

**TITLE VI
TRIENNIAL PROGRAM UPDATE FOR
NORTH COUNTY TRANSIT DISTRICT**

JUNE 1, 2018 – MAY 31, 2021

JUNE 2021

SANDAG

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LETTER PLACEHOLDER

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CHAPTER I

GENERAL REQUIREMENTS AND GUIDELINES

CHAPTER I

GENERAL REQUIREMENTS AND GUIDELINES

OVERVIEW

The Federal Transit Administration (FTA) requires that all transit operators who receive federal funds conduct assessments of Title VI of the Civil Rights Act of 1964 in order to demonstrate nondiscrimination of services and facilities for minority communities. In San Diego County, this responsibility is held by two transit agencies: San Diego Metropolitan Transit System (MTS) and North County Transit District (NCTD).

More than ten years ago, the San Diego Association of Governments (SANDAG) entered into a Master Memorandum of Understanding (MOU) with NCTD and took contractual responsibility for conducting the triennial Title VI Program Update on behalf of the transit agency. More information regarding the MOU is included in Chapter II. This update is consistent with the Title VI Circular entitled “Title VI Requirements and Guidelines for Federal Transit Administration Recipients” (October 1, 2012, FTA C 4702.1B, hereinafter referred to as the “Circular”) as required, and covers the period of June 1, 2018 to May 31, 2021.

Operational planning, along with the responsibility to evaluate major service changes under Title VI, is managed by NCTD. SANDAG is responsible for the Title VI evaluation of transit fare changes that affect the Comprehensive Fare Ordinance pursuant to the MOU between the parties. A summary of SANDAG responsibilities under Title VI is included in the SANDAG Triennial Program Update prepared separately from this document. The next Triennial Program Update for SANDAG is due on October 1, 2021.

REQUIRED COMPONENTS OF THE PROGRAM UPDATE

Two chapters of the Circular include instructions for the completion of the Title VI Program Update as they apply to NCTD. The following required components in this chapter are consistent with Chapter III of the Circular, while Chapter II of this update is consistent with the reporting requirements specified in Chapter IV of the Circular.

GENERAL REQUIREMENTS

The following requirements are imposed on all FTA recipients and subrecipients to ensure that their programs, policies, and activities comply with the Department of Transportation (DOT) Title VI regulations.

TITLE VI NOTICE TO THE PUBLIC, INCLUDING A LIST OF LOCATIONS POSTED

The annual Title VI Certification and Assurances were provided to the FTA via an update in the FTA’s Transit Award Management System. The NCTD certifications and assurances were updated on March 25, 2021.

All of NCTD’s Title VI Notices to the Public are written in English and Spanish and contain a statement in Chinese (Simplified), Chinese (Traditional), Vietnamese, Tagalog, and Korean along with a telephone number to request translated information. NCTD’s Title VI Notice to the Public is posted [on its website](#) and in [its Riders Guide](#). Additional notices are posted in both English and Spanish on all COASTER and SPRINTER rail vehicles; at the customer service desks at the Oceanside and Escondido Transit Centers; and in the lobby and the Board Room of the General Administration Offices for NCTD, which is located at 810 Mission Avenue in Oceanside, California. Placards in both English and Spanish also are posted onboard all transit buses.

Copies of the NCTD Notice to the Public in both English and Spanish are included in Appendix A.

TITLE VI COMPLAINT PROCEDURE

NCTD Board Policy No. 26, Discrimination Complaint Procedures, establishes NCTD's procedure for receiving discrimination complaints from visitors to NCTD, members of the public, or anyone receiving services from NCTD. The procedure includes compliance with federal non-discrimination laws under Title VI of the Civil Rights Act of 1964 (Title VI), 49 Code of Federal Regulations (CFR) Part 21, and the Americans with Disabilities Act of 1990 (ADA). NCTD also is required to comply with the State of California's non-discrimination laws under California Code § 51 (Unruh Civil Rights Act) and California Government Code § 11135. For this reason, along with race, color, and national origin, NCTD has included sex, sexual orientation, age, religion, ancestry, marital status, medical condition, and disability in its procedure. A copy of NCTD Board Policy No. 26 is included in Appendix B.

TITLE VI COMPLAINT FORM

NCTD has developed forms for the use of submitting a Title VI complaint. Copies of NCTD's Title VI/Unruh Discrimination Complaint Form in English, Spanish, Tagalog, Korean, Vietnamese, Chinese (Traditional), and Chinese (Simplified) can be found in Appendix C, as well as on the NCTD website at the following link: <https://gonctd.com/accessibility/civil-rights/>.

TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS

NCTD has three open Title VI complaints remaining for the program update period of June 1, 2018, to May 31, 2021. The majority of complaints that were received alleging a Title VI violation originated with NCTD's Customer Service Department, who then referred the complaints to the Civil Rights Officer for investigation. Any Title VI discrimination complaints investigated by the Civil Rights Officer lacking sufficient substantiating evidence or lacking merit establishing prima facie are referred back to Customer Service and addressed as a customer service issue. The Civil Rights Officer notifies both the complainant and NCTD's Manager of Customer Service of this determination in writing. The Manager of Customer Service reviews the complaint and addresses any outstanding matters, pursuant to NCTD Administrative Policy and Procedure ADM-1011, Customer Feedback Procedure, Customer Service. For complaints not originating from the Customer Service Department, the Manager of Customer Service generates a report in the Customer Service Rider Report database and conducts any necessary follow up as deemed appropriate. A copy of NCTD's complaint log showing the findings of all complaints between June 1, 2018 – May 31, 2021, the action taken, and the status of the complaints is included in Appendix D.

PUBLIC PARTICIPATION PLAN

NCTD revised and approved Board Policy No. 5, Public Notice and Participation, on October 17, 2019. Board Policy No. 5 defines the public participation processes and public notice and hearing requirements that support public comment and input to the Board in reaching policy decisions. A copy of Board Policy No. 5 and a summary of all outreach efforts between June 1, 2018 – May 31, 2021 are included in Appendix E.

LANGUAGE ASSISTANCE PLAN

NCTD's Language Assistance Plan (LAP) was developed in collaboration with SANDAG. This effort included a four-factor analysis that determined the number or proportion of persons with Limited English Proficiency (LEP) who were eligible or likely to be encountered by the transit service (Table 1-1); the frequency with which LEP individuals came into contact with the transit service; the nature and importance of the program, activity, or service provided by the recipient to people's lives; the resources available to the recipients; and costs.

The most recent NCTD LAP was completed in 2020. A copy of the revised NCTD LAP is included in Appendix F. Table 1 of the LAP, included herein on page F-9, illustrates the LEP populations in NCTD’s jurisdiction by language (of languages with at least 1,000 speakers in the target area). Maps of the service area also are included in the LAP, specifically on pages F-11 through F-16. The table is replicated here for convenience:

Table 1-1 LEP Speakers by Language in NCTD Jurisdiction

Language	LEP Population	Percentage of All LEP Speakers	Percent of Total Population (Age 5+)
Spanish	50,135	81.93	5.41
Vietnamese	2,147	3.51	0.23
Chinese	1,680	2.75	0.18
Tagalog	1,291	2.11	0.14
Korean	1,003	1.64	0.11

Source: U.S. Census Bureau, American Community Survey 5-Year Public Use Microdata Sample (PUMS) 2013-2017

In reviewing the frequency with which LEP populations come in contact with NCTD services, as identified in Factor 2, NCTD established that Spanish-speaking LEP persons utilize NCTD services and contact the agency with sufficient frequency and coverage to warrant provision of all vital documents in both English and Spanish. The second largest group of the LEP population speaks Vietnamese, though the Vietnamese-speaking LEP population is significantly smaller than the Spanish-speaking LEP population as a percentage of total NCTD service area. The third largest group, representing 0.18 percent of the NCTD service area population, speaks Chinese. Spanish is the only language with over 0.25 percent of the LEP population and more than 5,000 speakers.

Based on the Four-Factor Analysis in NCTD’s current LAP, NCTD is required to provide language services to LEP customers who speak Spanish, Vietnamese, Chinese, Tagalog, and Korean. The LAP estimates that 81.93 percent of all LEP passengers (and 6.07% of the total population) in NCTD’s service area speak Spanish. Due to the significantly larger number of Spanish-speaking LEP passengers as compared to speakers of other languages, NCTD translates all vital documents into Spanish. The LAP also includes NCTD’s list of vital documents/media (which can be found on page F-26 of this document). Regarding any other languages, LEP customers can request translation of vital documents through the Customer Service department.

NCTD currently provides notice to LEP individuals in several ways, including translated information for fare changes and other vital documents/media. Additionally, the customer service telephone line provides access to multiple languages, all notices of public hearings and major service changes are issued in English and Spanish and distributed to appropriate media, and translators are provided at community meetings upon request. Written language assistance is available, including bilingual (English and Spanish) or multilingual versions of fare payment instructions, system maps and timetables; Spanish-language service change announcements; Spanish-language versions of vital documents and media; and Spanish version of NCTD’s website. Oral language assistance consists of bilingual staff identified to answer inquiries; on-call translation and interpretation services; contracting for interpreters on an “as-needed” basis; and utilizing an “I Speak” Form and Staff Language List, as well as telephonic interpretation services. Lastly, pursuant to NCTD’s Administrative Policy and Procedure GM-0010, LAP Implementation, NCTD has established a LAP Committee to review vital document/media requests and to discuss ways to improve accessibility for NCTD’s LEP customers.

A copy of NCTD’s LAP and examples of public information materials are included in Appendix F.

MINORITY REPRESENTATION ON PLANNING AND ADVISORY BOARDS

FTA recipients that have transit-related, non-elected planning boards, advisory councils, committees, or similar bodies, the membership of which is selected by the recipient, must provide a table depicting the membership of those committees broken down by race and a description of efforts made to encourage the participation of minorities on such committees. NCTD does not have any transit-related, non-elected planning boards, advisory councils, committees, or similar bodies with membership selected by NCTD. Furthermore, NCTD does not have any subcommittees.

The ADA Review Committee is a voluntary group that interested persons may attend as they wish. The NCTD Manager of Paratransit and Mobility Services announces the meeting date and time at other regional coordination meetings and invites people to participate via normal customer interaction and when giving presentations to the community. Notice of the dates, times, and location of NCTD's ADA Review Committee is also available on NCTD's website at <https://gonctd.com/accessibility/accessibility-overview/>. There is no committee roster; however, minutes are recorded.

The LAP Committee consists of NCTD staff members who discuss issues facing the NCTD service area including LEP communities, ideas to improve service to LEP passengers, and the review/recommendation of "vital documents/media." If no submittals are received, the LAP Committee will convene on a semiannual basis for discussion. The LAP Committee consists of six members, including the Civil Rights Officer. This committee is in place pursuant to NCTD Administrative Policy and Procedure GM-0010, LAP Implementation.

Information on committee memberships and racial breakdown of the advisory committees is provided below:

Table 1-2 NCTD Table of Committee Membership

Committee	Approved Member Positions	Filled Member Positions
ADA Review Committee	7	7 (NCTD Staff Only)
LAP Committee	6	6

Table 1-3 Racial Breakdown of the Membership of NCTD Advisory Committees

	American Indian and Alaska Native	Asian	Black or African American	Hispanic or Latino	Native Hawaiian or other Pacific Islander	White	Other	Biracial or Multiracial	Total
Population of NCTD Service Area	5,857	71,640	23,947	322,413	3,430	516,576	1,462	31,700	977,025
ADA Review Committee	0	0	2	0	0	5	0	0	7
LAP Committee	0	0	0	1	0	4	0	1	6

Population of NCTD Service Area Data Source: 2015-2019 American Community Survey 5-year Estimates compiled at the Census Tract Level

DESCRIPTION OF HOW SUBRECIPIENTS ARE MONITORED

NCTD does not extend FTA financial assistance to any other recipients or subrecipients. Therefore, there are no recipients or subrecipients to monitor.

TITLE VI EQUITY ANALYSIS FOR THE CONSTRUCTION OF A FACILITY

The requirement to conduct equity analysis to determine the site or location of facilities does not apply to NCTD. Since the passage of Senate Bill 1703 (Peace, 2002) (SB 1703), major capital public transit projects are conducted by SANDAG on behalf of NCTD. Therefore, no such projects were conducted by NCTD during the reporting period.

SANDAG carries out the Title VI analyses for these projects when required by the Circular. SANDAG will include analyses of facilities constructed for NCTD projects in the next SANDAG Triennial Title VI program update, slated for submittal on October 1, 2021. The Title VI analysis that is prepared prior to operation of new or changed services resulting from the construction of new facilities is carried out by NCTD and is covered in Chapter II of this document.

SB 1703, which describes the authority of SANDAG to carry out planning, project development, and construction of projects to be operated by NCTD, is available at [SB 1703](#).

NCTD may potentially plan and construct facilities covered under Circular 4702.1B, Chapter III, Part 13, that do not fall within SANDAG responsibilities in the future. No such projects occurred within the past three-year program update period. In such event, in accordance with Board Policy 33 – Joint Use and Development of Real Property, NCTD would complete a Title VI analysis during the planning stage to ensure that the facility is sited in such a manner that would ensure the location is selected without regard to race, color, or national origin. This process would incorporate public outreach to those potentially impacted by the siting of facilities, include a review of various alternatives, and be completed prior to the selection of a preferred site. A review of potential locations would include analysis of other nearby facilities to determine the potential for cumulative adverse impacts. This analysis will be done at either the Census tract or the Census block level depending on the scope and nature of the proposed facility.

If, based on a review of all potential alternative sites, NCTD analysis determines that a project site that would result in a disparate impact on the basis of race, color, or national origin would be the preferred site, NCTD will select the preferred site only if both of the following are true:

- There is a substantial legitimate justification for the preferred project location
- There are no alternative locations that would have a less disparate impact on the basis of race, color, or national origin

APPROVAL OF TITLE VI PROGRAM BY GOVERNING ENTITY

The recipient must provide a copy of board meeting minutes, resolutions, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved the Title VI program. The approval must occur prior to submission to the FTA.

The NCTD Board of Directors approved the program update at their May 20, 2021, meeting. The conformed Board Staff Report and approved minutes for the May 20, 2021, NCTD Board of Directors meeting are included in Appendix G.

CHAPTER II

REQUIREMENTS AND GUIDELINES FOR FIXED-ROUTE TRANSIT PROVIDERS

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REQUIREMENTS AND GUIDELINES FOR FIXED-ROUTE TRANSIT PROVIDERS

OVERVIEW

This chapter provides the requested information as specified under the Requirements of Transit Providers (Chapter IV) of the Title VI Circular (FTA C 4702.1B). The guidance applies to the NCTD, as the agency is the recipient of FTA funds, operates 50 or more fixed-route vehicles in peak service, and its service areas are located in an urbanized area of 200,000 or more in population.

PROGRAM-SPECIFIC REQUIREMENTS

The following requirements are provided in the order of the revised Title VI Circular (Chapter IV).

Requirement to Set System-Wide Service Standards and Policies

Vehicle Load for Each Mode

NCTD's Service Design Guidelines identifies the appropriate vehicle loads for each mode. As shown in Table 2-1, the peak load factor for a COASTER train (Commuter Rail) is 1.25, the peak load factor for the SPRINTER is 1.70, and the peak load factors for BREEZE buses range from 1.4 for peak Corridor and Core routes to 1.10 for Local routes and 1.25 for Commuter bus routes. NCTD's Service Design Guidelines are included in Appendix H.

Table 2-1 NCTD Load Factor

NCTD Load Factor		Standard
Regional Routes	COASTER Peak	1.25
	COASTER Off-Peak	1.00
Corridor Routes	SPRINTER Peak	1.70
	SPRINTER Off-Peak	1.10
Local Routes	BREEZE Corridor Peak	1.40
	BREEZE Corridor Off-Peak	1.10
	BREEZE Core Peak	1.40
	BREEZE Core Off-Peak	1.10
	BREEZE Local Peak	1.10
	BREEZE Local Off-Peak	1.10
	BREEZE Commuter Peak	1.25

Vehicle Headway for Each Mode

NCTD's Service Design Guidelines identify the appropriate vehicle headways for each mode. COASTER and SPRINTER are below the identified industry standards identified in NCTD's Service Design Guidelines due to shared use agreements and track availability. As shown in Table 2-2, prior to the outbreak of the COVID-19 pandemic, the peak frequency standard for a COASTER train (Commuter Rail) was 40 minutes (11 round trips per day), while the headway standard for the SPRINTER (Hybrid Rail) is 30 minutes. The BREEZE bus routes have peak headway standards that range from 20 to 30 minutes during peak times to headways of 30 to 60 minutes during off-peak times. NCTD's Service Design Guidelines are included in Appendix H.

Table 2-2 NCTD Vehicle Headways

NCTD Vehicle Headways		Standard (minutes)
Regional Routes	COASTER Peak	40
	COASTER Off-Peak	180
Corridor Routes	SPRINTER Peak	30
	SPRINTER Off-Peak	30
Core/Local/Commuter Routes	BREEZE Peak	20-30
	BREEZE Off-Peak	30-60

On-Time Performance for Each Mode

NCTD's Service Design Guidelines identify the appropriate On-Time Performance measures for each mode. NCTD defines the On-Time Performance of all its rail and bus services as between 59 seconds before and 5 minutes and 59 seconds behind the published schedule at the departure terminal. As shown in Table 2-6, the On-Time Performance Standard is 95 percent for the COASTER Commuter Rail, 98 percent for the SPRINTER Hybrid Rail, and 90 percent for BREEZE bus service. NCTD's Service Design Guidelines are included in Appendix H.

Table 2-3 NCTD On-Time Performance

NCTD On-Time Performance		Standard
Regional Route	COASTER	95%
Corridor Route	SPRINTER	98%
Local Routes	BREEZE	90%

Service Availability for Each Mode

NCTD's standard for Service Availability requires that:

- 90 percent of households in areas of high population density should be within 0.25 miles of a transit stop
- 75 percent of areas with medium population density should be within 0.25 miles of a transit stop
- 50 percent of areas with low population density should be within 0.25 miles of a transit stop
- 10 percent of rural households should be within 0.25 miles of a transit stop

Additionally, the minimum threshold activity levels for transit service to non-residential locations include:

- Employment centers with more than 100 employees per shift
- Medical facilities with more than 50 employees and significant outpatient facilities
- Public facilities such as senior centers and libraries which feature frequent public visitation during regular business hours
- Retail centers with at least 100,000 square feet of retail space and at least one “anchor” store
- Schools with 500 combined students, faculty, and employees

Lastly, NCTD’s stop spacing guidelines identify the recommended distance between bus stops:

- 0.5 miles between rural stops
- 0.3 miles between suburban stops
- 0.25 miles between urban stops

NCTD’s Service Design Guidelines are located in Appendix H.

Distribution of Transit Amenities for Each Mode

COASTER/SPRINTER

COASTER and SPRINTER stations have a variety of amenities which may include seating, shade canopies, ticket vending machines, and security video surveillance. COASTER stations also have parking lots.

BREEZE

Installation of passenger amenities at bus stops such as shelters, benches, bicycle parking, and passive schedule information displays is guided by passenger volumes supplemented by considerations of equity, safety, and comfort.

The process that NCTD uses in distributing amenities is outlined in the NCTD Service Design Guidelines in Appendix H.

Vehicle Assignment for Each Mode

NCTD COASTER

Train sets on the COASTER consist of one locomotive and up to six bilevel passenger cars. COASTER service design is consistent with conventional commuter rail service. However, deviations from typical service frequency and span are attributable to single-track line capacity constraints that limit the number of trains that can be operated during peak hours.

NCTD SPRINTER

The SPRINTER is a diesel-propelled hybrid rail service operating in a 22-mile corridor paralleling State Route 76 (SR 76) between Escondido and Oceanside. The maximum train size is two vehicles while the maximum frequency of the service is 30 minutes due to capacity constraints (55% of the corridor is single track). A two-car train operating during peak periods has capacity for 435 riders.

NCTD BREEZE Bus

Vehicles are assigned by bus operators and according to the following vehicle/route characteristics:

- Automatic Passenger Counting (APC) coverage (the BREEZE bus fleet is not 100% equipped with APC devices, so vehicles are rotated to improve survey coverage via APCs throughout the system)
- Frequency of service
- Passenger capacity
- Operating conditions (including turns, dips, speed, and other road conditions)
- Further information regarding the NCTD COASTER, SPRINTER, and BREEZE fleets can be viewed in the NCTD Service Design Guidelines located in Appendix H.

Requirement to Collect and Report Demographic Data

On behalf of NCTD, SANDAG prepares demographic and service profile maps for the evaluation of low-income and minority population groups. This information is updated every three years in the Program Update and also used by the transit agencies to evaluate the Title VI impacts of major services changes as necessary. Additionally, SANDAG collects survey data on customer demographics and travel patterns, which are used in the evaluation of transit service changes and fare proposals.

In order to comply with the reporting requirements in 49 CFR Section 21.9(b), recipients “should have available for the Secretary racial and ethnic data showing the extent to which members of minority groups are beneficiaries of programs receiving Federal financial assistance.” The information and data provided below is intended to meet these reporting requirements.

Demographic and Service Profile Maps and Charts

1. A base map of the agency’s service area that includes each Census tract, Census block or block group, traffic analysis zone (TAZ), or other locally available geographic data with transit facilities – including transit routes, fixed guideway alignments, transit stops and stations, depots, maintenance and garage facilities, and administrative buildings, as well as major activity centers or transit trip generators and major streets and highways.
2. A demographic map that plots the information listed above and also shades those Census tracts, blocks, block groups, TAZs or other geographic zones where the percentage of the total minority population residing in these areas exceeds the average percentage of minority populations for the service area as a whole.
3. For purposes of addressing environmental justice, and in order to evaluate the impacts of major service changes on low-income populations, demographic maps also shall depict those Census tracts, blocks, block groups, TAZs or other geographic zones where the percentage of the total low-income population residing in these areas exceeds the average percentage of low-income populations for the service area as a whole.

To fulfill the requirements for Parts 1, 2, and 3, SANDAG used American Community Survey 2019 5 -Year Estimates to identify low-income or minority census tracts. Census tracts were identified as minority where the percentage of the total minority population residing in these areas exceeded the average percentage of minority populations for NCTD's distinct service areas. The same methodology was used to determine the low-income populations for each agency's service area.

SANDAG identified the region's most vulnerable communities as the following:

Low-Income

- Any Census tracts where the percentage of the total low-income population (percentage of the population living at or below 200 percent of the federal poverty level) residing in these areas exceeds the average low-income population for the service area as a whole. The NCTD service area is 25.6 percent low-income.

Minority

- Any Census tracts where the percentage of the total minority (non-White) population residing in these areas exceeds the average minority population for the service area as a whole. The NCTD service area is 47.1 percent minority.

Using the established criteria above, the region was broken up into three smaller areas to produce sub-regional maps that are easier to read. The maps of Central San Diego include an inset of the Southern part of the County, as NCTD operates only a small portion of service in this area. Figures 2-1 and 2-2 illustrate the NCTD service areas by Census tract, and include transit facilities, Rail/Premium Express stations, and activity centers as defined in the Circular. Activity centers note the location of colleges and universities, government centers, hospitals, large private employers, school sites, and tourist attractions.

Figures 2-3 and 2-4 illustrate the Low-Income Census tracts in the NCTD service areas, while Figures 2-5 and 2-6 illustrate the Low-Income population's access to transit amenities such as bus stops, benches, and shelters along all transit routes. Figures 2-7 and 2-8 illustrate the Low-Income population's access to activity centers via transit services. In addition, Figures 2-9 and 2-10 illustrate the Minority population within the NCTD service area in relation to transit facilities, Rail/Premium Express stations, and activity centers. Figures 2-11 and 2-12 show the distribution of transit services and amenities, including bus and rail services, along with bus stops, benches, and shelters in each service area. Figures 2-13 and 2-14 illustrate the Minority population's access to activity centers via bus and rail transit services.

In the past three years, no new or improved facilities were replaced or constructed. Additionally, no new stations or services are scheduled to be completed within the next few years. Therefore no maps illustrating new or improved facilities, or new stations or services are presented at this time.

