Bridge, Highway and Transportation District, 1011 Andersen Drive, San Rafael, CA 94901 (415) 457-3110 www.goldengate.org Drafted: July 2013; Revised: January 2022

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PUBLIC PARTICIPATION PLAN

A Strategy for Citizen Involvement

I. INTRODUCTION

A. Golden Gate Bridge, Highway and Transportation District

Based in San Francisco, the Golden Gate Bridge, Highway and Transportation District (the District) operates the Golden Gate Bridge, and two public transit systems: Golden Gate Transit buses and Golden Gate Ferry.

Golden Gate Transit and Golden Gate Ferry were established under state legislation to provide public transit services in the U.S. Highway 101 corridor, connecting Sonoma and Marin counties to San Francisco, and specifically to alleviate traffic congestion across the Golden Gate Bridge. The main travel direction is from these counties southbound into San Francisco, and the principal ridership consists of Marin County and Sonoma County residents. San Francisco residents are primarily served by their own transit agency, San Francisco Municipal Transit Agency (Muni) and by the Bay Area Rapid Transit District (BART). Golden Gate Transit also operates bus services across the Richmond-San Rafael Bridge into Contra Costa County, providing a regional connection funded by the Metropolitan Transportation Commission.

Because Golden Gate Transit is the only provider of inter-county service in Sonoma, Marin, Contra Costa and San Francisco counties, primarily serving Marin and Sonoma County residents, and is the principal contract provider of local transit in Marin County, the District's Title VI submittals have analyzed its service area in Marin and Sonoma counties only.

Golden Gate Ferry offers the only public ferry service between Marin County and San Francisco.

Mission Statement

The mission of the Golden Gate Bridge, Highway and Transportation District is to provide safe and reliable operation, maintenance and enhancement of the Golden Gate Bridge and to provide transportation services, as resources allow, for customers within the U.S. Highway 101 Golden Gate Corridor.

B. Purpose of the Public Participation Plan

Pursuant to Federal Transit Administration (FTA) Title VI regulatory guidance, federal funding recipients and sub-recipients should seek out and consider the viewpoints of minority, low income and Limited English Proficient (LEP) populations when conducting public outreach and soliciting public involvement. The FTA Circular 4702.1B requires that an agency offer “adequate notice of public participation activities, as well as early and continuous opportunities for public review and comment at key decision points.”

To meet these requirements, the District developed this Public Participation Plan (Plan) as a guide for how it will deepen and sustain its efforts to engage diverse community members throughout its service area. The Plan aims to offer early, continuous and meaningful opportunities for the public to be involved in proposed transportation policy decisions at the District. The Plan outlines our public participation strategy, including the goals and approach, the types of tools and procedures used, the development process used to plan particular public participation projects or initiatives, and the Plan's evolution, including continual evaluation of District outreach efforts and Plan updates. The Plan will work in accordance with the District's *Title VI Review Process for Service and Fare Changes* which is an established policy that dictates that all major service changes and fare policy changes require an equity analysis. In addition, these major changes require the District to hold Public Hearings.

Public Participation includes any process that informs the public and/or involves the public in problem solving or decision making and that uses public input to make better decisions.

The District will continually modify its public participation methods based on feedback from low-income, minority and LEP populations, including from both customers and community-based organizations, about the Plan's effectiveness and inclusiveness. The Plan is intended to be a living document and may be updated periodically to reflect community preferences, changing demographics and transit services, as well as respond to new communication and outreach methods.

II. PUBLIC PARTICIPATION STRATEGY

A. Goals

This Plan strives to offer meaningful opportunities for the public, including low income, minority and LEP populations, to be involved in the identification of social, economic, and environmental impacts of proposed transportation decisions at the District so that any adverse impacts can be avoided and/or mitigated. Specific goals include:

- Engage stakeholders early and often;
- Increase participation of low income, minority, and LEP populations and other underserved communities;
- Solicit quality input and participation;
- Improve the outcome of District projects and initiatives by utilizing public participation; and
- Meet all government and regulatory requirements for federal funding.

B. Approach

Make Participation Accessible

The District makes every effort to ensure that opportunities to participate are physically, geographically, linguistically and culturally accessible to the target population(s). The District has created a Language Implementation Plan (LIP) that will help ensure that LEP populations have every opportunity to participate.

Make Participation Relevant

The District frames issues and communicates in such a way that the significance and potential effect of a given project or initiative is understood by all participants.

Build Partnerships

The District develops and maintains partnerships with communities through building relationships and trust. The District believes that open communication and collaboration are vital to achieving success with such partnerships.

Be Inclusive

The District proactively reaches out and engages low income, minority and LEP populations from the District's service area, including with community based organizations, so that all groups will have an opportunity to participate. The District values participation from the entire community and strives to give careful and respectful consideration to all input received.

Be Transparent

The District believes that information provided must be accessible to all communities, and must be timely and accurate.

Look for Participant Satisfaction

People who take the time to participate should feel it is worth the effort to join the discussion and provide feedback. The District determines whether participants feel that their comments are considered.

Be Responsive

The District responds and incorporates appropriate public comments and opinions into transportation decisions. The District makes transparent to the public how their comments impact final decision making.

III. PUBLIC PARTICIPATION TOOLS

A. Outreach Strategies

To ensure a rich and diverse public participation process, the public must have access to the information necessary to provide educated and meaningful input in the planning and development efforts. To this end, and by using the District's LIP as a guide for ensuring that its outreach meets the needs of LEP populations, the District considers and utilizes the following outreach strategies:

Public Meetings, Workshops, and Focus Groups

- Offer customized presentations/speaking engagements to groups and organizations
- Co-host workshops with community groups, business associations, etc.
- Partner with community-based organizations (CBOs) in low-income and minority communities (see Appendix C for a list of CBOs in the District's service area)
- Participate in community fairs and festivals
- Sponsor forums or summits with partner agencies, news media or other community organizations
- Encourage opportunities for public input directly with policy board members
- Hold open houses, workshops and informational seminars
- Offer facilitated discussions
- Hold question-and-answer sessions with planners and policy board members
- Facilitate break-out sessions for smaller group discussions on multiple topics
- Engage in interactive exercises
- Establish focus groups consisting of impacted populations
- Utilize advisory committees
- Vary time of day for workshops (day/evening) to accommodate various lifestyles and desires, including those of LEP, low income, and minority populations.
- Conduct meetings in alternative languages (Spanish, Chinese, etc.)
- Ensure locations are accessible (ADA, public transportation)
- Offer meetings or workshops at a variety of locations, including in non-traditional places (e.g. ethnic grocery stores, community centers, food banks, libraries, English language schools)

Visualization Techniques so that Materials are Accessible for Low Literacy or LEP Populations

- Utilize Maps
- Utilize Charts, illustrations, photographs, pictograms
- Utilize Sketches, drawings
- Provide table-top displays and models
- Utilize interactive games, videos, animations on the website
- Provide electronic voting
- Utilize PowerPoint slide shows

Polls, Surveys and Public Comment Forms

- Offer telephone polls or surveys
- Offer Internet surveys
- Conduct interviews where riders congregate, such as at transit hubs and ferry terminals
- Print surveys to distribute at meetings, transit hubs, ferry terminals, on-board transit vehicles, etc.
- Utilize the LIP to ensure poll/survey materials are accessible to LEP populations

Printed Materials

- Develop simple, clear and concise user-friendly documents, including use of executive summaries
- Utilize postcards
- Distribute flyers throughout the community
- Display posters or signage on board bus and ferry and at transit hubs and terminals
- Display back and side ads on buses
- Utilize newsletters, such as the Golden Gate Gazette
- Distribute Transit Guides
- Display ads in bus shelters
- Provide Notice to Customers
- Utilize sandwich boards at transit hubs and terminals
- Utilize print ads
- Utilize the LIP to ensure printed materials are accessible to LEP populations

Media Relations

- Issue news releases
- Conduct briefings for news media including television, print, and radio
- Meet with editorial staff for a variety of news sources
- Utilize opinion pieces/commentaries
- Place speakers on radio/TV talk shows
- Target specific news sources including ethnic media and non-English media
- Provide articles or op-ed pieces for inclusion in community-based publications (newspapers, brochures or newsletters)
- Utilize the LIP to ensure media outreach is accessible to LEP populations

Online Information

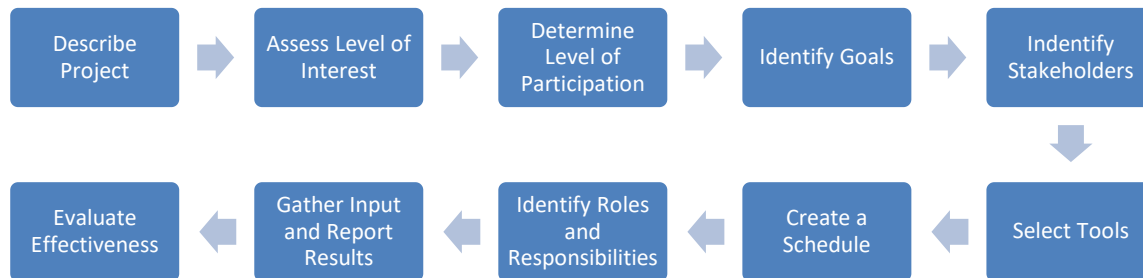
- Continually update the website with translated content as well as videos and sound clips
- Use social media (Facebook, Twitter, Blogs, YouTube)
- Develop electronic copies of open house/workshop materials
- Provide interactive web surveys, comment email boxes
- Send email blasts to customer and community databases
- Conduct digital awareness campaigns
- Utilize the LIP to ensure online information is accessible to LEP populations

Customer Service Center

- Ensure that all Customer Service Representatives are trained and aware of specific projects and initiatives so they can inform the public
- Use Language Line for interpretations
- Ensure a bilingual (Spanish-English) Customer Service Representative is employed in the workgroup
- Utilize the LIP to ensure the Customer Service Center continues to be accessible to LEP populations

IV. Public Participation Development Process

When developing a public participation plan for a particular project or initiative, the following process should be followed:



Describe the Project

The first step in developing a public participation plan for any given proposed project, policy, or initiative is to provide a general description of the project along with some background information.

Assess the Level of Public Concern or Interest

To determine the appropriate level of public involvement, it is important to assess the degree to which the public considers the issue significant. The public will become involved according to its perception of the seriousness of the issue. Types of questions that the District staff should ask itself to gauge the level of public concern that could arise from the proposed project or policy are shown in the worksheet in Appendix A.

Determine the Level of Public Participation Needed

After assessing the level of public interest or concern, the District must decide at what level the public needs and should be involved in the decision-making or planning process. The graph in Appendix B outlines the four levels of public participation: Public Information, Public Input, Public Involvement and Public Collaboration. Each of these levels serves a different purpose with a different outcome. Major changes such as fare increases or reduction in service call for greater levels of participation.

Identify Public Participation Goals

Define the goals for inviting the public to participate in the project. Make sure to refer to the “Promise to the Public” column in Appendix B in order to refine the participation goals. The key component to the Promise to the Public is to keep stakeholders informed. If a project requires input and consultation with the public, the Promise to the Public also requires the District to listen to and acknowledge public concerns, and provide feedback on how the public input influenced decisions.

Identify Stakeholders

Stakeholders are those who will be impacted by the project or plan. This could include riders, residents, business owners, community and social agencies and other transit agencies or local jurisdictions. When identifying stakeholders be sure to consider audiences that may not normally be included.

Select Tools

Different public participation goals and stakeholders require different tools and approaches. Make sure to select tools that support the desired level of participation, reach the desired stakeholders, and meet the public's needs.

Create a Schedule

Any public participation plan should include a detailed timeline. Public outreach and input must be timed at an early stage in the project so as to provide the public adequate opportunity to influence the decision.

Identify Roles and Responsibilities

Identify everyone who has a role or responsibility in the planning, program development or decision making processes. Identify an overall public participation manager responsible for tracking progress and completing each activity. For District customer outreach activities, the outreach will typically be led by the Marketing and Communications Department, with assistance from the Planning Department as well as any other relevant department. Also, at this stage, "ultimate decision makers" of the project will be clearly identified.

Gather and Disseminate Input and Results

Public participation requires that the public's input be presented to decision makers and then results reported back to the public. This feedback loop is necessary to show the public that their time and effort has been well invested, that their opinions have been understood and accurately communicated to decision makers, and how their input has impacted the project/policy/program.

Evaluate Effectiveness

Evaluation should always be a part of the public participation process. Evaluating and reporting on whether or not public participation for the project met the set goals and objectives is important in ensuring that future efforts are successful, and in showing accountability.

V. EVOLUTION OF THE PLAN

A. Continual Evaluation and Updating

The District will monitor and track the effectiveness of its public participation methods. Measurements will be needed to determine if public participation goals are being met. Some measurable performance objectives to consider include identifying the:

- Number of participants attending a participation activity;
- Percent of the participants from a specific geographic area;
- Number and percent of participants providing feedback in languages other than English;
- Comparison of actual participation with the demographics of an area;
- Number and percent of responses received to a survey or questionnaire;
- Number of webpage visits;
- Number and percent of participants signed up to receive web, phone, or mail- based communications as a result of a participation activity; and
- Number and percent of participants expressing satisfaction regarding the process or results of a participation activity.

VI. CONCLUSION

The District is committed to a thorough and robust public participation process that employs best practices to encourage effective engagement from the public in decision-making processes, respects and follows federal and state laws, implements the District's Language Implementation Plan, and garners support and trust from the public. Building bridges and trust among people who have historically felt excluded from institutional decision-making is a journey that will take time and commitment from District staff. The District understands the importance of engaging with under-represented populations and that hearing from key stakeholders during the process through public participation will allow for a better and more responsive product/service, which must be balanced with existing District resources. The District believes that planning decisions must be made with the public's advice as these decisions affect all of those who travel, work, or live in its service area. Effective public involvement is a dynamic and ongoing process that is essential to meeting the entire community's transportation needs.


VII. APPENDICES

A. Worksheet for Assessing Public Interest and Concern

Assessment Questions	Very Low Level 1	Low Level 2	Moderate Level 3	High Level 4	Very High Level 5
1. What is the anticipated level of conflict, concern controversy, or opportunity on this or related issues?					
2. How significant are the potential impacts to the public?					
3. How much do the major stakeholders care about this issue, project or program?					
4. What degree of involvement does the public appear to desire?					
5. What is the potential for public impact on the potential decision or project?					
6. How significant are the possible benefits of involving the public?					
7. How serious are the potential ramifications of NOT involving the public?					
8. What level of public participation does the Board of Directors desire or expect?					
9. What is the possibility that the media will become interested?					
10. What is the probable level of difficulty in solving the problem or advancing the project?					
<i>Count number of checks in each column</i>	0	0	0	0	0
<i>Multiply number of checks by level number</i>	0	0	0	0	0
<i>Total all 5 columns</i>	0				
<i>Divide by 10 to calculate desired level of Public Participation on the Spectrum</i>	0				

Special thanks to the Portland Development Commission and Albermarle County, VA for sharing this process.

B. Determine Level of Public Concern or Interest

			
Inform (1 - 1.9)	Solicit Input / Consult (2 – 2.9)	Involve (3 - 3.9)	Collaborate (4 - 4.9)
One-way communication between GGBHTD and the public to provide the public with balanced and objective information to assist them in understanding the problems, alternatives, opportunities and/or solutions.	Seek public feedback on a proposal, analysis or alternatives. Requires a response from the public, but limited opportunity for public dialogue.	Work directly with the public throughout the process to ensure that issues, aspirations and concerns are consistently understood and considered. Includes elements of public information and outreach, but adds a third dimension of two-way communication.	To collaborate with the public on some or all aspects of the planning or decision including the development of alternatives and the identification of the preferred solution.
Promise to the Public			
We will keep stakeholders informed.	We will keep stakeholders informed, listen to and acknowledge concerns and aspirations and provide feedback on how public input influenced the decision.	We will work with stakeholders to ensure that their concerns, aspirations and issues are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to stakeholders for direct advice and innovation in formulating solutions and incorporate their recommendations into the decisions to the maximum extent possible.
Example of Tools to use			
<ul style="list-style-type: none"> ✓ Fact sheet ✓ Press Release ✓ Open House ✓ Tour / Site Visit 	<ul style="list-style-type: none"> ✓ Public Meeting ✓ Focus Group ✓ Survey 	<ul style="list-style-type: none"> ✓ Workshop ✓ Citizen advisory committee 	<ul style="list-style-type: none"> ✓ Board-appointed commission ✓ Special task force
Adapted from the IAP2 Public Participation Spectrum			

C. Title VI Community-based Organizations

Company Name	Address Line 1	City	State	ZIP Code
Canal Alliance	91 Larkspur Street	San Rafael	CA	94901
Canal Ministry of San Rafael	86 Belvedere Street	San Rafael	CA	94901
Canal Welcome Center	141 Alto Street	San Rafael	CA	94901
Latino Council of Marin	650 Las Gallinas Avenue	San Rafael	CA	94903
Latino Educational & Cultural Foundation of Marin	P.O. Box 364	Kentfield	CA	94914
Marin County Grassroots Leadership Network	2915-A Kerner Blvd.	San Rafael	CA	94901
Marin Education Fund	781 Lincoln Avenue, Suite 140	San Rafael	CA	94901-3377
Marin Tenants Union	4136 Redwood Highway, Suite 9	San Rafael	CA	94903
Marin Grassroots	30 N. San Pedro Road, Suite 290	San Rafael	CA	94903
Marin City Community Service District	630 Drake Ave	Marin City	CA	94965
Marin City Health & Wellness Center	630 Drake Ave	Marin City	CA	94965
Marin City Community Development Corporation	441 Drake Avenue	Marin City	CA	94965
Marin City Network	640 Drake Ave	Sausalito	CA	94965
Marguerite Johnson Senior Center	640 Drake Ave	Sausalito	CA	94965
ISOJI & Southern Marin Intern Project	ph: 415 883-1757 alt: 415 383-2073 staff@isoji.net	Marin City	CA	94965
Manzanita Child Development Center	620 Drake Avenue	Marin City	CA	94965
Community Action Marin	29 Mary Street	San Rafael	CA	94901
Bridge the Gap	105 Drake Avenue	Sausalito	CA	94965
County of Marin Public Assistance	120 North Redwood Drive (West Wing)	San Rafael	CA	94903
County of Marin Public Assistance	West Marin 100 6th Street	Pt. Reyes Station	CA	94956
Novato Human Needs Center	1907 Novato Boulevard	Novato	CA	94947

Appendix A

Company Name	Address Line 1	City	State	ZIP Code
COTS – Committee on the Shelterless	900 Hopper Street	Petaluma	CA	94952
Old Adobe Developmental Services (OADS)	1301 A Rand Street	Petaluma	CA	94954
Petaluma Community Foundation	159 Kentucky Street, Ste 10	Petaluma	CA	94952
Picklewood Park Community Center	50 Canal Street	San Rafael	CA	94901
The Osher Marin Jewish Community Center	200 N San Pedro Road	San Rafael	CA	94903
Filipino Community of Sonoma County	3361 Fulton Road	Santa Rosa	CA	95439
Jewish Community Center	1301 Farmers Lane	Santa Rosa	CA	95404
Margaret Todd Senior Center	1560 Hill Road	Novato	CA	94947



**Language Implementation Plan (LIP)
for the
Golden Gate Bridge, Highway &
Transportation District**

December 2021

Recipients of federal financial assistance, including public transit providers such as the Golden Gate Bridge, Highway and Transportation District (District) are required to ensure that Limited English Proficient (LEP) persons have *meaningful* access to programs and activities, including by developing and carrying out a language implementation plan.

The starting point for the District's Language Implementation Plan (LIP) is a four-factor analysis that allows agencies to prioritize types of language services and to ensure that appropriate language assistance resources are promptly available where most needed.

The four-factor analysis includes an assessment of:

- (1) The number or proportion of LEP persons eligible to be served or likely to be encountered by District services;
- (2) The frequency with which LEP individuals come in contact with District services;
- (3) The nature and importance of District services to people's lives; and
- (4) The resources available to the District for LEP outreach and the costs associated with providing language services.

This LIP also includes a description of steps already taken by the District, and planned for upcoming years, to ensure access to District services and information for individuals with limited English proficiency.

FACTOR 1: THE NUMBER OR PROPORTION OF LIMITED ENGLISH PROFICIENT PERSONS SERVICED OR ENCOUNTERED IN THE ELIGIBLE SERVICE POPULATION

DEMOGRAPHIC INFORMATION ON GOLDEN GATE TRANSIT SERVICE AREA

Introduction

Golden Gate Transit (GGT) was established to provide transit service in the Golden Gate U.S. Highway 101 corridor, connecting Sonoma and Marin counties to San Francisco. The main commute direction is from these counties into San Francisco, and the principal ridership consists of Marin County and Sonoma County residents. San Francisco residents are primarily served by their own transit agency, San Francisco Municipal Transportation Agency (Muni) and by Bay Area Rapid Transit (BART). Golden Gate Transit also operates bus service across the Richmond-San Rafael Bridge into a small part of Contra Costa County, providing a regional connection funded by the Metropolitan Transportation Commission (MTC).

Golden Gate Ferry offers the only public ferry service between Marin County and San Francisco.

Because the District is the only provider of inter-county public transit service in these counties, primarily serving Marin and Sonoma county residents, and is the principal contract provider of local transit in Marin County, the District's LIP analyzes service areas in Marin and Sonoma counties only.

Census Data

The following table (Table 1) provides information regarding "linguistically isolated" individuals in Sonoma and Marin counties based on the ACS 2011-2015 Table B16001, 94 Census Tract that defines the District's service Area in Sonoma and Marin Counties. The U.S. Census defines "linguistically isolated" individuals as those who do not speak English "very well."

Table 1: Linguistic Isolation in GGT Service Area*

Marin	Sonoma	Both Counties	
234,582	229,977	464,559	Total Population Sampled (ACS 2011-2015 Table B16001)
180,935	156,357	337,292	Total Population: Speaks only English
53,647	73,620	127,267	Total Population: Speaks a non-English Language
22.9%	32.0%	27.4%	% Speaks a non-English Language
14,234 6.1%	27,140 11.8%	41,374 8.9%	Spanish Language - Speaks English Less Than 'Very Well' % Linguistically Isolated - Spanish Speakers
6,931 3.0%	6,107 2.7%	13,038 2.8%	Other Languages - Speaks English Less Than 'Very Well' % Linguistically Isolated - Non-Spanish Speakers
21,165 9.0%	33,247 14.5%	54,412 11.7%	Total Linguistic Isolation - Speaks English Less Than 'Very Well' % Linguistically Isolated - All Speakers

Source Data

*ACS 2011-2015 Table B16001, 94 Census Tract Service Area in Sonoma County and Marin County

"Language Spoken At Home By Ability To Speak English "less than 'very well' "

Updated Table 1 using data from ACS 2015-2019 Table S1601, Census Tract Service Area in Sonoma County and Marin County

Marin	Sonoma	Both Counties	
238,065	236,915	474,980	Total Population Sampled (ACS 2015-2019 Table S1601)
185,704	160,088	345,792	Total Population: Speaks only English
52,361	76,827	129,188	Total Population: Speaks a non-English Language
22.0%	32.4%	27.2%	% Speaks a non-English Language
14,015	29,771	43,786	Spanish Language - Speaks English Less Than 'Very Well'

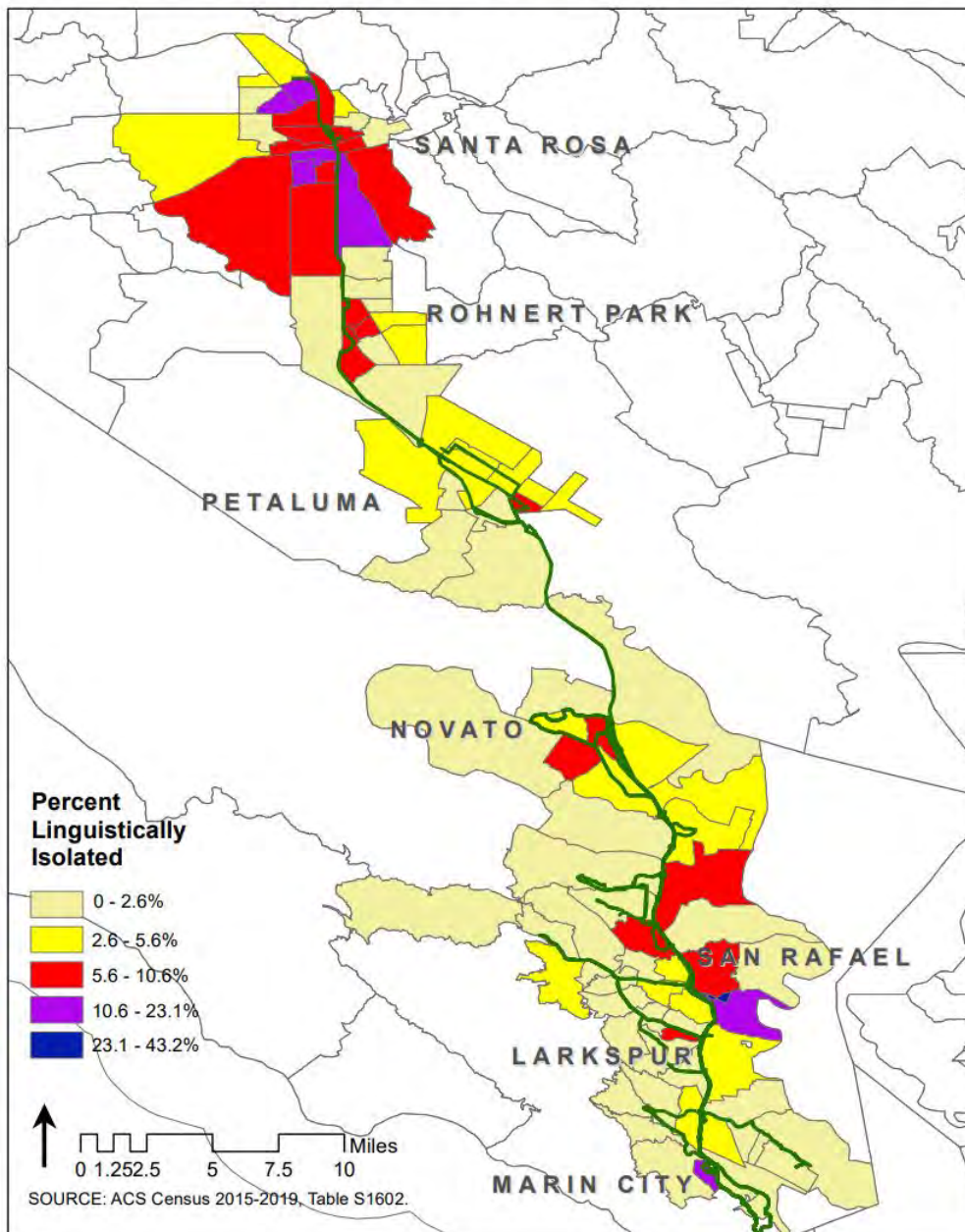
5.9%	12.6%	9.2%	% Linguistically Isolated - Spanish Speakers
7,206	5,541	12,747	Other Languages - Speaks English Less Than 'Very Well'
3.0%	2.3%	2.7%	% Linguistically Isolated - Non-Spanish Speakers
21,221	35,312	56,533	Total Linguistic Isolation - Speaks English Less Than 'Very Well'
8.9%	14.9%	11.9%	% Linguistically Isolated - All Speakers

The table below is Census data illustrating the top five languages spoken in the service area:

Language	Total Golden Gate Service Area	Speaks English "Very Well"	Speaks English Less Than "Very Well"	% of Total Golden Gate Service Areas Speaking English Less Than "Very Well"
Speak only English	334484			
Spanish or Spanish Creole	81394	44015	37379	8.21%
Chinese	3467	1861	1606	0.35%
Vietnamese	2094	686	1408	0.31%
Tagalog	2634	1781	853	0.19%
Russian	1851	1001	850	0.19%

Map of LEP Concentrations in District's Service Area

LINGUISTIC ISOLATION IN GOLDEN GATE SERVICE AREA



Findings:

This census data shows that the proportion of linguistically isolated individuals in the District's service area is 11.9% or 56,866 people. Of these, the Spanish-speaking linguistically isolated population is most statistically common, with 9.2% or 43,786 people. All other languages combine for 2.7% of the total population or 12,747 people.

Although the census data indicates that the most statistically common linguistically isolated population is Spanish-speaking, another source of data was checked to confirm

this finding. The **2015 Golden Gate Transit Onboard Survey** conducted by Corey, Canapary & Galanis examined demographic characteristics of the District's passengers. Of Golden Gate Transit riders who speak a language other than English at home, 15% speak English less than very well.

	TOTAL	HOME LOCATION					LENGTH OF TIME USING GGT		
		MARIN	SONOMA/ NAPA	SAN FRANCISCO	EAST BAY	OUTSIDE BAY AREA	UNDER 1 YEAR	1 - 5 YEARS	6+ YEARS
BASE - ALL RESPONDENTS	4190	2174	526	460	308	141	1285	1253	1590
VERY WELL	85%	90%	95%	84%	84%	75%	81%	88%	88%
WELL	9%	7%	3%	9%	8%	17%	13%	8%	6%
NOT WELL	5%	3%	1%	7%	6%	8%	5%	4%	5%
NOT AT ALL	1%	1%	1%	1%	2%	0%	1%	1%	1%
TOTAL	100%	100%	100%	100%	100%	100%	100%	100%	100%

The second table (below) discloses in which language respondents speak at home, Spanish being the most common.

Languages Spoken in the Home

Q15. What languages do you regularly speak at home? (Multiple responses accepted)

Most riders (88%) speak English in the home. Spanish is the second most common language spoken in the home, at 15%.

(Multiple responses accepted)

	TOTAL	HOME LOCATION					LENGTH OF TIME USING GGT		
		MARIN	SONOMA/ NAPA	SAN FRANCISCO	EAST BAY	OUTSIDE BAY AREA	UNDER 1 YEAR	1 - 5 YEARS	6+ YEARS
BASE - ALL RESPONDENTS	4190	2174	526	460	308	141	1285	1253	1590
ENGLISH	88%	92%	98%	88%	87%	72%	84%	91%	91%
SPANISH	15%	12%	10%	17%	23%	14%	14%	14%	14%
CHINESE - ALL	2%	2%	1%	3%	1%	6%	4%	2%	1%
CHINESE (TYPE UNSPECIFIED)	2%	2%	1%	3%	1%	6%	3%	2%	1%
CANTONESE	<1%	<1%	<1%	<1%	<1%	-	<1%	<1%	<1%
MANDARIN	<1%	<1%	<1%	<1%	-	-	<1%	<1%	-
FRENCH	2%	1%	1%	3%	1%	2%	2%	2%	1%
GERMAN	1%	1%	<1%	1%	1%	1%	1%	1%	<1%
RUSSIAN	1%	1%	-	1%	<1%	2%	1%	1%	1%

Following the Department of Transportation's guidelines on identifying "Safe Harbor" languages (defined as a language spoken by 5% or 1,000 persons, whichever is less, of the total population served), Spanish is the only language in the District's service area that qualifies.

Although all information on the website is available in close to 100 languages using Google Translate, historically the District primarily provides supplemental materials in Spanish. On occasion, informational pieces are translated in other languages, if the target market or area being served warrants it.

FACTOR 2: THE FREQUENCY WITH WHICH LEP INDIVIDUALS COME IN CONTACT WITH THE PROGRAM, ACTIVITY, OR SERVICE

Knowing the frequency with which LEP persons come in contact with the District's services is critical for the District to understand the nature and importance of the District's relationship with the public, in turn guiding decisions on when, where and how to provide enhanced language services. This information can be obtained, in part, through detailed tracking of LEP individuals requesting help from the District. The most critical contact occurs both at community meetings or public hearings and through our Customer Service Center where LEP individuals require additional language services. LEP individuals also access already translated materials on the District's website.

The District utilizes telephone Language Line Services to provide free access to translation services for LEP individuals. The average call volume requesting translation services is 16 calls per month, or 192 calls per year. Of those calls, 97% are requests for Spanish language assistance. The District's Spanish language website pages are also the most accessed translation with approximately 8,375 users annually. The Customer Service Center staff estimates they come into contact with, on average, 20 LEP individuals per day.

Estimated Annual Language Line Translations

- Spanish – 186 calls/year
- Other – 5 calls/year

Estimated Total Calls to Translations

- English – 16,000 calls/year
- All Translations – 190 calls/year

The percent of all calls translated is 1.19%.

FACTOR 3: THE NATURE AND IMPORTANCE OF THE PROGRAM, ACTIVITY, OR SERVICE PROVIDED BY THE PROGRAM

Looking at data is imperative to help the District understand the nature and importance of its services to its riders. In the Redhill Group's 2013 Passenger Study, the following data illustrates the importance of District services to its riders:

Alternatives to Golden Gate Transit

Q13. What other type of transportation could you have used instead of Golden Gate Transit for this trip today? (Multiple responses accepted)

- About half of all riders (51%) would drive if they could not use Golden Gate Transit for their surveyed trip, while 31% would use Golden Gate Ferry instead.
- Notably, 25% of riders say Golden Gate Transit is their only option.
 - Residents of San Francisco and the East Bay are more likely to say it is their only option than those living elsewhere.
 - Riders who have used Golden Gate Transit more than 6 years are slightly more likely to say Golden Gate Transit is their only option than newer riders.
 - Basic Riders (36%) are about twice as likely to say Golden Gate Transit is their only option than Commute riders (17%).

	TOTAL	HOME LOCATION					LENGTH OF TIME USING GGT		
		MARIN	SONOMA/ NAPA	SAN FRANCISCO	EAST BAY	OUTSIDE BAY AREA	UNDER 1 YEAR	1 - 5 YEARS	6+
BASE - ALL RESPONDENTS	4190	2174	526	460	308	141	1285	1253	1590
DRIVE/CARPOOL	51%	54%	69%	37%	44%	39%	49%	55%	51%
GOLDEN GATE FERRY	31%	41%	21%	23%	14%	14%	28%	33%	33%
NONE - GOLDEN GATE TRANSIT IS MY ONLY OPTION (EXCLUSIVE)	25%	19%	21%	38%	42%	26%	24%	23%	27%

If a Golden Gate Transit bus were unavailable for their trip, 25% of riders would not make the trip.

In addition, the District has identified specific aspects of its service that are critical for LEP persons. The information deemed critical that would prove problematic if not translated could include fares, service disruptions and changes, safety, security, and emergency instructions. The locations where translated materials help support access to transit service could include transit centers/hubs, onboard vehicles/vessels, in all public lobbies, and at the Customer Service Center.

FACTOR 4: THE RESOURCES AVAILABLE AND THE COSTS ASSOCIATED WITH PROVIDING LANGUAGE SERVICES

Adequate resources are critical for a successful LEP program. Many costs associated with delivery of service to LEP individuals are already included in the daily cost of doing business in a diverse environment. The District currently spends an average of \$3,640 annually on telephone Language Line services and \$1,975 per year on translation services for District printed and web site materials/information.

Monitoring translation, printing and other such costs on an on-going basis will help the District to appropriately budget for needed District language assistance. The District can also look for low-cost ways to enhance language services such as use of technology, sharing of materials and services (such as the regionally-developed translated glossary of transit terms), use of bilingual staff resources, efficiently-procured contract services, and involvement of multi-lingual community resources.

PROVIDING LEP INDIVIDUALS ACCESS TO DISTRICT SERVICES

Information Dissemination

The District employs a number of methods to inform the public of information, such as on fare and service changes, in a timely manner, including but not limited to the following:

- News releases
- Quarterly Transit Guide
- Distribution of “take one” notices distributed on the buses and ferries
- Passenger newsletters
- Ads in local newspapers within the service area
- Community meetings/workshops
- Transit fairs or other outreach efforts
- Discussion of changes with the Citizens Advisory Committees
- Information posted on the District’s website (utilizes Google Translate)
- On-street signage (posters and “sandwich boards”) at key locations
- Posters and signage onboard the buses and ferries
- Facebook and Twitter postings
- Email subscription alerts (with customizable, opt-in features)
- Animations (translated into 12 languages)

Documents that are routinely translated into Spanish include public hearing notices, outreach documents, fare increase notices, service change notices, bus stop signage, Rider Alerts, the agency’s website (www.goldengate.org) utilizing Google Translate and available in a broad array of languages, and street/stop banners or signage. All District information lists the toll-free number for the District’s Customer Service Center, which can handle calls in over 170 languages (through use of the telephone Language Line

Services). The District has deployed an English/Spanish Interactive Voice Response telephone system that provides automated schedule data and other important agency information. MTC has launched an automated phone system at 511 that offers schedule information in Spanish and Chinese. The District also uses pictograms when possible to reach as many non-English speakers as possible.

The District is committed to ensuring language is not a barrier to access. The information deemed critical for translation include information on services, fares, service disruptions and changes, safety, security, and emergency instructions. The locations where translated materials help support access to transit service could include transit centers/hubs, onboard vehicles/vessels, in all public lobbies, and at the Customer Service Center.

The District also partners with Community-Based Organizations (CBOs) to reach the LEP population in the service area. See Appendix D for a list of CBOs.

All district outreach is done in accordance to the policies and processes outlined in the District's Public Participation Plan.

Vital Documents for Translation

The District defines Vital Documents as any written document that is critical for obtaining information on programs and services or any document that is required by law to be translated. The following is a list of what the District considers Vital Documents and provides translations as standard operating procedure:

- Portions of the Transit Guide
- Title VI notice, complaint instructions and form
- Select outreach materials
- Fare increase notices
- Service change notices
- Bus stop signage
- Rider alerts
- The website
- Select onboard bus posters, e.g., emergency information
- Safety alerts
- Title VI information
- Language assistance services notices
- Surveys

Customer Service Center

The District's Customer Service Center (CSC) subscribes to the Language Line which provides for oral transmittal of a message from one language into one of over 170 other languages. The CSC is open weekdays from 7 a.m. to 6 p.m. Bilingual District employees also provide outreach assistance at transit fairs, community meetings and other venues as needed.

The District Customer Relations Assistant training manual has a unit on how to use Language Line, a glossary of translated transit terms and other resources on how to handle contact with LEP individuals.

Improvement Measures

The District is in the process of developing materials to train bus operators and ferry vessel staff on how to successfully interact with LEP individuals.

LANGUAGE IMPLEMENTATION PLAN

This schedule identifies various language assistance activities performed by the District, including those listed in the FTA Handbook for Public Transportation Providers, April 13, 2007. These include:

- Identifying LEP individuals who need language assistance
- Providing language assistance measures
- Training staff
- Providing notice to LEP persons of the availability of language assistance
- Monitoring and updating the LEP plan

Over the past several years, LIP measures have been implemented as part of the District's business practices. However, the District continues to look for refinements and/or adjustments to existing procedures and practices as needed.

ITEM	COMPLETED/ CURRENT	FY22	FY23	FY24
IDENTIFY LEP INDIVIDUALS WHO NEED ASSISTANCE				
Conduct four-factor analysis. Conduct an evaluation of the District's LEP plan to gauge its effectiveness and determine if updates are needed every two years. Staff will lead the evaluation with the help of staff familiar with Title VI language access requirements and the LEP plan. The evaluation will: <ul style="list-style-type: none"> • Determine the number of LEP individuals in the District's service district • Assess whether existing language assistance services are meeting the needs of clients with LEP • Assess whether staff members understand the District's LEP policies and procedures, how to carry them out, and whether language assistance resources and arrangements for those resources are still current and accessible. 	X			

ITEM	COMPLETED/ CURRENT	FY22	FY23	FY24
Review and adjust existing procedures for interaction at front desk, Customer Service Center or on revenue vehicles.	X			
Develop and distribute English/Spanish quick reference guide for front-line personnel.	X			
Maintain provision of available LEP services through use of comment cards, public hearing notices, ads and other public information media in English/Spanish.	X			
LANGUAGE ASSISTANCE MEASURES (How Provided)				
Review and adjust existing procedures addressing provision of foreign language service to public.	X			
Continue provision of verbal foreign language services through Customer Service Center staff, telephone Language Line, on-call translation services, and through the IVR.	X			
Maintain written translation service for various public documents and notices, such as Rider Alerts, Notice to Customers, bus stop signage, public hearing and workshop notices, fare increase notices, outreach event notices and service changes.	X			
Website – New website uses Google Translate to provide full translation of the site in close to 100 languages.	X			
Record bus stop announcements in different languages.			X	X
Place foreign-language ads in publications serving second language populations to demonstrate the District's commitment to full information, to share significant current, service-related announcements, and to increase comfort levels regarding access to information in a native language.	X			
Provide one-on-one and group travel training to LEP persons through use of a bilingual staff, including a group of Spanish-speaking Bus Operators which provides on-the-street bilingual	X			

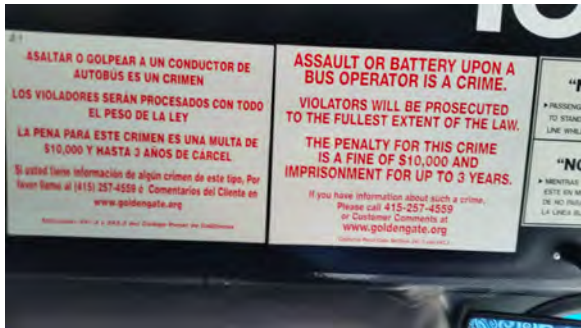
ITEM	COMPLETED/ CURRENT	FY22	FY23	FY24
travel and trip planning assistance during significant service changes.				
Establish partnerships and work closely with community organizations that serve LEP populations.	X			
Continue use of pictograms to replace text in signage when possible.	X			
Monitor and update based on feedback.	X			
TRAINING STAFF				
Review existing procedures for provision of foreign language services.	X			
Identify and maintain list of responsible language speaking staff.	X			
Identify gaps and work with responsible departments on training (coordinate training with Human Resources and Equal Employment Opportunity departments).	X	X	X	
Monitor and update based on feedback.	X			
Prepare training program and aids of how to communicate and interact with LEP customers.	X	X	X	
NOTICE TO LEP PERSONS OF AVAILABLE SERVICES/ BENEFITS				
Ensure contract language on all bid documents and special projects contain Title VI/LEP notice and rights (Title VI of the Civil Rights Act of 1964, "Nondiscrimination under Programs Receiving Federal Financial Assistance through the U.S. Department of Transportation").	X			
Determine which District documents meet the definition of "vital documents"; stay aware of new documents that may be considered "vital".	X			
Review all new contracts and special projects for compliance.	X			

ITEM	COMPLETED/ CURRENT	FY22	FY23	FY24
Provide oversight role on fare and service changes including public hearings, community meetings and other outreach methods.	X			
Ensure Title VI notice is posted in Transit Guide, on website and at various employee facilities.	X			
Identify customer comment card for tracking and recordkeeping.	X			
Production, printing and distribution of comment card.	X			
Ensure comment card at front desk, Customer Service Center and on revenue vehicles.	X			
Provide telephone interpretation for basic transit questions and trip planning assistance in virtually any language by ensuring telephone Language Line is available through the Customer Service Center.	X			
Develop and use a standard “translation dictionary” (Regional Glossary of Transit Terms) for contracted translators to use to maintain consistency with description of terms.	X			
Conduct outreach activities with community, special interest groups, etc.	X			
Develop a process for determining: <ul style="list-style-type: none"> • If a particular document needs to be translated • For which languages it should be translated. 	X			
Maintain and continue to produce public hearing, community workshops or other outreach events in Spanish.	X			
Identify routes serving areas with high concentrations of LEP individuals living or travelling in or around that area, and ensure that signage in those areas is available in the predominant primary language of those individuals.	X			

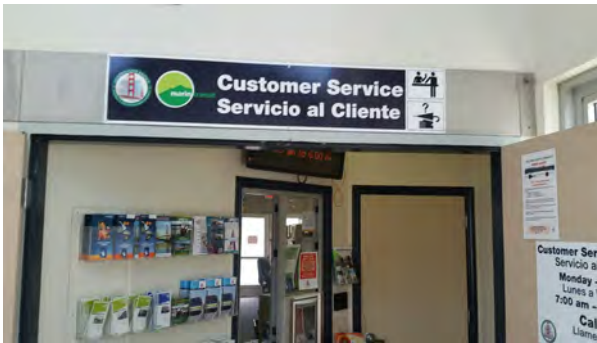
ITEM	COMPLETED/ CURRENT	FY22	FY23	FY24
DISCRIMINATION COMPLAINT PROCEDURES				
TRANSLATE “vital documents”, procedures and notices.	X			
Develop curriculum and train frontline and other key staff in: <ul style="list-style-type: none"> • awareness of type of language services available; • how staff and/or LEP customers can obtain these services; • how to respond to LEP callers; • how to respond to correspondence from LEP customers; • how to respond to LEP customers in person; • how to document LEP needs; and • how to respond to civil rights complaints. 	X			
INCLUSIVE PUBLIC PARTICIPATION				
Review, maintain and implement inclusive communication processes per District’s Public Participation Plan.	X			
Publish public hearing notices in foreign language (English/Spanish) in local papers, at key stops, and onboard vehicles.	X			
Make meeting notices and materials available in advance and in foreign languages (available free of charge). Interpretive services also available free of charge with advanced request.	X			
Locate public meeting interpretation services, with the identified bilingual staff or telephone Language Line as primary back-up.	X			
District Secretary manages requests for foreign language interpretation.	X			
Monitor and update participation procedures based on feedback.	X			

Appendix A: Examples of Translated Safety and Fare Signage on Buses





Appendix B: Examples of Use of Pictograms



Appendix C: Examples of Translated Materials



Location of Incident: *Lugar del Incidente:*

Would you like a response regarding your concern, suggestion or commendation?
(Please note: It may take up to 10 business days to investigate and respond to your
¿ Le gustaría recibir una respuesta con respecto a su inquietud, sugerencia o elogio?
(Nota: Puede tomar hasta 10 días hábiles para investigar y responder a su pregunta.)

Name: *Nombre:* _____

Address: *Dirección:* _____

City: *Ciudad:* _____ State: *Estado:* _____ ZIP: *Código*

Telephone (if you would like to be contacted by telephone): _____
Teléfono (si desea que lo contacten telefónicamente)

Email: *Correo electrónico:* _____ @ _____

Thank you for commenting on Golden Gate Transit! Your feedback will help us serve!
¡ Gracias por su comentario acerca de Golden Gate Transit! Su opinión nos ayudará a ser



A screenshot of a web browser displaying the Golden Gate Transit website. The browser's address bar shows "goldengate.org". The website has a navigation bar with links for "PAY A TOLL", "BUS FARE TABLES", "FERRY FARE TABLES", "DOING BUSINESS", "CONTACT", and "CAREERS". A "SELECT LANGUAGE" dropdown menu is open, showing a list of languages including Bulgarian, Catalan, Afrikaans, Albanian, Amharic, Arabic, Armenian, Azerbaijani, Basque, Belarusian, Bengali, and Bosnian. The website also features a "SERVICE ALERTS" button and a search icon. At the bottom of the page, there is a banner for "Golden Gate Transit SONOMA - MARIN - SAN FRANCISCO - CONTRA COSTA COUNTIES" and navigation buttons for "Trip Planner", "Real-Time Arrivals", "Transit Schedules", and "Pay a Toll". The Windows taskbar at the bottom shows the time as 2:06 PM on 1/20/2022.

Website Translations

金門大橋使用費查詢選擇

FasTrak 簡介 (FasTrak Account)

駕駛人每年若在金州使用超過一次收費選擇，快速道路，或收費道路，使用 FasTrak 是最方便的使用費選擇方式。在互聯網上利用信用卡開設新帳戶，帳戶內必須有 \$25 到 \$50，使用 FasTrak 是一種可讓金門大橋使用費的扣費(雙車牌每次使用收費 \$6.25)的繳費方式。

車輛帳戶 (License Plate Account)

因車牌帳戶，每次只有在通過金門大橋時才支付費用(雙車牌每次使用收費 \$7.25)。如果您使用信用卡開設新帳戶，車輛將會自動由信用卡扣款。如果您車輛帳戶採用信用卡方式付費，帳戶內必須儲存一次過帳使用費的存款。

一次付費

平常使用金門大橋的駕駛人，外地遊客，和臨時現金付費的顧客可使用一次付費。一次付費可通過互聯網，電話，或親自向收費站繳費。一次付費可在過橋前30天預繳，或過橋後48小時內繳付(駕駛使用車輛時)。

收費選擇

顧客若未開設 FasTrak 帳戶，車牌帳戶，或未採用一次付費方式，收費發覺將會給您貼單。為免逾期罰款，收費發覺必須在24小時內繳付。

使用租用汽車人士

請向租車公司查詢關於金門大橋使用費的條款及相關收費，並方便與您選擇使用租車公司提供的付費服務。

如果您不帶使用租車公司提供的付費服務，又或租車公司沒有代繳費服務，您必須在每次通過金門大橋(南內灣入費金山)前採用一次付費。在取租車時請向租車公司，記下車牌號碼，以一次付費方式繳費。



(由音樂, Lithia Park)



(由音樂, Lithia Park)

Chinese web page with animations



哥爾登門大橋的電子通行費支付系統已安裝完畢。哥爾登門大橋往南方向(三藩市方面)通行時，若使用電子通行費支付系統，則無需停車。若使用現金支付通行費，則需在通行前停車。哥爾登門大橋往南方向(三藩市方面)通行時，若使用電子通行費支付系統，則無需停車。若使用現金支付通行費，則需在通行前停車。

哥爾登門大橋通行費支付方法

FasTrak 帳戶的開辦

FasTrak 是，少於 6 個月前 1 個加利福尼亞州有執照，高速公路，或收費道路，或持有有執照者可利用之。FasTrak 是，少於 6 個月前 1 個加利福尼亞州有執照，高速公路，或收費道路，或持有有執照者可利用之。FasTrak 是，少於 6 個月前 1 個加利福尼亞州有執照，高速公路，或收費道路，或持有有執照者可利用之。



日本語 (Music by Lithia Park)

Japanese web page with animation

THE RULES OF GOLD TO THE GATE
Estámos juntos en esto.

Golden Gate Transit (Spanish) | Golden Gate Ferry (Spanish) | Code of Conduct (in English)

Las Reglas de Oro al Viajar de Golden Gate Transit
A continuación están las reglas derivadas de las reglas de Golden Gate Transit. Violar cualquiera de estas reglas puede resultar en arresto, multa, negación de servicio, y/o suspensión del vehículo.

- Todos necesitan pagar su tarifa justa. Por favor, pagar su tarifa.
- Por favor, deje al operador hacer su trabajo. No interfiere en el control del operador mientras el autobús esté en movimiento.
- No alcohol ni los ingeridos bebidas alcohólicas. Es contra la ley.
- No fumar a bordo del autobús, o en un área de 20 pies alrededor de cualquier parada o terminal de autobús. Así lo exige la ley.
- No realizar ni dar propiedad o equipo, por ejemplo con gráficos, tarjetas o tarjetas.
- Trate a los demás pasajeros de manera amable - no insulte, amenace ni use lenguaje obsceno.
- No debe fumar en su asiento. No debe fumar.
- Para seguridad de todos, no cargar armas, explosivos, material inflamable, o líquidos corrosivos a bordo.
- Respete a los demás - no está permitido vender ni pedir limosnas.
- Por favor, deje que los pasajeros discapacitados, las personas en silla de ruedas, y los adultos mayores usen los asientos preferenciales.
- Escuche música o dispositivos de medios con audífonos.
- Mantenga comunicaciones por teléfono celulares lo menos posible.
- No ingiera alimentos ni bebidas a bordo del autobús.
- Todos los artículos que se introducen a bordo deben ser almacenados en los portaequipajes superiores, debajo del asiento o en su regazo.
- Golden Gate Transit se toma las actividades sospechosas muy en serio y las reporta de inmediato.

AGRESION AL PERSONAL
Nuestro objetivo es proporcionar servicio de primera clase a nuestros clientes, y si alguien nos amenaza sobre el servicio al cliente que brindamos.

La detención inferior que también nos autoriza para proteger a nuestro personal contra ataques verbales. En caso de dicho abuso, si tenemos acciones las cuales pueden afectar su seguridad y tener consecuencias legales. Se le agradecerá su total cooperación.

GOLDEN GATE BUS

Declaración de Política Sobre el Título VI

El Golden Gate Bridge, Highway and Transportation District opera sus programas y servicios sin distinción de raza, color o origen nacional, de conformidad con el Título VI de la Ley de Derechos Civiles de 1964, el cual dispone que ninguna persona será, por motivo de raza, color u origen nacional, excluida del participar en servicios de transporte público, o se le negarán los beneficios de los servicios, ni se verá sujeta a discriminación en la prestación de dichos servicios.

Para obtener más información sobre los programas de derechos civiles del Golden Gate Bridge, Highway and Transportation District, o información sobre los procedimientos para presentar una queja o para obtener información en otro idioma, comuníquese con:

GOLDEN GATE BRIDGE DISTRICT EEO OFFICE
1011 Anderson Drive
San Rafael, CA 94903-5118
Tel: 511 (toll) Golden Gate Transit
Fax: (415) 237-4955
Correo electrónico: TitleVIComplaint@gbttransit.org

Procedimiento de Queja Conforme al Título VI

Cualquier persona que crea que ha sido objeto de discriminación por motivo de raza, color u origen nacional por el Golden Gate Bridge, Highway and Transportation District, incluyendo a Golden Gate Transit y Golden Gate Ferry (en lo sucesivo referidos como "el Distrito") puede presentar una queja conforme al Título VI, llenando y enviando el [Formulario de Queja de Título VI](#) del Distrito. El Distrito investiga las quejas recibidas no más de 180 días después del presunto incidente.

Una vez que reciba un Formulario de Queja de Título VI, el Distrito abrirá una investigación sobre la supuesta discriminación. La investigación podrá incluir una revisión de todos los documentos, prácticas y procedimientos pertinentes, así como discusiones de la queja con todos los partes afectados para determinar la naturaleza del problema. El Distrito investigará las quejas dentro de 60 días, si se necesita más información para resolver el caso, el Distrito podría comunicarse con quien presenta la queja. Quien presenta la queja debe proporcionar la información adicional solicitada dentro de los quince (15) días laborables siguientes a la fecha de recepción de una solicitud de información adicional. Si quien presenta la queja no se comunica con el investigador, o este no recibe la información adicional dentro de los quince (15) días laborables, el Distrito podrá cerrar el caso administrativamente. También se puede cerrar el caso administrativamente si quien presenta la queja ya no desea continuar con su caso.

Después de que el investigador analice la queja, enviará una de dos cartas a la persona que la presentó: una carta de cierre o una carta de fallo. Una carta de cierre resuelve las alegaciones y afirma que no hubo violación del Título VI y que el caso será cerrado. Una carta de fallo resume las alegaciones y la información obtenida mediante la investigación de la presunta discriminación, y explica si ocurrió alguna acción disciplinaria, entrenamiento adicional del personal o alguna otra acción. Si quien presenta la queja desea apelar la decisión, puede apelar directamente al Departamento de Transporte de los Estados Unidos, Oficina de Derechos Civiles de la FTA. Una persona también puede presentar una queja directamente con la Dirección Federal de Tránsito (Federal Transit Administration; FTA), dirigida a la FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

Usted puede descargar un formulario de queja haciendo clic [aquí](#) o visitando [www.goldengate.org](#). También puede llamar al 511 o decir "Golden Gate Transit" o "Golden Gate Ferry" para comunicarse con el Departamento de Atención al Cliente y

GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

FORMULARIO DE QUEJA DE TÍTULO VI

Sección I:		
Nombre:		
Dirección:		
Teléfono (Casa):		Teléfono (Trabajo):
Dirección de correo electrónico:		
¿Requiere formatos accesibles?	Letra grande TDD	Audiocasete Otro
Sección II:		
¿Está presentando esta queja en su propio nombre?	Si*	No

*Si contestó "SI" a esta pregunta, vaya a la Sección III.

**CUSTOMER RELATIONS
SCHEDULE INFORMATION**

Monday - Friday 7am - 6pm
CLOSED weekends and the following holidays:
New Year, President's Memorial, Independence,
Labor Day, Thanksgiving, and Christmas Days

511 call 511 toll free
TDD 711 Only Golden Gate District
then "operator"

Para obtener más información en español,
vea la página 17.

Other languages call:
415-455-2000

Follow us on

golden-gate.org/alerts

Servicios de Traducción Bilingüe
Para servicios de traducción bilingüe en español, llame al 415-455-2000 lunes a viernes desde 7:00 am a 6:00 pm (excepto los días festivos).

Tarifas de Autobuses
Las tarifas están determinadas por zona (ver las Tarifas por Zona/Mapa de Servicios por Área en la página 6 ó en la cubierta posterior del Mapa de Sistema) y varían según el largo del trayecto y el número de trasbordos. Por lo tanto, por favor irse al conductor de su destino final al momento de abordar y tenga el monto exacto de la tarifa a mano.

Para determinar su tarifa, use la Tabla de Tarifas en la página 6. Primero seleccione la Tabla de Tarifas apropiada (por ejemplo, Adulto, Joven/Encargado Edad Persona con Incapacidad), luego encuentre la Zona de Tarifa donde su viaje comienza y termina. Por ejemplo, si usted es un adulto y se encuentra en la Zona 3 y desea viajar a la Zona 6, use como referencia la tabla de tarifas de "Adulto" y busque la Zona número "3" en la fila superior, luego siga esa columna hacia abajo hasta que esté en la fila marcada Zona "6" a la izquierda. Su tarifa en este caso sería \$7.36.

Tarjetas con Descuentos
Las "personas" (personas que viajan diariamente al trabajo) reciben un 20% de descuento con la compra de una Clipper Card (tarjeta de descuentos). Las Marin County Adult Discount Value Card (tarjeta de descuentos para adultos del condado de Marin), proporcionan un 10% de descuento para viajes dentro del Condado del Marin únicamente. Las Tarjetas de Descuento no pueden ser utilizadas para pagos grupales o para pagos de estudiantes, personas de la tercera edad o tarifas de descuento para personas con incapacidades desde más adelante.

Las Personas de la Tercera Edad, de 65 años o más, que tengan Tarjetas de Descuento Regional de Comisión de Transito (RTC), tarjetas de identificación para personas con incapacidades del Departamento de Vehículos Motorizados, Tarjetas de Descuento Regional de Comisión de Transito (RTC), tarjetas de Medicare o tarjetas de identificación para personas con incapacidades de otro servicio de tránsito, reciben 50% de descuento de la tarifa en efectivo de adultos. El conductor puede solicitar evidencia de edad.

Los jóvenes entre 6-18 años de edad reciben 50% de descuento de la tarifa en efectivo de adultos. El conductor puede solicitar evidencia de edad.

Los Niños de 3 años de edad y menores, viajan gratuitamente cuando son acompañados por un adulto (límite de dos niños por adulto).

Marin Transit
Marin Transit determina el nivel de servicio de tránsito local dentro del Condado de Marin y las tarifas cobradas en ese servicio. Hay información disponible sobre los próximos cambios de tarifa en www.marintransit.org. Para contactar a Marin Transit, llame al 415-226-8855 o al 415-499-6177 (TDD) o envíe un e-mail a info@marintransit.org.

Objetos Perdidos
Llame al 415-455-2000 desde las 7:00 am a las 6:00 pm de lunes a viernes (excepto los días festivos).

Nueva Guía de Viajero
Para una copia gratuita de la Nueva Guía de Viajero, llámale llamando al 415-455-2000 o enviando un e-mail a contact@goldengate.org.

Comentarios sobre los Servicios
Llame al 415-455-2000 desde las 7:00 am a las 6:00 pm de lunes a viernes (excepto los días festivos). Escuche a Customer Relations, 1011 Anderson Drive, San Rafael, CA 94901.

Política antidiscriminatoria de Golden Gate
El Distrito está comprometido a garantizar que ninguna persona (en base a raza, color, o nacionalidad de origen), será excluida de la participación, o le negará los beneficios de o será sometido a discriminación bajo su programa de servicios de tránsito. Toda persona que crea que ha sido discriminada puede presentar una queja conforme al Título VI. Para más información o para presentar una queja, llame al 511 y diga "Golden Gate Transit" o contacte directamente a los Servicios al Cliente al 415-455-2000 o visite el sitio www.goldengate.org/contact para obtener un Formulario de queja conforme al Título VI.

INFORMATION CONTACTS **GOLDEN GATE**

TOLL FREE
(In the Bay Area)
511
*(say "Golden Gate Transit,"
then "Operator") 711 TDD &*

Monday – Friday:
7 am – 6 pm

Closed: Weekends, New Year's,
Presidents', Memorial, Independence,
Labor, Thanksgiving, and Christmas Days


Assistance available in over
150 languages: 415-455-2000

Lost and Found: 415-925-5565
Online Comment Form:
goldengate.org/feedback/ferry


goldengate.org
Information subject to change.

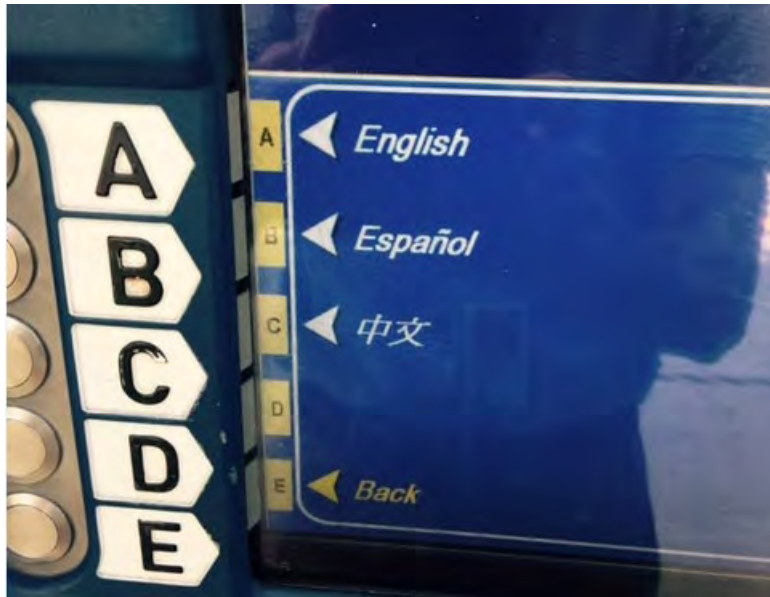
 

**LARKSPUR
AND
SAUSALITO**

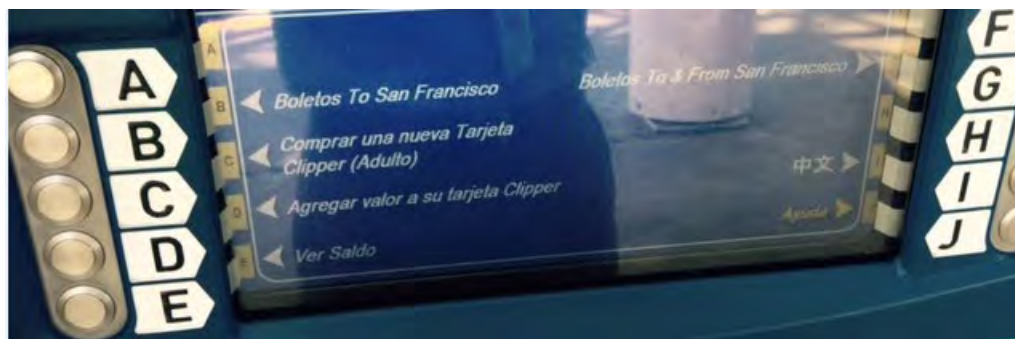
**FERRY
SERVICE**



TO/FROM SAN FRANCISCO
SEPT. 28 - DEC. 20, 2015



Ticket Vending Machines



Appendix D: Community Based Organizations

Canal Alliance	91 Larkspur Street	San Rafael	CA	94901
Canal Ministry of San Rafael	86 Belvedere Street	San Rafael	CA	94901
Canal Welcome Center	141 Alto Street	San Rafael	CA	94901
Latino Council of Marin	650 Las Gallinas Avenue	San Rafael	CA	94903
Latino Educational & Cultural Foundation of Marin	P.O. Box 364	Kentfield	CA	94914
Marin County Grassroots Leadership Network	2915-A Kerner Blvd.	San Rafael	CA	94901
Marin Education Fund	781 Lincoln Avenue, Suite 140	San Rafael	CA	94901-3377
Marin Tenants Union	4136 Redwood Highway, Suite 9	San Rafael	CA	94903
Marin Grassroots	30 N. San Pedro Road, Suite 290	San Rafael	CA	94903
Marin City Community Service District	630 Drake Ave	Marin City	CA	94965
Marin City Health & Wellness Center	630 Drake Ave	Marin City	CA	94965
Marin City Community Development Corporation	441 Drake Avenue	Marin City	CA	94965
Marin City Network	640 Drake Ave	Sausalito	CA	94965
Marguerite Johnson Senior Center	640 Drake Ave	Sausalito	CA	94965
ISOJI & Southern Marin Intern Project	ph: 415 883-1757 alt: 415 383-2073 staff@isoji.net	Marin City	CA	94965
Manzanita Child Development Center	620 Drake Avenue	Marin City	CA	94965
Community Action Marin	29 Mary Street	San Rafael	CA	94901
Bridge the Gap	105 Drake Avenue	Sausalito	CA	94965
County of Marin Public Assistance	120 North Redwood Drive (West Wing)	San Rafael	CA	94903
County of Marin Public Assistance	West Marin 100 6th Street	Pt. Reyes Station	CA	94956
Novato Human Needs Center	1907 Novato Boulevard	Novato	CA	94947
COTS – Committee on the Shelterless	900 Hopper Street	Petaluma	CA	94952
Old Adobe Developmental Services (OADS)	1301 A Rand Street	Petaluma	CA	94954
Petaluma Community Foundation	159 Kentucky Street, Ste 10	Petaluma	CA	94952
Picklewood Park Community Center	50 Canal Street	San Rafael	CA	94901
The Osher Marin Jewish Community Center	200 N San Pedro Road	San Rafael	CA	94903
Filipino Community of Sonoma County	3361 Fulton Road	Santa Rosa	CA	95439
Jewish Community Center	1301 Farmers Lane	Santa Rosa	CA	95404
Margaret Todd Senior Center	1560 Hill Road	Novato	CA	94947

GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

Title VI Program 2021

Summary of Outreach Efforts**Public Meetings to Receive Input on the District's Proposed Golden Gate Bridge Incremental Toll Increase Options – February 2019**

The District proposed a new five-year toll increase plan to increase Golden Gate Bridge tolls to help address a five-year projected deficit of \$75 million. The District presented five different toll increase options to gather public input. The District notified the public of the proposal to increase tolls on the Golden Gate Bridge as follows:

- Announcement of February 27, 2019 Public Hearing was posted to District's website on January 15, 2019.
- Public Meetings were held on Wednesday, January 30, 2019, from 5:00 p.m. to 7:00 p.m. at Whistlestop, San Rafael, CA; Tuesday, February 5, 2019, from 6:00 p.m. to 8:00 p.m., at Petaluma Arts Center, Petaluma, CA; and Thursday, February 7, 2019 from 5:00 p.m. to 7:00 p.m., at Fort Mason Center, San Francisco, CA. A Spanish language interpreter was in attendance at each public meeting.
- A virtual open house was held on Saturday, February 9, 2019, at 11:00 a.m. as a Facebook Live event.
- Printed materials in English, Spanish, Chinese, and Vietnamese were made available at these meetings.
- Legal notices were published in the Marin Independent Journal, Press Democrat, Pacific Sun, San Francisco Chronicle, and San Francisco Examiner.
- Print and website advertisements promoting the public meetings were published from January 15 through February 7, 2019 in the following publications: San Francisco Examiner, San Francisco Chronicle, Marin Independent Journal, Santa Rosa Press Democrat, Petaluma Argus Courier, Pacific Sun, La Voz, and La Prensa.
- A press release was posted to the District website on January 15, 2019.
- Information was posted on social media multiple times from January 15- February 9, 2019.

- A formal public hearing notice and the associated staff report for a hearing on February 27, 2019 was posted on February 15, 2019 on the District's website. A notice was also posted at San Rafael City Hall on February 21st and the public hearing will be held on February 27, 2019.
- Posters were placed on Golden Gate Transit buses and Golden Gate Ferry vessels, and in terminals beginning on January 22, 2019.
- Information was emailed to customer lists and community-based organizations on January 15 through February 7, 2019.

At the close of the public comment period, the District received comments from 51 individuals in response to the proposal.

Public Workshops to Solicit Comments Regarding Proposed Bus Service Changes – May 2019

The District put forth a proposal to improve upon Golden Gate Transit commute bus service in Northern and Central Marin. The proposal reconfigured several routes to provide faster and more frequent service into San Francisco.

Outreach on the proposal occurred during the months of April, May, and June 2019. Public notification activities included:

- Three public workshops were held: in Marinwood on May 8, in Novato on May 11, and in San Anselmo on May 18.
- A Notice of Public Hearing was posted to the District's website on May 30.
- Legal notices were published in the San Francisco Examiner on Sunday, May 26, and Sunday, June 9; in the Marin Independent Journal and San Francisco Chronicle on Tuesday, May 28, and Tuesday, June 11; and, in the Pacific Sun on Wednesday, May 29, and Wednesday, June 12.
- Advertisements were placed in local publications for April and May (Marin Independent Journal, Pacific Sun, and La Voz).
- Posters on board buses advertising the public meetings were posted for the weeks of April 29, May 6, May 13, and May 28.
- Direct outreach to passengers was done on Routes 24, 24X, 27 (Sleepy Hollow segment only), 38, 44, 54, 56, and 58.
- Web News item and Press Release to local media was posted on May 1.

- Social media messages were posted on Facebook and Twitter May 2, May 7-9, May 11, May 15-16, May 18, May 21, June 10, and June 18.
- Email blasts were sent to customers and community-based organizations on May 1, May 7, May 15, and June 18.
- A public discussion was held as part of the regularly scheduled Bus Passengers Advisory Committee (BPAC) meeting on Wednesday, May 15, at 6:00 p.m.
- A public hearing was held in the Board Room, Golden Gate Bridge Toll Plaza, on Thursday, June 20, at 9:00 a.m.

Translation of all printed materials and handouts in Spanish were available, per the District's Limited English Proficiency (LEP) Plan.

At the conclusion of the public comment period, a total of 197 comments were received, including a letter from the Bus Passengers Advisory Committee.

Public Hearing to Receive Comment on the Establishment of a New Ferry Route and Fare for Special Event Service Between the Larkspur Ferry Terminal and the New Chase Center in San Francisco – June 2019

The District held a public hearing to receive comments on a proposal to establish a new ferry route and fare for special event service between the Larkspur Ferry Terminal and Chase Center in San Francisco. The proposed ferry service to Chase Center would operate for Golden State Warriors basketball games and serve a limited number of special events, such as concerts.

Public outreach to advertise the hearing was undertaken as follows:

- Advertisements in local publications (Marin Independent Journal, Santa Rosa Press Democrat and San Francisco Chronicle);
- Ferry terminal signage advertising the Public Hearing;
- Press Releases to local media;
- Social Media Postings on Facebook and Twitter; and,
- Email blast to customers and community-based organizations.

Translation of all printed materials and handouts in Spanish were made available, per the District's Limited English Proficiency (LEP) plan.

The public hearing was held on June 20, 2019, at 9:30 a.m. in the Board Room, Administration Building at the Golden Gate Bridge Toll Plaza, San Francisco, CA. At the close of the public hearing, there were eight comments received on the proposal.

Public Hearing to Receive Comment on Establishment of Means-based Fares for Bus and Ferry Service – August 2019

The public hearing on August 22, 2019, was held to receive public comment on the proposed establishment of means-based fares for low-income riders on Golden Gate Transit regional bus routes and regular (non-special event) Golden Gate Ferry service by adopting MTC's Clipper START fare program.

Public notification about the public hearing included:

- Advertisements in local publications (Marin Independent Journal, Santa Rosa Press Democrat, San Francisco Chronicle, and La Voz);
- Ferry terminal signage advertising the Public Hearing;
- Posters placed onboard buses;
- Press Releases sent to local media;
- Social media postings on Facebook and Twitter; and,
- Email blast to customers and community-based organizations.

Translation of all printed materials and handouts in Spanish were available, per the District's Limited English Proficiency (LEP) Plan.

18 comments were received regarding the proposal to adopt means-based fares.

Public Meetings to Present Proposed Concepts for a New San Rafael Transit Center – November 2020

The District held the fourth and fifth public meetings for the San Rafael Transit Center Relocation Project. The public was encouraged to attend the meetings to learn about concepts under consideration and to share feedback on their preferences. The meetings were held virtually due to the COVID pandemic and included:

- A Facebook Live event hosted by the Executive Director of the Canal Alliance on November 9, 2020 (Spanish)
- A Zoom Community Meeting on November 19, 2020 (English)

Outreach efforts promoting the meeting included the following:

- Information was posted on the District's website.
- Information was emailed to the District's subscriber lists.
- A postcard was mailed to 6,960 addresses near the SRTC with information about the meeting.
- Email was sent to our extensive CBO outreach list.
- Signage was posted on transit vehicles and at transit center.
- Postings were made on social media (Facebook, Twitter and NextDoor).
- News was published in the Marin Independent Journal.

Approximately 50 community members attended the Zoom meeting. As of December 18, 2020, the video posting of the event had 120 views.

The Canal Alliance helped promote the Facebook Live event through ads and SMS text pushes to the community. There were 30 virtual attendees, with about 16 comments at the event. Most notably, the recording made its way around social media and by December 18, 2020, had over 4,800 views.

All materials were provided in Spanish and there was a Spanish interpreter present at the meetings.

Public Meetings to Present Proposed Concepts for a New San Rafael Transit Center – September 2021

The District held the sixth and seventh public meetings for the San Rafael Transit Center Relocation Project. The public was encouraged to attend the meetings to learn about concepts under consideration and to share feedback on their preferences. The meetings were held virtually due to the COVID pandemic and included:

- A Facebook Live event hosted by the Executive Director of the Canal Alliance on September 15, 2021 (Spanish)
- A Zoom Community Meeting on September 14, 2021 (English)

Outreach efforts promoting the meeting included the following:

- Information was posted on the District's website.

- Information was emailed to the District's subscriber lists.
- A postcard was mailed to 6,960 addresses near the SRTC with information about the meeting.
- Email was sent to our extensive CBO outreach list.
- Signage was posted on transit vehicles and at transit center.
- Postings were made on social media (Facebook, Twitter and NextDoor).
- News was published in the Marin Independent Journal.

57 community members attended the English Zoom meeting. 25 attended the Spanish Facebook Live event. Approximately 600 people watched the Facebook Live recording over the next couple of months.

All materials were provided in Spanish, and there was a Spanish interpreter present at the meetings.

Public Meetings to Receive Comment on the Recommended Actions Included in the Golden Gate Bridge Bicycle Safety Study – October 2021

The District solicited public comments on a proposed package of recommendations that would result in changes to the District's rules and regulations as they pertain to travel on the Golden Gate Bridge sidewalks. Staff engaged in a review of bicycle safety policies and current conditions for bicyclists and pedestrians at the Bridge. This effort has included significant public outreach and engagement with multiple stakeholder groups in developing a specific slate of recommendations targeted at improving Bridge sidewalk safety for cyclists and pedestrians while ensuring that we optimize access and utility for all users. As part of this effort, staff engaged with the local bicycle community and vendors of bike share and rental bikes for feedback and recommendations during the process. This public outreach culminated in a two-week long web-based virtual open house (held Friday, September 24, 2021 through Sunday, October 10, 2021) along with a live web-based town hall style meeting (held Wednesday, October 6, 2021) where we briefed participants on the methodology and findings of the Study and afforded participants the opportunity to submit questions and comments. 271 public comments were received through the virtual open house and virtual town hall meeting. The public outreach culminated in a formal public hearing with the Board of Directors on October 18, 2021. 45 people submitted written comments during the public comment period and oral testimony was received from 11 participants during the public hearing. Public comment generally supported the recommendations in the safety study.

Public Hearing to Receive Comments on Proposed Fares for Pilot Angel Island Ferry Service – November 2021

The District held a public hearing on November 5, 2021 for public review and comment on proposed fares for pilot ferry service between San Francisco and Angel Island. Outreach on the proposal to create the new San Francisco-Angel Island ferry service fare began after the Board authorization to hold this public hearing on October 22, 2021 and continued into early-November prior to the public hearing. Public notification activities included:

- A Notice of Public Hearing was posted to the District’s website on October 23.
- Legal notices were published in the Marin Independent Journal on Sunday, October 24, and Saturday, October 30; and the San Francisco Chronicle on Saturday, October 23, and Saturday, October 30.
- An advertisement was placed in the October web edition of La Voz.
- Posters were placed onboard buses and ferries and at ferry terminals on Monday, November 1.
- Press releases were posted on the District’s web site and sent to local media on Friday, October 29.
- Email blasts were sent to customers and community-based organizations on Friday, October 29 and were posted on Facebook and Twitter, respectfully, on Friday, October 29.
- Translation of materials in Chinese, Japanese, and Spanish were made available, per the District’s Limited English Proficiency (LEP) plan.

At the close of the public comment period, the District received comments from 15 individuals in response to the proposal.



Agenda Item No. (4)

To: Transportation Committee/Committee of the Whole
Meeting of July 25, 2019

From: Ron Downing, Director of Planning
Mona Babauta, Deputy General Manager, Bus Division
Denis J. Mulligan, General Manager

Subject: **APPROVE ACTIONS RELATIVE TO GOLDEN GATE TRANSIT
COMMUTE ROUTES IN CENTRAL AND NORTHERN MARIN COUNTY,
APPROVAL OF THE TITLE VI EQUITY ANALYSIS AND AUTHORIZE
FILING A NOTICE OF EXEMPTION UNDER CEQA**

Recommendation

The Transportation Committee recommends that the Board of Directors approve actions relative to Golden Gate Transit commute routes in Central and Northern Marin County as follows:

1. Sir Francis Drake Corridor: add one evening trip on Route 24, modify Route 24X to provide non-stop service between the College of Marin and Golden Gate Bridge Toll Plaza and adjust service levels, and discontinue Route 27 between Sleepy Hollow and the San Anselmo Hub;
2. Marinwood, Lucas Valley, and Novato: discontinue Route 44, extend Route 38 from Terra Linda to Marinwood and add one afternoon trip, provide service to Lucas Valley on new Route 38A, adjust Route 54 service levels at bus pads in the San Rafael area, terminate Routes 54 and 54C in central Novato, replace Route 56 with Route 56X and increase service levels, and add an afternoon trip on Route 58;
3. Approve the attached Title VI equity analysis; and,
4. File a Notice of Exemption under the California Environmental Quality Act.

This matter will be presented to the Board at its July 26, 2019, meeting for appropriate action. If approved by the Board, the effective date of these changes would be Monday, December 9, 2019. Attached are the proposed schedules and maps associated with this recommendation.

Background

In April 2019, the Golden Gate Bridge, Highway and Transportation District's (District) Board of Directors (Board) approved the setting of a public hearing in June to gather public input on proposed changes to Golden Gate Transit commute routes in Central and Northern Marin County. The proposal included the following components:

- Sir Francis Drake Corridor:
 - Replace peak trips on Route 24 with new Route 24A, which would operate between the College of Marin and San Francisco Financial District with service every 20 minutes;
 - Increase peak service on Route 24X to every 20 minutes, and operate service non-stop between the College of Marin and Golden Gate Bridge Toll Plaza; and,
 - Discontinue Route 27 between Sleepy Hollow and the San Anselmo Hub.
- Marinwood, Lucas Valley, and Novato:
 - Discontinue Route 44, which provides commute service from Lucas Valley and Marinwood to the San Francisco Financial District;
 - Extend Route 38 from Terra Linda to Marinwood, eliminating service along Del Ganado Road and providing replacement service in Marinwood but not Lucas Valley for current Route 44 customers;
 - Discontinue Route 54 service at bus pads in the San Rafael area, which provide service outside of times currently served by Routes 44 and 58;
 - Terminate Routes 54 and 54C in central Novato, eliminating service in San Marin that is duplicative of Route 56;
 - Replace Route 56 with Route 56X and increase service levels to offer a similar service frequency and span as Route 54; and,
 - Add an afternoon trip on Route 58 to match the service span as current Route 44 at bus pads in the San Rafael area.

These recommendations were made based on several factors, including:

- Declining ridership on Routes 44 and 58, neither of which meet the District's ridership standard of 20 passengers per trip on average;
- An imbalance of passenger loads on Routes 24 and 24X, especially in the afternoon when Route 24X carries many more passengers than Route 24 during overlapping hours of operation; and,
- The continued poor performance of the Sleepy Hollow portion of Route 27, which does not meet the District's ridership standard of 10 passengers per trip on average.

The District's *Rules of the Board* and Title VI Policies call for a public hearing to be held when discontinuation of a route is proposed. Therefore, the required public hearing was held on June 20, 2019, in the Board Room of the Toll Plaza Administration Building in San Francisco. The hearing was preceded by the appropriate outreach activities, including staff-led workshops in Marinwood, San Marin, and San Anselmo to gather direct feedback from Golden Gate Transit customers. Members of the public who could not attend the public hearing or outreach sessions were able to submit comments in writing, either electronically or through the mail.

Modifications to the Original Proposal

Through this public hearing process, the District received 197 individual comments from members of the public. Of these, 123 expressed opposition to the proposal, 17 were in favor of the proposal, and 57 were neither in support of or opposed to the proposal. Of the 57 comments that did not support or oppose the proposal, 47 expressed concerns about aspects of Golden Gate Transit service on the affected routes.

Based on extensive public feedback and requests, District staff reassessed the proposal to be responsive to the requests of bus riders while being conscious of the factors that influenced the proposal. As a result, the proposal has been revised as follows:

- Sir Francis Drake Corridor:
 - The concept to create Route 24A coupled with increased service levels on Route 24X is discarded, and instead one evening trip will be added on Route 24. Passengers expressed concern for more frequent service and a wider span of service, even if it results in a slightly longer travel time. Passengers specifically requested a greater span of service in order to meet family obligations.
 - Trips on Routes 24 and 24X would be re-spaced, and the non-stop service area on Route 24X would be expanded as proposed, to better balance passenger loads between buses.
- Marinwood, Lucas Valley, and Novato:
 - An afternoon trip would be added to Route 38, expanding service to five trips in each direction. Three of the five trips in each direction would continue to serve Del Ganado Road in Terra Linda. The other two trips per direction, which would be designated Route 38A, would extend to Lucas Valley to provide partial replacement service for Route 44.
 - Route 54 service to the Marinwood, Lucas Valley, Terra Linda, and North San Pedro Road Bus Pads would not be eliminated. Instead northbound Route 54 service to these bus pads would be reduced. This would maintain the existing service span (earliest and latest trips) while speeding up the remaining trips to Novato, which can utilize the carpool lanes in this area.

The modified proposal would continue with the proposed discontinuation of Sleepy Hollow service on Route 27, modifications to the alignment of Routes 54 and 54C in Novato, and enhancements to Route 56X and 58.

Several comments requested another reprieve for Sleepy Hollow service. This segment of the Route 27 typically carries five passengers on the one morning trip, while the one evening trip typically has only one passenger, so continuation of the service is not justified. Instead, it is recommended that Marin Transit be approached to provide service in a manner that would better meet the needs of this community.

Comments on the proposed changes to Routes 54, 54C, and 56X were mostly positive, and no further changes to the proposal are warranted for these routes. All components of the revised proposal would be monitored for effectiveness once implemented.

Title VI Impacts

Federal Transit Administration regulations and guidance implementing Title VI of the Civil Rights Act of 1964 require an equity analysis be performed in the case of a major service change. The District's Title VI Policies define a major service change as a reduction or increase of 25 percent (25%) or more in total vehicle revenue miles in service on any specific route, with the change(s) occurring at one time or over any twenty-four month period.

Since canceling Route 44 constitutes a major service change, staff conducted an equity analysis to determine whether canceling Route 44 would result in a disparate impact to minority populations or impose a disproportionate burden on low-income populations in the District's service area. None of the other parts of the proposal constitutes a major service change. The analysis examined demographic data from the District's bus service and on Route 44 itself.

Overall, the analysis concludes that the proposed elimination of Route 44 does not constitute a disproportionate burden on low-income riders or a disparate impact on minority riders. The complete Title VI equity analysis is set forth in Appendix A.

CEQA Findings

It is recommended that the Board authorize staff to file a Notice of Exemption under the California Environmental Quality Act (CEQA) for the discontinuance of Route 44. Alternate service will be offered by other Golden Gate Transit bus routes and Route 44 ridership is low, so it is anticipated that there will be little or no impact on traffic along the U.S. 101 Golden Gate Corridor. While some passengers might choose to drive, it is expected that the diversion of current riders to driving would be minimal. Accordingly, there is no possibility that the discontinuance of Route 44 will have a significant effect on the environment. 14 Cal. Code Regs. § 15601(b)(3). Thus, the discontinuance of Route 44 is exempt from CEQA. If approved by the Board, staff will file a Notice of Exemption for the discontinuance of Route 44 with the City and County of San Francisco and County of Marin.

Public Notification

Outreach on the proposal occurred during the months of April, May, and June 2019. Public notification activities included:

- Three public workshops were held: in Marinwood on May 8, in Novato on May 11, and in San Anselmo on May 18.
- A Notice of Public Hearing was posted to the District's website on May 30.
- Legal notices were published in the *San Francisco Examiner* on Sunday, May 26, and Sunday, June 9; in the *Marin Independent Journal* and *San Francisco Chronicle* on Tuesday, May 28, and Tuesday, June 11; and, in the *Pacific Sun* on Wednesday, May 29, and Wednesday, June 12.
- Advertisements were placed in local publications for April and May (*Marin Independent Journal*, *Pacific Sun*, and *La Voz*).

- Posters on board buses advertising the public meetings were posted for the weeks of April 29, May 6, May 13, and May 28.
- Direct outreach to passengers was done on Routes 24, 24X, 27 (Sleepy Hollow segment only), 38, 44, 54, 56, and 58.
- Web News item and Press Release to local media posted on May 1.
- Social media postings on Facebook and Twitter May 2, May 7-9, May 11, May 15-16, May 18, May 21, June 10, and June 18.
- Email blast to customers and community-based organizations sent on May 1, May 7, May 15, and June 18.
- A public discussion held as part of the regularly scheduled Bus Passengers Advisory Committee (BPAC) meeting on Wednesday, May 15, at 6:00 p.m.
- A public hearing held in the Board Room, Golden Gate Bridge Toll Plaza, on Thursday, June 20, at 9:00 a.m.

Translation of all printed materials and handouts in Spanish were available, per the District's Limited English Proficiency (LEP) Plan.

Public Comment Process

Public comments on this proposal could have been submitted in several different ways:

1. Attend a meeting or hearing and comment directly;
2. E-mail publichearing@goldengate.org ;and/or,
3. Send written comments to the District Secretary.

All comments were considered without regard to the manner in which the comments were submitted. Therefore, individuals did not have to attend the public hearing and provide testimony in person if they had commented through e-mail or written forms. All comments received through the above methods were considered in the final recommendation. Comments were accepted through 4:30 p.m. on Friday, June 21, 2019. The public hearing was held on June 20, 2019, at 9:00 a.m. in the Board Room, Administration Building at the Golden Gate Bridge Toll Plaza, San Francisco, CA.

A total of 197 comments were received, including a letter from the Bus Passengers Advisory Committee. A summary of the comments and staff responses is contained in Appendix B.

Fiscal Impact

The total annualized additional cost to implement this proposal is approximately \$333,000. That amount would be fully offset primarily by utilizing resources currently dedicated to Route 31, which will be discontinued due to the opening of SMART's Larkspur extension in December 2019, and by redeploying two trips from other commute routes that are underperforming to this service package. Therefore, there will no budgetary impact to implement this proposal.

Attachments: Appendix A – Title VI Equity Analysis
Appendix B – Staff Responses to Public Comments
Appendix C – Proposed Schedules
Appendix D – Maps of Existing Conditions and Proposed Service Changes

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Appendix A
Title VI Equity Analysis: Cancel Route 44 and Replace with Extended Routes 38 and 58
Service

Presented to the Golden Gate Bridge, Highway and Transportation District
Transportation Committee
July 25, 2019

I. Introduction

Staff is currently proposing to eliminate Golden Gate Transit (GGT) Route 44, which provides commuter service from Lucas Valley and Marinwood to the San Francisco Financial District, due to low ridership. As cancellation of the Route 44 would constitute a major service change, before taking any action, the Board of Directors (Board) must first consider whether it would disparately impact minority populations and/or disproportionately burden low-income populations in the District's service area as described in to FTA Circular 4702.1B ("Title VI Requirements and Guidelines for Federal Transit Administration Recipients"), implementing Title VI of the Civil Rights Act of 1964, and the District's Title VI Policies.

This equity analysis indicates that the proposed cancellation of Route 44 will not have disparate adverse impacts on minority riders or disproportionately burden low-income riders because the proportion of minority and low-income riders on Route 44 is lower than in the ridership of GGT as a whole.

Staff is also proposing changes on Routes 24, 24X, 38, 54, 54C, 56, and 58 at the same time, but none of these changes amounts to 25% of the revenue miles on any of the routes, so no equity analysis of these changes is required.

II. Title VI Policies

The Golden Gate Bridge, Highway & Transportation District (District) adopted its Major Service Change, Disparate Impact and Disproportionate Burden Policies (together referred to as "Title VI Policies") on August 9, 2013. These policies set forth the standards used in service equity analyses. The District's Major Service Change Policy reads in relevant part:

- A major service change is defined as a reduction or increase of 25 percent (25%) or more in total vehicle revenue miles in service on any specific route, with the change(s) occurring at one time or over any twenty-four month period.

The following are exemptions to the policy:

- Changes to service on a route with fewer than 10 total trips in a typical service day are not considered "major" unless service on that route is eliminated completely on any such day.
- The introduction or discontinuation of short- or limited-term service (e.g., promotional, demonstration, seasonal or emergency service, or service provided as mitigation or diversions for construction or other similar activities) is not considered "major," as long as the service will be/has been operated for no more than twelve months.

- If District-operated transit service is replaced by a different mode or operator providing a service with the same or better headways, fare, transfer options, span of service, and stops served, the change is not considered “major.”

The District’s Disparate Impact policy provides:

- The District defines its Disparate Impact Threshold for determining whether the burdens or benefits of a major service change... or a fare adjustment are equitable to be 10%, based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by minority populations compared to the same impacts borne by non-minority populations.

The District’s Disproportionate Burden Policy provides:

- The District defines its Disproportionate Burden Threshold for determining whether the burdens or benefits of a major service change... or a fare adjustment are equitable to be 10%, based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by low-income populations compared to the same impacts borne by non-low-income populations.

Public Outreach

Prior to Board adoption of the District’s Title VI Policies, public outreach regarding the policy proposals included:

- Informational meetings on July 8, 9 and 10, 2013, in Marin County, Novato and Rohnert Park, respectively, between 4:30 p.m. and 6:30 p.m.
- Legal notices published in the *Marin Independent Journal*, the *San Francisco Examiner* and the *Santa Rosa Press Democrat* on June 18 and 25, 2013
- Signage posted onboard the ferryboats, at the Ferry Terminals, at transit hubs in Marin and Sonoma counties, at major bus stops and at the Customer Service Center at the San Rafael Transit Center
- Display boards, staff report and comment forms, including Spanish translations
- A press release issued and posted to the District’s web site on June 17, 2013, including links to the staff report in both English and Spanish
- A public hearing agenda and an associated staff report posted to the District’s web site on July 8, 2013
- Information e-blasted to the Bus and Ferry Subscriber’s list on June 20 and July 2, 2013
- Information posted to transit-specific social media channels on July 2 and July 8, 2013
- A public hearing agenda mailed to organizations and individuals on the District’s mailing list on July 8, 2013, and posted on District bulletin boards.

Comments Received

Of the comments received by the District, one alerted the District to the need to apply Title VI principles to the allocation of resources between bus and ferry services; one commented on the inconvenience of the time and location of the public hearing, service reliability, and driver

attitudes; and another urged the District to reach out to community partners and agencies to get the word out about Title VI-related public hearings.

The resolution evidencing the Board's discussion and approval of the policies is attached as Exhibit A.

III. Golden Gate Transit Bus Services

GGT Bus Services are generally delineated as "Commute" and "Basic." Generally, "Commute" bus service is weekday, peak-period, one-directional service between Sonoma or Marin County to/from San Francisco, plus shuttle-type routes designed specifically to take passengers from their places of origin to/from the primary Commute routes. "Basic" bus service, on the other hand, operates seven days a week over most of the day/night to provide basic mobility throughout the District's service area. More specifically:

- *Transbay Commute Service* provides commute service during morning and afternoon peak-hour periods. Commute routes operate Monday through Friday, except designated holidays, and serve San Francisco, Marin, and Sonoma counties. Commute routes include Routes 2, 4, 4C, 8, 18, 24, 24C, 24X, 27, 38, 44, 54, 54C, 56, 58, 72, 72X, 74, 76, 92, and 101X. If the proposed service changes are approved, then Route 44 will be eliminated, Route 24A will be added, and Route 56X will replace Route 56.
- *Transbay Basic Service* provides daily service throughout the day and evening between San Francisco, Marin, Sonoma, and Contra Costa counties. Basic routes include Routes 30, 40, 40X, 70, and 101. Route 101 receives moderate funding from the MTC's Regional Express Bus (REB) program.

IV. Route 44 Cancellation, Purpose and Public Outreach

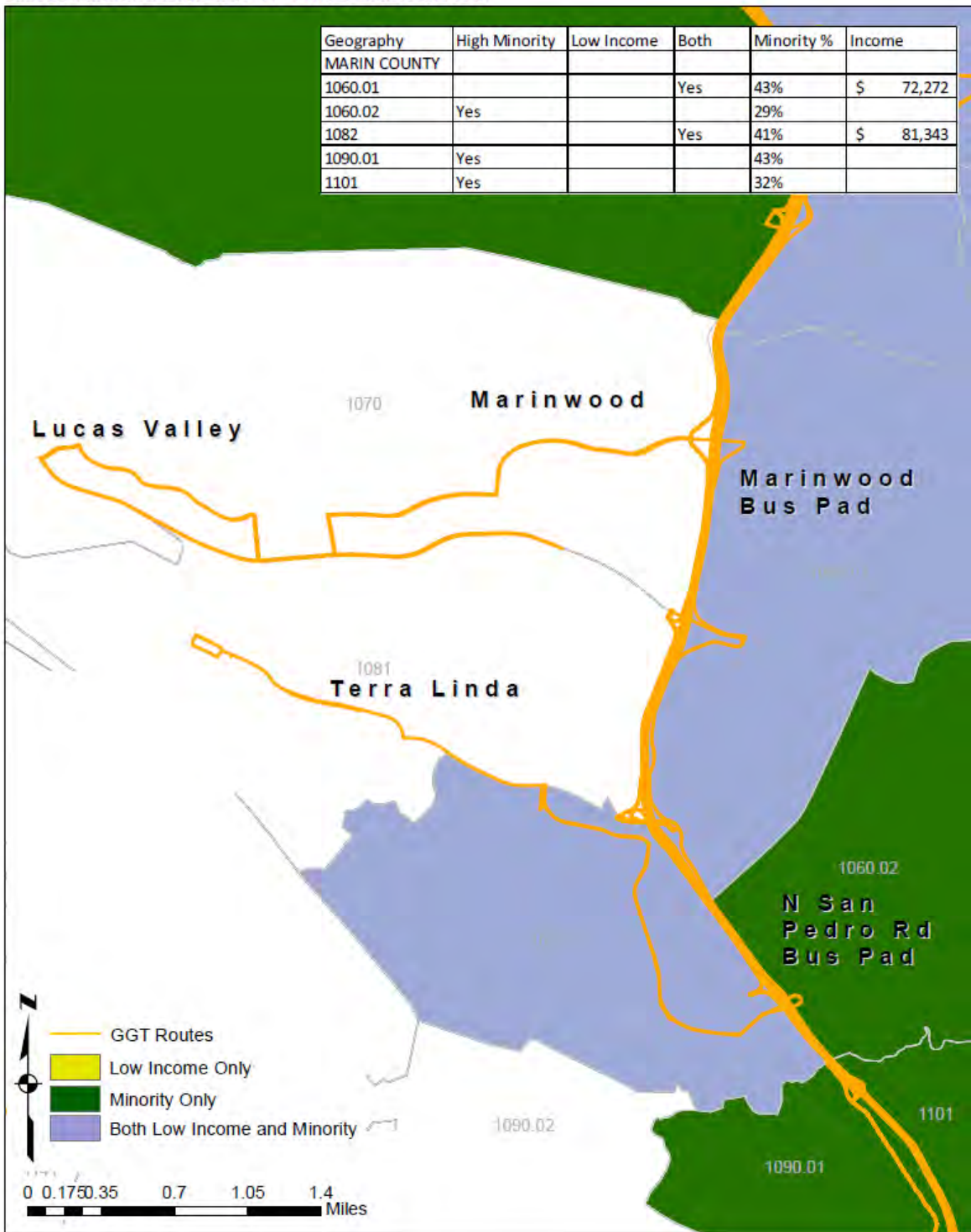
At the inception of Golden Gate Transit commute service, service from Lucas Valley and Marinwood was provided during one hour in the morning and evening peaks on Route 40. The service expanded slightly in 1981 with rising ridership. This level of service continued through July 1992, when the route number was changed to 44 to accommodate the new basic service Route 40 over the Richmond-San Rafael Bridge. Service was extended to earlier in the morning in June 1993 then was cut back again in March 1995. At that time there were five morning trips and four evening trips. Morning service was reduced by one trip again in June 2007 due to decreasing ridership. Then, in Fall 2010, after staff proposed canceling the entire route, residents and riders protested, and service was reduced to two morning and two evening trips. Ridership held steady or even improved from 2010 through early 2018 at around 2,000 patrons monthly, but then began dropping again in June 2018 and is currently between 1,000 and 1,500 patrons per month.

The current proposal would eliminate Route 44 entirely. Resources used by Route 44 can be deployed more effectively to services with higher demand.

Map 1

ROUTE 38 & 44 GGT SERVICE AREA

Source: ACS Census 2013-2017. Tables S1903 & B03002.



Public Notification and Comment

Outreach on the proposal occurred during the months of April and May 2019. Public notification activities included:

- A public workshop was held at the Marinwood Community Center on May 8.
- A Notice of Public Hearing was posted to the District's website on May 30, 2019.
- Legal notices were published in the San Francisco Examiner on Sunday, May 26, and Sunday, June 9; in the Marin Independent Journal and San Francisco Chronicle on Tuesday, May 28, and Tuesday, June 11; and, in the Pacific Sun on Wednesday, May 29, and Wednesday, June 12.
- Advertisements were placed in local publications (Marin Independent Journal, Pacific Sun and La Voz).
- Posters were displayed on board buses advertising the public meetings.
- Seat drops were done on all Routes 44 trips.
- Press release was sent to local media and an article was written and ran in the Marin Independent Journal.
- Social media postings on Facebook and Twitter.
- Email blast to customers and community-based organizations.
- Information was posted and featured on the District's website.
- Translation of all printed materials and handouts in Spanish were available, per the District's Limited English Proficiency (LEP) plan.
- Translation of all printed materials and handouts in Spanish was available, per the District's Limited English Proficiency (LEP) Plan.

Public Comment Process

Public comments on this proposal could be submitted in several different ways:

1. In person at a public meeting or hearing;
2. By e-mail to publichearing@goldengate.org; and/or,
3. In writing to the District Secretary.

The District's practice is to treat all comments equally without regard to the manner in which the comments are submitted or received. Therefore, individuals need not attend the public hearing and provide testimony in person if they have commented through e-mail or written forms. All comments received through the above methods were considered in the final recommendation. Comments were accepted through 4:30 p.m. on June 21, 2019.

Through the public comment and public hearing process, the District received 197 individual comments from members of the public, many of which were in opposition to the proposal. 17 of these comments requested the District keep Route 44 service in Lucas Valley.

V. Title VI Equity Analysis for the elimination of Route 44

The elimination of Route 44 is considered a Major Service Change based on the District's Major Service Change Policy because it is a reduction in service of more than 25% on Route 44. Because of this, an Equity Analysis is required to determine whether this change will result in a disparate impact to minority populations or a disproportionate burden on low income populations, based on the District's Title VI Policies.

The current proposal also includes changes to Routes 24, 24X, 38, 54, 54C, 56, and 58. In particular, changes to Route 38 and 58 will mitigate the impacts of the Route 44 cancellation. Lucas Valley and Marinwood riders would be offered continued service on the Route 38, which will be extended north via Lucas Valley Road to Miller Creek Road in Marinwood and on the Route 58, which will provide expanded service to the bus pads at Marinwood, Lucas Valley, Terra Linda, and North San Pedro Road. In addition, in response to public comment, some bus pad service on Route 54 will be retained. The cancellation is proposed to be effective December 9, 2019. No other component of the current proposal constitutes a Major Service Change, as none of these changes amounts to 25% of the revenue miles on any of the routes.

When the changes to Routes 44, 38 and 58 are viewed together, current riders will have the same frequency of service as previously, but some will have to walk to a more distant stop to access service. Lucas Valley residents who ride will have a longer ride, of approximately ten additional minutes.

A. *Equity Analysis Methodology*

The FTA Circular states that for elimination of a route, the appropriate comparison population is the ridership of the affected route as compared to the ridership of the system as a whole. For purposes of analyzing the equity implications of eliminating Route 44, Staff compared ridership on Route 44 to ridership on all GGT bus routes. All data was derived from the District's 2018 system-wide passenger survey.

For the purpose of the disproportionate burden analysis, Staff determined riders with a household income of less than \$75,000 per year to be low income. While the FTA Circular defines low income with reference to the federal poverty guidelines, federal poverty standards are under-inclusive for an area where the cost of living is so much higher than most localities. To compare, in 2015, the California State Income Limits that are used to determine eligibility for low-cost housing and other programs gave a range of \$65,700 for a single-person household to \$123,000 for an 8-person household for the “low income” designation for Marin County (there are also “very low income” and “extremely low income” categories). Marin County, where Route 44 riders reside, has a comparatively high median income (\$97,815, from the 2012-2016 American Community Survey). In order to reflect the high cost of living in the San Francisco Bay Area, District Staff used 90% of the median income for the service area (\$88,034) to derive a low-income cut-off. Since data from the District's most recent passenger survey was collected in fixed groupings, and \$75,000 is the closest grouping to \$88,034, this analysis uses household incomes of \$75,000 or less as the definition of low-income.

For the disparate impact analysis, a “minority” rider is any rider who identifies themselves as any race or ethnicity other than white, non-Hispanic.

1. *Data: 2018 District System-wide Survey*

In 2018, the District participated in the Metropolitan Transportation Commission’s (MTC) region-wide passenger survey. The consultant selected by MTC and by District Staff surveyed all of the District's services, including GGT and Golden Gate Ferry (GGF). Data was collected on-board a sample of bus and ferry trips. Questionnaires were in Spanish and English and included questions about the trip being taken and demographics. Presented below are the results in 2018 to questions regarding income and race for riders of all bus routes and for Route 44 riders specifically.

Table 1: Household Income

Household Income	Route 44 (%)	Golden Gate Transit (%)
Below \$10,000	0	3
\$10,000 - \$24,999	0	5
\$25,000 - \$34,999	0	7
\$35,000 - \$49,999	14	13
\$50,000 - \$74,999	12	24
\$75,000 - \$99,999	9	13
\$100,000 - \$149,999	11	12
\$150,000 or more	39	8
REFUSED	14	15
Skip - Paper Survey	0	<1

Using the cut-off of **\$75,000** to define “low-income,” 52% of all bus riders reported being low-income, where 26% of Route 44 riders reported being low-income..

Table 2: Race/Ethnicity

Race/Ethnicity	Route 44 (%)	Golden Gate Transit (%)
White alone, non-Hispanic	65	58
Asian alone, non-Hispanic	19	8
African-American alone, non-Hispanic	9	10
Latino/Hispanic, any race	6	16
Mixed race, non-Hispanic	0	4
Native Hawaiian or Pacific Islander alone, non-Hispanic	0	<1
No race provided	0	<1
American Indian or Alaskan Native alone, non-Hispanic	0	<1
Other, non-Hispanic	0	<1

42% of all bus riders responding to the question reported identifying with a race and ethnicity other than “White Non-Hispanic,” where 35% of Route 44 riders responding to the question reported the same.

B. Equity Analysis Findings

The proposed elimination of Route 44 does not constitute a disproportionate burden on low-income riders or a disparate impact on minority riders.

No Disproportionate Burden

As shown in Table 3 below, whereas 52% of all GGT bus riders are low-income, 26% of Route 44 riders are low-income. Riders who did not report their income were excluded from this analysis for lack of data. Accordingly, the low-income ridership of the Route 44 passengers is proportionally less than the low-income ridership of the system as a whole by 26%. Therefore, we conclude that the cancellation of Route 44 would not have a disproportionate burden on low income riders, and would burden non-low-income riders relatively more than low-income riders.

Table 3. Low-Income and Non-Low Income Ridership

	Golden Gate Transit Ridership	Route 44 Ridership	Difference
Non-Low-Income	33%	59%	26%
Low-Income (less than \$75,000)	52%	26%	-26%

No Disparate Impact

As shown in Table 4 below, 42% of passengers on GGT bus service overall are minority. On Route 44, only 35% of passengers identify as minority. Thus, elimination of Route 44 will affect riders with a 7% lower proportion of minorities than riders on Golden Gate buses as a whole. Therefore, we concluded that the cancellation of Route 44 would not have a disparate impact on minority riders, and would burden non-minority riders relatively more than minority riders.

Table 4. Minority and Non-Minority Ridership

	Golden Gate Bus Ridership	Route 44 Ridership	Difference
Non-Minority	58%	65%	7%
Minority	42%	35%	-7%

C. Conclusion

The elimination of Route 44 will cause neither a disparate impact on minority riders nor a disproportionate burden on low-income riders under the District's Title VI Policies.

Attachment: Exhibit A-Resolution Adopting of Title VI Policies

EXHIBIT A

GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

RESOLUTION NO. 2013-078

**APPROVE ADOPTION OF POLICIES FOR GOLDEN GATE TRANSIT
AND GOLDEN GATE FERRY SERVICE AND FARE CHANGES,
UNDER TITLE VI OF THE CIVIL RIGHTS ACT OF 1964, AS AMENDED**

August 9, 2013

WHEREAS, the Board of Directors (Board) of the Golden Gate Bridge, Highway and Transportation District (District) operates Golden Gate Transit (GGT) bus service and Golden Gate Ferry (GGF) service, both of which are public transportation services that occasionally receive federal funding to maintain or improve service scope and quality; and,

WHEREAS, on November 15, 2012, staff presented the Transportation Committee (Committee) with an overview of Title VI as applied to federal funding recipients, such as the District, subject to the new Circular Order issued by the Federal Transit Administration (FTA); and,

WHEREAS, on February 22, 2013, the Board approved the first action required by the new FTA Circular by adopting the required service standards and policies; and,

WHEREAS, to further comply with the new FTA Circular, the District must establish the following three policies: a Major Service Change Policy, a Disparate Impact Policy and a Disproportionate Burden Policy (Three Policies); and,

WHEREAS, the Three Policies will guide when and how the District analyzes the effects of potential future fare and service changes on minority and low-income populations and, in the event the District finds disparities, the District must evaluate whether there is an alternative that has a more equitable impact; and,

WHEREAS, the new FTA Circular requires transit providers, such as the District, to solicit and consider public input before establishing such policies; and,

WHEREAS, staff presented the Three Policies to the Committee on June 13, 2013, and the Committee recommended and the Board, by Resolution No. 2013-054 at its meeting of June 14, 2013, authorized the setting of a public hearing on a proposal to establish policies for Golden Gate Transit and Golden Gate Ferry Service and for fare changes under Title IV of the Civil Rights Act of 1964 as amended; and,

WHEREAS, the District conducted outreach relative to this proposal, as follows: (1) a press release was issued on July 17, 2013; (2) information was posted on the District's website, emailed to District's opt-in subscription lists and community-based organizations, posted on District's social media sites, and published as advertisements and legal notices in several periodicals including *San Francisco Chronicle*, *Marin Independent Journal* and the *Santa Rosa Press Democrat*; (3) Public Outreach Meetings were held on July 8, 2013 in Marin City, on July 9, 2013 in Novato, and on July 10, 2013 in Rohnert Park; and, (4) Spanish translations of printed materials, website information, and community meetings were available at all public outreach meetings and at the public hearing; and,

WHEREAS, public comments on the Three Policies could be submitted by either attending the public hearing or the public outreach meetings, emailing publichearing@goldengate.org or sending written comments to the District; and,

WHEREAS, due to concerns about Marin City residents not having received sufficient advance notice of the opportunity to comment on the Three Policies, the District extended the comment period by two weeks and held an additional public outreach meeting at the Marin City Library on July 25, 2013; and,

WHEREAS, seven public comments were received by the District as of July 25, 2013, and while several comments were related to the overall topic of Title VI, none of the comments were specific to the Three Policies; and,

WHEREAS, complete copies of the Three Policies and staff's underlying analysis, as well as a summary of the comments received and staff responses, are included herein as Attachments; and,

WHEREAS, the Transportation Committee at its meeting of August 2, 2013, has so recommended; now, therefore, be it

RESOLVED that the Board of Directors of the Golden Gate Bridge, Highway and Transportation District hereby approves adoption of policies for Golden Gate Transit and Golden Gate Ferry Service and fare changes, under Title VI of the Civil Rights Act of 1964, as amended, and attached hereto.

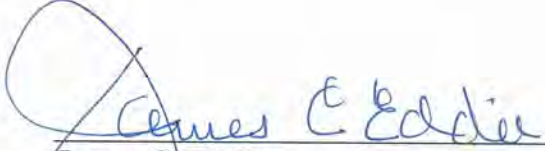
RESOLUTION NO. 2013-078
BOARD OF DIRECTORS MEETING OF AUGUST 9, 2013
PAGE 3


ADOPTED this 9th day of August 2013, by the following vote of the Board of Directors:

AYES (15): Directors Arnold, Belforte, Breed, Cochran, Fredericks, Moylan, Pahre, Rabbitt, Reilly, Sears, Snyder, Sobel and Theriault; Second Vice President Stroeh; President Eddie

NOES (0): None

ABSENT (4): Directors Campos, Wiener and Yee; First Vice President Grosboll


James C. Eddie
President, Board of Directors

ATTEST: 
Janet S. Tarantino
Secretary of the District

Attachment 1 - Three Policies and Analysis

Attachment 2 - Summary of Comments Received and Staff Responses

ATTACHMENT 1

Proposed Title VI Policies Pertaining to Major Service Changes, Disparate Impacts, and Disproportionate Burdens

Major Service Change Policy

The District must ensure that its services are provided equitably, without discrimination based on race, color, national origin or socio-economic status. To that end, the District must evaluate potential “major” service changes and all fare changes (except for those specifically exempt in the FTA Title VI Circular, such as Spare-the-Air Days and short-term promotional service demonstrations or fare decreases) for their impact on low-income and minority populations in its service area. Before this can occur, the District must adopt a Major Service Change policy to provide a concrete basis for determining which service changes need to be analyzed for equity.

Staff proposes the following for the District’s Major Service Change Policy:

- A major service change is defined as a reduction or increase of 25 percent (25%) or more in total vehicle revenue miles in service on any specific route, with the change(s) occurring at one time or over any twenty-four month period.

Staff further proposes the following exemptions such that these changes would not be subject to a Title VI Equity Analysis:

- Changes to service on a route with fewer than 10 total trips in a typical service day are not considered “major” unless service on that route is eliminated completely on any such day.
- The introduction or discontinuation of short- or limited-term service (such as promotional, demonstration, seasonal or emergency service, or service provided as mitigation or diversions for construction or other similar activities) is not considered “major,” as long as the service will be/has been operated for no more than twelve months.
- If District-operated transit service is replaced by a different mode or operator providing a service with the same or better headways, fare, transfer options, span of service, and stops served, the change is not considered “major.”

The following examples will assist the public in understanding the impact of the proposed policy.

- K Example 1: If Route 11 has 20 trips a day, and the District proposes to cancel six of those trips (30%) in January 2014, then that is a major service change, and a Title VI Equity Analysis must be completed. However, if only four trips are proposed for cancellation (20%), then no analysis is required. If the District cancels these four trips and then decides to cancel two more trips in January 2015 on this same Route 11, then the percentage will again be 30% over a twenty-four month period, and an analysis will be required.
- K Example 2: If Route 12 has eight trips per day and four trips are proposed for cancellation, then under the proposed policy, a Title VI Analysis is not required because the route has fewer than ten total trips per day. However, if the entire route is proposed for cancellation, then an analysis is required.
- K Example 3: If Route 13 is introduced in January 1, 2014 as a demonstration service, and the District proposes to discontinue it effective December 31, 2015, then no analysis

is required when the service is introduced or discontinued. However, if the District proposes to continue the service beyond January 1, 2015, then an analysis is required for it to continue, and for it to be discontinued thereafter.

- K Example 4: If Route 14 operated four times a day from Corte Madera to Petaluma, and the District planned to cease operating this trip while another transit system planned to operate the same route four times a day at the same times, with the same or better fares and transfer options, then no analysis would be required.

Disparate Impact and Disproportionate Burden Policies

When a fare change or major service change is proposed, the District must analyze whether the change will result in a fair distribution of both negative effects (such as service cuts or fare increases) and positive effects (service expansions or fare reductions, such as new discounts).

In the case of the Disparate Impact Policy, the analysis focuses on whether minority riders or residents bear a disproportionately greater burden – or receive a disproportionately lesser benefit – than non-minority riders or residents.

Similarly, in the case of the Disproportionate Burden Policy, the analysis focuses on whether low-income riders or residents bear a disproportionately greater burden – or receive a disproportionately lesser benefit – than non-low-income riders or residents.

Disparate Impact Policy

In conducting equity analyses, the Disparate Impact policy provides the threshold used to determine whether greater negative impacts – or lesser positive impacts – on **minority** riders and residents are significant.

If a proposed action would have a negative impact that affects minorities more than non-minorities with a disparity that exceeds the adopted Disparate Impact Threshold, or a benefit that would be available to non-minorities more than minorities with a disparity that exceeds the adopted Disparate Impact Threshold, the District must evaluate whether there is an alternative that has a more equitable impact. If no option with a less disparate effect exists, the District must take measures to mitigate the impact of the proposed action on the affected minority population **and** demonstrate that a legitimate business purpose cannot otherwise be accomplished.

Staff proposes the following for the District’s Disparate Impact Policy:

1. The District defines its Disparate Impact Threshold for determining whether the burdens or benefits of a major service change (as defined in the first part of this document) or a fare adjustment are equitable to be 10%, based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by minority populations compared to the same impacts borne by non-minority populations.

The question that must be answered for every major service change and every fare change is: are minority riders more negatively affected (or less positively affected) by this change than riders as a whole? This is determined primarily by calculating the percentage of minority riders on

Golden Gate buses (or ferries, for a ferry service or fare change) and by calculating the percentage of minority riders affected by the change. If minorities represent a higher percentage in the impacted group than in the general ridership as a whole, the question is, how much higher? If the difference is ten percent or higher, then there is a disparate impact. As a secondary aspect of, and important precursor to, this comparative analysis, the District must define the adverse effects and/or benefits being measured for the change in question.

Some hypothetical examples of how the policy could be applied follow:

- K Example 1: The District proposes to discontinue Route 16. Fifty percent of Route 16's riders belong to a minority group. If ridership on the District's bus service as a whole is 35% minority, the difference in the percentage of affected riders who are minorities and the percentage of all bus riders who are minorities is 15 percentage points. That indicates that there is a disparate impact on minority riders, and in this situation, the District would be required to evaluate whether there is an alternative with a less disparate impact on minority riders. If there is no other alternative, the District would need to mitigate the negative impact of the service cancellation on minority riders **and** demonstrate that the service reduction serves a legitimate business purpose that cannot be accomplished with less impact on minority riders.
- K Example 2: The District proposes to raise fares from Zone 4 to Zone 1 by 10% and the rest of the fares only 5%. Whereas the overall ridership is 35% minority, if Zone 4 to Zone 1 riders is, for example, 46% minority, then the difference between the two groups is 11 percentage points, exceeding the 10% threshold, and there would be a disparate impact. The District would have to seek alternatives with a more equitable impact. If no such alternatives are available, then the District would have to mitigate the impact on minority riders **and** demonstrate that this fare increase serves a legitimate business purpose that cannot be accomplished in another less-discriminatory way.

Disproportionate Burden Policy

As with the Disparate Impact Policy, the Disproportionate Burden Policy comes into play when a fare change or major service change is analyzed for its equity. In this case, staff determines whether **low-income** riders and residents bear a disproportionate burden of the negative effects of – or enjoy a disproportionately low benefit from – the proposed change.

The proposed Disproportionate Burden Policy is very similar to the proposed Disparate Impact Policy and reads as follow:

2. The District defines its Disproportionate Burden Threshold for determining whether the burdens or benefits of a major service change (as defined in the first part of this document) or a fare adjustment are equitable to be 10%, based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by low-income populations compared to the same impacts borne by non-low-income populations.

If, in the course of performing a Title VI Equity Analysis, the District finds that a proposed fare or major service change has a negative impact that affects low-income riders as compared to

non-low-income riders with a disparity that exceeds the adopted Disproportionate Burden Threshold, or that benefits non-low-income riders more than low-income riders with a disparity that exceeds the adopted Disproportionate Burden Threshold, the District must evaluate whether there is an alternative that has a more equitable impact. Otherwise, the District must take measures to mitigate the impact of the proposed action on the affected low-income population.

Again, illustrative examples can make the uses of the policy more transparent:

- K Example 1: The District proposes to discontinue Route 16. The ridership of Route 16 is 66% low-income. If ridership on the District's bus service as a whole is 50% low-income, then the difference between the low-income ridership of the Route 16 and the overall bus ridership is 16 percentage points, which means this change exceeds the threshold for disproportionate burden, or in other words, that low-income riders are bearing a disproportionate burden of this service change. In this situation, the District would be required to take measures to mitigate or lessen the impact of this change on the low-income riders of Route 16.
- K Example 2: The District proposes to cut four trips on Route 21. The ridership of Route 21 is 45% low-income. If the ridership on the District's bus service as a whole is 50% low-income, then the difference is negative five percentage points (meaning the affected ridership is five percent less low-income than the overall ridership), and the burden of this change does not fall more on low-income riders than on riders as a whole.
- K Example 3: The District proposes to add a new route. The residents of the areas served are 25% low-income. If the District's ridership as a whole is 50% low-income, those benefiting from the service addition are 25% less low-income than the overall ridership. There is a disproportionate benefit, and the District would be required to consider options for mitigating this disproportion.

ATTACHMENT 2

Summary of Comments Received and Staff Responses

1. **Comment:** Special fares for minorities?? Racism of the worst order.

Staff response: The public comment process is not about setting special fares for minorities but instead setting a framework for evaluating the impacts of future service or fare changes on disadvantaged communities.

2. **Comment:** I have been advocating for Title VI populations in Marin City. In order to get proper notification to minority and low-income populations adequate communication must be provided as an outreach mechanism to ensure against a community not being left out. Inasmuch as this did not happen in Marin City, where both low-income and minority residents were left out with no notification of an Open House on July 8 at the Senior Center, there is a violation of Title VI. I noticed an 8 1/2 by 11 inches poster (only one hour before the meeting) at the Marin City Hub. This was another disappointment to me and others in our community. Our shuttle service is inadequate for serving our community because of the hilly terrain.

Staff response: Given concern about the adequacy of the notification process for Marin City residents, the public comment period was extended by two weeks, additional communications were sent out, notices were posted at all bus stops in that community, and leaflets were handed out to bus riders advising that an additional public outreach meeting was scheduled in Marin City. The proposed policies are specific to regional bus and ferry services operated by the Golden Gate Bridge Highway and Transportation District. Shuttle and other fixed route and demand responsive service operated by Marin Transit and policies related to those services are the responsibility of Marin Transit.

3. **Comment:** I'm glad that you're having an additional comment period for Marin City, but in the future it's important that more advertising and outreach is implemented. Many residents were unaware about the meeting and the comment period.

Staff response: See response to Comment #2. Future outreach efforts in Marin City will include more extensive communication efforts.

4. **Comment:** It appears the proposals brought to the hearing are all about raising fares and arguing about whether or not the District can raise some and not others without discrimination. The point should be THERE SHOULD BE NO FARE INCREASES, BUT FARE DECREASES.

Staff response: The proposed policies provide a framework to evaluate future potential service and fare changes. No fare changes are proposed at this time.

5. **Comment:** The District's Allocation of resources between bus and ferry services needs to be re-evaluated in view of Title VI. There is a disproportionate amount of resources going to wealthy ferry riders and not to low-income bus riders.

Response: Duly noted. The proposed policies do not address specific to the District's allocation of transit resources between modes. The District plans to analyze the demographic characteristics of its ferry and regional bus riderships.

6. **Comment:** The job of the Golden Gate Transit District is to provide public transportation, in order to reduce automobile traffic and provide a reasonable-cost alternative to driving. The job of the District is transportation, NOT social justice, affirmative action or welfare. All this would do is raise the cost of transportation due to the additional resources needed to determine, implement and monitor these Title VI items. It is ridiculous to put the Transit District into this situation. The \$5,000 to conduct this initial public hearing will be pocket change to the cost of implementation. The bottom line is stick to your primary objective and tell the feds to make their own determinations that the Transit District is discriminatory, and make them prove it. Focus on serving the communities you service, while keeping costs down, and not on Washington D.C's social justice schemes.

Response: The proposed policies and overall compliance with Title VI is a condition of the District continuing to receive federal financial assistance for its public transportation programs.

7. **Comment:** I oppose any fare increases for the Golden Gate transit ferries, buses and bridge. The fares are exorbitant as they are now and are a huge burden on the average person's finances. This is supposed to be PUBLIC transportation, not ELITE transportation. It is only affordable to the rich.

Response: The proposed policies are not specific to any fare increase at this time. They will be used to evaluate future fare increase proposals.

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Appendix B Staff Responses to Public Comments

Summary

At the close of the public comment period on June 21, 2019, there were 197 unique comments received by the District. Of these 197 comments, 123 (62%) expressed opposition to the proposal (Proposal), 17 (9%) were in favor of the Proposal, and 57 (29%) did not support or oppose the Proposal.

Comments on the Proposal

Comments Made in Support of the Proposal

The District received 17 comments in support of the Proposal. Seven (7) comments were in favor of changes to Route 24; one (1) comment was in favor of eliminating the Sleepy Hollow portion of Route 27; one (1) comment was in favor of the change to Route 38; four (4) comments were in favor of the change to Route 54; and four (4) comments were in favor of the change to Route 56. This tally includes correspondence from the District's Bus Passengers Advisory Committee (BPAC) in support of Routes 24 and 24X serving bus stops on Sir Francis Drake Blvd. rather than the San Anselmo Hub.

Comments Neither Opposed nor in Favor

The District received 57 comments neither in support of nor in opposition to the Proposal. Of these, 47 comments expressed concerns about aspects of Golden Gate Transit service on the affected routes. The remaining 10 comments were unrelated to the proposal or requested additional information.

Comments Made in Opposition to the Proposal

The District received 123 comments in opposition to the Proposal.

Of the 47 comments of concern and 123 comments in opposition to the proposal, several specific themes were mentioned. The themes of these 170 unique comments are addressed below. General comments made on the Proposal are also addressed.

- ***Comment: Route 38 – Keep Service Along Del Ganado Road in Terra Linda (21)***
Twenty-one (21) comments were opposed to the cancellation of Route 38 service along Del Ganado Road in Terra Linda. Several comments suggested that some existing trips could be kept as a compromise. The revised proposal would maintain Route 38 service with three (3) trips in the morning and three (3) trips in the evening. There are currently five (5) trips in the morning and four (4) trips in the evening. There would be no reduction to the existing span of service; several comments indicated the need to use Route 38 at certain times of day so they can drop off their children at school.

- ***Comment: Route 44 – Keep Service in Lucas Valley (17)***
Seventeen (17) comments were opposed to the cancellation of Route 44 service in Lucas Valley. A few comments suggested that one trip each direction could be maintained as a compromise, but commenters were not in agreement about a single time that would work. The revised proposal would extend two (2) trips in each direction on Route 38 from Marinwood to Lucas Valley. These trips would be designated Route 38A. Schedules for Route 38A would be designed to approximately meet work start and end times in San Francisco that are currently served by Route 44.
- ***Comment: Route 27 – Keep Service in Sleepy Hollow (17)***
Seventeen (17) comments were opposed to the cancellation of Route 27 service in Sleepy Hollow. Many comments did not indicate that they actually ride the service, several comments were a form response, and the number of comments received exceeds the average daily ridership of this service. The District proposed cancellation of this service in 2016, but service was maintained at the public’s request. However, there has been no material change in ridership levels, which average six (6) per day, since then. The revised proposal still calls for the cancellation of this service.
- ***Comment: Various Routes – Provide Adequate/Improved Capacity/Trip Times (17)***
Seventeen (17) comments expressed concern about the available seating capacity and trip times of the proposed schedules on Routes 24, 38, 54, and 56. Several comments suggested that additional trips could be necessary. The revised proposal reflects these concerns through the provision of additional service on Routes 24 and 38 beyond what the Proposal included. Proposed service levels on Routes 54 and 56 are sufficient to meet ridership demand. The District reviews ridership on an ongoing basis and can adjust bus assignments and trip times as necessary to ensure that available seating capacity meets demand on all routes affected by the revised proposal.
- ***Comment: Route 54 – Keep Service at San Rafael/Marinwood Bus Pads (16)***
Sixteen (16) comments were opposed to the cancellation of Route 54 service at the Marinwood, Lucas Valley, Terra Linda, and North San Pedro Road Bus Pads. The revised proposal would maintain service on three (3) morning, two (2) afternoon, and two (2) evening trips at these bus pads, resulting in no degradation to the existing span of service.
- ***Comment: Route 44 – Keep Route 44 (15)***
Fifteen (15) comments were opposed to the cancellation of Route 44 in general but did not indicate areas of concern. The revised proposal would maintain service on all existing segments of Route 44: service in Lucas Valley would be provided by Route 38A; service in Marinwood would be provided by Routes 38 and 38A; and service at freeway bus pads would be provided by Route 58.
- ***Comment: Various Routes – Keep Service at Particular Stop/Time (14)***
Fourteen (14) comments expressed concern about the availability of service at particular bus stops at particular times on Routes 24, 38, 54, and 56 to meet individuals’ family schedules. In all cases, both the Proposal and the revised proposal would maintain service at the bus stops and times in question.

- ***Comment: Route 24 – More Service Is Needed West of College of Marin (13)***
Thirteen (13) comments were opposed to the proposed service levels of Route 24X, which would be the primary Commute route serving Fairfax and San Anselmo. Many commenters suggested that increased service levels could come on Route 24 or 24X, as they preferred frequency of service to faster service if forced to choose. The revised proposal would substantially increase service levels compared to the Proposal, with an overall increase of one (1) trip compared to existing service levels. Most of this service would be provided by Route 24; only four (4) trips total would operate as Route 24X.
- ***Comment: Route 44 – Keep Service in Marinwood (8)***
Eight (8) comments were opposed to the cancellation of Route 44 service in Marinwood. However, the Proposal would more than double service levels in Marinwood on Route 38. The revised proposal would still provide more than double the existing service levels of Route 44 through a combination of service on Routes 38 and 38A.
- ***Comment: Route 27 – Provide Local Service in Sleepy Hollow (7)***
Seven (7) comments expressed concern about the cancellation of Route 27 service in Sleepy Hollow and suggested that local service be provided. The revised proposal still calls for the cancellation of this commute service. Marin Transit provides local service in Marin County and may be able to provide service to Sleepy Hollow that better meets the needs of the community than Golden Gate Transit Route 27. District staff have shared this feedback with Marin Transit staff for their consideration.
- ***Comment: Route 24 – Keep Service to Fisherman’s Wharf/Levi’s Plaza (5)***
Five (5) comments were opposed to the loss of direct service from Fairfax and San Anselmo to the Fisherman’s Wharf and Levi’s Plaza areas as a result of the replacement of Route 24 with Route 24X during peak periods. The revised proposal would maintain Route 24 and increase its service levels rather than expanding Route 24X, so direct service between these origins and destinations would be increased rather than decreased.
- ***Comment: Various Routes – Keep Service for Others (4)***
Four (4) comments expressed concern about changes to Routes 27, 44, and 54 and suggested that service be maintained to provide service for affected passengers despite not being affected themselves. The revised proposal would maintain service for most affected passengers.
- ***Comment: Route 24 – Do Not Implement Route 24A or Expand Route 24X (3)***
Three (3) comments expressed general opposition to the creation of Route 24A or the expansion of Route 24X. The revised proposal would increase service on Route 24 rather than create Route 24A or expand Route 24X.
- ***Comment: Route 24 – General Opposition (3)***
Three (3) comments expressed general opposition to the proposed changes to Routes 24, 24A, and 24X. Based on detailed feedback received by other commenters, the revised proposal would increase service on Route 24, not create Route 24A, and keep limited service on Route 24X.

- ***Comment: General Opposition to Proposal (3)***
Three (3) comments expressed general opposition to the proposal but did not reference specific issues. Based on detailed feedback received by other commenters, the proposal was revised to meet the requests of commuters on the affected routes.
- ***Comment: Route 44 – Provide Local Service in Lucas Valley (2)***
Two (2) comments expressed concern about the cancellation of Route 44 and suggested that local service be provided in Lucas Valley. The revised proposal would maintain service in Lucas Valley on Route 38A. Local service is the responsibility of Marin Transit, which currently provides local service in Lucas Valley on Route 139.
- ***Comment: Route 24 – Operate Route 24A to/from San Anselmo Hub (1)***
One (1) comment opposed the proposal because Route 24A would start or end at College of Marin rather than San Anselmo Hub. The revised proposal would increase service on Route 24 rather than create Route 24A; Route 24 serves San Anselmo.
- ***Comment: Route 54 – Operate Route 54C to Novato Blvd. (1)***
One (1) comment opposed the proposal because Route 54C would not continue to serve Novato Blvd. at Wilson Avenue. The revised proposal would provide service at this location on Route 56X only; passengers would have to transfer at the Golden Gate Bridge Toll Plaza to frequent service available on any San Francisco Civic Center-bound bus to complete their trips. Alternatively, direct service on Route 54C would continue to be available at Seventh Street, which is approximately 0.8 miles east of this location.
- ***Comment: Routes 54 and 56 – Keep San Marin Service Unchanged (1)***
One (1) comment expressed opposition to the proposal because the person preferred the existing service levels on Routes 54 and 56 in San Marin over the revised Route 56X. The revised proposal would provide Route 56X service only in San Marin because Routes 54 and 56 currently provide a high level of duplication. By reducing duplication, the District can reinvest these resources in expanded service on Route 56X, which would provide San Marin commuters with faster service (compared to Route 54) that is more frequent and has a longer service span (compared to Route 56).
- ***Comment: Route 38 – Provide Additional Afternoon Service (1)***
One (1) comment expressed concern about the new Route 38 schedule and suggested that an additional trip leaving San Francisco at 3:30 PM be implemented. The revised proposal includes this additional trip to better serve the schedules of commuters in Terra Linda and Marinwood.
- ***Comment: General Concern About Proposal (1)***
One (1) comment expressed general concern about the proposal but did not reference specific issues. Based on detailed feedback received by other commenters, the proposal was revised to meet the requests of commuters on the affected routes.

24

MONDAY - FRIDAY

San Francisco

Southbound

Manor - Fairfax - San Anselmo - Ross - College of Marin - Greenbrae - San Francisco

PROPOSED

Notes	Route	Manor (Sir Francis Drake & Olema)	Fairfax (Sir Francis Drake & Claus)	San Anselmo (Sir Francis Drake & Bank)	Kentfield (Sir Francis Drake at College of Marin)	Greenbrae (Sir Francis Drake & Eliseo)	Larkspur Ferry Terminal	Lucky Drive Bus Pad	Golden Gate Bridge Toll Plaza	San Francisco Financial District (Battery & Pine)	San Francisco Civic Center (Golden Gate & Polk)	San Francisco (Folsom & 7th)	San Francisco (Perry & 4th)
A	24	4:29a	4:32a	4:38a	4:43a	4:48a	---	4:50a	YES	5:20a	---	---	5:27a
	24	---	---	5:06a	5:11a	5:17a	5:20a	5:22a	YES	5:50a	---	---	5:57a
	24	5:24a	5:27a	5:33a	5:38a	5:44a	---	5:46a	YES	6:20a	---	---	6:28a
	24	5:51a	5:55a	6:01a	6:06a	6:13a	---	6:15a	YES	6:50a	---	---	6:58a
	24	6:18a	6:22a	6:28a	6:33a	6:40a	---	6:42a	YES	7:20a	---	---	7:29a
A	24	6:36a	6:40a	6:46a	6:51a	6:58a	---	7:00a	YES	7:40a	---	---	7:49a
	24X	6:49a	6:53a	6:59a	7:04a	---	---	---	YES	7:50a	---	---	7:59a
	24	6:56a	7:00a	7:06a	7:11a	7:18a	---	7:20a	YES	8:00a	---	---	8:10a
	24	7:07a	7:12a	7:19a	7:25a	7:34a	---	7:36a	YES	8:20a	---	---	8:30a
	24C	7:13a	7:18a	7:25a	7:31a	7:40a	---	7:42a	YES	---	8:20a	8:28a	8:34a
A	24X	7:21a	7:26a	7:33a	7:39a	---	---	---	YES	8:30a	---	---	8:40a
	24	7:29a	7:34a	7:41a	7:47a	7:56a	---	7:58a	YES	8:40a	---	---	8:50a
	24	7:44a	7:49a	7:56a	8:02a	8:11a	---	8:13a	YES	8:55a	---	---	9:05a
	24	7:51a	7:56a	8:06a	8:12a	8:21a	---	8:23a	YES	9:15a	---	---	9:25a
	24	8:16a	8:21a	8:31a	8:37a	8:46a	---	8:48a	YES	9:35a	---	---	9:45a
	24	8:45a	8:50a	9:00a	9:06a	9:15a	---	9:18a	YES	10:00a	---	---	10:10a

A: This trip operates via Broadway Tunnel.