Figure 2-1 Base Map of NCTD Service Area – Central and South

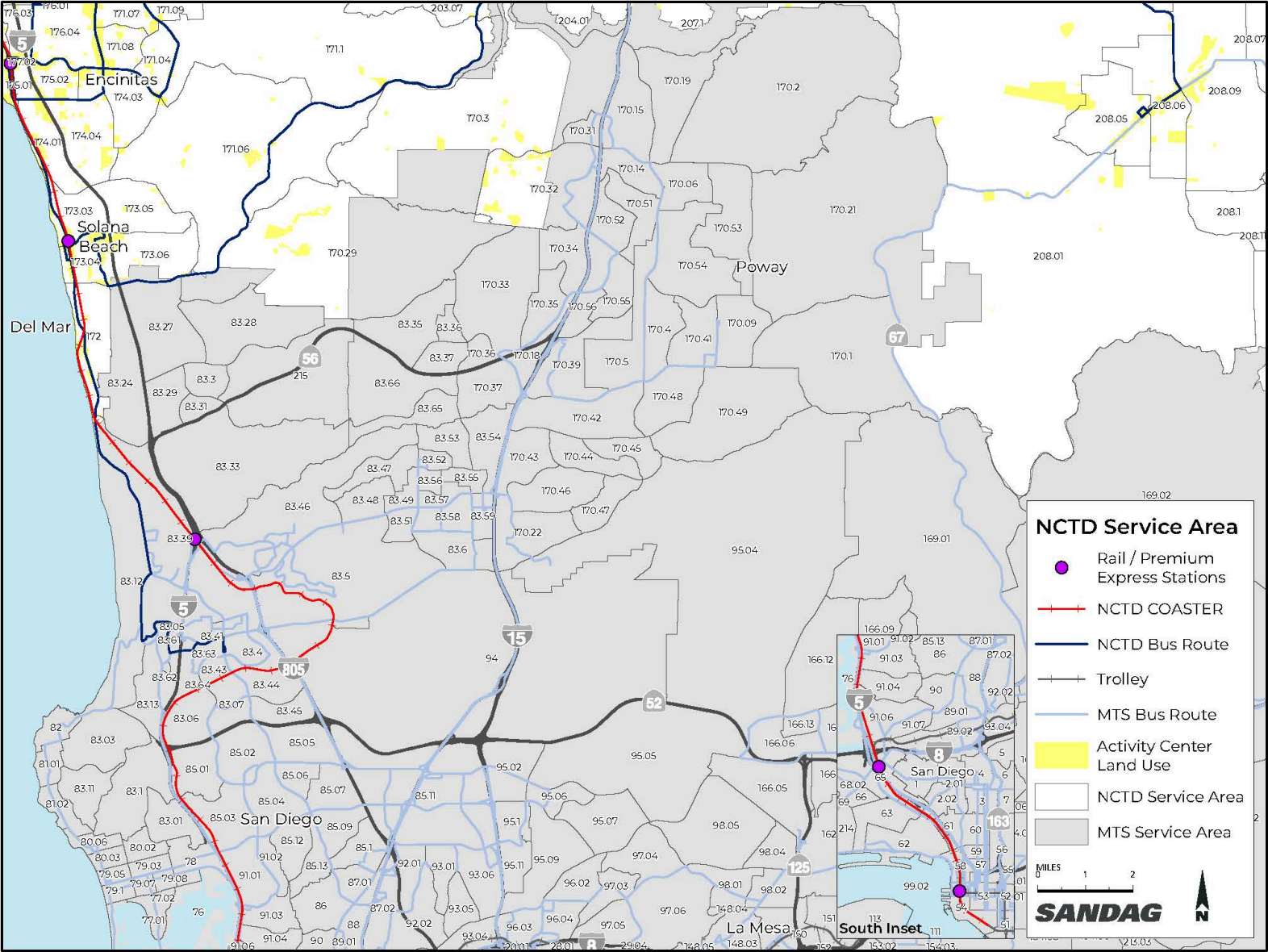


Figure 2-2 Base Map of NCTD Service Area – North

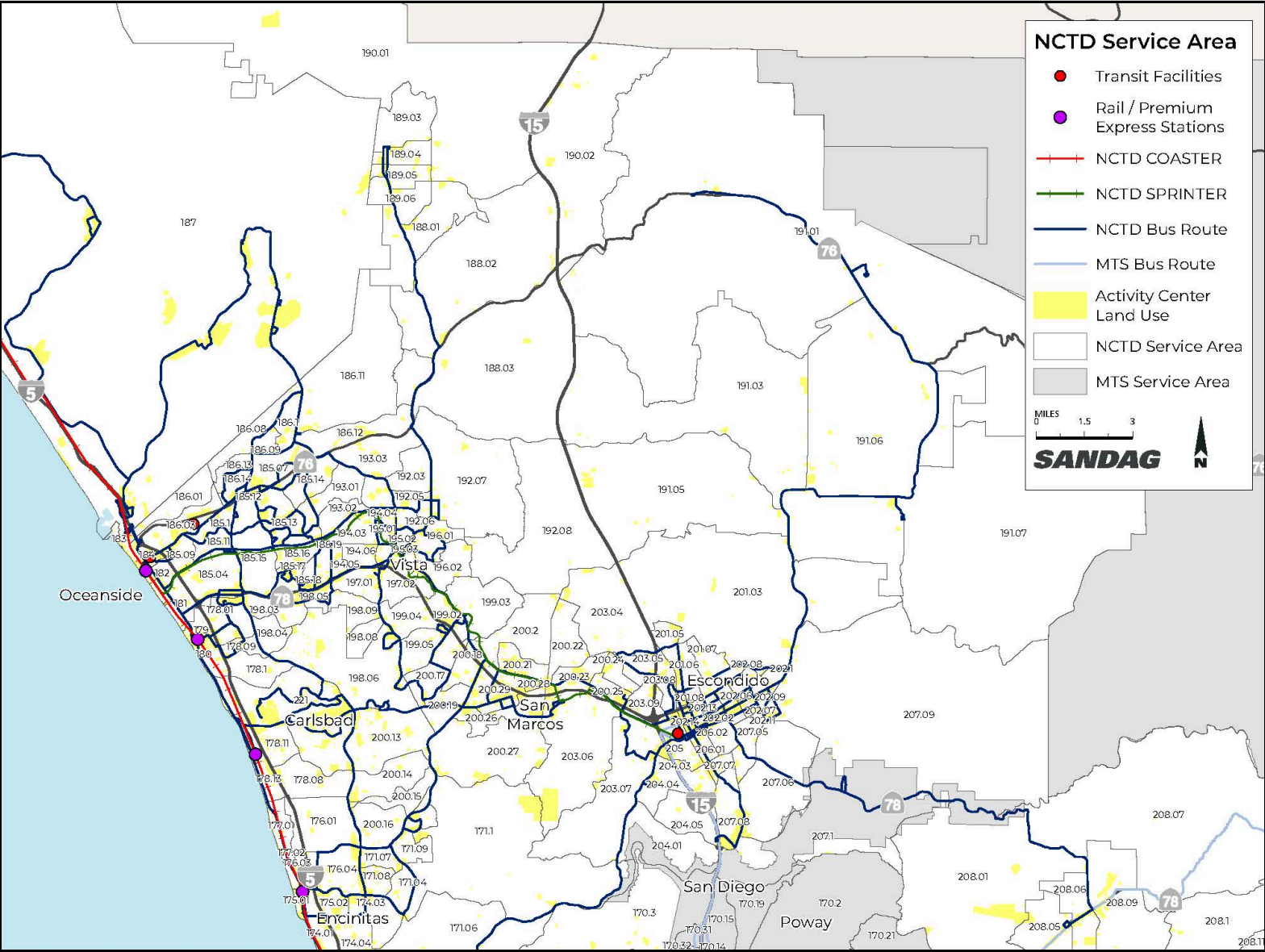


Figure 2-3 NCTD Low-Income Population – Central and South

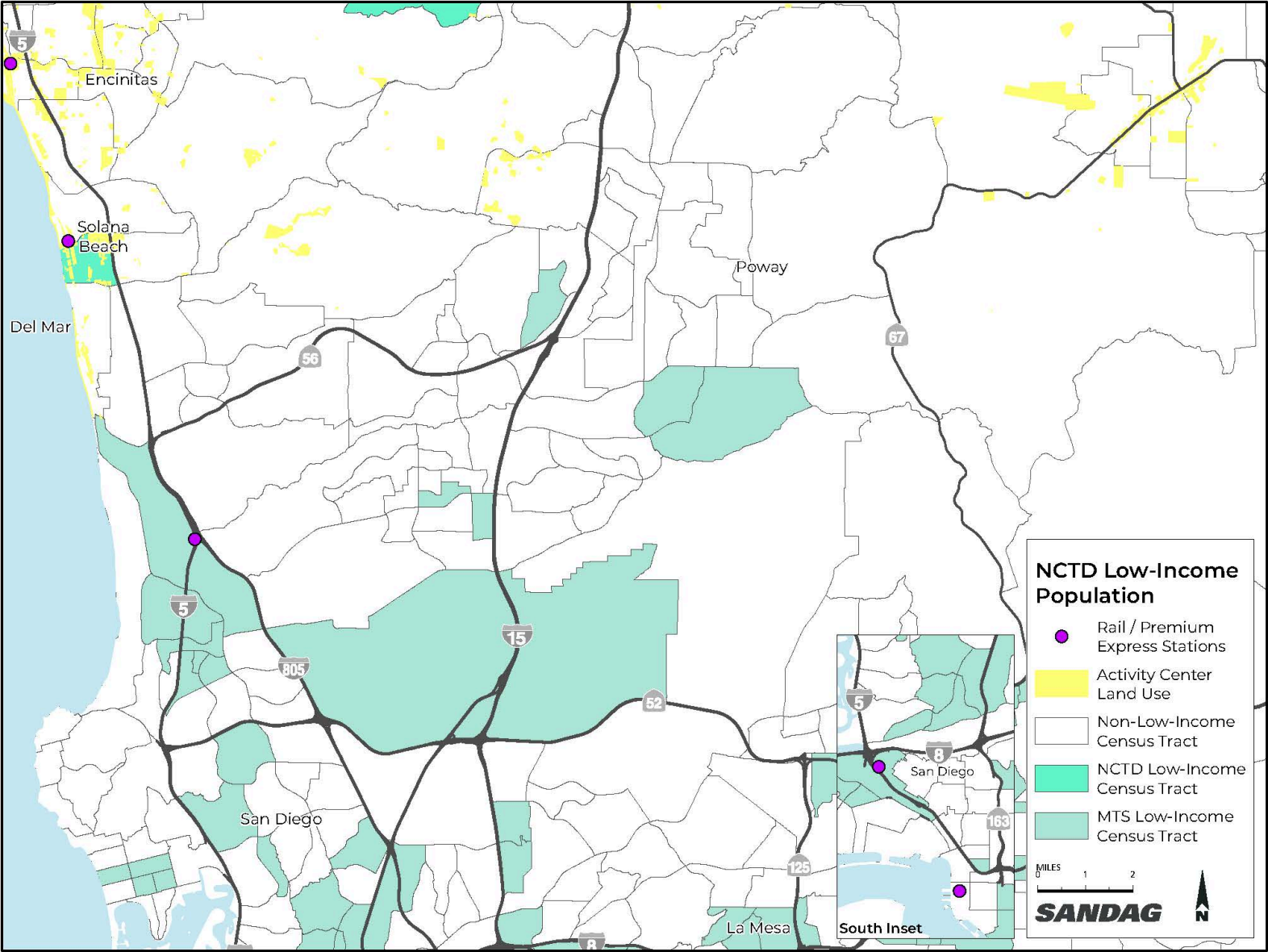


Figure 2-4 NCTD Low-Income Population – North

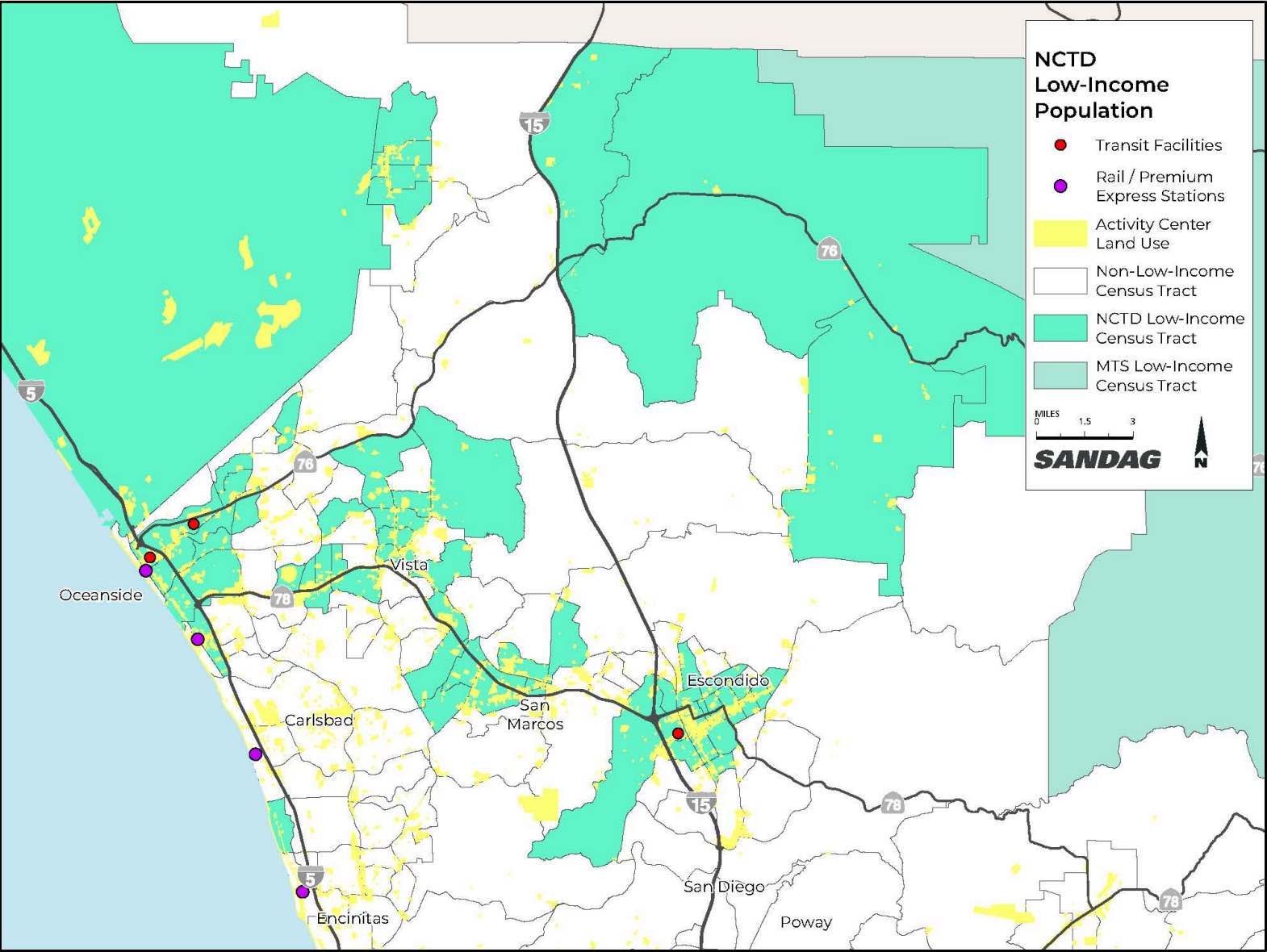


Figure 2-5 NCTD Low-Income Population Transit Amenities – Central and South

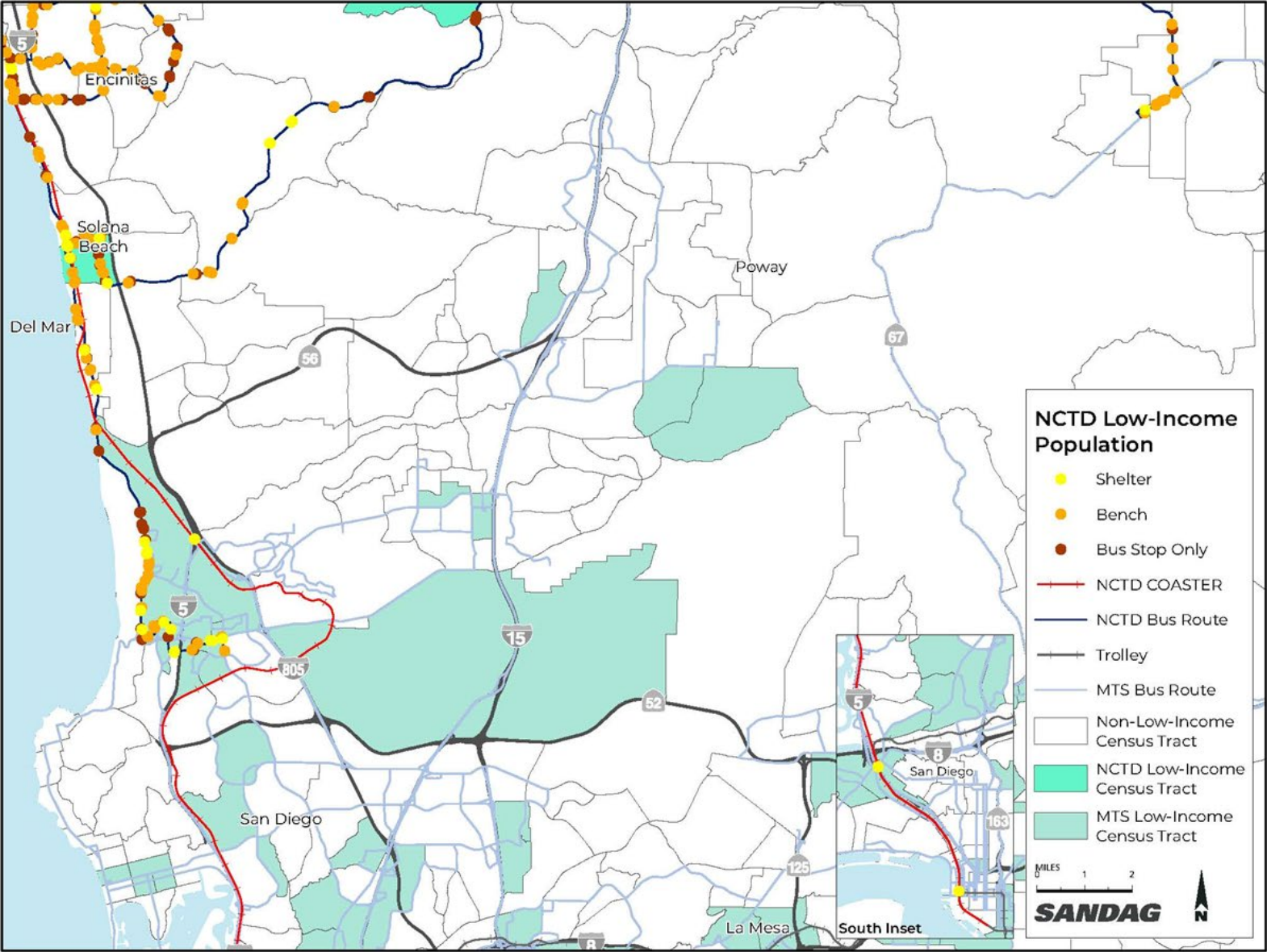


Figure 2-6 NCTD Low-Income Population Transit Amenities – North

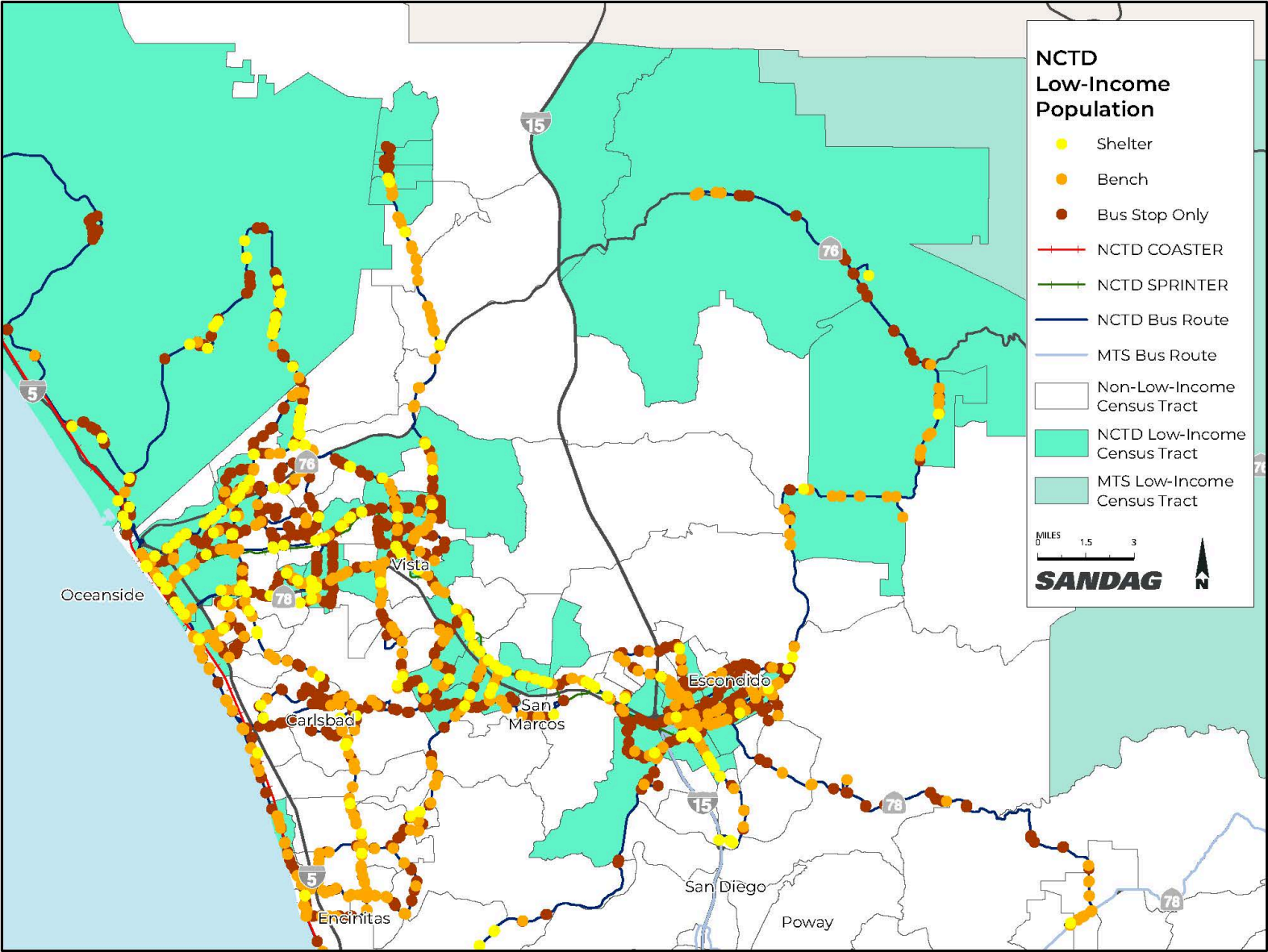


Figure 2-7 NCTD Low-Income Population Transit Access to Activity Centers – Central and South