24

MONDAY - FRIDAY

Fairfax/Manor

Northbound

San Francisco - Greenbrae - College of Marin - Ross - San Anselmo - Fairfax - Manor

COMMUTE ROUTE

PROPOSED

Notes	Route	San Francisco (Perry & 3rd)	San Francisco Financial District (Pine & Battery)	San Francisco (7th & Market)	San Francisco Civic Center (McAllister & Polk)	Golden Gate Bridge Toll Plaza	Lucky Drive Bus Pad	Greenbrae (Sir Francis Drake & Eliseo)	Kentfield (Sir Francis Drake at College of Marin)	San Anselmo (Sir Francis Drake & Bank)	Fairfax (Sir Francis Drake & Claus)	Manor (Sir Francis Drake & Glen)
	24	2:30p	2:40p	---	---	YES	3:26p	3:29p	3:34p	3:40p	3:47p	3:51p
	24	2:59p	3:10p	---	---	YES	3:56p	3:59p	4:04p	4:11p	4:21p	4:25p
	24	3:30p	3:40p	---	---	YES	4:27p	4:30p	4:36p	4:44p	4:54p	4:58p
	24	3:57p	4:10p	---	---	YES	4:57p	5:00p	5:06p	5:15p	5:25p	5:29p
	24	4:17p	4:30p	---	---	YES	5:08p	5:11p	5:17p	5:26p	5:36p	5:40p
A	24X	4:27p	4:40p	---	---	YES	---	---	5:22p	5:31p	5:41p	5:45p
	24	4:37p	4:50p	---	---	YES	5:40p	5:43p	5:49p	5:58p	6:08p	6:12p
A	24	4:57p	5:10p	---	---	YES	6:00p	6:03p	6:09p	6:15p	6:25p	6:29p
	24X	5:07p	5:20p	---	---	YES	---	---	6:14p	6:20p	6:30p	6:34p
	24	5:17p	5:30p	---	---	YES	6:18p	6:21p	6:27p	6:33p	6:43p	6:47p
	24C	5:21p	---	5:33p	5:38p	YES	6:27p	6:30p	6:35p	6:40p	6:50p	6:54p
	24	5:27p	5:40p	---	---	YES	6:24p	6:27p	6:33p	6:38p	6:48p	6:52p
	24	5:58p	6:10p	---	---	YES	6:51p	6:53p	6:59p	7:04p	7:13p	7:17p
	24	6:29p	6:40p	---	---	YES	7:15p	7:17p	7:23p	7:28p	7:37p	7:41p
	24	7:00p	7:10p	---	---	YES	7:44p	7:46p	7:51p	7:55p	8:03p	8:07p

A: This trip operates via Broadway Tunnel.

27

MONDAY - FRIDAY

COMMUTE ROUTE

San Francisco

Southbound

San Anselmo - San Rafael - San Francisco

PROPOSED

Notes	San Anselmo Hub (Center & Sir Francis Drake)	San Rafael Transit Center (3rd & Hetherton)	Lucky Drive Bus Pad	Paradise Drive Bus Pad	Tiburon Wye Bus Pad	Seminary Drive Bus Pad	Spencer Avenue Bus Pad	Golden Gate Bridge Toll Plaza	San Francisco Financial District (Battery & Pine)	San Francisco Financial District (Davis & California)	San Francisco (Perry & 4th)
A	---	4:30a	4:33a	4:35a	4:37a	4:38a	4:42a	YES	5:05a	---	5:14a
	5:53a	6:06a	---	---	---	---	---	YES	6:41a	---	6:50a
	6:23a	6:36a	---	---	---	---	---	YES	7:15a	---	7:25a
	6:49a	7:03a	---	---	---	---	---	YES	7:45a	---	7:55a
	7:02a	7:15a	---	---	---	---	---	YES	8:00a	---	8:12a
	7:20a	7:33a	---	---	---	---	---	YES	8:15a	---	8:25a
	7:35a	7:48a	---	---	---	---	---	YES	8:30a	---	8:40a
	7:50a	8:03a	---	---	---	---	---	YES	8:45a	---	8:55a
	8:20a	8:33a	---	---	---	---	---	YES	9:20a	---	9:32a
	8:50a	9:03a	---	---	---	---	---	YES	9:50a	---	10:02a
	9:22a	9:35a	9:42a	9:44a	9:46a	9:47a	9:50a	YES	---	10:25a	10:39a
	10:22a	10:35a	10:42a	10:44a	10:46a	10:47a	10:50a	YES	---	11:25a	11:39a
	11:22a	11:35a	11:42a	11:44a	11:46a	11:47a	11:50a	YES	---	12:25p	12:39p
	12:22p	12:35p	12:42p	12:44p	12:46p	12:47p	12:50p	YES	---	1:25p	1:39p
	1:22p	1:35p	1:42p	1:44p	1:46p	1:47p	1:50p	YES	---	2:25p	2:39p
	2:22p	2:35p	2:42p	2:44p	2:46p	2:47p	2:50p	YES	---	3:25p	3:39p
	3:21p	3:35p	3:44p	3:46p	3:48p	3:49p	3:52p	YES	---	4:32p	4:46p
	4:20p	4:35p	4:44p	4:46p	4:48p	4:49p	4:52p	YES	---	5:32p	5:46p
	5:20p	5:35p	5:44p	5:46p	5:48p	5:49p	5:52p	YES	---	6:29p	6:40p

A: This trip operates via Broadway Tunnel.

27

MONDAY - FRIDAY

COMMUTE ROUTE

San Anselmo

Northbound

San Francisco - San Rafael - San Anselmo

PROPOSED

San Francisco (Perry & 3rd)	San Francisco Financial District (Fremont & Mission)	Golden Gate Bridge Toll Plaza	Spencer Avenue Bus Pad	Seminary Drive Bus Pad	Tiburon Wye Bus Pad	Paradise Drive Bus Pad	Lucky Drive Bus Pad	San Rafael Transit Center (3rd & Hetherton)	San Anselmo Hub (Center & Sir Francis Drake)
7:52a	8:00a	YES	8:33a	8:37a	8:38a	8:40a	8:42a	8:50a	9:03a
8:54a	9:02a	YES	9:34a	9:38a	9:39a	9:41a	9:43a	9:50a	10:03a
9:54a	10:02a	YES	10:34a	10:38a	10:40a	10:44a	10:48a	10:55a	11:10a
10:54a	11:02a	YES	11:34a	11:38a	11:40a	11:44a	11:48a	11:55a	12:10p
11:49a	11:57a	YES	12:34p	12:38p	12:40p	12:44p	12:48p	12:55p	1:10p
12:49p	12:57p	YES	1:34p	1:38p	1:40p	1:44p	1:48p	1:55p	2:10p
1:49p	1:57p	YES	2:34p	2:38p	2:40p	2:44p	2:48p	2:55p	3:10p
2:43p	2:51p	YES	3:28p	3:33p	3:35p	3:41p	3:46p	3:55p	4:10p
3:27p	3:37p	YES	---	---	---	---	---	4:37p	4:52p
3:57p	4:07p	YES	---	---	---	---	---	5:07p	5:22p
4:26p	4:37p	YES	---	---	---	---	---	5:38p	5:54p
4:53p	5:05p	YES	---	---	---	---	---	6:05p	6:21p
5:08p	5:20p	YES	---	---	---	---	---	6:13p	6:24p
5:37p	5:50p	YES	---	---	---	---	---	6:43p	6:53p
6:30p	6:41p	YES	---	---	---	---	---	7:30p	7:40p

38**MONDAY - FRIDAY****COMMUTE ROUTE****San Francisco
Southbound****PROPOSED**

Lucas Valley - Marinwood - Terra Linda - Northgate - San Francisco

Route	Marinwood (Miller Creek & Marinwood)	Lucas Valley (Mt. McKinley & Idylberry)	Marinwood (Miller Creek & Cedarberry)	Terra Linda (De la Guerra & Del Ganado)	Terra Linda (Freitas & Montecillo)	Terra Linda (Las Gallinas at Northgate Mall)	San Rafael (Merrydale & N San Pedro)	Golden Gate Bridge Toll Plaza	San Francisco Financial District (Battery & Pine)	San Francisco (Perry & 4th)
38	6:04a	---	6:07a	6:19a	---	6:28a	6:34a	YES	7:15a	7:26a
38A	6:26a	6:34a	6:42a	---	6:51a	6:57a	7:03a	YES	7:45a	7:56a
38	6:55a	---	6:58a	7:10a	---	7:19a	7:25a	YES	8:15a	8:26a
38A	7:14a	7:22a	7:30a	---	7:39a	7:45a	7:51a	YES	8:45a	8:56a
38	7:51a	---	7:54a	8:06a	---	8:15a	8:21a	YES	9:15a	9:26a

38**MONDAY - FRIDAY****COMMUTE ROUTE****Terra Linda/Marinwood
Northbound****PROPOSED**

San Francisco - Northgate - Terra Linda - Marinwood - Lucas Valley

Route	San Francisco (Perry & 3rd)	SF Financial District (Fremont between Mission & Market)	Golden Gate Bridge Toll Plaza	San Rafael (N San Pedro & Merrydale)	Terra Linda (Las Gallinas at Northgate Mall)	Terra Linda (Freitas & Montecillo)	Terra Linda (De la Guerra & Del Ganado)	Marinwood (Miller Creek & Cedarberry)	Lucas Valley (Mt. McKinley & Idylberry)	Marinwood (Miller Creek & Marinwood)
38	3:30p	3:42p	YES	4:42p	4:46p	---	4:55p	5:06p	---	5:09p
38A	4:00p	4:12p	YES	5:12p	5:16p	5:22p	---	5:30p	5:38p	5:46p
38	4:30p	4:42p	YES	5:38p	5:42p	---	5:51p	6:02p	---	6:05p
38A	5:00p	5:12p	YES	6:05p	6:09p	6:15p	---	6:23p	6:31p	6:39p
38	5:30p	5:42p	YES	6:35p	6:39p	---	6:48p	6:59p	---	7:02p

54

MONDAY - FRIDAY

San Francisco
Southbound

Novato - Ignacio - San Francisco

PROPOSED

Route	Novato GGT (Golden Gate Pl)	Novato (7th & Grant)	Novato (S Novato & Sunset)	Ignacio (Enfrente & Salvatore)	Alameda del Prado Bus Pad	Marinwood Bus Pad	Lucas Valley Bus Pad	Terra Linda Bus Pad	N San Pedro Rd Bus Pad	Golden Gate Bridge Toll Plaza	San Francisco Financial District (Battery & Pine)	San Francisco Civic Center (Golden Gate & Polk)	San Francisco (Folsom & 7th)	San Francisco (Perry & 4th)
54	4:48a	4:53a	4:59a	5:04a	5:07a	5:09a	5:10a	5:12a	5:14a	YES	5:50a	---	---	5:59a
54	5:17a	5:22a	5:28a	5:33a	5:36a	5:38a	5:39a	5:41a	5:43a	YES	6:20a	---	---	6:29a
54	5:46a	5:51a	5:57a	6:02a	6:05a	6:07a	6:08a	6:10a	6:12a	YES	6:50a	---	---	6:59a
54	6:07a	6:13a	6:19a	6:27a	6:31a	---	---	---	---	YES	7:15a	---	---	7:24a
54	6:29a	6:35a	6:42a	6:50a	6:54a	---	---	---	---	YES	7:40a	---	---	7:49a
54C	6:33a	6:39a	6:46a	6:54a	6:58a	7:00a	7:01a	7:03a	7:05a	YES	---	7:50a	7:54a	7:59a
54	6:42a	6:48a	6:55a	7:03a	7:07a	---	---	---	---	YES	8:00a	---	---	8:10a
54	6:59a	7:05a	7:12a	7:20a	7:24a	---	---	---	---	YES	8:25a	---	---	8:35a
54	7:20a	7:26a	7:33a	7:41a	7:45a	---	---	---	---	YES	8:50a	---	---	9:02a
54	7:43a	7:49a	8:00a	8:10a	8:15a	---	---	---	---	YES	9:20a	---	---	9:32a
54	8:18a	8:24a	8:31a	8:41a	8:46a	---	---	---	---	YES	9:50a	---	---	10:02a

54

MONDAY - FRIDAY

Novato
Northbound

San Francisco - Ignacio - Novato

COMMUTE ROUTE

PROPOSED

Route	San Francisco (Perry & 3rd)	SF Financial District (Fremont between Mission & Market)	San Francisco (7th & Market)	San Francisco Civic Center (McAllister & Polk)	Golden Gate Bridge Toll Plaza	N San Pedro Rd Bus Pad	Terra Linda Bus Pad	Lucas Valley Bus Pad	Marinwood Bus Pad	Alameda del Prado Bus Pad	Ignacio Bus Pad	Novato (S Novato & Sunset)	Novato (7th & Grant)	Novato GGT (Golden Gate Pl)
54	2:33p	2:40p	---	---	YES	3:37p	3:39p	3:40p	3:42p	3:44p	3:46p	3:51p	3:58p	4:04p
54	3:02p	3:10p	---	---	YES	4:10p	4:12p	4:13p	4:15p	4:17p	4:20p	4:25p	4:32p	4:38p
54	3:31p	3:40p	---	---	YES	---	---	---	---	4:43p	4:46p	4:51p	4:59p	5:05p
54	3:59p	4:10p	---	---	YES	---	---	---	---	5:14p	5:17p	5:22p	5:30p	5:36p
54	4:23p	4:35p	---	---	YES	---	---	---	---	5:39p	5:42p	5:47p	5:54p	6:00p
54	4:43p	4:55p	---	---	YES	---	---	---	---	5:57p	6:00p	6:05p	6:12p	6:18p
54C	5:00p	---	5:09p	5:13p	YES	6:04p	6:06p	6:07p	6:09p	6:11p	6:14p	6:19p	6:26p	6:32p
54	5:03p	5:15p	---	---	YES	---	---	---	---	6:19p	6:22p	6:27p	6:34p	6:40p
54	5:28p	5:40p	---	---	YES	---	---	---	---	6:43p	6:46p	6:51p	6:58p	7:04p
54	6:01p	6:10p	---	---	YES	---	---	---	---	7:01p	7:03p	7:08p	7:15p	7:20p
54	6:31p	6:40p	---	---	YES	7:28p	7:30p	7:31p	7:33p	7:35p	7:37p	7:42p	7:49p	7:54p
54	7:01p	7:10p	---	---	YES	7:58p	8:00p	8:01p	8:03p	8:05p	8:07p	8:12p	8:19p	8:24p

MONDAY - FRIDAY

COMMUTE ROUTE

56X**San Francisco
Southbound****PROPOSED**

San Marin - Novato - San Francisco

Novato GGT (Golden Gate Pl)	Novato (7th & Grant)	Novato (Novato & Wilson)	San Marin (San Marin & San Andreas)	San Marin (San Carlos & San Marin)	Atherton Ave Bus Pad	Rowland Blvd Park & Ride	Golden Gate Bridge Toll Plaza	San Francisco Financial District (Battery & Pine)	San Francisco (Perry & 4th)
4:34a	4:39a	4:42a	4:46a	4:50a	4:55a	5:01a	YES	5:50a	5:59a
5:03a	5:08a	5:11a	5:15a	5:19a	5:24a	5:30a	YES	6:20a	6:29a
5:32a	5:37a	5:40a	5:44a	5:48a	5:53a	5:59a	YES	6:50a	6:59a
5:55a	6:00a	6:03a	6:08a	6:13a	6:18a	6:24a	YES	7:15a	7:24a
6:14a	6:20a	6:23a	6:28a	6:33a	6:38a	6:44a	YES	7:40a	7:49a
6:34a	6:40a	6:43a	6:48a	6:53a	6:58a	7:04a	YES	8:00a	8:10a
6:46a	6:52a	6:55a	7:00a	7:05a	7:10a	7:16a	YES	8:25a	8:35a
7:05a	7:11a	7:14a	7:19a	7:25a	7:30a	7:36a	YES	8:50a	9:02a
7:40a	7:46a	7:49a	7:53a	7:59a	8:04a	8:10a	YES	9:20a	9:32a
8:15a	8:21a	8:24a	8:28a	8:34a	8:39a	8:45a	YES	9:50a	10:02a

MONDAY - FRIDAY

COMMUTE ROUTE

56X**San Marin
Northbound****PROPOSED**

San Francisco - Novato - San Marin

San Francisco (Perry & 3rd)	SF Financial District (Fremont between Mission & Market)	Golden Gate Bridge Toll Plaza	Rowland Blvd Park & Ride	Atherton Ave Bus Pad	San Marin (San Carlos & San Marin)	San Marin (San Marin & San Andreas)	Novato (Novato & Raposa Vista)	Novato (7th & Grant)	Novato GGT (Golden Gate Pl)
2:59p	3:07p	YES	4:08p	4:11p	4:16p	4:20p	4:24p	4:29p	4:35p
3:28p	3:37p	YES	4:38p	4:41p	4:46p	4:50p	4:54p	4:59p	5:05p
3:56p	4:07p	YES	5:08p	5:11p	5:16p	5:20p	5:24p	5:29p	5:35p
4:20p	4:32p	YES	5:33p	5:36p	5:41p	5:45p	5:49p	5:54p	6:00p
4:40p	4:52p	YES	5:53p	5:56p	6:01p	6:05p	6:09p	6:14p	6:20p
5:00p	5:12p	YES	6:16p	6:19p	6:24p	6:28p	6:32p	6:37p	6:43p
5:25p	5:37p	YES	6:36p	6:39p	6:44p	6:48p	6:52p	6:57p	7:03p
5:58p	6:07p	YES	7:03p	7:06p	7:11p	7:14p	7:18p	7:23p	7:28p
6:28p	6:37p	YES	7:33p	7:36p	7:41p	7:44p	7:48p	7:53p	7:58p
6:58p	7:07p	YES	8:03p	8:06p	8:11p	8:14p	8:18p	8:23p	8:28p

58

MONDAY - FRIDAY

San Francisco

Southbound

Novato - Ignacio - Hamilton - San Francisco

PROPOSED

Novato GGT (Golden Gate Pl)	Novato (Redwood & Grant)	DeLong Ave Bus Pad	Ignacio (Enfrente & Salvatore)	Hamilton Theater Parking Lot	Hamilton (Alameda del Prado & Nave)	Marinwood Bus Pad	Lucas Valley Bus Pad	Terra Linda Bus Pad	Golden Gate Bridge Toll Plaza	San Francisco Financial District (Battery & Pine)	San Francisco (Perry & 4th)
6:05a	6:09a	6:11a	6:19a	6:25a	6:30a	6:33a	6:35a	6:37a	YES	7:20a	7:29a
6:28a	6:32a	6:35a	6:43a	6:48a	6:53a	6:56a	6:58a	7:01a	YES	7:50a	7:59a
6:44a	6:48a	6:51a	7:01a	7:08a	7:16a	7:20a	7:23a	7:26a	YES	8:20a	8:31a
7:07a	7:11a	7:14a	7:29a	7:33a	7:40a	7:43a	7:46a	7:49a	YES	8:50a	9:01a

58

MONDAY - FRIDAY

Hamilton/Novato

Northbound

San Francisco - Hamilton - Ignacio - Novato







COMMUTE ROUTE

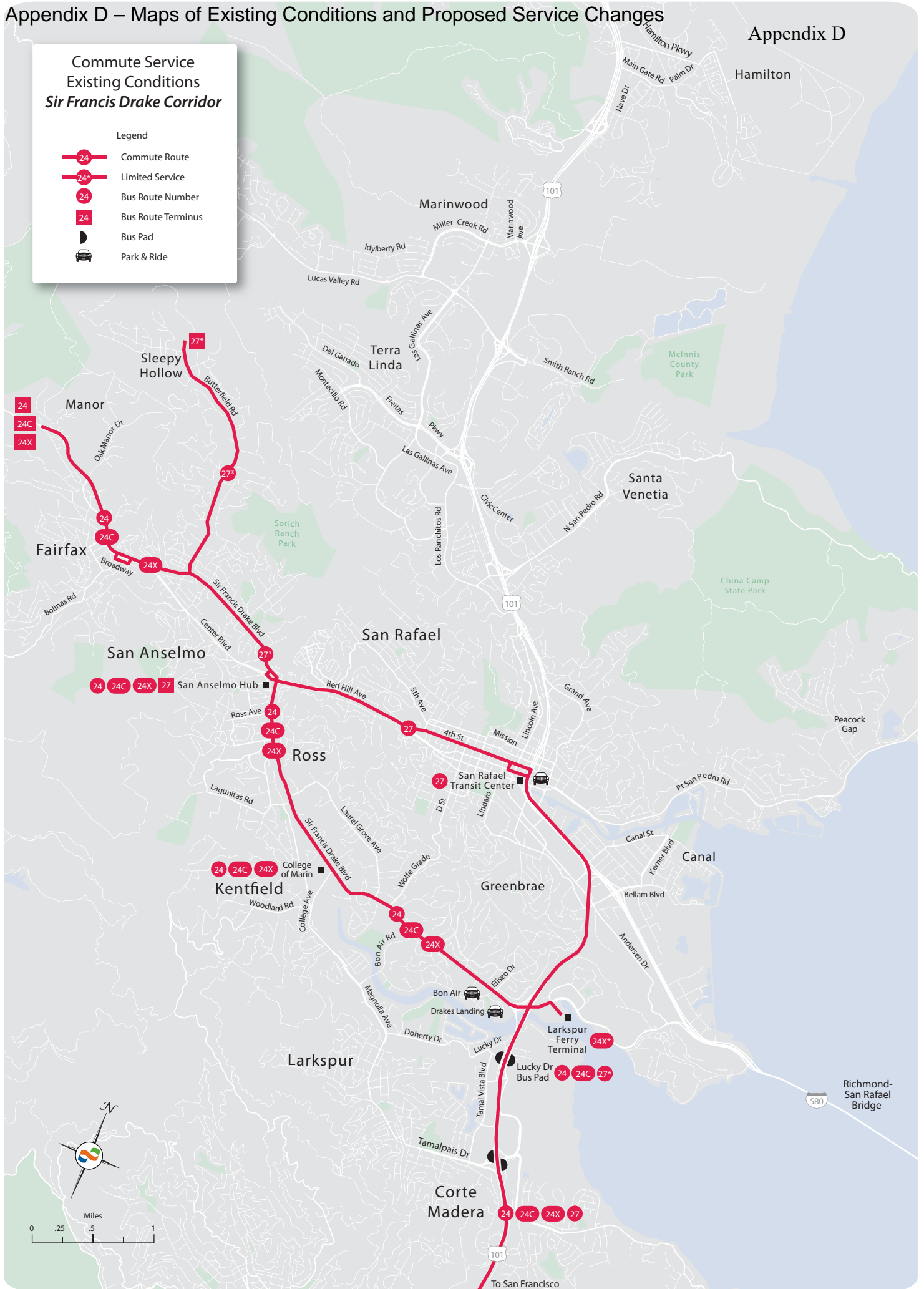
PROPOSED

San Francisco (Perry & 3rd)	SF Financial District (Fremont between Mission & Market)	Golden Gate Bridge Toll Plaza	Terra Linda Bus Pad	Lucas Valley Bus Pad	Marinwood Bus Pad	Hamilton (Nave & Bolling)	Hamilton Theater Parking Lot	Ignacio Bus Pad	DeLong Ave Bus Pad	Novato (Redwood & Grant)	Novato GGT (Golden Gate Pl)
3:57p	4:09p	YES	5:11p	5:12p	5:13p	5:15p	5:18p	5:23p	5:25p	5:27p	5:30p
4:27p	4:39p	YES	5:41p	5:42p	5:43p	5:45p	5:48p	5:53p	5:55p	5:57p	6:00p
4:57p	5:09p	YES	6:11p	6:12p	6:13p	6:15p	6:18p	6:23p	6:25p	6:27p	6:30p
5:27p	5:39p	YES	6:38p	6:39p	6:40p	6:42p	6:45p	6:49p	6:51p	6:53p	6:56p

**Commute Service
Existing Conditions
Sir Francis Drake Corridor**

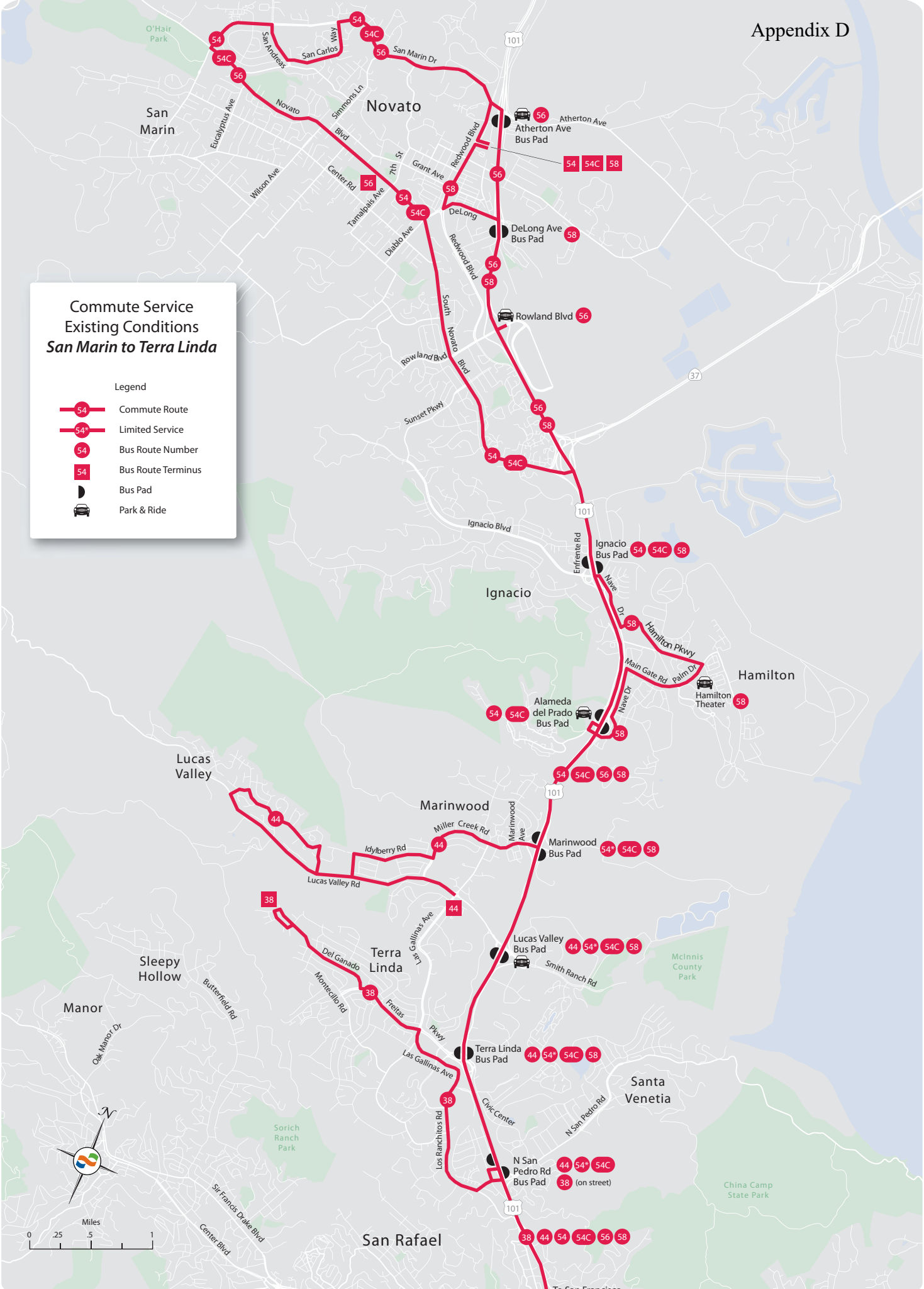
Legend

-  Commute Route
-  Limited Service
-  Bus Route Number
-  Bus Route Terminus
-  Bus Pad
-  Park & Ride










Commute Service Existing Conditions San Marin to Terra Linda

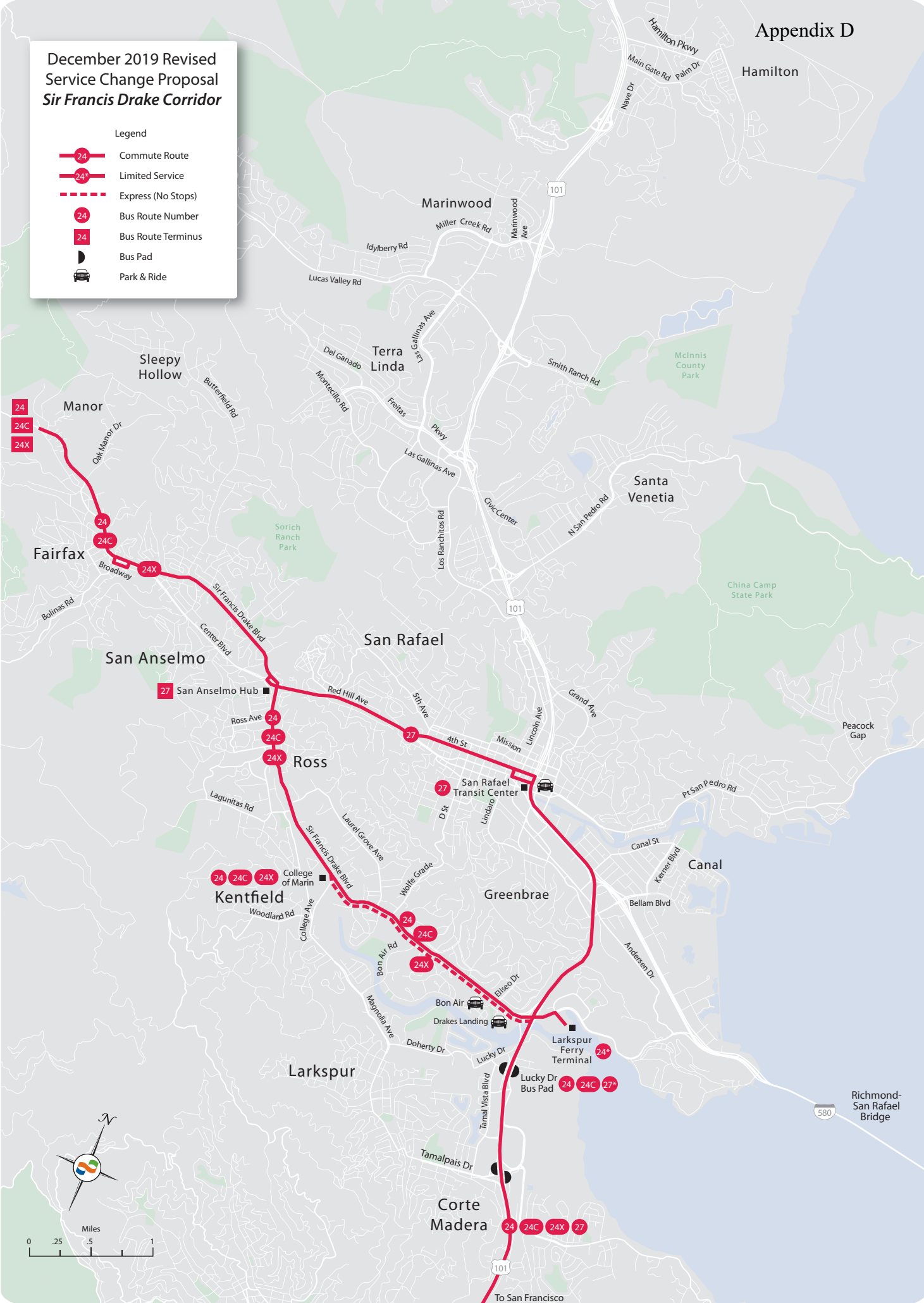
- Legend
- Commute Route
 - Limited Service
 - Bus Route Number
 - Bus Route Terminus
 - Bus Pad
 - Park & Ride









December 2019 Revised Service Change Proposal Sir Francis Drake Corridor

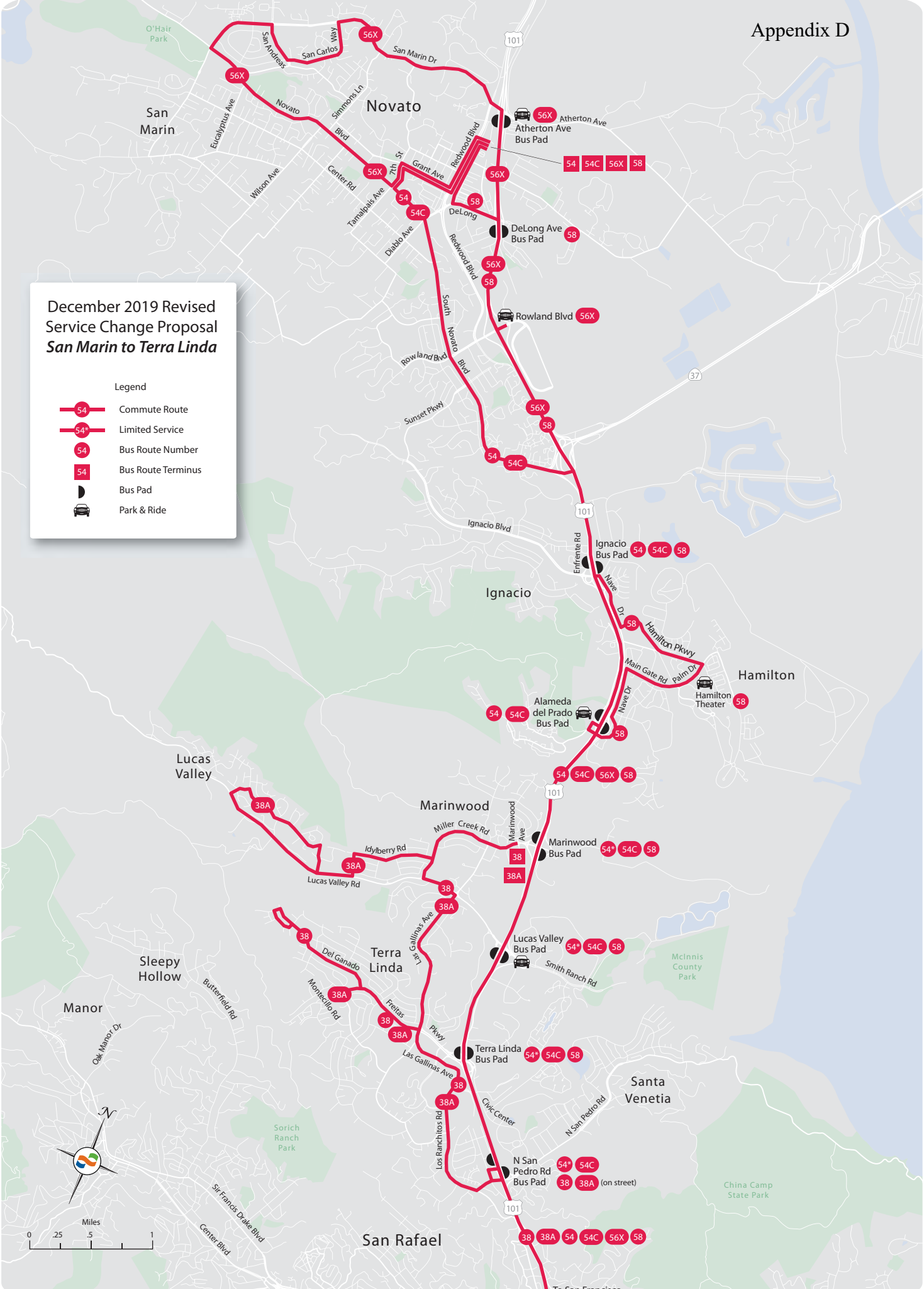
Legend

-  Commute Route
-  Limited Service
-  Express (No Stops)
-  Bus Route Number
-  Bus Route Terminus
-  Bus Pad
-  Park & Ride



December 2019 Revised Service Change Proposal San Marin to Terra Linda

- Legend
-  Commute Route
 -  Limited Service
 -  Bus Route Number
 -  Bus Route Terminus
 -  Bus Pad
 -  Park & Ride



To San Francisco



Agenda Item No. (5)

To: Transportation Committee/Committee of the Whole
Meeting of July 25, 2019

From: Ron Downing, Director of Planning
James P. Swindler, Deputy General Manager, Ferry Division
Denis J. Mulligan, General Manager

Subject: **APPROVE ACTIONS RELATIVE TO ESTABLISHING GOLDEN GATE FERRY SPECIAL EVENT FARES AND SERVICE BETWEEN LARKSPUR AND THE CHASE CENTER IN SAN FRANCISCO, APPROVAL OF THE TITLE VI EQUITY ANALYSIS AND AUTHORIZE FILING A NOTICE OF EXEMPTION UNDER CEQA**

Recommendation

The Transportation Committee recommends that the Board of Directors approve actions relative to establishing special event ferry service between Larkspur and the Chase Center in San Francisco and amend the Master Ordinance accordingly, as follows:

1. Establish passenger ferry service between Larkspur and the Chase Center in San Francisco for Golden State Warriors games and other special events;
2. Establish passenger fares for special event ferry trips between Larkspur and the Chase Center in San Francisco as detailed in this report;
3. Approve the attached Title VI equity analysis; and,
4. File a Notice of Exemption under the California Environmental Quality Act (CEQA).

This matter will be presented to the Board of Directors for approval at the July 26, 2019, meeting for appropriate action. If approved by the Board, special event ferry service would commence no earlier than September 2019.

Background

On May 17, 2019, the Board of Directors (Board) approved the setting of a public hearing on June 20, 2019 to receive public comment on a proposal to implement special event ferry service to the Chase Center in San Francisco.

Discussion

The Board's policy identifies that establishing a new bus or ferry route constitutes a "Major Service Change" and thus requires a public engagement process that includes a formal public hearing. Similarly, Board policy also requires a public hearing to establish a new fare. The public hearing on June 20 would encompass both actions.

This service initially would operate for evening Warriors games and potentially serve a number of special events, such as concerts. This service would be analogous to the existing special event service to Oracle Park (formerly known as AT&T Park) for San Francisco Giants baseball games and other events.

Establishment of a Larkspur-Chase Center-San Francisco Fare

It is recommended that initially fares for Larkspur-Chase Center special event ferry service be set at the same rate as presently charged for Oracle Park (Giants) special event ferry service. Per Board Policy, the current Oracle Park service must recover all of its operating cost through fares, and those fares are set higher than normal fares due to the discretionary nature of this service. The current fare for Oracle Park service is \$14.00 per person and because this service is not considered regular service, no discounts are available through Clipper, nor for seniors, persons with disabilities, or youth. It is recommended that the Board apply the same policy to the Chase Center service so as to cover the cost of the service. Additionally, it is recommended that fare to the Chase Center be set at \$14.00, and that the fare be evaluated and changed, if necessary, mid-2020 to ensure that costs are being fully recovered.

CEQA Findings

It is recommended that the Board authorize staff to file a Notice of Exemption under the California Environmental Quality Act (CEQA) because the proposed special event service to the Chase Center is categorically exempt under CEQA Guidelines §15301 (Existing Facilities) and §15378 (No possibility of impact). Service will be limited to Golden State Warriors game days and to days when other special events such as concerts are offered. It is anticipated that most patrons will use transit due to the very limited availability of parking at the Chase Center and that the proposed ferry service will mitigate traffic impacts in the immediate area of the Chase Center. Therefore, there will be no adverse impact from the Golden Gate Bridge, Highway and Transportation District (District) providing this service and reliance on a Categorical Exemption is appropriate. If approved by the Board, staff will file the Notice of Exemption with the City and County of San Francisco and the County of Marin.

Title VI Equity Analysis

In accordance with Federal Transit Administration regulations and guidance implementing Title VI of the Civil Rights Act of 1964, as well as the District's Title VI Policies, staff conducted an equity analysis to determine whether new special event service to the Chase Center would result in a disparate impact to minority populations or impose a disproportionate burden on low-income populations in the District's service area. The analysis examined demographic data from the

District's Oracle Park ferry service, which is considered to serve the same purpose and the same potential ridership as the Chase Center ferry.

Overall, the analysis concludes that the proposed establishment of special event ferry service to the Chase Center will not disparately impact minority populations, but would result in a small disproportionate benefit for low income populations, based on the standards in the District's Title VI Policies, given the expected demographics of Chase Center passengers.

The complete Title VI equity analysis of the establishment of special event ferry service to the Chase Center is set forth in Appendix A.

Staff recommends that the Board adopt the attached equity analysis.

Public Notification and Comment

The public was notified of a public hearing through newspaper advertisements, posters on board buses and at ferry terminals, social media postings on Facebook and Twitter, and by e-mail blast to customers and community-based organizations. All printed materials were available in Spanish, per the District's Limited English Proficiency (LEP) Plan.

Public comments on this proposal to establish special event ferry service to the Chase Center in San Francisco, and establish a ferry fare for that service, were invited to be submitted in several different ways:

1. Attend the open house and/or the public hearing; or
2. E-mail publichearing@goldengate.org ;and/or,
3. Send written comments to District Secretary.

All comments were considered without regard to the manner in which the comments were submitted. Therefore, individuals did not have to attend the public hearing and provide testimony in person if they had commented through e-mail or written forms. All comments received through the above methods were considered in the final recommendation. Comments were received until close of business on Thursday, June 20, 2019.

The public hearing was held on June 20, 2019, at 9:30 a.m. in the Board Room, Administration Building at the Golden Gate Bridge Toll Plaza, San Francisco, CA. At the close of the public hearing, there were eight unique comments received on the proposal. Seven comments expressed support for the proposal to establish special event ferry service to the Chase Center, and one comment asked a question regarding where the ferry would dock. No comments were received in opposition to the proposal.

Fiscal Impact

In the absence of any operating data, because the Chase Center special event ferry would be new service, staff has determined that the new service will be analogous to the service currently operated to Oracle Park for Giants games and other special events. During FY 18/19, Oracle Park

special event service had nearly \$464,000 in operating expenses and covered those expenses entirely through fare revenues at a fare of \$14 per person, meeting the Board Policy of recovering expenses fully through fares. It is assumed that Chase Center service will have similar operating and financial characteristics and will also meet its expenses fully through fares charged. Nonetheless, if that should prove not to be true, staff proposes to reassess the fares charged for Chase Center special event service during 2020 to ensure compliance with Board policy.

Attachments: Appendix A: Title VI Equity Analysis

APPENDIX A

Title VI Equity Analysis: Implementation of Chase Center Ferry Service

**Presented to the Golden Gate Bridge, Highway and Transportation District
Transportation Committee
July 25, 2019**

I. Background

The Golden State Warriors basketball team (Warriors) has built a new arena in San Francisco's Mission Bay neighborhood, the Chase Center. To support the goal of reducing traffic congestion in the busy South of Market area, Staff proposes to begin offering ferry service to Warriors' home games starting with the 2019-20 season. The basketball season runs from mid-October to late April, and Staff proposes to operate one trip in each direction – to and from – each home game. The service will operate between the Larkspur Ferry Terminal and Mission Bay, for a distance of approximately 13 nautical miles each way.

Pursuant to FTA Circular 4702.1B ("Title VI Requirements and Guidelines for Federal Transit Administration Recipients") implementing Title VI of the Civil Rights Act of 1964 and the District's Title VI Policies, the Board must consider the impacts of the addition of this new ferry service on minority populations and low-income populations in the District's service area prior to deciding whether to implement the new route. As this is a new service, the relevant analysis is whether the benefits of the service accrue disproportionately to non-minority riders or non-low income riders.

The implementation of the new Chase Center special events service will not disproportionately benefit non-minority or non-low-income populations. Instead, the projected ridership for the service consists of more low-income and minority riders than Golden Gate Ferry service as a whole.

II. Title VI Policies

The District adopted its Major Service Change, Disparate Impact and Disproportionate Burden Policies (together referred to as "Title VI Policies") on August 9, 2013. These policies set forth the standards used in service equity analyses. The District's Major Service Change Policy reads in relevant part:

- A major service change is defined as a reduction or increase of 25 percent (25%) or more in total vehicle revenue miles in service on any specific route, with the change(s) occurring at one time or over any twenty-four month period.

The following are exemptions to the policy:

- Changes to service on a route with fewer than 10 total trips in a typical service day are not considered "major" unless service on that route is eliminated completely on any such day.

- The introduction or discontinuation of short- or limited-term service (e.g., promotional, demonstration, seasonal or emergency service, or service provided as mitigation or diversions for construction or other similar activities) is not considered “major,” as long as the service will be/has been operated for no more than twelve months.
- If District-operated transit service is replaced by a different mode or operator providing a service with the same or better headways, fare, transfer options, span of service, and stops served, the change is not considered “major.”

The District’s Disparate Impact Policy provides:

- The District defines its Disparate Impact Threshold for determining whether the burdens or benefits of a major service change... or a fare adjustment are equitable to be 10%, based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by minority populations compared to the same impacts borne by non-minority populations.

The District’s Disproportionate Burden Policy provides:

- The District defines its Disproportionate Burden Threshold for determining whether the burdens or benefits of a major service change... or a fare adjustment are equitable to be 10%, based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by low-income populations compared to the same impacts borne by non-low-income populations.

Public Outreach

Prior to Board adoption of the District’s Title VI Policies, public outreach regarding the policy proposals included:

- Informational meetings on July 8, 9 and July 10, 2013, in Marin County, Novato and Rohnert Park, respectively, between 4:30 p.m. and 6:30 p.m.
- Legal notices published in the *Marin Independent Journal*, the *San Francisco Examiner* and the *Santa Rosa Press Democrat* on June 18 and 25, 2013
- Signage posted onboard the ferryboats, at the Ferry Terminals, at transit hubs in Marin and Sonoma counties, at major bus stops and at the Customer Service Center at the San Rafael Transit Center
- Display boards, staff report and comment forms, including Spanish translations
- A press release issued and posted to the District’s web site on June 17, 2013, including links to the staff report in both English and Spanish
- A public hearing agenda and an associated staff report posted to the District’s web site on July 8, 2013
- Information e-blasted to the Bus and Ferry Subscriber’s list on June 20 and July 2, 2013
- Information posted to transit-specific social media channels on July 2 and July 8, 2013
- A public hearing agenda mailed to organizations and individuals on the District’s mailing list on July 8, 2013, and posted on District bulletin boards.

Comments Received

Of the comments received by the District, one alerted the District to the need to apply Title VI principles to the allocation of resources between bus and ferry services; one commented on the inconvenience of the time and location of the public hearing, service reliability, and driver attitudes; and another urged the District to reach out to community partners and agencies to get the word out about Title VI-related public hearings.

The resolution evidencing the Board's discussion and approval of the policies is attached as Exhibit A.

III. Golden Gate Ferry Services

The proposal concerns the Golden Gate Ferry ("GGF") Service, which is summarized below.

Golden Gate Ferry Services

The District's Golden Gate Ferry service includes four routes between Marin County and San Francisco: Sausalito, Larkspur, Tiburon, and Special Event service to Oracle Park. Ferry service operates daily except Thanksgiving, Christmas, and New Year's Day.

- *Sausalito Ferry Service* provides daily connections between the Golden Gate Ferry landing in Sausalito and the San Francisco Ferry Terminal. This 5.5 nautical-mile route has been in operation since 1970 and currently provides 18 crossings on weekdays and 12 crossings on weekends and holidays. The service operates between 7:10 am and 8:20 pm on weekdays, and between 10:40 am and 7:15 pm on weekends and holidays.
- *Larkspur Ferry Service* features an 11.25 nautical-mile route between the Larkspur Ferry Terminal and the San Francisco Ferry Terminal. The 40 weekday and eight weekend/holiday crossings require a fleet of five vessels. Services operate between 5:45 am and 10:05 pm on weekdays, and between 9:40 am and 8:10 pm on weekends and holidays.
- *Tiburon Ferry Service* operates on a 5.94 nautical-mile route Monday through Friday during the commute period between the Tiburon Ferry landing and the San Francisco Ferry Terminal. The service makes fourteen crossings a day, including four each in the morning and evening commute period and direction. Golden Gate Ferry assumed this commute ferry service from Blue & Gold Fleet in March 2017.
- *Special Event Service to Oracle Park* is offered during all San Francisco Giants' home games and a number of other special events. The 13.1 nautical-mile route between the Larkspur Ferry Terminal and the dock at Oracle Park requires approximately 60 minutes. One round trip is offered for each event served, which typically totals between 80 and 90 trips per year.

IV. The Chase Center Ferry Service Change Proposal, Purpose and Public Outreach

The construction of the new Chase Center in the Mission Bay neighborhood is anticipated to increase automobile traffic in San Francisco's already congested South of Market neighborhood immediately before and after Warriors home games. A significant portion of the attendees is projected to come from Marin and Sonoma Counties. The District proposes to alleviate the anticipated congestion by providing ferry service from Larkspur Terminal to Chase Center as an alternative means of transportation to and from Warriors games.

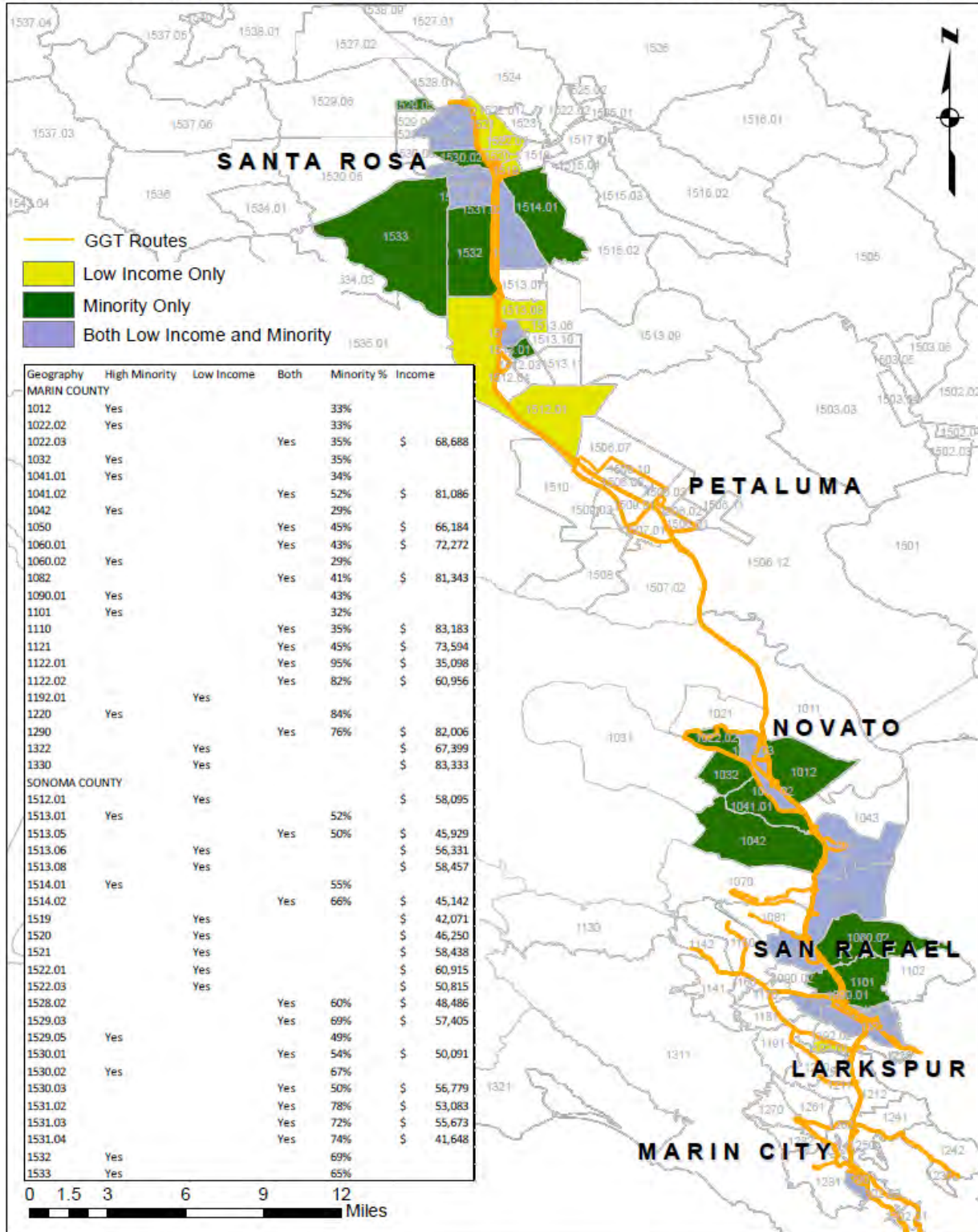
Golden Gate Ferry has been providing similar service to Giants' baseball home games since the Giants started playing in Oracle Park (formerly AT&T Park) in the year 2000. The goal is to provide Marin and Sonoma County residents a convenient ride to Giants' games and to help relieve automobile traffic on streets in San Francisco's South of Market neighborhood. The Oracle Park service operates on a "break-even" basis, which means that it is funded entirely by fares, unlike daily ferry service, which is subsidized by Golden Gate Bridge tolls and through state operating funds.

The proposed Chase Center service will also operate on a "break-even" basis, with fares covering the costs of operations.

Map 1

GGT SERVICE AREA

GGT service area includes all of Marin & Sonoma counties. Source: ACS Census 2013-2017. Tables S1903 & BO3002.



Public Comment Process

The District solicited and accepted public input on the proposed new service in several ways:

1. In person at a meeting or at a public hearing held on June 20, 2019;
2. By e-mail to publichearing@goldengate.org; and/or
3. In writing addressed to the District Secretary.

Public notification activities in advance of the hearing included:

- Advertisements were placed in local publications (Marin Independent Journal, Santa Rosa Press Democrat, and San Francisco Chronicle).
- Posters were displayed at ferry terminals advertising the public meetings.
- Press release was sent to local media and an article was written and ran in the Marin Independent Journal.
- Social media postings on Facebook and Twitter.
- Email blast to customers and community-based organizations.

Printed materials and handouts were translated into Spanish per the District's Limited English Proficiency (LEP) plan.

The District's practice is to treat all comments equally without regard to the manner in which the comments are submitted or received. Therefore, individuals need not attend the public hearing and provide testimony in person if they have commented through e-mail or written forms. In sum, the District received 8 comments on the proposed new service, 7 comments in support and one question.

V. Title VI Equity Analysis for the Implementation of Chase Center Ferry Service

The implementation of a new route is considered a Major Service Change based on the District's Major Service Change Policy, requiring a Title VI Equity Analysis to determine whether it will disproportionately benefit non-minority populations or non-low income populations, based on the District's Title VI Policies.

A. Equity Analysis Methodology

The FTA Circular states that for implementation of new route the appropriate comparison population is typically the population of the census blocks served by the new service as compared to the population of the District's service area as a whole. However, the proposed Chase Center service is a specialized route, with the anticipated ridership consisting primarily of attendees of Warriors basketball games. Accordingly, the population of the census block served is unlikely to be representative of ridership. A more appropriate projection for the ridership of the proposed route is the ridership of the District's special event service to San Francisco Giants baseball games at Oracle Park. The routes are similar in that both provide service between the Larkspur Ferry Terminal and professional sports stadiums less than a mile apart. This analysis compares the projected ridership of the proposed route against the ridership of the system as a whole.

For the purpose of the disproportionate burden analysis, Staff determined riders with a household income of less than \$75,000 per year to be low income. While the FTA Circular defines low-income persons based on the federal poverty guidelines, federal poverty standards are not a good fit for an area where the cost of living is so much higher than most localities. To compare, in 2015, the California State Income Limits that are used to determine eligibility for low-cost housing and

other programs gave a range of \$65,700 for a single-person household to \$123,000 for an 8-person household for the “low income” designation for Marin County (there are also “very low income” and “extremely low income” categories). Marin County, where the majority of ferry riders reside, has a comparatively high median income (\$97,815, from the 2012-2016 American Community Survey). In order to reflect the high cost of living in the San Francisco Bay Area, District Staff used 90% of the median income for the service area (\$88,034) to develop a low-income cut-off. As data was collected in fixed groupings during the most recent ridership survey, and \$75,000 is the closest grouping to \$88,034, this analysis uses household incomes of \$75,000 or less as the definition of low-income.

For the disparate impact analysis, a “minority” rider is any rider who identifies themselves as any race or ethnicity other than white, non-Hispanic.

1. Data: 2018 District System-wide Survey

In 2018, the District participated in the Metropolitan Transportation Commission’s (MTC) region-wide passenger survey. The consultant selected by MTC and by District Staff surveyed all of the District's services, including Golden Gate Transit (GGT) and GGF. Data was collected on board a sample of GGT bus and GGF ferry trips. Questionnaires were in Spanish and English and included questions about the trip being taken and demographics. Presented below are the responses in 2018 to questions regarding income and race for riders of all GGF ferry routes and also for the Oracle Park (then known as AT&T Park) GGF service, specifically.

Table 1: Household Income

Household Income	Oracle Park Ferry (%)	Golden Gate Ferry (%)
Below \$10,000	<1	<1
\$10,000 - \$24,999	3	<1
\$25,000 - \$34,999	11	2
\$35,000 - \$49,999	20	9
\$50,000 - \$74,999	23	35
\$75,000 - \$99,999	16	16
\$100,000 - \$149,999	9	12
\$150,000 or more	10	12
REFUSED	7	13
Skip - Paper Survey	<1	<1

Table 2: Race/Ethnicity

Race/Ethnicity	Oracle Park Ferry (%)	Golden Gate Ferry (%)
White alone, non-Hispanic	61	70
Latino/Hispanic, any race	18	6
African-American alone, non-Hispanic	10	6
Mixed race, non-Hispanic	6	11
Asian alone, non-Hispanic	5	7
American Indian or Alaskan Native alone, non-Hispanic	<1	<1
Native Hawaiian or Pacific Islander alone, non-Hispanic	0	<1
Other, non-Hispanic	0	<1
No race provided	0	<1

B. Equity Analysis Findings

Not including riders who did not respond to the question, 46% of all ferry riders have a household income of less than \$75,000 per year, compared to 57% of Oracle Ferry riders. Accordingly, the relative low-income ridership of the Oracle Ferry service exceeds the relative low-income ridership of the system as a whole by 11%. Assuming that Chase Center ferry riders will have a similar demographic profile to the Oracle Ferry riders, we can conclude that the introduction of this service does not disproportionately benefit non-low-income riders.

Table 3. Income on the Oracle Ferry vs All Ferry Routes

	Oracle Ferry	All Ferry	Difference
Less than \$75,000	57%	46%	-11%
\$75,000 and up	35%	40%	5%
Refused to Answer	7%	13%	

For GGF as a whole, 30% of all ferry riders identify as an ethnicity other than “White, non-Hispanic,” or in other words, as a member of a minority group. In comparison, 39% of Oracle Ferry riders identify themselves as minorities, meaning that the proportion of minority riders is 9% higher on the Oracle Ferry than on ferry service in general. Assuming similar demographic characteristics between Oracle Park ferry riders and the proposed Chase Center ferry riders, and based on the District’s disparate impact threshold of 10%, the proposed Chase Center ferry service will not result in a disparate impact to minority populations as a greater proportion of the projected ridership will consist of minority riders relative to the ridership of the system as a whole.

Table 4. Minority and Non-Minority on the Oracle Ferry vs All Ferry Routes

	Oracle Ferry	All Ferry	Difference
Non-Minority	61%	70%	-9%
Minority	39%	30%	9%

C. Conclusion

The proposed Chase Center ferry service will neither disparately impact minority populations nor disproportionately burden low-income residents or riders under the District's Title VI Policies.

EXHIBIT A: Resolution Adopting of Title VI Policies (Attached).

EXHIBIT A

GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

RESOLUTION NO. 2013-078

**APPROVE ADOPTION OF POLICIES FOR GOLDEN GATE TRANSIT
AND GOLDEN GATE FERRY SERVICE AND FARE CHANGES,
UNDER TITLE VI OF THE CIVIL RIGHTS ACT OF 1964, AS AMENDED**

August 9, 2013

WHEREAS, the Board of Directors (Board) of the Golden Gate Bridge, Highway and Transportation District (District) operates Golden Gate Transit (GGT) bus service and Golden Gate Ferry (GGF) service, both of which are public transportation services that occasionally receive federal funding to maintain or improve service scope and quality; and,

WHEREAS, on November 15, 2012, staff presented the Transportation Committee (Committee) with an overview of Title VI as applied to federal funding recipients, such as the District, subject to the new Circular Order issued by the Federal Transit Administration (FTA); and,

WHEREAS, on February 22, 2013, the Board approved the first action required by the new FTA Circular by adopting the required service standards and policies; and,

WHEREAS, to further comply with the new FTA Circular, the District must establish the following three policies: a Major Service Change Policy, a Disparate Impact Policy and a Disproportionate Burden Policy (Three Policies); and,

WHEREAS, the Three Policies will guide when and how the District analyzes the effects of potential future fare and service changes on minority and low-income populations and, in the event the District finds disparities, the District must evaluate whether there is an alternative that has a more equitable impact; and,

WHEREAS, the new FTA Circular requires transit providers, such as the District, to solicit and consider public input before establishing such policies; and,

WHEREAS, staff presented the Three Policies to the Committee on June 13, 2013, and the Committee recommended and the Board, by Resolution No. 2013-054 at its meeting of June 14, 2013, authorized the setting of a public hearing on a proposal to establish policies for Golden Gate Transit and Golden Gate Ferry Service and for fare changes under Title IV of the Civil Rights Act of 1964 as amended; and,

WHEREAS, the District conducted outreach relative to this proposal, as follows: (1) a press release was issued on July 17, 2013; (2) information was posted on the District's website, emailed to District's opt-in subscription lists and community-based organizations, posted on District's social media sites, and published as advertisements and legal notices in several periodicals including *San Francisco Chronicle*, *Marin Independent Journal* and the *Santa Rosa Press Democrat*; (3) Public Outreach Meetings were held on July 8, 2013 in Marin City, on July 9, 2013 in Novato, and on July 10, 2013 in Rohnert Park; and, (4) Spanish translations of printed materials, website information, and community meetings were available at all public outreach meetings and at the public hearing; and,

WHEREAS, public comments on the Three Policies could be submitted by either attending the public hearing or the public outreach meetings, emailing publichearing@goldengate.org or sending written comments to the District; and,

WHEREAS, due to concerns about Marin City residents not having received sufficient advance notice of the opportunity to comment on the Three Policies, the District extended the comment period by two weeks and held an additional public outreach meeting at the Marin City Library on July 25, 2013; and,

WHEREAS, seven public comments were received by the District as of July 25, 2013, and while several comments were related to the overall topic of Title VI, none of the comments were specific to the Three Policies; and,

WHEREAS, complete copies of the Three Policies and staff's underlying analysis, as well as a summary of the comments received and staff responses, are included herein as Attachments; and,

WHEREAS, the Transportation Committee at its meeting of August 2, 2013, has so recommended; now, therefore, be it

RESOLVED that the Board of Directors of the Golden Gate Bridge, Highway and Transportation District hereby approves adoption of policies for Golden Gate Transit and Golden Gate Ferry Service and fare changes, under Title VI of the Civil Rights Act of 1964, as amended, and attached hereto.

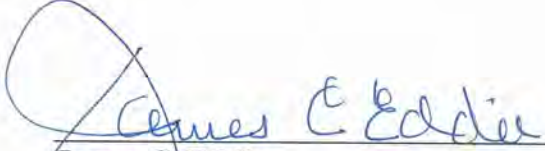
RESOLUTION NO. 2013-078
BOARD OF DIRECTORS MEETING OF AUGUST 9, 2013
PAGE 3

ADOPTED this 9th day of August 2013, by the following vote of the Board of Directors:


AYES (15): Directors Arnold, Belforte, Breed, Cochran, Fredericks, Moylan, Pahre, Rabbitt, Reilly, Sears, Snyder, Sobel and Theriault; Second Vice President Stroeh; President Eddie

NOES (0): None

ABSENT (4): Directors Campos, Wiener and Yee; First Vice President Grosboll


James C. Eddie
President, Board of Directors

ATTEST:


Janet S. Tarantino
Secretary of the District

Attachment 1 - Three Policies and Analysis

Attachment 2 - Summary of Comments Received and Staff Responses

ATTACHMENT 1

Proposed Title VI Policies Pertaining to Major Service Changes, Disparate Impacts, and Disproportionate Burdens

Major Service Change Policy

The District must ensure that its services are provided equitably, without discrimination based on race, color, national origin or socio-economic status. To that end, the District must evaluate potential “major” service changes and all fare changes (except for those specifically exempt in the FTA Title VI Circular, such as Spare-the-Air Days and short-term promotional service demonstrations or fare decreases) for their impact on low-income and minority populations in its service area. Before this can occur, the District must adopt a Major Service Change policy to provide a concrete basis for determining which service changes need to be analyzed for equity.

Staff proposes the following for the District’s Major Service Change Policy:

- A major service change is defined as a reduction or increase of 25 percent (25%) or more in total vehicle revenue miles in service on any specific route, with the change(s) occurring at one time or over any twenty-four month period.

Staff further proposes the following exemptions such that these changes would not be subject to a Title VI Equity Analysis:

- Changes to service on a route with fewer than 10 total trips in a typical service day are not considered “major” unless service on that route is eliminated completely on any such day.
- The introduction or discontinuation of short- or limited-term service (such as promotional, demonstration, seasonal or emergency service, or service provided as mitigation or diversions for construction or other similar activities) is not considered “major,” as long as the service will be/has been operated for no more than twelve months.
- If District-operated transit service is replaced by a different mode or operator providing a service with the same or better headways, fare, transfer options, span of service, and stops served, the change is not considered “major.”

The following examples will assist the public in understanding the impact of the proposed policy.

- K Example 1: If Route 11 has 20 trips a day, and the District proposes to cancel six of those trips (30%) in January 2014, then that is a major service change, and a Title VI Equity Analysis must be completed. However, if only four trips are proposed for cancellation (20%), then no analysis is required. If the District cancels these four trips and then decides to cancel two more trips in January 2015 on this same Route 11, then the percentage will again be 30% over a twenty-four month period, and an analysis will be required.
- K Example 2: If Route 12 has eight trips per day and four trips are proposed for cancellation, then under the proposed policy, a Title VI Analysis is not required because the route has fewer than ten total trips per day. However, if the entire route is proposed for cancellation, then an analysis is required.
- K Example 3: If Route 13 is introduced in January 1, 2014 as a demonstration service, and the District proposes to discontinue it effective December 31, 2015, then no analysis

is required when the service is introduced or discontinued. However, if the District proposes to continue the service beyond January 1, 2015, then an analysis is required for it to continue, and for it to be discontinued thereafter.

- K Example 4: If Route 14 operated four times a day from Corte Madera to Petaluma, and the District planned to cease operating this trip while another transit system planned to operate the same route four times a day at the same times, with the same or better fares and transfer options, then no analysis would be required.

Disparate Impact and Disproportionate Burden Policies

When a fare change or major service change is proposed, the District must analyze whether the change will result in a fair distribution of both negative effects (such as service cuts or fare increases) and positive effects (service expansions or fare reductions, such as new discounts).

In the case of the Disparate Impact Policy, the analysis focuses on whether minority riders or residents bear a disproportionately greater burden – or receive a disproportionately lesser benefit – than non-minority riders or residents.

Similarly, in the case of the Disproportionate Burden Policy, the analysis focuses on whether low-income riders or residents bear a disproportionately greater burden – or receive a disproportionately lesser benefit – than non-low-income riders or residents.

Disparate Impact Policy

In conducting equity analyses, the Disparate Impact policy provides the threshold used to determine whether greater negative impacts – or lesser positive impacts – on **minority** riders and residents are significant.

If a proposed action would have a negative impact that affects minorities more than non-minorities with a disparity that exceeds the adopted Disparate Impact Threshold, or a benefit that would be available to non-minorities more than minorities with a disparity that exceeds the adopted Disparate Impact Threshold, the District must evaluate whether there is an alternative that has a more equitable impact. If no option with a less disparate effect exists, the District must take measures to mitigate the impact of the proposed action on the affected minority population **and** demonstrate that a legitimate business purpose cannot otherwise be accomplished.

Staff proposes the following for the District's Disparate Impact Policy:

1. The District defines its Disparate Impact Threshold for determining whether the burdens or benefits of a major service change (as defined in the first part of this document) or a fare adjustment are equitable to be 10%, based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by minority populations compared to the same impacts borne by non-minority populations.

The question that must be answered for every major service change and every fare change is: are minority riders more negatively affected (or less positively affected) by this change than riders as a whole? This is determined primarily by calculating the percentage of minority riders on

Golden Gate buses (or ferries, for a ferry service or fare change) and by calculating the percentage of minority riders affected by the change. If minorities represent a higher percentage in the impacted group than in the general ridership as a whole, the question is, how much higher? If the difference is ten percent or higher, then there is a disparate impact. As a secondary aspect of, and important precursor to, this comparative analysis, the District must define the adverse effects and/or benefits being measured for the change in question.

Some hypothetical examples of how the policy could be applied follow:

- K Example 1: The District proposes to discontinue Route 16. Fifty percent of Route 16's riders belong to a minority group. If ridership on the District's bus service as a whole is 35% minority, the difference in the percentage of affected riders who are minorities and the percentage of all bus riders who are minorities is 15 percentage points. That indicates that there is a disparate impact on minority riders, and in this situation, the District would be required to evaluate whether there is an alternative with a less disparate impact on minority riders. If there is no other alternative, the District would need to mitigate the negative impact of the service cancellation on minority riders **and** demonstrate that the service reduction serves a legitimate business purpose that cannot be accomplished with less impact on minority riders.
- K Example 2: The District proposes to raise fares from Zone 4 to Zone 1 by 10% and the rest of the fares only 5%. Whereas the overall ridership is 35% minority, if Zone 4 to Zone 1 riders is, for example, 46% minority, then the difference between the two groups is 11 percentage points, exceeding the 10% threshold, and there would be a disparate impact. The District would have to seek alternatives with a more equitable impact. If no such alternatives are available, then the District would have to mitigate the impact on minority riders **and** demonstrate that this fare increase serves a legitimate business purpose that cannot be accomplished in another less-discriminatory way.

Disproportionate Burden Policy

As with the Disparate Impact Policy, the Disproportionate Burden Policy comes into play when a fare change or major service change is analyzed for its equity. In this case, staff determines whether **low-income** riders and residents bear a disproportionate burden of the negative effects of – or enjoy a disproportionately low benefit from – the proposed change.

The proposed Disproportionate Burden Policy is very similar to the proposed Disparate Impact Policy and reads as follow:

2. The District defines its Disproportionate Burden Threshold for determining whether the burdens or benefits of a major service change (as defined in the first part of this document) or a fare adjustment are equitable to be 10%, based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by low-income populations compared to the same impacts borne by non-low-income populations.

If, in the course of performing a Title VI Equity Analysis, the District finds that a proposed fare or major service change has a negative impact that affects low-income riders as compared to

non-low-income riders with a disparity that exceeds the adopted Disproportionate Burden Threshold, or that benefits non-low-income riders more than low-income riders with a disparity that exceeds the adopted Disproportionate Burden Threshold, the District must evaluate whether there is an alternative that has a more equitable impact. Otherwise, the District must take measures to mitigate the impact of the proposed action on the affected low-income population.

Again, illustrative examples can make the uses of the policy more transparent:

- K Example 1: The District proposes to discontinue Route 16. The ridership of Route 16 is 66% low-income. If ridership on the District's bus service as a whole is 50% low-income, then the difference between the low-income ridership of the Route 16 and the overall bus ridership is 16 percentage points, which means this change exceeds the threshold for disproportionate burden, or in other words, that low-income riders are bearing a disproportionate burden of this service change. In this situation, the District would be required to take measures to mitigate or lessen the impact of this change on the low-income riders of Route 16.
- K Example 2: The District proposes to cut four trips on Route 21. The ridership of Route 21 is 45% low-income. If the ridership on the District's bus service as a whole is 50% low-income, then the difference is negative five percentage points (meaning the affected ridership is five percent less low-income than the overall ridership), and the burden of this change does not fall more on low-income riders than on riders as a whole.
- K Example 3: The District proposes to add a new route. The residents of the areas served are 25% low-income. If the District's ridership as a whole is 50% low-income, those benefiting from the service addition are 25% less low-income than the overall ridership. There is a disproportionate benefit, and the District would be required to consider options for mitigating this disproportion.

ATTACHMENT 2

Summary of Comments Received and Staff Responses

1. **Comment:** Special fares for minorities?? Racism of the worst order.

Staff response: The public comment process is not about setting special fares for minorities but instead setting a framework for evaluating the impacts of future service or fare changes on disadvantaged communities.

2. **Comment:** I have been advocating for Title VI populations in Marin City. In order to get proper notification to minority and low-income populations adequate communication must be provided as an outreach mechanism to ensure against a community not being left out. Inasmuch as this did not happen in Marin City, where both low-income and minority residents were left out with no notification of an Open House on July 8 at the Senior Center, there is a violation of Title VI. I noticed an 8 1/2 by 11 inches poster (only one hour before the meeting) at the Marin City Hub. This was another disappointment to me and others in our community. Our shuttle service is inadequate for serving our community because of the hilly terrain.

Staff response: Given concern about the adequacy of the notification process for Marin City residents, the public comment period was extended by two weeks, additional communications were sent out, notices were posted at all bus stops in that community, and leaflets were handed out to bus riders advising that an additional public outreach meeting was scheduled in Marin City. The proposed policies are specific to regional bus and ferry services operated by the Golden Gate Bridge Highway and Transportation District. Shuttle and other fixed route and demand responsive service operated by Marin Transit and policies related to those services are the responsibility of Marin Transit.

3. **Comment:** I'm glad that you're having an additional comment period for Marin City, but in the future it's important that more advertising and outreach is implemented. Many residents were unaware about the meeting and the comment period.

Staff response: See response to Comment #2. Future outreach efforts in Marin City will include more extensive communication efforts.

4. **Comment:** It appears the proposals brought to the hearing are all about raising fares and arguing about whether or not the District can raise some and not others without discrimination. The point should be THERE SHOULD BE NO FARE INCREASES, BUT FARE DECREASES.

Staff response: The proposed policies provide a framework to evaluate future potential service and fare changes. No fare changes are proposed at this time.

5. **Comment:** The District's Allocation of resources between bus and ferry services needs to be re-evaluated in view of Title VI. There is a disproportionate amount of resources going to wealthy ferry riders and not to low-income bus riders.

Response: Duly noted. The proposed policies do not address specific to the District's allocation of transit resources between modes. The District plans to analyze the demographic characteristics of its ferry and regional bus riderships.

6. **Comment:** The job of the Golden Gate Transit District is to provide public transportation, in order to reduce automobile traffic and provide a reasonable-cost alternative to driving. The job of the District is transportation, NOT social justice, affirmative action or welfare. All this would do is raise the cost of transportation due to the additional resources needed to determine, implement and monitor these Title VI items. It is ridiculous to put the Transit District into this situation. The \$5,000 to conduct this initial public hearing will be pocket change to the cost of implementation. The bottom line is stick to your primary objective and tell the feds to make their own determinations that the Transit District is discriminatory, and make them prove it. Focus on serving the communities you service, while keeping costs down, and not on Washington D.C's social justice schemes.

Response: The proposed policies and overall compliance with Title VI is a condition of the District continuing to receive federal financial assistance for its public transportation programs.

7. **Comment:** I oppose any fare increases for the Golden Gate transit ferries, buses and bridge. The fares are exorbitant as they are now and are a huge burden on the average person's finances. This is supposed to be PUBLIC transportation, not ELITE transportation. It is only affordable to the rich.

Response: The proposed policies are not specific to any fare increase at this time. They will be used to evaluate future fare increase proposals.

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Agenda Item No. (6)

To: Finance-Auditing Committee/Committee of the Whole
Meeting of September 26, 2019

From: Ron Downing, Director of Planning
Joseph M. Wire, Auditor-Controller
Denis J. Mulligan, General Manager

Subject: **APPROVE ACTIONS RELATIVE TO ADOPTION OF THE MEANS-BASED FARE PROGRAM FOR GOLDEN GATE BUS AND GOLDEN GATE FERRY, APPROVAL OF THE TITLE VI EQUITY ANALYSIS, AND AMEND THE MASTER ORDINANCE**

Recommendation

The Finance-Auditing Committee recommends that the Board of Directors approve actions relative to adoption of the Means-Based Fare Program as follows:

1. Adopt the Means-Based Fare Program for Golden Gate Bus and Golden Gate Ferry;
2. Approve the associated Title VI Equity Analysis; and,
3. Amend the Master Ordinance accordingly.

This matter will be presented to the Board of Directors at its meetings on September 27, 2019, for appropriate action.

Summary

Transit affordability has been highlighted as an issue in the Bay Area, particularly for regional trips that are much longer and more expensive than local trips.

On May 23, 2018, the Metropolitan Transportation Commission (MTC) approved implementation of a pilot Regional Means-Based Fare Program as a way to provide greater mobility options for low-income persons on participating transit systems in the Bay Area. Persons with income below 200% of the Federal Poverty Level (approximately \$70,000 per year for a family of four in the Bay Area) would be eligible. The pilot program is funded for 12 to 18 months, depending on how quickly the available MTC funds (which partially offset the cost of the pilot program) are expended.

Participating agencies in the program as adopted by MTC are the Golden Gate Bridge, Highway and Transportation District (District), BART, Caltrain, and SFMTA. Each agencies' participation

requires governing board approval, and the District's Board approved a resolution of support for participating in the program on July 27, 2018. The program is expected to begin in early 2020 and, as noted above, would be solely based on fares paid using Clipper cards.

The proposed means-based fares would provide a fifty percent reduction from adult cash fares as a way to provide greater mobility options for low-income persons. These fares would be available to low-income passengers on regular Golden Gate Ferry service and on all Golden Gate Transit bus trips, with two exceptions. Fares for local travel solely within Marin County and the East Bay fares that have already been reduced to accommodate BART's "Early Bird Express" service that Golden Gate Transit operates on behalf of BART will not be part of this program due to already being discounted below regular GGT fares. Because MTC's demonstration project could span more than one fiscal year, the proposed means-based fares for the current fiscal year (FY 19/20), along with fares effective July 1, 2020 for FY 20/21, and fares effective July 1, 2021 for FY 21/22, are shown in Appendix A, if the program continues into that fiscal year. If adopted, the Master Ordinance will be amended accordingly to reflect the means-based fares for these three fiscal years. Should the means-based fare program continue beyond June 30, 2021, which is the end of the current Five-Year Fare Program, the means based fares could be reflected in the fare tables for the next Five-Year Fare Program.

Public Involvement Process and Comments Received

Public Notification

Outreach on the proposal to implement a pilot program for means-based fares began on July 26, 2019 when the Board approved holding a public hearing on August 22, 2019, and the public comment period closed at 4:30 p.m. on Friday, August 23, 2019.

Public notification activities included:

- Advertisements in local publications (*Marin Independent Journal*, *Santa Rosa Press Democrat*, *San Francisco Chronicle*, and *La Voz*);
- Ferry terminal signage advertising the Public Hearing;
- Posters placed onboard buses;
- Press Releases to local media;
- Social media postings on Facebook and Twitter; and,
- Email blast to customers and community-based organizations.

Translation of all printed materials and handouts in Spanish will be available, per the District's Limited English Proficiency (LEP) Plan.

Public Comment Process

Public comments on this proposal to establish a means-based fare for Golden Gate Transit Bus and Golden Gate Ferry service, service could have been submitted in several different ways:

1. Attend the public hearing;
2. E-mail publichearing@goldengate.org; and/or,
3. Send written comments to the District Secretary.

The District's practice is to treat all comments equally without regard to the manner in which the comments are submitted or received. Therefore, individuals do not have to attend the public hearing and provide testimony in person if they have commented through e-mail or written forms. All comments received through the above methods will be considered in the final recommendation, provided that they were received by close of business, at 4:30 p.m. on Friday August 23, 2019.

Comments Received

Eighteen (18) comments were received regarding the proposal to adopt means-based fares. Eleven (11) commenters supported the proposal, stating either that they were in favor of it because of the benefit that would be made available to low-income riders, or they would personally benefit from the reduced fares. Four (4) commenters were opposed, one (1) was opposed to the fares being available during peak periods but supported means based fares during off-peak periods, and two (2) comments were received that were unrelated to the proposal). Staff responses to the comments received in opposition to the proposal and those neither in support of nor opposed to the proposal are shown in Appendix B.

Title VI Equity Analysis

Because this proposal creates a new fare, the proposal is required to undergo a Title VI Equity Analysis to accompany the final recommendation to the Board, which is expected to occur on September 27, 2019. This analysis was completed after the Public Hearing in order to reflect any public comments received on the proposal to implement this service.

In accordance with the Federal Transit Administration regulations and guidance implementing Title VI of the Civil Rights Act of 1964 as well as the District's Title VI Policies, staff conducted a Title VI Equity Analysis to determine whether the proposed means-based fare would result in a disparate impact to minority populations or impose a disproportionate burden on low-income populations in the District's service area.

Overall, the staff analysis concluded that low-income riders would benefit from the program, and though non-minority riders would benefit slightly more than minority riders, the discrepancy between the benefits was very small, only 1.25% on Ferry and 2.7% on Bus. These percentages are well within the 10% threshold the District has established for determining a Disparate Impact. Therefore, the proposal results in neither a Disproportionate Burden on low-income riders nor a Disparate Impact on minority riders.

The detailed Title VI Equity Analysis of the proposed means-based fares discount is shown in Appendix C.

Fiscal Impact

The extent of annual revenue loss has been estimated by MTC to be approximately between \$500,000 and \$1,000,000 per year for the District's bus and ferry services. Of this amount, regional funding of between \$300,000 and \$500,000 would be available to offset a portion of the lost revenue. Again, these amounts are solely estimates and are dependent on actual participation rates by the District's low-income customers. MTC's estimates do not include any assumptions for fare elasticities or ridership changes. The offset funds currently are programmed by MTC from SB-1 funds, the statewide gas tax. Nonetheless, the fiscal impact to the District could be between \$200,000 and \$500,000 per year and will be confirmed once there is actual operating experience after the means-based fare program is launched.

Attachments: Appendix A, Proposed FY Means-Based Fare Program Fare Tables– FY 19/20 through FY 21/21
Appendix B, Public Comments and Staff Responses to the Proposal for Means-Based fares
Appendix C, Title VI Equity Analysis

BUS FY19-20		San Francisco	Marin County			Sonoma County		East Bay
	Bus Zone	1	2	3	4	5	6	7
San Francisco	1	\$2.25	\$3.50	\$3.75	\$4.25	\$6.50	\$6.50	\$3.50
Marin County	2	\$3.50		\$1.80		\$4.25	\$4.75	\$3.00
	3	\$3.75				\$4.00	\$4.25	
	4	\$4.25				\$3.50	\$3.50	
Sonoma County	5	\$6.50	\$4.25	\$4.00	\$3.50	\$2.25		\$5.75
	6	\$6.50	\$4.75	\$4.25	\$3.50			\$5.75
East Bay	7	\$3.50		\$3.00		\$5.75	\$5.75	\$2.00

FERRY FY19-20

Larkspur	\$6.25
Sausalito	\$6.50
Tiburon	\$6.50

BUS FY20-21		San Francisco	Marin County			Sonoma County		East Bay
	Bus Zone	1	2	3	4	5	6	7
San Francisco	1	\$2.25	\$3.75	\$3.75	\$4.50	\$6.75	\$6.75	\$3.50
Marin County	2	\$3.75	\$1.80			\$4.50	\$4.75	\$3.25
	3	\$3.75				\$4.25	\$4.50	
	4	\$4.50				\$3.50	\$3.50	
Sonoma County	5	\$6.75	\$4.50	\$4.25	\$3.50	\$2.25		\$6.00
	6	\$6.75	\$4.75	\$4.50	\$3.50			\$6.00
East Bay	7	\$3.50	\$3.25			\$6.00	\$6.00	\$2.00

FERRY FY20-21

Larkspur	\$6.50
Sausalito	\$6.75
Tiburon	\$6.75

BUS FY21-22

		San Francisco	Marin County			Sonoma County		East Bay
	Bus Zone	1	2	3	4	5	6	7
San Francisco	1	\$2.50	\$4.00	\$4.00	\$4.50	\$7.00	\$7.00	\$3.50
Marin County	2	\$4.00	\$1.80			\$4.50	\$4.50	\$3.25
	3	\$4.00				\$4.50	\$4.50	
	4	\$4.50				\$3.75	\$3.75	
Sonoma County	5	\$7.00	\$4.50	\$4.50	\$3.75	\$2.50		\$6.25
	6	\$7.00	\$4.50	\$4.50	\$3.75			\$6.25
East Bay	7	\$3.50	\$3.25			\$6.25	\$6.25	\$2.00

FERRY FY21-22

Larkspur	\$6.75
Sausalito	\$7.00
Tiburon	\$7.00

APPENDIX B

Staff Responses to Public Comments

Summary

At the close of the public comment period on August 22, 2019, there were 18 unique comments received by the Golden Gate Bridge, Highway and Transportation District (District). Of these 18 comments, 11 (61%) expressed support for the proposal (“Proposal”), 4 (22%) expressed opposition to the Proposal, 2 (11%) expressed an opinion unrelated to the Proposal, and 1 (6%) expressed opposition to the proposal but supported off-peak means-based fares.

Comments on the Proposal

Comments Made in Support of the Proposal

The District received 11 comments in support of the Proposal. Of the 11 comments, eight (8) comments were in favor of the Proposal in general and three (3) comments were in support of the Proposal, indicating they would utilize the program.

Comments Neither Opposed nor in Favor to the Proposal

Two (2) comments were received neither in support of the Proposal nor in opposition to the Proposal. Of these, one (1) comment expressed support for a higher bridge toll and lower transit fare. The second commenting individual made comments but did not address the Proposal.

Comments Made in Opposition to the Proposal

The District received four (4) comments expressing opposition to the Proposal. Of the four comments received in opposition to the Proposal, several specific themes were mentioned. The themes of these four unique comments are addressed below.

Comment: Not in Favor of Full-Fare Paying Riders Cross-Subsidizing Means-Based Fare Paying Riders (2)

Two individuals commented that they were under the impression that full-fare paying bus and ferry riders will be cross-subsidizing the lower means-based fare riders through higher fares or through their current fares. In actuality, no fare increase is proposed to offset the means-based fare Proposal and the program will be partially funded through the Metropolitan Transportation Commission (MTC). This offset could be up to half or higher to cover any revenue lost through the means-based Proposal. The remaining revenue loss is not expected to be significant and will be covered by the District’s operating budget, which is primarily funded by bridge tolls.

Comment: The Metropolitan Transportation Commission Should Run Program and Finance the Discount (1)

One comment was received expressing support for a means-based program run by the MTC, not the District. This comment suggests MTC offer a 25 percent discount but fails to take into account that as part of the Proposal, MTC will be funding up to half or more

of the estimated revenue losses. Overall, the estimated revenue loss to the District is expected to represent less than ½ (one half) of a percent of the District's operating budget.

Comment: The Non-Profit Sector Should Run Program and Finance the Discount (1)

One individual expressed support for a means-based program run by a non-profit sector organization so that the District is not burdened with the logistics of administering the program. The Proposal does recognize that there may be some costs incurred to the District from program administration but does not expect them to be significant. The MTC will be reimbursing the District as much as half of fare revenue loss or more based on initial estimates, which could offset program administration costs.

Comments Expressing Partial Support for the Proposal

The District received one (1) comment expressing partial support for the means-based fare discount Proposal during the off-peak period.

Comment: In Favor of Means-Based Fares on Off-Peak Ferry Trips Only (1)

One comment expressed support for the Proposal during the off-peak ferry period. This individual was concerned that during the peak period there may be an increase in demand that would at times displace full-fare paying riders on already crowded and sold-out ferry departures. Comment noted. The intent of the program is to make transit more affordable for low-income individuals on all trips, including during commute times when low-income individuals may be travelling to work.

APPENDIX C
Title VI Equity Analysis: Means-Based Fare Program
Presented to the Golden Gate Bridge, Highway and Transportation District
Finance-Auditing Committee
September 26, 2019

I. Background

On May 23, 2018, the Metropolitan Transportation Commission (MTC) approved implementation of a pilot Regional Means-Based Fare Program as a way to provide greater mobility options for low-income persons on participating transit systems in the Bay Area. Persons with income below 200% of the Federal Poverty Level (approximately \$70,000 per year for a family of four in the Bay Area) would be eligible. MTC has funded the program for 12 to 18 months, depending on how quickly the available funds (which partially offset the cost of the program) are expended.

The proposed means-based fares would establish a fifty percent reduction from the regular cash fares for low income persons for all Golden Gate Transit (GGT) bus and Golden Gate Ferry (GGF) fares. The District's proposed program will exclude fares for local travel solely within Marin County; East Bay fares that have already been reduced to accommodate BART's "Early Bird Express" service that Golden Gate Transit operates on behalf of BART; as well Oracle Park Special Event ferry service and Chase Center ferry service fares. The proposed fares would only be available through the use of a Clipper® card.

Title VI of the Civil Rights Act of 1964 (Title VI) prohibits discrimination on the basis of race, color, and national origin by recipients of federal financial assistance. Before the Golden Gate Bridge, Highway and Transportation District's (District) Board of Directors (Board) can adopt the proposed fare changes and opt into the program, the Board must consider whether the proposed changes will disparately impact minority populations and/or disproportionately burden low-income populations in the District's service area. The required components of this Title VI Equity Analysis are set forth in the Federal Transit Administration's regulations and FTA Circular 4702.1B ("Title VI Requirements and Guidelines for Federal Transit Administration Recipients") implementing Title VI of the Civil Rights Act of 1964, and in the District's Title VI Policies. This analysis indicates that the proposed Means Based Fare Program does not have a disparate impact on minority riders nor a disproportionate burden on low-income riders of either GGT or GGF services.

II. Adopted District Title VI Policies

The District adopted its Major Service Change, Disparate Impact and Disproportionate Burden Policies (together referred to as "Title VI Policies") on August 9, 2013. The latter two policies set forth the standards used in fare equity analyses. The District's Disparate Impact policy provides:

- The District defines its Disparate Impact Threshold for determining whether the burdens or benefits of a major service change or a fare adjustment are equitable to be 10%, based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by minority populations compared to the same impacts borne by non-minority populations.

The District's Disproportionate Burden Policy provides:

- The District defines its Disproportionate Burden Threshold for determining whether the burdens or benefits of a major service change... or a fare adjustment are equitable to be 10%, based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by low-income populations compared to the same impacts borne by non-low-income populations.

The public outreach process, comments received and the resolution evidencing the Board's discussion and approval of the policies is attached as Exhibit A.

III. Golden Gate Transit Bus and Golden Gate Ferry Services

The fare change proposal concerns both GGT and GGF services, which are summarized by mode below.

GGT Bus Services

GGT bus services are generally delineated as "Commuter" and "Basic." Generally, "Commuter" bus service is peak-period, one-directional service between Sonoma or Marin County and San Francisco, plus shuttle-type routes designed specifically to take passengers from their places of origin to/from the primary Commuter routes. "Basic" bus service, on the other hand, operates seven days a week over most of the day/night to provide basic mobility throughout the District's service area. More specifically:

- *Transbay Commuter Service* provides commuter service during morning and afternoon peak-hour periods. Commuter routes operate Monday through Friday, except designated holidays, and serve San Francisco, Marin, and Sonoma counties. Commuter routes include Routes 2, 4, 8, 18, 24, 25, 27, 31, 38, 44, 54, 56, 58, 72, 72X, 74, 76, 92, and 101X. Route 72X is supported by MTC Regional Measure 2 (RM2) funds generated through regional bridge tolls administered by the Bay Area Toll Authority (BATA).
- *Transbay Basic Service* provides daily service throughout the day and evening between San Francisco, Marin, Sonoma, and Contra Costa counties. Basic routes include Routes 30, 40, 40X, 70, and 101. Route 40 service, which operates between Marin and Contra Costa Counties, is supported by RM2 funds. Route 101 also receives some RM2 funding.

Golden Gate Ferry Services

The District's GGF service includes five routes between Marin County and San Francisco: Sausalito, Larkspur, Tiburon commuter service, Special Event service to Oracle Park, and Chase Center Special Event service. Regular Ferry service operates daily except on Thanksgiving, Christmas, and New Year's Day.

- *Sausalito Ferry Service* provides daily connections between the GGF landing in Sausalito and the San Francisco Ferry Terminal. This 5.5 nautical-mile route has been in operation since 1970 and currently provides 18 crossings on weekdays and 12 crossings on weekends and holidays. The service operates between 7:10 am and 8:20 pm on weekdays, and between 10:40 am and 7:15 pm on weekends and holidays.
- *Larkspur Ferry Service* features an 11.25 nautical-mile route between the Larkspur Ferry Terminal and the San Francisco Ferry Terminal. The 40 weekday and eight weekend/holiday crossings require a fleet of five vessels. Services operate between 5:45 a.m. and 10:05 p.m. on weekdays, and between 9:30 a.m. and 8:10 p.m. on weekends and holidays.
- *Tiburon Ferry Commute Service* provides weekday trips in both directions during the commute hours only (5:35 a.m. to 9:10 a.m. and 4:25 p.m. to 7:55 p.m.). This 6.84 nautical-mile route was previously operated by the Blue and Gold Fleet since 1997 and before that by the Red and White Fleet.
- *Special Event Service to Oracle Park* is offered during all San Francisco Giants' home games and a number of other special events. The 13.1 nautical-mile route between the Larkspur Ferry Terminal and the dock at Oracle Park requires approximately 60 minutes. One round trip is offered for each event served, which typically totals between 80 and 90 trips per year.
- *Special Event Service to Chase Center* will be offered during all Golden State Warriors' home games and a number of other special events beginning in October 2019. The 13.1 nautical-mile route between the Larkspur Ferry Terminal and the dock at Oracle Park requires approximately 60 minutes. One round trip is expected to be offered for most events, depending on the schedule of Golden State Warriors games and other special events as well as the availability of ferry boats. While event schedules are still being finalized for the 2019-2020 season, it appears that they will be in the range of about 200 events per year.

Note that the means-based fare program will not apply to the Oracle Park or Chase Center Special Event Service.

Map 1. Golden Gate Transit and Ferry Service Area



IV. The Proposed Means-Based Fare Program Outreach

Public Notification

Outreach on the proposal to add this service began after the Board authorization to hold this public hearing on July 26, 2019, and continued into mid-August prior to the public hearing. Public notification activities included:

- Advertisements in local publications (*Marin Independent Journal, Santa Rosa Press Democrat, San Francisco Chronicle, and La Voz*);
- Ferry terminal signage advertising the Public Hearing;
- Posters placed onboard buses;
- Press Releases to local media;

- Social media postings on Facebook and Twitter; and,
- Email blast to customers and community-based organizations.

Translation of all printed materials and handouts in Spanish will be available, per the District's Limited English Proficiency (LEP) Plan.

Public Comment Process

Public comments on this proposal to establish a means-based fare for Golden Gate Transit Bus and Golden Gate Ferry service, service could be submitted in several different ways:

1. Attend the public hearing;
2. E-mail publichearing@goldengate.org; and/or,
3. Send written comments to the District Secretary.

The District's practice is to treat all comments equally without regard to the manner in which the comments are submitted or received. Therefore, individuals do not have to attend the public hearing and provide testimony in person if they have commented through e-mail or written forms. All comments received through the above methods will be considered in the final recommendation, provided that they were received by close of business, at 4:30 p.m. on Friday August 23, 2019.

Comments Received

Eighteen comments were received regarding the proposal to adopt means-based fares. Eleven commenters supported the proposal, stating either that they were in favor of it because of the benefit that would be made available to low-income riders, or they would personally benefit from the reduced fares. Four commenters were opposed; two were opposed to the fares being available during peak periods but supported means based fares during off-peak periods, and two comments were received that were unrelated to the proposal. Staff responses to the comments received in opposition to the proposal and those neither in support of nor opposed to the proposal are shown in Appendix B.

V. Title VI Equity Analysis Methodology

Based on FTA Circular 4702.1B, the District must analyze any available information generated from ridership surveys that indicates whether minority and low-income passengers are more likely to use the payment types subject to the proposed fare changes.

The proposed Means-Based Fare Program includes two components:

1. A means-based fare discount on GGT Bus (with the exception of local fares within Marin County and East Bay fares already discounted to accommodate BART's Early Bird Express Service.)

2. A means-based fare discount on GGF (with the exception of Oracle Park and Chase Center special event service)

The Regional Means-Based Fare Program has been proposed in order to provide greater mobility options for low-income persons on participating transit systems in the Bay Area. Persons with income below 200% of the Federal Poverty Level (approximately \$70,000 per year for a family of four in the Bay Area) would be eligible. The program would have a duration of 12 to 18 months, depending on how quickly the available MTC funds (which partially offset the cost of the program) are expended. Participants will be required to apply for the discount through a process to be established by MTC.

Participating agencies in the program as adopted by MTC are the Golden Gate Bridge, Highway and Transportation District (District), BART, Caltrain, and SFMTA. Each agencies' participation requires governing board approval, and the District's Board approved a resolution of support for participating in the program on July 27, 2018. The program is expected to begin in early 2020 and, as noted above, would be solely based on fares paid using Clipper cards.

The proposed means-based fares would provide a fifty percent reduction from adult cash fares as a way to provide greater mobility options for low-income persons. These fares would be available to low-income passengers on regular Golden Gate Ferry service and on all Golden Gate Transit bus trips, with two exceptions. Fares for local travel solely within Marin County and the East Bay fares that have already been reduced to accommodate BART's "Early Bird Express" service that Golden Gate Transit operates on behalf of BART will not be part of this program due to already being discounted below regular GGT fares.

BUS FY19-20		San Francisco	Marin County			Sonoma County		East Bay
	Bus Zone	1	2	3	4	5	6	7
San Francisco	1	\$2.25	\$3.50	\$3.75	\$4.25	\$6.50	\$6.50	\$3.50
Marin County	2	\$3.50		\$1.80		\$4.25	\$4.75	\$3.00
	3	\$3.75			\$4.00	\$4.25		
	4	\$4.25			\$3.50	\$3.50		
Sonoma County	5	\$6.50	\$4.25	\$4.00	\$3.50	\$2.25		\$5.75
	6	\$6.50	\$4.75	\$4.25	\$3.50		\$5.75	
East Bay	7	\$3.50		\$3.00		\$5.75	\$5.75	\$2.00

FERRY FY19-20

Larkspur	\$6.25
Sausalito	\$6.50
Tiburon	\$6.50

BUS FY20-21

	Bus Zone	San Francisco	Marin County			Sonoma County		East Bay
		1	2	3	4	5	6	7
San Francisco	1	\$2.25	\$3.75	\$3.75	\$4.50	\$6.75	\$6.75	\$3.50
Marin County	2	\$3.75	\$1.80			\$4.50	\$4.75	\$3.25
	3	\$3.75				\$4.25	\$4.50	
	4	\$4.50				\$3.50	\$3.50	
Sonoma County	5	\$6.75	\$4.50	\$4.25	\$3.50	\$2.25		\$6.00
	6	\$6.75	\$4.75	\$4.50	\$3.50			\$6.00
East Bay	7	\$3.50	\$3.25			\$6.00	\$6.00	\$2.00

FERRY FY20-21

Larkspur	\$6.50
Sausalito	\$6.75
Tiburon	\$6.75

BUS FY21-22

	Bus Zone	San Francisco	Marin County			Sonoma County		East Bay
		1	2	3	4	5	6	7
San Francisco	1	\$2.50	\$4.00	\$4.00	\$4.50	\$7.00	\$7.00	\$3.50
Marin County	2	\$4.00	\$1.80			\$4.50	\$4.50	\$3.25
	3	\$4.00				\$4.50	\$4.50	
	4	\$4.50				\$3.75	\$3.75	
Sonoma County	5	\$7.00	\$4.50	\$4.50	\$3.75	\$2.50		\$6.25
	6	\$7.00	\$4.50	\$4.50	\$3.75			\$6.25
East Bay	7	\$3.50	\$3.25			\$6.25	\$6.25	\$2.00

FERRY FY21-22

Larkspur	\$6.75
Sausalito	\$7.00
Tiburon	\$7.00

As a result, the District is required to conduct multiple Title VI Equity Analyses to determine whether any elements of the proposal will result in a disparate impact to minority populations or a disproportionate burden on low-income populations using both GGT and GGF, based on the District's Title VI Policies.

Staff developed and applied the following methodology:

1. Identify Ridership Data Sources
Data: 2018 District System-wide Survey

In 2018, the District participated in the MTC's region-wide survey. The consultant selected by MTC and by District Staff surveyed all of the District's services, including GGT and GGF. Data was collected on board a sample of bus and ferry trips. Questionnaires were in Spanish and English and included questions about the trip being taken and demographics.

2. Analyze the percent change of the proposed fare adjustment for each fare payment method.

As described above, terms of the District's proposed participation in the program would establish a fifty percent reduction from the regular cash fares for low income persons for all GGT and GGF fares, with the exception of fares for local travel solely within Marin County; the East Bay fares that have already been reduced to accommodate BART's "Early Bird Express" service that GGT operates on behalf of BART; and Oracle Park and Chase Center Special Event ferry services. The proposed means-based fares would only be available through the use of a Clipper card.

Accordingly, all fare payment media and fare types for the non-exempt services were examined for the level of use by low-income and minority patrons. The media and fare types examined were: Adult Cash fare, Adult Clipper fare, and Senior/Youth/Disabled ("Discount") fare. Clipper Discount fares were not analyzed separately, but were grouped with cash Discount fares, as the Discount fare amounts are the same whether the customer pays with cash or Clipper, and are not subject to further discount with the program. The means-based fare was added as a category in order to determine what percentage of patrons of each type (low-income, non-low-income, minority, and non-minority) would benefit from its introduction.

For the most conservative analysis, it was assumed that no cash-paying customers would convert to Clipper usage to take advantage of the discount.

- 3. Define the term "low-income" as those with an annual household income at or below \$50,000, which is approximately 90% of the median for the service area.**

Marin County and Sonoma Counties, which are included in the District's service area, have a comparatively high income (median income was \$97,815 for Marin County and \$60,430 for Sonoma County as of the 2012-2016 American Community Survey). In the District's most recent Title VI Program, District staff used \$54,387 for the annual income cut-off for defining low income for Marin County and Sonoma County. This figure is derived by taking 90% of the median annual income by census tract using the most recent statistics available. For this equity analysis, staff decreased the low-income threshold to \$50,000, which is the closest income strata break in the survey data, and which provides a more protective assessment of disproportionate burden for lower-income earners.

- 4. Define the term "minority" to mean those who self-identified as any ethnicity other than "white" alone in the 2018 District System-Wide Survey.**
- 5. Determine the usage of each fare product by minority, non-minority, low-income and non-low-income riders.**
- 6. Derive the differential between the usage of the means-based fare for minority riders relative to riders overall, and low-income riders relative to riders overall.**
- 8. Compare the differential between minority and riders overall to the disparate impact threshold, and the differential between low-income and riders overall to the disproportionate burden threshold.**

VI. Title VI Equity Analysis Findings

Impacts of proposed fare changes were analyzed separately for GGT and GGF.

1. GGT Bus Fare Equity Analysis

As GGT has a complex fare structure with a total of seven zones with varying fares between each zone pair, a relatively complex analysis was required. Fares vary based on three characteristics:

1. The zone pair (origin and destination);
2. The fare category (Adult Cash, Adult Clipper, Discount, and Means-Based Discount fares);
3. The fare media (Cash vs. Clipper).

Adult category passengers receive a discount when using the Clipper card, so Clipper and cash fares are different. As referenced above, because Senior, Youth, and Disabled category riders are already receiving a discount, the Clipper fare for these categories is not discounted further and is the same as the cash fare. Accordingly, the Discount fare group represents those receiving a Senior, Disabled, or Youth discount whether using cash or Clipper.

First, using data from the 2018 District System-Wide Survey, staff compared percentages of minority riders to non-minority riders by fare media and fare payment category, as well as system-wide. For the 2018 District System-Wide Survey, 1630 bus passengers provided responses to all questions required for the analysis below. As demonstrated in Table 1, 571 out of 1630 GGT riders (35%) self-identified as belonging to an ethnic minority, and 1059 (65%) identified as non-minority. The far right column in Table 2 shows that the most frequently used fare payment type on GGT is an adult Clipper fare, used by 61% of all customers. (This excludes low-income passengers, who for the purposes of this analysis have been assigned to the “Means-Based Fare” category). Following that are Adult Cash, and Means-Based fares, used by 16%, then Discount fares (Senior, Disabled, and Youth combined), at 6%.

Table 1: Bus Fare Product Usage Survey Data—Minority vs. Non-Minority

Payment Type	Minority	Non-Minority	Total
Cash Adult	131	134	265
Discount	28	71	99
Clipper Adult	324	677	1001
Means-Based	88	177	265
Total	571	1059	1630

Table 2: Bus Fare Product Usage by Percentage—Minority vs. Non-Minority

Payment Type	Minority	Non-Minority	Total
Cash Adult	8%	8%	16%
Discount	2%	4%	6%
Clipper Adult	20%	42%	61%
Means-Based	5%	11%	16%
Total	35%	65%	100%

Applying the same type of analysis to income status as to minority status, Tables 3 and 4 show that of 1,558 riders responding to the income question on the survey, 570 or 37% identified themselves as having a household income of \$50,000 or less and are considered low-income. Further, 988 riders (63%) responded as having an annual income over \$50,000. Though users of the program could potentially have an income of as high as \$70,000 annually, since data on family size is not currently available for GGT or GGF ridership, using \$50,000 as the income cap provides a more conservative estimate of usage.

Table 3: Bus Fare Product Usage Survey Data—Low-Income vs. Non-Low Income

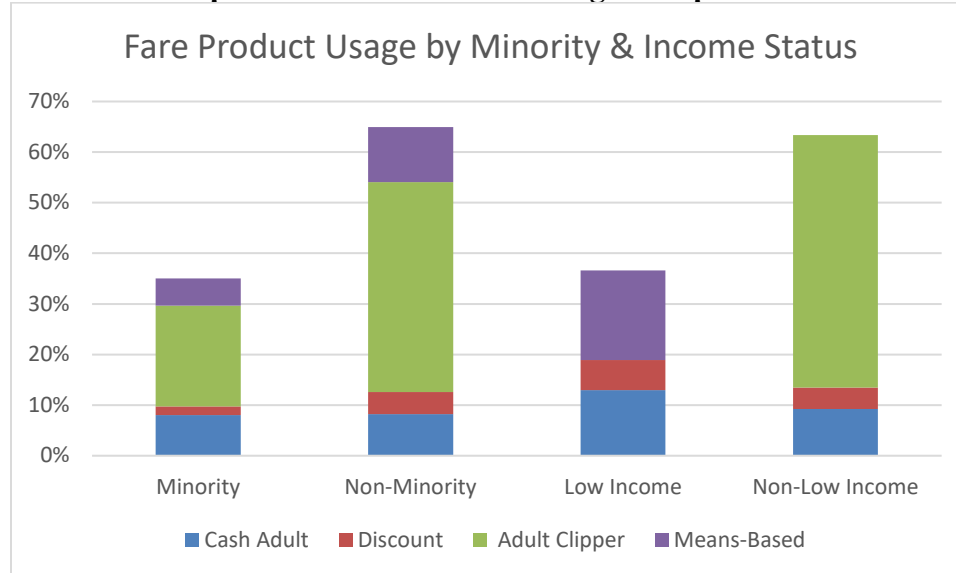
Payment Type	Low-Income	Non-Low-Income	Total
Cash Adult	201	144	345
Discount	93	66	159
Clipper	0	778	778
Means-Based	276	0	276
Total	570	988	1558

Table 4: Bus Fare Product Usage by Percentage— Low-Income vs. Non-Low Income

Payment Type	Low-Income	Non-Low-Income	Total
Cash Adult	13%	9%	22%
Discount	6%	4%	10%
Clipper	0%	50%	50%
Means-Based	18%	0%	18%
Total	37%	63%	100%

Next, staff compared the percentage of minority riders vs. non-minority riders and of low-income vs. non-low-income riders using all fare products.

Graph 1 shows the use of each fare payment type for each category of riders: minority, non-minority, low-income, and non-low-income. Note that for the purposes of this analysis, all low-income riders who use Clipper were assumed to use the Means-Based Fare discount, and so the graph shows no low-income riders paying the Adult Clipper fare. Similarly, no non-low-income customers will use the means-based fare.

Graph 1: Bus Fare Product Usage Comparison

As a last step, the Golden Gate Transit Disparate Impact and Disproportionate Burden Table (GGT DI DB Table), attached at the end of this report, illustrates the methodology for calculating effects of the Means-Based Fare Program proposal on GGT passengers. The FTA Circular states that for fare changes the appropriate comparison for a disproportionate burden analysis is between differences for each fare media between low-income riders and overall riders. Based on the charts above, the disproportionate burden analysis compares the percentage of low-income users anticipated to use the means-based fare against the usage as a percentage of all riders.

Similarly, the appropriate comparison for a disparate impact analysis is between minority riders and overall riders. Based on the charts above, the disparate impact analysis compares the percentage of low income users anticipated to use the means-based fare against the usage as a percentage of all riders.

Table 5: Bus Fare Impact Summary—Low Income and Non-Low Income

% Low Income in Overall Ridership	% of Means Based Fare Users Who Are Low Income	% of Non-Low-Income in Overall Ridership	% of Means Based Fare Users Who Are Non-Low Income	Difference between Low-Income Riders and Overall Riders	Exceeds Disproportionate Burden Threshold? (>10%)
36.60%	100%	63.40%	0%	-63.40%	No

Table 6: Bus Fare Impact Summary—Minority and Non-Minority

% Minority in Overall Ridership	% Means-Based Fare Users Who Are Minority	% Non-Minority in Overall Ridership	% of Means-Based Fare Users Who Are Non-Minority	Difference between Minority Riders and Overall Riders	Exceeds Disparate Impact Threshold? (>10%)
35.21%	32.51%	64.79%	64.79%	-2.70%	No

As expected, the positive impact of this fare proposal will be enjoyed by a greater proportion of low-income riders than their share of the overall ridership. While low-income riders are 36.6% of the ridership, they are anticipated to constitute 100% of the riders using the Means-Based Fare Program. This is a differential of -63.4%, which is less than the District's disproportionate burden threshold of 10%. Therefore the proposal doesn't constitute a disproportionate burden on low-income riders.

Minority riders are 35.21% of the ridership, and are anticipated to constitute 32.51% of means-based fare users. Accordingly, the means-based fare will disproportionately benefit non-minority riders by 2.70%. However, since the disparate impact threshold is 10%, this proposal does not constitute a disparate impact on minority riders.

2. GGF Fare Equity Analysis

GGF's fare structure is less complicated than GGT's because it does not involve various zones. The analysis of the fares is still based on three characteristics:

1. The ferry route (Sausalito, Larkspur, Tiburon);
2. The fare category (Adult, Discount, i.e., Senior, Youth and Disabled fares, and Means-Based fares);
3. The fare media: Clipper or Limited Use Tickets.

Limited Use Tickets allow passengers to purchase with cash a one-way fare, which is the fare media that replaced cash in 2011. As such, these fares will be represented by the label "Cash" in the tables for brevity's sake. Adult category passengers receive a discount when using the Clipper card, so Clipper and cash fares are different for Adult passengers. Just as with GGT, the Discount fare is the same when paying with cash or when using a Clipper card. The Discount fare group represents those receiving a Senior, Disabled, or Youth discount whether using cash or Clipper. As with the bus analysis, low-income users of Clipper fares will be assumed to enjoying the Means-Based fare in this analysis.

Using data from the 2018 District System-wide Survey, staff compared percentages of minority riders to non-minority riders by fare payment category as well as system-wide.

Tables 7 and 8 below show that 2,120 ferry passengers who used a revenue fare product (that is not a transfer or a pass) provided responses to all questions required for the analysis below. 117 Sausalito riders, 214 Larkspur riders, and 41 Tiburon riders self-identified as an ethnic minority, representing a total of 372 passengers or 17.5%. Additionally, 496 Sausalito riders, 1,079 Larkspur riders and 173 Tiburon riders identified as non-minority, representing a total of 1,748 passengers or 82.4%.

Table 7: Ferry Fare Product Usage Survey Data—Minority vs. Non-Minority

		Minority	Non-Minority	Total
Sausalito	Cash Adult	28	76	103
	Discount	10	69	79
	Clipper Adult	60	268	328
	Means-Based	19	83	102
Larkspur	Cash Adult	13	46	59
	Discount	28	120	148
	Clipper Adult	139	731	870
	Means-Based	34	181	215
Tiburon	Cash Adult	12	32	43
	Discount	4	29	33
	Clipper Adult	17	78	95
	Means-Based	8	35	43
Total		372	1748	2120

Table 8: Ferry Fare Product Usage by Percentage—Minority vs. Non-Minority

		Minority	Non-Minority	Total
Sausalito	Cash Adult	1.31%	3.57%	4.88%
	Discount	0.49%	3.24%	3.73%
	Clipper Adult	2.83%	12.66%	15.49%
	Means-Based	0.87%	3.92%	4.79%
Larkspur	Cash Adult	0.61%	2.19%	2.80%
	Discount	1.32%	5.66%	6.97%
	Clipper Adult	6.55%	34.51%	41.06%
	Means-Based	1.62%	8.54%	10.15%
Tiburon	Cash Adult	0.55%	1.50%	2.05%
	Discount	0.21%	1.36%	1.57%
	Clipper Adult	0.82%	3.67%	4.49%
	Means-Based	0.37%	1.65%	2.01%
Total		18%	82%	100%

As with the bus fares analysis, staff compared the percentage of minority riders vs. non-minority riders and overall percentages for passenger ethnicity data for all fare products, including the anticipated use of the Means-Based Fare. Staff also compared the percentage of low-income riders vs. non-low-income riders and overall percentages for passenger income data for all fare products.

Applying the same type of analysis to income categories as to minority status, Tables 9 and 10 show that 2,239 riders responded to the income question on the survey. Of these passengers, 161 Sausalito riders, 301 Larkspur riders, and 68 Tiburon riders identified as having a household income of less than \$50,000, for a total of 530 passengers or 23.66% of all ferry riders. In addition, 470 Sausalito riders, 1,043 Larkspur riders, and 197 Tiburon riders for a total of 1,710, or 76.34 percent, responded as having an annual income over \$50,000.

Table 9: Ferry Fare Product Usage Survey Data— Low-Income vs. Non-Low Income

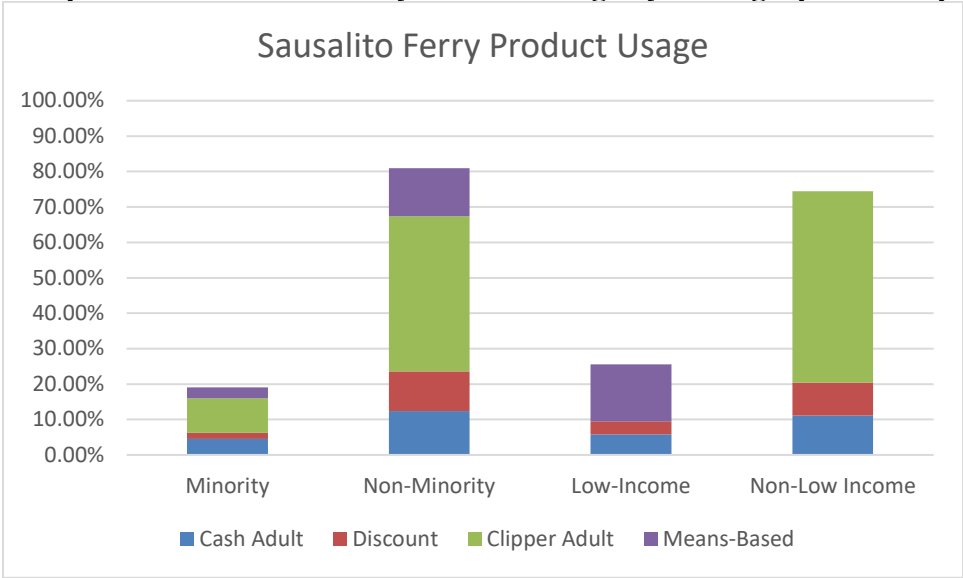
		Low-Income	Non-Low Income	Total
Sausalito	Cash Adult	37	70	107
	Discount	23	58	81
	Clipper Adult	0	341	341
	Means-Based	102	0	102
Larkspur	Cash Adult	25	35	60
	Discount	61	93	154
	Clipper Adult	0	915	915
	Means-Based	215	0	215
Tiburon	Cash Adult	15	30	45
	Discount	10	25	34
	Clipper Adult	0	143	143
	Means-Based	43	0	43
Total		530	1710	2239

Table 10: Ferry Fare Product Usage by Percentage— Low-Income vs. Non-Low Income

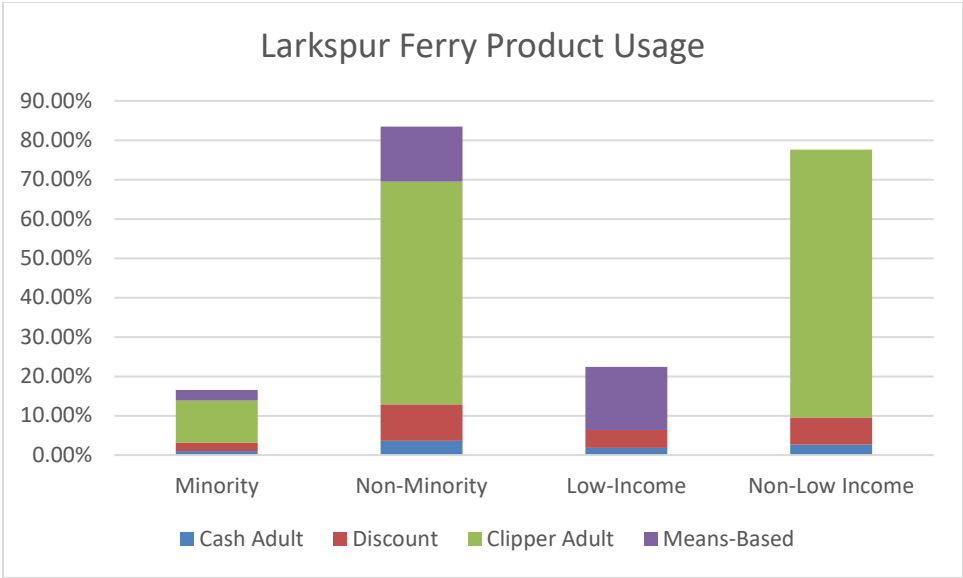
		Low-Income	Non-Low Income	Total
Sausalito	Cash Adult	1.64%	3.14%	4.78%
	Discount	1.02%	2.61%	3.63%
	Clipper Adult	0.00%	15.22%	15.22%
	Means-Based	4.54%	0.00%	4.54%
Larkspur	Cash Adult	1.10%	1.58%	2.68%
	Discount	2.74%	4.14%	6.87%
	Clipper Adult	0.00%	40.84%	40.84%
	Means-Based	9.61%	0.00%	9.61%
Tiburon	Cash Adult	0.69%	1.32%	2.01%
	Discount	0.43%	1.09%	1.52%
	Clipper Adult	0.00%	6.39%	6.39%
	Means-Based	1.91%	0.00%	1.91%
Total		23.66%	76.34%	100.00%

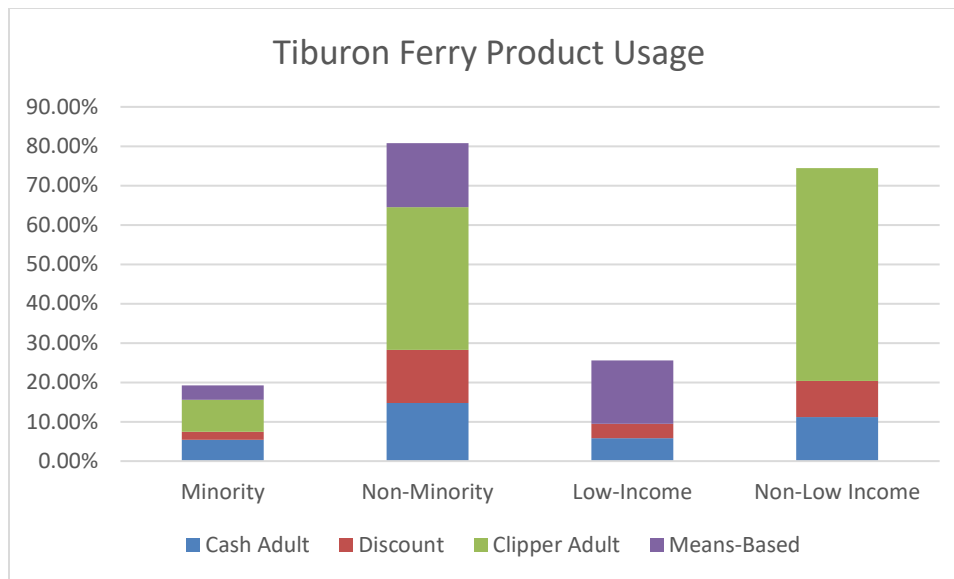
Graphs 2, 3, and 4 on pages 17 and 18 show the frequency of use of each fare payment type on Sausalito, Larkspur, and Tiburon Ferry services for each category of riders: minority, non-minority, low-income, and non-low-income, by ferry route. For each ferry route, Clipper usage is high, and low-income customers who are already using Clipper are assumed to benefit from the Means-Based Fare. Current Limited-Use ticket users may also benefit from the Means-Based Fare if they qualify.

Graph 2: Sausalito Ferry Product Usage by Demographic Group



Graph 3: Larkspur Ferry Product Usage by Demographic Group



Graph 4: Tiburon Ferry Product Usage by Demographic Group

As a last step in the process of the equity analysis, the Disparate Impact and Disproportionate Burden Table (GGF DI DB Table), attached at the end of this report, illustrates the methodology for calculating effects of the Means-Based Fare Program proposal on GGF passengers. Based on the charts above, the disproportionate burden analysis compares the percentage of low-income users anticipated to use the means-based fare against the usage as a percentage of all riders. Similarly, the disparate impact analysis compares the percentage of low-income users anticipated to use the means-based fare against the usage as a percentage of all riders. These percent utilizations are then compared with each passenger type's overall ridership to determine whether the impact of the fare increase is felt proportionally to the overall ridership, or rather, whether a disparate impact or disproportionate burden exists.

The tables below depict the difference in impact for each rider category from that category's representation among bus ridership:

Table 11: Ferry Fare Impact Summary—Low Income and Non-Low-Income

% of Low Income Riders in Overall Ridership	% Low Income Riders Among Means-Based Fare Riders	% Non-Low Income Riders in Overall Ridership	% Non-Low Income Riders Among Means-Based Fare Riders	Difference Low-Income Users of Means-Based Fare and Percentage of Ridership	Exceeds Disproportionate Burden Threshold? (>10%)
23.66%	100%	76.34%	0%	-76.34%	No

Table 12: Ferry Fare Impact Summary—Minority and Non-Minority

% of Minority Riders in Overall Ridership	% Minority Riders Among Means-Based Fare Riders	% Non-Minority Riders in Overall Ridership	% Non-Minority Riders Among Means-Based Fare Riders	Difference between % Minority Users of Means-Based Fare and % of Ridership	Exceeds Disparate Impact Threshold?
17.57%	16.32%	82.43%	83.68%	1.25%	No

As expected, the positive impact of this fare proposal will be enjoyed to a greater extent by low-income riders than by non-low-income riders. While low-income riders are 23.85% of the ridership, they are anticipated to constitute 100% of the riders using the means-based fare program. This is a differential of -76.15%, which is less than the District's disproportionate burden threshold of 10%. Therefore the proposal doesn't constitute a disproportionate burden on low-income riders.

Minority riders are 17.57% of the ridership, and are anticipated to constitute 16.32% of means-based fare users. Accordingly, the means-based fare will disproportionately benefit non-minority riders by 1.25%. However, since the disparate impact threshold is 10%, this proposal does not constitute a disparate impact on minority riders.

C. Conclusion

GGT: As can be seen on Tables 5 and 6 on pages 12 and 13 of this report, the proposed Means-Based Fare Program will have a positive impact on low-income customers, and its impact on minority customers, though slightly less than its positive impact on non-minority customers, is within the 10% threshold established by the District. This demonstrates that there is neither a disparate impact on minority GGT riders nor a disproportionate burden on low-income GGT riders resulting from the proposed program.

GGF: As shown on Tables 11 and 12, immediately above, the proposed Means-Based Fare Program will have a positive impact on low-income customers, and its impact on minority customers, though slightly less than its positive impact on non-minority customers, is within the 10% threshold established by the District. This demonstrates that there is neither a disparate impact on minority GGF riders nor a disproportionate burden on low-income GGF riders resulting from the proposed program.

Public Outreach on the District's Proposed Title VI Policies (2013)

Prior to Board adoption of the District's Title VI Policies, public outreach regarding the policy proposals included:

- Informational meetings on July 8, 9 and 10, 2013, in Marin City, Novato and Rohnert Park, respectively, between 4:30 p.m. and 6:30 p.m.
- Legal notices published in the *Marin Independent Journal*, the *San Francisco Examiner* and the *Santa Rosa Press Democrat* on June 18 and 25, 2013
- Signage posted onboard the ferryboats, at the Ferry Terminals, at transit hubs in Marin and Sonoma counties, at major bus stops and at the Customer Service Center at the San Rafael Transit Center
- Display boards, staff report and comment forms, including Spanish translations
- A press release issued and posted to the District's web site on June 17, 2013, including links to the staff report in both English and Spanish
- A public hearing agenda and an associated staff report posted to the District's web site on July 8, 2013
- Information e-blasted to the Bus and Ferry Subscriber's list on June 20 and July 2, 2013
- Information posted to transit-specific social media channels on July 2 and July 8, 2013
- A public hearing agenda mailed to organizations and individuals on the District's mailing list on July 8, 2013, and posted on District bulletin boards.

Comments Received on the District's Proposed Title VI Policies (2013)

Of the comments received by the District, one alerted the District to the need to apply Title VI principles to the allocation of resources between bus and ferry services; one commented on the inconvenience of the time and location of the public hearing, service reliability, and driver attitudes; and another urged the District to reach out to community partners and agencies to get the word out about Title VI-related public hearings.

Attachments: Exhibit A: Public Outreach Process, Comments Received and the Resolution Adoption of Title VI Policies

Exhibit B: Bus and Ferry Disparate Impact-Disproportionate Burden Tables for Means-Based Fare Program

EXHIBIT A

GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

RESOLUTION NO. 2013-078

**APPROVE ADOPTION OF POLICIES FOR GOLDEN GATE TRANSIT
AND GOLDEN GATE FERRY SERVICE AND FARE CHANGES,
UNDER TITLE VI OF THE CIVIL RIGHTS ACT OF 1964, AS AMENDED**

August 9, 2013

WHEREAS, the Board of Directors (Board) of the Golden Gate Bridge, Highway and Transportation District (District) operates Golden Gate Transit (GGT) bus service and Golden Gate Ferry (GGF) service, both of which are public transportation services that occasionally receive federal funding to maintain or improve service scope and quality; and,

WHEREAS, on November 15, 2012, staff presented the Transportation Committee (Committee) with an overview of Title VI as applied to federal funding recipients, such as the District, subject to the new Circular Order issued by the Federal Transit Administration (FTA); and,

WHEREAS, on February 22, 2013, the Board approved the first action required by the new FTA Circular by adopting the required service standards and policies; and,

WHEREAS, to further comply with the new FTA Circular, the District must establish the following three policies: a Major Service Change Policy, a Disparate Impact Policy and a Disproportionate Burden Policy (Three Policies); and,

WHEREAS, the Three Policies will guide when and how the District analyzes the effects of potential future fare and service changes on minority and low-income populations and, in the event the District finds disparities, the District must evaluate whether there is an alternative that has a more equitable impact; and,

WHEREAS, the new FTA Circular requires transit providers, such as the District, to solicit and consider public input before establishing such policies; and,

WHEREAS, staff presented the Three Policies to the Committee on June 13, 2013, and the Committee recommended and the Board, by Resolution No. 2013-054 at its meeting of June 14, 2013, authorized the setting of a public hearing on a proposal to establish policies for Golden Gate Transit and Golden Gate Ferry Service and for fare changes under Title IV of the Civil Rights Act of 1964 as amended; and,

WHEREAS, the District conducted outreach relative to this proposal, as follows: (1) a press release was issued on July 17, 2013; (2) information was posted on the District's website, emailed to District's opt-in subscription lists and community-based organizations, posted on District's social media sites, and published as advertisements and legal notices in several periodicals including *San Francisco Chronicle*, *Marin Independent Journal* and the *Santa Rosa Press Democrat*; (3) Public Outreach Meetings were held on July 8, 2013 in Marin City, on July 9, 2013 in Novato, and on July 10, 2013 in Rohnert Park; and, (4) Spanish translations of printed materials, website information, and community meetings were available at all public outreach meetings and at the public hearing; and,

WHEREAS, public comments on the Three Policies could be submitted by either attending the public hearing or the public outreach meetings, emailing publichearing@goldengate.org or sending written comments to the District; and,

WHEREAS, due to concerns about Marin City residents not having received sufficient advance notice of the opportunity to comment on the Three Policies, the District extended the comment period by two weeks and held an additional public outreach meeting at the Marin City Library on July 25, 2013; and,

WHEREAS, seven public comments were received by the District as of July 25, 2013, and while several comments were related to the overall topic of Title VI, none of the comments were specific to the Three Policies; and,

WHEREAS, complete copies of the Three Policies and staff's underlying analysis, as well as a summary of the comments received and staff responses, are included herein as Attachments; and,

WHEREAS, the Transportation Committee at its meeting of August 2, 2013, has so recommended; now, therefore, be it

RESOLVED that the Board of Directors of the Golden Gate Bridge, Highway and Transportation District hereby approves adoption of policies for Golden Gate Transit and Golden Gate Ferry Service and fare changes, under Title VI of the Civil Rights Act of 1964, as amended, and attached hereto.

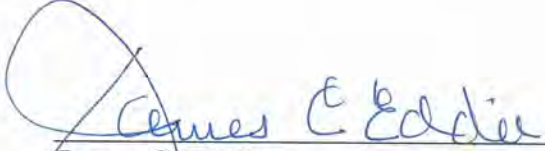
RESOLUTION NO. 2013-078
BOARD OF DIRECTORS MEETING OF AUGUST 9, 2013
PAGE 3


ADOPTED this 9th day of August 2013, by the following vote of the Board of Directors:

AYES (15): Directors Arnold, Belforte, Breed, Cochran, Fredericks, Moylan, Pahre, Rabbitt, Reilly, Sears, Snyder, Sobel and Theriault; Second Vice President Stroeh; President Eddie

NOES (0): None

ABSENT (4): Directors Campos, Wiener and Yee; First Vice President Grosboll


James C. Eddie
President, Board of Directors

ATTEST: 
Janet S. Tarantino
Secretary of the District

Attachment 1 - Three Policies and Analysis

Attachment 2 - Summary of Comments Received and Staff Responses

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ATTACHMENT 1

Proposed Title VI Policies Pertaining to Major Service Changes, Disparate Impacts, and Disproportionate Burdens

Major Service Change Policy

The District must ensure that its services are provided equitably, without discrimination based on race, color, national origin or socio-economic status. To that end, the District must evaluate potential “major” service changes and all fare changes (except for those specifically exempt in the FTA Title VI Circular, such as Spare-the-Air Days and short-term promotional service demonstrations or fare decreases) for their impact on low-income and minority populations in its service area. Before this can occur, the District must adopt a Major Service Change policy to provide a concrete basis for determining which service changes need to be analyzed for equity.

Staff proposes the following for the District’s Major Service Change Policy:

- A major service change is defined as a reduction or increase of 25 percent (25%) or more in total vehicle revenue miles in service on any specific route, with the change(s) occurring at one time or over any twenty-four month period.

Staff further proposes the following exemptions such that these changes would not be subject to a Title VI Equity Analysis:

- Changes to service on a route with fewer than 10 total trips in a typical service day are not considered “major” unless service on that route is eliminated completely on any such day.
- The introduction or discontinuation of short- or limited-term service (such as promotional, demonstration, seasonal or emergency service, or service provided as mitigation or diversions for construction or other similar activities) is not considered “major,” as long as the service will be/has been operated for no more than twelve months.
- If District-operated transit service is replaced by a different mode or operator providing a service with the same or better headways, fare, transfer options, span of service, and stops served, the change is not considered “major.”

The following examples will assist the public in understanding the impact of the proposed policy.

- K Example 1: If Route 11 has 20 trips a day, and the District proposes to cancel six of those trips (30%) in January 2014, then that is a major service change, and a Title VI Equity Analysis must be completed. However, if only four trips are proposed for cancellation (20%), then no analysis is required. If the District cancels these four trips and then decides to cancel two more trips in January 2015 on this same Route 11, then the percentage will again be 30% over a twenty-four month period, and an analysis will be required.
- K Example 2: If Route 12 has eight trips per day and four trips are proposed for cancellation, then under the proposed policy, a Title VI Analysis is not required because the route has fewer than ten total trips per day. However, if the entire route is proposed for cancellation, then an analysis is required.
- K Example 3: If Route 13 is introduced in January 1, 2014 as a demonstration service, and the District proposes to discontinue it effective December 31, 2015, then no analysis

is required when the service is introduced or discontinued. However, if the District proposes to continue the service beyond January 1, 2015, then an analysis is required for it to continue, and for it to be discontinued thereafter.

- K Example 4: If Route 14 operated four times a day from Corte Madera to Petaluma, and the District planned to cease operating this trip while another transit system planned to operate the same route four times a day at the same times, with the same or better fares and transfer options, then no analysis would be required.

Disparate Impact and Disproportionate Burden Policies

When a fare change or major service change is proposed, the District must analyze whether the change will result in a fair distribution of both negative effects (such as service cuts or fare increases) and positive effects (service expansions or fare reductions, such as new discounts).

In the case of the Disparate Impact Policy, the analysis focuses on whether minority riders or residents bear a disproportionately greater burden – or receive a disproportionately lesser benefit – than non-minority riders or residents.

Similarly, in the case of the Disproportionate Burden Policy, the analysis focuses on whether low-income riders or residents bear a disproportionately greater burden – or receive a disproportionately lesser benefit – than non-low-income riders or residents.

Disparate Impact Policy

In conducting equity analyses, the Disparate Impact policy provides the threshold used to determine whether greater negative impacts – or lesser positive impacts – on **minority** riders and residents are significant.

If a proposed action would have a negative impact that affects minorities more than non-minorities with a disparity that exceeds the adopted Disparate Impact Threshold, or a benefit that would be available to non-minorities more than minorities with a disparity that exceeds the adopted Disparate Impact Threshold, the District must evaluate whether there is an alternative that has a more equitable impact. If no option with a less disparate effect exists, the District must take measures to mitigate the impact of the proposed action on the affected minority population **and** demonstrate that a legitimate business purpose cannot otherwise be accomplished.

Staff proposes the following for the District's Disparate Impact Policy:

1. The District defines its Disparate Impact Threshold for determining whether the burdens or benefits of a major service change (as defined in the first part of this document) or a fare adjustment are equitable to be 10%, based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by minority populations compared to the same impacts borne by non-minority populations.

The question that must be answered for every major service change and every fare change is: are minority riders more negatively affected (or less positively affected) by this change than riders as a whole? This is determined primarily by calculating the percentage of minority riders on

Golden Gate buses (or ferries, for a ferry service or fare change) and by calculating the percentage of minority riders affected by the change. If minorities represent a higher percentage in the impacted group than in the general ridership as a whole, the question is, how much higher? If the difference is ten percent or higher, then there is a disparate impact. As a secondary aspect of, and important precursor to, this comparative analysis, the District must define the adverse effects and/or benefits being measured for the change in question.

Some hypothetical examples of how the policy could be applied follow:

- K Example 1: The District proposes to discontinue Route 16. Fifty percent of Route 16's riders belong to a minority group. If ridership on the District's bus service as a whole is 35% minority, the difference in the percentage of affected riders who are minorities and the percentage of all bus riders who are minorities is 15 percentage points. That indicates that there is a disparate impact on minority riders, and in this situation, the District would be required to evaluate whether there is an alternative with a less disparate impact on minority riders. If there is no other alternative, the District would need to mitigate the negative impact of the service cancellation on minority riders **and** demonstrate that the service reduction serves a legitimate business purpose that cannot be accomplished with less impact on minority riders.
- K Example 2: The District proposes to raise fares from Zone 4 to Zone 1 by 10% and the rest of the fares only 5%. Whereas the overall ridership is 35% minority, if Zone 4 to Zone 1 riders is, for example, 46% minority, then the difference between the two groups is 11 percentage points, exceeding the 10% threshold, and there would be a disparate impact. The District would have to seek alternatives with a more equitable impact. If no such alternatives are available, then the District would have to mitigate the impact on minority riders **and** demonstrate that this fare increase serves a legitimate business purpose that cannot be accomplished in another less-discriminatory way.