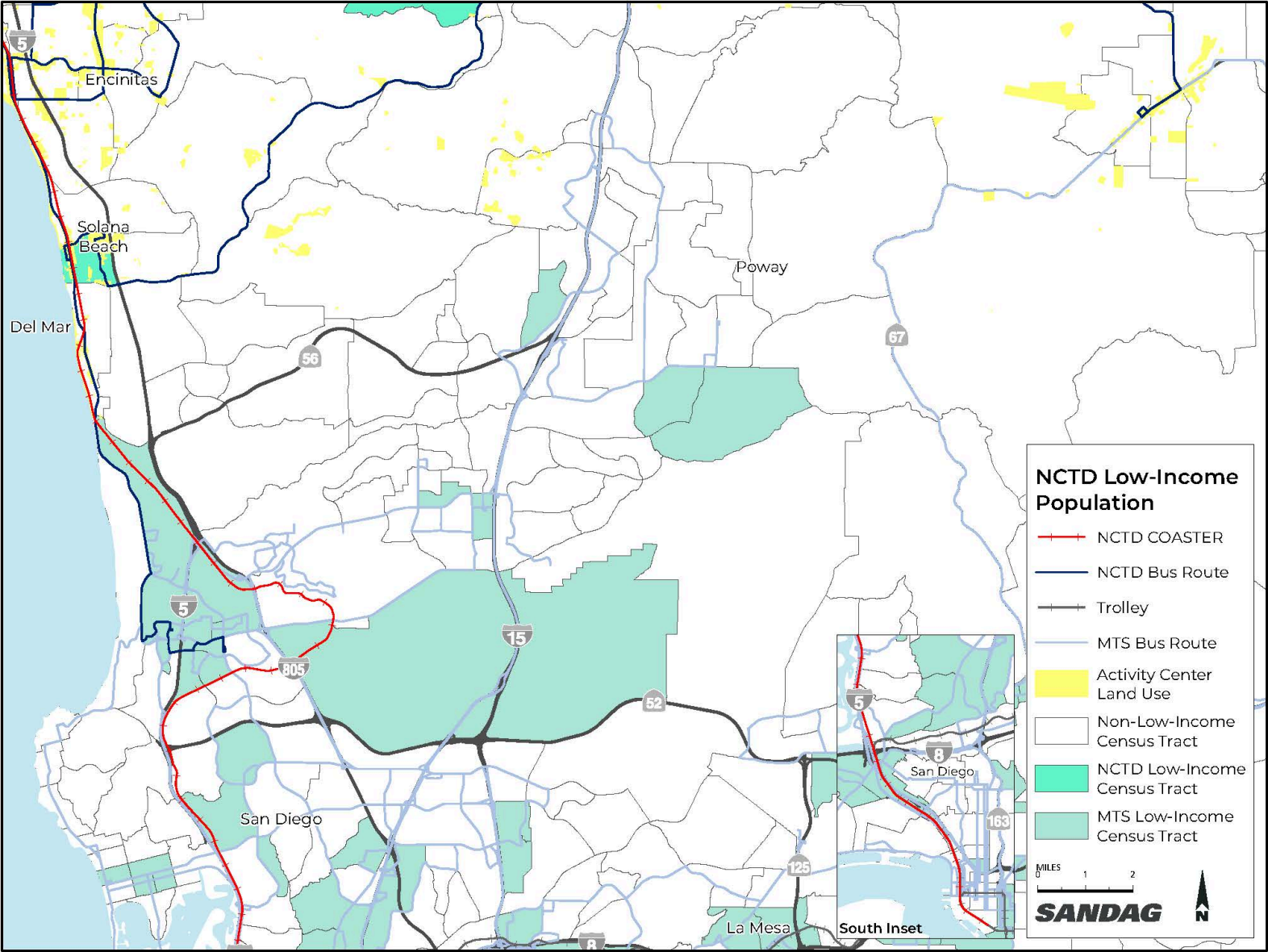


Figure 2-8 NCTD Low-Income Population Transit Access to Activity Centers – North

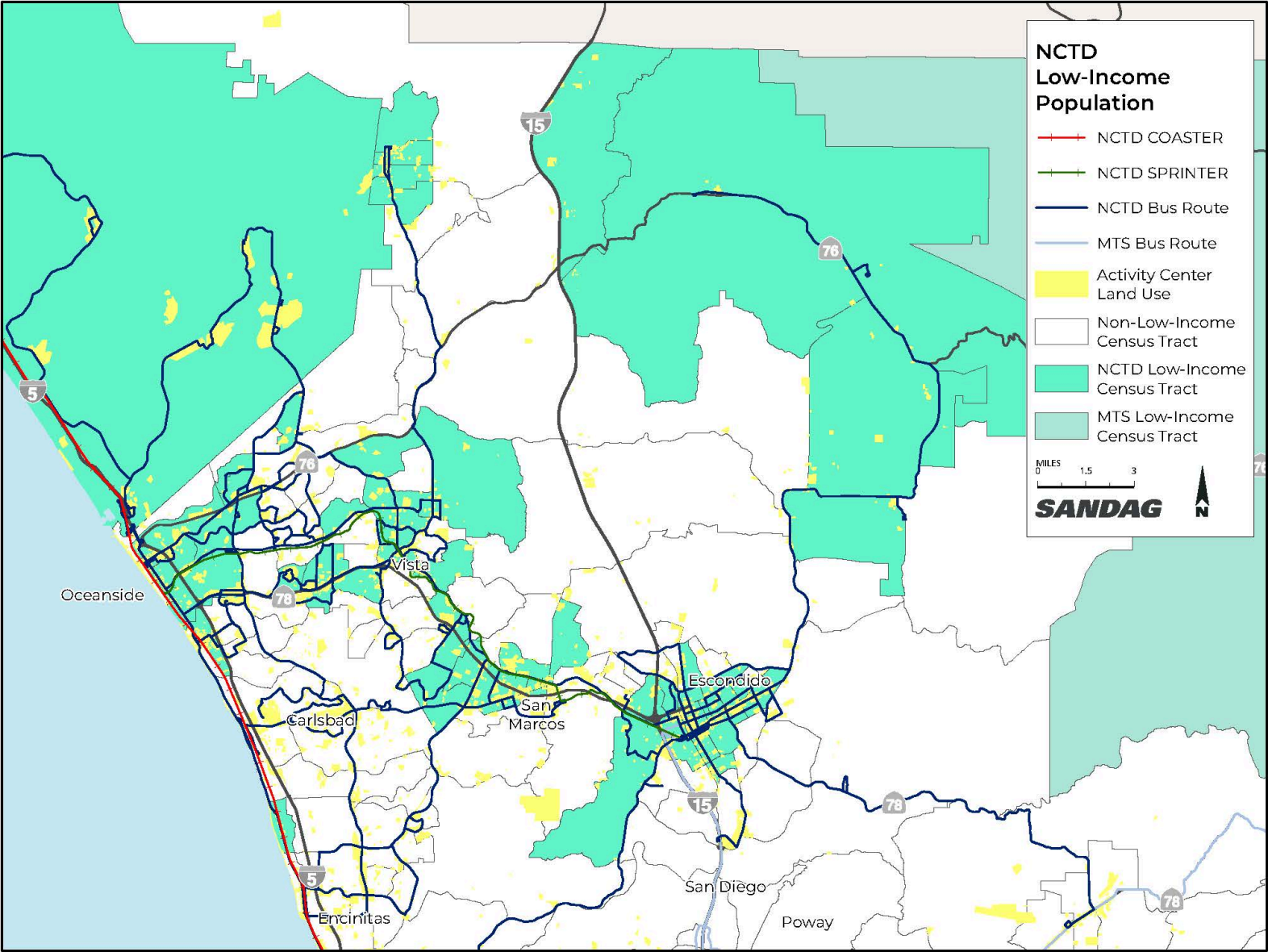


Figure 2-9 NCTD Minority Population – Central and South

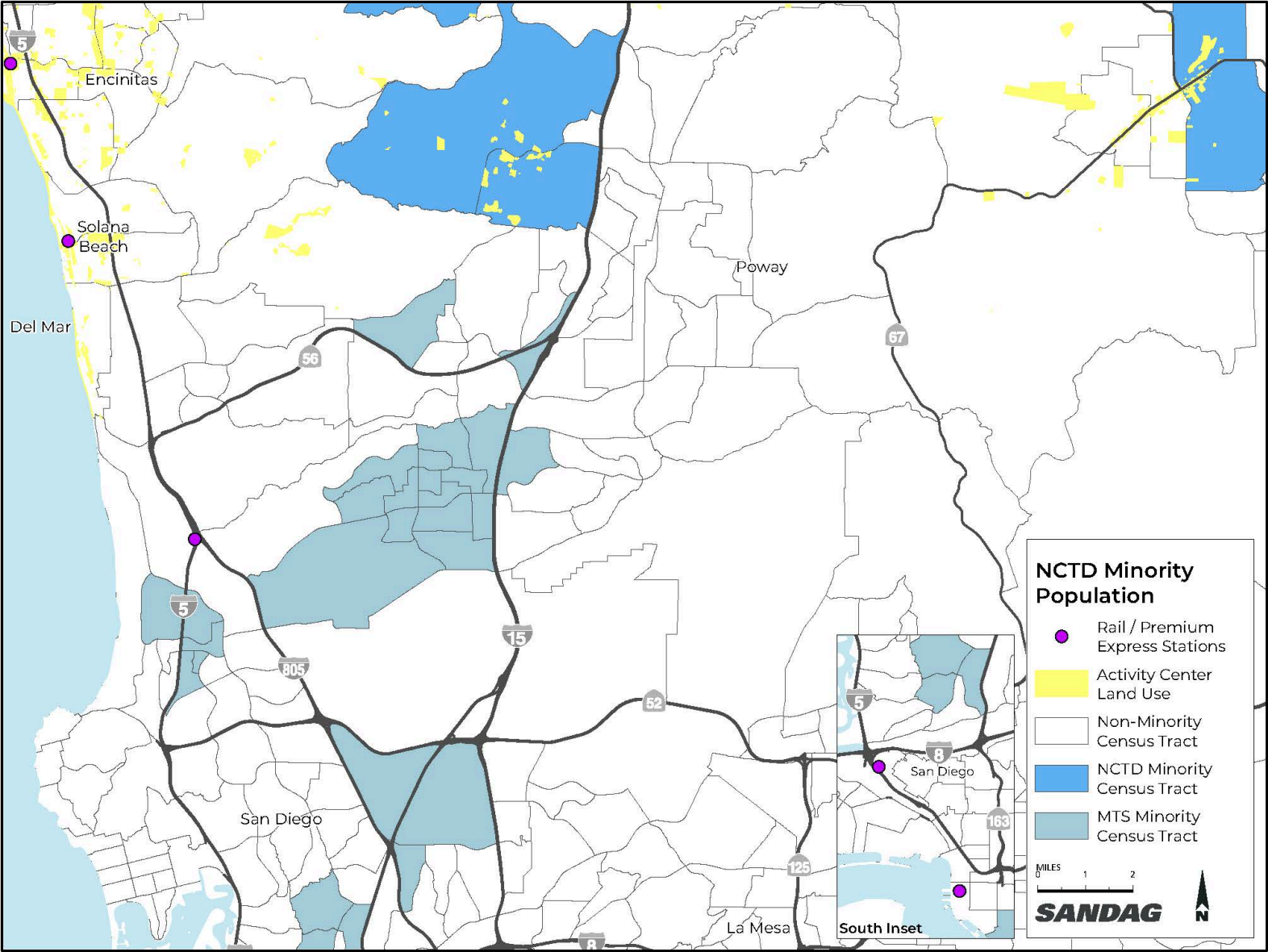


Figure 2-10 NCTD Minority Population – North

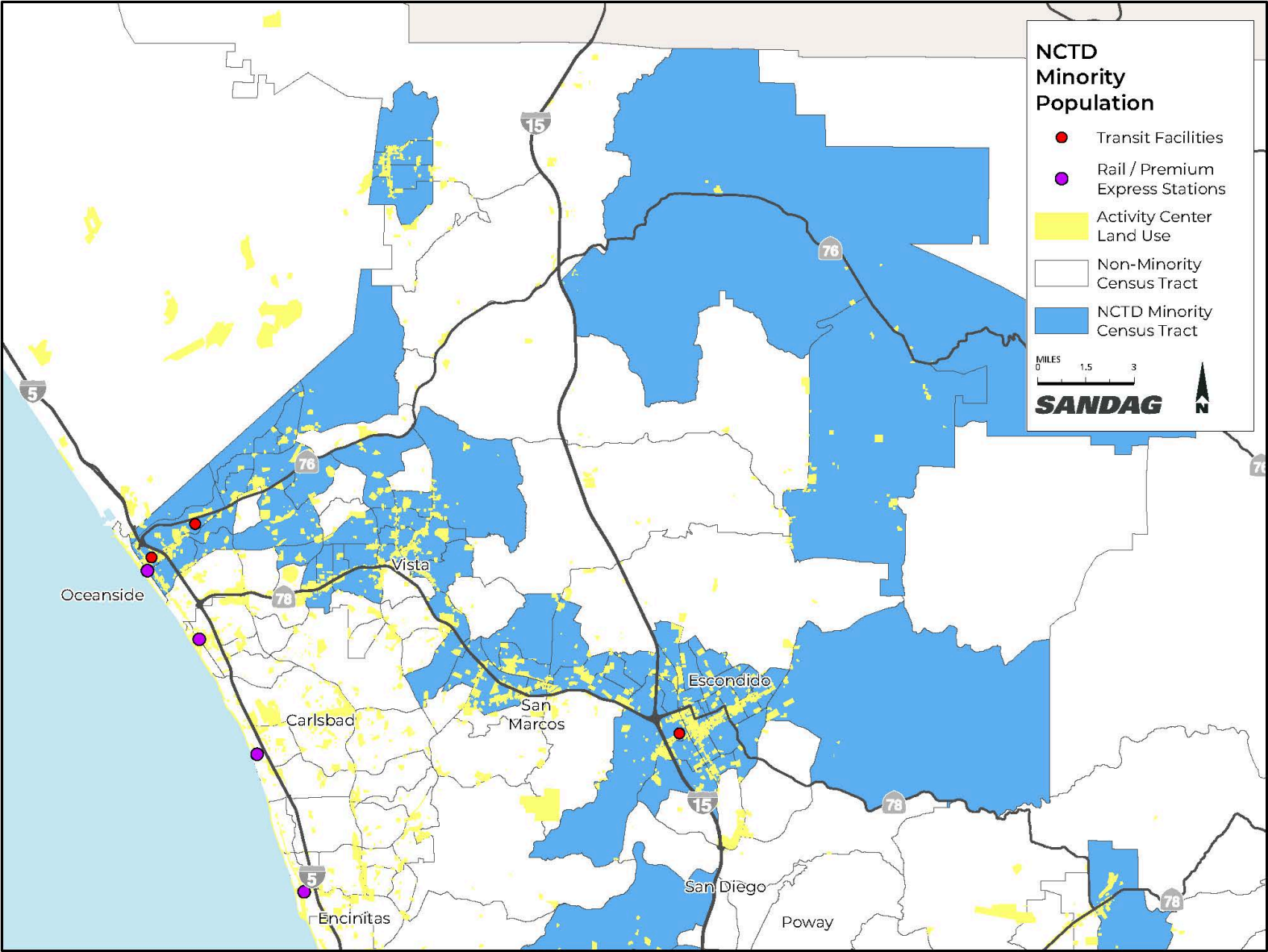


Figure 2-11 NCTD Minority Population Transit Amenities – Central and South

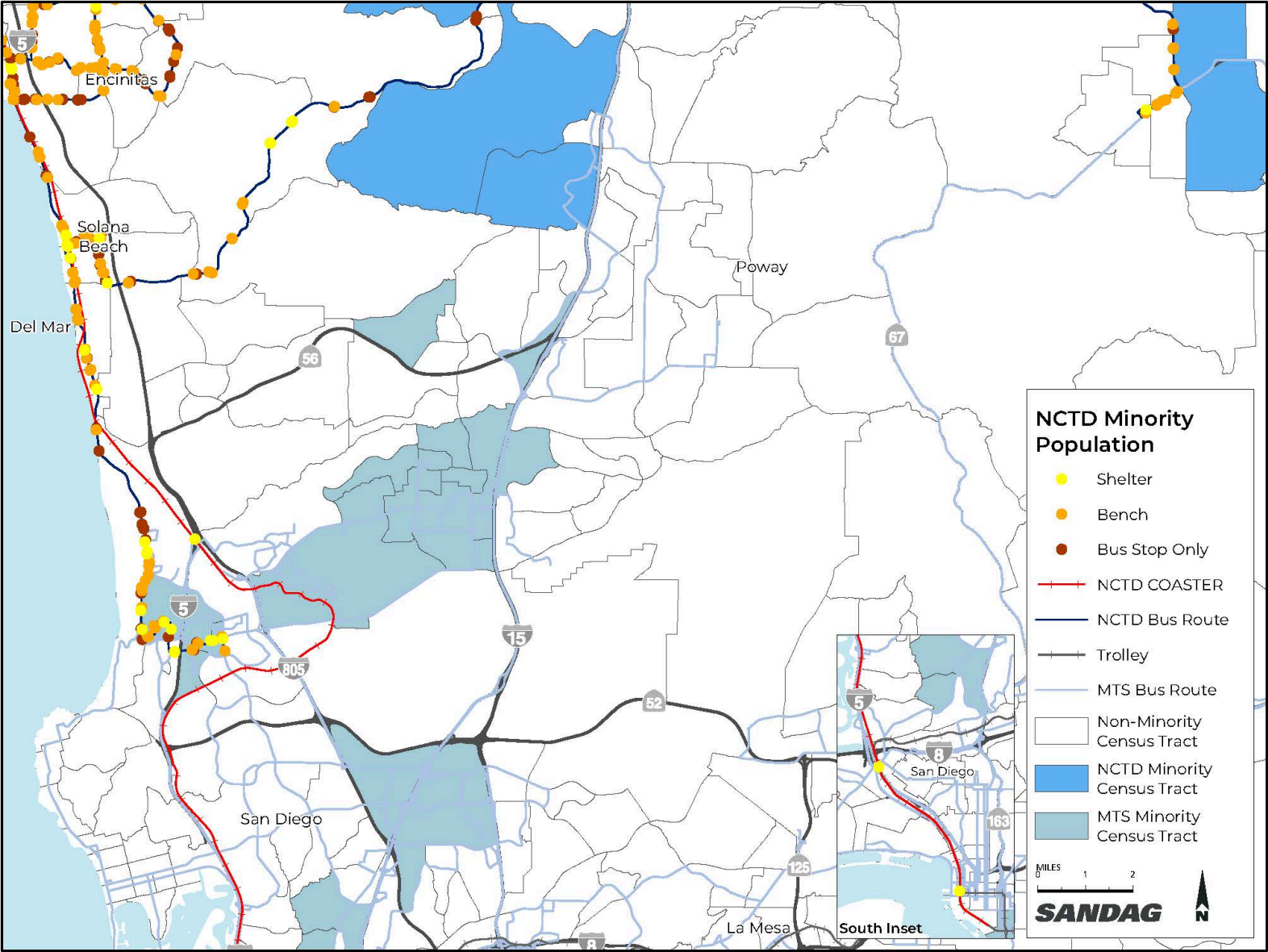


Figure 2-12 NCTD Minority Population Transit Amenities – North

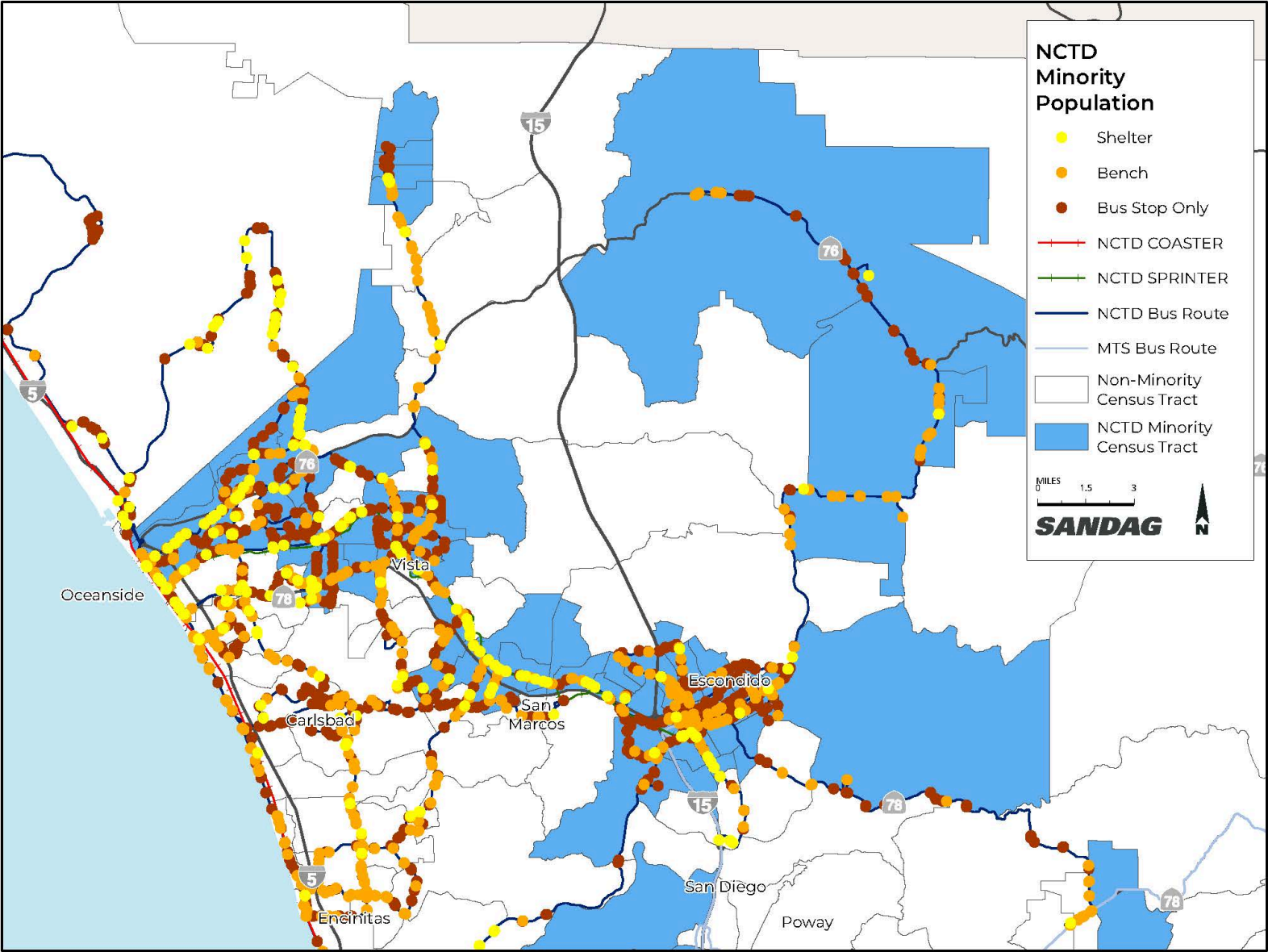


Figure 2-13 NCTD Minority Population Transit Access to Activity Centers – Central and South

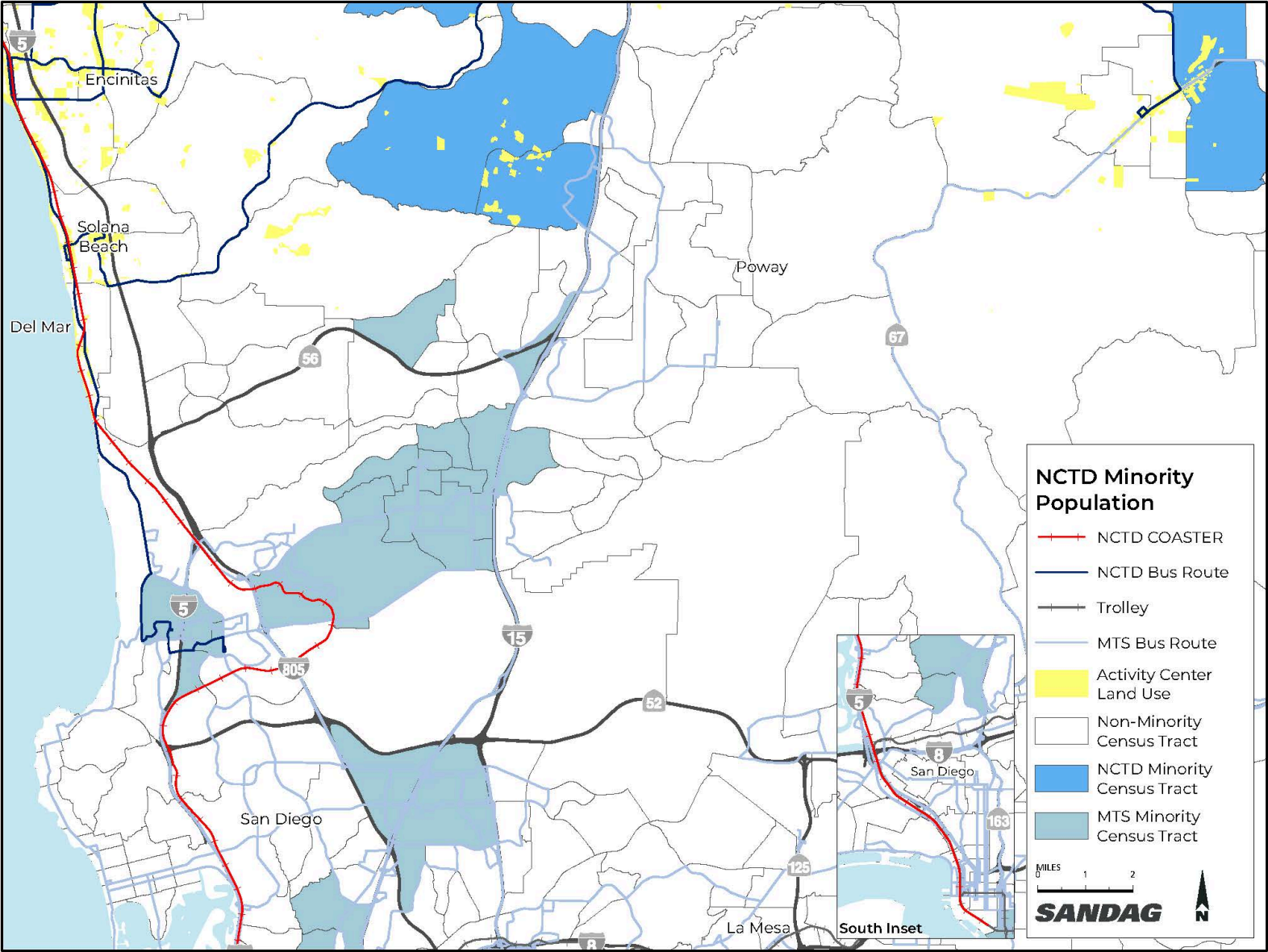
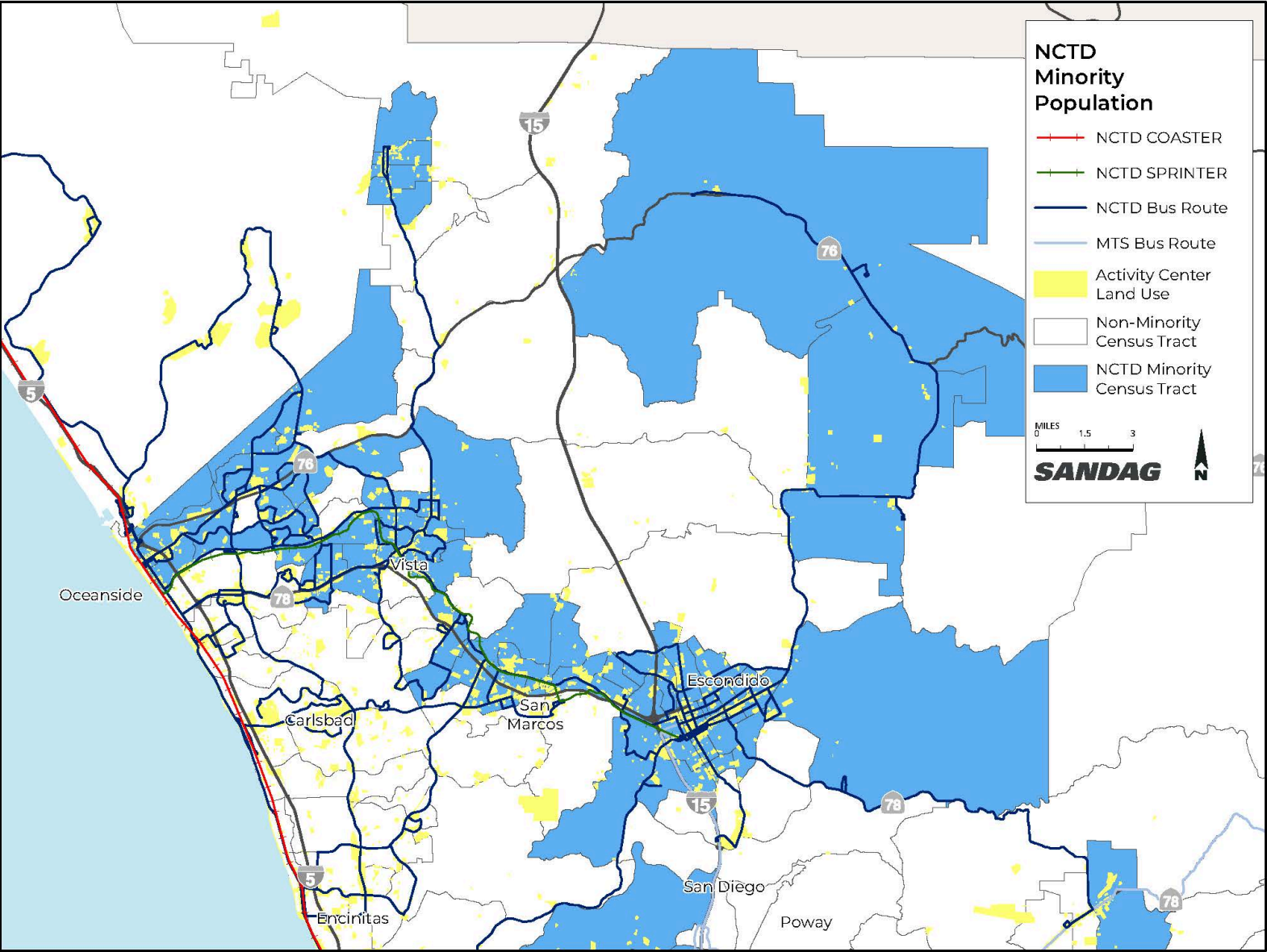


Figure 2-14 NCTD Minority Population Transit Access to Activity Centers – North



Demographic Ridership and Travel Patterns

SANDAG collects information on the race, income, travel patterns and household characteristics of transit riders in the MTS and NCTD service areas. Additionally, public opinion surveys are conducted by telephone to collect information that will support and provide direction to future planning and marketing efforts related to transit use and operations in the San Diego region.

The last full Onboard Transit Survey was conducted in 2015 and consisted of in-person interviews via tablet computers rather than self-administered paper surveys. The 2020 Onboard Survey Effort was put on hold due to the COVID-19 pandemic. At this time, it is unknown when survey efforts will continue. The following information was collected as recommended by the FTA in the October 1, 2012, Title VI Circular (FTA C 4702.1B):

4. Information on rider's race, color, and national origin
5. English proficiency and language spoken at home
6. Information on rider's household income
7. Travel patterns
8. Fare usage by fare type

The above information will be used to evaluate service and to conduct fare equity analysis consistent with Chapter IV, Section 6, of the FTA Title VI Circular (FTA C 4702.1B).

SANDAG procured a consultant to conduct the survey, ensuring it is statistically valid for all routes and time periods. The consultant for the current survey, ETC Institute, has extensive experience in conducting on-board transit survey research, including experience in supporting Title VI requirements. The survey was conducted onboard transit vehicles in English and Spanish. For Vietnamese-, Tagalog-, and Chinese-speaking passengers, a call back option with an interviewer fluent in their language was made available. Results of the 2015 Onboard Transit Passenger Survey for the San Diego Region are located online at the following link:

[2015 Onboard Transit Passenger Survey for the San Diego Region Results](#)

Requirement to Monitor Transit Service

Overview

As outlined in Title VI Circular 4702.1B, the Federal Transit Administration (FTA) requires that all fixed-route transit providers monitor the performance of their transit system relative to their system-wide service standards and service policies, such as vehicle load, vehicle assignment, and transit amenities, not less than every three years.

System Wide Service Standards

In accordance with FTA Title VI requirements, SANDAG monitors the performance of NCTD's fixed-route bus, hybrid rail, and commuter rail services to ensure that minority and non-minority routes are being operated in a fair and equitable manner. NCTD's Service Design Guidelines provide a series of performance benchmarks for the various route categories based on the following four service indicators:

1. Vehicle load
2. Vehicle headways
3. On-Time Performance

4. Service availability

NCTD's Service Design Guidelines are included in Appendix H. NCTD's Load Factor, Vehicle Headways, and On-Time Performance Analyses conducted on a route-by-route basis are included in the NCTD Performance Monitoring Report included in Appendix I.

Route Categories

Commuter Rail

The COASTER is a diesel-propelled commuter rail service operating in the 41-mile segment of the Los Angeles – San Diego – San Luis Obispo Rail Corridor between the Oceanside Transportation Center and the Santa Fe Depot in downtown San Diego. Trains consist of up to six bilevel passenger cars plus locomotive, averaging 40 miles per hour and completing a one-way end-to-end trip in 60 to 64 minutes. Access is provided at eight stations: five within the NCTD service area, one in Sorrento Valley, and two in San Diego. The average distance between stations is 5.1 miles.

Hybrid Rail

The SPRINTER network is a diesel-propelled hybrid rail service operating in a 22-mile corridor paralleling SR 76 between Escondido and Oceanside. Service speed averages 25 miles per hour, and a one-way end-to-end trip can be completed in 53 minutes. Fifteen stations serve the SPRINTER line. The average spacing between stations is 1.5 miles.

Corridor Routes

Corridor Routes serve moderate- and higher-density travel corridors using primarily arterial streets to provide direct connections between communities that are not linked by the SPRINTER.

Core Routes

Core Routes serve areas with high concentrations of employers, residences, and schools. The lengths of routes vary, but frequencies on these routes are the highest in the system due to high demand. The high level of demand necessitates increased capacity, resulting in increased frequency.

Local Routes

Local routes provide circulation within communities and short-distance feeder trips to and from SPRINTER stations. Local routes tend to be moderate in length with end-to-end one-way running times of 25 to 40 minutes.

Commuter Routes

Commuter Routes focus on niche ridership markets and therefore are less likely to require all-day service spans or constant service frequency.

Table 2-4 NCTD Summary of Route Categories and Title VI Designations

Type	Category	Minority	Non-Minority	Total
Regional	COASTER Commuter Rail	0	1	1
Corridor	SPRINTER Hybrid Rail	1	0	1
Local	Commuter	0	3	3
Local	Corridor	1	5	6
Local	Core	3	3	6
Local	Local	10	3	13
Local	Local (FLEX)	0	3	3
Local	Rural	1	1	2
Bus Subtotals		15	18	33
Rail Subtotals		1	1	2
Total		16	19	35
Percentage of Total		45.7%	54.3%	100.0%

As shown in Table 2-4 above, the current NCTD system is comprised of one Commuter Rail route, one Hybrid Rail route, three Commuter bus routes, six Corridor bus routes, six Core bus routes, thirteen Local bus routes, three FLEX bus routes, and two Rural bus routes. A route listing that identifies the route type, category, and its status as a minority or non-minority route is included in Table 2-5.

Minority Routes

All NCTD routes are designated as either a “minority route” or a “non-minority route” based on the FTA definition of a “minority transit route,” which is defined in FTA Circular 4702.1B as “a route that has at least ⅓ of its total revenue mileage in a Census block or block group, or traffic analysis zone(s) with a percentage of minority population that exceeds the percentage of minority population in the transit service area.”

Based on this classification, 16 of the 35 NCTD transit routes are classified as minority routes. This information is listed by route in Table 2-5.

Table 2-5 NCTD Route Categories and Title VI Designations for All Routes

Type	Category	Route #(s)	Title VI Classification
Regional	COASTER Commuter Rail	398	Non-Minority
Corridor	SPRINTER Hybrid Rail	399	Minority
Local	Commuter	311	Non-Minority
Local	Commuter	444	Non-Minority
Local	Commuter	445	Non-Minority
Local	Corridor	301	Non-Minority
Local	Corridor	304	Non-Minority
Local	Corridor	305	Minority
Local	Corridor	308	Non-Minority
Local	Corridor	309	Non-Minority
Local	Corridor	315	Non-Minority
Local	Core	302	Non-Minority
Local	Core	303	Minority
Local	Core	332	Non-Minority
Local	Core	350	Non-Minority
Local	Core	351	Minority
Local	Core	352	Minority
Local	Local	313	Minority
Local	Local	318	Minority
Local	Local	323	Non-Minority
Local	Local	325	Non-Minority
Local	Local	334	Minority
Local	Local	347	Non-Minority
Local	Local	353	Minority
Local	Local	354	Minority
Local	Local	355	Minority
Local	Local	356	Minority
Local	Local	357	Minority
Local	Local	358	Minority
Local	Local	359	Minority
Local	FLEX	371	Non-Minority
Local	FLEX	392	Non-Minority
Local	FLEX	395	Non-Minority
Local	Rural	306	Non-Minority
Local	Rural	388	Minority

Vehicle Loads

NCTD has established load factor data for all bus and rail services to prevent overcrowding and to allocate resources appropriately. The load factor for each route is calculated based on the peak and non-peak load of each trip on a route during an average weekday. As ridership is much lower on the weekends, Saturday and Sunday load factors are not included.

Figure 2-15 illustrates the average load factor during peak and off-peak times on both minority and non-minority transit routes. Minority routes carry higher load factors during off-peak times; however, both Minority and Non-Minority routes have similar load factors during peak periods. All routes had average load factors that were less than 1.0. No bus or rail lines exceeded the NCTD load factor standards as outlined in Tables 2-6 and 2-7.

Figure 2-15 NCTD System-Wide Average Vehicle Loads

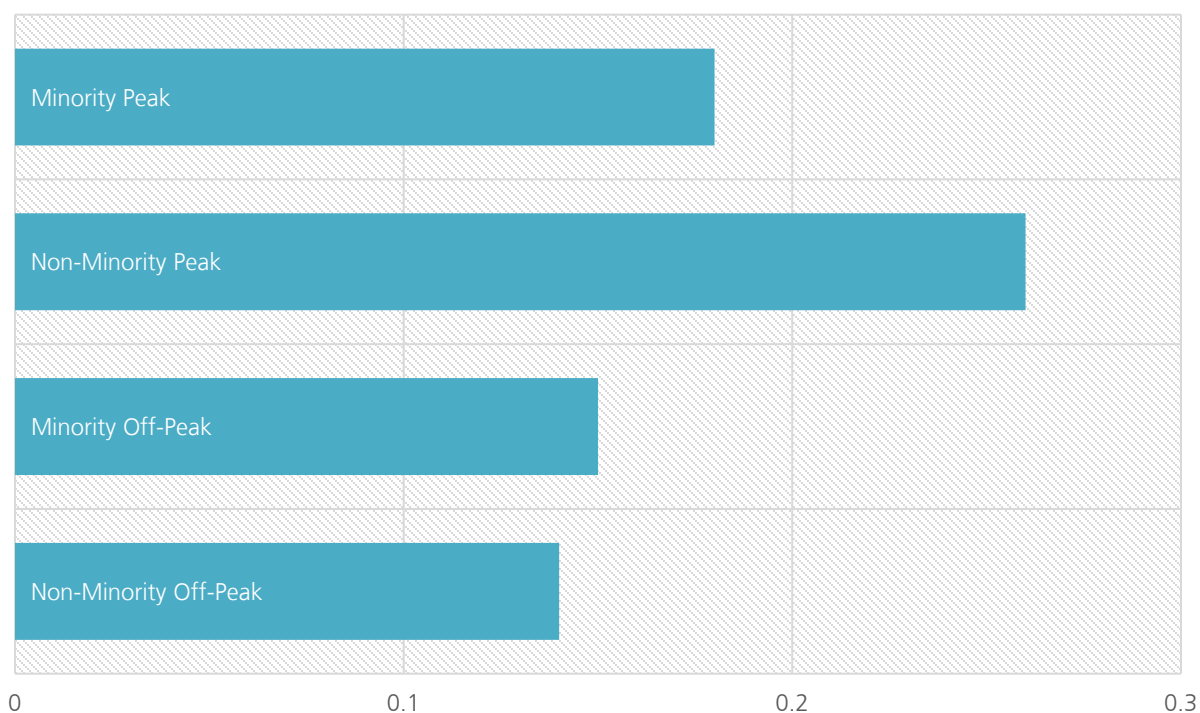


Table 2-6 NCTD System-Wide Minority Route Average Vehicle Loads

NCTD Load Factor – Minority Routes		# of Routes	Peak Load Factor	Peak Standard	Off-Peak Load Factor	Off-Peak Standard
Corridor Routes	SPRINTER Hybrid Rail	1	0.15	1.70	0.11	1.00
Local Routes	BREEZE Corridor	1	0.26	1.40	0.21	1.10
	BREEZE Core	3	0.22	1.40	0.21	1.10
	BREEZE Local	10	0.16	1.10	0.14	1.10
	BREEZE Rural	1	0.43	N/A	0.40	N/A

Table 2-7 NCTD System-Wide Non-Minority Route Average Vehicle Loads

NCTD Load Factor – Non-Minority Routes		# of Routes	Peak Load Factor	Peak Standard	Off-Peak Load Factor	Off-Peak Standard
Regional Routes	COASTER Commuter Rail	1	0.27	1.25	0.11	1.00
Local Routes	BREEZE Corridor	5	0.23	1.40	0.20	1.10
	BREEZE Core	3	0.20	1.40	0.18	1.10
	BREEZE Commuter	3 (1 off peak)	0.15	1.10	0.35	1.10
	BREEZE Local	3	0.09	1.25	0.08	1.25
	BREEZE Rural	1	0.31	N/A	0.29	N/A

Vehicle Headways

Vehicle headways are defined as the base weekday frequency of service. Routes with high ridership typically have more frequent headways than routes that do not, and are adjusted as ridership increases or decreases – for example, routes that serve the beach areas often have increased service during the summer months to account for increased demand.

NCTD’s route headways vary by the type of service that is being provided. Hybrid Rail, Core, Corridor, Commuter, and Local routes are the most heavily utilized routes, and therefore have the most frequent headway standard (20 to 30 minutes during peak times). COASTER and Rural routes have standard headways of 40 and 120 minutes respectively. Table 2-8 summarizes the NCTD Headway Standards.

Many of NCTD's minority route vehicle headways meet or exceed the agency's standard. For example, the standard peak headway for BREEZE Core bus routes is 20 minutes; however, the average peak headway for these routes is 18.33 minutes for the Minority routes, and 16.67 minutes for the Non-Minority routes. The BREEZE Local routes have an average peak headway standard of 30 minutes; however, the average actual peak headway for the Minority routes is 60 minutes. This average is driven higher by two routes (#358 and #359) that operate much less frequently than the other eight routes (#313, #318, #334, #353, #354, #355, #356, and #357). The peak Headway for the Non-Minority Local routes is 50 minutes. Ten routes operate with peak headways that are less frequent than the standard for their route category. Six of these routes (#313, #353, #355, #357, #358, and #359) are located within Minority areas, while the other four (#311, #308, #323, and #325) are located within Non-Minority areas.

Additionally, five routes have peak headways that are more frequent than the standards for their route category. Two of these routes (#303 and #388) are located within a Minority service area, while the other three (#306, #332, and #350) are located within Non-Minority areas. Tables 2-9 and 2-10 depict NCTD's average weekday headways, at peak and off-peak times for both the Minority and Non-Minority routes.

Table 2-8 NCTD Vehicle Headway Standards

NCTD Headways		Standard (minutes)
Regional Routes	COASTER Peak	40
	COASTER Off-Peak	180
Corridor Routes	SPRINTER Peak	30
	SPRINTER Off-Peak	30
Local Routes	BREEZE Corridor Peak	30
	BREEZE Corridor Off-Peak	60
	BREEZE Core Peak	20
	BREEZE Core Off-Peak	30
	BREEZE Local Peak	30
	BREEZE Local Off-Peak	60
	BREEZE Commuter Peak	30
	BREEZE Rural Peak	N/A
	BREEZE Rural Off Peak	N/A

Figure 2-16 NCTD System-Wide Weekday Headways

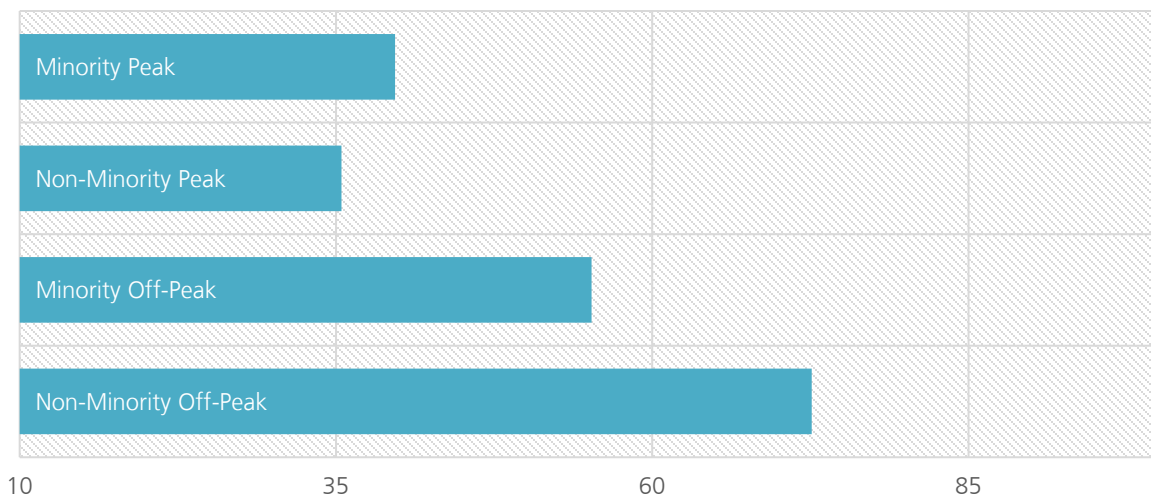


Table 2-9 NCTD Minority Route Headways

NCTD Headways – Minority Routes		# of Routes	Peak Headway (minutes)	Peak Standard (minutes)	Off-Peak Headway (minutes)	Off-Peak Standard (minutes)
Corridor Routes	SPRINTER Hybrid Rail	1	30.00	30.00	30.00	30.00
Local Routes	BREEZE Corridor	1	30.00	30.00	30.00	60.00
	BREEZE Core	3	18.33	20.00	30.00	30.00
	BREEZE Local	10	60.00	30.00	66.00	60.00
	BREEZE Rural	1	60.00	N/A	120.00	N/A

Table 2-10 NCTD Non-Minority Route Headways

NCTD Headways – Non-Minority Routes		# of Routes	Peak Headway (minutes)	Peak Standard (minutes)	Off-Peak Headway (minutes)	Off-Peak Standard (minutes)
Regional Routes	COASTER Commuter Rail	1	40.00	40.00	180.00	180.00
Local Routes	BREEZE Commuter	3	40.00	30.00	N/A	N/A
	BREEZE Corridor	5	36.00	30.00	48.00	60.00
	BREEZE Core	3	16.67	20.00	25.00	30.00
	BREEZE Local	3	50.00	30.00	50.00	60.00
	BREEZE Rural	1	30.00	N/A	60.00	N/A

On-Time Performance

On-Time Performance of transit routes is monitored by NCTD to ensure that the services that are being provided are reliable. Transit schedule service changes occur at least two times per year, in part to ensure that routes are running as timely as possible. Due to the outbreak of the COVID-19 pandemic, COASTER service was reduced in March 2020, and some BREEZE bus trips were suspended as well.

Figure 2-16 illustrates the average On-Time Performance of both minority and non-minority transit routes. NCTD defines the On-Time Performance of all of its rail and bus services as between 59 seconds before and five minutes and 59 seconds behind the published schedule at the departure terminal. Tables 2-11 and 2-12 show the average On-Time Performance of each route category compared to the standards set forth by NCTD. Minority routes had an average On-Time Performance of 88.29 percent overall. The Minority SPRINTER Hybrid Rail, and BREEZE Local bus routes were on-time an average of 98 percent and 90 percent of the time, respectively, meeting or exceeding the on-time standard for the route category. Non-Minority routes exceeded the standards for the BREEZE Local bus, and BREEZE Rural bus routes, which were on time 92 percent and 91 percent of the time, meeting or exceeding the on-time standard. The overall On-Time Performance of the Non-Minority routes was 89.9 percent.

Figure 2-17 NCTD On-Time Performance

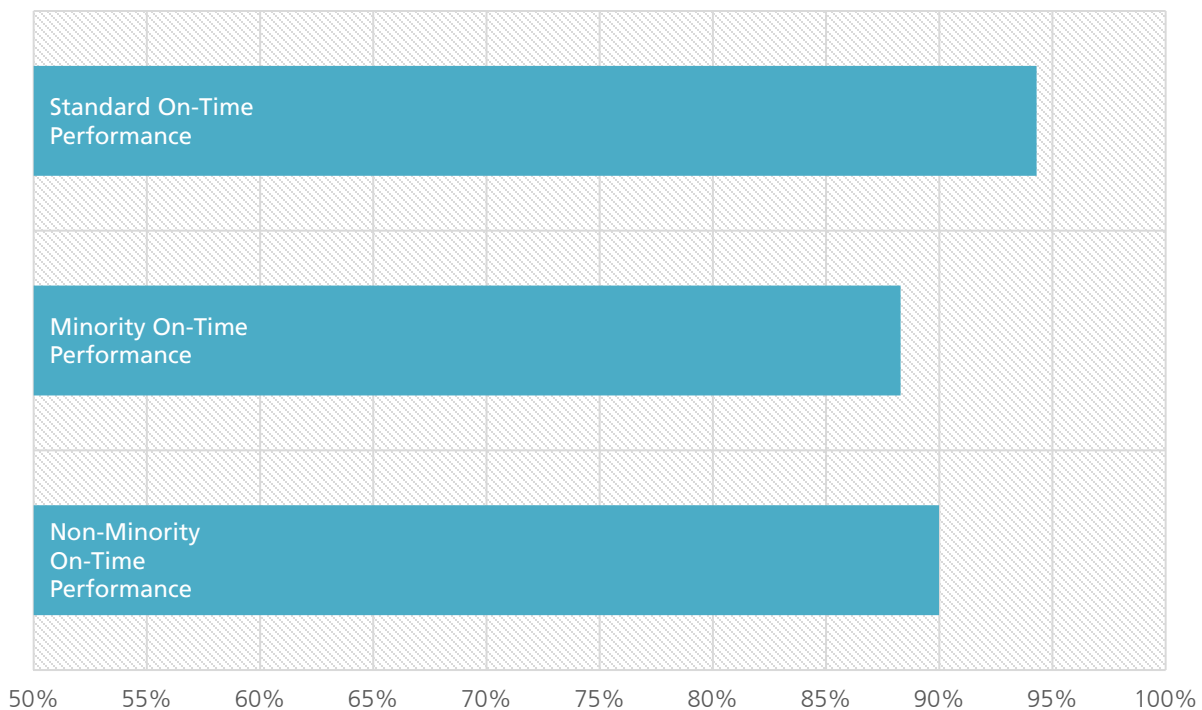


Table 2-11 NCTD Minority Route On-Time Performance

NCTD On-Time Performance – Minority Routes		# of Routes	On-Time Performance	On-Time Performance Standard
Corridor Routes	SPRINTER Hybrid Rail	1	98%	98%
Local Routes	BREEZE Corridor	1	85%	90%
	BREEZE Core	3	88%	90%
	BREEZE Local	10	90%	90%
	BREEZE Rural	1	81%	90%

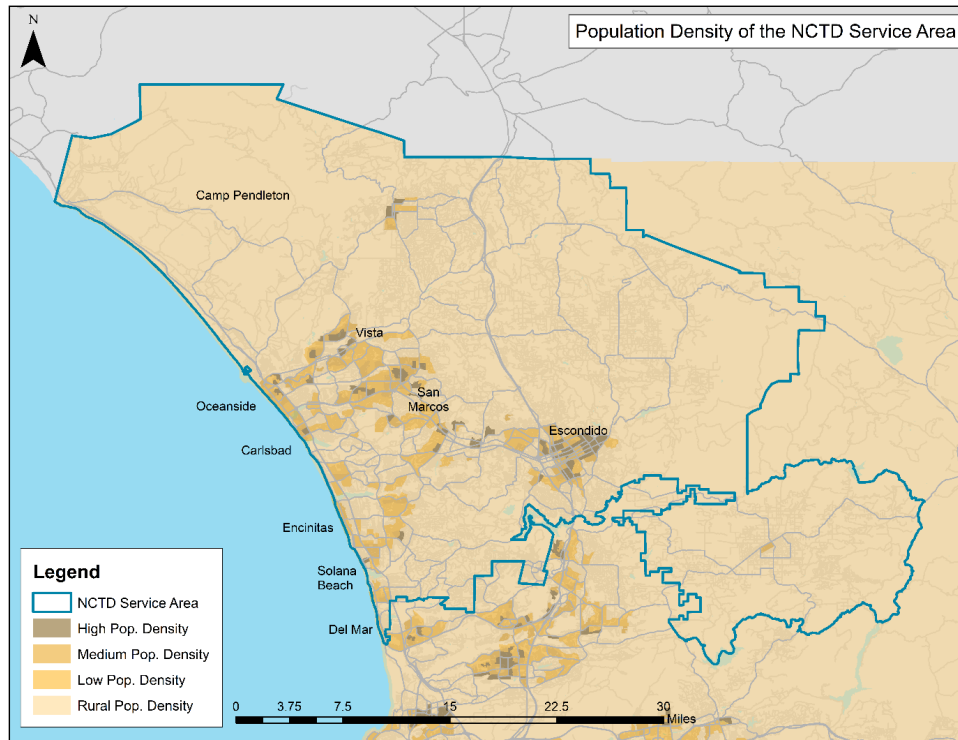
Table 2-12 NCTD Non-Minority Route On-Time Performance

NCTD On-Time Performance – Non-Minority Routes		# of Routes	On-Time Performance	On-Time Performance Standard
Regional Routes	COASTER Commuter Rail	1	91%	95%
Local Routes	BREEZE Commuter	3	88%	90%
	BREEZE Corridor	5	87%	90%
	BREEZE Core	3	90%	90%
	BREEZE Local	3	92%	90%
	BREEZE Rural	1	91%	90%

Service Availability

NCTD operates a suburban-rural system, with some pockets of higher density in certain corridors. Compared with the area served by MTS, North San Diego County has many fewer areas of high density, as shown in Figure 2-17. The higher-density areas in North County are along SR 76 and Mission Avenue from Oceanside to Vista and along State Route 78 from Oceanside through Vista and San Marcos on to Escondido. Any pockets of medium and high density along the coastal cities of Carlsbad and Encinitas mainly are along Carlsbad Boulevard/Highway 101 and El Camino Real/Rancho Santa Fe. The remainder of the area is considered low- or rural-density based on persons per acre.