Disproportionate Burden Policy

As with the Disparate Impact Policy, the Disproportionate Burden Policy comes into play when a fare change or major service change is analyzed for its equity. In this case, staff determines whether **low-income** riders and residents bear a disproportionate burden of the negative effects of – or enjoy a disproportionately low benefit from – the proposed change.

The proposed Disproportionate Burden Policy is very similar to the proposed Disparate Impact Policy and reads as follow:

2. The District defines its Disproportionate Burden Threshold for determining whether the burdens or benefits of a major service change (as defined in the first part of this document) or a fare adjustment are equitable to be 10%, based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by low-income populations compared to the same impacts borne by non-low-income populations.

If, in the course of performing a Title VI Equity Analysis, the District finds that a proposed fare or major service change has a negative impact that affects low-income riders as compared to

non-low-income riders with a disparity that exceeds the adopted Disproportionate Burden Threshold, or that benefits non-low-income riders more than low-income riders with a disparity that exceeds the adopted Disproportionate Burden Threshold, the District must evaluate whether there is an alternative that has a more equitable impact. Otherwise, the District must take measures to mitigate the impact of the proposed action on the affected low-income population.

Again, illustrative examples can make the uses of the policy more transparent:

- K Example 1: The District proposes to discontinue Route 16. The ridership of Route 16 is 66% low-income. If ridership on the District's bus service as a whole is 50% low-income, then the difference between the low-income ridership of the Route 16 and the overall bus ridership is 16 percentage points, which means this change exceeds the threshold for disproportionate burden, or in other words, that low-income riders are bearing a disproportionate burden of this service change. In this situation, the District would be required to take measures to mitigate or lessen the impact of this change on the low-income riders of Route 16.
- K Example 2: The District proposes to cut four trips on Route 21. The ridership of Route 21 is 45% low-income. If the ridership on the District's bus service as a whole is 50% low-income, then the difference is negative five percentage points (meaning the affected ridership is five percent less low-income than the overall ridership), and the burden of this change does not fall more on low-income riders than on riders as a whole.
- K Example 3: The District proposes to add a new route. The residents of the areas served are 25% low-income. If the District's ridership as a whole is 50% low-income, those benefiting from the service addition are 25% less low-income than the overall ridership. There is a disproportionate benefit, and the District would be required to consider options for mitigating this disproportion.

ATTACHMENT 2

Summary of Comments Received and Staff Responses

1. **Comment:** Special fares for minorities?? Racism of the worst order.

Staff response: The public comment process is not about setting special fares for minorities but instead setting a framework for evaluating the impacts of future service or fare changes on disadvantaged communities.

2. **Comment:** I have been advocating for Title VI populations in Marin City. In order to get proper notification to minority and low-income populations adequate communication must be provided as an outreach mechanism to ensure against a community not being left out. Inasmuch as this did not happen in Marin City, where both low-income and minority residents were left out with no notification of an Open House on July 8 at the Senior Center, there is a violation of Title VI. I noticed an 8 1/2 by 11 inches poster (only one hour before the meeting) at the Marin City Hub. This was another disappointment to me and others in our community. Our shuttle service is inadequate for serving our community because of the hilly terrain.

Staff response: Given concern about the adequacy of the notification process for Marin City residents, the public comment period was extended by two weeks, additional communications were sent out, notices were posted at all bus stops in that community, and leaflets were handed out to bus riders advising that an additional public outreach meeting was scheduled in Marin City. The proposed policies are specific to regional bus and ferry services operated by the Golden Gate Bridge Highway and Transportation District. Shuttle and other fixed route and demand responsive service operated by Marin Transit and policies related to those services are the responsibility of Marin Transit.

3. **Comment:** I'm glad that you're having an additional comment period for Marin City, but in the future it's important that more advertising and outreach is implemented. Many residents were unaware about the meeting and the comment period.

Staff response: See response to Comment #2. Future outreach efforts in Marin City will include more extensive communication efforts.

4. **Comment:** It appears the proposals brought to the hearing are all about raising fares and arguing about whether or not the District can raise some and not others without discrimination. The point should be THERE SHOULD BE NO FARE INCREASES, BUT FARE DECREASES.

Staff response: The proposed policies provide a framework to evaluate future potential service and fare changes. No fare changes are proposed at this time.

5. **Comment:** The District's Allocation of resources between bus and ferry services needs to be re-evaluated in view of Title VI. There is a disproportionate amount of resources going to wealthy ferry riders and not to low-income bus riders.

Response: Duly noted. The proposed policies do not address specific to the District's allocation of transit resources between modes. The District plans to analyze the demographic characteristics of its ferry and regional bus riderships.

6. **Comment:** The job of the Golden Gate Transit District is to provide public transportation, in order to reduce automobile traffic and provide a reasonable-cost alternative to driving. The job of the District is transportation, NOT social justice, affirmative action or welfare. All this would do is raise the cost of transportation due to the additional resources needed to determine, implement and monitor these Title VI items. It is ridiculous to put the Transit District into this situation. The \$5,000 to conduct this initial public hearing will be pocket change to the cost of implementation. The bottom line is stick to your primary objective and tell the feds to make their own determinations that the Transit District is discriminatory, and make them prove it. Focus on serving the communities you service, while keeping costs down, and not on Washington D.C's social justice schemes.

Response: The proposed policies and overall compliance with Title VI is a condition of the District continuing to receive federal financial assistance for its public transportation programs.

7. **Comment:** I oppose any fare increases for the Golden Gate transit ferries, buses and bridge. The fares are exorbitant as they are now and are a huge burden on the average person's finances. This is supposed to be PUBLIC transportation, not ELITE transportation. It is only affordable to the rich.

Response: The proposed policies are not specific to any fare increase at this time. They will be used to evaluate future fare increase proposals.

EXHIBIT B

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Impact table for Ferry Fares Means-Based Fare Program

Zone to Zone	Payment Method	Pax Category	Cost Existing 7/19	Proposed 1/20	Change Absolute	Change Percent	Usage by Group (number)					Usage by Group (percent)					Cumulative Current fare				Cumulative Proposed Fare				Fare Change Experienced by Group				
							Low Income	Non-Low Income	Non Minority	Non Minority	Overall	Low Income	Non-Low Income	Non Minority	Non Minority	Overall	Low Income	Non-Low Income	Non Minority	Non Minority	Low Income	Non-Low Income	Non Minority	Non Minority	Low Income	Non-Low Income	Non Minority	Non Minority	
Sausalito Ferry	Cash	Adult	\$13.00	\$13.00	\$0.00	0.00%	36.69	70.40	27.84	75.60	107.1	6.73%	4.05%	7.31%	4.23%	4.69%	\$477.02	\$915.23	\$361.91	\$982.78	\$477.02	\$915.23	\$361.91	\$982.78	\$0.00	\$0.00	\$0.00	\$0.00	
		Discount*	\$6.50	\$6.50	\$0.00	0.00%	22.89	58.36	10.38	68.73	81.2	4.20%	3.35%	2.73%	3.85%	3.56%	\$148.80	\$379.32	\$67.45	\$446.77	\$148.80	\$379.32	\$67.45	\$446.77	\$0.00	\$0.00	\$0.00	\$0.00	
		Other					0.00	1.07	0.00	1.07	1.1	0.00%	0.06%	0.00%	0.06%	0.05%													
	Clipper	Adult	\$7.00	\$7.00	\$0.00	0.00%	0.00	340.93	59.94	268.41	340.9	0.00%	19.59%	15.75%	15.03%	14.92%	\$0.00	\$2,386.52	\$419.58	\$1,878.87	\$0.00	\$2,386.52	\$419.58	\$1,878.87	\$0.00	\$0.00	\$0.00	\$0.00	
		Means	\$7.00	\$6.50	-\$0.50	-7.14%	101.59	0.00	18.54	83.05	101.6	18.64%	0.00%	4.87%	4.65%	4.45%	\$711.13	\$0.00	\$129.81	\$581.32	\$660.34	\$0.00	\$120.54	\$539.80	-\$50.80	\$0.00	-\$9.27	-\$41.52	
		Other					3.66	6.94	1.45	9.15	10.6	0.67%	0.40%	0.38%	0.51%	0.46%													
	Larkspur Ferry	Cash	Adult	\$12.50	\$12.50	\$0.00	0.00%	24.53	35.40	12.93	46.32	59.9	4.50%	2.03%	3.40%	2.59%	2.62%	\$306.64	\$442.50	\$161.65	\$579.02	\$306.64	\$442.50	\$161.65	\$579.02	\$0.00	\$0.00	\$0.00	\$0.00
			Discount*	\$6.25	\$6.25	\$0.00	0.00%	61.28	92.67	27.91	119.91	153.9	11.24%	5.33%	7.33%	6.72%	6.74%	\$382.97	\$579.16	\$174.42	\$749.41	\$382.97	\$579.16	\$174.42	\$749.41	\$0.00	\$0.00	\$0.00	\$0.00
			Other					0.00	0.00		0.00	0.0	0.00%	0.00%	0.00%	0.00%	0.00%												
Clipper		Adult	\$8.00	\$8.00	\$0.00	0.00%	0.00	914.54	138.81	731.39	914.5	0.00%	52.56%	36.47%	40.96%	40.02%	\$0.00	\$7,316.31	\$1,110.48	\$5,851.12	\$0.00	\$7,316.31	\$1,110.48	\$5,851.12	\$0.00	\$0.00	\$0.00	\$0.00	
		Means	\$8.00	\$6.25	-\$1.75	-21.88%	215.24	0.00	34.33	180.91	215.2	39.48%	0.00%	9.02%	10.13%	9.42%	\$1,721.92	\$0.00	\$274.66	\$1,447.26	\$1,345.25	\$0.00	\$214.58	\$1,130.67	-\$376.67	\$0.00	-\$60.08	-\$316.59	
		Other					5.42	13.60	4.75	13.59	19.0	0.99%	0.78%	1.25%	0.76%	0.83%													
Tiburon Ferry		Cash	Adult	\$13.00	\$13.00	\$0.00	0.00%	15.41	29.57	11.69	31.75	45.0	2.83%	1.70%	3.07%	1.78%	1.97%	\$200.35	\$384.40	\$152.00	\$412.77	\$200.35	\$384.40	\$152.00	\$412.77	\$0.00	\$0.00	\$0.00	\$0.00
			Discount*	\$6.50	\$6.50	\$0.00	0.00%	9.61	24.51	4.36	28.87	34.1	1.76%	1.41%	1.15%	1.62%	1.49%	\$62.49	\$159.31	\$28.33	\$187.64	\$62.49	\$159.31	\$28.33	\$187.64	\$0.00	\$0.00	\$0.00	\$0.00
			Other					0.00	0.45	0.00	0.45	0.4	0.00%	0.03%	0.00%	0.03%	0.02%												
	Clipper	Adult	\$7.00	\$7.00	\$0.00	0.00%	0.00	143.19	17.38	77.85	143.2	0.00%	8.23%	4.57%	4.36%	6.27%	\$0.00	\$1,002.34	\$121.66	\$544.95	\$0.00	\$1,002.34	\$121.66	\$544.95	\$0.00	\$0.00	\$0.00	\$0.00	
		Means	\$7.00	\$6.50	-\$0.50	-7.14%	42.67	0.00	7.79	34.88	42.7	7.83%	0.00%	2.05%	1.95%	1.87%	\$298.67	\$0.00	\$54.52	\$244.15	\$277.34	\$0.00	\$50.63	\$226.71	-\$21.33	\$0.00	-\$3.89	-\$17.44	
		Other					1.54	2.91	0.61	3.84	4.5	0.28%	0.17%	0.16%	0.22%	0.19%													
	Other	Discount					0.16	0.45	0.16	0.45	0.6	0.03%	0.03%	0.04%	0.03%	0.03%													
		Other					0.00	0.00	0.00	0.00	0.0	0.00%	0.00%	0.00%	0.00%	0.00%													
		TOTALS					545.2	1740.1	380.6	1785.4	2285.3	100.00%	100.00%	100.00%	100.00%	100.00%													

Total Cumulative Current Fare	\$4,310.01	\$13,565.09	\$3,056.48	\$13,906.06
Average Cumulative Current Fare	\$7.91	\$7.80	\$8.03	\$7.79

Total Cumulative Proposed Fare	\$3,861.21	\$13,565.09	\$2,983.23	\$13,530.51
Average Cumulative Proposed Fare	\$7.08	\$7.80	\$7.84	\$7.58

*Discount includes Senior, Youth, and Disabled fares paid both in cash and by Clipper
 "Other" is generally a non-cash fare such as a transfer or an employee's free ride

Total Change in Fare per Group	-\$448.80	\$0.00	-\$73.25	-\$375.55
Average Change in Fare per Group	-\$0.82	\$0.00	-\$0.19	-\$0.21
Percent Change in Fare per Group	100.00%	0.00%	16.32%	83.68%
Percentage Ridership of each Group (Based on all 2018 Survey Respondents)	23.85%	76.15%	17.57%	82.43%
Difference from Exact Proportional Impact of Fare Change	76.15%	-76.15%	-1.25%	1.25%
Findings	disproportionate		disparate	

*Threshold for Disparate Impact and Disproportionate burden is 10%.

The positive impact on low-income riders is 76.15% higher than on riders in general. The positive impact on minority riders is 1.25% lower than on riders in general.

Agenda Item No. (6)

To: Finance-Auditing Committee/Committee of the Whole
Meeting of October 22, 2020

From: Ron Downing, Director of Planning
Joseph M. Wire, Auditor-Controller
Denis J. Mulligan, General Manager

Subject: **APPROVE ACTIONS RELATIVE TO ADOPTION OF A CLIPPER START
FARE FOR MARIN LOCAL RIDES ON GOLDEN GATE TRANSIT BUS
SERVICE, APPROVAL OF THE ASSOCIATED TITLE VI EQUITY
ANALYSIS, AND AMEND THE MASTER ORDINANCE**

Recommendation

The Finance-Auditing Committee recommends that the Board of Directors approve actions relative to adoption of an expansion of the means-based fares, known as “Clipper START” fares, to include local rides within Marin County on Golden Gate Transit buses as follows:

1. Adopt a Clipper START fare for local rides within Marin County on Golden Gate Transit buses;
2. Approve the associated Title VI Equity Analysis; and,
3. Amend the Master Ordinance accordingly.

This matter will be presented to the Board of Directors at its meeting on October 23, 2020, for appropriate action.

Summary

The Metropolitan Transportation Commission (MTC) on May 23, 2018 approved implementation of a pilot program lasting 12 to 18 months, to provide means-based fares for low-income persons on participating transit systems. Persons with incomes below 200% of the Federal Poverty Level (approximately \$75,000 per year for a family of four in the Bay Area) would be eligible to enroll in the program. The program would issue special Clipper cards to qualifying persons that provide discounts of 20% or 50% off current adult cash fares.

The Board voted on September 27, 2019 to participate in the means-based fare program with a 50% discount for primarily regional trips on Golden Gate Transit buses and regular (non-special event) Golden Gate Ferry service. The program, which was subsequently branded “Clipper START,” began on July 15, 2020. The Golden Gate Bridge, Highway and Transportation District (District), BART, Caltrain, and SFMTA are the initial participants in the program.

Several additional Bay Area transit agencies expressed an interest in implementing means-based fares subsequent to the initial MTC action, and earlier this year MTC offered to expand Clipper START to those agencies. As part of this expansion, Marin Transit will join the program starting in November 2020 and offer a 50% discount off the current adult cash fare for travel within Marin County.

The District charges fares set by Marin Transit for local travel within Marin County on Golden Gate Transit buses pursuant to the contract and the historical relationship between the two agencies. Therefore, in order to continue providing a seamless experience for eligible passengers who use Marin Transit and Golden Gate Transit interchangeably for local travel within Marin County, the District would need to match Marin Transit's Clipper START fare. However, the Clipper START fares for Golden Gate Transit bus service authorized by the Board in September 2019 exclude local travel in Marin County, so further Board action is required.

The current adult fare for local travel within Marin County for both Golden Gate Transit and Marin Transit is \$2.00 for cash and \$1.80 for Clipper. Clipper START would provide a 50% discount based on the cash fare to eligible participants, so the fare would be \$1.00 for local rides. If adopted, the Master Ordinance would be amended to reflect the new Clipper START fare through June 30, 2021. Should the means-based fare program continue beyond June 30, 2021, which is when the current Board-adopted Five-Year Fare Program ends, Clipper START fares would be included in the fare tables adopted as part of future fare programs.

Public Involvement Process and Comments Received

Public Notification

Outreach on the proposal to create a Clipper START fare for Marin local rides began on August 28, 2020, when the Board approved holding a public hearing on September 24, 2020. The public comment period closed at 4:30 p.m. on Friday, September 25, 2020.

Public notification activities included:

- Displays posted on board buses;
- Advertisements in local publications (*Marin Independent Journal* and *La Voz*);
- Press releases to local media;
- Social media postings on Facebook and Twitter; and,
- Email blast to customers and community-based organizations.

Translation of all printed materials and handouts in Spanish were available, per the District's Limited English Proficiency (LEP) Plan.

Public Comment Process

Public comments on the proposal to create a Clipper START fare for Marin local rides could be submitted in several different ways:

1. Attend the public hearing;
2. Email publichearing@goldengate.org; and/or,
3. Send written comments to the District Secretary.

The District's practice is to treat all comments equally without regard to the manner in which they are submitted or received. Therefore, individuals did not have to attend the public hearing to provide testimony if they commented through email or written forms. All comments received through the above methods were considered in the final recommendation so long as they were received by 4:30 p.m. on Friday September 25, 2020.

Comments Received

Nine (9) comments were received regarding the proposal to create a Clipper START fare for Marin local rides. Eight (8) comments supported this proposal, and one (1) comment was unrelated to the proposal.

Title VI Equity Analysis

A Title VI Equity Analysis is required to accompany the final recommendation to the Board, which is expected to occur on October 23, 2020, because this proposal creates a new fare. This analysis was completed after the public hearing in order to reflect any comments received on the proposal.

In accordance with the Federal Transit Administration regulations and guidance implementing Title VI of the Civil Rights Act of 1964, as well as the District's Title VI Policies, staff conducted a Title VI Equity Analysis to determine whether the proposed Clipper START fare would result in a disparate impact to minority populations or impose a disproportionate burden on low-income populations in the District's service area.

The analysis concluded that all of the benefits of the means-based fare program would accrue to low-income riders, so creating the new fare would not have a disproportionate burden on low income riders. Although many minority riders would benefit from the program, 5.74% more of the beneficiaries of the program would be non-minority riders. As the 5.74% discrepancy is within the District's 10% disparate impact threshold, the proposal to create a new Clipper START fare would also not result in a disparate impact on minority riders. Additionally, there are several substantial justifications for this action. Alignment of fares in Marin County between Marin Transit and GGT is necessary to maintain consistency between these two services, and participation in the Clipper START program increases transit access for low-income persons, many of whom have limited mobility options.

The detailed Title VI Equity Analysis of the proposed Clipper START fare for Marin local rides is included in Appendix A.

Fiscal Impact

The cost to expand Clipper START to include a Marin local fare on Golden Gate Transit bus service is dependent upon the participation rate of qualified persons. It is estimated that the annual cost of the proposed expansion would be between \$15,000 and \$44,000. The estimated annual cost

of the overall Clipper START program would be between \$230,000 and \$460,000. Regional funding between \$300,000 and \$500,000 is expected to be available to offset the lost revenue. By agreement between MTC and the region's operators, regional funding will offset up to half of a 20% fare discount. Since GGB is offering a 50% fare discount, regional funding will offset up to 10% of that 50% discount, or up to 20% of GGB's total revenue loss. The Board previously authorized the Clipper START program with an anticipated annual cost between \$500,000 and \$1,000,000 across the District's bus and ferry services. In sum, this action does not increase the cost of the Clipper START program beyond the amount previously authorized by the Board.

Attachments: Appendix A, Title VI Equity Analysis
Exhibit A, RESOLUTION NO. 2013-078
Exhibit B, GGT Disparate Impact-Disproportionate Burden Table- Marin Local Means-Based Fare

APPENDIX A
Title VI Equity Analysis: Clipper Start Marin local Fares
Presented to the Golden Gate Bridge, Highway and Transportation District
Finance-Auditing Committee
October 22, 2020

Staff proposes to implement a means-based fare reduction for Golden Gate Transit (GGT) trips within Marin County as part of the Regional Means-Based Fare Program being administered by the Metropolitan Transportation Commission (MTC), now known as Clipper START. This action constitutes the establishment of a new fare product.

Title VI of the Civil Rights Act of 1964 (Title VI) prohibits discrimination on the basis of race, color, and national origin by recipients of federal financial assistance. Before the Golden Gate Bridge, Highway and Transportation District's (District) Board of Directors (Board) can adopt the proposed fare change, the Board must consider whether the proposed change will disparately impact minority populations and/or disproportionately burden low-income populations in the District's service area. The required components of this Title VI Equity Analysis are set forth in the Federal Transit Administration's regulations and FTA Circular 4702.1B ("Title VI Requirements and Guidelines for Federal Transit Administration Recipients") implementing Title VI of the Civil Rights Act of 1964, and in the District's Title VI Policies.

This analysis indicates that implementation of the proposed fare product does not have a disparate impact on minority GGT riders or a disproportionate burden on low-income GGT riders.

I. Background

On May 23, 2018, the Metropolitan Transportation Commission (MTC) approved implementation of a pilot Regional Means-Based Fare Program as a way to provide greater mobility options for low-income persons on participating transit systems in the Bay Area. Persons with income below 200% of the Federal Poverty Level (approximately \$70,000 per year for a family of four in the Bay Area) would be eligible. MTC has funded the program for 12 to 18 months, depending on how quickly the available funds (which partially offset the cost of the program) are expended.

MTC requires each agency participating in the program to provide governing board approval. The District's Board approved a resolution of support of participating in the program on July 27, 2018.

On September 27, 2019, the Board of Directors approved the District's adoption of Clipper START, which was launched July 2020 for GGT regional bus trips and Golden Gate Ferry (GGF), along with BART, Caltrain, and SFMTA. Clipper START fares are only available through the use of a Clipper® card. The Clipper START program established a fifty percent reduction from regular cash fares for low income persons for all GGF trips and regional GGT trips, but not for local travel solely within Marin County. Fares on East Bay service operated by GGT for BART have already been reduced to accommodate BART's "Early Bird Express" service, as have fares for Oracle Park Special Event ferry service and Chase Center ferry service.

On November 1, 2020, Clipper START is expanding to include several additional North Bay transit agencies, including the Marin County Transit District (MT). In order to align GGT's Marin local fares with MT fares, staff proposes to implement a reduced Clipper START fare for Marin local travel on GGT buses effective November 1.

II. Adopted District Title VI Policies

The District adopted its Major Service Change, Disparate Impact and Disproportionate Burden Policies (together referred to as “Title VI Policies”) on August 9, 2013. The latter two policies set forth the standards used in fare equity analyses. The District’s Disparate Impact policy provides:

- The District defines its Disparate Impact Threshold for determining whether the burdens or benefits of a major service change or a fare adjustment are equitable to be 10%, based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by minority populations compared to the same impacts borne by non-minority populations.

The District’s Disproportionate Burden Policy provides:

- The District defines its Disproportionate Burden Threshold for determining whether the burdens or benefits of a major service change... or a fare adjustment are equitable to be 10%, based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by low-income populations compared to the same impacts borne by non-low-income populations.

The public outreach process, comments received and the resolution evidencing the Board’s discussion and approval of the policies is attached as Exhibit A.

III. Golden Gate Transit Bus Services

The fare change proposal concerns GGT services that make stops in Marin County, which are summarized below. GGT has traditionally sought to align its fares with MT for trips within Marin County. Both MT and GGT currently charge an adult Clipper fare of \$1.80. MT is planning to implement a discounted Clipper START fare of \$1.00. The proposed GGT fare change would continue to align GGT with MT for Clipper START trips within Marin County. This fare would be available to low-income passengers with a Clipper START card on all GGT trips that provide service within Marin County.

GGT Bus Services

GGT bus services are generally delineated as “Commute” and “Basic.” Generally, “Commute” bus service is peak-period, one-directional service between Sonoma or Marin County and San Francisco, plus shuttle-type routes designed specifically to take passengers from their places of origin to/from the primary Commute routes. “Basic” bus service, on the other hand, operates seven days a week over most of the day/night to provide basic mobility throughout the District’s service area. More specifically:

- *Transbay Commute Service* provides commute service during morning and afternoon peak-hour periods. Commute routes operate Monday through Friday, except designated

holidays, and serve San Francisco, Marin, and Sonoma counties. Starting in November 2020, commute routes that can potentially carry Marin local passengers include Routes 4, 18, 27, and 54. After December 14, 2020, only Routes 27 and 54 will have that potential, as Routes 4 and 18 will be suspended at that time.

- *Transbay Basic Service* provides daily service throughout the day and evening between San Francisco, Marin, Sonoma, and Contra Costa counties. All Basic routes carry Marin local passengers. Basic routes include Routes 30, 40, 70, and 101. Route 40 service, which operates between Marin and Contra Costa Counties, is supported by Regional Measure 2 (RM2) funds provided by MTC. Route 101 also receives some RM2 funding.

The below tables reflect Clipper START fares system-wide for Fiscal Year 2021 and 2022, including the newly proposed Marin local fare.

<u>BUS FY20-21</u>		San Francisco	Marin County			Sonoma County		East Bay
	Bus Zone	1	2	3	4	5	6	7
San Francisco	1	\$2.25	\$3.75	\$3.75	\$4.50	\$6.75	\$6.75	\$3.50
Marin County	2	\$3.75	\$1.00			\$4.50	\$4.75	\$3.25
	3	\$3.75				\$4.25	\$4.50	
	4	\$4.50				\$3.50	\$3.50	
Sonoma County	5	\$6.75	\$4.50	\$4.25	\$3.50	\$2.25		\$6.00
	6	\$6.75	\$4.75	\$4.50	\$3.50			\$6.00
East Bay	7	\$3.50	\$3.25			\$6.00	\$6.00	\$2.00

FERRY FY20-21

Larkspur	\$6.50
Sausalito	\$6.75
Tiburon	\$6.75

BUS FY21-22		San Francisco	Marin County			Sonoma County		East Bay
	Bus Zone	1	2	3	4	5	6	7
San Francisco	1	\$2.50	\$4.00	\$4.00	\$4.50	\$7.00	\$7.00	\$3.50
Marin County	2	\$4.00	\$1.00			\$4.50	\$4.50	\$3.25
	3	\$4.00				\$4.50	\$4.50	
	4	\$4.50				\$3.75	\$3.75	
Sonoma County	5	\$7.00	\$4.50	\$4.50	\$3.75	\$2.50		\$6.25
	6	\$7.00	\$4.50	\$4.50	\$3.75			\$6.25
East Bay	7	\$3.50	\$3.25			\$6.25	\$6.25	\$2.00

FERRY FY21-22

Larkspur	\$6.75
Sausalito	\$7.00
Tiburon	\$7.00

Map 1. Golden Gate Transit and Ferry Service Area



IV. The Proposed Clipper Start Program Outreach

Public Notification

Outreach on the proposal to offer Clipper START fares to Marin local riders began after the Board authorization to hold this public hearing on August 27, 2020, and continued into mid-September prior to the public hearing on September 24, 2020.

Public notification activities included:

- Advertisements in local publications (*Marin Independent Journal* and *La Voz*);
- Posters placed onboard buses;
- Social media postings on Facebook and Twitter;

- Post a news item on the District's website and,
- Email blast to customers.

Translation of all printed materials and handouts in Spanish were made available per the District's Limited English Proficiency (LEP) Plan.

Public Comment Process

Public comments on this proposal to establish a Clipper Start fare for Golden Gate Transit Bus Marin local riders could be submitted in several different ways:

1. Attend the public hearing;
2. E-mail publichearing@goldengate.org; and/or,
3. Send written comments to the District Secretary.

The District's practice is to treat all comments equally without regard to the manner in which the comments are submitted or received. Therefore, individuals do not have to attend the public hearing and provide testimony in person if they have commented through e-mail or written forms. All comments received through the above methods will be considered in the final recommendation, provided that they were received by close of business, at 4:30 p.m. on Friday September 25, 2020.

Comments Received

Nine comments were received regarding the proposal to adopt means-based fares. Eight commenters supported the proposal, stating that they were in favor of it because of the benefit that would be made available to low-income riders. One comment was received that was unrelated to the proposal.

V. Title VI Equity Analysis Methodology

Implementation of the Clipper START fare for trips within Marin County constitutes a new fare product under Title VI. Based on FTA Circular 4702.1B, the District must analyze available information generated from ridership surveys that indicates whether minority and low-income passengers are more likely to use the payment types subject to the proposed fare changes. As a result, the District is required to conduct a Title VI Equity Analysis to determine whether the new fare product will result in a disparate impact to minority populations or a disproportionate burden on low-income populations riding locally within Marin County on GGT, based on the District's Title VI Policies.

The FTA Circular states that for fare changes the appropriate comparison for a disproportionate burden analysis is whether low-income riders are disproportionately more likely to use the fare product that would be subject to the change. Similarly, the appropriate comparison for a disparate impact analysis is whether minority riders are disproportionately more likely than non-minority riders to use the fare product that would be subject to the change.

Staff developed and applied the following methodology:

1. Identify Ridership Data Sources

Data: 2018 District System-wide Survey

In 2018, the District participated in the MTC's region-wide survey. The consultant selected by MTC and by District Staff surveyed all of the District's services, including GGT and GGF. Data was collected on board a sample of bus and ferry trips. Questionnaires were in Spanish and English and included questions about the trip being taken and demographics.

2. Analyze the percent change of the proposed fare adjustment for each fare payment method.

As described above, terms of the District's proposed participation in the program would establish a reduction from \$1.80 to \$1.00 for the regular Clipper fares for low income persons applied to GGT Marin local fares. The proposed Clipper START fare would only be available through the use of a Clipper card.

Accordingly, all fare payment media and fare types for Marin local trips on GGT were examined for the level of use by low-income and minority patrons. The media and fare types examined were: Adult Cash fare, Adult Clipper fare, and Senior/Youth/Disabled ("Discount") fare. Clipper Discount fares were not analyzed separately, but were grouped with cash Discount fares, as the Discount fare amounts are the same whether the customer pays with cash or Clipper, and are not subject to further discount with the program. The Clipper START fare was added as a category in order to determine what percentage of patrons of each type (low-income, non-low-income, minority, and non-minority) would benefit from its introduction.

For the most conservative analysis, it was assumed that no cash-paying customers would convert to Clipper usage to take advantage of the discount.

3. Define the term "low-income" as those with an annual household income at or below \$50,000, which is approximately 90% of the median for the service area.

Marin County and Sonoma Counties, which are included in the District's service area, have a comparatively high income (median income was \$97,815 for Marin County and \$60,430 for Sonoma County as of the 2012-2016 American Community Survey). In the District's most recent Title VI Program, District staff used \$54,387 for the annual income cut-off for defining low income for Marin County and Sonoma County. This figure is derived by taking 90% of the median annual income by census tract using the most recent statistics available. For this equity analysis, staff decreased the low-income threshold to \$50,000, which is the closest income strata break in the survey data, and which provides a more protective assessment of disproportionate burden for lower-income earners.

4. Define the term “minority” to mean those who self-identified as any ethnicity other than “white” alone in the 2018 District System-Wide Survey.

5. Determine the usage of each fare product by minority, non-minority, low-income and non-low-income riders.

This analysis uses low-income passengers as a proxy for potential Clipper START users. As eligibility for Clipper START depends on both income and household size, persons with relatively high incomes can qualify if their household is also large. For example, a user with an eight person household could have a household income of up to \$88,240. However, the 2018 District System-wide Survey did not collect information on household size. The Census indicates that the average persons per household in Marin County is 2.4. \$50,000 is an appropriate proxy because it is the next highest income strata break to the qualifying income for a family of three (\$43,440).

6. Derive the differential between the usage of the means-based fare for minority riders relative to riders overall, and low-income riders relative to riders overall.

8. Compare the differential between minority and riders overall to the disparate impact threshold, and the differential between low-income and riders overall to the disproportionate burden threshold.

VI. Title VI Equity Analysis Findings

GGT has a complex fare structure with a total of seven zones with varying fares between each zone pair, but this fare change only impacts riders traveling between Zones 2, 3 and 4. These Marin local fares vary based on two characteristics:

1. The fare category (Adult Cash, Adult Clipper, Discount, and Clipper Start fares);
2. The fare media (Cash vs. Clipper).

Adult category passengers receive a discount when using the Clipper card, so Clipper and cash fares are different. As referenced above, because Senior, Youth, and Disabled category riders are already receiving a discount, the Clipper fare for these categories is not discounted further and is the same as the cash fare. Accordingly, the Discount fare group represents those receiving a Senior, Disabled, or Youth discount whether using cash or Clipper.

First, using data from the 2018 District System-Wide Survey, staff compared percentages of minority riders to non-minority riders by fare media and fare payment category. For the 2018 District System-Wide Survey, 176 Marin local bus passengers provided responses to the income question, and 174 Marin local riders provided an answer to the race and ethnicity questions on the survey. As demonstrated in Table 1, 81 out of 174 Marin local GGT riders (46.6%) self-identified as belonging to an ethnic minority, and 93 (53.4%) identified as non-minority. The far right column in Table 2 shows that the most frequently used fare payment type for those riding locally

in Marin on GGT is an adult Clipper fare, used by 39.1% of all customers. As previously discussed, low-income passengers have been assigned to the “Clipper Start Fare” category. Following that are Clipper Start fares, used by 28.2%, and Adult Cash, used by 21.8%, and then Discount fares (Senior, Disabled, and Youth combined), at 10.9%.

Table 1: Bus Fare Product Usage Survey Data—Minority vs. Non-Minority

Payment Type	Minority	Non-Minority	Total
Cash Adult	25	13	38
Discount	8	11	19
Clipper Adult	28	40	68
Clipper START	20	29	49
Total	81	93	174

Table 2: Bus Fare Product Usage by Percentage—Minority vs. Non-Minority

Payment Type	Minority	Non-Minority	Total
Cash Adult	14.4%	7.5%	21.8%
Discount	4.6%	6.3%	10.9%
Clipper Adult	16.1%	23.0%	39.1%
Clipper START	11.5%	16.7%	28.2%
Total	46.6%	53.4%	100%

Applying the same type of analysis to income status as to minority status, Tables 3 and 4 show that of 176 Marin local riders responding to the income question on the survey, 81 or 46% identified themselves as having a household income of \$50,000 or less and are considered low-income. Further, 95 riders (54%) responded as having an annual income over \$50,000.

Table 3: Bus Fare Product Usage Survey Data—Low-Income vs. Non-Low Income

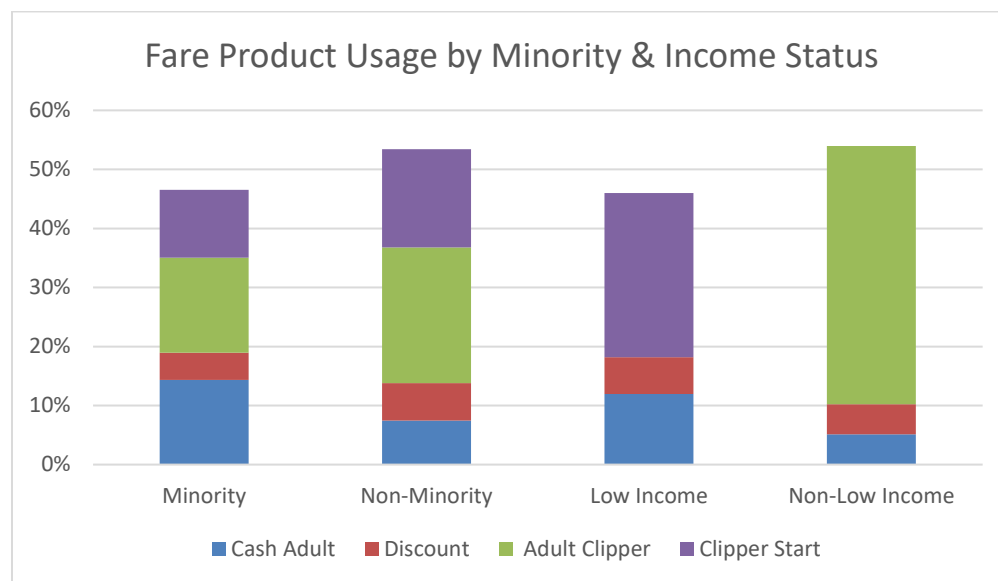
Payment Type	Low-Income	Non-Low-Income	Total
Cash Adult	21	9	30
Discount	11	9	20
Clipper	0	77	77
Clipper START	49	0	49
Total	81	95	176

Table 4: Bus Fare Product Usage by Percentage— Low-Income vs. Non-Low Income

Payment Type	Low-Income	Non-Low-Income	Total
Cash Adult	11.9%	5.1%	17%
Discount	6.3%	5.1%	11.4%
Clipper	0%	43.8%	43.8%
Clipper START	27.8%	0%	27.8%
Total	46%	54%	100%

Next, staff compared the percentage of minority riders vs. non-minority riders and of low-income vs. non-low-income riders using all fare products.

Graph 1 shows the use of each fare payment type for each category of riders: minority, non-minority, low-income, and non-low-income. Note that for the purposes of this analysis, all low-income riders who use Clipper were assumed to use the Clipper START fare discount, and so the graph shows no low-income riders paying the Adult Clipper fare. Similarly, no non-low-income customers will use the Clipper START fare.

Graph 1: Marin local Fare Product Usage Comparison

As a last step, the Golden Gate Transit Disparate Impact and Disproportionate Burden Table-Means-Based Fare, attached at the end of this report, illustrates the methodology for calculating effects of the Clipper START proposal on GGT passengers. Based on the charts above, the disparate impact analysis compares the percentage of low income users anticipated to use the Clipper START fare against the usage as a percentage of all Marin local riders.

Disproportionate Burden Analysis

Table 5: Bus Fare Impact Summary—Low Income and Non-Low Income

% Low Income in Overall Ridership	% of Means Based Fare Users Who Are Low Income	% of Non-Low-Income in Overall Ridership	% of Means Based Fare Users Who Are Non-Low Income	Difference between Low-Income Riders and Overall Riders	Exceeds Disproportionate Burden Threshold? (>10%)
46.02%	100%	53.98%	0%	-53.98%	No

As expected, the positive impact of this fare proposal will be enjoyed by a greater proportion of low-income riders than their share of the overall ridership. While low-income riders are 46.02% of Marin local ridership, they are anticipated to constitute 100% of the riders using the Clipper START Program. This is a differential of -53.98%, which is less than the District's disproportionate burden threshold of 10%. Therefore the proposal does not constitute a disproportionate burden on low-income riders.

Disparate Impact Analysis

Table 6: Bus Fare Impact Summary—Minority and Non-Minority

% Minority in Overall Ridership	% Means-Based Fare Users Who Are Minority	% Non-Minority in Overall Ridership	% of Means-Based Fare Users Who Are Non-Minority	Difference between Minority Riders and Overall Riders	Exceeds Disparate Impact Threshold? (>10%)
46.55%	40.82%	53.45%	59.18%	5.74%	No

Minority riders are 46.55% of the ridership, and are anticipated to constitute 40.82% of Clipper START fare users. Accordingly, the Clipper START fare will disproportionately benefit non-minority riders by 5.74%. However, since the disparate impact threshold is 10%, this proposal does not constitute a disparate impact on minority riders. Additionally, there are several substantial justifications for this action. Alignment of fares in Marin County between Marin Transit and GGT is necessary to maintain consistency between these two services. Further, participation in the Clipper START program increases transit access for low-income persons, many of whom have limited mobility options.

C. Conclusion

As can be seen on Tables 5 and 6 immediately above, the proposed Clipper START fares for Marin local riders of GGT will have a positive impact on low-income customers, and their impact on minority customers, though slightly less than their positive impact on non-minority customers, is within the 10% threshold established by the District. This demonstrates that there is neither a disparate impact on minority GGT riders nor a disproportionate burden on low-income GGT riders resulting from the proposed program.

EXHIBIT A: Public Outreach Process, Comments Received and the Resolution Adoption of Title VI Policies (Attached)

Public Outreach on the District's Proposed Title VI Policies (2013)

Prior to Board adoption of the District's Title VI Policies, public outreach regarding the policy proposals included:

- Informational meetings on July 8, 9 and 10, 2013, in Marin City, Novato and Rohnert Park, respectively, between 4:30 p.m. and 6:30 p.m.
- Legal notices published in the *Marin Independent Journal*, the *San Francisco Examiner* and the *Santa Rosa Press Democrat* on June 18 and 25, 2013
- Signage posted onboard the ferryboats, at the Ferry Terminals, at transit hubs in Marin and Sonoma counties, at major bus stops and at the Customer Service Center at the San Rafael Transit Center
- Display boards, staff report and comment forms, including Spanish translations
- A press release issued and posted to the District's web site on June 17, 2013, including links to the staff report in both English and Spanish
- A public hearing agenda and an associated staff report posted to the District's web site on July 8, 2013
- Information e-blasted to the Bus and Ferry Subscriber's list on June 20 and July 2, 2013
- Information posted to transit-specific social media channels on July 2 and July 8, 2013
- A public hearing agenda mailed to organizations and individuals on the District's mailing list on July 8, 2013, and posted on District bulletin boards.

Comments Received on the District's Proposed Title VI Policies (2013)

Of the comments received by the District, one alerted the District to the need to apply Title VI principles to the allocation of resources between bus and ferry services; one commented on the inconvenience of the time and location of the public hearing, service reliability, and driver attitudes; and another urged the District to reach out to community partners and agencies to get the word out about Title VI-related public hearings.

Resolution No. 2013-078 Adoption of Title VI Policies (Attached)

EXHIBIT A

GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

RESOLUTION NO. 2013-078

**APPROVE ADOPTION OF POLICIES FOR GOLDEN GATE TRANSIT
AND GOLDEN GATE FERRY SERVICE AND FARE CHANGES,
UNDER TITLE VI OF THE CIVIL RIGHTS ACT OF 1964, AS AMENDED**

August 9, 2013

WHEREAS, the Board of Directors (Board) of the Golden Gate Bridge, Highway and Transportation District (District) operates Golden Gate Transit (GGT) bus service and Golden Gate Ferry (GGF) service, both of which are public transportation services that occasionally receive federal funding to maintain or improve service scope and quality; and,

WHEREAS, on November 15, 2012, staff presented the Transportation Committee (Committee) with an overview of Title VI as applied to federal funding recipients, such as the District, subject to the new Circular Order issued by the Federal Transit Administration (FTA); and,

WHEREAS, on February 22, 2013, the Board approved the first action required by the new FTA Circular by adopting the required service standards and policies; and,

WHEREAS, to further comply with the new FTA Circular, the District must establish the following three policies: a Major Service Change Policy, a Disparate Impact Policy and a Disproportionate Burden Policy (Three Policies); and,

WHEREAS, the Three Policies will guide when and how the District analyzes the effects of potential future fare and service changes on minority and low-income populations and, in the event the District finds disparities, the District must evaluate whether there is an alternative that has a more equitable impact; and,

WHEREAS, the new FTA Circular requires transit providers, such as the District, to solicit and consider public input before establishing such policies; and,

WHEREAS, staff presented the Three Policies to the Committee on June 13, 2013, and the Committee recommended and the Board, by Resolution No. 2013-054 at its meeting of June 14, 2013, authorized the setting of a public hearing on a proposal to establish policies for Golden Gate Transit and Golden Gate Ferry Service and for fare changes under Title IV of the Civil Rights Act of 1964 as amended; and,

WHEREAS, the District conducted outreach relative to this proposal, as follows: (1) a press release was issued on July 17, 2013; (2) information was posted on the District's website, emailed to District's opt-in subscription lists and community-based organizations, posted on District's social media sites, and published as advertisements and legal notices in several periodicals including *San Francisco Chronicle*, *Marin Independent Journal* and the *Santa Rosa Press Democrat*; (3) Public Outreach Meetings were held on July 8, 2013 in Marin City, on July 9, 2013 in Novato, and on July 10, 2013 in Rohnert Park; and, (4) Spanish translations of printed materials, website information, and community meetings were available at all public outreach meetings and at the public hearing; and,

WHEREAS, public comments on the Three Policies could be submitted by either attending the public hearing or the public outreach meetings, emailing publichearing@goldengate.org or sending written comments to the District; and,

WHEREAS, due to concerns about Marin City residents not having received sufficient advance notice of the opportunity to comment on the Three Policies, the District extended the comment period by two weeks and held an additional public outreach meeting at the Marin City Library on July 25, 2013; and,

WHEREAS, seven public comments were received by the District as of July 25, 2013, and while several comments were related to the overall topic of Title VI, none of the comments were specific to the Three Policies; and,

WHEREAS, complete copies of the Three Policies and staff's underlying analysis, as well as a summary of the comments received and staff responses, are included herein as Attachments; and,

WHEREAS, the Transportation Committee at its meeting of August 2, 2013, has so recommended; now, therefore, be it

RESOLVED that the Board of Directors of the Golden Gate Bridge, Highway and Transportation District hereby approves adoption of policies for Golden Gate Transit and Golden Gate Ferry Service and fare changes, under Title VI of the Civil Rights Act of 1964, as amended, and attached hereto.

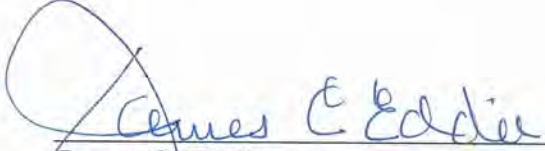
RESOLUTION NO. 2013-078
BOARD OF DIRECTORS MEETING OF AUGUST 9, 2013
PAGE 3

ADOPTED this 9th day of August 2013, by the following vote of the Board of Directors:


AYES (15): Directors Arnold, Belforte, Breed, Cochran, Fredericks, Moylan, Pahre, Rabbitt, Reilly, Sears, Snyder, Sobel and Theriault; Second Vice President Stroeh; President Eddie

NOES (0): None

ABSENT (4): Directors Campos, Wiener and Yee; First Vice President Grosboll


James C. Eddie
President, Board of Directors

ATTEST:


Janet S. Tarantino
Secretary of the District

Attachment 1 - Three Policies and Analysis

Attachment 2 - Summary of Comments Received and Staff Responses

ATTACHMENT 1

Proposed Title VI Policies Pertaining to Major Service Changes, Disparate Impacts, and Disproportionate Burdens

Major Service Change Policy

The District must ensure that its services are provided equitably, without discrimination based on race, color, national origin or socio-economic status. To that end, the District must evaluate potential “major” service changes and all fare changes (except for those specifically exempt in the FTA Title VI Circular, such as Spare-the-Air Days and short-term promotional service demonstrations or fare decreases) for their impact on low-income and minority populations in its service area. Before this can occur, the District must adopt a Major Service Change policy to provide a concrete basis for determining which service changes need to be analyzed for equity.

Staff proposes the following for the District’s Major Service Change Policy:

- A major service change is defined as a reduction or increase of 25 percent (25%) or more in total vehicle revenue miles in service on any specific route, with the change(s) occurring at one time or over any twenty-four month period.

Staff further proposes the following exemptions such that these changes would not be subject to a Title VI Equity Analysis:

- Changes to service on a route with fewer than 10 total trips in a typical service day are not considered “major” unless service on that route is eliminated completely on any such day.
- The introduction or discontinuation of short- or limited-term service (such as promotional, demonstration, seasonal or emergency service, or service provided as mitigation or diversions for construction or other similar activities) is not considered “major,” as long as the service will be/has been operated for no more than twelve months.
- If District-operated transit service is replaced by a different mode or operator providing a service with the same or better headways, fare, transfer options, span of service, and stops served, the change is not considered “major.”

The following examples will assist the public in understanding the impact of the proposed policy.

- K Example 1: If Route 11 has 20 trips a day, and the District proposes to cancel six of those trips (30%) in January 2014, then that is a major service change, and a Title VI Equity Analysis must be completed. However, if only four trips are proposed for cancellation (20%), then no analysis is required. If the District cancels these four trips and then decides to cancel two more trips in January 2015 on this same Route 11, then the percentage will again be 30% over a twenty-four month period, and an analysis will be required.
- K Example 2: If Route 12 has eight trips per day and four trips are proposed for cancellation, then under the proposed policy, a Title VI Analysis is not required because the route has fewer than ten total trips per day. However, if the entire route is proposed for cancellation, then an analysis is required.
- K Example 3: If Route 13 is introduced in January 1, 2014 as a demonstration service, and the District proposes to discontinue it effective December 31, 2015, then no analysis

is required when the service is introduced or discontinued. However, if the District proposes to continue the service beyond January 1, 2015, then an analysis is required for it to continue, and for it to be discontinued thereafter.

- K Example 4: If Route 14 operated four times a day from Corte Madera to Petaluma, and the District planned to cease operating this trip while another transit system planned to operate the same route four times a day at the same times, with the same or better fares and transfer options, then no analysis would be required.

Disparate Impact and Disproportionate Burden Policies

When a fare change or major service change is proposed, the District must analyze whether the change will result in a fair distribution of both negative effects (such as service cuts or fare increases) and positive effects (service expansions or fare reductions, such as new discounts).

In the case of the Disparate Impact Policy, the analysis focuses on whether minority riders or residents bear a disproportionately greater burden – or receive a disproportionately lesser benefit – than non-minority riders or residents.

Similarly, in the case of the Disproportionate Burden Policy, the analysis focuses on whether low-income riders or residents bear a disproportionately greater burden – or receive a disproportionately lesser benefit – than non-low-income riders or residents.

Disparate Impact Policy

In conducting equity analyses, the Disparate Impact policy provides the threshold used to determine whether greater negative impacts – or lesser positive impacts – on **minority** riders and residents are significant.

If a proposed action would have a negative impact that affects minorities more than non-minorities with a disparity that exceeds the adopted Disparate Impact Threshold, or a benefit that would be available to non-minorities more than minorities with a disparity that exceeds the adopted Disparate Impact Threshold, the District must evaluate whether there is an alternative that has a more equitable impact. If no option with a less disparate effect exists, the District must take measures to mitigate the impact of the proposed action on the affected minority population **and** demonstrate that a legitimate business purpose cannot otherwise be accomplished.

Staff proposes the following for the District's Disparate Impact Policy:

1. The District defines its Disparate Impact Threshold for determining whether the burdens or benefits of a major service change (as defined in the first part of this document) or a fare adjustment are equitable to be 10%, based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by minority populations compared to the same impacts borne by non-minority populations.

The question that must be answered for every major service change and every fare change is: are minority riders more negatively affected (or less positively affected) by this change than riders as a whole? This is determined primarily by calculating the percentage of minority riders on

Golden Gate buses (or ferries, for a ferry service or fare change) and by calculating the percentage of minority riders affected by the change. If minorities represent a higher percentage in the impacted group than in the general ridership as a whole, the question is, how much higher? If the difference is ten percent or higher, then there is a disparate impact. As a secondary aspect of, and important precursor to, this comparative analysis, the District must define the adverse effects and/or benefits being measured for the change in question.

Some hypothetical examples of how the policy could be applied follow:

- K Example 1: The District proposes to discontinue Route 16. Fifty percent of Route 16's riders belong to a minority group. If ridership on the District's bus service as a whole is 35% minority, the difference in the percentage of affected riders who are minorities and the percentage of all bus riders who are minorities is 15 percentage points. That indicates that there is a disparate impact on minority riders, and in this situation, the District would be required to evaluate whether there is an alternative with a less disparate impact on minority riders. If there is no other alternative, the District would need to mitigate the negative impact of the service cancellation on minority riders **and** demonstrate that the service reduction serves a legitimate business purpose that cannot be accomplished with less impact on minority riders.
- K Example 2: The District proposes to raise fares from Zone 4 to Zone 1 by 10% and the rest of the fares only 5%. Whereas the overall ridership is 35% minority, if Zone 4 to Zone 1 riders is, for example, 46% minority, then the difference between the two groups is 11 percentage points, exceeding the 10% threshold, and there would be a disparate impact. The District would have to seek alternatives with a more equitable impact. If no such alternatives are available, then the District would have to mitigate the impact on minority riders **and** demonstrate that this fare increase serves a legitimate business purpose that cannot be accomplished in another less-discriminatory way.

Disproportionate Burden Policy

As with the Disparate Impact Policy, the Disproportionate Burden Policy comes into play when a fare change or major service change is analyzed for its equity. In this case, staff determines whether **low-income** riders and residents bear a disproportionate burden of the negative effects of – or enjoy a disproportionately low benefit from – the proposed change.

The proposed Disproportionate Burden Policy is very similar to the proposed Disparate Impact Policy and reads as follow:

2. The District defines its Disproportionate Burden Threshold for determining whether the burdens or benefits of a major service change (as defined in the first part of this document) or a fare adjustment are equitable to be 10%, based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by low-income populations compared to the same impacts borne by non-low-income populations.

If, in the course of performing a Title VI Equity Analysis, the District finds that a proposed fare or major service change has a negative impact that affects low-income riders as compared to

non-low-income riders with a disparity that exceeds the adopted Disproportionate Burden Threshold, or that benefits non-low-income riders more than low-income riders with a disparity that exceeds the adopted Disproportionate Burden Threshold, the District must evaluate whether there is an alternative that has a more equitable impact. Otherwise, the District must take measures to mitigate the impact of the proposed action on the affected low-income population.

Again, illustrative examples can make the uses of the policy more transparent:

- K Example 1: The District proposes to discontinue Route 16. The ridership of Route 16 is 66% low-income. If ridership on the District's bus service as a whole is 50% low-income, then the difference between the low-income ridership of the Route 16 and the overall bus ridership is 16 percentage points, which means this change exceeds the threshold for disproportionate burden, or in other words, that low-income riders are bearing a disproportionate burden of this service change. In this situation, the District would be required to take measures to mitigate or lessen the impact of this change on the low-income riders of Route 16.
- K Example 2: The District proposes to cut four trips on Route 21. The ridership of Route 21 is 45% low-income. If the ridership on the District's bus service as a whole is 50% low-income, then the difference is negative five percentage points (meaning the affected ridership is five percent less low-income than the overall ridership), and the burden of this change does not fall more on low-income riders than on riders as a whole.
- K Example 3: The District proposes to add a new route. The residents of the areas served are 25% low-income. If the District's ridership as a whole is 50% low-income, those benefiting from the service addition are 25% less low-income than the overall ridership. There is a disproportionate benefit, and the District would be required to consider options for mitigating this disproportion.

ATTACHMENT 2

Summary of Comments Received and Staff Responses

1. **Comment:** Special fares for minorities?? Racism of the worst order.

Staff response: The public comment process is not about setting special fares for minorities but instead setting a framework for evaluating the impacts of future service or fare changes on disadvantaged communities.

2. **Comment:** I have been advocating for Title VI populations in Marin City. In order to get proper notification to minority and low-income populations adequate communication must be provided as an outreach mechanism to ensure against a community not being left out. Inasmuch as this did not happen in Marin City, where both low-income and minority residents were left out with no notification of an Open House on July 8 at the Senior Center, there is a violation of Title VI. I noticed an 8 1/2 by 11 inches poster (only one hour before the meeting) at the Marin City Hub. This was another disappointment to me and others in our community. Our shuttle service is inadequate for serving our community because of the hilly terrain.

Staff response: Given concern about the adequacy of the notification process for Marin City residents, the public comment period was extended by two weeks, additional communications were sent out, notices were posted at all bus stops in that community, and leaflets were handed out to bus riders advising that an additional public outreach meeting was scheduled in Marin City. The proposed policies are specific to regional bus and ferry services operated by the Golden Gate Bridge Highway and Transportation District. Shuttle and other fixed route and demand responsive service operated by Marin Transit and policies related to those services are the responsibility of Marin Transit.

3. **Comment:** I'm glad that you're having an additional comment period for Marin City, but in the future it's important that more advertising and outreach is implemented. Many residents were unaware about the meeting and the comment period.

Staff response: See response to Comment #2. Future outreach efforts in Marin City will include more extensive communication efforts.

4. **Comment:** It appears the proposals brought to the hearing are all about raising fares and arguing about whether or not the District can raise some and not others without discrimination. The point should be THERE SHOULD BE NO FARE INCREASES, BUT FARE DECREASES.

Staff response: The proposed policies provide a framework to evaluate future potential service and fare changes. No fare changes are proposed at this time.

5. **Comment:** The District's Allocation of resources between bus and ferry services needs to be re-evaluated in view of Title VI. There is a disproportionate amount of resources going to wealthy ferry riders and not to low-income bus riders.

Response: Duly noted. The proposed policies do not address specific to the District's allocation of transit resources between modes. The District plans to analyze the demographic characteristics of its ferry and regional bus riderships.

6. **Comment:** The job of the Golden Gate Transit District is to provide public transportation, in order to reduce automobile traffic and provide a reasonable-cost alternative to driving. The job of the District is transportation, NOT social justice, affirmative action or welfare. All this would do is raise the cost of transportation due to the additional resources needed to determine, implement and monitor these Title VI items. It is ridiculous to put the Transit District into this situation. The \$5,000 to conduct this initial public hearing will be pocket change to the cost of implementation. The bottom line is stick to your primary objective and tell the feds to make their own determinations that the Transit District is discriminatory, and make them prove it. Focus on serving the communities you service, while keeping costs down, and not on Washington D.C's social justice schemes.

Response: The proposed policies and overall compliance with Title VI is a condition of the District continuing to receive federal financial assistance for its public transportation programs.

7. **Comment:** I oppose any fare increases for the Golden Gate transit ferries, buses and bridge. The fares are exorbitant as they are now and are a huge burden on the average person's finances. This is supposed to be PUBLIC transportation, not ELITE transportation. It is only affordable to the rich.

Response: The proposed policies are not specific to any fare increase at this time. They will be used to evaluate future fare increase proposals.

EXHIBIT B: GGT Disparate Impact-Disproportionate Burden Table for Clipper Start for Marin Local Fares (Attached)

GGT Disparate Impact-Disproportionate Burden Table- Marin Local Means-Based Fare

Zone to Zone	Payment Method	Pax Category	Cost 7/20	Proposed 11/20	Change Absolute	Change Percent	Usage by Group (number)					Usage by Group (percent)					Cumulative Current fare				Cumulative Proposed Fare				Fare Change Experienced by Group			
							Low Income	Non-Low Income	Minority	Non-Minority	Overall	Low Income	Non-Low Income	Minority	Non-Minority	Overall	Low Income	Non-Low Income	Minority	Non-Minority	Low Income	Non-Low Income	Minority	Non-Minority	Low Income	Non-Low Income	Minority	Non-Minority
Zone 2,3,4 AND Zone 2,3,4	Cash	Adult	\$2.00	\$2.00	\$0.00	0.00%	21.00	9.00	25.00	13.00	30.00	25.9%	9.5%	30.9%	14.0%	17.0%	\$42.00	\$18.00	\$50.00	\$26.00	\$42.00	\$18.00	\$50.00	\$26.00	\$0.00	\$0.00	\$0.00	\$0.00
		Discount*	\$1.00	\$1.00	\$0.00	0.00%	11.00	9.00	8.00	11.00	20.00	13.6%	9.5%	9.9%	11.8%	11.4%	\$11.00	\$9.00	\$8.00	\$11.00	\$11.00	\$9.00	\$8.00	\$11.00	\$0.00	\$0.00	\$0.00	\$0.00
		Other									0.00	0.0%	0.0%	0.0%	0.0%	0.0%												
Zone 2,3,4	Clipper	Adult	\$1.80	\$1.80	\$0.00	0.00%	0.00	77.00	28.00	40.00	77.00	0.0%	81.1%	34.6%	43.0%	43.8%	\$0.00	\$138.60	\$50.40	\$72.00	\$0.00	\$138.60	\$50.40	\$72.00	\$0.00	\$0.00	\$0.00	\$0.00
		Means	\$1.80	\$1.00	-\$0.80	-44.44%	49.00	0.00	20.00	29.00	49.00	60.5%	0.0%	24.7%	31.2%	27.8%	\$88.20	\$0.00	\$36.00	\$52.20	\$49.00	\$0.00	\$20.00	\$29.00	-\$39.20	\$0.00	-\$16.00	-\$23.20
TOTALS							81.00	95.00	81.00	93.00	176.00	100%	100%	100%	100%													

Total Cumulative Current Fare	\$141.20	\$165.60	\$144.40	\$161.20
Average Cumulative Current Fare	\$1.74	\$1.74	\$1.78	\$1.73

Total Cumulative Proposed Fare	\$102.00	\$165.60	\$128.40	\$138.00
Average Cumulative Proposed Fare	\$1.26	\$1.74	\$1.59	\$1.48

*Discount includes Senior, Youth, and Disabled fares paid both in cash and by Clipper
 "Other" is generally a non-cash fare such as a transfer or an employee's free ride

Total Change in Fare per Group	-\$39.20	\$0.00	-\$16.00	-\$23.20
Average Change in Fare per Group	-\$0.48	\$0.00	-\$0.20	-\$0.25
Percent Change in Fare per Group	100.00%	0.00%	40.82%	59.18%
Percentage Ridership of each Group (Based on all 2018 Survey Respondents)	46.02%	53.98%	46.55%	53.45%
Difference from Exact Proportional Impact of Fare Change	53.98%	-53.98%	-5.74%	5.74%

Findings	No disproportionate burden	No disparate impact
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*Threshold for Disparate Impact and Disproportionate burden is 10%.
 As expected, positive impact on low-income riders is 53.98% higher than on riders in general. Positive impact on minorities is 5.74% lower than on riders in general.
 Therefore finding is no disparate impact and no disproportionate burden.

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Agenda Item No. (5)

To: Transportation Committee/Committee of the Whole
Meeting of July 22, 2021

From: Ron Downing, Director of Planning
Mona Babauta, Deputy General Manager, Bus Division
Denis J. Mulligan, General Manager

Subject: **ADOPT TITLE VI EQUITY ANALYSIS FINDINGS RELATIVE TO
COVID-19 PANDEMIC-RELATED ADJUSTMENTS TO GOLDEN GATE
TRANSIT COMMUTE BUS SERVICE**

Recommendation

The Transportation Committee recommends that the Board of Directors adopt the findings of the Title VI equity analysis for Golden Gate Transit commute bus service changes related to the COVID-19 pandemic. Changes include service reductions on Routes 27, 54, and 72 and the suspension of Routes 2, 4, 8, 18, 24, 25, 38, 56X, 58, 74, 76, and 92 (including all lettered variations of the impacted routes). The equity analysis concludes that the changes do not have a disparate impact on minority passengers nor impose a disproportionate burden on low-income passengers.

This matter will be presented to the Board of Directors at its July 23, 2021, meeting for appropriate action.

Background

The Golden Gate Bridge, Highway and Transportation District's (District) transit services were modified over the course of the COVID-19 pandemic, with reductions in bus and ferry service beginning with the first shelter-in-place order effective March 17, 2020. Changes to bus routes continued throughout 2020 to meet evolving demand and the operational parameters of social distancing requirements, driver availability, and other factors. By the end of 2020, only seven Golden Gate Transit (GGT) routes remained in operation. Four of those routes provided regional all-day, seven day a week service operating 16 to 21 hours each day. These four routes (30, 40, 70, and 101) were maintained to provide equity in mobility options for low-income, minority, and transit-dependent riders as well as essential workers. The State of California lifted nearly all pandemic-related restrictions on June 15, 2021, and the District has begun to see a modest return of transit riders to its buses and ferries.

Title VI guidelines issued by the Federal Transit Administration (FTA) require the District to conduct service equity analyses to consider whether contemplated major service changes will

disparately impact minority populations and/or disproportionately burden low-income populations in the District's service area. The Title VI policy approved by the District's Board of Directors (Board) in August 2013 defines major service changes (in relevant part) as service increases or decreases which affect 25% or more of revenue service miles per route and which will be in effect for more than 12 months.

Several GGT bus service changes resulting from the pandemic meet this threshold and are the subject of the attached Title VI equity analysis. Adoption of this analysis, which focuses on the GGT service model being operated at this time, will establish a new baseline for GGT bus service against which future potential service changes will be evaluated for Title VI purposes. More specifically, it is recommended that action be taken now to accept the findings of an equity analysis of commute bus service adjustments to suspend Routes 2, 4, 8, 18, 24, 25, 38, 56X, 58, 74, 76, and 92, and to reduce service levels on Routes 27, 54, and 72. This action includes lettered variations of the impacted routes, such as 38A or 72X. Routes 30, 40, 70, and 101 are not covered by this equity analysis because these routes were maintained within 25% of pre-pandemic levels.

All routes covered by this equity analysis provide commute bus service from neighborhoods throughout Marin and Sonoma Counties to the Financial District or Civic Center area of San Francisco, either directly or via transfer to the Larkspur Ferry in the case of Route 25. These routes primarily operate during weekday peak periods with southbound service in the morning and return service in the afternoon, and carry riders who typically have higher incomes and access to automobiles to either drive to work or access other transit options. Transit service alternatives remain available for all the routes impacted by service reductions or cancellations, either on other existing GGT routes, on Golden Gate Ferry (GGF), or by connecting from SMART trains or local bus lines to remaining GGT and GGF routes.

GGF ferry service changes resulting from the pandemic also have met the threshold for a Title VI equity analysis. However, staff has determined that resetting the baseline service model for GGF is not appropriate at this time as the fixed-guideway nature of ferry service limits options for restructuring the ferry service model and relaunching more robust ferry service, particularly as compared to the greater flexibility available for redeploying bus service as commute patterns evolve. Staff will engage with the FTA regarding the timing of a potential GGF service equity analysis, and report back to the Board.

Action to adopt the findings of the attached equity analysis does not preclude the restoration of service or implementation of new service as demand warrants, so the District will continue to restore bus service incrementally and in a measured way as we see the return of our customers travelling in the Golden Gate Corridor. Service restoration and other service changes will continue under the General Manager's emergency authority, and any public hearings and Title VI equity analyses required for future service changes will be performed in accordance with the District's major service change policy and FTA Title VI guidelines at such time as these services are deemed to be permanent, generally in nine months to one year after their inception.

Title VI Findings

Service reductions on Routes 2, 4, 8, 18, 25, 27, 38, 54, 56X, 58, 72, 74, 76, and 92 (including all lettered variations of these routes) were determined to constitute major service changes based on

Title VI guidelines issued by the FTA and the Title VI policy approved by the Board. An equity analysis was performed, and it was determined that these changes constitute neither a disparate impact on minority riders nor a disproportionate burden on low-income riders. As noted above, the attached analysis does not address GGF ferry service changes, which may be addressed further following consultation with the FTA.

Fiscal Impact

There is no fiscal impact associated with adoption of the findings of this Title VI equity analysis.

Attachments: Appendix A – Title VI Equity Analysis

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Appendix A
Title VI Equity Analysis: COVID-19 Pandemic-Related
Golden Gate Transit Bus Service Adjustments

Presented to the Golden Gate Bridge, Highway and Transportation District
Transportation Committee
July 22, 2021

With the advent of COVID-19 in California and the San Francisco Bay Area, and the resulting drastic decreases in ridership on Golden Gate Transit (GGT) and Golden Gate Ferry (GGF), the Golden Gate Bridge, Highway and Transportation District (District) was compelled to reduce service to a level commensurate with ridership and revenues between March 2020 and June 2021. GGT bus and GGF ferry service levels have changed several times during the pandemic; the District now desires to establish new baseline service levels for its bus system, against which future changes will be measured.