Figure 2-18 Population Density of the NCTD Service Area



As shown in Table 2-13 and based on NCTD service guidelines for fixed-route service coverage, the current route structure of NCTD's BREEZE service is meeting the target of service availability for low-density and rural areas in North County and is below the target for medium- and high-density areas. Figure 2-20 graphically illustrates NCTD's BREEZE coverage with respect to these density pockets.

Table 2-13 NCTD Service Area Coverage and Access to Transit by Population Density

Goal	Population Density	Persons per Acre	Percentage of Housing Units Within ¼ Mile of a Bus Stop or Rail Station
90% of housing units in high-density areas within ¼ mile of a bus stop or rail station	High	16 or above	81.4%
75% of housing units in medium-density areas within ¼ mile of a bus stop or rail station	Medium	11 to 15	74.2%
50% of housing units in low-density areas within ¼ mile of a bus stop or rail station	Low	6 to 10	57.3%
10% of housing units in rural areas within ¼ mile of a bus stop or rail station	Rural	5 or below	24.3%

System-Wide Service Policies

Transit Amenities

NCTD

NCTD provides a variety of transit amenities to its riders, including shelters, benches, and passive and real-time schedule information displays. The installation of such amenities is determined by passenger volume, as well as considerations of equity, safety, and comfort.

NCTD's rail station amenities include seating, shade canopies, parking lots, ticket vending machines, and feature video surveillance. NCTD's station amenities are noted in the NCTD Service Design Guidelines in Appendix H.

Figures 2-19 and 2-20 illustrate the distribution of bus stops, benches, and shelters throughout the MTS and NCTD service area.

Vehicle Assignment

NCTD's bus fleet consists of 152 standard buses. Standard buses are 30- to 40-foot-long medium- or heavy-duty transit buses. The majority of these buses operate using Compressed Natural Gas (CNG). The NCTD Service Design Guidelines are included in Appendix H.

These bus fleets are assigned to two divisions:

1. Oceanside (referred to as the West Division)
2. Escondido (referred to as the East Division)

NCTD's Rail fleet consists of COASTER Commuter Rail vehicles and SPRINTER Hybrid Rail cars. The COASTER consists of one rail line, which can accommodate up to 140 passengers in each rail car, with a maximum six-car train accommodating 840 seated passengers. The SPRINTER consists of one rail line, which has a maximum capacity of 256 seated passengers. NCTD COASTER is maintained in one location north of Oceanside and SPRINTER is maintained in one location in Escondido.

Figure 2-19 NCTD Transit Amenities – Central and South

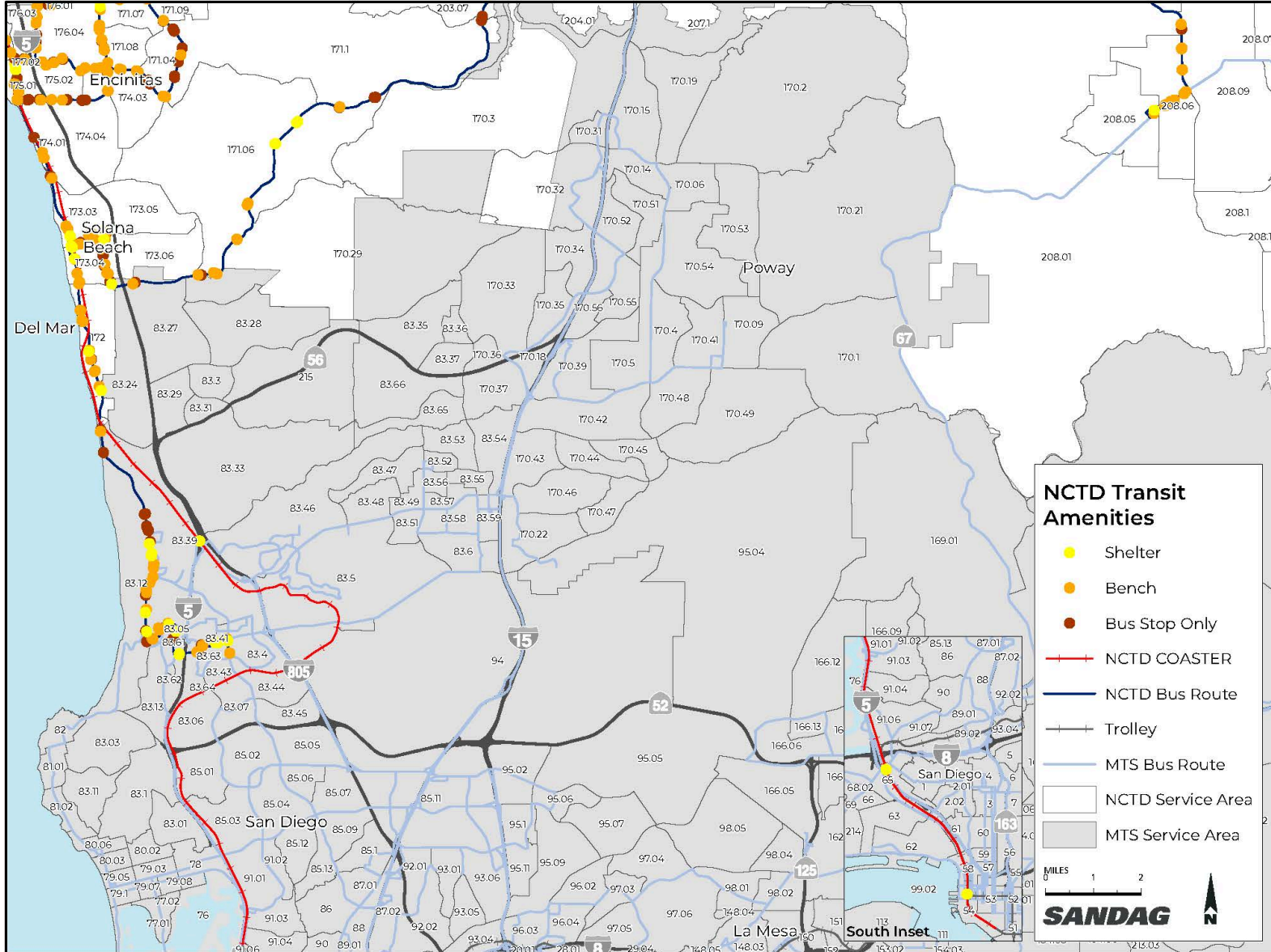
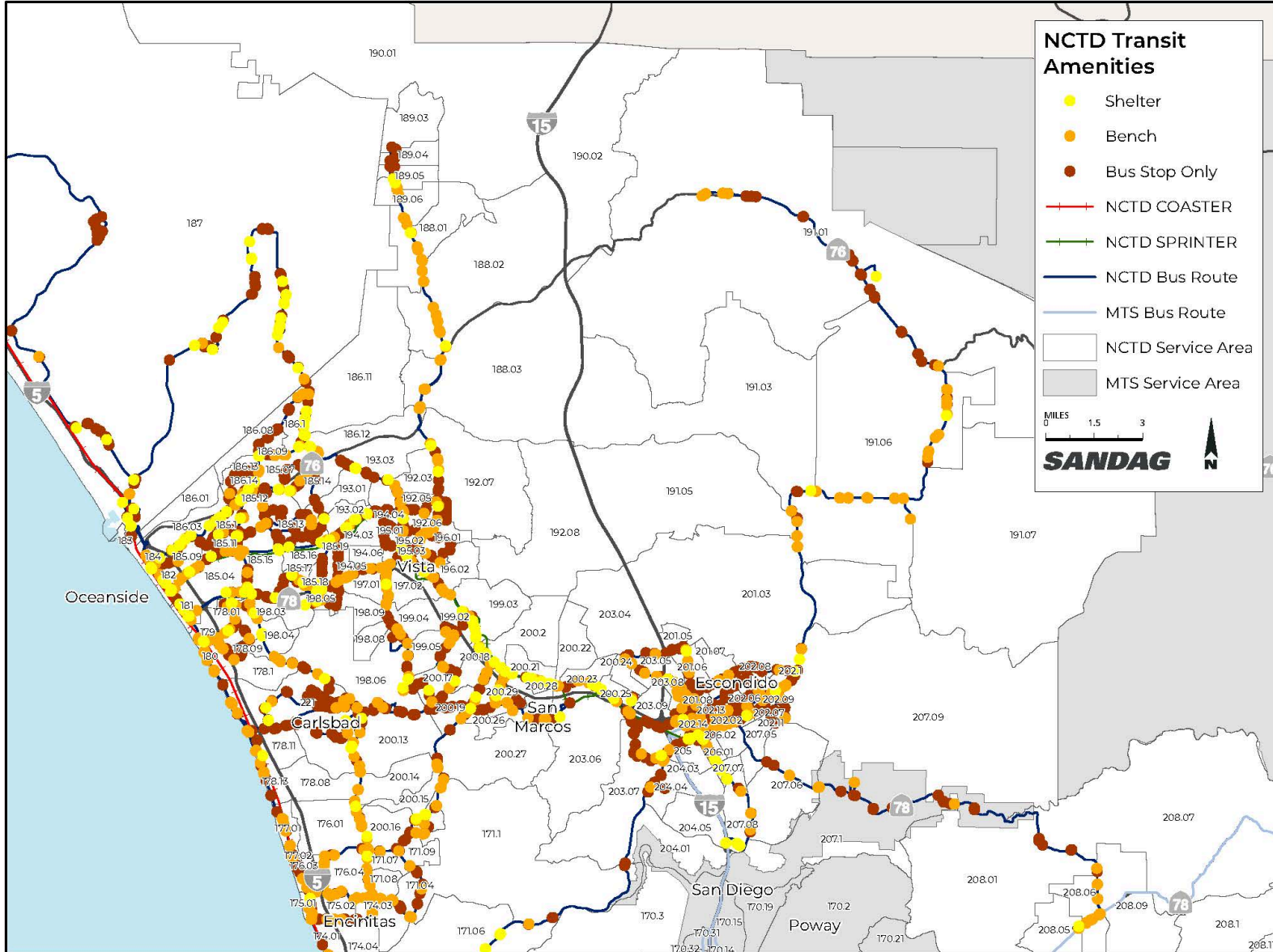


Figure 2-20 Transit Amenities – South



Requirement to Evaluate Service Changes

NCTD complies with its requirements to evaluate service changes as provided in Chapter IV, Section 7, of the FTA Title VI Circular (FTA C4702.1B).

Public Engagement Process for Major Service Change Policy

NCTD has policies in place to ensure that Title VI policies and procedures are followed.

NCTD adopted three policies in the fall of 2013 to comply with FTA Circular C4702.1B. NCTD developed Board Policies Nos. 30, 31, and 32 to determine the Threshold for a Major Service Change, the Threshold for Disparate Impact on Minority Populations, and the Threshold for Disproportionate Impact on Low-Income Populations.

Board Policy No. 30 describes the threshold for a major service change. This policy defines a major service change requiring a Title VI Analysis and approval from the NCTD Board of Directors as “all proposed changes to existing routes, whereby route miles or revenue miles are changed in excess of 25 percent of their current configurations, measured as happening at one time, or cumulatively within a single year. Changes in number of daily trips that exceed 25 percent are also considered a major service change. Finally, elimination or addition of a route qualifies as a major service change.” Board Policy No. 30 was most recently revised at the October 17, 2019, NCTD Board of Directors meeting.

Board Policy No. 31 establishes a threshold that identifies when adverse effects of a major service change or any fare change are borne disproportionately by minority populations. The policy states that “a disparate impact occurs when the minority population adversely affected by a major service change as defined under NCTD Board Policy No. 30 is 10 percent more than the average minority population of the NCTD service area. A disparate impact may also occur when the non-minority population benefits from a major service change by 10 percent more than the average non-minority population of the NCTD service area.” Board Policy No. 31 was most recently revised at the October 17, 2019, NCTD Board of Directors Meeting.

Board Policy No. 32 sets forth NCTD’s threshold for disproportionate burden. The policy notes that “a disproportionate burden occurs when the low-income population adversely affected by a major service change as defined under NCTD Board Policy No. 30 is 10 percent more than the average low-income population of the NCTD service area. A disproportionate burden also may occur when the non-low-income population benefits from a major service change by 10 percent more than the average non-low-income population of the NCTD service area.” Board Policy No. 32 was most recently revised at the October 17, 2019, NCTD Board of Directors Meeting.

Copies of NCTD Board Policies Nos. 30, 31, and 32 are included in Appendix J.

The Board Agenda Packet for the October 17, 2019, NCTD Board of Directors Meeting can be viewed online at: [October 17, 2019, Board of Directors Meeting Agenda Packet](#)

The Meeting Minutes for the October 17, 2019, NCTD Board of Directors Meeting can be viewed online at: [October 17, 2019, NCTD Board of Directors Meeting Minutes](#)

Requirement to Evaluate Fare Changes

All fare changes that do not qualify as a pilot are carried out by SANDAG pursuant to the Master MOU with MTS and NCTD. This MOU gave SANDAG the responsibility to set the fare policies for the region, including the NCTD service area. Therefore, it is the responsibility of SANDAG, not NCTD, to evaluate fare changes. The minority disparate impact policy and disproportionate burden policy for fare changes is the responsibility of

SANDAG, not NCTD, and is not applicable to this Title VI Program. Any evaluation of fare changes would be included in the SANDAG Title VI Program, due in October 2021.

RESULTS OF SERVICE EQUITY ANALYSES

NCTD had two service changes that required Title VI analysis. A public hearing for the elimination of FLEX Route 372 was held at the January 21, 2021 NCTD Board of Directors meeting. The Board approved the elimination of the route, which is scheduled for October 2021. A copy of the January 21, 2021 NCTD Board of Directors meeting agenda and materials can be found online here:

[January 21, 2021 NCTD Board of Directors Meeting Agenda and Materials](#)

A copy of the minutes from the January 21, 2021 NCTD Board of Directors meeting can be found online here:

[January 21, 2021 NCTD Board of Directors Meeting Minutes](#)

A copy of the agenda item, presentation, and service equity analysis is included in Appendix K.

The second service change was regarding the continued reduction of COASTER service beyond one year due to the COVID-19 pandemic. A public hearing was held at the March 18, 2021 NCTD Board of Directors Meeting, and the Board approved the continued reduction in COASTER service. A copy of the March 18, 2021 NCTD Board of Directors meeting agenda and materials can be found online here:

[March 18, 2021 NCTD Board of Directors Meeting Agenda and Materials](#)

A copy of the minutes from the March 18, 2021 NCTD Board of Directors meeting can be found online here:

[March 18, 2021 NCTD Board of Directors Meeting Minutes](#)

RESULTS OF FARE EQUITY ANALYSIS

The responsibility to conduct a fare equity analysis belongs to SANDAG, not NCTD. SANDAG implemented fare changes in September 2019. This fare change, along with the equity analysis will be documented in SANDAG's Title VI Update which is due on October 1, 2021.

APPENDICES

APPENDIX A

NCTD TITLE VI NOTICE TO THE PUBLIC

Notifying the Public of Rights Under Title VI

- The North County Transit District (NCTD) operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with NCTD.
- For more information on NCTD's civil rights program, and the procedures to file a complaint, contact **760-966-6500** (persons with hearing impairment should call the 711 California Relay Service), email creports@nctd.org, or visit in-person at a Customer Service Center. You may also visit our website at **www.GoNCTD.com**.
- A complainant may file a complaint direct with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.
 - If information is needed in another language, contact **760-966-6500**.
 - Si necesita información en otro idioma, comuníquese al **760-966-6500**.



**NORTH COUNTY
TRANSIT DISTRICT**



Chinese (Simplified) – 如果需要其他语种的信息，请致电 760-966-6500。

Chinese (Traditional) – 如需其他語言版本的資訊，請致電 760-966-6500。

Vietnamese – Nếu cần thông tin bằng ngôn ngữ khác, xin liên hệ số 760-966-6500.

Filipino – Kung kailangan ang impormasyon sa ibang wika, makipag-ugnayan sa 760-966-6500.

Korean – 정보가 다른 언어로 필요하시다면 760-966-6500로 문의해 주십시오.

Notificación Pública sobre derechos bajo el Title VI

- El Distrito de Transporte del Condado Norte (NCTD) opera sus programas y servicios sin importar raza, color u origen nacional de acuerdo al Título VI del Acto de Derechos Civiles. Cualquier individuo que crea que ha sido discriminado(a) ilegalmente bajo los estatutos del Título VI puede presentar una queja con NCTD.
- Para más información sobre el programa de Derechos Civiles de NCTD y los procedimientos para presentar una queja por favor llame al **760-966-6500** (o al servicio de retransmisión de California 711 para personas con problemas auditivos), mande correo electrónico a creports@nctd.org, o visítenos en persona en cualquiera de nuestros centros de servicio a clientes. También puede presentar su queja visitando nuestra página web en **www.GoNCTD.com**.
- Un demandante puede presentar una denuncia directamente con la Administración Federal de Transporte, enviándola a la Oficina de Derechos Civiles, Atención a: Complaint Team, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.
- Si necesita información en otro idioma, comuníquese al **760-966-6500**



**NORTH COUNTY
TRANSIT DISTRICT**



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APPENDIX B

NCTD TITLE VI COMPLAINT PROCEDURES

Board Policy No. 26 Discrimination Complaint Procedures

Summary

This policy is intended to establish a procedure under which complaints alleging discrimination in North County Transit District's (NCTD) provision of services or NCTD activities can be made by persons who are not employees of NCTD.

Background

It is NCTD's policy to comply with state and federal laws and regulations including the Americans with Disabilities Act of 1990 (ADA), Title VI of the Civil Rights Act of 1964 (Title VI), 49 CFR Part 21, California Code § 51 (Unruh Civil Rights Act), California Code § 11135, California Government Code § 12960(d), and other federal and state discrimination laws.

NCTD prohibits discrimination by its employees, contractors, and consultants. The responsibility for the implementation of the discrimination complaint procedures is assigned to NCTD's Civil Rights Officer. It is NCTD's policy to prohibit discrimination by its employees, contractors, and consultants on the basis of race, color, national origin, gender, sex (including pregnancy, childbirth, breastfeeding, and medical conditions related to pregnancy, childbirth, and breastfeeding), gender identity, gender expression, age (40 and over), religion, religious creed (including religious dress and grooming practices), ancestry, marital status/domestic partner status, physical or mental disability, or any other protected category under state, federal, or local law in conducting government business. Persons who believe they have been subjected to discrimination or have been denied access to services or accommodations required by law, have the right to use this grievance procedure.

In order to comply with 49 CFR Part 21, recipients and sub-recipients of Federal Transit Administration (FTA) funding such as NCTD are required to develop procedures for investigating and tracking Title VI complaints and to make the procedures for filing a complaint available to members of the public upon request. This policy contains the procedures that members of the public should follow in order to request additional information regarding NCTD's nondiscrimination obligations or file a discrimination complaint against NCTD.

Applicability

This complaint procedure is applicable to all persons who are not applicants or employees of NCTD. This includes, but is not limited to, visitors to NCTD; members of the public; Board, committee and working group members; vendors; or any other persons transacting business with NCTD or using NCTD's services who believe that they have been subjected to discrimination by NCTD employees, contractors, or consultants. In general, the complaint procedure is designed to address disputes concerning the following:

1. Disagreements regarding a requested service, accommodation, or modification of a NCTD practice or requirement;
2. Inaccessibility of a program, publication, or activity;
3. Harassment or discrimination based on membership in a protected category under state or federal law;

Board Policy No. 26 – Discrimination Complaint Procedures

4. Violation of privacy in the context of disability.

Civil Rights Officer

NCTD's Civil Rights Officer is responsible for administering this complaint procedure as well as ensuring compliance with applicable laws.

NCTD Complaint Procedures

NCTD follows both Federal and State laws and regulations with regard to claims of discrimination from persons who are not NCTD employees.

1. *When To File Complaint* – Complaints should be in writing and must be filed with NCTD within one hundred and eighty (180) calendar days of:

- The date of the alleged discriminatory action; or
- The date on which prior ongoing conduct was discontinued; or
- The date complainant had knowledge of the alleged discriminatory practice

Complaints may be accepted by NCTD beyond the one hundred and eighty (180) calendar day deadline at the discretion of the Civil Rights Officer.

2. *What To File* – A complaint must be in writing and include the following:

- The complaining party's name, address, e-mail address and phone number;
- A full description of the problem;
- A statement of the remedy requested

Individuals filing a complaint may choose to use NCTD's Discrimination Complaint Form, available at www.GoNCTD.com or at NCTD Customer Service centers.

3. *Filing Options* – Complaints may be submitted with the following methods:

- Filed with the Civil Rights Officer at NCTD, 810 Mission Avenue, Oceanside, CA 92054; or
- Filed in-person at a NCTD Customer Service center; or
- Emailed to creports@nctd.org; or
- By calling NCTD Customer Service at 760-966-6500.

4. *Notice of Receipt* – Upon receipt of the complaint, the Civil Rights Officer will review the complaint for timeliness and appropriateness for this grievance procedure and will notify the complaining party acknowledging its receipt. The Civil Rights Officer may contact the complainant to clarify details to establish merit in order to determine if an investigation is warranted.

5. *Investigation* – If the complaint falls within the jurisdiction of the Civil Rights Officer, the Civil Rights Officer or his or her designee shall promptly initiate an investigation. In undertaking the investigation, the Civil Rights Officer may interview, consult with, and/or

Board Policy No. 26 – Discrimination Complaint Procedures

request a written response to the issues raised in the complaint from any individual the Civil Rights Officer believes to have relevant information, including staff and members of the public.

6. *Cooperation with Filing of Complaint/Investigation* – If additional information is needed to determine jurisdiction of the complaint or to complete the investigation, the Civil Rights Officer may contact the complainant. The complainant has twenty-one (21) calendar days from the date of the request by the Civil Rights Officer to send requested information to the investigator assigned to the case. If the Civil Rights Officer is not contacted by the complainant or does not receive the requested material within twenty-one (21) calendar days, the Civil Rights Officer may administratively close the case.
7. *Contractor Representation* – Any contracted party who is a respondent shall have the right to have a contractor representative present. The party shall indicate whether he or she will be accompanied by a contractor representative and, if so, the name of that representative.
8. *Findings And Notification* – Upon completion of the investigation, the Civil Rights Officer will review the findings with NCTD General Counsel. This submission will be expected within forty-five (45) calendar days of the filing of the formal complaint. The deadline may be extended by the Civil Rights Office for good cause. At the conclusion of the complaint, the Civil Rights Officer shall issue a Letter of Determination, which contains the decision on the complaint and appeal rights.
 - If the Civil Rights Officer determines that the discrimination complaint lacks merit establishing prima facie or there is insufficient evidence to substantiate the allegations, the Civil Rights Officer will forward the matter to Customer Service and/or the appropriate NCTD department for appropriate follow up.

Complainant Responsibilities

Complainants must cooperate with this process in order to reach a resolution of the complaint. Failure to cooperate, provide requested information to support the complaint, and/or maintain communication throughout the process will likely result in closure of the case.

Complainants must provide their correct contact information in order to proceed with a complaint. Inaccurate or incomplete contact information will likely result in closure of the case.

Complainants may request in writing to discontinue a complaint at any time they feel it has been resolved to their satisfaction or they feel no need to continue with the matter. Complainants should be aware that complaints with established merit may still require follow up by NCTD, regardless of whether a complainant has requested to discontinue their complaint.

Remedies

Possible remedies under this complaint procedure include, but are not limited to, corrective steps or actions to reverse the effects of discrimination or to end harassment, and measures to provide a reasonable accommodation or proper ongoing treatment.

Appeal

Complainants who are not satisfied with the determination of the Civil Rights Officer may file an appeal with the FTA, Office of Civil Rights, and the Department of Fair Employment and Housing (DFEH), as identified below.

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Additional Filing Options

Federal Transit Administration - Office of Civil Rights:

Any person who believes himself or herself or any specific class of persons to be subjected to discrimination prohibited by Title VI also may file a written complaint with the FTA. Title VI complaints regarding FTA funded programs at NCTD can be sent to:

FTA Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor - TCR
1200 New Jersey Ave. SE, Washington, DC 20590

Department of Fair Employment and Housing:

Written complaints may also be filed with the DFEH. Discrimination complaints may be sent to:

Department of Fair Employment and Housing
2218 Kausen Drive, Suite 100
Elk Grove, CA 95758

Confidentiality

NCTD will take reasonable measures to protect the privacy of the complaining party and those individuals who may be the subject of a complaint. NCTD cannot guaranty privacy, however, particularly if disclosure is necessary for a complete investigation or where disclosure is required by law.

Assistance Filing Complaints

An alternate means of filing a complaint, such as personal interviews or audio recording of the complaint, will be made available for people with disabilities upon request.

[Approvals on following page]

Board Policy No. 26 – Discrimination Complaint Procedures

Approvals




Board Chair

10-15-2020
Date



Executive Director

10/15/2020
Date



General Counsel

10-15-2020
Date

Board Policy No. 26 – Discrimination Complaint Procedures

DATE	REVISION No.	RESOLUTION No.	COMMENTS
10/18/2012	ADOPTED		
10/17/2013	1		2013 REVISION
10/16/2014	2		2014 REVISION
11/19/2015	3		2015 REVISION
10/20/2016	4	16-10	2016 REVISION
10/19/2017	5	17-10	2017 REVISION
10/18/2018	6	18-09	2018 REVISION
10/15/2020	7	20-08	2020 REVISION

APPENDIX C

NCTD COMPLAINT FORMS

TITLE VI/ADA/UNRUH DISCRIMINATION COMPLAINT FORM

To request this information in an alternative format, please contact NCTD Customer Service at (760) 966-6500. Individuals with hearing impairment should call 711 for the California Relay Service.

SECTION I - Complainant Information																				
Complainant Name:			Filing Date:																	
Street Address:			City, State, & Zip Code:																	
Telephone:		Email Address:																		
SECTION II – Third Party Complaints																				
Are you filing this complaint on behalf of a third party? <input type="checkbox"/> Yes <input type="checkbox"/> No - Proceed to Section III																				
If “Yes”, please supply the name/relationship of the person for whom you are complaining:																				
Reason for filing for a third party:																				
Have you obtained permission to file on behalf of the third party? <input type="checkbox"/> Yes <input type="checkbox"/> No																				
SECTION III – Basis/Bases for Complaint																				
Title VI Complaint Arising Under 49 CFR Part 21: Discrimination based on Title VI (select all that apply): <input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin																				
Americans with Disabilities (ADA) Act Complaint pursuant to ADA Act of 1990 and Section 504 of the Rehabilitation Act of 1973: Discrimination based on ADA (select all that apply): <input type="checkbox"/> Disability <input type="checkbox"/> ADA Accessibility																				
Unruh Complaints arise pursuant to California Government Code Section 51: Discrimination based on Unruh (select all that apply): <table border="0"><tr><td><input type="checkbox"/> Sex</td><td><input type="checkbox"/> National Origin</td><td><input type="checkbox"/> Marital Status</td></tr><tr><td><input type="checkbox"/> Race</td><td><input type="checkbox"/> Disability</td><td><input type="checkbox"/> Ancestry</td></tr><tr><td><input type="checkbox"/> Color</td><td><input type="checkbox"/> Medical Condition</td><td><input type="checkbox"/> Citizenship</td></tr><tr><td><input type="checkbox"/> Religion</td><td><input type="checkbox"/> Genetic Information</td><td><input type="checkbox"/> Primary Language</td></tr><tr><td><input type="checkbox"/> Age</td><td><input type="checkbox"/> Sexual Orientation</td><td><input type="checkbox"/> Immigration Status</td></tr></table>						<input type="checkbox"/> Sex	<input type="checkbox"/> National Origin	<input type="checkbox"/> Marital Status	<input type="checkbox"/> Race	<input type="checkbox"/> Disability	<input type="checkbox"/> Ancestry	<input type="checkbox"/> Color	<input type="checkbox"/> Medical Condition	<input type="checkbox"/> Citizenship	<input type="checkbox"/> Religion	<input type="checkbox"/> Genetic Information	<input type="checkbox"/> Primary Language	<input type="checkbox"/> Age	<input type="checkbox"/> Sexual Orientation	<input type="checkbox"/> Immigration Status
<input type="checkbox"/> Sex	<input type="checkbox"/> National Origin	<input type="checkbox"/> Marital Status																		
<input type="checkbox"/> Race	<input type="checkbox"/> Disability	<input type="checkbox"/> Ancestry																		
<input type="checkbox"/> Color	<input type="checkbox"/> Medical Condition	<input type="checkbox"/> Citizenship																		
<input type="checkbox"/> Religion	<input type="checkbox"/> Genetic Information	<input type="checkbox"/> Primary Language																		
<input type="checkbox"/> Age	<input type="checkbox"/> Sexual Orientation	<input type="checkbox"/> Immigration Status																		
SECTION IV – Other Complaints																				
Have you previously filed a Title VI, ADA, or Unruh complaint with NCTD? <input type="checkbox"/> Yes <input type="checkbox"/> No																				
If you have filed this complaint with any Federal, State, or local agency, or with any Federal or State Court, please complete the following information:																				
Agency/Court:		Contact Name/Title:																		
Address:		Telephone:																		
SECTION V – Factual Background																				
Date/Time of Alleged Discriminatory Action:																				
Name/Title/Description of Respondent(s) (i.e., the individual(s) who the complaint is against):																				
Location of Incident:																				

SECTION VI – Factual Background Continued

Bus/Train #:

Route #:

Destination/Direction:

Boarding Location:

De-Boarding Location:

Describe the alleged discriminatory incident(s) (dates/times/what happened/witnesses/etc.). You may attach additional pages, with your date and signature, as necessary:

SECTION VII – Proposed Remedy

What remedy do you feel may resolve this matter?

I affirm that I have read the above charge and that it is true to the best of my knowledge, information and belief.

Complainant's Signature

Date

Complainant's Printed Name

NCTD OFFICE USE ONLY

Date Received:

Received By:

Please submit this form in person or by mail to:

North County Transit District
Civil Rights Officer
810 Mission Avenue
Oceanside, CA 92054

Rev. 03/16/2020



**FORMULARIO PARA PRESENTAR UNA QUEJA DE
DISCRIMINACIÓN BAJO EL TÍTULO VI/ADA/UNRUH**

Para pedir esta información en un formato alternativo, por favor contacte Servicio al Cliente de NCTD al (760) 966-6500. Personas con discapacidad auditiva deben llamar al 711 para el Servicio de Transmisión de California.

SECCIÓN I – Información del Demandante		
Nombre del Demandante:		Fecha de Presentación:
Dirección:		Ciudad, Estado y Código Postal:
Teléfono:	Correo Electrónico:	
SECCIÓN II – Quejas de Terceros		
¿Está presentando esta queja en nombre de un tercero? <input type="checkbox"/> Sí <input type="checkbox"/> No - Proceda a la Sección III		
Si respondió "Sí", proporcione el nombre/relación de la persona por la que se queja:		
Razón de presentación para un tercero:		
¿Ha obtenido permiso para presentar en nombre del tercero? <input type="checkbox"/> Sí <input type="checkbox"/> No		
SECCIÓN III – Base/Bases para la Queja		
Queja bajo el Título VI que se presenta bajo 49 CFR Parte 21:		
Discriminación basada en el Título VI (seleccione todos los que correspondan):		
<input type="checkbox"/> Raza	<input type="checkbox"/> Color	<input type="checkbox"/> Origen Nacional
Queja de la Ley para Personas con Discapacidades (ADA) conforme a la Ley ADA de 1990 y la Sección 504 de la Ley de Rehabilitación de 1973:		
Discriminación basada en ADA (seleccione todas las que correspondan):		
<input type="checkbox"/> Discapacidad	<input type="checkbox"/> Accesibilidad ADA	
Quejas de Unruh surgen de conformidad con la Sección 51 del Código del Gobierno de California:		
Discriminación basada en Unruh (seleccione todas las que correspondan):		
<input type="checkbox"/> Sexo	<input type="checkbox"/> Origen Nacional	<input type="checkbox"/> Estado Civil
<input type="checkbox"/> Raza	<input type="checkbox"/> Discapacidad	<input type="checkbox"/> Ascendencia
<input type="checkbox"/> Color	<input type="checkbox"/> Condición Médica	<input type="checkbox"/> Ciudadanía
<input type="checkbox"/> Religión	<input type="checkbox"/> Información Genética	<input type="checkbox"/> Idioma principal
<input type="checkbox"/> Edad	<input type="checkbox"/> Orientación Sexual	<input type="checkbox"/> Estado de Inmigración
SECCIÓN IV – Otras Quejas		
¿Ha presentado previamente una queja del Título VI, ADA, o Unruh con NCTD? <input type="checkbox"/> Sí <input type="checkbox"/> No		
Si ha presentado esta queja ante cualquier agencia federal, estatal o local, o ante cualquier corte federal o estatal, complete la siguiente información:		
Agencia/Corte:	Nombre/Título del Contacto:	
Dirección:	Teléfono:	

SECCIÓN V – Antecedentes de Hecho

Fecha/Hora de la Presunta Acción Discriminatoria:

Nombre/Título/Descripción del (de los) demandado(s) (es decir, el (los) individuo(s) que la queja es en contra):

Ubicación del Incidente:

SECCIÓN VI – Continuación de Antecedentes de Hechos

de Autobús/Tren:

de Ruta:

Destino/Dirección:

Ubicación de Abordaje:

Ubicación de Desembarque:

Describa el (los) presunto(s) incidente(s) discriminatorio(s) (fechas/horas/lo que sucedió/testigos/etc.).
Puede adjuntar páginas adicionales, con su fecha y firma, según sea necesario:

[illegible]

SECCIÓN VII – Remedio Propuesto

¿Qué remedio cree que puede resolver este asunto?

Afirmo que he leído el cargo anterior y que es verdadero según mi mejor conocimiento, información y creencia.

Firma del Demandante

Fecha

Nombre Impreso del Demandante

NCTD OFFICE USE ONLY	
Date Received:	
Received By:	

Por favor someta este formulario en persona o por correo a:

North County Transit District
Civil Rights Officer
810 Mission Avenue
Oceanside, CA 92054

Rev. 4/3/2020

SEKSYON VI – Katuloy ng Background Batay sa Mga Detalye

[illegible]

SEKSYON VII – Iminumungkahing Remedyo

Sa palagay mo, ano'ng remedyo ang maaaring lumutas sa usaping ito?

Kinukumpirma kong nabasa ko ang akusasyon sa itaas at na totoo ito sa abot ng aking kaalaman, impormasyon, at paniniwala.

Lagda ng Nagrereklamo

Petsa

Naka-print na Pangalan ng Nagrereklamo

Pakisumite ang form na ito nang personal o ipadala ito sa:

North County Transit District
Civil Rights Officer
810 Mission Avenue
Oceanside, CA 92054

NCTD OFFICE USE ONLY	
Date Received:	
Received By:	

Rev. 4/3/2020

FORM SA PAGREREKLAMO NG DISKRIMINASYON SA TITULO VI/ADA/UNRUH

Upang mahiling ang impormasyong ito sa isang alternatibong format, mangyaring makipag-ugnayan sa Serbisyo sa Customer ng NCTD sa (760) 966-6500. Dapat tumawag ang mga indibidwal na may problema sa pandinig sa 711 para sa California Relay Service.

SEKSYON I - Impormasyon ng Nagrereklamo			
Pangalan ng Nagrereklamo:		Petsa ng Paghahain:	
Address ng Kalye:		Lungsod, Estado, at Zip Code:	
Telepono:		Email Address:	
SEKSYON II – Mga Reklamo ng Third Party			
Inihahain mo ba ang reklamong ito sa ngalan ng isang <input type="checkbox"/> Oo <input type="checkbox"/> Hindi - Magpatuloy sa Seksyon III third party?			
Kung “Oo,” pakilagay ang pangalan/kaugnayan ng tao na kinakatawan mo sa reklamo:			
Dahilan ng paghahain para sa isang third party:			
Humingi ka ba ng pahintulot na maghain sa ngalan ng third party? <input type="checkbox"/> Oo <input type="checkbox"/> Hindi			
SEKSYON III – Batayan/Mga Batayan para sa Reklamo			
Reklamo sa Titulo VI sa Ilalim ng 49 CFR Bahagi 21:			
Diskriminasyon batay sa Titulo VI (piliin ang lahat ng naaangkop):			
<input type="checkbox"/> Lahi	<input type="checkbox"/> Kulay	<input type="checkbox"/> Pinagmulang Bansa	
Reklamo Kaugnay ng Americans with Disabilities (ADA) Act alinsunod sa ADA Act ng 1990 at Seksyon 504 ng Rehabilitation Act ng 1973:			
Diskriminasyon batay sa ADA (piliin ang lahat ng naaangkop):			
<input type="checkbox"/> Kapansanan	<input type="checkbox"/> Accessibility sa ADA		
Mga reklamo kaugnay ng Unruh sa ilalim ng Seksyon 51 ng Kodigo ng Pamahalaan ng California:			
Diskriminasyon batay sa Unruh (piliin ang lahat ng naaangkop):			
<input type="checkbox"/> Kasarian	<input type="checkbox"/> Pinagmulang Bansa	<input type="checkbox"/> Katayuan sa Pag-aasawa	
<input type="checkbox"/> Lahi	<input type="checkbox"/> Kapansanan	<input type="checkbox"/> Ninuno	
<input type="checkbox"/> Kulay	<input type="checkbox"/> Medikal na Kundisyon	<input type="checkbox"/> Citizenship	
<input type="checkbox"/> Relihiyon	<input type="checkbox"/> Genetic na Impormasyon	<input type="checkbox"/> Pangunahing Wika	
<input type="checkbox"/> Edad	<input type="checkbox"/> Sekswal na Oryentasyon	<input type="checkbox"/> Katayuan sa Immigration	
SEKSYON IV – Iba Pang Reklamo			
Dati ka na bang naghain sa NCTD ng reklamo sa Titulo VI, ADA, o Unruh? <input type="checkbox"/> Oo <input type="checkbox"/> Hindi			
Kung inihain mo ang reklamong ito sa anumang ahensya ng Federal, Estado, o lokal, o sa anumang Hukuman ng Pederal o Estado, pakikumpleto ang sumusunod na impormasyon:			
Ahensya/Hukuman:		Pangalan/Titulo ng Contact:	
Address:		Telepono:	
SEKSYON V – Background Batay sa Mga Detalye			
Petsa/Oras ng Pinaghihinalaang Nandidiskriminang Pagkilos:			
Pangalan/Titulo/Paglalarawan ng (Mga) Respondent (ibig sabihin, ang (mga) indibidwal na pinaghahainan ng reklamo):			
Lokasyon ng Insidente:			



TITLE VI/ADA/UNRUH 차별 민원 양식

아래 정보를 다른 형식으로 받아 보시려면 NCTD 고객 서비스(전화 (760) 966-6500)로 문의해 주십시오. 청각 장애가 있으신 분은 711 번으로 문의하시면 캘리포니아 릴레이 서비스를 받으실 수 있습니다.

섹션 I - 민원인 정보		
민원인 성명:		제출일자:
도로 주소:		시, 주, 우편번호:
전화:	이메일 주소:	
섹션 II - 3자 민원		
3자를 대신해 본 민원을 제출하십니까? <input type="checkbox"/> 예 <input type="checkbox"/> 아니요 - 섹션 III으로 이동		
"예"라면 민원 제출을 의뢰하신 분의 성명과 관계를 기재해 주십시오.		
3자 대신 민원 제출 사유:		
해당 3자 대신 제출해도 좋다는 허락을 받으셨습니까? <input type="checkbox"/> 예 <input type="checkbox"/> 아니요		
섹션 III - 민원의 근거		
49 CFR Part 21에 따른 Title VI 민원:		
Title VI에 근거한 차별 (해당하는 것 모두 선택)		
<input type="checkbox"/> 인종	<input type="checkbox"/> 피부색	<input type="checkbox"/> 국적
		<input type="checkbox"/>
장애인(ADA)법 1990과 재활법 1973 504절에 따른 ADA법 민원:		
ADA에 근거한 차별 (해당하는 것 모두 선택)		
<input type="checkbox"/> 장애	<input type="checkbox"/> ADA 접근성	
캘리포니아 정부법 51절에 따른 Unruh 민원:		
Unruh에 근거한 차별 (해당하는 것 모두 선택)		
<input type="checkbox"/> 성별	<input type="checkbox"/> 국적	<input type="checkbox"/> 결혼 여부
<input type="checkbox"/> 인종	<input type="checkbox"/> 장애	<input type="checkbox"/> 조상
<input type="checkbox"/> 피부색	<input type="checkbox"/> 질병	<input type="checkbox"/> 시민권
<input type="checkbox"/> 종교	<input type="checkbox"/> 유전자 정보	<input type="checkbox"/> 제 1 언어
<input type="checkbox"/> 연령	<input type="checkbox"/> 성적 취향	<input type="checkbox"/> 이민자 신분

[illegible]

섹션 VII - 원하는 시정조치

본 건과 관련하여 희망하는 시정조치는 무엇입니까?

위 민원 사항을 모두 읽었으며 본인이 알고 있고 들었고 믿고 있는 한도 내에서 거짓이 없음을 확인합니다.

민원인 서명

일자

민원인 정자체 성명

NCTD OFFICE USE ONLY

Date Received:

Received By:

내방 또는 우편 접수처

North County Transit District
Civil Rights Officer
810 Mission Avenue
Oceanside, CA 92054

Rev. 4/3/2020

MẪU KHIẾU NẠI PHÂN BIỆT ĐỐI XỬ THEO TIÊU ĐỀ VI/ADA/UNRUH

Để yêu cầu thông tin này ở định dạng thay thế, vui lòng liên hệ với Trung Tâm Dịch Vụ Khách Hàng NCTD theo số (760) 966-6500. Những người bị kiểm thính nên gọi 711 để nhận Dịch Vụ Chuyển Tiếp California.

MỤC I – Thông Tin của Người Khiếu Nại		
Tên Người Khiếu Nại:		Ngày Nộp:
Địa Chỉ Phố:		Thành Phố, Bang, & Mã Bưu Điện:
Điện Thoại:	Địa Chỉ Email:	
MỤC II – Khiếu Nại của Bên Thứ Ba		
Quý vị có phải nộp đơn khiếu nại này thay mặt cho bên <input type="checkbox"/> Có <input type="checkbox"/> Không – Tiếp Tục sang Mục III thứ ba không?		
Nếu “Có”, vui lòng cung cấp tên/mối quan hệ của người mà quý vị đang khiếu nại thay mặt:		
Lý do nộp đơn thay mặt cho bên thứ ba:		
Quý vị đã được cấp quyền nộp đơn thay mặt cho bên thứ ba chưa? <input type="checkbox"/> Rồi <input type="checkbox"/> Chưa		
MỤC III – (Các) Căn Cứ để Khiếu Nại		
Khiếu Nại theo Tiêu Đề VI Phát Sinh Căn Cứ theo 49 CFR Phần 21:		
Phân biệt đối xử dựa theo Tiêu Đề VI (chọn tất cả những câu trả lời phù hợp):		
<input type="checkbox"/> Chủng Tộc	<input type="checkbox"/> Màu Da	<input type="checkbox"/> Nguồn Gốc Quốc Gia
Khiếu Nại theo Đạo luật Người Mỹ Khuyết Tật (ADA) căn cứ theo Đạo Luật ADA năm 1990 và Mục 504 của Đạo Luật Phục Hồi năm 1973:		
Phân biệt đối xử dựa theo ADA (chọn tất cả những câu trả lời phù hợp):		
<input type="checkbox"/> Khuyết Tật	<input type="checkbox"/> Khả Năng Tiếp Cận của ADA	
Khiếu nại theo Unruh phát sinh căn cứ theo Bộ Luật Chính Phủ California Phần 51:		
Phân biệt đối xử dựa theo Unruh (chọn tất cả những câu trả lời phù hợp):		
<input type="checkbox"/> Giới Tính	<input type="checkbox"/> Nguồn Gốc Quốc Gia	<input type="checkbox"/> Tình Trạng Hôn Nhân
<input type="checkbox"/> Chủng Tộc	<input type="checkbox"/> Khuyết Tật	<input type="checkbox"/> Tổ Tiên
<input type="checkbox"/> Màu Da	<input type="checkbox"/> Điều Kiện Y Tế	<input type="checkbox"/> Quyền Công Dân
<input type="checkbox"/> Tôn Giáo	<input type="checkbox"/> Thông Tin Di Truyền	<input type="checkbox"/> Ngôn Ngữ Chính
<input type="checkbox"/> Tuổi Tác	<input type="checkbox"/> Định Hướng Tình Dục	<input type="checkbox"/> Tình Trạng Nhập Cư
MỤC IV – Các Khiếu Nại Khác		
Trước đây quý vị đã nộp đơn khiếu nại theo Tiêu Đề VI, ADA hoặc Unruh cho NCTD chưa? <input type="checkbox"/> Rồi <input type="checkbox"/> Chưa		
Nếu quý vị đã nộp đơn khiếu nại này cho bất kỳ cơ quan Liên Bang, Tiểu Bang hoặc địa phương nào hoặc cho bất kỳ Tòa Án Liên Bang hoặc Tiểu Bang nào, vui lòng điền các thông tin sau:		
Cơ Quan/Tòa Án:	Tên Liên Hệ/Chức Vụ:	
Địa Chỉ:	Điện Thoại:	
MỤC V – Bối Cảnh Thực Tế		
Ngày/Thời Gian của Hành Động Phân Biệt Đối Xử Bị Cáo Buộc:		
Tên/Chức Vụ/Mô Tả của (các) Bị Đơn (tức là, (những) người khiếu nại chống lại):		
Vị Trí xảy ra Sự Cố:		

TITLE VI/ADA/UNRUH 歧視投訴表

如需索取本資訊的其他格式，請致電 (760) 966-6500 與 NCTD 客戶服務聯絡。聽力障礙人士應致電 711，取得加州轉接服務。

第一部分 - 原告資訊		
原告姓名：		提出日期：
街道地址：		城市、州和郵遞區號：
電話：	電子郵件地址：	
第二部分 - 第三方投訴		
您是否代表第三方提出此投訴？ <input type="checkbox"/> 是 <input type="checkbox"/> 否 - 請繼續第三部分		
若「是」，請提供您代之投訴的人員姓名以及與其的關係：		
為第三方提出投訴的理由：		
您是否已獲得代表第三方提出投訴的許可？ <input type="checkbox"/> 是 <input type="checkbox"/> 否		
第三部分 - 投訴根據/依據		
依據《聯邦規則彙編》第 49 篇第 21 節提出的第六篇 (Title VI) 投訴：		
基於 Title VI 而認定之歧視（請選擇所有適合選項）：		
<input type="checkbox"/> 種族	<input type="checkbox"/> 膚色	<input type="checkbox"/> 原籍國
依據 1990 年《美國殘疾人法案》(ADA) 和 1973 年《康復法案》第 504 條提出的 ADA 投訴：		
基於 ADA 而認定之歧視（請選擇所有適合選項）：		
<input type="checkbox"/> 殘疾	<input type="checkbox"/> ADA 無障礙	
依據美國加州政府法典第 51 條提出的 Unruh 法案投訴：		
基於 Unruh 而認定之歧視（請選擇所有適合選項）：		
<input type="checkbox"/> 性別	<input type="checkbox"/> 原籍國	<input type="checkbox"/> 婚姻狀況
<input type="checkbox"/> 種族	<input type="checkbox"/> 殘疾	<input type="checkbox"/> 血統
<input type="checkbox"/> 膚色	<input type="checkbox"/> 健康狀況	<input type="checkbox"/> 公民身分
<input type="checkbox"/> 宗教	<input type="checkbox"/> 基因資訊	<input type="checkbox"/> 主要語言
<input type="checkbox"/> 年齡	<input type="checkbox"/> 性取向	<input type="checkbox"/> 移民身分
第四部分 - 其他投訴		
您之前是否曾向 NCTD 提交過 Title VI、ADA 或 Unruh 投訴？ <input type="checkbox"/> 是 <input type="checkbox"/> 否		
若您曾向任何聯邦、州或地方機構或任何聯邦或州法院提起投訴，請填寫以下資訊：		
機構/法院：	聯絡人姓名/職稱：	
地址：	電話：	
第五部分 - 事實背景		
指控歧視行為的日期/時間：		
被投訴方（即投訴所針對的個人）的姓名/職稱/描述：		
事件發生地點：		