Title VI guidelines issued by the Federal Transit Administration (FTA) require the District to conduct service equity analyses to consider whether contemplated major service changes will disparately impact minority populations and/or disproportionately burden low-income populations in the District's service area. The Title VI policy approved by the District's Board of Directors (Board) in August 2013 defines major service changes (in relevant part) as service increases or decreases which affect 25% or more of revenue service miles per route and which will be in effect for more than 12 months.

Several GGT service changes resulting from the pandemic meet this threshold and are the subject of the attached Title VI equity analysis. Adoption of this analysis, which focuses on the GGT service model being operated at this time, will establish a new baseline for GGT bus service against which future service changes will be evaluated Title VI purposes.

GGF ferry service changes resulting from the pandemic also have met the threshold for an analysis. However, staff has determined that resetting the baseline model for GGF is not appropriate at this time as the fixed-guideway nature of ferry service limits options for restructuring the ferry service model and relaunching more robust ferry service, particularly as compared to the greater flexibility available for redeploying bus service as commute patterns evolve. Staff will engage with the FTA regarding a potential GGF service equity analysis, and report back to the Board.

The required components of this analysis are set forth in FTA regulations and Circular 4702.1B ("Title VI Requirements and Guidelines for Federal Transit Administration Recipients") implementing Title VI of the Civil Rights Act of 1964 and the District's Title VI Policies.

I. Context of Service Reductions Resulting from the COVID 19 Pandemic

Studies have now revealed that the first cases of COVID-19 arrived in the San Francisco Bay Area in December 2019. The City and County of San Francisco declared a health emergency on February 26, 2020, and other Bay Area counties soon followed suit. Stay-at-home orders were issued by the counties in the District's service area in mid-March of 2020. From a daily weekday

average of over 16,000 passengers on GGT, counts dropped to around 3,300 per day starting March 16, and down to less than 2,500 per weekday in April 2020. Ridership on GGT fluctuated with the rise and fall of COVID and rose to around 4,750 riders per day for the last service month completed prior to preparation of this analysis, May 2021.

Reductions in GGT bus and GGF ferry service began with the first shelter-in-place order effective March 17, 2020. Changes to bus routes continued throughout 2020 to meet evolving demand and the operational parameters of social distancing requirements, driver availability, and other factors. By the end of 2020, only seven GGT routes remained in operation.

GGF service also was reduced in response to a dramatic loss of ridership in mid-March 2020. Because of the flexibility of ferry scheduling, the ferry division was able to reduce service quickly, during the week of March 16, 2020, including suspension of all weekend ferry service. Further reductions were made on all three ferry routes in the first week of April, 2020. Trips per weekday went from 72 to 39 and then to 22. Larkspur and Sausalito service, combined, went from 14 trips per weekend day to zero trips. In March of 2021, Sausalito weekday service was temporarily replaced by bus service during dock repairs at the Sausalito landing, but weekday Sausalito ferry service resumed effective June 23, 2021.

II. Title VI Policies

The District adopted its Major Service Change, Disparate Impact and Disproportionate Burden Policies (together referred to as “Title VI Policies”) on August 9, 2013. These policies set forth the standards used in service equity analyses. The District’s Major Service Change Policy reads in relevant part:

- A major service change is defined as a reduction or increase of 25 percent (25%) or more in total vehicle revenue miles in service on any specific route, with the change(s) occurring at one time or over any twenty-four month period.

The following are exemptions to the policy:

- Changes to service on a route with fewer than 10 total trips in a typical service day are not considered “major” unless service on that route is eliminated completely on any such day.
- The introduction or discontinuation of short- or limited-term service (e.g., promotional, demonstration, seasonal or emergency service, or service provided as mitigation or diversions for construction or other similar activities) is not considered “major,” as long as the service will be/has been operated for no more than twelve months.
- If District-operated transit service is replaced by a different mode or operator providing a service with the same or better headways, fare, transfer options, span of service, and stops served, the change is not considered “major.”

The District’s Disparate Impact policy provides:

- The District defines its Disparate Impact Threshold for determining whether the burdens or benefits of a major service change... or a fare adjustment are equitable to be 10%, based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by minority populations compared to the same impacts borne by non-minority populations.

The District's Disproportionate Burden Policy provides:

- The District defines its Disproportionate Burden Threshold for determining whether the burdens or benefits of a major service change... or a fare adjustment are equitable to be 10%, based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by low-income populations compared to the same impacts borne by non-low-income populations.

Public Outreach

Prior to Board adoption of the District's Title VI Policies, public outreach regarding the policy proposals included:

- Informational meetings on July 8, 9 and July 10, 2013, in Marin County, Novato and Rohnert Park, respectively, between 4:30 p.m. and 6:30 p.m.
- Legal notices published in the *Marin Independent Journal*, the *San Francisco Examiner* and the *Santa Rosa Press Democrat* on June 18 and 25, 2013
- Signage posted onboard the ferryboats, at the Ferry Terminals, at transit hubs in Marin and Sonoma counties, at major bus stops and at the Customer Service Center at the San Rafael Transit Center
- Display boards, staff report and comment forms, including Spanish translations
- A press release issued and posted to the District's web site on June 17, 2013, including links to the staff report in both English and Spanish
- A public hearing agenda and an associated staff report posted to the District's web site on July 8, 2013
- Information e-blasted to the Bus and Ferry Subscriber's list on June 20 and July 2, 2013
- Information posted to transit-specific social media channels on July 2 and July 8, 2013
- A public hearing agenda mailed to organizations and individuals on the District's mailing list on July 8, 2013, and posted on District bulletin boards.

Comments Received

Of the comments received by the District, one alerted the District to the need to apply Title VI principles to the allocation of resources between bus and ferry services; one commented on the inconvenience of the time and location of the public hearing, service reliability, and driver attitudes; and another urged the District to reach out to community partners and agencies to get the word out about Title VI-related public hearings.

The resolution evidencing the Board's discussion and approval of the policies is attached as Exhibit A.

III. Golden Gate Transit Bus and Ferry Services

GGT Bus Services

GGT bus services are generally delineated as “Commute” and “Regional.” Generally, “Commute” bus service is express, peak-period one-directional service between Sonoma or Marin County to/from San Francisco, plus shuttle-type routes designed specifically to take passengers from their places of origin to/from the primary Commute routes. “Regional” bus service, on the other hand, operates seven days a week over most of the day/night to provide basic mobility throughout the District’s service area. More specifically:

- *Transbay Commute Service* provides commute service during morning and afternoon peak-hour periods. Commute routes operate Monday through Friday, except designated holidays, and serve San Francisco, Marin, and Sonoma counties. Before service reductions, commute routes included Routes 2, 4, 4C, 8, 18, 24, 24C, 24X, 27, 38, 44, 54, 54C, 56, 58, 72, 72X, 74, 76, 92, and 101X. Current commute routes are comprised of Routes 27, 54, and 72.
- *Transbay Regional Service* provides daily service throughout the day and evening between San Francisco, Marin, Sonoma, and Contra Costa counties. Current Basic routes include Routes 30, 40, 70, and 101. Route 101 receives moderate funding from the MTC’s Regional Express Bus (REB) program.

GGF Ferry Services

The District’s Golden Gate Ferry service includes five routes between Marin County and San Francisco: Sausalito, Larkspur, Tiburon, Special Event service to Oracle Park, and Special Event service to the Chase Center. Under normal circumstances, ferry service operates daily except Thanksgiving, Christmas, and New Year’s Day.

- Sausalito Ferry Service provides daily connections between the Golden Gate Ferry landing in Sausalito and the San Francisco Ferry Terminal. This 5.5 nautical-mile route has been in operation since 1970. Before the pandemic, the service provided 18 crossings on weekdays and 12 crossings on weekends and holidays. The service operated between 7:10 am and 8:20 pm on weekdays, and between 10:40 am and 7:15 pm on weekends and holidays. Currently, weekend service is suspended, and weekday service consists of one southbound trip during the morning commute period, one southbound trip during the evening commute period, and two northbound trips during the evening commute period.
- Larkspur Ferry Service features an 11.25 nautical-mile route between the Larkspur Ferry Terminal and the San Francisco Ferry Terminal. Before the pandemic, the 40 weekday and eight weekend/holiday crossings required a fleet of five vessels. Services operated between 5:45 am and 10:05 pm on weekdays, and between 9:40 am and 8:10 pm on weekends and holidays. Currently, weekend service is suspended, and seven round trips are operated on weekdays for a total of 14 crossings.
- Tiburon Ferry weekday commute service features a 5.94 nautical-mile route between the Tiburon Ferry dock and the San Francisco Ferry Terminal. Pre-pandemic service provided four round-trips daily, restricted to the commute period. Currently, the service offers one southbound trip during the morning commute period, one southbound trip during the evening commute period, and two northbound trips during the evening commute period.

- Special Event Service to Oracle Park was suspended for most of the pandemic but now has returned and will be offered during all San Francisco Giants' home games and a number of other special events. The 13.1 nautical-mile route between the Larkspur Ferry Terminal and the dock at Oracle Park takes approximately 60 minutes. One round trip is offered for each event served, which typically totals between 80 and 90 round trips per year.
- Special Event Service to the Chase Center was suspended for the duration of the pandemic.

IV. Service Cancellations, Purpose and Public Outreach

With the advent of the pandemic there was a precipitous drop in travel in the Golden Gate Corridor, whether by Bridge, bus or ferry. With the drop in demand for District transit services, both commute and basic GGT bus services were reduced drastically in June 2020 and once again in December 2020, while GGF ferry services were reduced in March 2020 and then again in April 2020.

The reductions in bus and ferry service were a response to the drastic reduction in travel in the Golden Gate Corridor arising from the Shelter-in-Place Orders issued by our local public health officials, and the overnight shift to working from home for many residents in the District's service area, and the associated drop in revenues and made on an emergency basis, so no public outreach was implemented.

The following map shows the location of both GGF and GGT services relative to major destination and boarding locations.

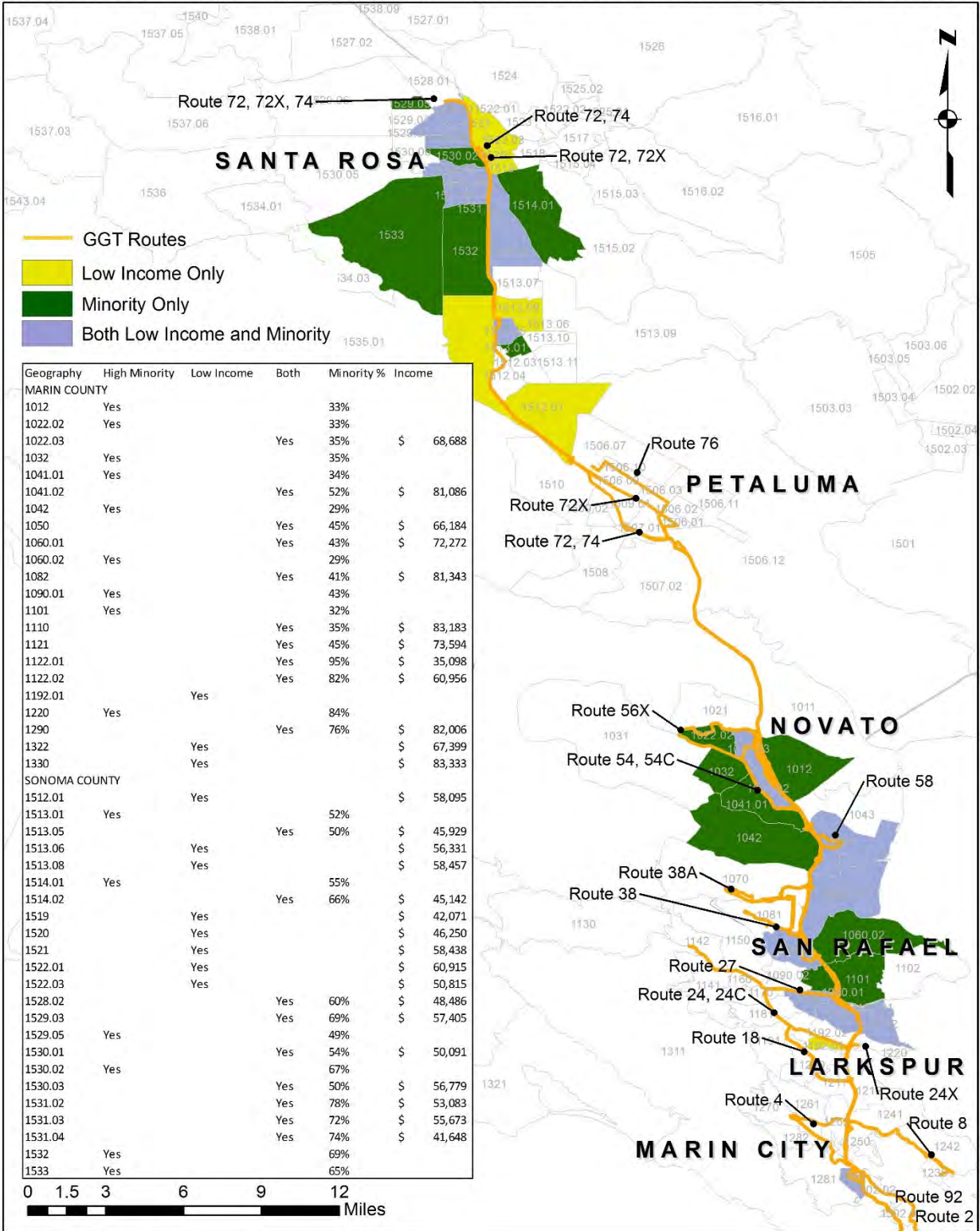
Golden Gate Transit and Ferry Service Area Map



The following map shows the GGT routes with major service changes, along with demographic information showing minority and low-income populations in the service area.

GGT SERVICE AREA

GGT service area includes all of Marin & Sonoma counties. Source: ACS Census 2013-2017. Tables S1903 & BO3002.



V. Title VI Equity Analysis for the 2020 Pandemic-Related GGT Bus Service Reductions

Below is a table that shows the GGT bus routes that underwent service changes, including an indication of which were the subject of major service changes, as defined above. As described above, a major service change is defined as a 25% increase or reduction in mileage. For the routes that experienced a major service change, an Equity Analysis is required to determine whether the changes will result in a disparate impact to minority populations or a disproportionate burden on low-income populations, based on the District's Title VI Policies.

Route	Weekly Miles as of December 2021	Weekly Miles as of June 2021	Reduction	Major Service Change?
2	695.1	0	100.00%	YES
4/4C	5,213.57	0	100.00%	YES
8	293.215	0	100.00%	YES
18	1,829.445	0	100.00%	YES
24/24C/24X	3,552.975	0	100.00%	YES
25	647.02	0	100.00%	YES
27	3,710.25	1,194.155	67.81%	YES
30	5,982.306	5,538.859	7.41%	NO
38/38A	1,508.5	0	100.00%	YES
40/40X	4,620.431	3,489.212	24.48%	NO
54/54C	3,667.695	1,303.92	64.45%	YES
56X	3,699.1	0	100.00%	YES
58	1,301.94	0	100.00%	YES
70	8,587.875	7,201.588	16.14%	NO
72	6,069.595	3,691.91	39.17%	YES
74	3,069.125	0	100.00%	YES
76	2,090.22	0	100.00%	YES
92	1,223.82	0	100.00%	YES
101/101X	21,262.395	18,668.668	12.20%	NO

Equity Analysis Methodology

The FTA Circular states that for elimination of a route, the appropriate comparison population is the ridership of the affected route as compared to the ridership of the system as a whole.

Data Sources

All data on minority and low-income percentages by route was derived from the District's 2018 system-wide passenger survey, conducted as part of the Metropolitan Transportation Commission's (MTC) region-wide passenger survey. The consultant selected by MTC and by District Staff surveyed all of the District's services, including GGT and GGF. Data was collected on-board a sample of bus and ferry trips. Questionnaires were in Spanish and English and included questions about the trip being taken and demographics.

For the purpose of the disproportionate burden analysis, Staff determined riders with a household income of less than \$75,000 per year to be low income. Marin County, where riders on most of GGT's commute service reside, has a comparatively high median income (\$97,815, from the 2012-2016 American Community Survey). In order to reflect the high cost of living in the San Francisco Bay Area, District Staff uses 90% of the median income – \$88,034 – for the service area as the low-income cut-off. Federal poverty standards are not a good fit for an area where the cost of living is so much higher than most localities. To compare, in 2021, the California State Income Limits that are used to determine eligibility for low-cost housing and other programs gave a range of \$63,950 for a single-person household to \$120,600 for an 8-person household for the “very low income” designation for Marin County (there are also “low income” and “extremely low income” categories). As data was collected in fixed groupings during the District's most recent passenger survey, and \$75,000 is the closest grouping to \$88,034, we will use household incomes of \$75,000 or less as the definition of low-income.

Average daily ridership counts are based on data collected daily from onboard fare boxes and Clipper® Smart card readers. The data is kept in District databases and accessed by staff via District-created software.

Methodology

To determine whether the major services changes, considered as a whole, result in a disproportionate burden on low-income passengers, or a disparate impact on minority passengers, we

- i. Multiply (a) the average daily ridership numbers for each route by (b) the percent of low-income and minority passengers on the same routes, to find (c) the estimated number of impacted low-income/non-low-income and minority/non-minority passengers effected by each service change
- ii. Calculate what percentage of all effected passengers are low-income and what percent are minority
- iii. Compare these percentages to the percent of GGT passengers overall who have low incomes or are minorities.

Disproportionate Burden Analysis

Table 1: Disproportionate Burden Analysis

Routes with Major Service Changes	Daily Ridership 9/19-2/20	Low-Income	Non-Low-Income	Refused	Est. Low-Income Ridership	Est. Non-Low-Income Ridership
2	225	40%	26%	33%	90	58.5
4/4C	1,426	27%	56%	15%	385.02	798.56
8	26	18%	82%	0%	4.68	21.32
18	531	53%	41%	6%	281.43	217.71
24/24C/24X	736	22%	48%	30%	161.92	353.28
25	151	26%	59%	16%	39.26	89.09
27	645	39%	39%	24%	251.55	251.55
38/38A	300	64%	30%	6%	192	90
54/54C	574	84%	11%	5%	482.16	63.14
56X	289	64%	16%	20%	184.96	46.24
58	142	56%	10%	4%	79.52	14.2
72/72X	515	50%	44%	5%	257.5	226.6
74	240	12%	66%	22%	28.8	158.4
76	243	42%	54%	5%	102.06	131.22
92	236	53%	31%	15%	125.08	73.16
Total for Routes with Major Service Changes	6,279	42%	41%	16%	2,665.94	2592.97
All GGT Routes		52%	33%	15%		

Table 1 shows the percentages of low-income and non-low-income riders on each impacted route when multiplied with the average daily ridership for the six full months preceding the pandemic (September 2019 through February 2020), giving an estimated low-income and non-low-income ridership number for each route. Under “Total for Routes with Major Service Changes,” the table shows the estimated number and percentage of effected low-income and non-low income riders. Using the cut-off of **\$75,000** to define “low-income,” 52% of all bus riders are low-income, whereas 42% of riders on routes with major service reductions are low-income.

Disparate Impact Analysis

Table 2: Disparate Impact Analysis

Routes with Major Service Changes	Daily Ridership 9/19-2/20	Minority	Non-Minority	Refused	Est. Low-Income Ridership	Est. Non-Low-Income Ridership
2	225	32%	67%	33%	72	150.75
4/4C	1426	27%	70%	15%	385.02	998.2
8	26	15%	85%	0%	3.9	22.1
18	531	45%	55%	6%	238.95	292.05
24/24C/24X	736	42%	58%	30%	309.12	426.88
25	151	37%	63%	16%	55.87	95.13
27	645	38%	62%	24%	245.1	399.9
38/38A	300	33%	67%	6%	99	201
54/54C	574	29%	71%	5%	166.46	407.54
56X	289	32%	68%	20%	92.48	196.52
58	142	47%	53%	4%	66.74	75.26
72/72X	515	34%	66%	5%	175.1	339.9
74	240	21%	79%	22%	50.4	189.6
76	243	18%	82%	5%	43.74	199.26
92	236	29%	71%	15%	68.44	167.56
Total for Routes with Major Service Changes	6,279	33%	66%	0.72%	2,072.32	4,161.65
All GGT Routes		42%	58%	.2%		

Table 2 shows the percentages of minority and non-minority riders on each impacted route, giving an estimated minority and non-minority ridership number for each route. Under “Total for Routes with Major Service Changes,” the table shows the estimated number and percentage of minority and non-minority riders. As seen above, 42% of all GGT bus riders reported identifying with a race and ethnicity other than “White Non-Hispanic,” whereas 33% of riders on routes with major service reductions reported themselves as other than “White Non-Hispanic.”

Equity Analysis Findings

As shown above, the major service reductions put in place as a result of the pandemic do not represent a disproportionate burden on low-income riders nor a disparate impact on minority

riders. Rather, the representation of both low-income riders and minority riders on the affected routes is *lower* than the proportion of low-income riders and minority riders on GGT services overall.

As shown in Table 3 below, whereas 52% of all GGT bus riders are low-income, only 42% of riders on routes impacted by the pandemic service reductions are low-income. In other words, there are 10% fewer low-income riders on the affected routes than on Golden Gate Transit as a whole. Under the District's Title VI Policies, disproportionate burden is defined as a difference of 10% or more (with the higher proportion on the side of the affected group of riders). Because the affected group is 10% *less* likely to be low income than GGT riders as a whole, there is no disproportionate burden.

Table 3. Low-Income and Non-Low Income Ridership

	Golden Gate Bus Ridership	Ridership of impacted routes	Difference
Low-Income (less than \$75,000)	52%	42%	10%
Non-Low-Income	33%	41%	-8%

As shown in Table 4 below, 42% of passengers on GGT bus service overall identify as a member of a minority. On the routes impacted by the pandemic-related service reductions, only 33% of passengers identify as minority. Thus, there are 9% fewer minority riders on the impacted routes than on Golden Gate buses as a whole. The District's disparate impact policy defines a disparate impact as one of 10% or greater (with the higher proportion on the side of the affected group of riders). Accordingly, there is no disparate impact on minority riders from this service reduction.

Table 4. Minority and Non-Minority Ridership

	Golden Gate Bus Ridership	Ridership of impacted routes	Difference
Minority	42%	33%	9%
Non-Minority	58%	66%	-8%

Conclusion

The service reductions put in place as a result of the pandemic do not constitute a disparate impact on minority riders nor a disproportionate burden on low-income riders under the District's Title VI Policies.

Attachment: Exhibit A: Resolution 2013-078: Approve Adoption of Title VI Policies for Golden Gate Transit and Golden Gate Ferry Service and Fare Changes

EXHIBIT A

GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

RESOLUTION NO. 2013-078

**APPROVE ADOPTION OF POLICIES FOR GOLDEN GATE TRANSIT
AND GOLDEN GATE FERRY SERVICE AND FARE CHANGES,
UNDER TITLE VI OF THE CIVIL RIGHTS ACT OF 1964, AS AMENDED**

August 9, 2013

WHEREAS, the Board of Directors (Board) of the Golden Gate Bridge, Highway and Transportation District (District) operates Golden Gate Transit (GGT) bus service and Golden Gate Ferry (GGF) service, both of which are public transportation services that occasionally receive federal funding to maintain or improve service scope and quality; and,

WHEREAS, on November 15, 2012, staff presented the Transportation Committee (Committee) with an overview of Title VI as applied to federal funding recipients, such as the District, subject to the new Circular Order issued by the Federal Transit Administration (FTA); and,

WHEREAS, on February 22, 2013, the Board approved the first action required by the new FTA Circular by adopting the required service standards and policies; and,

WHEREAS, to further comply with the new FTA Circular, the District must establish the following three policies: a Major Service Change Policy, a Disparate Impact Policy and a Disproportionate Burden Policy (Three Policies); and,

WHEREAS, the Three Policies will guide when and how the District analyzes the effects of potential future fare and service changes on minority and low-income populations and, in the event the District finds disparities, the District must evaluate whether there is an alternative that has a more equitable impact; and,

WHEREAS, the new FTA Circular requires transit providers, such as the District, to solicit and consider public input before establishing such policies; and,

WHEREAS, staff presented the Three Policies to the Committee on June 13, 2013, and the Committee recommended and the Board, by Resolution No. 2013-054 at its meeting of June 14, 2013, authorized the setting of a public hearing on a proposal to establish policies for Golden Gate Transit and Golden Gate Ferry Service and for fare changes under Title IV of the Civil Rights Act of 1964 as amended; and,

WHEREAS, the District conducted outreach relative to this proposal, as follows: (1) a press release was issued on July 17, 2013; (2) information was posted on the District's website, emailed to District's opt-in subscription lists and community-based organizations, posted on District's social media sites, and published as advertisements and legal notices in several periodicals including *San Francisco Chronicle*, *Marin Independent Journal* and the *Santa Rosa Press Democrat*; (3) Public Outreach Meetings were held on July 8, 2013 in Marin City, on July 9, 2013 in Novato, and on July 10, 2013 in Rohnert Park; and, (4) Spanish translations of printed materials, website information, and community meetings were available at all public outreach meetings and at the public hearing; and,

WHEREAS, public comments on the Three Policies could be submitted by either attending the public hearing or the public outreach meetings, emailing publichearing@goldengate.org or sending written comments to the District; and,

WHEREAS, due to concerns about Marin City residents not having received sufficient advance notice of the opportunity to comment on the Three Policies, the District extended the comment period by two weeks and held an additional public outreach meeting at the Marin City Library on July 25, 2013; and,

WHEREAS, seven public comments were received by the District as of July 25, 2013, and while several comments were related to the overall topic of Title VI, none of the comments were specific to the Three Policies; and,

WHEREAS, complete copies of the Three Policies and staff's underlying analysis, as well as a summary of the comments received and staff responses, are included herein as Attachments; and,

WHEREAS, the Transportation Committee at its meeting of August 2, 2013, has so recommended; now, therefore, be it

RESOLVED that the Board of Directors of the Golden Gate Bridge, Highway and Transportation District hereby approves adoption of policies for Golden Gate Transit and Golden Gate Ferry Service and fare changes, under Title VI of the Civil Rights Act of 1964, as amended, and attached hereto.

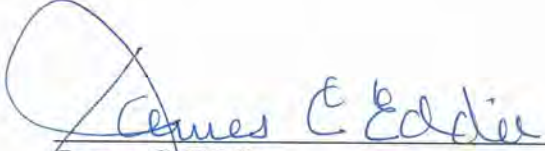
RESOLUTION NO. 2013-078
BOARD OF DIRECTORS MEETING OF AUGUST 9, 2013
PAGE 3

ADOPTED this 9th day of August 2013, by the following vote of the Board of Directors:


AYES (15): Directors Arnold, Belforte, Breed, Cochran, Fredericks, Moylan, Pahre, Rabbitt, Reilly, Sears, Snyder, Sobel and Theriault; Second Vice President Stroeh; President Eddie

NOES (0): None

ABSENT (4): Directors Campos, Wiener and Yee; First Vice President Grosboll


James C. Eddie
President, Board of Directors

ATTEST:


Janet S. Tarantino
Secretary of the District

Attachment 1 - Three Policies and Analysis

Attachment 2 - Summary of Comments Received and Staff Responses

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ATTACHMENT 1

Proposed Title VI Policies Pertaining to Major Service Changes, Disparate Impacts, and Disproportionate Burdens

Major Service Change Policy

The District must ensure that its services are provided equitably, without discrimination based on race, color, national origin or socio-economic status. To that end, the District must evaluate potential “major” service changes and all fare changes (except for those specifically exempt in the FTA Title VI Circular, such as Spare-the-Air Days and short-term promotional service demonstrations or fare decreases) for their impact on low-income and minority populations in its service area. Before this can occur, the District must adopt a Major Service Change policy to provide a concrete basis for determining which service changes need to be analyzed for equity.

Staff proposes the following for the District’s Major Service Change Policy:

- A major service change is defined as a reduction or increase of 25 percent (25%) or more in total vehicle revenue miles in service on any specific route, with the change(s) occurring at one time or over any twenty-four month period.

Staff further proposes the following exemptions such that these changes would not be subject to a Title VI Equity Analysis:

- Changes to service on a route with fewer than 10 total trips in a typical service day are not considered “major” unless service on that route is eliminated completely on any such day.
- The introduction or discontinuation of short- or limited-term service (such as promotional, demonstration, seasonal or emergency service, or service provided as mitigation or diversions for construction or other similar activities) is not considered “major,” as long as the service will be/has been operated for no more than twelve months.
- If District-operated transit service is replaced by a different mode or operator providing a service with the same or better headways, fare, transfer options, span of service, and stops served, the change is not considered “major.”

The following examples will assist the public in understanding the impact of the proposed policy.

- K Example 1: If Route 11 has 20 trips a day, and the District proposes to cancel six of those trips (30%) in January 2014, then that is a major service change, and a Title VI Equity Analysis must be completed. However, if only four trips are proposed for cancellation (20%), then no analysis is required. If the District cancels these four trips and then decides to cancel two more trips in January 2015 on this same Route 11, then the percentage will again be 30% over a twenty-four month period, and an analysis will be required.
- K Example 2: If Route 12 has eight trips per day and four trips are proposed for cancellation, then under the proposed policy, a Title VI Analysis is not required because the route has fewer than ten total trips per day. However, if the entire route is proposed for cancellation, then an analysis is required.
- K Example 3: If Route 13 is introduced in January 1, 2014 as a demonstration service, and the District proposes to discontinue it effective December 31, 2015, then no analysis

is required when the service is introduced or discontinued. However, if the District proposes to continue the service beyond January 1, 2015, then an analysis is required for it to continue, and for it to be discontinued thereafter.

- K Example 4: If Route 14 operated four times a day from Corte Madera to Petaluma, and the District planned to cease operating this trip while another transit system planned to operate the same route four times a day at the same times, with the same or better fares and transfer options, then no analysis would be required.

Disparate Impact and Disproportionate Burden Policies

When a fare change or major service change is proposed, the District must analyze whether the change will result in a fair distribution of both negative effects (such as service cuts or fare increases) and positive effects (service expansions or fare reductions, such as new discounts).

In the case of the Disparate Impact Policy, the analysis focuses on whether minority riders or residents bear a disproportionately greater burden – or receive a disproportionately lesser benefit – than non-minority riders or residents.

Similarly, in the case of the Disproportionate Burden Policy, the analysis focuses on whether low-income riders or residents bear a disproportionately greater burden – or receive a disproportionately lesser benefit – than non-low-income riders or residents.

Disparate Impact Policy

In conducting equity analyses, the Disparate Impact policy provides the threshold used to determine whether greater negative impacts – or lesser positive impacts – on **minority** riders and residents are significant.

If a proposed action would have a negative impact that affects minorities more than non-minorities with a disparity that exceeds the adopted Disparate Impact Threshold, or a benefit that would be available to non-minorities more than minorities with a disparity that exceeds the adopted Disparate Impact Threshold, the District must evaluate whether there is an alternative that has a more equitable impact. If no option with a less disparate effect exists, the District must take measures to mitigate the impact of the proposed action on the affected minority population **and** demonstrate that a legitimate business purpose cannot otherwise be accomplished.

Staff proposes the following for the District’s Disparate Impact Policy:

1. The District defines its Disparate Impact Threshold for determining whether the burdens or benefits of a major service change (as defined in the first part of this document) or a fare adjustment are equitable to be 10%, based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by minority populations compared to the same impacts borne by non-minority populations.

The question that must be answered for every major service change and every fare change is: are minority riders more negatively affected (or less positively affected) by this change than riders as a whole? This is determined primarily by calculating the percentage of minority riders on

Golden Gate buses (or ferries, for a ferry service or fare change) and by calculating the percentage of minority riders affected by the change. If minorities represent a higher percentage in the impacted group than in the general ridership as a whole, the question is, how much higher? If the difference is ten percent or higher, then there is a disparate impact. As a secondary aspect of, and important precursor to, this comparative analysis, the District must define the adverse effects and/or benefits being measured for the change in question.

Some hypothetical examples of how the policy could be applied follow:

- K Example 1: The District proposes to discontinue Route 16. Fifty percent of Route 16's riders belong to a minority group. If ridership on the District's bus service as a whole is 35% minority, the difference in the percentage of affected riders who are minorities and the percentage of all bus riders who are minorities is 15 percentage points. That indicates that there is a disparate impact on minority riders, and in this situation, the District would be required to evaluate whether there is an alternative with a less disparate impact on minority riders. If there is no other alternative, the District would need to mitigate the negative impact of the service cancellation on minority riders **and** demonstrate that the service reduction serves a legitimate business purpose that cannot be accomplished with less impact on minority riders.
- K Example 2: The District proposes to raise fares from Zone 4 to Zone 1 by 10% and the rest of the fares only 5%. Whereas the overall ridership is 35% minority, if Zone 4 to Zone 1 riders is, for example, 46% minority, then the difference between the two groups is 11 percentage points, exceeding the 10% threshold, and there would be a disparate impact. The District would have to seek alternatives with a more equitable impact. If no such alternatives are available, then the District would have to mitigate the impact on minority riders **and** demonstrate that this fare increase serves a legitimate business purpose that cannot be accomplished in another less-discriminatory way.

Disproportionate Burden Policy

As with the Disparate Impact Policy, the Disproportionate Burden Policy comes into play when a fare change or major service change is analyzed for its equity. In this case, staff determines whether **low-income** riders and residents bear a disproportionate burden of the negative effects of – or enjoy a disproportionately low benefit from – the proposed change.

The proposed Disproportionate Burden Policy is very similar to the proposed Disparate Impact Policy and reads as follow:

2. The District defines its Disproportionate Burden Threshold for determining whether the burdens or benefits of a major service change (as defined in the first part of this document) or a fare adjustment are equitable to be 10%, based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by low-income populations compared to the same impacts borne by non-low-income populations.

If, in the course of performing a Title VI Equity Analysis, the District finds that a proposed fare or major service change has a negative impact that affects low-income riders as compared to

non-low-income riders with a disparity that exceeds the adopted Disproportionate Burden Threshold, or that benefits non-low-income riders more than low-income riders with a disparity that exceeds the adopted Disproportionate Burden Threshold, the District must evaluate whether there is an alternative that has a more equitable impact. Otherwise, the District must take measures to mitigate the impact of the proposed action on the affected low-income population.

Again, illustrative examples can make the uses of the policy more transparent:

- K Example 1: The District proposes to discontinue Route 16. The ridership of Route 16 is 66% low-income. If ridership on the District's bus service as a whole is 50% low-income, then the difference between the low-income ridership of the Route 16 and the overall bus ridership is 16 percentage points, which means this change exceeds the threshold for disproportionate burden, or in other words, that low-income riders are bearing a disproportionate burden of this service change. In this situation, the District would be required to take measures to mitigate or lessen the impact of this change on the low-income riders of Route 16.
- K Example 2: The District proposes to cut four trips on Route 21. The ridership of Route 21 is 45% low-income. If the ridership on the District's bus service as a whole is 50% low-income, then the difference is negative five percentage points (meaning the affected ridership is five percent less low-income than the overall ridership), and the burden of this change does not fall more on low-income riders than on riders as a whole.
- K Example 3: The District proposes to add a new route. The residents of the areas served are 25% low-income. If the District's ridership as a whole is 50% low-income, those benefiting from the service addition are 25% less low-income than the overall ridership. There is a disproportionate benefit, and the District would be required to consider options for mitigating this disproportion.

ATTACHMENT 2

Summary of Comments Received and Staff Responses

1. **Comment:** Special fares for minorities?? Racism of the worst order.

Staff response: The public comment process is not about setting special fares for minorities but instead setting a framework for evaluating the impacts of future service or fare changes on disadvantaged communities.

2. **Comment:** I have been advocating for Title VI populations in Marin City. In order to get proper notification to minority and low-income populations adequate communication must be provided as an outreach mechanism to ensure against a community not being left out. Inasmuch as this did not happen in Marin City, where both low-income and minority residents were left out with no notification of an Open House on July 8 at the Senior Center, there is a violation of Title VI. I noticed an 8 1/2 by 11 inches poster (only one hour before the meeting) at the Marin City Hub. This was another disappointment to me and others in our community. Our shuttle service is inadequate for serving our community because of the hilly terrain.

Staff response: Given concern about the adequacy of the notification process for Marin City residents, the public comment period was extended by two weeks, additional communications were sent out, notices were posted at all bus stops in that community, and leaflets were handed out to bus riders advising that an additional public outreach meeting was scheduled in Marin City. The proposed policies are specific to regional bus and ferry services operated by the Golden Gate Bridge Highway and Transportation District. Shuttle and other fixed route and demand responsive service operated by Marin Transit and policies related to those services are the responsibility of Marin Transit.

3. **Comment:** I'm glad that you're having an additional comment period for Marin City, but in the future it's important that more advertising and outreach is implemented. Many residents were unaware about the meeting and the comment period.

Staff response: See response to Comment #2. Future outreach efforts in Marin City will include more extensive communication efforts.

4. **Comment:** It appears the proposals brought to the hearing are all about raising fares and arguing about whether or not the District can raise some and not others without discrimination. The point should be THERE SHOULD BE NO FARE INCREASES, BUT FARE DECREASES.

Staff response: The proposed policies provide a framework to evaluate future potential service and fare changes. No fare changes are proposed at this time.

5. **Comment:** The District's Allocation of resources between bus and ferry services needs to be re-evaluated in view of Title VI. There is a disproportionate amount of resources going to wealthy ferry riders and not to low-income bus riders.

Response: Duly noted. The proposed policies do not address specific to the District's allocation of transit resources between modes. The District plans to analyze the demographic characteristics of its ferry and regional bus riderships.

6. **Comment:** The job of the Golden Gate Transit District is to provide public transportation, in order to reduce automobile traffic and provide a reasonable-cost alternative to driving. The job of the District is transportation, NOT social justice, affirmative action or welfare. All this would do is raise the cost of transportation due to the additional resources needed to determine, implement and monitor these Title VI items. It is ridiculous to put the Transit District into this situation. The \$5,000 to conduct this initial public hearing will be pocket change to the cost of implementation. The bottom line is stick to your primary objective and tell the feds to make their own determinations that the Transit District is discriminatory, and make them prove it. Focus on serving the communities you service, while keeping costs down, and not on Washington D.C's social justice schemes.

Response: The proposed policies and overall compliance with Title VI is a condition of the District continuing to receive federal financial assistance for its public transportation programs.

7. **Comment:** I oppose any fare increases for the Golden Gate transit ferries, buses and bridge. The fares are exorbitant as they are now and are a huge burden on the average person's finances. This is supposed to be PUBLIC transportation, not ELITE transportation. It is only affordable to the rich.

Response: The proposed policies are not specific to any fare increase at this time. They will be used to evaluate future fare increase proposals.



July 25, 2019

**MINUTES OF THE TRANSPORTATION COMMITTEE/
COMMITTEE OF THE WHOLE**

Honorable Board of Directors
Golden Gate Bridge, Highway
and Transportation District
Honorable Members:

A meeting of the Transportation Committee/Committee of the Whole (Committee) of the Golden Gate Bridge, Highway and Transportation District (District) was held in the Board Room, Administration Building, Golden Gate Bridge Toll Plaza, San Francisco, CA, on Thursday, July 25, 2019, at 9:03 a.m., Chair Sobel presiding.

- (1) **Call to Order:** 9:03 a.m.
- (2) **Roll Call:** Secretary of the District Amorette M. Ko-Wong.

Committee Members Present (8): Chair Sobel; Directors Fredericks, Hill, Mastin, Pahre Rabbitt and Sears; President Hernández (Ex Officio).

Committee Members Absent (1): Vice Chair Arnold.

Other Directors Present (6): Directors Belforte, Cochran, Garbarino, Grosboll, Moylan and Theriault.

Committee of the Whole Members Present (14): Directors Belforte, Cochran, Fredericks, Garbarino, Grosboll, Hill, Mastin, Moylan, Rabbitt, Sears and Sobel; Second Vice President Theriault; First Vice President Pahre; President Hernández.

Committee of the Whole Members Absent (5): Directors Arnold, Brown, Fewer, Walton and Yee.

Staff Present: General Manager Denis Mulligan; Auditor-Controller Joseph Wire; District Engineer Ewa Bauer-Furbush; Secretary of the District Amorette Ko-Wong; Attorney Kimon Manolius; Deputy General Manager/Administration and Development Kellee Hopper; Deputy General Manager/Bridge Steve Miller; Division Deputy General Manager/Bus Transit Division Mona Babauta; Deputy General Manager/Ferry Division James Swindler; Director of Planning Ron Downing; Senior Board Analyst Elizabeth Eells.

Visitors Present: Will Houston, Marin Independent Journal.

**TRANSPORTATION COMMITTEE/COMMITTEE OF THE WHOLE
JULY 25, 2019/PAGE 2**

(3) Report of District Advisory Committees

(a) Advisory Committee on Accessibility; (b) Bus Passengers Advisory Committee; and, (c) Ferry Passengers Advisory Committee

In a memorandum to Committee, Director of Planning Ron Downing and General Manager Denis Mulligan provided reports from the Accessibility, Bus, and Ferry Advisory Committees for informational purposes only and no actions were recommended. Copies of the reports are available on the District's web site or upon request from the Office of the District Secretary.

(a) Discussion by the Committee

Chair Sobel recognized the staff who prepare the reports and commended the people who serve on the Advisory Committees.

[Directors Belforte and Garbarino arrived.]

(4) Approve Actions Relative to Golden Gate Transit Commute Routes in Central and Northern Marin County, Approve the Title VI Equity Analysis and Authorize Filing a Notice of Exemption Under CEQA

(b) Staff Report

In a memorandum to Committee, Director of Planning Ron Downing, Deputy General Manager, Bus Division Mona Babauta, and General Manager Denis Mulligan reported on staff's recommendation to approve changes to Golden Gate Transit Central and Northern Marin County Commuter Routes. A copy of the staff report is available on the District's web site or upon request from the Office of the District Secretary.

(c) Presentation of Staff Report

At the meeting, Mr. Downing reviewed the staff report. He said staff is recommending many changes that focus on the areas of Sir Francis Drake Boulevard, Terra Linda, Lucas Valley and Novato. He reported on an extensive public process, with public workshops that started in May and garnered 197 public comments in total. The District made note of the comments and attempted to incorporate them into the recommended transit changes.

For example, the changes now include:

- Route 24/24X will have more frequent and faster service including two express trips on Sir Francis Drake Boulevard.
- Route 38/38A will use some deadhead services, go through Marinwood, and have two trips into Lucas Valley and have three trips to Del Ganado.
- Route 56X will provide riders a greater span of service in San Marin.
- Route 58 changes includes an additional trip, and eliminates redundant service.

District staff believes that these changes better reflect what riders want as stated through their comments. It appears that people commuting to work have more flexible hours, and as a result, these changes should provide better coverage, be more efficient, and reduce travel times.

**TRANSPORTATION COMMITTEE/COMMITTEE OF THE WHOLE
JULY 25, 2019/PAGE 3**

Mr. Downing noted that staff, including Senior Planner David Davenport, Director of Schedules and Service Development Tony Clark and Supervising Scheduler and Data Analyst Carolyn Derwing, spent quite a bit of time looking at changes that would meet the District's goals of meeting rider preferences and cost neutrality.

Mr. Mulligan summarized that staff took the initial package of transit changes to the public, and received many comments. As a result of public input, staff revised its proposal to create a balance between what riders want, the District's goal of getting commuters out of their cars, and being an efficient transit service. He believes staff has achieved the goals with the revised proposal.

(d) Discussion by the Committee

Director Mastin commented that he compared existing and proposed schedules. He stated he attended a community workshop during the public process. He said he was very happy to see the revised proposal because it seems to accomplish the District's goals.

Director Hill inquired as to whether the Title VI analysis missed a population – being based on where people live, and missing new and evolving commute patterns. He also raised the issue of the burden of coming into Marin and San Francisco counties. Mr. Mulligan responded that staff conducted its Title VI analysis in conformance with federal regulations. He noted that the District provides robust service for low income riders, and that the percentage of low income riders using the District's bus service greatly exceeds the percentage of low income residents in Marin County.

Chair Sobel commended staff for their work with the community and the revised package.

(e) Action by Committee

Staff recommended and the Committee concurred by motion made and seconded by **Directors MASTIN/FREDERICKS** to forward the following recommendation to the Board of Directors for its consideration:

RECOMMENDATION

The Transportation Committee/Committee of the Whole recommends that the Board of Directors approve actions relative to Golden Gate Transit commute routes in Central and Northern Marin County, as follows:

- i. Sir Francis Drake Corridor: add one evening trip on Route 24, modify Route 24X to provide non-stop service between the College of Marin and Golden Gate Bridge Toll Plaza and adjust service levels, and discontinue Route 27 between Sleepy Hollow and the San Anselmo Hub;
- ii. Marinwood, Lucas Valley, and Novato: discontinue Route 44, extend Route 38 from Terra Linda to Marinwood and add one afternoon trip, provide service to Lucas Valley on new Route 38A, adjust Route 54 service levels at bus pads in the San Rafael area,

**TRANSPORTATION COMMITTEE/COMMITTEE OF THE WHOLE
JULY 25, 2019/PAGE 4**

terminate Routes 54 and 54C in central Novato, replace Route 56 with Route 56X and increase service levels, and add an afternoon trip on Route 58;

- iii. Approve the Title VI equity analysis, as attached to the staff report; and,
- iv. File a Notice of Exemption under the California Environmental Quality Act.

Action by the Board at its meeting of July 26, 2019 - Resolution

AYES (14): Directors Belforte, Cochran, Fredericks, Garbarino, Grosboll, Hill, Mastin, Moylan, Rabbitt, Sears and Sobel; Second Vice President Theriault; First Vice President Pahre; President Hernández.

NOES (0): None.

ABSENT (5): Directors Arnold, Brown, Fewer, Walton and Yee.

(5) Approve Actions Relative to Establishing Golden Gate Ferry Special Event Fares and Service Between Larkspur and the Chase Center in San Francisco, Approve the Title VI Equity Analysis, and Authorize Filing of Necessary Documentation to Comply with CEQA

(a) Staff Report

In a memorandum to Committee, Director of Planning Ron Downing, Deputy General Manager/Ferry Division James Swindler, and General Manager Denis Mulligan reported on staff's recommendation to approve establishment of Special Event Ferry Service between Larkspur and the Chase Center in San Francisco. A copy of the staff report is available on the District's web site or upon request from the Office of the District Secretary.

(b) Presentation of Staff Report

At the meeting, Mr. Downing reviewed the staff report. He said this item establishes a new ferry route and fare to the new Chase Center. He noted the Chase Center expects public transit to carry the burden of getting people to the venue. Upon approval of this item, the District will monitor the ridership levels until the service has been in operation for a while. Staff is recommending a \$14.00 Special Event fare each way and will evaluate the actual costs in about a year. Mr. Downing further stated that Mr. Swindler has been working with the Port of San Francisco and Water Emergency Transit Authority (WETA) on the docking situation. He reported that the District will have access to a temporary dock, and that a new permanent dock will be completed sometime in 2021. The new dock will be designed to handle the new service and even new commute service if desired because there are lots of employers in the Mission Bay area. There will be time to ramp up for the Warriors games. The concert season will begin in September, and the first Warriors game will be held in early October. He noted the environmental review was done by the Port of San Francisco and WETA.

(c) Discussion by the Committee

Director Hill asked if the District is requesting the Warriors subsidize the Golden Gate Ferry service given that the Warriors announced a subsidy of Muni service.

**TRANSPORTATION COMMITTEE/COMMITTEE OF THE WHOLE
JULY 25, 2019/PAGE 5**

Mr. Mulligan stated that the staff is having on-going conversations with the Warriors about transit subsidies.

Director Hill inquired if there would be a discount rate for Clipper usage and if the rate is a violation of the District's principles. Mr. Mulligan responded that the rate would not violate the District's principles. The Board has an established policy for Special Event fares to recover 100% of the cost and there are no discounts. He added that the District has been doing the same for service to Oracle Park and there is no Clipper discount. He pointed out that the District has to manage the size of the vessel to avoid overselling tickets. He explained the current process of purchasing ferry tickets for Oracle Park service and that staff wants a similar system for the Chase Center service.

Director Theriault quoted a passage from the Title VI analysis:

Overall, the analysis concludes that the proposed establishment of special event ferry service to the Chase Center will not disparately impact minority populations, but would result in a small disproportionate benefit for low income populations, based on the standards in the District's Title VI Policies, given the expected demographics of Chase Center passengers.

He stated that given the demographics of Chase Center passengers, he thought the demographics would be more at the higher end than at the lower end. Mr. Mulligan responded that intuitively one would think that, and added that the Giants ballpark service has slightly higher low income usage of the District's ferry special event service than its regular ferry service. He added that per the federal template for the Title VI analysis, the criteria used meets the requirements, and no further special findings and determinations are required.

(d) Action by Committee

Staff recommended and the Committee concurred by motion made and seconded by **Directors HILL/RABBITT** to forward the following recommendation to the Board of Directors for its consideration:

RECOMMENDATION

The Transportation Committee recommends that the Board of Directors approve actions relative to establishing Special Event ferry service between Larkspur and the Chase Center in San Francisco, and amend the Master Ordinance accordingly, as follows:

- i. Establish passenger ferry service between Larkspur and the Chase Center in San Francisco for Golden State Warriors games and other special events;
- ii. Establish a passenger fare for Special Event ferry trips between Larkspur and the Chase Center in San Francisco, as detailed in the staff report;
- iii. Approve the Title VI equity analysis, as attached to the staff report; and,

**TRANSPORTATION COMMITTEE/COMMITTEE OF THE WHOLE
JULY 25, 2019/PAGE 6**

- iv. File a Notice of Determination under the California Environmental Quality Act (CEQA)

Action by the Board at its meeting of July 26, 2019 - Ordinance

AYES (14): Directors Belforte, Cochran, Fredericks, Garbarino, Grosboll, Hill, Mastin, Moylan, Rabbitt, Sears and Sobel; Second Vice President Theriault; First Vice President Pahre; President Hernández.

NOES (0): None.

ABSENT (5): Directors Arnold, Brown, Fewer, Walton and Yee.

(6) Monthly Report on Bridge Traffic, Transit Ridership Trends, and Transit Service Performance

(a) Staff Report

In a memorandum to Committee, Director of Planning Ron Downing and General Manager Denis Mulligan provided the monthly report on traffic and ridership trends for informational purposes only and no action was recommended. A copy of the staff report is available on the District's web site or upon request from the Office of the District Secretary.

(7) Monthly Report on Activities Related to Marin Local Service Contract with the Marin County Transit District

(a) Staff Report

In a memorandum to Committee, Secretary of the District Amorette Ko-Wong provided a monthly report regarding intra-county bus service for informational purposes only and no action was recommended. A copy of the staff report is available on the District's web site or upon request from the Office of the District Secretary.

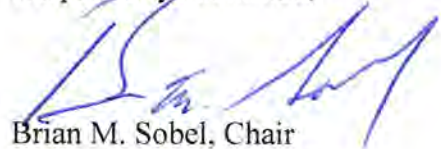
(8) Public Comment:

There was no public comment on items not on the agenda.

(9) Adjournment

All business having been concluded, the meeting was adjourned at 9:30 a.m.

Respectfully submitted,


Brian M. Sobel, Chair
Transportation Committee



Date Issued: July 26, 2019

SUMMARY OF ACTIONS
BOARD OF DIRECTORS MEETING OF JULY 26, 2019

Resolution No. 2019-046 (July 25, 2019 meeting of the Finance-Auditing Committee)

Ratifies actions taken by the Auditor-Controller, as follows:

- (1) Ratifies Commitments and/or Expenditures;
- (2) Ratifies previous investments;
- (3) Authorizes investments; and,
- (4) Accepts the "Investment Report" for June 2019.

Resolution No. 2019-047 (July 25, 2019 meeting of the Transportation Committee)

Approves actions relative to changes to Golden Gate Transit commute routes in Central and Northern Marin County's Sir Francis Drake Corridor, Marinwood, Lucas Valley and Novato areas; approves the Title VI equity analysis; and, authorizes the filing of a Notice of Exemption under the California Environmental Quality Act, as detailed in the staff report.

Ordinance No. 2019-002 (July 25, 2019 meeting of the Transportation Committee)

Approves actions relative to the establishment of passenger ferry service and fares between Larkspur and the Chase Center in San Francisco for Golden State Warriors games and other special events; approves the Title VI equity analysis; and, authorizes the filing of all necessary documentation to comply with the California Environmental Quality Act.

Resolution No. 2019-048 (July 25, 2019 meeting of the Building and Operating Committee)

Authorizes execution of Professional Services Agreement (PSA) No. 2019-B-007, *Golden Gate Bridge Physical Suicide Deterrent System, Maintenance Traveler System Fabrication Shop Inspection Services*, with Bureau Veritas North America, Inc., of Lisle, IL, in the amount of \$640,000, subject to the District receiving the California Department of Transportation's approval of the PSA prior to its execution; and establishes a 10% contingency for PSA) No. 2019-B-007, as detailed in the staff report.

Resolution No. 2019-049 (July 25, 2019 meeting of the Building and Operating Committee)

Adopts a Mitigated Negative Declaration and Mitigation Monitoring and Reporting Program for the Corte Madera Tidal Marsh Restoration Project, based upon the Initial Study and consideration of the received public comments; and approves proceeding with the final design of the Project as described in the Initial Study, as detailed in the staff report.

Resolution No. 2019-050 (July 25, 2019 meeting of the Building and Operating Committee)

Authorizes the General Manager to execute a two-year License Agreement with the San Francisco Metropolitan Transportation Authority for Golden Gate Transit to continue providing regional service to and from San Francisco using two bays on the street level Bus Plaza at Salesforce Transit Center, as detailed in the staff report.

**Summary of Actions of the Board of Directors
Meeting of July 26, 2019/Page 2**

Resolution No. 2019-051 (July 25, 2019 meeting of the Building and Operating Committee)

Approves award Contract No. 2019-MD-019, *Janitorial Services*, to Aim to Please Janitorial Services of San Francisco, CA, for a two-year base term, with three successive one-year option terms at an estimated cost of \$2,002,500; and establishes a 10% contract contingency, as detailed in the staff report.

Resolution No. 2019-052 (July 25, 2019 meeting of the Building and Operating Committee)

Approves award Contract No. 2019-MD-002, *Security Guard Services for the Bus and Ferry Facilities*, to Barbier Security Group of San Rafael, CA, for a two-year base term, with three successive one-year option terms at an estimated cost of \$3,304,612; and establishes a 15% contract contingency, as detailed in the staff report.

Resolution No. 2019-053 (July 25, 2019 meeting of the Building and Operating Committee)

Approves award Contract No. 2019-D-031, *EJ Ward System Upgrade*, to EJ Ward Inc., of San Antonio, TX, in the amount of \$441,756, for implementation of a software and hardware upgrade, and ongoing support and maintenance of the District's Fuel Inventory Control and Management System software and fueling hardware; and establishes a 20% contract contingency, as detailed in the staff report.

Resolution No. 2019-054 (July 25, 2019 meeting of the Finance-Auditing Committee)

Authorizes the General Manager to file an application with the Metropolitan Transportation Commission for FY 19/20 Transportation Development Act, State Transit Assistance, and Regional Measure 2 funds to support bus, ferry, and paratransit services in the amount of \$29,195,602, as detailed in the staff report.

Resolution No. 2019-055 (July 25, 2019 meeting of the Finance-Auditing Committee)

Authorizes the setting of a public hearing on Thursday, August 22, 2019, at 9:00 a.m. in the Board Room, Administration Building, Golden Gate Bridge Toll Plaza, San Francisco, to receive public comment on the establishment of "Means-Based Fares," that would provide a fare discount for low-income riders on Golden Gate Transit regional bus routes and regular (non-special event) Golden Gate Ferry service, as detailed in the staff report.

Resolution No. 2019-056 (July 25, 2019 meeting of the Finance-Auditing Committee)

Authorizes execution of a professional services agreement with Wells Fargo Bank, N.A., of San Francisco, CA, relative to Request for Proposals No. 2019-D-017, *Banking and Associated Financial Services*, for a base term of five years and five one-year option terms, for an estimated cost of \$660,000, for the five-year base, plus five-year options, as detailed in the staff report; with the understanding that the Finance-Auditing Committee's concerns regarding some of Wells Fargo's reported business practices and attitudes in other business areas that are inconsistent with the values espoused by the District's Board of Directors, be conveyed in a transmittal to Wells Fargo upon execution of the agreement.


**Summary of Actions of the Board of Directors
Meeting of July 26, 2019/Page 3**

Resolution No. 2019-057 (July 26, 2019 meeting of the Rules, Policy and Industrial Relations Committee)

Approves amendments, as detailed in the staff report, relative to the Accounting Department's Table of Organization by eliminating one Accounting Analyst; adding one Accountant; and, designating authority to the General Manager to reclassify the Accountant position to an Accounting Analyst position, at some point in the future if deemed appropriate.

Resolution No. 2019-058 (July 26, 2019 meeting of the Rules, Policy and Industrial Relations Committee)

Approves amendments, as detailed in the staff report, relative to the Human Resources Department's Table of Organization by eliminating one Human Resources Director; adding two Human Resources Analysts; reclassifying one Senior Human Resources Analyst position to Human Resources Manager; and adjusting the salary of one Human Resources Manager position, as detailed in the staff report.



Amorette M. Ko-Wong, Secretary of the District

AMK:EIE:plw

GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

RESOLUTION NO. 2019-046

**RATIFY PREVIOUS ACTIONS BY THE AUDITOR-CONTROLLER AND ACCEPT
THE INVESTMENT REPORTS FOR JUNE 2019
AS PREPARED BY PUBLIC FINANCIAL MANAGEMENT**

July 26, 2019

WHEREAS, the Auditor-Controller and the Finance-Auditing Committee, at its meeting of July 25, 2019, has so recommended; now, therefore, be it

RESOLVED that the Board of Directors (Board) of the Golden Gate Bridge, Highway and Transportation District had no commitments and/or expenditures for the period June 1, 2019, through June 30, 2019, as detailed in the staff report; and be it further

RESOLVED that the Board hereby ratifies investments made during the period June 12, 2019 through July 15, 2019, as further detailed in the staff report; and be it further

RESOLVED that the Board hereby authorizes the reinvestment, within the established policy of the Board, of any investments maturing between July 16, 2019 and August 12, 2019, as well as the investment of all other funds not required to cover expenditures which may become available; and, be it further

RESOLVED that the Board hereby accepts the Investment Report for June 2019, as prepared by Public Financial Management and included in the staff report.


ADOPTED this 26th day of July 2019, by the following vote of the Board of Directors:

- AYES (18):** Directors Belforte, Brown, Cochran, Fewer, Fredericks, Garbarino, Grosboll, Hill, Mastin, Moylan, Rabbitt, Sears, Sobel, Walton, and Yee; Second Vice President Theriault; First Vice President Pahre President Hernández.
- NOES (0):** None.
- ABSENT (1):** Director Arnold.



Sabrina Hernández
President, Board of Directors

ATTEST:


Amorette M. Ko-Wong
Secretary of the District

Reference:

July 25, 2019, Finance-Auditing Committee, Agenda Item No. 3
<http://goldengate.org/board/2019/agendas/documents/2019-0725-FinanceComm-No3-RatifyAction.pdf>

GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

RESOLUTION NO. 2019-047

APPROVE ACTIONS RELATIVE TO GOLDEN GATE TRANSIT COMMUTE ROUTES IN CENTRAL AND NORTHERN MARIN COUNTY, APPROVAL OF THE TITLE VI EQUITY ANALYSIS AND AUTHORIZE FILING A NOTICE OF EXEMPTION UNDER THE CALIFORNIA ENVIRONMENTAL QUALITY ACT

July 26, 2019

WHEREAS, on April 26, 2019, by Resolution No. 2019-019, the Golden Gate Bridge, Highway and Transportation District's (District) Board of Directors (Board) approved the setting of a public hearing on June 20, 2019, to gather public input on proposed changes to Golden Gate Transit commute routes in Central and Northern Marin County;

WHEREAS, as detailed in the staff report, the proposal includes discontinuance of Route 44 and changes in the areas of Sir Francis Drake Corridor, Marinwood, Lucas Valley, and Novato, affecting routes 24, 24X, 27, 38, 54, 54C, 56, and 58 due to duplicative service and declining ridership on some routes that did not meet the Board-adopted service standard;

WHEREAS, the District's *Rules of the Board* and Title VI Policies call for a public hearing to be held when discontinuation of a route is proposed and members of the public were encouraged to submit comments on the proposal at outreach activities or in writing, either electronically or by mail;

WHEREAS, the District received 197 individual comments from members of the public and, in response to extensive public feedback and requests, District staff modified the proposed service changes;

WHEREAS, in accordance with the District's Title VI Policy, staff conducted an equity analysis regarding discontinuance of Route 44, which concluded that discontinuance of Route 44 does not constitute a disproportionate burden on low income riders or disparate impact on minority riders.

WHEREAS, the Transportation Committee at its meeting of July 25, 2019, has so recommended; now, therefore, be it

RESOLVED that the Board of Directors of the Golden Gate Bridge, Highway and Transportation District hereby approves the following actions relative to Golden Gate Transit commute routes in Central and Northern Marin County:

1. Sir Francis Drake Corridor: add one evening trip on Route 24, modify Route 24X to provide non-stop service between the College of Marin and Golden Gate Bridge Toll Plaza and adjust service levels, and discontinue Route 27 between Sleepy Hollow and the San Anselmo Hub;

RESOLUTION NO. 2019-047
BOARD OF DIRECTORS MEETING OF JULY 26, 2019
PAGE 2

2. Marinwood, Lucas Valley, and Novato: discontinue Route 44, extend Route 38 from Terra Linda to Marinwood and add one afternoon trip, provide service to Lucas Valley on new Route 38A, adjust Route 54 service levels at bus pads in the San Rafael area, terminate Routes 54 and 54C in central Novato, replace Route 56 with Route 56X and increase service levels, and add an afternoon trip on Route 58; and be further

RESOLVED that the Board approves the Title VI equity analysis as attached to the staff report; and, be it further


RESOLVED that the Board authorizes the filing of a Notice of Exemption with the City and County of San Francisco and the County of Marin under the California Environmental Quality Act.

ADOPTED this 26th day of July 2019, by the following vote of the Board of Directors:

AYES (18): Directors Belforte, Brown, Cochran, Fewer, Fredericks, Garbarino, Grosboll, Hill, Mastin, Moylan, Rabbitt, Sears, Sobel, Walton, and Yee; Second Vice President Theriault; First Vice President Pahre President Hernández.

NOES (0): None.

ABSENT (1): Director Arnold.



Sabrina Hernández
President, Board of Directors



ATTEST:
Amorette M. Ko-Wong
Secretary of the District

Reference:

July 25, 2019, Transportation Committee, Agenda Item No. 4
<http://goldengate.org/board/2019/agendas/documents/2019-0725-TransComm-No4-ApprGGTMarinCommuteSvcChanges.pdf>

GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

ORDINANCE NO. 2019-002

AN ORDINANCE TO AMEND MASTER ORDINANCE 2017, TO ESTABLISH FERRY SPECIAL EVENT FARES AND SERVICE BETWEEN LARKSPUR AND THE CHASE CENTER IN SAN FRANCISCO

July 26, 2019

THIS ORDINANCE is adopted with reference to the following facts and circumstances which are found and declared by the Board of Directors (Board) of the Golden Gate Bridge, Highway and Transportation District (District):

1. The District is authorized to maintain, and operate any and all modes of transportation within or partly outside the District, including, but not limited to, water transportation, and may join with other public agencies to provide any such mode of transportation as may be deemed by the Board to be reasonable and appropriate to provide or to assist in providing transportation within or partly outside the District.

2. The Golden State Warriors have constructed Chase Center, a new multi-purpose arena in the Mission Bay neighborhood in San Francisco, with seating capacity of approximately 18,000 people, which is anticipated to open in September 2019 and will host a variety of special events, including sporting events and concerts, which are anticipated to increase traffic over the Golden Gate Bridge before and after the events. The provision of special event ferry service from Larkspur to Mission Bay before and after events at Chase Center (Chase Center Service) could substantially reduce congestion on the Golden Gate Bridge.

3. The Chase Center Service will initially be provided to an interim ferry landing on the south side of Port of San Francisco (Port) Pier 48 (Interim Landing) until the completion of a permanent terminal at the intersection of Terry A. Francois Boulevard and 16th Street, adjacent to Agua Vista Park (Permanent Terminal).

4. Provision of Chase Center Service would be a Special Event Transit Service, as defined by the District's 2017 Master Ordinance. The District's policy is to set fares for Special

ORDINANCE NO. 2019-002
BOARD OF DIRECTORS MEETING OF JULY 26, 2019
PAGE 2

Event Transit Service so as to fully recover its operating expenses.

5. Provision of Chase Center Service constitutes a major service change, requiring an equity analysis under the District's major service change policy, and Federal Transit Administration Circular 4702.1B, implementing Title VI of the Civil Rights Act of 1964. The District's equity analysis, attached hereto as Exhibit A and incorporated by reference (Equity Analysis) has concluded that the proposed Chase Center Service will not have a disparate impact on minority riders or a disproportionate burden on low-income riders.

6. The Board of Directors has carefully considered the staff proposal, public comments from a public hearing held on June 20, 2019, and the recommendation of the Finance-Auditing Committee and finds that the recommended special event ferry fares for ferry service between Larkspur and Chase Center will recover costs for providing a value-priced service to the community.

7. Under the California Environmental Quality Act (Public Resources Code §§ 21000 *et seq.*) the Port is the lead agency for the implementation of the Mission Bay Ferry Landing and Water Taxi Landing project, which includes provision of ferry service to Chase Center, and the District is a responsible agency with respect to the provision of the Chase Center Service. The Port approved a final mitigated negative declaration for the Mission Bay Ferry Landing and Water Taxi Landing project (State Clearinghouse No: 2018052002) on July 6, 2018 (FMND) analyzing the environmental impacts of the construction of the Permanent Terminal and the provision of ferry service to the Permanent Terminal. The Port approved an addendum to its FMND, dated June 4, 2019, analyzing the environmental impacts of the implementation of ferry service to the Interim Landing, concluding that service to the Interim Landing would not cause new significant impacts.

NOW, THEREFORE, BE IT ORDAINED BY THE BOARD OF DIRECTORS OF THE GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT AS FOLLOWS:

ORDINANCE NO. 2019-002
BOARD OF DIRECTORS MEETING OF JULY 26, 2019
PAGE 3

Section 1. Amendments to Master Ordinance 2017. Master Ordinance 2017 is amended as follows:

A. Section III, “Golden Gate Transit – Bus and Ferry Systems,” Subsection C, “Bus and Ferry Transit Single Ride Fare Schedule,” Subdivision 1, “Regional Transit Adult Single Ride Fare Table” is amended by adding the language to the chart under the heading “Regional Ferry Fares” as follows:

Regional Ferry Fares	
Oracle Park Ferry (Effective March 1, 2019)	\$14.00
Chase Center (Effective August 1, 2019)	\$14.00

B. Section III, “Golden Gate Transit – Bus and Ferry Systems,” Subsection G, “Special Event Ferry Service,” is amended to add new Subdivision 2 as follows:

2. Chase Center. The District may provide direct ferry service between Larkspur and Chase Center for Golden State Warriors basketball games and other special events. Chase Center service will embark and disembark at the interim ferry landing at Pier 48 until the completion of a permanent terminal at the intersection of Terry A. Francois Boulevard and 16th Street, adjacent to Agua Vista Park, at which point the District will provide service to the permanent terminal. The General Manager will determine the special events to be served, based upon a showing that there is sufficient public interest in the event; the revenue generated will cover all operating costs, as well as any marketing and advertising costs; and the service will not impact regularly scheduled commute or existing service. Fares for this special event service are set to cover the total cost of the service and will be updated as needed by the Board. The following Chase Center one-way fare schedule is hereby established.