TITLE VI/ADA/UNRUH 歧视投诉表格

若要以其他格式请求此信息，请致电 (760) 966-6500 联系 NCTD 客户服务。听力障碍人士应致电 711 获得加利福尼亚转接服务。

第 1 部分 - 原告信息		
原告姓名:		上诉日期:
街道地址:		城市、州与邮政编码:
电话:	电子邮件地址:	
第 2 部分 - 第三方投诉		
您是否代表第三方提出投诉? <input type="checkbox"/> 是 <input type="checkbox"/> 否 - 前往第 3 部分		
如果“是”，请提供您代之投诉人的姓名以及您与他/她的关系:		
代表第三方投诉的理由:		
您是否已经获得代表第三方上诉的许可? <input type="checkbox"/> 是 <input type="checkbox"/> 否		
第 3 部分 - 投诉根据/依据		
根据《美国联邦法规》第 49 篇第 21 节提出的第六章 (Title VI) 投诉:		
基于 Title VI 的歧视 (选择所有适用选项):		
<input type="checkbox"/> 种族	<input type="checkbox"/> 肤色	<input type="checkbox"/> 国籍
根据 1990 年《美国残疾人法案》(ADA) 和 1973 年《康复法案》第 504 节提出 ADA 投诉:		
基于 ADA 的歧视 (选择所有适用选项):		
<input type="checkbox"/> 残疾	<input type="checkbox"/> ADA 无障碍	
根据加州政府法典第 51 节提出的《安鲁民权法案》(Unruh) 提出投诉:		
基于 Unruh 的歧视 (选择所有适用选项):		
<input type="checkbox"/> 性别	<input type="checkbox"/> 国籍	<input type="checkbox"/> 婚姻状况
<input type="checkbox"/> 种族	<input type="checkbox"/> 残疾	<input type="checkbox"/> 血统
<input type="checkbox"/> 肤色	<input type="checkbox"/> 身体状况	<input type="checkbox"/> 公民身份
<input type="checkbox"/> 宗教	<input type="checkbox"/> 遗传信息	<input type="checkbox"/> 主要语言
<input type="checkbox"/> 年龄	<input type="checkbox"/> 性取向	<input type="checkbox"/> 移民身份
第 4 部分 - 其他投诉		
您是否曾向 NCTD 提出过 Title VI、ADA 或 Unruh 投诉? <input type="checkbox"/> 是 <input type="checkbox"/> 否		
如果您曾向任何联邦、州或当地机构或联邦/州法院提出过此类投诉，请填写下列信息:		
机构/法院:	联系人姓名/职位:	
地址:	电话:	
第 5 部分 - 事实背景		
涉嫌歧视行为的日期/时间:		
被告 (即被投诉的个人) 姓名/职位/描述:		
发生地:		

[illegible]

原告簽名

日期

原告正楷签名

North County Transit District
Civil Rights Officer
810 Mission Avenue
Oceanside, CA 92054

Date Received:

Received By:

NORTH COUNTY TRANSIT DISTRICT
WE MOVE PEOPLE

APPENDIX D

NCTD COMPLAINT LOG

NCTD Title VI Complaint and Lawsuit Log June 1, 2018 - May 31, 2021

Number	Filed	Complainant	Complaint / Lawsuit	ADA/Title VI?	Protected Basis	Summary of Allegations	Prima Facie	Finding	Status	Closed Date	Action(s) Taken
1	7/26/18	REDACTED	Complaint	Title VI	Race	Complainant alleges a passenger made a derogatory comment to their child due to their race.	No	Unfounded	CLOSED	8/22/18	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Administratively Closed.
2	8/6/18	REDACTED	Complaint	Title VI	Race	Complainant alleges a coach operator passed them by due to their race.	No	Unfounded	CLOSED	9/10/18	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Administratively Closed.
3	8/16/18	REDACTED	Complaint	Title VI	Race	Complainant alleges a coach operator made specific stops according to passenger's race.	No	Unfounded	CLOSED	9/10/18	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Administratively Closed.
4	8/22/18	REDACTED	Complaint	Title VI	Race	Complainant alleges that a coach operator made a derogatory comment to them due to their race.	No	Unfounded	CLOSED	8/29/18	Inquiry interview conducted with complainant Based on information obtained through inquiry interview and review of evidence, insufficient evidence to establish prima facie. Complaint referred to Customer Service.
5	9/11/18	REDACTED	Complaint	Title VI	Race/Gender	Complainant alleges a coach operator treats passengers of a particular race better than passengers of other races.	No	Unfounded	CLOSED	10/4/18	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Administratively Closed.

6	9/17/18	REDACTED	Complaint	Title VI	Race	Complainant alleges they were discriminated against by a coach operator due to their race.	No	Unfounded	CLOSED	10/25/18	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Administratively Closed.
7	10/2/18	REDACTED	Complaint	Title VI	Race	Complainant alleges a SPRINTER engineer and train attendant refused them service due to their race.	No	Unfounded	CLOSED	10/24/18	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Administratively Closed.
8	10/3/18	REDACTED	Complaint	Title VI	Race	Complainant alleges a coach operator made a derogatory comment to them due to their race.	No	Unfounded	CLOSED	12/3/18	Inquiry interview conducted with complainant Based on information obtained through inquiry interview and review of evidence, insufficient evidence to establish prima facie. Complaint referred to Customer Service.
9	11/5/18	REDACTED	Complaint	Title VI	Race	Complainant alleges a coach operator refused them service due to their race.	No	Unfounded	CLOSED	12/26/18	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Administratively Closed.
10	11/7/18	REDACTED	Complaint	Title VI	Race	Complainant alleges they were discriminated against by the paratransit dispatcher due to their race by the type of paratransit vehicle that was sent to pick them up.	No	Unfounded	CLOSED	12/10/18	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Administratively Closed.
11	1/3/19	REDACTED	Complaint	Title VI	Race	Complainant alleges perceived they were treated worse than other passengers due to their race.	No	Unfounded	CLOSED	2/5/19	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Administratively Closed.
12	2/8/19	REDACTED	Complaint	Title VI	National Origin/Disability	Complainant alleges a coach operator refused them service due to their national origin and/or disability.	No	Unfounded	CLOSED	3/4/19	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Administratively Closed.

13	2/12/19	REDACTED	Complaint	Title VI	Race	Complainant alleges a coach operator gave them a "judgmental look" due to their ethnic appearance.	No	Unfounded	CLOSED	3/6/19	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Administratively Closed.
14	3/8/19	REDACTED	Complaint	Title VI	Race/Age	Complainant alleges they were yelled at by a coach operator due to their race and/or age.	No	Unfounded	CLOSED	4/2/19	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Administratively Closed.
15	4/13/19	REDACTED	Complaint	Title VI	Race	Complainant alleges a coach operator spoke to them in a condescending tone due to their race.	No	Unfounded	CLOSED	5/8/2019	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Administratively Closed.
16	4/30/19	REDACTED	Complaint	Title VI	Color	Complainant alleges COASTER conductor checked their fare, but not the fare of other passengers, due to their race and/or color.	No	Unfounded	CLOSED	5/28/19	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Administratively Closed.
17	5/13/19	REDACTED	Complaint	Title VI	Race	Complainant alleges a coach operator discriminated against them due to their race when the coach operator told them to get off of their cell-phone.	No	Unfounded	CLOSED	8/19/19	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Administratively Closed.
18	6/6/19	REDACTED	Complaint	Title VI	Race	Complainant alleges a coach operator is friendlier to passengers of a particular race than they do passengers of other races.	No	Unfounded	CLOSED	7/26/19	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Administratively Closed.
19	7/23/19	REDACTED	Complaint	Title VI	National Origin	Complainant alleges a coach operator treats individuals of a particular national origin worse than passengers of other national origins.	No	Unfounded	CLOSED	7/23/19	Complainant did not provide contact information. Insufficient information to establish prima facie of discrimination. Administratively closed.
20	7/2/19	REDACTED	Complaint	Title VI	Race	Complainant alleges a coach operator refused them service due to their race.	No	Unfounded	CLOSED	7/29/19	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Administratively Closed.

21	7/5/19	REDACTED	Complaint	Title VI	Race	Complainant alleges a coach operator treats passengers of a particular race differently than passengers of other races.	No	Unfounded	CLOSED	7/29/19	Inquiry interview conducted with complainant Based on information obtained through inquiry interview and review of evidence, insufficient evidence to establish prima facie of discrimination. Complaint referred to Customer Service.
22	8/5/19	REDACTED	Complaint	Title VI	Race	Complainant alleges a coach operator refused them and other passengers service due to their race and/or national origin.	No	Unfounded	CLOSED	8/12/19	Inquiry interview conducted with complainant. During inquiry interview, complainant withdrew discrimination complaint. Furthermore, insufficient evidence to establish prima facie of discrimination. Complaint referred to Customer Service.
23	9/3/2019	REDACTED	Complaint	Title VI	Race	Complainant alleges a coach operator did not allow non-disabled passengers to board first due to their race.	No	Unfounded	CLOSED	10/1/19	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Administratively Closed.
24	9/23/19	REDACTED	Complaint	Title VI	Race	Complainant alleges a coach operator refused them service due to their race and/or income status.	No	Unfounded	CLOSED	10/1/19	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Administratively Closed.
25	10/3/19	REDACTED	Complaint	Title VI	Race	Complainant alleges a coach operator is friendlier to passengers of a particular race than they are to passengers of other races.	No	Unfounded	CLOSED	10/15/19	Complainant did not provide contact information. Insufficient information to establish prima facie of discrimination. Administratively closed.
26	10/23/19	REDACTED	Complaint	Title VI	Race	Complainant alleges they were passed up by a coach operator on three separate occasions due to their race.	No	Unfounded	CLOSED	11/13/19	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Administratively Closed.
27	11/22/19	REDACTED	Complaint	Title VI	Race	Complainant alleges a coach operator and NCTD employees are racist.	No	Unfounded	CLOSED	12/9/19	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Administratively Closed.

28	11/25/19	REDACTED	Complaint	Title VI	Race	Complainant alleges a coach operator did not allow them to have a courtesy ride due to their race.	No	Unfounded	CLOSED	12/26/19	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Administratively Closed.
29	2/13/20	REDACTED	Complaint	Title VI	Race	Complainant alleges a coach operator let passengers of a particular race board without making them pay, but made passengers of another race pay in order to board. The Complainant also alleges the coach operator made other derogatory comments to them due to their race and/or age.	No	Unfounded	CLOSED	3/5/20	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Administratively Closed.
30	2/18/20	REDACTED	Complaint	Title VI	Race	Complainant alleges a coach operator yelled at them due to their race.	No	Unfounded	CLOSED	2/14/20	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Referred to Customer Service.
31	2/25/20	REDACTED	Complaint	Title VI	Race	Complainant alleges a coach operator was rude to them due to their race.	No	Unfounded	CLOSED	3/17/20	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Administratively Closed.
32	3/3/20	REDACTED	Complaint	Title VI	Race	Complainant alleges two coach operators made derogatory comments to them due to their race.	No	Unfounded	CLOSED	3/18/20	Complainant did not provide contact information. Insufficient information to establish prima facie of discrimination. Administratively closed.
33	3/3/20	REDACTED	Complaint	Title VI	Race/National Origin	Complainant alleges coach operator took a longer route due to their race and/or ethnicity.	Yes	Unsubstantiated	CLOSED	3/12/20	The allegations in the complaint were investigated. Based off the evidence obtained during the investigation, insufficient information to substantiate the allegations of discrimination. Complainant notified of the results of the investigation.
34	3/30/20	REDACTED	Complaint	Title VI	Color	Complainant alleges a coach operator treats passengers of a particular color more favorably than passengers of other colors.	No	Unfounded	CLOSED	4/22/20	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Administratively Closed.
35	4/20/20	REDACTED	Complaint	Title VI	Race	Complainant alleges a coach operator refused them service due to their race.	No	Unfounded	CLOSED	5/14/20	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Administratively Closed.

36	5/19/20	REDACTED	Complaint	Title VI	Race	Complainant alleges a coach operator made passengers of a particular race pay fare, but did not make passengers of another race pay fare.	No	Unfounded	CLOSED	6/17/2020	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Administratively Closed.
37	6/5/20	REDACTED	Complaint	Title VI	Race	Complainant alleges COASTER conductor made derogory comments about a particular race to a passenger.	No	Unfounded	CLOSED	6/10/2020	Inquiry interview conducted. Based on conversation with complainant, insufficient information to establish prima facie of discrimination. Referred to Customer Service.
38	6/17/20	REDACTED	Complaint	Title VI	Race	Complainant alleges a coach operator did not make passengers of a particular race pay fare, but made passengers of other races pay fare.	No	Unfounded	CLOSED	7/10/20	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Referred to Customer Service.
39	6/18/20	REDACTED	Complaint	Title VI	Race	Complainant alleges bus operator gave them attitude and made a derogatory comment to them due to his race.	No	Withdrawal	CLOSED	6/29/2020	Inquiry interview conducted with complainant. During inquiry interview, complainant withdrew discrimination complaint. Furthermore, insufficient evidence to establish prima facie of discrimination. Complaint referred to Customer Service.
40	6/22/20	REDACTED	Complaint	Title VI	Race	Complainant alleges they are being targeted by a coach operator due to their race.	No	Unfounded	CLOSED	7/6/2020	Inquiry interview conducted with complainant. Based on information obtained through inquiry interview and review of evidence, insufficient evidence to establish prima facie of discrimination. Complaint referred to Customer Service.
41	7/2/20	REDACTED	Complaint	Title VI	Race	Complainant alleges a coach operator made a discriminatory remark to them due to their mixed race.	No	Unfounded	CLOSED	7/15/20	Inquiry interview conducted with complainant. During inquiry interview, complainant withdrew discrimination complaint. Furthermore, insufficient evidence to establish prima facie of discrimination. Complaint referred to Customer Service.
42	7/10/20	REDACTED	Complaint	Title VI	Race	Complainant alleged a coach operator refused them service due to their race.	No	Unfounded	CLOSED	7/29/20	Complainant did not provide contact information. Insufficient information to establish prima facie of discrimination. Administratively closed.

43	7/20/20	REDACTED	Complaint	Title VI	Race	Complainant alleges a coach operator discriminated against them due to their race.	No	Unfounded	CLOSED	8/19/20	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Referred to Customer Service.
44	8/24/2020	REDACTED	Complaint	Title VI	Race	Complainant alleges a coach operator made a derogatory comment to them about their race.	No	Unfounded	CLOSED	10/1/20	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Administratively Closed.
45	9/3/20	REDACTED	Complaint	Title VI	Race	Complainant alleged coach operators of a particular race treat them negatively due to their race.	No	Unfounded	CLOSED	10/1/20	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Administratively Closed.
46	9/3/20	REDACTED	Complaint	Title VI	Race	Complainant alleged a coach operator made a derogatory comment to them due to their race.	No	Unfounded	CLOSED	10/6/20	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Administratively Closed.
47	9/8/20	REDACTED	Complaint	Title VI	Race	Complainant alleged a coach operator made derogatory remarks to them due to their race.	No	Unfounded	CLOSED	10/6/20	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Administratively Closed.
48	9/23/20	REDACTED	Complaint	Title VI	Race	RR alleged a coach operator treated them badly due to their race, national origin, and/or ethnicity	No	Unfounded	CLOSED	10/26/20	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Administratively Closed.
49	9/23/20	REDACTED	Complaint	Title VI	Race	Complainant alleged a coach operator refused them service due to their race.	No	Unfounded	CLOSED	10/20/20	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Administratively Closed.
50	9/24/20	REDACTED	Complaint	Title VI	Race	Complainant alleged a coach operator was friendlier to passengers of a particular race that they are to passengers of other races.	No	Unfounded	CLOSED	10/20/20	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Administratively Closed.
51	9/28/20	REDACTED	Complaint	Title VI	Race	Complainant alleged a coach operator did not make passengers of a particular race pay fare, but made passengers of other races pay fare.	No	Unfounded	CLOSED	10/6/20	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Administratively Closed.

52	10/2/20	REDACTED	Complaint	Title VI	Race	Complainant alleges a coach operator treated them negatively due to their race.	Yes	Unsubstantiated	CLOSED	12/16/20	The allegations in the complaint were investigated. Based off the evidence obtained during the investigation, insufficient information to substantiate the allegations of discrimination. Complainant notified of the results of the investigation.
53	10/12/20	REDACTED	Complaint	Title VI	Race	Complainant alleged a coach operator is treating him negatively due to their mixed race.	No	Unfounded	CLOSED	11/17/20	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Administratively Closed.
54	10/28/20	REDACTED	Complaint	Title VI	Race	Complainant alleged COASTER Conductor made a derogatory comment about another passenger due to that passenger's race and/or national origin.	Yes	Unsubstantiated	CLOSED	11/17/20	The allegations in the complaint were investigated. Based off the evidence obtained during the investigation, insufficient information to substantiate the allegations of discrimination. Complainant notified of the results of the investigation.
55	11/2/20	REDACTED	Complaint	Title VI	Race	Complainant alleged a coach operator is treating them negatively due to their race.	No	Unfounded	CLOSED	12/16/20	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Administratively Closed.
56	12/24/20	REDACTED	Complaint	Title VI	Race	Complainant alleged they were singled out by a coach operator due to their race.	No	Unfounded	CLOSED	2/1/21	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Administratively Closed.
57	1/13/21	REDACTED	Complaint	Title VI and ADA	Disability and Race	Complainant alleged a coach operator asked about their disability due to their race and/or disability.	No	Unfounded	CLOSED	2/4/2021	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Administratively Closed.
58	1/28/21	REDACTED	Complaint	Title VI	Race	Complainant alleged a train attendant refused them service due to their race.	No	Unfounded	CLOSED	2/22/21	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Administratively Closed.

59	1/28/21	REDACTED	Complaint	Title VI	Race	Complainant alleged a coach operator yelled at them due to their race	No	Unfounded	CLOSED	2/22/21	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Administratively Closed.
60	2/14/21	REDACTED	Complaint	Title VI	Race	Complainant alleged a coach operator made derogatory remarks about a particular race.	No	Unfounded	CLOSED	3/10/21	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Administratively Closed.
61	2/20/21	REDACTED	Complaint	Title VI	Race	Complainant alleged a coach operator was rude to them because of their race	No	Unfounded	CLOSED	3/15/21	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Administratively Closed.
62	3/18/21	REDACTED	Complaint	Title VI	Race	Complainant alleged a coach operator made them move seats to watch them because of their race	No	Unfounded	CLOSED	4/26/21	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Administratively Closed.
63	4/5/21	REDACTED	Complaint	Title VI	Race	Complainant alleged a coach operator made was being rude and difficult because of a prior complaint and potential bias.	No	Unfounded	CLOSED	5/3/21	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Administratively Closed.
63	4/5/21	REDACTED	Complaint	Title VI	Race	Complainant alleged the Train Attendant gave her a hard time about showing her fare because of her race. Complainant also alleged Train Attendant almost hit her.	No	Unfounded	CLOSED	5/3/21	Complainant did not cooperate with the investigation. Insufficient information to establish prima facie of discrimination. Administratively Closed.
64	4/22/21	REDACTED	Complaint	Title VI	Race	Complainant alleged the coach operator was rude before and during the trip to them because of their race.			OPEN		Initial interview occurred with complainant and a Discrimination Complaint form was sent. Waiting for response from complainant.
65	4/29/21	REDACTED	Complaint	Title VI	Race	Complainant alleged the coach operator passed them by due to their race			OPEN		Initial interview occurred with complainant and a Discrimination Complaint form was sent. Waiting for response from complainant.
66	5/6/21	REDACTED	Complaint	Title VI	Race	Complainant alleged they received late paratransit service and reservation directions were not followed due to their race.			OPEN		Initial interview occurred with complainant and a Discrimination Complaint form was sent. Waiting for response from complainant.

APPENDIX E

NCTD PUBLIC PARTICIPATION PLAN

NCTD PUBLIC OUTREACH ACTIVITIES

Summary

This policy defines the public participation processes and public notice and hearing requirements that support public comment and input to the North County Transit District ("NCTD") Board of Directors ("Board") in reaching policy decisions.

The Ralph M. Brown Act (Government Code § 54950 et. seq. ("Brown Act")) – Agenda, Public Comment Requirements, and NCTD Procedures:

1. The Ralph M. Brown Act – The Brown Act, as stated in Chapter 9, Part 1, Division 2, Title 5 of the Government Code, commencing with § 54950, sets out California's open meetings law and regulates meetings of local public agencies. All meetings of the Board, including standing committee meetings, shall be conducted in the manner prescribed by the Brown Act.
2. Agendas – The Brown Act includes requirements for posting of agendas, distribution of agenda materials, access, meeting locations, and public input. Agendas will be posted on NCTD's website and at NCTD's administration building, in accordance with the requirements set forth in *Board Policy No. 4, Rules of Procedure*.
3. Public Comment, Generally – Pursuant to the Brown Act, NCTD agendas for regular meetings will allow members of the public to address NCTD on any item of interest to the public within the purview of NCTD. Members of the public will also be allowed to address NCTD before or during NCTD's consideration of any agenda item to be considered at a regular or a special meeting of NCTD.

A request from the public to discuss an agenda item at a Board Meeting must be filed with the Clerk of the Board on a "Request to Speak" form before consideration of the item commences. A "Request to Speak" form must also be completed by any person, or group of persons, desiring to address the Board on a non-agendized matter, and submitted to the Clerk before the meeting is called to order. The forms will be available at the meeting.

Speakers turning in "Request to Speak" forms after discussion begins on an item that is not subject to a Public Hearing will be heard at the end of the meeting under agenda item "Remaining Public Communications."

Public Hearings

NCTD conducts public hearings as part of its process to adopt an annual budget, adopt new or modify ordinances, and changes to fares and transit services. Notice of a public hearing will be posted and published, as further set forth below, to afford the public the opportunity to provide comments at the meetings or to submit comments in writing. "Request to Speak" forms should be submitted by persons desiring to speak during a public hearing, but are not required.

Public Input Process and Time Limits

Each person desiring to address the Board on a non-agendized item shall state the subject they wish to discuss. Each person addressing the Board on any matter, whether listed on the agenda or not, shall state who they are representing if they represent an organization or other persons.

Speaker's remarks are limited to three (3) minutes if they are speaking on an item not listed on the agenda. If the speaker is speaking on an item listed on the agenda, he/she may be donated three minutes by another speaker for a maximum of six (6) minutes. The Board may grant additional time to speak on an item. In such case, the same time limit shall apply to all speakers on that item.

All remarks shall be addressed to the Board as a whole and not to any Board Member specifically. No questions shall be asked of a Board Member or a member of the staff without obtaining permission of the presiding officer.

After a motion has been made, no member of the public shall address the Board from the audience on the matter under consideration without first securing permission to do so by a majority vote of the Board.

Process for Conducting Public Hearings

When required by law, public hearings will be conducted by NCTD at the date, time, and location previously noticed, and shall be held in accordance with the schedule on the agenda or as soon thereafter as practical. A public hearing is required for the adoption of NCTD's annual budget and for fare and service changes, which additional procedures are set out below. These public hearings generally require a thirty (30) day notice. Public hearings for other matters shall otherwise be conducted as required by law.

Prior to all Board public hearings, copies of the Board's agenda, with attachments, inclusive of any staff report, shall be available at the office of the Clerk of the Board at least seventy-two (72) hours prior to the commencement of the public hearing, provided, however, the Board may allow in its discretion the filing of supplemental reports which shall be made public at the commencement of the public hearing in accordance with the Brown Act. The public hearing will allow for all interested parties to be heard prior to Board consideration of the proposal. The Board will also consider any written comments which were forwarded to the Board on the hearing item.

1. Public Hearings Procedure

Unless otherwise required by law, the order of the public hearing shall be as follows:

a. Open the Public Hearing

The presiding officer shall open the public hearing as scheduled on the agenda.

- i. Presentation of Staff Report
- ii. Questions from the Board
- iii. Public Testimony. the presiding officer shall call for public testimony of people in favor/in opposition.

The presiding officer may, dependent upon the necessity for ensuring adequate presentation of testimony and evidence to provide a fair hearing, set longer time limits than otherwise allowed. The decision of the presiding officer may be appealed to the full Board.

b. Closure of Public Hearings

When neither the public nor District staff have further evidence to produce, or the presiding officer nor majority of the Board believes sufficient evidence has been presented, the presiding officer shall order the public hearing closed. Once closed, no further evidence, either oral or in writing, will be accepted by the Board, provided, however, that the presiding officer, where it appears that good cause exists to hear further evidence concerning the matter which is the subject of the public hearing, may reopen the public hearing.

c. Board Action

The Board has the authority to either approve, deny, or modify the proposal that is before the Board or, based on public comments, direct staff to research any comments for Board consideration at another meeting.

Public Hearing Notice Requirements

1. General

Notice of public hearing shall be published in the following local newspapers with circulation in the North County:

- a. The regional publication of the U-T San Diego
- b. Publication in a Spanish language newspaper with circulation in the North County.