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EFFECTIVE AUGUST 1, 2019:

Basic Fare	\$14.00	Age 5 and up, without allowing the use of discounts.
Child Fare	Free	Up to 2 children who are under age 5 with a responsible fare-paying passenger. The fare for additional children is at the basic fare for special events.

Section 2. **Effective Date.** The effective date of this Ordinance shall be August 1, 2019. Except as otherwise modified by this Ordinance, Master Ordinance 2017 shall remain in full force and effect.

Section 3. **Equity Analysis.** The Equity Analysis is hereby adopted.

Section 4. **California Environmental Quality Act.** The Board has reviewed and considered the information contained in the Mitigated Negative Declaration for the Mission Bay Ferry Landing and Water Taxi Landing Project (State Clearinghouse No. 2018052002), dated July 6, 2018 and the Addendum to the Mitigated Negative Declaration for the Mission Bay Ferry Landing and Water Taxi Landing Project, dated June 4, 2019 prepared by the Port of San Francisco with respect to the Chase Center Service and determined that the implementation of the Chase Center Service will not have significant effects on the environment. The General Manager, or designee, is directed to file all necessary documentation to comply with the California Environmental Quality Act, including a notice of determination.

Section 5. **Implementation.** The General Manager, or designee, is authorized to take all actions necessary and proper to implement the Chase Center Service consistent with the FMND, the June 4, 2019 addendum to the FMND, and all applicable laws.

Section 6. **Severability.** If any provision of this Ordinance or the application thereof to any person or circumstances is held invalid, such invalidity shall not affect any other provisions or applications of this Ordinance, which can be given effect without the invalid provision or application, and to this end, the provisions of this Ordinance are severable.


ORDINANCE NO. 2019-002
BOARD OF DIRECTORS MEETING OF JULY 26, 2019
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ADOPTED this 26th day of July 2019, by the following vote of the Golden Gate Bridge, Highway and Transportation District Board of Directors:

AYES (18): Directors Belforte, Brown, Cochran, Fewer, Fredericks, Garbarino, Grosboll, Hill, Mastin, Moylan, Rabbitt, Sears, Sobel, Walton, and Yee; Second Vice President Theriault; First Vice President Pahre President Hernández.

NOES (0): None.

ABSENT (1): Director Arnold.



Sabrina Hernández
President, Board of Directors

ATTEST:



Amorette M. Ko-Wong
Secretary of the District

GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

RESOLUTION NO. 2019-048

**APPROVE ACTIONS RELATIVE TO AWARD OF PROFESSIONAL SERVICES
AGREEMENT NO. 2019-B-007, GOLDEN GATE BRIDGE PHYSICAL SUICIDE
DETERRENT SYSTEM, MAINTENANCE TRAVELER SYSTEM FABRICATION SHOP
INSPECTION SERVICES, WITH BUREAU VERITAS NORTH AMERICA, INC.**

July 26, 2019

WHEREAS, at its December 16, 2016 meeting, the Board of Directors, by Resolution No. 2016-087, authorized the award of construction Contract No. 2016-B-1, *Golden Gate Bridge Physical Suicide Deterrent System and Wind Retrofit Projects*, to Shimmick Construction Company, Inc./Danny's Construction Company, LLC, a Joint Venture;

WHEREAS, Contract No. 2016-B-1 involves construction of a physical suicide deterrent consisting of a horizontal stainless steel net system supported by cantilevered steel brackets spaced 50 feet apart as well as construction of four bottom travelers, four interior travelers and eight side travelers to replace the existing maintenance travelers located on the Suspension Bridge;

WHEREAS, the travelers consist of, in general, steel tubes, channels and angles welded and bolted together to form a truss frame and prototypes of each traveler type will be constructed and tested at the fabrication facility prior to the travelers being delivered to the jobsite.

WHEREAS, the District's Construction Management Plan (Management Plan) for Contract 2016-B-1 was approved by the project funding agencies, the Federal Highway Administration (FHWA) and Caltrans and requires the District to verify that the fabrication Quality Control plans are adhered to, including conducting inspections at the contractor's fabrication facilities;

WHEREAS, on April 24, 2019, the District issued Request for Statement of Qualifications and Proposal (SOQ&P), RFQ/RFP No. 2018-B-075, *Golden Gate Bridge Physical Suicide Deterrent System, Maintenance Traveler System Fabrication Shop Inspection Services*, and one Statement of Qualifications and Proposals was received on May 21, 2019;

WHEREAS, representatives from the Engineering Department, the District's Disadvantaged Business Enterprise (DBE) Program Administrator, and District's Attorney reviewed the SOQ&P and determined that it was responsive to the solicitation requirements;

WHEREAS, the District's selection committee, consisting of the two Supervising Civil Engineers and a Senior Steel Inspector reviewed the SOQ&Ps, interviewed the proposed team and evaluated them based upon the RFQ/RFP criteria and determined that Bureau Veritas North America, Inc. has the qualifications and experience necessary to perform the requested services;

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WHEREAS, following the procedures set forth in the RFQ/RFP, staff reviewed the cost proposal submitted by Bureau Veritas North America, Inc., and negotiated a total not-to-exceed price of \$640,000 for the services that staff has determined is fair and reasonable;

WHEREAS, the District's DBE Program Administrator has determined that Bureau Veritas North America, Inc., has complied with the DBE requirements applicable to the PSA and at this time, 18% DBE participation is anticipated during the performance of these services; and,

WHEREAS, the Building and Operating Committee at its meeting of July 25, 2019, has so recommended; now, therefore, be it

RESOLVED that the Board of Directors (Board) hereby authorizes execution of Professional Services Agreement (PSA) No. 2019-B-007, *Golden Gate Bridge Physical Suicide Deterrent System, Maintenance Traveler Fabrication Shop Inspection Services*, with Bureau Veritas North America, Inc., Lisle, IL, in an amount not to exceed \$640,000, subject to the Golden Gate Bridge, Highway and Transportation District receiving the California Department of Transportation's approval of the PSA prior to its execution; and, be it further

RESOLVED that the Board hereby establishes a 10% contingency for PSA No. 2019-B-007 in the amount of \$64,000.00 and, be it further

RESOLVED that sufficient funds to finance the PSA and its contingency are included in the budget for construction of the Golden Gate Bridge Physical Suicide Deterrent System Project (Project #1526).


ADOPTED this 26th day of July 2019, by the following vote of the Board of Directors:

AYES (18): Directors Belforte, Brown, Cochran, Fewer, Fredericks, Garbarino, Grosboll, Hill, Mastin, Moylan, Rabbitt, Sears, Sobel, Walton and Yee; Second Vice President Theriault; First Vice President Pahre; President Hernández.

NOES (0): None.

ABSENT (1): Director Arnold.

ATTEST:



Amorette M. Ko-Wong
Secretary of the District



Sabrina Hernández
President, Board of Directors

Reference:

July 25, 2019, Building and Operating Committee, Agenda Item No. 3
<http://goldengate.org/board/2019/agendas/documents/2019-0725-BOComm-No3-AwardTravelerShopInspectionServices.pdf>

GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

RESOLUTION NO. 2019-049

**ADOPT A MITIGATED NEGATIVE DECLARATION AND APPROVE ACTIONS
RELATIVE TO THE CORTE MADERA TIDAL MARSH RESTORATION PROJECT**

July 26, 2019

WHEREAS, the Golden Gate Bridge, Highway and Transportation District (District) is undertaking a project to create four acres of new tidal marsh on property it owns in the Town of Corte Madera, Marin County as part of its environmental mitigation obligations associated with ferry operations at the Larkspur Ferry Terminal (Project);

WHEREAS, the District's existing four-acre environmental mitigation obligation includes establishing two acres of tidal marsh suitable for California Ridgway's rail as a condition of a 1988 United States Army Corps of Engineers (Corps) dredging permit (#17486N), and an additional two acres of tidal marsh associated with the introduction in 1996 of high-speed ferry service at the Larkspur Ferry Terminal;

WHEREAS, in 2014, the District retained the services of a consultant, WRA, Inc., to develop concepts for the marsh restoration, conduct studies of potential impacts of the concepts on the environment and, if the Project is approved by the Board of Directors, prepare the final design and construction bid documents;

WHEREAS, as required by the California Environmental Quality Act (CEQA), the District and its consultant prepared an Initial Study and Proposed Mitigated Negative Declaration (IS/MND) Report for the Project;

WHEREAS, on April 26, 2019, the CEQA Initial Study and Notice of Intent to Adopt a Mitigated Negative Declaration was filed and circulated for review and comment by the public and other interested parties, agencies and organizations;

WHEREAS, the District received two (2) written comments at the open house, and written comments from two (2) public agencies (the Town of Corte Madera and the Federated Indians of Graton Rancheria), three (3) members of the public, and two (2) groups (the Marin Audubon Society, and Marin Baylands Advocate);

WHEREAS, the comments were reviewed and staff has determined that the proposed mitigation measures included in the IS/MND sufficiently address the submitted Project impact concerns and no changes to the proposed Project scope and mitigations are required; and,

WHEREAS, the Building and Operating Committee/Committee of the Whole, at its meeting of July 25, 2019, has so recommended; now, therefore, be it

RESOLVED that the Board of Directors (Board) of the Golden Gate Bridge, Highway and Transportation District hereby adopts a Mitigated Negative Declaration and Mitigation Monitoring and Reporting Program for the Corte Madera Tidal Marsh Restoration Project

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(Project), based upon the Initial Study and consideration of the received public comments, in accordance with the provisions of Title 14, Chapter 3, Article 6 of the California Code of Regulations regarding the California Environmental Quality Act; and, be it further

RESOLVED that the Board hereby approves proceeding with the final design of the Project as described in the Initial Study.


ADOPTED this 26th day of July 2019, by the following vote of the Board of Directors:

- AYES (18):** Directors Belforte, Brown, Cochran, Fewer, Fredericks, Garbarino, Grosboll, Hill, Mastin, Moylan, Rabbitt, Sears, Sobel, Walton, and Yee; Second Vice President Theriault; First Vice President Pahre President Hernández.
- NOES (0):** None.
- ABSENT (1):** Director Arnold.



Sabrina Hernández
President, Board of Directors

ATTEST:



Amorette M. Ko-Wong
Secretary of the District

Reference:

July 25, 2019, Building and Operating Committee, Agenda Item No. 4
<http://goldengate.org/board/2019/agendas/documents/2019-0725-BOComm-No4-AdoptMitigatedNegDeclCMMarshProject.pdf>

GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

RESOLUTION NO. 2019-050

AUTHORIZE EXECUTION OF AN LICENSE AGREEMENT WITH SAN FRANCISCO MUNICIPAL TRANSPORTATION AGENCY FOR THE SALESFORCE TRANSIT CENTER BUS PLAZA IN SAN FRANCISCO, CA

July 26, 2019

WHEREAS, on September 1, 2018, the Golden Gate Bridge, Highway and Transportation District (District) began using two bays on the street level Bus Plaza of the Salesforce Transit Center in San Francisco under a License Agreement with the San Francisco Municipal Transportation Agency (SFMTA), the lessee of the multi-platform Bus Plaza, under a three-year lease with the TJPA;

WHEREAS, on September 25, 2018, the closure of Salesforce Transit Center required Golden Gate Transit (GGT) to return to operating on city streets for its regional basic service and return to the Temporary Transbay Transit Center, which it had used at no cost under an agreement with AC Transit during the construction of the Salesforce Transit Center;

WHEREAS, the Transbay Joint Powers Authority announced a July 1, 2019 re-opening date for the Salesforce Transit Center, with transit operations to follow soon after for SFMTA and GGT, then subsequently for AC Transit and the remaining operators;

WHEREAS, based on the date GGT operations re-commence at the Bus Plaza, there will be a reconciliation of rent paid and partial occupancy for September 2018, July 2019, and August 2019, based on the 2018 License Agreement, and any remaining credit due will be applied to the initial month rent due on September 1, 2019, based on the terms of the new License Agreement;

WHEREAS, the Building and Operating Committee at its meeting of July 25, 2019, has so recommended; now, therefore, be it

RESOLVED that the Board of Directors of the Golden Gate Bridge, Highway and Transportation District (District) hereby authorizes the General Manager to execute a two-year License Agreement, effective September 1, 2019, with the San Francisco Municipal Transportation Agency (SFMTA) for Golden Gate Transit regional service to and from San Francisco using two bays on the street level Bus Plaza at Salesforce Transit Center, at an estimated license fee of \$222,600 for the first year and subject to an overall cap of \$750,000 for the two year license term; and, be it further

RESOLVED that the License Agreement continues the use of the Bus Plaza initiated under a one-year License Agreement, effective September 1, 2018.

ADOPTED this 26th day of July 2019, by the following vote of the Board of Directors:

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AYES (18): Directors Belforte, Brown, Cochran, Fewer, Fredericks, Garbarino, Grosboll, Hill, Mastin, Moylan, Rabbitt, Sears, Sobel, Walton and Yee; Second Vice President Theriault; First Vice President Pahre; President Hernández.

NOES (0): None.

ABSENT (1): Director Arnold.



Sabrina Hernández
President, Board of Directors



ATTEST: _____
Amorette M. Ko-Wong
Secretary of the District

Reference:

July 25, 2019, Building and Operating Committee, Agenda Item No. 5
<http://goldengate.org/board/2019/agendas/documents/2019-0725-BOComm-No5-AuthExecofAgreemtSFMTASalesforceTransitCent.pdf>

GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

RESOLUTION NO. 2019-051

**APPROVE ACTIONS RELATIVE TO AWARD OF
CONTRACT NO. 2019-MD-019, JANITORIAL SERVICES,
TO AIM TO PLEASE JANITORIAL SERVICES**

July 26, 2019

WHEREAS, the Golden Gate Bridge, Highway and Transportation District's (District) current contract for janitorial services will expire on August 31, 2019.

WHEREAS, on April 16, 2019 the District issued Request for Proposal (RFP) No. 2019-MD-019, *Janitorial Services*, for janitorial services at the Golden Gate Bridge Toll Plaza and the San Rafael Facility; and, on Tuesday, May 14, 2019, the District received proposals from Aim to Please Janitorial Services and Impec Group;

WHEREAS, an Evaluation Committee (Committee) reviewed and scored the proposals, applying evaluation criteria set forth in the RFP, and the Committee's analysis resulted in Aim to Please Janitorial Services receiving the highest consensus ranking for the specified District facilities;

WHEREAS, the Disadvantaged Business Enterprise (DBE) Program Administrator has determined that Aim to Please is not certified as a DBE firm but is certified as a Small Business Enterprise (SBE) with the California Department of General Services, therefore SBE participation is anticipated during the performance of this Contract; and

WHEREAS, the Building and Operating Committee/Committee of the Whole, at its meeting of July 25, 2019, has so recommended; now, therefore, be it

RESOLVED that the Board of Directors of the Golden Gate Bridge, Highway and Transportation District (District) hereby approves award of Contract No. 2019-MD-019, *Janitorial Services*, to Aim to Please Janitorial Services of San Francisco, CA, for janitorial services at the Golden Gate Bridge Toll Plaza and the San Rafael Facility for a two-year base term, with three successive one-year option terms with the understanding that the estimated cost for the two-year base plus all three option years is \$2,002,500; and, be it further

RESOLVED that the Board hereby authorizes the establishment of a 10% contract contingency in the amount of \$200,250.

ADOPTED this 26th day of July 2019, by the following vote of the Board of Directors:

AYES (18): Directors Belforte, Brown, Cochran, Fewer, Fredericks, Garbarino, Grosboll, Hill, Mastin, Moylan, Rabbitt, Sears, Sobel, Walton and Yee; Second Vice President Theriault; First Vice President Pahre; President Hernández.

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NOES (0): None.
ABSENT (1): Director Arnold.



Sabrina Hernández
President, Board of Directors

ATTEST:



Amorette M. Ko-Wong
Secretary of the District

Reference:

July 25, 2019, Building and Operating Committee, Agenda Item No. 6
<http://goldengate.org/board/2019/agendas/documents/2019-0725-BOComm-No6-ApprActAwardofJanitorialServices.pdf>

GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

RESOLUTION NO. 2019-052

**APPROVE ACTIONS RELATIVE TO AWARD OF CONTRACT NO. 2019-MD-002,
SECURITY GUARD SERVICES FOR THE BUS AND FERRY FACILITIES, TO
BARBIER SECURITY GROUP**

July 26, 2019

WHEREAS, the current contract for security guard and security patrol services for the Golden Gate Transit bus facilities located in Santa Rosa, Novato, San Rafael and San Francisco, the Golden Gate Ferry facilities located in Larkspur and San Francisco, and on-board ferry service to and from Oracle Park for San Francisco Giants games expires on August 7, 2019;

WHEREAS, on May 8, 2019, the District issued Request for Proposals No. 2019-MD-002, *Security Guard Services for Bus and Ferry Facilities*, and received three proposals by the due date of June 11, 2019;

WHEREAS, the Evaluation Committee ranked Barbier Security Group (Barbier) highest; and found that Barbier is responsive and responsible, and that Barbier's price proposal is fair and reasonable;

WHEREAS, the District's Attorney and the Disadvantaged Business Enterprise (DBE) Program Administrator reviewed the proposals and determined that Barbier properly submitted all required documents in response to the RFP;

WHEREAS, Barbier is not certified as a DBE and no contract-specific DBE or Small Business Enterprise goal was established for this contract since there were no subcontracting opportunities, therefore, no DBE participation is anticipated during the performance of this contract; and,

WHEREAS, the Building and Operating Committee, at its meeting of July 25, 2019, has so recommended; now, therefore, be it

RESOLVED that the Board of Directors of the Golden Gate Bridge, Highway and Transportation District (District) hereby approves award of Contract No. 2019-MD-002, *Security Guard Services for the Bus and Ferry Facilities*, to Barbier Security Group of San Rafael, CA, for a two-year base period and three one-year optional renewals, with the understanding that the estimated cost for the two-year base plus all three option years is \$3,304,612; and, be it further

RESOLVED the Board hereby authorizes the establishment of a 15% contract contingency in the amount of \$495,692 to allow for temporary and long-term increases in staffing as needed, as well as other unanticipated circumstances and a contractually permitted possible increase in years three to five.

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ADOPTED this 26th day July 2019, by the following vote of the Board of Directors:

AYES (18): Directors Belforte, Brown, Cochran, Fewer, Fredericks, Garbarino, Grosboll, Hill, Mastin, Moylan, Rabbitt, Sears, Sobel, Walton and Yee; Second Vice President Theriault; First Vice President Pahre; President Hernández.

NOES (0): None.

ABSENT (1): Director Arnold.



Sabrina Hernández
President, Board of Directors

ATTEST:



Amorette M. Ko-Wong
Secretary of the District

Reference:

July 26, 2019, Building and Operating Committee, Agenda Item No. 7
<http://goldengate.org/board/2019/agendas/documents/2019-0725-BOComm-No7-ApprActionsSecurityGuardSvcsBusAndFerry.pdf>

GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

RESOLUTION NO. 2019-053

**APPROVE ACTIONS RELATIVE TO AWARD OF CONTRACT NO. 2019-D-031,
EJ WARD SYSTEM UPGRADE, TO EJ WARD, INC.**

July 26, 2019

WHEREAS, the District's Asset Management System and Vehicle Fluid Management System (AVFMS), supplied by EJ Ward, Inc. (EJ Ward), provides real time inventory control of fuels at five Golden Gate Bridge, Highway and Transportation District (District) owned and operated locations that dispense and store fuel;

WHEREAS, the District's current EJ Ward software version, implemented in 2010, is no longer supported by the vendor and uses an Oracle database that runs on Windows Server 2003 which is no longer supported by both Oracle and Microsoft and the existing software application and hardware are inadequate due to aged and unreliable infrastructure, inaccurate data collection, and high system administrative resource demands;

WHEREAS, EJ Ward is the sole provider of upgrades, maintenance and support for its proprietary fuel inventory and management system;

WHEREAS, staff recommends that the existing EJ Ward system be upgraded to EJ Ward's current software version of software as a service (SaaS) Cloud-based offering, as well as a hardware upgrade of all the District's existing Fuel Control Terminals and CANceivers to EJ Ward's latest terminal equipment and vehicle products;

WHEREAS, staff, with concurrence of the District's Attorney, has determined that upgrading the EJ Ward system meets the District's Procurement Manual requirements for a non-competitive procurement and is in the best interests of the District; and

WHEREAS, the Building and Operating Committee, at its meeting of July 25, 2019, has so recommended; now, therefore, be it

RESOLVED that the Board of Directors (Board) of the Golden Gate Bridge, Highway and Transportation District (District) hereby approves award of Contract No. 2019-D-031, *EJ Ward System Upgrade*, to EJ Ward, Inc. of San Antonio, TX, in the amount of \$441,756, with the understanding that \$386,266 will be for implementation of a software and hardware upgrade and \$55,490 will be for ongoing support and maintenance of the District's Fuel Inventory Control and Management System software (FuelView) and fueling hardware from EJ Ward for a three-year term; and, be it further

RESOLVED that the Board hereby authorizes the establishment of a 20% contract contingency in the amount of \$77,253; and be it further

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RESOLVED that there are sufficient funds to finance the capital contract award and its contingency in the FY 19-20 District Capital Budget, Project #1812, *Asset and Vehicle Fluid Management System*.

ADOPTED this 26th day of July 2019, by the following vote of the Board of Directors:

AYES (18): Directors Belforte, Brown, Cochran, Fewer, Fredericks, Garbarino, Grosboll, Hill, Mastin, Moylan, Rabbitt, Sears, Sobel, Walton and Yee; Second Vice President Theriault; First Vice President Pahre; President Hernández.

NOES (0): None.

ABSENT (1): Director Arnold.



Sabrina Hernández
President, Board of Directors



ATTEST: _____
Amorette M. Ko-Wong
Secretary of the District

Reference:

July 25, 2019, Building and Operating Committee, Agenda Item No. 8
<http://goldengate.org/board/2019/agendas/documents/2019-0725-BOComm-No8-ApprActionsAwardEJWardUpgrade.pdf>

GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

RESOLUTION NO. 2019-054

**AUTHORIZE FILING AN APPLICATION WITH THE METROPOLITAN
TRANSPORTATION COMMISSION FOR FY 19/20 TRANSPORTATION
DEVELOPMENT ACT, STATE TRANSIT ASSISTANCE AND REGIONAL MEASURE
2 OPERATING FUNDS TO SUPPORT BUS, FERRY AND PARATRANSIT SERVICES**

July 26, 2019

WHEREAS, the Board of Directors (Board) of the Golden Gate Bridge, Highway and Transportation District (District) operates Golden Gate Transit (GGT) bus service;

WHEREAS, the Transportation Development Act (TDA), Public Utilities Code § 99200 *et seq.*, provides for the disbursement of funds from the Local Transportation Fund (LTF) of the Counties of Marin and Sonoma for use by eligible claimants for the purpose of operating assistance;

WHEREAS, pursuant to the provisions of the TDA, and pursuant to the applicable rules and regulations thereunder in 21 Cal. Code of Regs. § 6600 *et seq.*, a prospective claimant wishing to receive an allocation from LTF shall file its claim with the Metropolitan Transportation Commission (MTC);

WHEREAS, the State Transit Assistance (STA) fund is created pursuant to Public Utilities Code § 99310 *et seq.*;

WHEREAS, the STA program makes funds available pursuant to Public Utilities Code § 99313.6 for allocation to eligible claimants to support approved transit projects;

WHEREAS, the TDA funds from the LTF of Marin and Sonoma Counties and STA funds will be required by claimant in FY 19/20 for operating assistance;

WHEREAS, the District is an eligible claimant for TDA and STA funds pursuant to Public Utilities Code §§ 99260, 99260.2 and 99275 as attested by the District's Attorney;

WHEREAS, SB 916 (Chapter 715, Statutes 2004), commonly referred to as Regional Measure 2 (RM2), identified projects eligible to receive funding under the Regional Traffic Relief Plan;

WHEREAS, the MTC is responsible for funding projects eligible for RM2 funds, pursuant to Streets and Highways Code § 30914(c) and (d);

WHEREAS, the MTC has established a process whereby eligible transportation project sponsors may submit allocation requests for RM2 funding;

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WHEREAS, allocation requests to the MTC must be submitted consistent with procedures and conditions as outlined in RM2 Policy and Procedures;

WHEREAS, the District is an eligible sponsor of transportation project(s) in RM2, Regional Traffic Relief Plan funds;

WHEREAS, GGT Bus Route 40 Bus Service and GGT Bus Route 40x Bus Service are eligible for consideration in the Regional Traffic Relief Plan of RM2, as identified in California Streets and Highways Code § 30914(d);

WHEREAS, GGT Bus Route 72x Express Bus Service and Route 101 Limited Express Bus Service are eligible for consideration in the Regional Traffic Relief Plan of RM2, as identified in California Streets and Highways Code § 30914(d) under the Regional Express Bus North project;

WHEREAS, RM2 allocation requests, as described in the Operating Assistance Proposals and incorporated herein as though set forth at length demonstrates a fully funded operating plan that is consistent with the adopted performance measures, as applicable, for which the District is requesting that the MTC allocation of RM2 funds;

WHEREAS, Document J of the project application, incorporated herein as though set forth at length, includes the certification by the District of assurances required for the allocation of funds by the MTC; and

WHEREAS, the Finance-Auditing Committee, at its meeting of July 26, 2019, has so recommended; now, therefore, be it

RESOLVED that Board of Directors (Board) of the Golden Gate Bridge, Highway and Transportation District (District) and its agents shall comply with the provisions of the Metropolitan Transportation Commission's (MTC) Regional Measure 2 (RM2) Policy Guidance (MTC Resolution No. 3636); and, be it further

RESOLVED that the District certifies that the RM2 projects are consistent with the Regional Transportation Plan (RTP); and, be it further

RESOLVED that the District approves the updated Operating Assistance Proposals, referenced herein; and, be it further

RESOLVED that the District approves the certifications and assurances required for the allocation of funds by the MTC described herein; and, be it further

RESOLVED that the District is an eligible sponsor of projects in the RM2 Regional Traffic Relief Plan in accordance with the California Streets and Highways Code § 30914(d); and, be it further

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BOARD OF DIRECTORS MEETING OF JULY 26, 2019
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RESOLVED that the District is authorized to submit applications for RM2 funds for Golden Gate Transit (GGT) Bus Routes 40, 40x, 72x, and 101, in accordance with the California Streets and Highways Code § 30914(d) and the MTC Resolution 3807; and, be it further

RESOLVED that the District certifies that the projects and purposes for which RM2 funds are being requested are in compliance with the requirements of the California Environmental Quality Act, the Public Resources Code § 21000 *et seq.*, and with the State Environmental Impact Report Guidelines, 14 Cal. Code of Regs. § 15000 *et seq.*, and, if relevant the National Environmental Policy Act, 42 USC § 4-1 *et seq.*, and the applicable regulations thereunder; and, be it further

RESOLVED that there is no legal impediment to the District making allocation requests for RM2 funds; and, be it further

RESOLVED that there is no pending or threatened litigation which might in any way adversely affect the proposed project, or the ability of the District to deliver such project; and, be it further

RESOLVED that the District indemnifies and holds harmless the MTC, its Commissioners, representatives, agents, and employees from and against all claims, injury, suits, demands, liability, losses, damages, and expenses, whether direct or indirect (including any and all costs and expenses in connection therewith), incurred by reason of any act or failure to act of the District, its officers, employees or agents, or subcontractors or any of them in connection with its performance of services under this allocation of RM2 funds, in addition to any other remedy authorized by law, so much of the funding due under this allocation of RM2 funds as shall reasonably be considered necessary by the MTC may be retained until disposition has been made of any claim for damages; and, be it further

RESOLVED that the District shall, if any revenues or profits from any non-governmental use of property (or project) that those revenues or profits shall be used exclusively for the public transportation services for which the project was initially approved, either for capital improvements or maintenance and operational costs, otherwise the MTC is entitled to a proportionate share equal to the MTC's percentage participation in the project(s); and, be it further

RESOLVED that the Board authorizes the General Manager to file an application with the MTC for FY 19/20 TDA, STA and RM2 funds to support bus, ferry and paratransit services; and, be it further

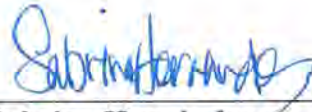
RESOLVED that the Board authorizes the General Manager to file additional, revised applications with the MTC for FY 19/20 TDA, STA and RM2 funds to support bus, ferry and paratransit services in the event that funding estimates change; and, be it further

RESOLVED that a copy of this resolution shall be transmitted to the MTC in conjunction with the filing of the District's applications referenced herein.

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BOARD OF DIRECTORS MEETING OF JULY 26, 2019
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ADOPTED this 26th day of July 2019, by the following vote of the Board of Directors:

- AYES (18):** Directors Belforte, Brown, Cochran, Fewer, Fredericks, Garbarino, Grosboll, Hill, Mastin, Moylan, Rabbitt, Sears, Sobel, Walton, and Yee; Second Vice President Theriault; First Vice President Pahre President Hernández.
- NOES (0):** None.
- ABSENT (1):** Director Arnold.



Sabrina Hernández
President, Board of Directors

ATTEST:



Amorette M. Ko-Wong
Secretary of the District

Reference:

July 26, 2019, Finance-Auditing Committee, Agenda Item No. 5a
<http://goldengate.org/board/2019/agendas/documents/2019-0725-FinanceComm-No5a-AuthorizeActionsRelativetoTDASTARM2.pdf>

GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

RESOLUTION NO. 2019-055

AUTHORIZE THE SETTING OF A PUBLIC HEARING TO RECEIVE PUBLIC COMMENT ON THE PROPOSED ESTABLISHMENT OF MEANS-BASED FARES FOR REGULAR SERVICE ON GOLDEN GATE TRANSIT BUS AND GOLDEN GATE FERRY

July 26, 2019

WHEREAS, the Golden Gate Bridge, Highway and Transportation District (District) Board of Directors' (Board) policy requires that a public hearing be held for service changes that result in the establishment of new bus or ferry routes and fares;

WHEREAS, on May 23, 2018, the Metropolitan Transportation Commission (MTC) approved implementation of a pilot Regional Means-Based Fare Program as a way to provide greater mobility options for low-income persons on participating transit systems in the Bay Area;

WHEREAS the pilot program is expected to begin in late 2019 for a duration of 12 to 18 months, depending on how quickly the available MTC funds (which partially offset the cost of the pilot program) are expended and would be solely based on fares paid using Clipper cards.

WHEREAS, each participating agency, which includes the District, BART, Caltrain, and SFMTA, may choose either a 20% or 50% discount from their currently available adult cash fare;

WHEREAS, staff recommends a 50% discount, which aligns with the 50% discount currently offered to the District's senior, persons with disabilities and youth customers;

WHEREAS, intercounty fares for travel on the District's buses and ferries would be the principal fares covered by the program;

WHEREAS, because fares for local travel on the District's buses within San Francisco and Sonoma County are set much higher than the fares charged by local operators for comparable travel in those counties, these fares would also be discounted under the program;

WHEREAS, local fares within Marin County, and East Bay local and East Bay to San Francisco fares are already discounted and would not be included in the program;

WHEREAS, staff presented a recommendation to hold a public hearing to receive comments on the establishment of "Means-Based Fares," that would provide a fare discount for low-income riders on Golden Gate Transit regional bus routes and regular (non-special event) Golden Gate Ferry service;

WHEREAS, the Finance-Auditing Committee at its meeting of July 25, 2019, has so recommended; now, therefore, be it

RESOLUTION NO. 2019-055
BOARD OF DIRECTORS MEETING OF JULY 26, 2019
PAGE 2

RESOLVED that the Board of Directors of the Golden Gate Bridge, Highway and Transportation District hereby authorizes the setting of a public hearing on Thursday, August 22, 2019, at 9:00 a.m. in the Board Room, Administration Building, Golden Gate Bridge Toll Plaza, San Francisco, to receive public comment on the establishment of “Means-Based Fares,” that would provide a fare discount for low-income riders on Golden Gate Transit regional bus routes and regular (non-special event) Golden Gate Ferry service.

ADOPTED this 26th day of July 2019 by the following vote of the Board of Directors:

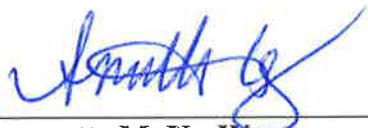
AYES (18): Directors Belforte, Brown, Cochran, Fewer, Fredericks, Garbarino, Grosboll, Hill, Mastin, Moylan, Rabbitt, Sears, Sobel, Walton and Yee; Second Vice President Theriault; First Vice President Pahre; President Hernández.

NOES (0): None.

ABSENT (1): Director Arnold.



Sabrina Hernández
President, Board of Directors



ATTEST: _____
Amorette M. Ko-Wong
Secretary of the District

Reference:

July 26, 2019, Finance-Auditing Committee, Agenda Item No. 6
<http://goldengate.org/board/2019/agendas/documents/2019-0725-FinanceComm-No6-AuthPublicHearingMeansBasedFares.pdf>

GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

RESOLUTION NO. 2019-056

**AUTHORIZE EXECUTION OF A PROFESSIONAL SERVICES AGREEMENT WITH
WELLS FARGO BANK, N.A., RELATIVE TO REQUEST FOR PROPOSALS NO. 2019-D-017,
BANKING AND ASSOCIATED FINANCIAL SERVICES**

July 26, 2019

WHEREAS, the Golden Gate Bridge, Highway and Transportation District (District) maintains a banking relationship with a financial institution to provide bank depository and related cash management services;

WHEREAS, on March 19, 2019, the District issued Request for Proposals (RFP) No. 2019-D-017, *Banking and Associated Financial Services*, to solicit proposals from qualified providers of banking services and, by the April 16, 2019 due date, had received three (3) proposals;

WHEREAS, the Evaluation Committee, composed of District staff, evaluated the proposals based upon the criteria set forth in the RFP and, as detailed in the staff report, determined that Wells Fargo Bank, N.A., was best qualified to provide banking services for the District;

WHEREAS, at its July 25, 2019 meeting, the Finance-Committee expressed concerns regarding Wells Fargo's business practices, and the Committee directed staff to convey its concerns to Wells Fargo; and,

WHEREAS, the Finance-Auditing Committee, at its meeting of July 25, 2019, has so recommended; now, therefore, be it

RESOLVED that the Board of Directors (Board) of the Golden Gate Bridge, Highway and Transportation District hereby authorizes execution of a professional services agreement with Wells Fargo Bank, N.A. (Wells Fargo), of San Francisco, CA, relative to Request for Proposals (RFP) No. 2019-D-017, *Banking and Associated Financial Services*, for a base term of five years and five one-year option terms, at a total estimated cost of \$660,000; and, be it further

RESOLVED that the Finance-Auditing Committee's concerns regarding some of Wells Fargo's reported business practices and attitudes in other business areas that are inconsistent with the values espoused by the District's Board of Directors, be conveyed in a transmittal to Wells Fargo upon execution of the agreement.

ADOPTED this 26th day of July 2019, by the following vote of the Board of Directors:

AYES (13): Directors Belforte, Cochran, Fredericks, Garbarino, Grosboll, Moylan, Rabbitt, Sears, Sobel, and Yee; Second Vice President Theriault; First Vice President Pahre; President Hernández.

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BOARD OF DIRECTORS MEETING OF JULY 26, 2019
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NOES (5): Directors Brown, Fewer, Hill, Mastin and Walton.

ABSENT (1): Director Arnold.



Sabrina Hernández
President, Board of Directors



ATTEST:

Amorette M. Ko-Wong
Secretary of the District

Reference:

July 25, 2019, Finance-Auditing Committee, Agenda Item No. 7

<http://goldengate.org/board/2019/agendas/documents/2019-0725-FinanceComm-No7-AuthExecPSAWellsFargoBankSvcs.pdf>

GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

RESOLUTION NO. 2019-057

**APPROVE ACTIONS RELATIVE TO THE ACCOUNTING DEPARTMENT
IN THE DISTRICT'S FINANCE DIVISION**

July 26, 2019

WHEREAS, the Finance Division's Accounting Department organizational structure currently includes seven positions: Director of Accounting, Accounting Manager, Accounting Analyst, two Accounting Specialists and two Accountants;

WHEREAS all positions are currently filled, with the exception of the Accounting Analyst position which is challenging to fill as it requires an expansive set of skills, many of which require strong knowledge of Golden Gate Bridge, Highway and Transportation District's (District) procedures and operations;

WHEREAS due to the specialization of talent desired for the Accounting Analyst position, staff believes that recruiting for an Accountant would, as the minimal qualifications for this position are more widely available in the employment pool;

WHEREAS, staff has recommended that the vacant Accounting Analyst position be temporarily reclassified to an Accountant position to yield a better pool of candidates, fill the position and provide training opportunities to all three Accountants, with the goal of helping the Accountants qualify for the Accounting Analyst position;

WHEREAS, the Rules, Policy and Industrial Relations Committee, at its meeting of July 26, 2019, has so recommended; now, therefore, be it

RESOLVED that the Board of Directors of the Golden Gate Bridge, Highway and Transportation District (District) hereby approves the following actions relative to the Finance Division's Accounting Department:

1. Eliminates one vacant Accounting Analyst position to add one Accountant position;
2. Delegates authority to the General Manager to reclassify one Accountant position to an Accounting Analyst position, at some point in the future when it deemed appropriate; and,
3. Amends the Table of Organization accordingly.

ADOPTED this 26th day of July 2019, by the following vote of the Board of Directors:

AYES (18): Directors Belforte, Brown, Cochran, Fewer, Fredericks, Garbarino, Grosboll, Hill, Mastin, Moylan, Rabbitt, Sears, Sobel, Walton and Yee; Second Vice President Theriault; First Vice President Pahre; President Hernández.

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BOARD OF DIRECTORS MEETING OF JULY 26, 2019
PAGE 2

NOES (0): None.

ABSENT (1): Director Arnold.



Sabrina Hernández
President, Board of Directors

ATTEST:



Amorette M. Ko-Wong
Secretary of the District

Reference:

July 26, 2019, Rules, Policy & Industrial Relations Committee, Agenda Item No. 3
<http://goldengate.org/board/2019/agendas/documents/2019-0726-RulesComm-No3-ApprActionsAccountingDeptFinance.pdf>

GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

RESOLUTION NO. 2019-058

**APPROVE ACTIONS RELATIVE TO THE HUMAN RESOURCES DEPARTMENT IN
THE DISTRICT'S ADMINISTRATION AND DEVELOPMENT DIVISION**

July 26, 2019

WHEREAS, in 2017, the Golden Gate Bridge, Highway and Transportation District's (District) Human Resources Director retired and in Fall 2017 recruitment efforts were unsuccessful in filling the position and in early 2019, the District launched another, expanded recruitment to fill the vacancy;

WHEREAS the recruitment was open for approximately three months and 17 applications were received and the District conducted formal interviews but, based on consensus of the panel, there was no candidate who demonstrated the breadth of experience needed to accomplish all of the major components of the position;

WHEREAS staff then performed an analysis as to why the recruitment market continues to be limited for this particular vacancy which showed that there were 128 vacancies within 25 miles of San Rafael for the same position requirement;

WHEREAS, in considering alternatives and after an evaluation of options, staff recommends to divide the Human Resources functions into two separate units: the Employment Administration unit and the HRIS and Compensation unit; each of these units will be managed by a Human Resources Manager;

WHEREAS, in matters of labor and employment policy, these units will continue to work with the Deputy General Manager and other applicable personnel, as they currently do today; and

WHEREAS, the Rules, Policy and Industrial Relations Committee, at its meeting of July 26, 2019, has so recommended; now, therefore, be it

RESOLVED that the Board of Directors of the Golden Gate Bridge, Highway and Transportation District hereby approves the following actions relative to the Administrative and Development Division:

1. Eliminates one Human Resources Director position at an annual salary of \$143,604 to \$173,576, not including benefits;
2. Adds two Human Resources Analyst positions at an annual salary of \$86,154 to \$104,125 not including benefits;
3. Reclassifies one Senior Human Resources Analyst position to Human Resources Manager from an annual salary of \$91,458 to \$110,615 to \$124,031 to \$149,844, not including benefits;
4. Adjusts the salary of the one existing Human Resources Manager positions from

RESOLUTION NO. 2019-057
BOARD OF DIRECTORS MEETING OF JULY 26, 2019
PAGE 2

an annual salary of \$107,058 to \$129,376 to \$124,031 to \$149,844, not including benefits; and,

5. Amends the Table of Organization accordingly.

ADOPTED this 26th day of July 2019, by the following vote of the Board of Directors:

AYES (18): Directors Belforte, Brown, Cochran, Fewer, Fredericks, Garbarino, Grosboll, Hill, Mastin, Moylan, Rabbitt, Sears, Sobel, Walton and Yee; Second Vice President Theriault; First Vice President Pahre; President Hernández.

NOES (0): None.

ABSENT (1): Director Arnold.



Sabrina Hernández
President, Board of Directors



ATTEST: _____
Amorette M. Ko-Wong
Secretary of the District

Reference:

July 26, 2019, Rules, Policy & Industrial Relations Committee, Agenda Item No. 4
<http://goldengate.org/board/2019/agendas/documents/2019-0726-RulesComm-No4-ApprHRReorg.pdf>



September 26, 2019

**MINUTES OF THE FINANCE-AUDITING COMMITTEE/
COMMITTEE OF THE WHOLE**

Honorable Board of Directors
Golden Gate Bridge, Highway
and Transportation District

Honorable Members:

A meeting of the Finance-Auditing Committee/Committee of the Whole (Committee) of the Golden Gate Bridge, Highway and Transportation District (District) was held in the Board Room, Administration Building, Golden Gate Bridge Toll Plaza, San Francisco, CA, on Thursday, September 26, 2019, at 9:35 a.m., Chair Pahre presiding.

- (1) **Call to Order:** 9:35 a.m.
- (2) **Roll Call:** Secretary of the District Amorette M. Ko-Wong.

Committee Members Present (6): Chair Pahre; Vice Chair Fredericks; Directors Cochran, Grosboll and Sobel; President Hernández (Ex Officio).

Committee Members Absent (2): Directors Moylan and Yee.

Other Directors Present (5): Directors Arnold, Belforte, Hill, Mastin and Theriault.

Committee of the Whole Members Present (11): Directors Arnold, Belforte, Cochran, Fredericks, Grosboll, Hill, Mastin and Sobel; Second Vice President Theriault; First Vice President Pahre; President Hernández.

Committee of the Whole Members Absent (8): Directors Brown, Fewer, Garbarino, Moylan, Rabbitt, Sears, Walton and Yee.

Staff Present: General Manager Denis Mulligan; Auditor-Controller Joseph Wire; District Engineer Ewa Bauer-Furbush; Secretary of the District Amorette Ko-Wong; Attorney Kimon Manolius; Deputy General Manager/Administration and Development Kellee Hopper; Deputy General Manager/Bridge Steve Miller; Division Deputy General Manager/Bus Transit Division Mona Babauta; Deputy General Manager/Ferry Division James Swindler; Director of Planning Ron Downing; Senior Board Analyst Elizabeth Eells.

Visitors Present: Lesley Murphy, PFM Asset Management, LLC.

**FINANCE-AUDITING COMMITTEE/COMMITTEE OF THE WHOLE
SEPTEMBER 26, 2019/PAGE 2**

(3) Ratification of Previous Actions by the Auditor-Controller

(a) Staff Report

In a memorandum to the Committee, Auditor-Controller Joseph Wire and General Manager Denis Mulligan reported on the commitments, disbursements and investments made on behalf of the District. The report included a copy of the District's "Investment Report" for August 2019 from PFM Asset Management, LLC (PFM). A copy of the staff report is available on the District's web site or upon request from the Office of the District Secretary.

At the meeting, PFM Senior Managing Consultant Lesley Murphy reviewed the Investment Report. She noted that in August, treasury yields decreased as a result of trade tensions and investor expectation of interest rate cuts. She stated that the Federal Reserve cut interest rates in mid-September for the second time in 2019. She noted that most markets participants are anticipating one additional rate cut by the end of 2019. She confirmed the District's portfolio is in compliance with Board policy and the law, and is well-diversified. She reiterated PFM's priority to maintain the safety of the District's portfolio.

(b) Discussion by the Committee

Director Grosboll asked if the District has any investments related to Ukraine. Ms. Murphy answered the District does not have any investments related to Ukraine.

Director Hill asked if the District has specific investments in fossil fuels. Ms. Murphy responded that the District does not have investments in fossil fuels, and noted PFM could explore those possible investments if desired. She noted that PFM strives to make the District's investments credit worthy and appropriate for a public agency.

(c) Action by the Committee

Staff recommended and the Committee concurred by motion made and seconded by **Directors COCHRAN/SOBEL** to forward the following recommendation to the Board of Directors for its consideration:

RECOMMENDATION

The Finance-Auditing Committee/Committee of the Whole recommends that the Board of Directors approve the following actions:

- i. The Board of Directors ratifies commitments and/or expenditures totaling \$40,878.00 for the period August 1, 2019, through August 31, 2019;
- ii. Ratify investments made during the period August 16, 2019, through September 16, 2019;
- iii. Authorize the reinvestment, within the established policy of the Board, of any investments maturing between September 17, 2019, and October 14, 2019, as well as the investment of all other funds not required to cover expenditures, which may become available; and,

**FINANCE-AUDITING COMMITTEE/COMMITTEE OF THE WHOLE
SEPTEMBER 26, 2019/PAGE 3**

- iv. Accept the Investment Report for August 2019.

**Action by the Board at its meeting of September 27, 2019 – Resolution
CONSENT CALENDAR**

AYES (11): Directors Arnold, Belforte, Cochran, Fredericks, Grosboll, Hill, Mastin and Sobel; Second Vice President Theriault; First Vice President Pahre; President Hernández.

NOES (0): None.

ABSENT (8): Directors Brown, Fewer, Garbarino, Moylan, Rabbitt, Sears, Walton and Yee.

(4) Authorize Budget Adjustment(s) and/or Transfer(s)

No actions required authorization.

(5) Authorize Actions Related to Grant Programs

No actions required authorization.

(6) Approve Actions Relative to Adoption of Means-Based Fares for Golden Gate Transit and Golden Gate Ferry, Approval of the Title VI Equity Analysis, and Amend the Master Ordinance

(a) Staff Report

In a memorandum to the Committee, Director of Planning Ron Downing, Auditor-Controller Joseph Wire and General Manager Denis Mulligan reported on staff's recommendation to approve actions relative to adoption of the Means-Based Fare Program. A copy of the staff report is available on the District's web site or upon request from the Office of the District Secretary.

(b) Presentation by Staff

Mr. Downing summarized the staff report. He reported that the Metropolitan Transportation Commission (MTC) approved a Regional Means-Based Fare program to serve low-income commuters whose income is at 200% of the Federal Poverty Level and travel a non-traditional and non-commute route to lower paying job. The District is proposing to discount many of its fares by 50% off the adult cash fares for eligible individuals. The discounted rates will only be applicable when the recipients use a Clipper Card. He said the program is anticipated to begin in 2020. The District conducted public outreach about the program in Marin County in August.

Mr. Mulligan thanked the Planning Department, Mr. Wire and Director Grosboll for their efforts moving this item forward.

**FINANCE-AUDITING COMMITTEE/COMMITTEE OF THE WHOLE
SEPTEMBER 26, 2019/PAGE 4**

(c) Discussion by the Committee

Director Sobel requested further information on how the District will be reimbursed by MTC for the regional funding piece of the program. Mr. Mulligan responded that reimbursement will be automatic until MTC runs out of money, but the process itself is still to be defined. He added that MTC believes there are enough funds to support an 18-month pilot program.

Director Hill asked if the District will do any outreach in San Francisco. Mr. Mulligan said the San Francisco Municipal Transportation Agency is also participating in the program, and it is responsible for public outreach in San Francisco. After the program is approved, the District will reach out to Social Service agencies to introduce the program.

Director Belforte commented the cost of bus service from Marin to San Francisco is \$3.75, but the cost of bus service from Marin to Sonoma is \$4.50. She asked if fares are based on mileage and not necessarily on income. Mr. Downing confirmed fares are based on mileage.

Chair Pahre thanked Mr. Downing and his staff for a well-crafted staff report and Title VI Equity Analysis. Mr. Downing acknowledged Principal Planner Barbara Vincent for her efforts on the Title VI Analysis.

(d) Action by the Committee

Staff recommended and the Committee concurred by motion made and seconded by **Directors GROSBOLL/FREDERICKS** to forward the following recommendation to the Board of Directors for its consideration:

RECOMMENDATION

The Finance-Auditing Committee/Committee of the Whole recommends that the Board of Directors approve actions relative to adoption of the Means-Based Fare Program as follows:

- i. Adopt the Means-Based Fare Program for Golden Gate Bus and Golden Gate Ferry;
- ii. Approve the associated Title VI Equity Analysis; and,
- iii. Amend the Master Ordinance accordingly.

**Action by the Board at its meeting of September 27, 2019 – Resolution
NON-CONSENT CALENDAR**

AYES (11): Directors Arnold, Belforte, Cochran, Fredericks, Grosboll, Hill, Mastin and Sobel; Second Vice President Theriault; First Vice President Pahre; President Hernández.

NOES (0): None.

ABSENT (8): Directors Brown, Fewer, Garbarino, Moylan, Rabbitt, Sears, Walton and Yee.

**FINANCE-AUDITING COMMITTEE/COMMITTEE OF THE WHOLE
SEPTEMBER 26, 2019/PAGE 5**

(7) Receive the Updated Five- and Ten-Year Financial Projection

In a memorandum to the Committee, Director of Budget and Electronic Revenue Jennifer Mennucci, Auditor-Controller Joseph Wire and General Manager Denis Mulligan reported on staff's recommendation to receive the updated five- and ten-year financial projections. A copy of the staff report is available on the District's web site or upon request from the Office of the District Secretary.

(a) Staff Report

At the meeting, Mr. Wire briefly summarized the staff report. He noted the report is a projection that looks at the whole District and its costs based on current known activities and trends. The report does not include future policy changes. He added that the District has approximately \$207 million in capital reserves, with an expected deficit of \$13 million over five years, or \$173 million over ten years. He said that this year is the first year of a multi-year toll increase. He pointed out that Bridge traffic has decreased, which reduces the District's revenue. He noted that staff had expected the toll increase to produce \$25 million more than required over the next five years. However, the amount over what is required has dropped to \$6 to \$7 million because of the decreased Bridge traffic.

He reviewed the Capital Reserves required for Capital projects. He noted that one of the assumptions used in preparation of this report is that staff anticipates receiving about 80% of its capital costs for projects through grants. He also noted that reductions in the amount of grants represent a large risk, which would substantially affect the District's financial future. The District must fund any resulting deficit.

(b) Discussion by the Committee

Director Hill requested that climate change and six or seven other factors that are likely to happen be added to the Projection assumptions.

(c) Action by the Committee

Staff recommended and the Committee concurred by motion made and seconded by **Directors BELFORTE/FREDERICKS** to forward the following recommendation to the Board of Directors for its consideration:

RECOMMENDATION

The Finance-Auditing Committee/Committee of the Whole recommends that the Board of Directors receive the Updated Five- and Ten-Year Financial Projection for the period of FY 20/21 through FY 29/30, as detailed in the staff report.

**Action by the Board at its meeting of September 27, 2019 – Resolution
NON-CONSENT CALENDAR**

**FINANCE-AUDITING COMMITTEE/COMMITTEE OF THE WHOLE
SEPTEMBER 26, 2019/PAGE 6**

AYES (11): Directors Arnold, Belforte, Cochran, Fredericks, Grosboll, Hill, Mastin and Sobel; Second Vice President Theriault; First Vice President Pahre; President Hernández.

NOES (0): None.

ABSENT (8): Directors Brown, Fewer, Garbarino, Moylan, Rabbitt, Sears, Walton and Yee.

(8) Monthly Review of Golden Gate Bridge Traffic/Tolls and Bus and Ferry Transit Patronage/Fares (for Two Months Ending August 2019)

(a) Staff Report

In a memorandum to Committee, Auditor-Controller Joseph Wire, and General Manager Denis Mulligan provided schedules and charts for informational purposes only and no action is recommended.

(b) Presentation by Staff

At the meeting, Mr. Wire noted that he will provide a more robust presentation next month. He also noted the trend over the last 16 to 18 months is continuing, and traffic is decreasing. However, this trend is not accelerating. He said something has been changing for a while. He pointed out that the recession did cause a decrease, and then, Bridge traffic increased. He said the number of commuters is not growing.

A copy of the staff report is available on the District's web site or upon request from the Office of the District Secretary.

(c) Discussion by the Committee

Chair Pahre commented that she worries when transit ridership and Bridge traffic both decrease. Mr. Wire noted that the trend of declining Bridge traffic has continued over the last 16 to 18 months but is not accelerating. He promised to review this trend further when he presents the first quarter's results at the October meeting.

Director Sobel noted the ferry ridership decrease appears to be a result of changing work patterns. He stated the District must keep a close eye on the ridership trends, and anticipate future trends. He noted Bridge tolls are the lifeblood of the agency's revenue. If tolls decrease, the District will have less money to subsidize transit, and may have to seek other funding sources. Mr. Mulligan added that historically staff anticipated Bridge traffic would be steady. He noted that now the District has a different transit schedule for Saturdays and Sunday. He said that staff has also contemplated having a different schedule on Tuesdays, Wednesdays, and Thursdays. He said the District would evolve with the world, and the reduced numbers of trips result in less required subsidies for transit.

Director Hill requested statistics on commuter ride sharing services (RSS). Mr. Mulligan noted that RSS could assist the District because those vehicles add to Bridge traffic. He said the District is monitoring the trends and the Board can discuss them during its off-site workshop. He noted the trends could possibly shape the District's future policy.

**FINANCE-AUDITING COMMITTEE/COMMITTEE OF THE WHOLE
SEPTEMBER 26, 2019/PAGE 7**

Director Mastin commented that transit ridership is going down for almost all transit operators across the country.

Director Grosboll stated he does not believe the District's policy is encouraging ride sharing. Mr. Mulligan noted that the transit percentage in the morning has gone up according to the Short-Range Transit Plan on page 43. He stated he believes this is consistent with the Board's goals.

Director Sobel stated that our business model is unique, and the District must note key trends.

Chair Pahre commented the transit operated by the District does cost money to operate.

Director Fredericks commented that an article she read stated that more people are telecommuting in the Bay Area.

(9) Monthly Review of Financial Statements (for Two Months Ending August 2019)

(a) Statement of Revenue and Expenses

In a memorandum to Committee, Auditor-Controller Joseph Wire, and General Manager Denis Mulligan provided financial statements for informational purposes only and no action is recommended. Mr. Wire stated he would do a verbal report next month.

(b) Statement of Capital Programs and Expenditures

In a memorandum to Committee, Analyst of Capital and Grant Programs Jacob Brown, Director of Capital and Grant Programs Amy Frye, Auditor-Controller Joseph Wire and General Manager Denis Mulligan provided financial statements for informational purposes only and no action is recommended.

Copies of the reports for Item Nos. 9.a. and 9.b. are available on the District's web site or upon request from the Office of the District Secretary.

(10) Closed Session

Attorney Manolius, at the request of Chair Pahre, stated that the Committee would convene in Closed Session, as permitted by the Brown Act to discuss the following matters, listed on the Agenda as Item No. 10:

(a) Conference with Legal Counsel – Anticipated Litigation

Pursuant to Government Code Section 54956.9(d)(2)

Report of Lewis, Brisbois, Bisgaard & Smith LLP

(i) One Potential Case

(b) Conference with Legal Counsel – Existing Litigation

Pursuant to Government Code Section 54956.9(a)

**FINANCE-AUDITING COMMITTEE/COMMITTEE OF THE WHOLE
SEPTEMBER 26, 2019/PAGE 8**

Report of Athens Administrators, Inc.

- (i) Juan Uribe Gutierrez v. Golden Gate Bridge, Highway and Transportation District.
- (ii) Brian Williams v. Golden Gate Bridge, Highway and Transportation District.

After Closed Session, Chair Pahre called the meeting to order in Open Session with a quorum present. Attorney Manolius stated that the Committee had met in Closed Session, as permitted by the Brown Act, to receive a report from the attorneys, and discuss the matter listed under Closed Session, outlined above. Attorney Manolius reported that the Committee gave the District's negotiators appropriate guidance on how to handle the cases.

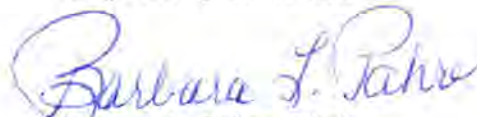
(11) Public Comment

There was no public comment.

(12) Adjournment

All business having been concluded, the meeting was adjourned at 10:33 a.m.

Respectfully submitted,



Barbara L. Pahre, Chair
Finance-Auditing Committee

BLP:AMK:EIE:mjl



Date Issued: September 27, 2019

SUMMARY OF ACTIONS
BOARD OF DIRECTORS MEETING OF SEPTEMBER 27, 2019

Resolution No. 2019-065 (September 26, 2019 meeting of the Finance-Auditing Committee)

Ratifies actions taken by the Auditor-Controller, as follows:

- (1) Ratifies Commitments and/or Expenditures;
- (2) Ratifies previous investments;
- (3) Authorizes investments; and,
- (4) Accepts the "Investment Report" for August 2019.

Resolution No. 2019-066 (September 26, 2019 meeting of the Transportation Committee)

Adopts the Short-Range Transit Plan (SRTP) for fiscal years 18/19 through 27/28 for submission to the Metropolitan Transportation Commission, as detailed in the staff report.

Resolution No. 2019-067 (September 26, 2019 meeting of the Building and Operating Committee)

Approves award of Contract No. 2019-F-038, *Scheduled Dry-dockings and Capital Improvements for M.S. Marin and M.V. Mendocino*, to Bay Ship & Yacht Co., Alameda, CA, in the amount of \$3,946,294.00; and, authorizes a contract contingency in the amount of \$395,000.00, approximately 10% of the contract price, as detailed in the staff report.

Ordinance No. 2019-003 (September 26, 2019 meeting of the Finance-Auditing Committee)

Approves actions relative to the adoption of means-based fares for Golden Gate Transit and Golden Gate Ferry; approves the Title VI equity analysis; and, amends the District's Master Ordinance accordingly, as detailed in the staff report.

Resolution No. 2019-068 (September 26, 2019 meeting of the Finance-Auditing Committee)

Receives the Updated Five- and Ten-Year Financial Projection for the period of FY 20/21 through FY 29/30, as outlined in the Appendices of the staff report.

Resolution No. 2019-069 (September 27, 2019 meeting of the Rules, Policy and Industrial Relations Committee)

Approves implementation of a United States Department of Labor-registered apprentice training program within the Bridge Division Painters bargaining unit; and, approves the addition of four Bridge Painter Apprentice positions to the Table of Organization, as detailed in the staff report.

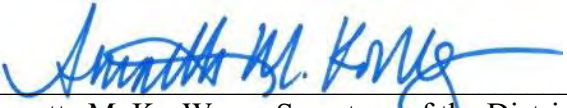
**Summary of Actions of the Board of Directors
Meeting of September 27, 2019/Page 2**

Resolution No. 2019-070 (September 27, 2019 meeting of the Rules, Policy and Industrial Relations Committee)

Approves the implementation of an expanded professional development program including components for recruiting, training, advancement, and succession, which includes an amendment by the Committee to increase the signing bonus up to \$2,500, as well as the focused inclusion of academic institutions in the California state and community college systems in the District's six-county jurisdiction; with the understanding that staff will be fine-tuning the criteria for the selection of academic partners; approves the addition of two apprenticeship Bus Mechanic positions; and, updates the Table of Organization accordingly.

Resolution No. 2019-071 (September 27, 2019 meeting of the Rules, Policy and Industrial Relations Committee)

Eliminates the two-tiered compensation structure for the Deputy General Manager classification and makes the compensation structure for all Deputy General Managers identical, as detailed in the staff report, with an annual salary range of \$194,584 to \$235,144, not including benefits.



Amorette M. Ko-Wong, Secretary of the District

AMK:EIE:plw

GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

RESOLUTION NO. 2019-065

**RATIFY PREVIOUS ACTIONS BY THE AUDITOR-CONTROLLER AND ACCEPT
THE INVESTMENT REPORTS FOR AUGUST 2019
AS PREPARED BY PUBLIC FINANCIAL MANAGEMENT**

September 27, 2019

WHEREAS, the Auditor-Controller and the Finance-Auditing Committee, at its meeting of September 26, 2019, has so recommended; now, therefore, be it

RESOLVED that the Board of Directors (Board) of the Golden Gate Bridge, Highway and Transportation District had no commitments and/or expenditures for the period August 1, 2019, through August 31, 2019, as detailed in the staff report; and be it further

RESOLVED that the Board hereby ratifies investments made during the period August 16, 2019 through September 16, 2019, as further detailed in the staff report; and be it further

RESOLVED that the Board hereby authorizes the reinvestment, within the established policy of the Board, of any investments maturing between September 17, 2019 and October 14, 2019, as well as the investment of all other funds not required to cover expenditures which may become available; and, be it further

RESOLVED that the Board hereby accepts the Investment Report for August 2019, as prepared by Public Financial Management and included in the staff report.

ADOPTED this 27th day of September 2019, by the following vote of the Board of Directors:

AYES (14): Directors Arnold, Brown, Cochran, Fewer, Fredericks, Garbarino, Grosboll, Hill, Mastin, Rabbitt and Sobel; First Vice President Pahre; Second Vice President Theriault; President Hernández.

NOES (0): None.

ABSENT (5): Directors Belforte, Moylan, Sears, Walton and Yee



Sabrina Hernandez
President, Board of Directors



ATTEST:
Amorette M. Ko-Wong
Secretary of the District

Reference:

September 26, 2019, Finance-Auditing Committee, Agenda Item No. (3)
<http://goldengate.org/board/2019/agendas/documents/2019-0926-FinanceComm-No3-RatOfAction.pdf>

GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

RESOLUTION NO. 2019-066

ADOPT THE FINAL SHORT-RANGE TRANSIT PLAN (SRTP) FOR REGIONAL BUS, FERRY, AND PARATRANSIT SERVICE PREPARED FOR THE METROPOLITAN TRANSPORTATION COMMISSION FOR FISCAL YEARS 18/19 THROUGH 27/28

September 27, 2019

WHEREAS, the Metropolitan Transportation Commission (MTC) requires Bay Area transit operators that receive federal funding through the Transportation Improvement Program (TIP) to prepare, adopt, and submit Short-Range Transit Plans (SRTPs) on an ongoing basis;

WHEREAS, SRTPs are used by MTC to develop a long-range Regional Transportation Plan (RTP), which is implemented through the TIP by programming federal funds,

WHEREAS, as the seventh largest transit operator in the region, MTC currently requires the Golden Gate Bridge, Highway and Transportation District (District) to prepare an updated SRTP every two years;

WHEREAS, the SRTP does not require public hearings, but it must be formally adopted by the submitting agency;

WHEREAS, as described in the staff report, the SRTP consists of an Overview of the Transit System, Service and System Performance Metrics, Service and System Evaluation, an Operations Plan and Budget, and a Capital Improvement Program;

WHEREAS, the Transportation Committee, at its meeting of September 26, 2019, has so recommended; now, therefore, be it

RESOLVED that the Board of Directors of the Golden Gate Bridge, Highway and Transportation District hereby adopt the Final Short Range Transit Plan (SRTP) for Fiscal Years 2018/2019 through Fiscal Years 2027/2028 for submission to the Metropolitan Transportation Commission.

ADOPTED this 27th day of September 2019, by the following vote of the Board of Directors:

AYES (14): Directors Arnold, Brown, Cochran, Fewer, Fredericks, Garbarino, Grosboll, Hill, Mastin, Rabbitt and Sobel; First Vice President Pahre; Second Vice President Theriault; President Hernández.

NOES (0): None.

ABSENT (5): Directors Belforte, Moylan, Sears, Walton and Yee

RESOLUTION NO. 2019-066
BOARD OF DIRECTORS MEETING OF SEPTEMBER 27, 2019
PAGE 2



Sabrina Hernández
President, Board of Directors

ATTEST:



Amorette M. Ko-Wong
Secretary of the District

Reference:

September 26, 2019, Transportation Committee, Agenda Item No. 4
<http://goldengate.org/board/2019/agendas/documents/2019-0926-TransComm-No4-DiscActionAdoptSRTPFY19-28.pdf>
Short-Range Transit Plan
<http://goldengate.org/board/2019/agendas/documents/2019-0926-TransComm-No4-WebOnlyAttachSRTPFY19-28.pdf>

GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

RESOLUTION NO. 2019-067

**APPROVE ACTIONS RELATIVE TO AWARD OF CONTRACT NO. 2019-F-038,
SCHEDULED DRY-DOCKINGS AND CAPITAL IMPROVEMENTS FOR M.S. MARIN
AND M.V. MENDOCINO, TO BAY SHIP & YACHT CO.**

September 27, 2019

WHEREAS, the Golden Gate Bridge, Highway and Transportation District (District) vessels, *M.S. Marin* and *M.V. Mendocino* will soon require regularly scheduled United States Coast Guard inspections;

WHEREAS, it is prudent and efficient to also perform any additional needed capital work while the vessels are dry-docked for the hull inspections;

WHEREAS, on August 2, 2019, the District issued Invitation for Bids (IFB) No. 2018-F-038, *Scheduled Dry-dockings and Capital Improvements for Marin and Mendocino*, and three bids were received and opened on September 10, 2019;

WHEREAS, staff has reviewed the apparent low bid, submitted by Bay Ship & Yacht Co. (BSY), Alameda, CA, and finds the bid to be technically responsible and responsive to the specifications and finds the bid price to be fair and reasonable;

WHEREAS, no DBE/SBE contract-specific goal was established for this contract, however, bidders were required to document their activities in the solicitation and selection of subcontractors, subconsultants, and suppliers to ensure that this process was carried out in a nondiscriminatory manner, and BSY has complied with the DBE requirements, although no DBE participation is anticipated during the performance of this contract;

WHEREAS, a larger contract contingency is prudent for this work, in light of the potential for significant additional work that may be required after the vessels are evaluated once in dry dock, given the history of repairs for similar vessels;

WHEREAS, the Building and Operating Committee/Committee of the Whole, at its meeting of September 26, 2019, has so recommended, therefore, be it

RESOLVED that the Board approves award of Contract No. 2019-F-038, *Scheduled Dry-dockings and Capital Improvements for M.S. Marin and M.V. Mendocino*, to Bay Ship & Yacht, Alameda, CA, in the amount of \$3,946,294.00; and, be it further

RESOLVED that the Board hereby authorizes a contingency for Contract No. 2019-F-038 in the amount of \$395,000.00, for work that may be necessary once the vessel(s) are in the shipyard; and be it further

RESOLUTION NO. 2019-067
BOARD OF DIRECTORS MEETING OF SEPTEMBER 27, 2019
PAGE 2

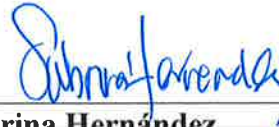
RESOLVED that sufficient funds are available under the Capital Improvements for Ferry Fleet Project (Project #2040) budget to fund this contract, to be funded from Federal Transit Administration grants and District funds.

ADOPTED this 27th day of September 2019, by the following vote of the Board of Directors:

AYES (14): Directors Arnold, Brown, Cochran, Fewer, Fredericks, Garbarino, Grosboll, Hill, Mastin, Rabbitt and Sobel; First Vice President Pahre; Second Vice President Theriault; President Hernández.


NOES (0): None.

ABSENT (5): Directors Belforte, Moylan, Sears, Walton and Yee



Sabrina Hernández
President, Board of Directors

ATTEST:



Amorette M. Ko-Wong
Secretary of the District

Reference:

September 26, 2019, Building and Operating Committee, Agenda Item No. (3)
<http://goldengate.org/board/2019/agendas/documents/2019-0926-BOComm-No3-ApprAwardContrMarinMendocinoBSY.pdf>

GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

ORDINANCE NO. 2019-003

**AN ORDINANCE TO AMEND THE MASTER ORDINANCE
TO ESTABLISH A MEANS-BASED FARE PROGRAM
FOR GOLDEN GATE TRANSIT AND GOLDEN GATE FERRY**

September 27, 2019

THIS ORDINANCE is adopted with reference to the following facts and circumstances which are found and declared by the Board of Directors:

1. On May 23, 2018, the Metropolitan Transportation Commission (MTC) approved the implementation of a pilot Regional Means-Based Fare Program (MTC Program) to provide greater mobility options to low income individuals using transit systems in the Bay Area. Under the MTC Program, individuals with income below 200% of the Federal Poverty Level would be eligible for a reduced fare. The Golden Gate Bridge, Highway and Transportation District (District) is a participating agency in the pilot MTC Program.

2. Staff proposed the following means-based fare program (Proposed Program) for Golden Gate Transit and Golden Gate Ferry. The Proposed Program would provide a fifty percent reduction from adult Clipper fares as a way to provide greater mobility options for low-income persons. These fares would be available to low-income passengers (individuals with an annual household income of less than 200% of the Federal Poverty Level) on regular Golden Gate Ferry service and on all Golden Gate Transit bus trips, with two exceptions. Fares for local travel solely within Marin County and the East Bay fares for the “Early Bird Express” service that Golden Gate Transit operates on behalf of BART would not be part of this program as those fares are already discounted below regular Golden Gate Transit fares. Because MTC’s Program could span more than one fiscal year, the Proposed Program includes fares for the current fiscal year (FY 19/20), along with fares effective July 1, 2020 for FY 20/21, and fares effective July 1, 2021 for FY 21/22, if the program continues into those fiscal years.

3. On July 27, 2018, the District's Board of Directors (Board) approved Resolution 2018-054 in support of the District's participation in the MTC Program. On July 26, 2019, the Board authorized the setting of a public hearing to receive public comment on the Proposed Program. The

ORDINANCE NO. 2019-003
BOARD OF DIRECTORS MEETING OF SEPTEMBER 27, 2019
PAGE 2

public hearing was set for Thursday, August 22, 2019 at 9:00 a.m. in the Board Room, Administrative Building, Golden Gate Toll Plaza, San Francisco. Outreach regarding the Proposed Program began following the Board's authorization to set a public hearing and continued through mid-August. Outreach activities included the following: 1) Publishing advertisements in local publications (*Marin Independent Journal*, *Santa Rosa Press Democrat*, *San Francisco Chronicle*, and *La Voz*); 2) Posting signs at the Ferry terminals advertising the Public Hearing; 3) Placing posters onboard Golden Gate Transit buses; 4) Sending press releases to local media; 5) Social media postings on Facebook and Twitter; and 6) Emails to customers and community based organizations. The District made available Spanish translations of all printed materials and handouts. Public comments regarding the means-based fares were received at the public hearing, by email to the District, and by written comments to the District Secretary.

4. A public hearing was held on August 22, 2019 to formally receive public comment on the means-based fares. As of August 23, 2019, there were 18 unique comments received by the District. Of these, 11 commenters supported the Proposed Program stating either that they were in favor of it because of the benefit to low-income riders, or they would personally benefit from the reduced fares, 4 were opposed, 2 commenters were opposed to the fares being available during peak periods, but supported means based fares during off-peak periods, and 2 comments were received that were unrelated to the means-based fares. Staff reviewed and categorized all comments, and prepared a written responses to comments in opposition and those neither in support of nor opposed to the Proposed Program, which are included as an attachment to the staff report for the September 26, 2019 meeting of the Finance-Auditing Committee.

5. In accordance with guidance from the Federal Transit Administration, staff has analyzed the Proposed Program to determine whether it would result in a disparate impact to minority passengers or impose a disproportionate burden on low-income passengers in the District's service area. The Title VI Equity Analysis was completed after the public hearing in order to reflect any public comments received on the proposal to implement this service. Staff has documented these findings in a separate Title VI Equity Analysis report, which was included with the staff report to the September 26, 2019 meeting of the Finance-Auditing Committee. Overall, the staff analysis concluded that low-income riders would benefit from the program, and though non-minority riders

ORDINANCE NO. 2019-003
BOARD OF DIRECTORS MEETING OF SEPTEMBER 27, 2019
PAGE 3

would benefit slightly more than minority riders, the discrepancy between the benefits was very small, only 1.25% on Ferry and 2.7% on Bus. These percentages are well below the 10% threshold the District has established for determining a Disparate Impact. Therefore, the Proposed Program results in neither a Disproportionate Burden on low-income riders nor a Disparate Impact on minority riders.

6. On September 26, 2019, the Finance-Auditing Committee, after consideration of the Proposed Program, all public comments, the Title VI Equity Analysis, and the staff analysis, has recommended that the District adopt the staff proposal of the means-based fare program as described above, effective upon MTC's implementation of the Program.

7. The Board has carefully considered the Proposed Program, considered all public comments, the Title VI Equity Analysis, the General Manager's report and the recommendations of the Finance-Auditing Committee. The Board finds that the Proposed Program is consistent with the District's mission and policy objectives.

NOW, THEREFORE, BE IT ORDAINED BY THE BOARD OF DIRECTORS OF THE GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT AS FOLLOWS:

Section 1. Section III, "Golden Gate Transit – Bus and Ferry Systems," Subsection D, "Discount Fares and Transfers," is amended by adding a new paragraph 7:

7. MEANS-BASED FARES
 - a. Individuals with an annual household income below 200% of the Federal Poverty Level are eligible to receive a fifty percent fare reduction on regular Golden Gate Transit and Golden Gate Ferry fares paid using a Clipper® card as set out below:

ORDINANCE NO. 2019-003
BOARD OF DIRECTORS MEETING OF SEPTEMBER 27, 2019
PAGE 4

BUS FY19-20		San Francisco	Marin County			Sonoma County		East Bay
	Bus Zone	1	2	3	4	5	6	7
San Francisco	1	\$2.25	\$3.50	\$3.75	\$4.25	\$6.50	\$6.50	\$3.50
Marin County	2	\$3.50	\$1.80			\$4.25	\$4.75	\$3.00
	3	\$3.75				\$4.00	\$4.25	
	4	\$4.25				\$3.50	\$3.50	
Sonoma County	5	\$6.50	\$4.25	\$4.00	\$3.50	\$2.25		\$5.75
	6	\$6.50	\$4.75	\$4.25	\$3.50			\$5.75
East Bay	7	\$3.50		\$3.00		\$5.75	\$5.75	\$2.00

FERRY FY19-20

Larkspur	\$6.25
Sausalito	\$6.50
Tiburon	\$6.50

BUS FY20-21		San Francisco	Marin County			Sonoma County		East Bay
	Bus Zone	1	2	3	4	5	6	7
San Francisco	1	\$2.25	\$3.75	\$3.75	\$4.50	\$6.75	\$6.75	\$3.50
Marin County	2	\$3.75	\$1.80			\$4.50	\$4.75	\$3.25
	3	\$3.75				\$4.25	\$4.50	
	4	\$4.50				\$3.50	\$3.50	
Sonoma County	5	\$6.75	\$4.50	\$4.25	\$3.50	\$2.25		\$6.00
	6	\$6.75	\$4.75	\$4.50	\$3.50			\$6.00
East Bay	7	\$3.50		\$3.25		\$6.00	\$6.00	\$2.00

FERRY FY20-21

Larkspur	\$6.50
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ORDINANCE NO. 2019-003
BOARD OF DIRECTORS MEETING OF SEPTEMBER 27, 2019
PAGE 5

Sausalito	\$6.75
Tiburon	\$6.75

<u>BUS FY21-22</u>		San Francisco	Marin County			Sonoma County		East Bay
	Bus Zone	1	2	3	4	5	6	7
San Francisco	1	\$2.50	\$4.00	\$4.00	\$4.50	\$7.00	\$7.00	\$3.50
Marin County	2	\$4.00	\$1.80			\$4.50	\$4.50	\$3.25
	3	\$4.00				\$4.50	\$4.50	
	4	\$4.50				\$3.75	\$3.75	
Sonoma County	5	\$7.00	\$4.50	\$4.50	\$3.75	\$2.50		\$6.25
	6	\$7.00	\$4.50	\$4.50	\$3.75			\$6.25
East Bay	7	\$3.50	\$3.25			\$6.25	\$6.25	\$2.00

FERRY FY21-22

Larkspur	\$6.75
Sausalito	\$7.00
Tiburon	\$7.00

Section 2. The means-based fares will not be applicable to fares for local travel solely within Marin County and the East Bay and fares for the “Early Bird Express” service that Golden Gate Transit operates on behalf of BART.

Section 3. The effective date of this Ordinance shall be upon MTC’s implementation of the Program.

Section 4. If any provision of this ordinance or the application thereof to any person or circumstances is held invalid, such invalidity shall not affect any other provisions or applications of the Ordinance which can be given effect without the invalid provision or application, and to this end, the provisions of this Ordinance are severable.

ORDINANCE NO. 2019-003
BOARD OF DIRECTORS MEETING OF SEPTEMBER 27, 2019
PAGE 6

ADOPTED this 27 day of September 2019, by the following vote of the Golden Gate Bridge,
Highway and Transportation District Board of Directors;

AYES (14): Directors Arnold, Brown, Cochran, Fewer, Fredericks, Garbarino, Grosboll, Hill,
Mastin, Rabbitt and Sobel; First Vice President Pahre; Second Vice President Theriault;
President Hernández.

NOES (0): None.

ABSENT (5): Directors Belforte, Moylan, Sears, Walton and Yee



Sabrina Hernández
President, Board of Directors

ATTEST:



Amorette M. Ko-Wong
Secretary of the District

GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

RESOLUTION NO. 2019-068

**RECEIVE THE UPDATED FIVE- AND TEN-YEAR
FINANCIAL PROJECTION FROM FY 20/21 THROUGH FY 29/30**

September 27, 2019

WHEREAS, the Auditor-Controller's office provided a report of the Golden Gate Bridge, Highway and Transportation District's (District) Five- and Ten-Year Financial Projection of operating and capital project revenues and expenses from FY 20/21 through FY 29/30 (Projection), which included the following sections and Appendices: (1) Background; (2) Fiscal Strength of the District; (3) Projection Findings; (4) Assumptions; and, (5) Next Steps; Appendix A, *Projection and Revenue Detail*; Appendix B, *Assumptions*; Appendix C, *Ten-Year Capital Plan Projection*; Appendix D, *Capital Contribution Calculation*; and, Appendix E, *Reserve Structure*;

WHEREAS, the Projection reflects the maintenance of all current policy decisions over the period of the Projection, including current operating service levels, current capital project schedule and current revenue assumptions; and, assumes that the cost will change over time with inflation and that revenues will change according to projections of traffic and transit patronage;

WHEREAS, the Projection presents the long-term financial impact of the present baseline level of operations; however, the Projection is not a policy document and does not represent the future direction that will be set by policy decisions made by the Board of Directors in the years ahead; and,

WHEREAS, the Finance-Auditing Committee/Committee of the Whole, at its meeting of September 26, 2019, has so recommended; now, therefore, be it

RESOLVED that the Board of Directors of the Golden Gate Bridge, Highway and Transportation District (Board) hereby receives the Updated Five- and Ten-Year Financial Projection for the period of FY 19/20 through FY 28/29, as outlined in the Appendices and attached hereto, as follows:

- A. Projection;
- B. Assumptions;
- C. Ten-Year Capital Plan Projection;
- D. Capital Contribution Calculation; and,
- E. Reserve Structure.

ADOPTED this 27th day of September 2019, by the following vote of the Board of Directors:

AYES (14): Directors Arnold, Brown, Cochran, Fewer, Fredericks, Garbarino, Grosboll, Hill, Mastin, Rabbitt and Sobel; First Vice President Pahre; Second Vice President Theriault; President Hernández.

NOES (0): None.

ABSENT (5): Directors Belforte, Moylan, Sears, Walton and Yee

RESOLUTION NO. 2019-068
BOARD OF DIRECTORS MEETING OF SEPTEMBER 27, 2019
PAGE 2



Sabrina Hernández
President, Board of Directors

ATTEST:



Amorette M. Ko-Wong
Secretary of the District

Reference:

September 27, 2019, Finance-Auditing Committee, Agenda Item No. 7
<http://goldengate.org/board/2019/agendas/documents/2019-0926-FinanceComm-No7-FiveTenProjFY2021-2030.pdf>

GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

RESOLUTION NO. 2019-069

**APPROVE IMPLEMENTATION OF A BRIDGE PAINTER
APPRENTICESHIP PROGRAM**

September 27, 2019

WHEREAS, the Golden Gate Bridge, Highway and Transportation District's (District) Bridge Division has historically filled the ranks of the Bridge Painter classification with in-house-trained and developed employees through a formal apprenticeship training program; however, the program was suspended, following the Painter bargaining unit union decertification vote in June 2011;

WHEREAS, in November 2012, the Painter unit voted to be represented by Public Employees Union Local 1 (Union) and the District recognized that representation with Board Resolution No. 2012-082;

WHEREAS, over the past several years, the District has worked closely with the Union, the California Labor Federation (CaLaborFed), the United States Department of Labor (DOL), and the National Center for Construction Education and Research (NCCER) to create a Bridge Painter Apprenticeship program that meets the DOL national standards for instructional quality, content, and rigor; and,

WHEREAS, the Rules, Policy and Industrial Relations Committee, at its meeting of September 27, 2019, has so recommended; now, therefore, be it

RESOLVED that the Board of Directors (Board) of the Golden Gate Bridge, Highway and Transportation District hereby approves implementation of a United States Department of Labor-registered apprentice training program within the Bridge Division Painters bargaining unit; and, be it further

RESOLVED that the Board hereby approves the addition of four Bridge Painter Apprentice positions to the Table of Organization within the Bridge Division.

ADOPTED this 27th day of September 2019, by the following vote of the Board of Directors:

AYES (12): Directors Arnold, Brown, Cochran, Fewer, Fredericks, Garbarino, Grosboll, Hill, Mastin, Rabbitt and Sobel; First Vice President Pahre.

NOES (2): Second Vice President Theriault; President Hernández.

ABSENT (5): Directors Belforte, Moylan, Sears, Walton and Yee

RESOLUTION NO. 2019-069
BOARD OF DIRECTORS MEETING OF SEPTEMBER 27, 2019
PAGE 2



Sabrina Hernández
President, Board of Directors

ATTEST:



Amorette M. Ko-Wong
Secretary of the District

Reference:

September 27, 2019, Rules, Policy & Industrial Relations Committee, Agenda Item No. 3
<http://goldengate.org/board/2019/agendas/documents/2019-0927-RulesComm-No3-ApprBridgePainterApprenticeshipPrgrm.pdf>

GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

RESOLUTION NO. 2019-070

**APPROVE IMPLEMENTATION OF AN EXPANDED
EMPLOYEE DEVELOPMENT PROGRAM**

September 27, 2019

WHEREAS, the Rules, Policy and Industrial Relations Committee, at its meeting of September 27, 2019, has so recommended; now, therefore, be it

RESOLVED that the Board of Directors (Board) of the Golden Gate Bridge, Highway and Transportation District hereby approves the implementation of an expanded professional development program, including components for recruiting, training, advancement, succession, and an increase to the signing bonus of up to \$2,500 as well as the focused inclusion of academic institutions in the California state and community college systems in the District's six-county jurisdiction; with the understanding that staff will be fine-tuning the criteria for the selection of academic partners; and, be it further


RESOLVED that the Board hereby approves the addition of two apprentice Bus Mechanic positions in the Bus Division's Table of Organization.

ADOPTED this 27th day of September 2019, by the following vote of the Board of Directors:

AYES (12): Directors Arnold, Brown, Cochran, Fewer, Fredericks, Garbarino, Grosboll, Hill, Mastin, Rabbitt and Sobel; First Vice President Pahre.

NOES (2): Second Vice President Theriault; President Hernández.

ABSENT (5): Directors Belforte, Moylan, Sears, Walton and Yee



Sabrina Hernández
President, Board of Directors

ATTEST: 

Amorette M. Ko-Wong
Secretary of the District

Reference:

September 27, 2019, Rules, Policy & Industrial Relations Committee, Agenda Item No. 4
<http://goldengate.org/board/2019/agendas/documents/2019-0927-RulesComm-No4-ApprActImplentProfDevPrgrm.pdf>

GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

RESOLUTION NO. 2019-071

**APPROVE A WAGE ALIGNMENT FOR THE DEPUTY GENERAL MANAGER
CLASSIFICATION**

September 27, 2019

WHEREAS, the Rules, Policy and Industrial Relations Committee, at its meeting of September 27, 2019, has so recommended; now, therefore, be it

RESOLVED that the Board of Directors (Board) of the Golden Gate Bridge, Highway and Transportation District (District) hereby approves eliminate the two-tiered compensation structure for the Deputy General Manager classification and make the compensation structure for all Deputy General Managers identical, with an annual salary range of \$194,584 to \$235,144, not including benefits, which is the current salary range for the Bridge and Bus Deputy General Managers:

ADOPTED this 27th day of September 2019, by the following vote of the Board of Directors:

AYES (14): Directors Arnold, Brown, Cochran, Fewer, Fredericks, Garbarino, Grosboll, Hill, Mastin, Rabbitt and Sobel; First Vice President Pahre; Second Vice President Theriault; President Hernández.

NOES (0): None.

ABSENT (5): Directors Belforte, Moylan, Sears, Walton and Yee



Sabrina Hernandez
President, Board of Directors

ATTEST:


Amorette M. Ko-Wong
Secretary of the District

Reference:

September 27, 2019, Rules, Policy & Industrial Relations Committee, Agenda Item No. 5
<http://goldengate.org/board/2019/agendas/documents/2019-0927-RulesComm-No5-ApprDGMWageAlignment.pdf>



October 22, 2020

MINUTES OF THE FINANCE-AUDITING COMMITTEE

Executive Order N-25-20 and N-29-20, issued by the Governor of the State of California, in which portions of the Ralph M. Brown Act are suspended and allows, all Board members, staff and the public to participate by telephone.

These minutes are supplemented by the audio recording that is posted online at:
<https://www.goldengate.org/district/board-of-directors/meeting-documents>.

Honorable Board of Directors
Golden Gate Bridge, Highway
and Transportation District

Honorable Members:

A meeting of the Finance-Auditing Committee (Committee) of the Golden Gate Bridge, Highway and Transportation District (District) was held via audio conference, on Thursday, October 22, 2020, at 10:25 a.m., Chair Sobel presiding.

- (1) **Call to Order:** 10:25 a.m.
- (2) **Roll Call:** Secretary of the District Amorette M. Ko-Wong.

Committee Members Present (6): Chair Sobel; Vice Chair Fredericks; Directors Cochran, Grosboll and Moylan; President Pahre.

Committee Members Absent (1): Director Yee.

Other Directors Present (4): Directors Belforte, Hill, Mastin and Theriault.

[Note: On this date, there were three vacancies on the Board of Directors.]

Staff Present: General Manager Denis Mulligan; Auditor-Controller Joseph Wire; District Engineer Ewa Bauer-Furbush; Secretary of the District Amorette Ko-Wong; Attorney Kimon Manolius; Deputy General Manager/Administration and Development Kellee Hopper; Deputy General Manager/Bridge Division Steve Miller; Deputy General Manager/Bus Transit Division Mona Babauta; Deputy General Manager/Ferry Division James Swindler; Executive Administrator to the General Manager Justine Bock; Senior Board Analyst Elizabeth Eells.

Copies of all reports are available on the District's web site at <https://www.goldengate.org/district/board-of-directors/meeting-documents> or upon request from the Office of the District Secretary.

[Director Grosboll arrived.]

(3) **Ratification of Previous Actions by the Auditor-Controller** [2:08 Minutes Mark on the Audio Recording]

PFM Senior Managing Consultant Lesley Murphy presented the Investment Report.

Director Hill inquired about the Investment Report.

Ms. Murphy responded to the Director's inquiry.

[Director Belforte departed.]

(a) **Action by the Committee**

Staff recommended and the Committee concurred by motion made and seconded by **Directors FREDERICKS/MOYLAN** to forward the following recommendation to the Board of Directors for its consideration:

RECOMMENDATION

The Finance-Auditing Committee recommends that the Board of Directors approve the following actions:

- (i) There are no commitments or expenditures to ratify for the period of September 1, 2020 through September 30, 2020.
- (ii) Ratify investments made during the period September 15, 2020 through October 12, 2020.
- (iii) Authorize the reinvestment, within the established policy of the Board, of any investments maturing between October 13, 2020 and November 9, 2020, as well as the investment of all other funds not required to cover expenditures which may become available.
- (iv) Accept the Investment Report for September 2020.

Action by the Board at its meeting of October 23, 2020 – Resolution
CONSENT CALENDAR

AYES (6): Chair Sobel; Vice Chair Fredericks; Directors Cochran, Grosboll and Moylan; President Pahre.

NOES (0): None.

ABSENT (1): Director Yee.

(4) **Authorize Budget Adjustment(s) and/or Transfer(s)**

- (a) **Budget Increase in the FY 20/21 Bridge Division Capital Budget for the Golden Gate Bridge Physical Suicide Deterrent System Project (Project #1526)** [11:02 Minutes Mark on the Audio Recording]

District Engineer Ewa Bauer-Furbush presented the staff report.

(i) **Action by the Committee**

Staff recommended and the Committee concurred by motion made and seconded by **Directors COCHRAN/MOYLAN** to forward the following recommendation to the Board of Directors for its consideration:

RECOMMENDATION

The Finance-Auditing Committee recommends, in concurrence with the Building and Operating Committee at its meeting on October 22, 2020, that the Board of Directors authorize a budget increase in the amount of \$1,474,000 to the *Golden Gate Bridge Physical Suicide Deterrent System Project (Project #1526)*, to be financed with District reserves, to fund the continuation of engineering advisor support services for review of construction temporary structures and structural engineering evaluation of construction claims relative to Professional Services Agreement (PSA) No. 2018-B-082, *Temporary Structures Engineering Advisor Support Services for the Construction of the Golden Gate Bridge Physical Suicide Deterrent and Traveler Systems*, associated with construction Contract No. 2006-B-1, *Golden Gate Bridge Physical Suicide Deterrent System and Wind Retrofit*.

Action by the Board at its meeting of October 23, 2020 – Resolution Refer to Building and Operating Committee Meeting of October 22, 2020
NON-CONSENT CALENDAR

AYES (6): Chair Sobel; Vice Chair Fredericks; Directors Cochran, Grosboll and Moylan; President Pahre.

NOES (0): None.

ABSENT (1): Director Yee.

(5) **Authorize Actions Related to Grant Programs**

No actions required authorization.

(6) **Approve Actions Relative to Adoption of a Clipper Start Fare for Marin Local Rides on Golden Gate Transit Bus Service, Approval of the Associated Title VI Equity Analysis, and Amend the Master Ordinance [14:55 Minutes Mark on the Audio Recording]**

Auditor-Controller Joseph Wire presented the staff report.

(a) **Action by the Committee**

Staff recommended and the Committee concurred by motion made and seconded by **Directors COCHRAN/FREDERICKS** to forward the following recommendation to the Board of Directors for its consideration:

RECOMMENDATION

The Finance-Auditing Committee recommends that the Board of Directors approve actions relative to adoption of an expansion of the means-based fares, known as “Clipper START” fares, to include local rides within Marin County on Golden Gate Transit buses as follows:

- (i) Adopt a Clipper START fare for local rides within Marin County on Golden Gate Transit buses;
- (ii) Approve the associated Title VI Equity Analysis; and,
- (iii) Amend the Master Ordinance accordingly.

**Action by the Board at its meeting of October 23, 2020 – Ordinance
NON-CONSENT CALENDAR**

AYES (6): Chair Sobel; Vice Chair Fredericks; Directors Cochran, Grosboll and Moylan; President Pahre.

NOES (0): None.

ABSENT (1): Director Yee.

(7) Status Report on the FY 20/21 Budget [19:45 Minutes Mark on the Audio Recording]

Auditor-Controller Joseph Wire presented the staff report, which was for informational purposes only and no action was taken. The FY 2020/2021 Adopted Budget is available on the District’s website at: <https://www.goldengate.org/documents>.

Chair Sobel and President Pahre commented on the staff report. President Pahre also commented on the Investment Report.

(8) Monthly Review of Golden Gate Bridge Traffic/Tolls and Bus and Ferry Transit Patronage/Fares (for Three Months Ending September 2020) [28:59 Minutes Mark on the Audio Recording]

Auditor-Controller Joseph Wire presented the staff report, which was for informational purposes only and no action was taken.

Chair Sobel, and Directors Hill and Mastin commented and inquired about the staff report.

Mr. Wire and Mr. Mulligan responded to the Chair’s and Director’s inquiries.

(9) Monthly Review of Financial Statements (for Three Months Ending September 2020)
(a) Statement of Revenue and Expenses
(b) Statement of Capital Programs and Expenditures
[48:39 Minutes Mark on the Audio Recording]

Auditor-Controller Joseph Wire presented the staff reports, which were for informational purposes only and no action was taken.

Chair Sobel thanked Mr. Wire and his staff for the reports.

FINANCE-AUDITING COMMITTEE
OCTOBER 22, 2020/PAGE 5

- (10) **Review of the District's FY 20/21 First Quarterly Report of Judgments or Settled Claims [51:51 Minutes Mark on the Audio Recording]**

Attorney Kimon Manolius presented the staff report, which was for informational purposes only and no action was taken.

- (11) **Review of the Auditor-Controller's FY 20/21 First Quarterly Report on Authorized Budget Adjustments and Budget Transfers Under the General Manager's Authority [53:25 Minutes Mark on the Audio Recording]**

Auditor-Controller Joseph Wire presented the staff report, which was for informational purposes only and no action was taken.

- (12) **Review of the Auditor-Controller's FY 20/21 First Quarterly Report on Procurement Actions Under the General Manager's Authority [54:21 Minutes Mark on the Audio Recording]**

Auditor-Controller Joseph Wire presented the staff report, which was for informational purposes only and no action was taken.

- (13) **Public Comment [55:05 Hours Mark on the Audio Recording]**

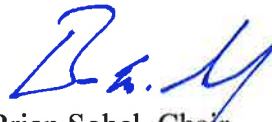
There were no public comments.

- (14) **Adjournment [56:49 Hours Mark on the Audio Recording]**

All business having been concluded **Directors COCHRAN/FREDERICKS** moved and seconded that the meeting be adjourned at 11:22 a.m.

Carried

Respectfully submitted,



Brian Sobel, Chair
Finance-Auditing Committee

BS:AMK:EIE:mjl



Date Issued: October 23, 2020

SUMMARY OF ACTIONS
BOARD OF DIRECTORS MEETING OF OCTOBER 23, 2020

Resolution No. 2020-078 (October 22, 2020 meeting of the Finance-Auditing Committee)

Ratifies actions taken by the Auditor-Controller, as follows:

- (1) Ratifies Commitments and/or Expenditures;
- (2) Ratifies previous investments;
- (3) Authorizes investments; and,
- (4) Accepts the “Investment Report” for September 2020.

Resolution No. 2020-079 (October 23, 2020 meeting of the Board of Directors)

Ratifies the action of the General Manager to authorize an additional rent reduction for the business Kosmos Kafe (Previously Café Salute) renting space from the District at the San Rafael Transit Center, as detailed in the General Manager’s Report.

Resolution No. 2020-080 (October 23, 2020 meeting of the Board of Directors)

Approves the addition of the Communications Electronic Technician job classification at the Bridge to the Electricians’ bargaining unit, which is represented by the International Brotherhood of Electrical Workers, Local 6, as detailed in the General Manager’s Report.

Resolution No. 2020-081 (October 22, 2020 meeting of the Transportation Committee)

Approves adoption of the Agency Safety Plan for Golden Gate Transit, in compliance with the Federal Transit Administration’s Public Transportation Agency Safety Plan Rule, as detailed and attached to the staff report.

Resolution No. 2020-082 (October 22, 2020 meeting of the Building and Operating Committee)

Authorizes execution of the Second Amendment to Professional Services Agreement No. 2018-B-082, *Temporary Structures Engineering Advisor Support Services for the Construction of the Golden Gate Bridge Physical Suicide Deterrent and Traveler Systems*, with TJA Engineering, Inc., of Livermore, CA, in an amount not to exceed \$1,340,000, for continuation of engineering support services during construction of the Golden Gate Bridge Physical Suicide Deterrent System Project, establishes a 10% contingency fund in the amount of \$134,000, and authorizes an increase in the amount of \$1,474,000 in the FY 20/21 Bridge Division Capital Budget, as detailed in the staff report, and as concurred with by the Finance-Auditing Committee.


Resolution No. 2020-083 (October 22, 2020 meeting of the Building and Operating Committee)

Approves award of Contract No. 2020-F-047, *Ferry Fleet Scheduled Drydockings and Capital Improvements*, to Marine Group Boat Works, LLC, of Chula Vista, CA, in the amount of \$4,597,003, and establish a 10% contract contingency fund in the amount of \$459,701, to address items that may be encountered once the vessels are dry-docked, as detailed in the staff report.

**Summary of Actions of the Board of Directors
Meeting of October 23, 2020/Page 2**

Ordinance No. 2020-001 (October 22, 2020 meeting of the Finance-Auditing Committee)

Adopts a Clipper START fare for local rides within Marin County on Golden Gate Transit buses; approve the associated Title VI Equity Analysis, and amend the Master Ordinance accordingly, as detailed in the staff report.



Amorette M. Ko-Wong, Secretary of the District

AMK:EIE:plw

GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

RESOLUTION NO. 2020-078

**RATIFY PREVIOUS ACTIONS BY THE AUDITOR-CONTROLLER AND ACCEPT
THE INVESTMENT REPORTS FOR SEPTEMBER 2020
AS PREPARED BY PUBLIC FINANCIAL MANAGEMENT**

October 23, 2020

WHEREAS, the Auditor-Controller and the Finance-Auditing Committee, at its meeting of October 22, 2020, has so recommended; now, therefore, be it

RESOLVED, that the Board of Directors (Board) of the Golden Gate Bridge, Highway and Transportation District has no commitments and/or expenditures to ratify for the period of September 1, 2020 through September 30, 2020; and be it further

RESOLVED, that the Board hereby ratifies investments made during the period September 15, 2020 through October 12, 2020; and be it further

RESOLVED, that the Board hereby authorizes the reinvestment, within the established policy of the Board, of any investments maturing between October 13, 2020 and November 9, 2020, as well as the investment of all other funds not required to cover expenditures which may become available; and be it further

RESOLVED, that the Board hereby accepts the Investment Report for September 2020, as prepared by Public Financial Management and included in the staff report.

ADOPTED this 23rd day of October 2020, by the following vote of the Board of Directors:


- AYES (15):** Directors Arnold, Belforte, Fredericks, Garbarino, Grosboll, Hernández, Hill, Mastin, Moylan, Rabbitt, Sears and Sobel; Second Vice President Cochran; First Vice President Theriault; President Pahre.
- NOES (0):** None.
- ABSENT (1):** Director Yee.

[Note: On this date, there were three vacancies on the Board of Directors.]



Barbara L. Pahre
President, Board of Directors

ATTEST:



Amorette M. Ko-Wong
Secretary of the District

Reference: October 22, 2020, Finance-Auditing Committee, Agenda Item No. (3)
<https://www.goldengate.org/assets/1/25/2020-1022-financecomm-no3-ratofaction.pdf?6234>

GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

RESOLUTION NO. 2020-079

**RATIFY AND AUTHORIZE THE EMERGENCY ACTIONS BY THE GENERAL
MANAGER RELATIVE TO REDUCTION IN RENT FOR KOSMOS KAFE
(PREVIOUSLY CAFÉ SALUTE) AT THE SAN RAFAEL TRANSIT CENTER**

October 23, 2020

WHEREAS, at the March 27, 2020 regular meeting of the Golden Gate Bridge Highway and Transportation District Board of Directors (Board), Resolution No. 2020-017 was adopted authorizing the General Manager to take necessary and appropriate actions in response to the ongoing Novel Corona Virus (COVID-19) pandemic;

WHEREAS, on April 24, 2020 the Board adopted Resolution 2020-020 ratifying a rent reduction for Kosmos Kafe (Previously Café Salute) renting space from the District at the San Rafael Transit Center for the six-month period effective April 15, 2020 to October 15, 2020 or the termination of the COVID-19 Shelter-in-Place Orders, whichever first occurs;

WHEREAS, District Staff supports and recommends extending the rent reduction for Kosmos Kafe for an additional three months; now, therefore, be it

RESOLVED that the Board of Directors of the Golden Gate Bridge, Highway and Transportation District ratifies the action of the General Manager to authorize an additional rent reduction for the business Kosmos Kafe (Previously Café Salute) renting space from the District at the San Rafael Transit Center effective October 15, 2020 through December 15, 2020.

ADOPTED this 23rd day of October 2020, by the following vote of the Board of Directors:

AYES (16): Directors Arnold, Belforte, Fredericks, Garbarino, Grosboll, Hernández, Hill, Mastin, Moylan, Rabbitt, Sears, Sobel and Yee; Second Vice President Cochran; First Vice President Theriault; President Pahre.

NOES (0): None.


ABSENT (0): None.

[Note: On this date, there were three vacancies on the Board of Directors.]



Barbara L. Pahre
President, Board of Directors

RESOLUTION NO. 2020-079
BOARD OF DIRECTORS MEETING OF OCTOBER 23, 2020
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ATTEST: 

Amorette M. Ko-Wong
Secretary of the District

Reference: October 23, 2020, Board of Directors, Agenda Item No. (6A)
<https://www.goldengate.org/assets/1/25/2020-1023-boardmeeting-no6a-gmrpt-rev.pdf?6256>

GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

RESOLUTION NO. 2020-080

**APPROVES THE ADDITION OF AN EMPLOYEE CLASSIFICATION TO THE
ELECTRICIANS' BARGAINING UNIT, INTERNATIONAL BROTHERHOOD
OF ELECTRICAL WORKERS, LOCAL 6**

October 23, 2020

WHEREAS, the International Brotherhood of Electrical Workers, Local 6 ("IBEW Local 6") submitted a representation petition on September 3, 2020, seeking to add the Communications Electronic Technician job classification to the existing Electricians' bargaining unit;

WHEREAS, all employees in the Communications Electricians Technician job classification submitted authorization cards indicating IBEW Local 6 to be their exclusive representative;

WHEREAS, the District has determined that the Communications Electricians Technicians share a community of interest with the Electricians and recommends that they be included in the existing unit; now, therefore, be it

RESOLVED that the Board of Directors of the Golden Gate Bridge, Highway and Transportation District approves the addition of the Communications Electronic Technician job classification at the Bridge to the Electricians' bargaining unit, which is represented by the International Brotherhood of Electrical Workers, Local 6.

ADOPTED this 23rd day of October 2020, by the following vote of the Board of Directors:

AYES (14): Directors Arnold, Belforte, Fredericks, Garbarino, Hill, Mastin, Moylan, Rabbitt, Sears, Sobel and Yee; Second Vice President Cochran; First Vice President Theriault; President Pahre.
NOES (0): None.
RECUSED (1): Director Hernández.
ABSENT (1): Director Grosboll.

[Note: On this date, there were three vacancies on the Board of Directors.]



Barbara L. Pahre
President, Board of Directors

ATTEST:



Amorette M. Ko-Wong
Secretary of the District

RESOLUTION NO. 2020-080
BOARD OF DIRECTORS MEETING OF OCTOBER 23, 2020
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Reference: October 23, 2020, Board of Directors, Agenda Item No. (6A)
<https://www.goldengate.org/assets/1/25/2020-1023-boardmeeting-no6a-gmrpt-rev.pdf?6256>

GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

RESOLUTION NO. 2020-081

**APPROVE ADOPTION OF THE AGENCY SAFETY PLAN FOR
GOLDEN GATE TRANSIT**

October 23, 2020

WHEREAS, on July 19, 2018, the Federal Transit Administration (FTA) published the Public Transportation Agency Safety Plan Rule, which requires certain transit operators of public transportation systems that receive federal funds under FTA's Urbanized Area Formula Grants 49 U.S.C. Section 5307) to develop an Agency Safety Plan (ASP) that includes the processes and procedures to implement a Safety Management System (SMS);

WHEREAS, the Golden Gate Bridge, Highway and Transportation District (District) must submit a Board-adopted Agency Safety Plan for Golden Gate Transit (GGT) by December 31, 2020 in order to comply with the Federal Transit Administration's (FTA) Public Transportation Agency Safety Plan Rule to meet the requirements of 49 C.F.R. Part 673;

WHEREAS, an overview of the proposed ASP was presented to the Transportation Committee at its July 23, 2020 meeting, and was further reviewed at the Transportation Committee meeting of October 22, 2020;

WHEREAS, the proposed ASP is built upon the four principles of the Safety Management System – Safety Management Policy, Safety Risk Management, Safety Assurance, and Safety Promotion – to actively manage and maximize safety, and to use data to identify trends, predict outcomes, and mitigate risks;

WHEREAS, the proposed ASP includes a Safety Management Policy Statement and designates the General Manager as the Accountable Executive and the Deputy General Manager of the Bus Division as the SMS Executive;

WHEREAS, the Transportation Committee, has so recommended; now, therefore, be it

RESOLVED that the Board of Directors of the Golden Gate Bridge, Highway and Transportation District approves adoption of the Agency Safety Plan (ASP) for Golden Gate Transit, in compliance with the Federal Transit Administration's (FTA) Public Transportation Agency Safety Plan Rule.

ADOPTED this 23rd day of October 2020, by the following vote of the Board of Directors:

AYES (15): Directors Arnold, Belforte, Fredericks, Garbarino, Grosboll, Hernández, Hill, Mastin, Moylan, Rabbitt, Sears and Yee; Second Vice President Cochran; First Vice President Theriault; President Pahre.

NOES (0): None.

ABSENT (1): Director Sobel.

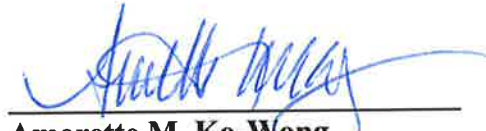
**RESOLUTION NO. 2020-081
BOARD OF DIRECTORS MEETING OF OCTOBER 23, 2020
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[Note: On this date, there were three vacancies on the Board of Directors.]



Barbara L. Pahre
President, Board of Directors

ATTEST:



Amorette M. Ko-Wong
Secretary of the District

Reference: October 22, 2020, Transportation Committee, Agenda Item No. (4)
<https://www.goldengate.org/assets/1/25/2020-1022-transcomm-no4-appadoptaspforggt.pdf?6224>

GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

RESOLUTION NO. 2020-082

APPROVE ACTIONS RELATIVE TO PROFESSIONAL SERVICES AGREEMENT NO. 2018-B-082, TEMPORARY STRUCTURES ENGINEERING ADVISOR SUPPORT SERVICES FOR THE CONSTRUCTION OF THE GOLDEN GATE BRIDGE PHYSICAL SUICIDE DETERRENT AND TRAVELER SYSTEMS, WITH TJA ENGINEERING, INC.

October 23, 2020

WHEREAS, by Resolution No. 2016-087, the Golden Gate Bridge, Highway and Transportation District (District) Board of Directors, authorized the award of construction Contract No. 2016-B-01, *Golden Gate Bridge Physical Suicide Deterrent System and Wind Retrofit Projects* (the SDS Project), to Shimmick Construction Company, Inc./Danny's Construction Company LLC, a Joint Venture (Contractor);

WHEREAS, Contract No. 2016-B-1 involves construction of a physical suicide deterrent consisting of a horizontal stainless steel net system supported by cantilevered steel brackets spaced 50 feet apart and connected to the steel trusses along the west and east sides of four Golden Gate Bridge structures: the South Approach Viaduct, the Fort Point Arch, the Suspension Bridge, and the North Approach Viaduct;

WHEREAS, because the installation of the Net System on the Suspension Bridge will block operations of the existing Suspension Bridge maintenance travelers, the Project includes replacement of these travelers with new travelers that are configured to avoid interference with the Net System;

WHEREAS, on October 26, 2018, by Resolution No. 2018-066, the Board of Directors authorized execution of a Professional Services Agreement, PSA No. 2018-B-082, *Temporary Structures Engineering Advisor Support Services for the Construction of the Golden Gate Bridge Physical Suicide Deterrent and Traveler Systems*, to TJA Engineering, Inc. (TJA), to provide an independent "second opinion" review of the Contractor's submittals related to the work access systems required for the construction of the Suicide Deterrent System and travelers;

WHEREAS, the project has not progressed as planned and the Contractor has informed the District that the work will not be completed until April 2024 and that they will be continuing to develop and submit temporary access systems and other temporary structure work plans throughout this time period;

WHEREAS, on August 17, 2020, Amendment No. 1 to PSA No. 2018-B-082 in the amount of \$87,050 was issued using the PSA contingency approved by the Board.

WHEREAS, staff has performed a review of the remaining submissions and determined that to carry on the temporary structures engineering advisor support services through April 2024, a further amendment to the PSA to increase the budget is necessary.

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BOARD OF DIRECTORS MEETING OF OCTOBER 23, 2020
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WHEREAS, Engineering staff requested, and TJA has provided, a cost proposal for the requested additional scope of engineering support services, in the amount of \$840,000, which Engineering staff has reviewed and found to be reasonable and consistent with TJA's audited labor and overhead billing rates;

WHEREAS, Engineering staff has further determined that TJA's assistance will be required to review and respond to Contractor's claims for additional compensation and time extension related to disputes involving temporary access systems and other aspects of construction, and recommends the proposed amendment include a not-to-exceed amount of \$500,000 for such services;

WHEREAS, the Building and Operating Committee has so recommended, and the Finance-Auditing Committee concurred, at their meetings of October 22, 2020,; now, therefore, be it

RESOLVED that the Board of Directors (Board) of the Golden Gate Bridge, Highway and Transportation District hereby authorizes execution of the Second Amendment to Professional Services Agreement (PSA) No. 2018-B-082, *Temporary Structures Engineering Advisor Support Services for the Construction of the Golden Gate Bridge Physical Suicide Deterrent and Traveler Systems*, with TJA Engineering, Inc., Livermore, CA, in an amount not to exceed \$1,340,000, for continuation of engineering support services during construction of the *Golden Gate Bridge Physical Suicide Deterrent System Project* (Project #1526); and be it further

RESOLVED that the Board hereby establishes a 10% contingency for the Second Amendment in the amount of \$134,000; and be it further

RESOLVED that the Board hereby authorizes a budget increase in the amount of \$1,474,000 in the FY 2020/21 Bridge Division Capital Budget for Project #1526, to be funded from District reserves, for a revised total Project #1526 budget of \$196,253,868.

ADOPTED this 23rd day of October 2020, by the following vote of the Board of Directors:

AYES (14): Directors Belforte, Fredericks, Garbarino, Grosboll, Hernández, Hill, Mastin, Moylan, Rabbitt, Sears and Yee; Second Vice President Cochran; First Vice President Theriault; President Pahre.

NOES (0): None.

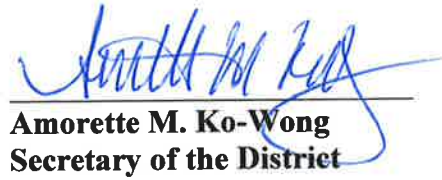
ABSENT (2): Directors Arnold and Sobel.

[Note: On this date, there were three vacancies on the Board of Directors.]


Barbara L. Pahre
President, Board of Directors

RESOLUTION NO. 2020-082
BOARD OF DIRECTORS MEETING OF OCTOBER 23, 2020
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ATTEST:



Amorette M. Ko-Wong
Secretary of the District

Reference:

October 22, 2020, Building and Operating Committee, Agenda Item No. (3)
<https://www.goldengate.org/assets/1/25/2020-1022-bocomm-no3-appractamendsdstja.pdf?6228>

GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

RESOLUTION NO. 2019-083

**APPROVE ACTIONS RELATIVE TO AWARD OF CONTRACT NO. 2020-F-047,
FERRY FLEET SCHEDULED DRYDOCKINGS AND CAPITAL IMPROVEMENTS, TO
MARINE GROUP BOAT WORKS, LLC**

October 23, 2020

WHEREAS, the Golden Gate Bridge, Highway and Transportation District (District) vessels, *M.V. Del Norte*, *M.V. Mendocino*, *M.V. Golden Gate* and *M.V. Napa*, are required to receive regularly scheduled United States Coast Guard (USCG) inspections, and it is prudent and efficient to also perform any additional needed capital work while the vessels are dry-docked for the hull inspections;

WHEREAS, on August 7, 2020, the District issued an Invitation for Bids (IFB) No. 2020-F-047, *Ferry Fleet Scheduled Drydockings and Capital Improvements* in accordance with state and federal procurement requirements and the District's Procurement Ordinance;

WHEREAS, staff has reviewed the apparent low bid, submitted by Marine Group Boat Works, LLC, Chula Vista, CA (MGBW), and finds the bid to be technically responsible and responsive to the specifications and finds the bid price to be fair and reasonable;

WHEREAS, no DBE/SBE contract-specific goal was established for this contract, however, bidders were required to document their activities in the solicitation and selection of subcontractors, subconsultants, and suppliers to ensure that this process was carried out in a nondiscriminatory manner, and MGBW has complied with the DBE requirements, although no DBE participation is anticipated during the performance of this contract;

WHEREAS, the Building and Operating Committee/Committee of the Whole, at its meeting of October 22, 2020, has so recommended, therefore, be it

RESOLVED that the Board of Directors (Board) of the Golden Gate Bridge, Highway and Transportation District hereby approves award of Contract No. 2020-F-047, *Ferry Fleet Scheduled Drydockings and Capital Improvements*, to Marine Group Boat Works, LLC, Chula Vista, CA, in the amount of \$4,597,003; and be it further

RESOLVED that the Board establishes a contract contingency in the amount of \$459,701, which is 10% of the contract value, to address items that may be encountered once the vessels are dry-docked.

ADOPTED this 23rd day of October 2020, by the following vote of the Board of Directors:

RESOLUTION NO. 2020-083
BOARD OF DIRECTORS MEETING OF OCTOBER 23, 2020
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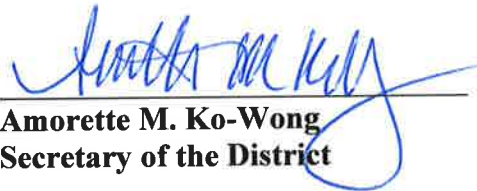
AYES (15): Directors Arnold, Belforte, Fredericks, Garbarino, Grosboll, Hernández, Hill, Mastin, Moylan, Rabbitt, Sears and Yee; Second Vice President Cochran; First Vice President Theriault; President Pahre.

NOES (0): None.

ABSENT (1): Director Sobel.

[Note: On this date, there were three vacancies on the Board of Directors.]


Barbara L. Pahre
President, Board of Directors

ATTEST: 
Amorette M. Ko-Wong
Secretary of the District

Reference:

October 22, 2020, Building and Operating Committee, Agenda Item No. (4)
<https://www.goldengate.org/assets/1/25/2020-1022-bocomm-no4-appawardfleetmarinebwg.pdf?6229>

GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

ORDINANCE NO. 2020-001

**AN ORDINANCE TO AMEND THE MASTER ORDINANCE
TO EXPAND THE MEANS-BASED FARE PROGRAM
FOR GOLDEN GATE TRANSIT TRIPS WITHIN MARIN COUNTY**

October 23, 2020

THIS ORDINANCE is adopted with reference to the following facts and circumstances which are found and declared by the Board of Directors:

1. On May 23, 2018, the Metropolitan Transportation Commission (MTC) approved the implementation of a pilot Regional Means-Based Fare Program (Clipper START Program) to provide greater mobility options to low income individuals using transit systems in the Bay Area. Under the Clipper START Program, individuals with income below 200% of the Federal Poverty Level would be eligible for a reduced fare.

2. On September 27, 2019, the Board of Directors (Board) approved participation in the Clipper START Program and adopted a means-based fare program for Golden Gate Transit and Golden Gate Ferry that would provide a fifty percent reduction from adult Clipper fares on regular Golden Gate Ferry service and on all Golden Gate Transit bus trips, with several exceptions.

3. One of the exceptions was for fares on local travel solely within Marin County on Golden Gate Transit buses, as the District sets fares for such rides in coordination with Marin County Transit (Marin Transit) pursuant to the contract and the historical relationship between the two agencies.

4. On August 26, 2020, MTC authorized an expansion of the Clipper START Program. On October 5, 2020, Marin Transit approved participation in the Clipper START Program and adopted a fifty percent reduction in their adult fares.

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5. Staff proposes to expand the Clipper START Program by reducing the fare for local travel within Marin County on Golden Gate Transit buses to match the reduction approved by Marin Transit (Proposed Program).

6. Outreach regarding the Proposed Program began on August 28, 2020, when the Board approved holding a public hearing on September 24, 2020. The public comment period closed at 4:30 p.m. on Friday, September 25, 2020. Outreach activities included the following: 1) Publishing advertisements in local publications (*Marin Independent Journal and La Voz*); 2) Placing posters onboard Golden Gate Transit buses; 3) Social media postings on Facebook and Twitter; 4) Emails to customers and community based organizations; and Press releases to local media. The District made available Spanish translations of all printed materials and handouts. Public comments regarding the means-based fares were received at the public hearing, by email to the District, and by written comments to the District Secretary.

7. A public hearing was held on September 24, 2020 to formally receive public comment on the means-based fares. As of October 23, 2020, there were 9 unique comments received by the District. Of these, 8 commenters supported the Proposed Program, and 1 comments were received that were unrelated to the means-based fare. Staff reviewed and categorized all comments, and prepared a written responses to comments neither in support of nor opposed to the Proposed Program, which are included as an attachment to the staff report for the October 22, 2020 meeting of the Finance-Auditing Committee.

8. In accordance with guidance from the Federal Transit Administration, staff has analyzed the Proposed Program to determine whether it would result in a disparate impact to minority passengers or impose a disproportionate burden on low-income passengers in the District's service area. The Title VI Equity Analysis was completed after the public hearing in order to reflect any public comments received on the proposal to implement this service. Staff has documented these findings in a separate Title VI Equity Analysis report, which was included with the staff report to the October 22, 2020 meeting of the Finance-Auditing Committee. Overall, the staff analysis concluded that low-income riders would benefit from the program, and though non-minority riders would benefit slightly more than minority riders, the discrepancy

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BOARD OF DIRECTORS MEETING OF OCTOBER 23, 2020
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between the benefits was very small, only 5.74%. This percentage is well below the 10% threshold the District has established for determining a Disparate Impact. Therefore, the Proposed Program results in neither a Disproportionate Burden on low-income riders nor a Disparate Impact on minority riders.

9. On September 22, 2020, the Finance-Auditing Committee, after consideration of the Proposed Program, all public comments, the Title VI Equity Analysis, and the staff analysis, has recommended that the District adopt the staff proposal of the means-based fare program as described above, effective November 1, 2020 through June 20, 2021.

10. The Board has carefully considered the Proposed Program, considered all public comments, the Title VI Equity Analysis, the General Manager's report and the recommendations of the Finance-Auditing Committee. The Board finds that the Proposed Program is consistent with the District's mission and policy objectives.

NOW, THEREFORE, BE IT ORDAINED BY THE BOARD OF DIRECTORS OF THE GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT AS FOLLOWS:

Section 1. Section III, "Golden Gate Transit – Bus and Ferry Systems," Subsection D, "Discount Fares and Transfers," paragraph 7 "Means-Based Fares" is deleted in its entirety and replaced as follows:

7. MEANS-BASED FARES
 - a. Individuals with an annual household income below 200% of the Federal Poverty Level are eligible to receive a fifty percent fare reduction on regular Golden Gate Transit and Golden Gate Ferry fares paid using a Clipper® card as set out below:

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BOARD OF DIRECTORS MEETING OF OCTOBER 23, 2020
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BUS FY19-20		San Francisco	Marin County			Sonoma County		East Bay
	Bus Zone	1	2	3	4	5	6	7
San Francisco	1	\$2.25	\$3.50	\$3.75	\$4.25	\$6.50	\$6.50	\$3.50
Marin County	2	\$3.50		\$1.00		\$4.25	\$4.75	\$3.00
	3	\$3.75				\$4.00	\$4.25	
	4	\$4.25				\$3.50	\$3.50	
Sonoma County	5	\$6.50	\$4.25	\$4.00	\$3.50	\$2.25		\$5.75
	6	\$6.50	\$4.75	\$4.25	\$3.50			\$5.75
East Bay	7	\$3.50		\$3.00		\$5.75	\$5.75	\$2.00

FERRY FY19-20

Larkspur	\$6.25
Sausalito	\$6.50
Tiburon	\$6.50

BUS FY20-21		San Francisco	Marin County			Sonoma County		East Bay
	Bus Zone	1	2	3	4	5	6	7
San Francisco	1	\$2.25	\$3.75	\$3.75	\$4.50	\$6.75	\$6.75	\$3.50
Marin County	2	\$3.75	\$1.00			\$4.50	\$4.75	\$3.25
	3	\$3.75				\$4.25	\$4.50	
	4	\$4.50				\$3.50	\$3.50	
Sonoma County	5	\$6.75	\$4.50	\$4.25	\$3.50	\$2.25		\$6.00
	6	\$6.75	\$4.75	\$4.50	\$3.50			\$6.00
East Bay	7	\$3.50	\$3.25			\$6.00	\$6.00	\$2.00

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BOARD OF DIRECTORS MEETING OF OCTOBER 23, 2020
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FERRY FY20-21

Larkspur	\$6.50
Sausalito	\$6.75
Tiburon	\$6.75

BUS FY21-22

	Bus Zone	San Francisco	Marin County			Sonoma County		East Bay
		1	2	3	4	5	6	7
San Francisco	1	\$2.50	\$4.00	\$4.00	\$4.50	\$7.00	\$7.00	\$3.50
Marin County	2	\$4.00	\$1.80			\$4.50	\$4.50	\$3.25
	3	\$4.00				\$4.50	\$4.50	
	4	\$4.50				\$3.75	\$3.75	
Sonoma County	5	\$7.00	\$4.50	\$4.50	\$3.75	\$2.50		\$6.25
	6	\$7.00	\$4.50	\$4.50	\$3.75			\$6.25
East Bay	7	\$3.50	\$3.25			\$6.25	\$6.25	\$2.00

FERRY FY21-22

Larkspur	\$6.75
Sausalito	\$7.00
Tiburon	\$7.00

Section 2. The effective date of this Ordinance shall be November 1, 2020 until June 30, 2021. Unless this Ordinance is extended or otherwise modified by the Board, on July 1, 2021, Section III, "Golden Gate Transit – Bus and Ferry Systems," Subsection D, "Discount Fares and Transfers," paragraph 7 "Means-Based Fares" will revert to the language set forth in Ordinance No. 2019-003 "An Ordinance to Amend the Master Ordinance to Establish a Means-Based Fare Program for Golden Gate Transit and Golden Gate Ferry."

Section 3. The action detailed in this Resolution is exempt from review under the California Environmental Quality Act pursuant to the "common sense" exemption because there

ORDINANCE NO. 2020-001
BOARD OF DIRECTORS MEETING OF OCTOBER 23, 2020
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is no possibility that the action will have a significant effect on the environment (See 14 Cal Code Regs § 15061(b)(3)).

Section 4. If any provision of this ordinance or the application thereof to any person or circumstances is held invalid, such invalidity shall not affect any other provisions or applications of the Ordinance which can be given effect without the invalid provision or application, and to this end, the provisions of this Ordinance are severable.

ADOPTED this 23rd day of October 2020, by the following vote of the Golden Gate Bridge, Highway and Transportation District Board of Directors;

AYES (15): Directors Arnold, Belforte, Fredericks, Garbarino, Grosboll, Hernández, Hill, Mastin, Moylan, Rabbitt, Sears and Yee; Second Vice President Cochran; First Vice President Theriault; President Pahre.


NOES (0) None.

ABSENT (1): Director Sobel.



Barbara L. Pahre
President, Board of Directors

ATTEST:



Amorette M. Ko-Wong
Secretary of the District



July 22, 2021

**MINUTES OF THE TRANSPORTATION COMMITTEE/
COMMITTEE OF THE WHOLE**

Executive Order N-25-20 and N-29-20, issued by the Governor of the State of California, in which portions of the Ralph M. Brown Act are suspended and allows, all Board members, staff and the public to participate by telephone.

**These minutes are supplemented by the audio recording that is posted online at:
<https://www.goldengate.org/district/board-of-directors/meeting-documents>.**

Honorable Board of Directors
Golden Gate Bridge, Highway
and Transportation District

Honorable Members:

A meeting of the Transportation Committee/Committee of the Whole (Committee) of the Golden Gate Bridge, Highway and Transportation District (District) was held via audio conferencing on Thursday, July 22, 2021, at 9:00 a.m., Chair Fredericks presiding.

- (1) **Call to Order:** 9:00 a.m.
- (2) **Roll Call:** Secretary of the District Amorette M. Ko-Wong.

Committee Members Present (7): Chair Fredericks; Directors Hill, Mastin, Rabbitt, Rodoni and Snyder; President Pahre.

Committee Members Absent (2): Vice Chair Arnold; Director Melgar.

Other Directors Present (4): Directors Cochran, Garbarino, Hernández and Theriault.

Committee of the Whole Members Present (11): Directors Fredericks, Garbarino, Hernández, Hill, Mastin, Rabbitt, Rodoni and Snyder; Second Vice President Cochran; First Vice President Theriault; President Pahre.

Committee of the Whole Members Absent (5): Directors Arnold, Conroy, Grosboll, Melgar and Stefani.

[Note: On this date, there were three vacancies on the Board of Directors.]

Staff Present: General Manager Denis Mulligan; District Engineer Ewa Bauer-Furbush; Secretary of the District Amorette Ko-Wong; Attorney Kimon Manolius; Deputy General Manager/Administration and Development Kellee Hopper; Deputy General

Manager/Bridge Division Steve Miller; Deputy General Manager/Bus Division Mona Babauta; Deputy General Manager/Ferry Division James Swindler; Director of Planning Ron Downing; Executive Administrator to the General Manager Justine Bock; Senior Board Analyst Elizabeth Eells.

Copies of all reports and presentations are available on the District's web site at <https://www.goldengate.org/district/board-of-directors/meeting-documents/> or upon request from the Office of the District Secretary.

(3) Report of District Advisory Committees [2:25 Minutes Mark on the Audio Recording]

(a) Advisory Committee on Accessibility; (b) Bus Passengers Advisory Committee; and (c) Ferry Passengers Advisory Committee

General Manager Denis Mulligan presented the staff report, which was for informational purposes only and no action was taken.

(4) Status Report on Golden Gate Transit Bus and Golden Gate Ferry Ridership Trends and Where We Are Today [2:56 Minutes Mark on the Audio Recording]

Director of Planning Ron Downing made the presentation on the status of transit service, the changes that Staff has implemented in that service, and the expected trends in service levels in the coming months. The presentation was for informational purposes only and no action was taken. Mr. Mulligan added that people are not traveling into San Francisco as frequently.

Chair Fredericks, Directors Hill, Mastin and Rabbitt, and President Pahre commented and inquired about the presentation. Several Directors expressed appreciation for the presentation and staff's work to adjust service. Chair Fredericks observed staff has been nimble about adjusting service as ridership changes. Director Hill inquired about the possibility of pursuing public private partnerships (PPP) for the last mile, the feasibility of operating a smaller electric ferry, and the City and County of San Francisco's plans for implementing congestion pricing. Director Mastin inquired about the cost effectiveness of operating the MCI buses. President Pahre inquired about how District staff make decisions about adding service. Director Rabbitt spoke about the future of transit. He also inquired about the timing of people's return to transit, and the percentage of former transit riders who would be driving instead of taking transit.

Mr. Mulligan and Mr. Downing responded to the Directors' inquiries. Mr. Downing stated that District staff look at demand and ridership when making decisions about service. Mr. Mulligan added that staff also look at the survey results. He emphasized that one key indicator would be the return of commuters to downtown San Francisco, and their return could be affected by the Delta variant of COVID-19. He said that staff would evaluate how traffic is flowing across the Bridge, and the mixture of Bridge traffic and transit ridership would guide the District in its decision-making about future transit service. He observed that demand for transit could be different than the past. He noted that Bridge traffic has returned faster than transit ridership, and the District can rely on its Bridge traffic revenues

to sustain itself financially. He also said that the District transit costs are aligned with service whereas some other agencies have high fixed costs to offer even a small amount of service.

A public comment was received from the following individual: **[46:44 Minutes Mark on the Audio Recording]**

- David Pilpel, San Francisco Resident

(5) **Adopt Title VI Equity Analysis Findings Relative to COVID-19 Pandemic-Related Adjustments to Golden Gate Transit Commute Bus Service** **[50:03 Minutes Mark on the Audio Recording]**

Director of Planning Ron Downing presented the staff report. He expressed his appreciation for the contributions of Principal Planner Barbara Vincent and Attorney Shayna van Hoften to the report.

A public comment was received from the following individual: **[55:09 Minutes Mark on the Audio Recording]**

- David Pilpel, San Francisco Resident

(a) **Action by Committee**

Staff recommended and the Committee concurred by motion made and seconded by **Directors HILL/RABBITT** to forward the following recommendation to the Board of Directors for its consideration:

RECOMMENDATION

The Transportation Committee/Committee of the Whole recommends that the Board of Directors adopt the findings of the Title VI equity analysis for Golden Gate Transit commute bus service changes related to the COVID-19 pandemic. Changes include service reductions on Routes 27, 54, and 72 and the suspension of Routes 2, 4, 8, 18, 24, 25, 38, 56X, 58, 74, 76, and 92 (including all lettered variations of the impacted routes). The equity analysis concludes that the changes do not have a disparate impact on minority passengers nor impose a disproportionate burden on low-income passengers.

Action by the Board at its meeting of July 23, 2021 – Resolution

AYES (11): Directors Fredericks, Garbarino, Hernández, Hill, Mastin, Rabbitt, Rodoni and Snyder; Second Vice President Cochran; First Vice President Theriault; President Pahre.

NOES (0): None.

ABSENT (5): Directors Arnold, Conroy, Grosboll, Melgar and Stefani.

(6) **Monthly Report on Bridge Traffic, Transit Ridership Trends, and Transit Service Performance** **[58:29 Minutes Mark on the Audio Recording]**

**TRANSPORTATION COMMITTEE/COMMITTEE OF THE WHOLE
JULY 22, 2021/PAGE 4**

General Manager Denis Mulligan presented the staff report, which was for informational purposes only and no action was taken. He pointed out the statistics for Bridge traffic in the morning.

Chair Fredericks inquired about the staff report.

Mr. Mulligan responded to the Chair's inquiry.

(7) Monthly Report on Activities Related to Marin Transit [1:01:21 Hours Mark on the Audio Recording]

General Manager Denis Mulligan presented the staff report, which was for informational purposes only and no action was taken. He stated that the District provides local bus service under contract to Marin Transit and staff is negotiating to continue the contract with that agency.

(8) Public Comment [1:02:20 Hours Mark on the Audio Recording]

The following individual spoke under Public Comment:

- David Pilpel, San Francisco Resident

(9) Adjournment [1:03:53 Hours Mark on the Audio Recording]

All business having been concluded, Directors RABBITT/SNYDER moved and seconded that the meeting be adjourned at 10:05 a.m.

Carried

Respectfully submitted,



Alice Fredericks, Chair
Transportation Committee

AF:AMK:EIE:tnm



Date Issued: July 23, 2021

SUMMARY OF ACTIONS
BOARD OF DIRECTORS MEETING OF JULY 23, 2021

Resolution No. 2021-064 (July 22, 2021 meeting of the Finance-Auditing Committee)

Ratifies actions taken by the Auditor-Controller, as follows:

- (1) Ratifies Commitments and/or Expenditures;
- (2) Ratifies previous investments;
- (3) Authorizes investments; and,
- (4) Accepts the "Investment Report" for June 2021.

Resolution No. 2021-065 (July 22, 2021 meeting of the Transportation Committee)

Adopts the findings of the Title VI equity analysis for Golden Gate Transit commute bus service changes related to the COVID-19 pandemic. Changes include service reductions on Routes 27, 54, and 72 and the suspension of Routes 2, 4, 8, 18, 24, 25, 38, 56X, 58, 74, 76, and 92 - including all lettered variations of the impacted routes, as detailed and attached to the staff report.

Resolution No. 2021-066 (July 22, 2021 meeting of the Finance-Auditing Committee)

Authorizes the General Manager to file an application with the Metropolitan Transportation Commission for FY 21/22 Transportation Development Act, State Transit Assistance, and Regional Measure 2 funds to support bus, ferry, and paratransit services, in the amount of \$22,708,972, and any related revisions, as detailed in the staff report.

A handwritten signature in blue ink, appearing to read "Amorette M. Ko-Wong", written over a horizontal line.

Amorette M. Ko-Wong, Secretary of the District

AMK:EIE:tnm

GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

RESOLUTION NO. 2022-009

ADOPT THE DISTRICT'S 2021 TITLE VI PROGRAM

February 25, 2022

WHEREAS, Title VI of the Civil Rights Act of 1964 (Title VI) prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving federal financial assistance;

WHEREAS, on October 1, 2012, the Federal Transit Administration (FTA) issued guidelines to assist transit agencies in complying with Title VI of the Civil Rights Act of 1964 (Title VI), which ensures that public services, including transportation, are provided in a nondiscriminatory manner;

WHEREAS, in order to comply with the requirements of Title VI, FTA guidelines require its grantees to adopt and submit a Title VI Program every three years to document the agency's Title VI compliance and the District last submitted its Title VI Program in October 2018 but received an extension from FTA in order to submit the current update by March 1, 2022;

WHEREAS, as detailed and attached to the staff report, the District's 2021 Title VI Program, including attachments, consists of the following major components: Service Summary, Service Area, and Title VI Review Process; Title VI Notice to the Public, Complaint Process and Forms, and Investigation Process; Public Participation Plan; Language Implementation Plan; Summary of Outreach Efforts; Title VI Policies adopted by the District including Service Standards and Policies, Major Service Change Policy, Disparate Impact and Disproportionate Burden Policies, and Related Public Outreach Documentation; Ridership Demographic Profile; Service Monitoring Results; and, Title VI Analyses of Major Service Changes and Fare Changes, and Related Board Reports;

WHEREAS, the Transportation Committee, at its meeting of February 24, 2022, has so recommended; now, therefore, be it

RESOLVED that the Board of Directors of the Golden Gate Bridge, Highway and Transportation District hereby adopts the Golden Gate Bridge, Highway and Transportation District's (District) 2021 Title VI Program as presented by staff, which demonstrates the District's compliance with Title VI of the Civil Rights Act of 1964, as outlined in the Attachment.

RESOLUTION NO. 2022-009
BOARD OF DIRECTORS MEETING OF FEBRUARY 25, 2022
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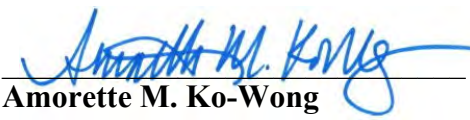
ADOPTED this 25th day of February 2022, by the following vote of the Board of Directors:

- AYES (16):** Directors Arnold, Garbarino, Giudice, Grosboll, Hernández, Mastin, Melgar, Pahre, Rabbitt, Rodoni, Snyder, Stefani and Thier; Second Vice President Hill; First Vice President Cochran; President Theriault.
- NOES (0):** None.
- ABSENT (1):** Director Conroy.

[Note: On this date, there were two vacancies on the Board of Directors.]



Michael Theriault
President, Board of Directors

ATTEST: 

Amorette M. Ko-Wong
Secretary of the District

Attachment – 2021 Title VI Program