Notice shall be published within the time limits required by law and include the following:

- a. The date, time, and location of the public hearing.
- b. A statement that the intent of the public hearing is to provide an opportunity for interested persons or agencies to be heard with respect to the effects of the proposed changes/matters to be considered at the public hearing.
- c. A statement that comments can be offered verbally or in writing, establishing the date and time of the public hearing as the deadline for written submissions, and providing a mailing address and facsimile number.
- d. A statement informing any interested parties of the location where a copy of the proposed change would be available for inspection.
- e. A statement that NCTD does not discriminate on the basis of disability in the admission or access to, or in treatment or employment in, its services, programs, and activities. It shall include the contact person designated to coordinate compliance with the Americans with Disabilities Act and how said person may be contacted seventy-two (72) hours in advance of the public meeting to provide disability accommodations if requested. It shall also include a statement that agenda materials will be provided in accessible formats upon request.

- f. A statement that NCTD does not discriminate on the basis of race, color, or national origin in the level and quality of transportation services and transit-related benefits in accordance with Title VI of the Civil Rights Act of 1964.

Items Subject to Public Hearing:

- a. Fares: Public hearings on fare changes are conducted by SANDAG. Policies regarding those changes are contained SANDAG Regional Fare Policy and Comprehensive Fare Ordinance (SANDAG Policy No. 29) and applicable provisions of the SANDAG Public Participation/Involvement Policy (SANDAG Policy No. 25) as they may be amended from time to time, as related to fare changes.
- b. Major service changes: A public hearing shall be held by the NCTD to seek public comment in considering proposed major service changes.
- c. Other: A service change proposal may be submitted for public hearing at the request of the Board or at the discretion of the Executive Director, even if it does not meet one or more of the criteria listed above.

Items Subject to Placement on the Board Agenda:

- a. The Board shall consider all proposed minor service changes and new routes or services as a regular item placed on a Board agenda. No public hearing is required prior to consideration and/or approval of minor service changes and new routes or services.

Notification On-Board Revenue Vehicles:

- a. Minor service changes and/or new routes and services: An informational flyer called a "Take One" shall be developed and include a detailed description of the proposed changes. The "Take One" will advise passengers of the board meeting date where these changes will be considered and invite them to make written or verbal comment at that meeting, or to provide written comment prior to the meeting for inclusion and consideration. The "Take One" shall be made available to the public on all routes one month prior to the relevant board meeting, and shall be printed in both English and Spanish.
- b. Major service changes: In addition to the published Notice of Public Hearing, an informational flyer called a "Take One" shall be developed and will include a detailed description of the information contained in the public hearing notice.
 - The "Take One" shall be made available to the public on vehicles on all routes one month prior to the public hearing date.
 - The "Take One" shall be printed in both English and Spanish.

Review and comment from Board Committees:

- a. NCTD's MSPBD Committee, a Board-appointment committee which advises the Board on service planning issues, shall review and comment on "major service change" proposals prior to the Board's public hearing.

- b. NCTD's Performance, Administration, and Finance (PAF) Committee, another Board-appointment committee which advises the Board on financial issues, shall review and comment on fare increase proposals.

Final Notification of Changes to the Public:

- a. Following Board approval of a fare increase or service change, a "Take One" shall be placed aboard all vehicles one week prior to the effective date of the change to inform the public of the implementation of the change. The "Take Ones" shall be printed in English and Spanish.

2. Special Information for Fare Increases or Major Service Changes

For any fare increase or "major service change," as defined under *Board Policy No. 30, Threshold for a Major Service Change*, notice shall be published at least thirty (30) days in advance of the public hearing. The public notice shall include:

- a. As applicable, the route numbers of the services that would be affected with the proposed major service change and the proposed effective date of the change.
- b. The date, time, and location of the public hearing.
- c. A statement that the intent of the public hearing is to provide an opportunity for interested persons or agencies to be heard with respect to the effects of the proposed changes/matters to be considered at the public hearing.
- d. A statement that comments can be offered verbally or in writing, establishing the date and time of the public hearing as the deadline for written submissions, and providing a mailing address and facsimile number.
- e. A statement informing any interested parties of the location where a copy of the proposed change would be available for inspection.
- f. A statement that NCTD does not discriminate on the basis of disability in the admission or access to, or in treatment or employment in, its services, programs, and activities. It shall include the contact person designated to coordinate compliance with the Americans with Disabilities Act and how said person may be contacted seventy-two (72) hours in advance of the public meeting to provide disability accommodations if requested. It shall also include a statement that agenda materials will be provided in accessible formats upon request.
- g. A statement that NCTD does not discriminate on the basis of race, color, or national origin in the level and quality of transportation services and transit-related benefits in accordance with Title VI of the Civil Rights Act of 1964.

Public Comment to Ensure Compliance With Title VI, Limited-English Proficiency, and Environmental Justice Requirements

1. FTA Title VI Circular 4702.1B requires NCTD to promote inclusive public participation to ensure riders, particularly the minority and LEP populations, have an opportunity to voice their opinions on major service and fare changes. To this end, NCTD shall:
 - Develop and maintain a “Community Contacts List” that consists of the emails and contact information to coordinate with community organizations, employers, advocacy groups, and others groups that we would communicate with and provide information to for distribution to traditionally underserved population segments (FTA C 4702.1B Chapter III-5(8)c.).
 - For Major Service Changes, NCTD staff will conduct public meetings in the community, at times as suggested (6:00 PM or 7:00 PM) to maximize participation. This will include a meeting(s) at locations near the impacted communities, or easily accessible via transit (FTA C 4702.1B Chapter III-5(8)a.).
2. The 2018 Language Assistance Plan (LAP), developed based on SANDAG’s Four Factor Analysis, describes how NCTD shall identify and meet the needs of the population with limited English proficiency in the NCTD service area.
3. NCTD makes environmental justice part of its mission by identifying and addressing, as appropriate, disproportionately high and adverse human health or environmental effects of its services, policies, and activities on minority populations and/or low-income populations. Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations requires that disproportionately high and adverse human health or environmental effects on minority and low-income populations be identified and addressed in order to achieve environmental justice. Environmental justice at NCTD includes incorporating environmental justice and non-discrimination principles into transportation planning and decision-making processes. Environmental justice requires equitably providing to all residents, regardless of age, race, color, national origin, income, or physical ability, opportunities to work, shop, study, be healthy, and play. NCTD believes it is important to understand the impacts of transportation investments on our most vulnerable communities in order to better plan for the future. Promoting social equity and environmental justice in providing services and undertaking planning efforts requires involvement from a wide variety of communities and stakeholders. NCTD considers the following goals of environmental justice throughout transportation planning and service delivery, and through all public outreach and participation efforts:
 - To avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations and low-income populations;
 - To ensure the full and fair participation by all potentially affected communities in the transit decision-making process; and
 - To prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations

Public Comment and Participation Regarding Transit Improvements

Government Code § 14085 requires project development agencies receiving state or federal funds for the purposes of project planning, design, rights-of-way, construction, acquisition, or improvement of exclusive public mass transit guideways, such as NCTD, to prepare policies and procedures for project management, including public outreach and participation. Several federal and state laws and regulations require that project development agencies conduct public participation programs to ensure that the public is involved and that concerns are addressed.

1. Procedures

- a. For all major transit capital improvement projects, NCTD shall conduct a program designed to ensure that the general public is informed of progress, safety, and community impacts during the construction phase and is provided opportunities to express concerns.
- b. NCTD shall hold public meetings at key stages of project implementation and advertise them to all members of the affected community.
- c. NCTD shall solicit input from representatives of special user groups of the local population (e.g., senior and disabled riders) during design and construction in order to ensure that the capital facilities are usable by as many people as possible.
- d. NCTD shall work to minimize both actual and perceived disruption during the construction phase by disseminating informational, educational, and “public relations” materials and by utilizing other traditional public relations tools.
- e. NCTD shall continue to cooperatively work with established community groups, such as planning groups and neighborhood associations.
- f. NCTD should be prepared to meet citizens’ concerns as they arise, on an individual basis, in order to satisfy them to the degree practical.
- g. For projects managed/implemented by SANDAG, SANDAG shall be responsible for public outreach and involvement, in accordance with its own policies.


Special Public Notice and Participation Requirements for Fare and Service Changes

Definitions:


1. “Major Service Change”: Under *Board NCTD Policy No. 30, Threshold for a Major Service Change*, a major service change is any proposed changes to existing routes, whereby route miles or revenue miles are changed in excess of twenty-five (25) percent of their current configurations, measured as happening at one time, or cumulatively within a single year. Change in number of daily trips that exceeds twenty-five (25) percent is also considered a major service change. Finally, elimination or addition of a route qualifies as a major service change.
2. “Minor service change” is defined as: All proposed changes to existing routes, whereby route miles or revenue miles are changed in excess of ten (10) percent but less than twenty-five (25) percent of their current configurations, measured as happening at one time, or within a single year.

3. "New route or service" is defined as: All new routes or services featuring the presence of new route numbers, new route alignments, new service types, or new service configurations for areas with existing service.
4. Routine schedule adjustments to improve service reliability where there is no overall change in service levels or trips operated, or where the schedule adjustments alter departure or arrival times on individual trips by ten (10) minutes or less is not considered a service change within the definitions above.


Approvals



Board Chair 10/17/2019
Date



Executive Director 10/17/2019
Date



General Counsel 10/17/2019
Date

DATE	REVISION No.	RESOLUTION No.	COMMENT
10/18/2012	ADOPTED	12-10	
11/21/2013	1	13-07	2013 REVISION
10/16/2014	2	14-04	2014 REVISION
11/19/2015	3	15-08	2015 REVISION
10/20/2016	4	16-10	2016 REVISION
10/19/2017	5	17-10	2017 REVISION
07/19/2018	6	18-07	2018 REVISION
10/17/2019	7	19-06	2019 REVISION

NORTH COUNTY TRANSIT DISTRICT PUBLIC OUTREACH ACTIVITIES

JUNE 1, 2018 – MAY 31, 2021

NCTD FY2019 Operating Budget and FY2019-2023 Capital Improvement Program

April 19, 2018: The NCTD Board of Directors opened a Public Hearing for June 21, 2018 for consideration of adoption of the FY2019 Operating Budget and the FY2019-2023 Capital Improvement Plan.

June 21, 2018: the NCTD Board of Directors conducted a Public Hearing to receive any oral comments from the public on the FY2019 Operating Budget and FY2019-2023 Capital Improvement Program, closed the Public Hearing, and adopted both items.

November 15, 2018: the NCTD Board of Directors opened a Public Hearing for December 20, 2018 for consideration of adoption of the Amended FY2019 Operating Budget and FY19 Capital Improvement Program.

December 20, 2018: the NCTD Board of Directors conducted a Public Hearing to receive any oral comments from the public on the Amended FY2019 Operating Budget and FY2019 Capital Improvement Program, closed the Public Hearing, and adopted both items.

Land Use and Integration Study

On May 17, 2018, the NCTD Board of Directors awarded Agreement No. 18048 to IBI Group to conduct a Land Use and Transit Integration Study (LUTIS). The purpose of the LUTIS was to evaluate the current and future land use plans in NCTD's service area to document how the current land use patterns impact the District's service delivery and performance, as well as the overall quality of life throughout the community.

Eight (8) community events were held, and an online survey was created, to receive feedback from the public on the current and future land use plans in NCTD's service area.

November 3, 2018: NCTD Staff held a pop-up event at the Escondido Tamale Festival,

November 14, 2018: NCTD Staff held a pop-up event at the Vista Transit Center.

November 15, 2018: NCTD Staff held a pop-up event at the Encinitas Public Library and Oceanside Transit Center.

February 9, 2019: NCTD Staff provided an informational update to the Board of Directors on the progress of the LUTIS.

May 2, 2019: NCTD Staff held a pop-up event at the Oceanside Transit Center

May 7, 2019: NCTD Staff held a pop-up event at the Carlsbad Village Station and Escondido Transit Center.

May 16, 2019: NCTD Staff provided an informational update to the Board of Directors on the progress of the LUTIS.

July 30, 2019: NCTD Staff held a pop-up event at the San Marcos Public Library

August 6, 2019: NCTD staff held a pop-up event at the Vista Community Clinic.

North County Transit District Ordinance No. 3

December 20, 2018: the NCTD Board of Directors opened a Public Hearing to receive oral comments on Proposed Modifications to the North County Transit District's Ordinance No. 3 regarding the North County Transit District's Code of Regulations.

February 21, 2019: the NCTD Board of Directors conducted a Public Hearing to receive any oral comments from the public on the Proposed Modifications to the North County Transit District's Ordinance No. 3, regarding the North County Transit District's Code of Regulations, closed the Public Hearing, and adopted the modifications.

Strategic Multimodal Transit Implementation Plan

March 21, 2019: On March 21, 2019, the NCTD Board of Directors awarded Agreement No. 19038 to IBI Group to conduct a Strategic Multimodal Transit Implementation Plan (SMTIP). The purpose of the SMTIP was to receive a comprehensive operations analysis and long-range strategic plan that would examine opportunities and develop service plans to maximize transit ridership based upon the findings of the Land Use and Transit Integration Study.

Thirty-five (35) community events were held, and an online survey was created, to receive feedback from the public regarding passenger activity within NCTD's service area as well as trips that involved multiple jurisdictions.

October 22, 2019: NCTD Staff held public outreach events at the Escondido Transit Center and Oceanside Transit Center.

October 23, 2019: NCTD Staff held public outreach events at the Sorrento Valley Station, Palomar Station, Encinitas Station, and Vista Transit Center.

October 24, 2019: NCTD Staff held public outreach events at the Palomar Station, Encinitas Station, Carlsbad Village Station, Encinitas State, Escondido Transit Center, and Oceanside Transit Center.

October 29, 2019: NCTD Staff held public outreach events at the Carlsbad Village Station, Carlsbad Poinsettia Station, Buena Creek Station, College Boulevard Station, Vista Transit Center, and Oceanside Transit Center.

October 30, 2019: NCTD Staff held public outreach events at the Palomar Station, Encinitas Station, El Camino Real Station, Solana Beach Station, Coast Highway Station, and Escondido Transit Center.

October 31, 2019: NCTD Staff held public outreach events at the Cal State San Marcos Station, Buena Creek Station, College Boulevard Station, El Camino Real Station, Solana Beach Station, and Sorrento Valley Station.

November 5, 2019: NCTD Staff held public outreach events at the Nordahl Road Station, Coast Highway Station, Vista Transit Center, and Escondido Transit Center.

April 16, 2020: NCTD Staff provided the Board of Directors with an informational update on the status of the SMTIP.

March 21, 2021: NCTD Staff provided the Board of Directors with an information update on the status of the SMTIP.

NCTD FY2020 Operating Budget and FY2020-2024 Capital Improvement Program

April 18, 2019: The NCTD Board of Directors opened a Public Hearing for June 20, 2019 for consideration of adoption of the FY2020 Operating Budget and the FY2020-2024 Capital Improvement Plan.

June 20, 2019: the NCTD Board of Directors conducted a Public Hearing to receive any oral comments from the public on the FY2020 Operating Budget and FY2020-2024 Capital Improvement Program, closed the Public Hearing, and adopted both items.

North County Transit District Ordinance No. 5

May 16, 2019: the NCTD Board of Directors opened a Public Hearing to receive oral comments on Proposed Modifications to the North County Transit District's Ordinance No. 5 regarding Regulating Parking and Traffic on North County Transit District Property.

June 20, 2019: the NCTD Board of Directors conducted a Public Hearing to receive any oral comments from the public on the Proposed Modifications to the North County Transit District's Ordinance No. 5, regarding Regulating Parking and Traffic on North County Transit District Property, closed the Public Hearing, and adopted the modifications.

North County Transit District Ordinance No. 6

July 18, 2019: the NCTD Board of Directors opened a Public Hearing to receive oral comments on Proposed Modifications to the North County Transit District's Ordinance No. 6 regarding Regulating North County Transit District's Informal Bidding Procedures.

September 19, 2019: the NCTD Board of Directors conducted a Public Hearing to receive any oral comments from the public on the Proposed Modifications to the North County Transit District's Ordinance No. 6, regarding the North County Transit District's Informal Bidding Procedures, closed the Public Hearing, and adopted the modifications.

NCTD FY2021 Operating Budget and FY2021-2025 Capital Improvement Program

April 16, 2020: The NCTD Board of Directors opened a Public Hearing for June 18, 2020 for consideration of adoption of the FY2021 Operating Budget and the FY2021-2025 Capital Improvement Plan.

June 18, 2020: the NCTD Board of Directors conducted a Public Hearing to receive any oral comments from the public on the FY2021 Operating Budget and FY2021-2025 Capital Improvement Program, closed the Public Hearing, and adopted both items.

FLEX Routes Major Service Changes

In early 2020, NCTD Planning Staff proposed the elimination of FLEX Routes 372, 392, and 395 in April 2021 to improve system efficiencies and reduce costs to NCTD. The NCTD Board of Directors authorized staff to receive public comment on the proposed eliminations, held a Public Hearing on January 21, 2021, and approved the elimination of FLEX Route 372 for October 2021 service change rather than April 2021 service change.

October 15, 2020: The NCTD Board of Directors opened a Public Hearing for January 21, 2021 and authorized staff to receive public comment relate to the potential service changes to FLEX Routes 372, 392, and 395 for April 2021.

November 17, 2020: NCTD Planning Staff held a public meeting at the Oceanside Transit Center and San Luis Rey Transit Center.

November 18, 2020: NCTD Planning Staff held a public meeting at the Oceanside Transit Center.

November 19, 2020: NCTD Planning Staff held a public meeting at the Escondido Transit Center.

December 2, 2020: NCTD Planning Staff held a virtual online meeting.

December 5, 2020: NCTD Planning Staff held a virtual online meeting.

January 21, 2021: the NCTD Board of Directors conducted a Public Hearing to receive any oral comments from the public on NCTD's Proposed Service Changes to FLEX Routes 372, 392, and 395, closed the Public Hearing, and adopted the proposed elimination of FLEX Route 372 for implementation in October 2021 service change rather than April 2021 service change.

Temporary Reduction in COASTER Service

In early 2021, NCTD Planning Staff a temporary reduction to COASTER service to improve system efficiencies and reduce costs to NCTD. The NCTD Board of Directors authorized staff to receive public comment on the proposed eliminations, held a Public Hearing on March 18, 2021, and

February 18, 2021: The NCTD Board of Directors opened a Public Hearing for March 18, 2021 and authorized staff to receive public comment relate to the temporary service changes to COASTER service.

Public Engagement for Proposed Major Service Changes

During the review period, NCTD had one proposed Major Service Change. In October 2020, the NCTD Board of Directors authorized staff to seek public input on a proposal to eliminate NCTD FLEX Routes 372, 392 and 395 due to poor performance. Those events are summarized below.

In-Person Engagement Events

NCTD staff held four in-person engagement sessions at transit centers where the FLEX Routes under consideration operate. Because FLEX Route 372 service area ends at Escondido Transit Center, the event there was intended to capture FLEX 371 passengers who may use FLEX Route 372 service.

Tuesday, November 17, 2020

8:30 a.m. - 10:45 a.m.

Oceanside Transit Center, Bus Island

Wednesday, November 18, 2020

2:00 p.m. - 4:00 p.m.

Oceanside Transit Center, Bus Island

Tuesday, November 17, 2020

2:30 p.m. - 4:30 p.m.

San Luis Rey Transit Center

Thursday, November 19, 2020

2:00 p.m. - 4:00 p.m.

Escondido Transit Center, Bus Island

Staff set up the table at each location adjacent to the stalls for the FLEX Routes to contact passengers as they boarded and alighted the bus. Posters with proposal information in English and Spanish were set up and staff had English and Spanish language handouts with proposal information and an explanation on how public comment may be provided. An English and Spanish language questionnaire soliciting information on how passengers use FLEX Routes was used to gather information about passenger use and proclivity to using an alternative service. All materials were available in English and Spanish, and English and Spanish speaking staff were available to answer questions and take comments from passengers.

Virtual Engagement Events

The two virtual events were held to capture comments from passengers who may not be riding FLEX due to impacts from COVID-19 pandemic, or who may not have been able to attend the in-person events. Notice of these events was provided in the English Union Tribune and Spanish El Latino newspapers. The events were advertised via flyers onboard FLEX vehicles and at Customer Service centers, on NCTD's website and social media accounts. The events were held on a weekday evening and a Saturday morning:

Wednesday, December 2, 2020

6:00 p.m. - 7:00 p.m.

Virtual Online Meeting

Saturday, December 5, 2020

9:00 a.m. – 10:00 a.m.

Virtual Online Meeting

The events included a presentation on the proposal and a question and answer session. Spanish speaking staff were available to provide translation services.

Public Hearing

A Public Hearing was held at the January 21, 2021 NCTD Board of Directors meeting. The Board opened the public hearing process at the October 15, 2020 Regular Board meeting. On December 4, 2020, the Clerk of the Board published notice of the Public Hearing, including instructions and locations on how and where to provide public comment in the English San Diego Union Tribune and Spanish Hispanos Unidos newspapers.

APPENDIX F

NCTD LANGUAGE ASSISTANCE PLAN

NCTD SAMPLES OF PUBLIC INFORMATION DOCUMENTS

**NORTH COUNTY
TRANSIT DISTRICT**



2020

NCTD Language Assistance Plan

**NCTD 2020
Language Assistance Plan (LAP)**

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Language Assistance Plan (LAP)**

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EXECUTIVE SUMMARY

The following Language Assistance Plan (LAP) is based on a collaborative effort between the North County Transit District (NCTD), the Metropolitan Transit System (MTS), and the San Diego Association of Governments (SANDAG) to identify the language assistance needs for persons of Limited English Proficiency (LEP). Conducted in 2019, included is the development of the Four Factor Analysis as follows:

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient or grantee.

Factor 2: The frequency with which LEP individuals come into contact with the program.

Factor 3: The nature and importance of the program, activity, or service provided by the recipient to people's lives.

Factor 4: The resources available to the recipient and costs.

Identification of LEP Individuals

Following Factor 1 United States Department of Transportation (US DOT) Guidance, multiple sources including the US Census Bureau, American Community Survey (ACS), US Department of Labor, California Department of Education, and the San Diego County Department of Mental Health were used to determine the number of LEP individuals in the county. According to these findings, over 59,000 people over the age of five (5) speak English "less than well" in the NCTD service area, accounting for 6.99 percent of the total population in the service area over the age of five (5).

Language Assistance Measures

Current language assistance measures are presented. Current language assistance measures were compiled by interviewing and surveying key staff who regularly work on outreach efforts and customer service. These measures include the means of written, oral, and customer service language assistance; resources and strategies for community outreach; interface at NCTD facilities and on NCTD vehicles; and public/press relations.

Training Staff

Following DOT guidance, NCTD staff training by NCTD's Civil Rights Officer will be implemented according to the Four Factor Analysis and this LAP. Specific training elements are discussed in this report.

Providing Notice to LEP Persons

Laid out within the LAP are the ways that NCTD provides notice to LEP persons. Additionally, due to this process, supplemental methods will be added. These are also detailed in this report.

Monitoring and Updating the LAP

Lastly, to ensure compliance and practical implementation by all agency staff, this LAP details how monitoring and updating will occur on a triennial basis.

I. NCTD BACKGROUND

The North San Diego County Transit Development Board (NSDCTDB) was created by California Senate Bill 802 on September 20, 1975. The Board was created to plan, construct and operate, directly or through a contractor, public transit systems in its area of jurisdiction.

On January 1, 2003, a new state law was enacted (SB 1703) that essentially transferred future transit planning, programming, development and construction to SANDAG, San Diego's regional planning agency. The NSDCTDB continued to operate the BREEZE, COASTER, and SPRINTER. In this new role, NCTD continues to provide integrated public transit service within the North San Diego County region.

On August 30, 2005, the North County Transit District Act was amended to rename the District to North County Transit District (NCTD), and this formal name change was effective January 1, 2006. NCTD's services are a vital part of San Diego's regional transportation network.

Service Area

NCTD provides more than 10.3 million passenger trips per year in North San Diego County. NCTD provides service over a 1,020 square mile area with a population of approximately 849,000 people. Included in the service area are the cities of Carlsbad, Del Mar, Encinitas, Escondido, Oceanside, San Marcos, Solana Beach, and Vista. The service area also includes areas of unincorporated North San Diego County, including Fallbrook.

The services provided by NCTD include BREEZE fixed route bus, FLEX deviated fixed route and on-demand routes, COASTER commuter rail, SPRINTER hybrid rail, and LIFT paratransit service. For fiscal year (FY) 2019, the BREEZE/FLEX services carried over 6.4 million annual passengers, COASTER commuter rail trains carried over 1.4 million annual passengers, while the SPRINTER light rail service carried over 2.9 million annual passengers. LIFT paratransit service carried over 168,000 passengers in FY 2019.

NCTD riders also have access to other regional transit systems and transportation services in San Diego County, Riverside County, and Orange County. These services include MTS, Riverside Transit Agency, Metrolink, and Amtrak.

II. PURPOSE

NCTD recognizes the importance of effective and accurate communication between its personnel and the community that they serve. Language barriers can impede effective and accurate communication in a variety of ways. Language barriers can sometimes inhibit or even prohibit individuals with LEP from accessing and/or understanding important rights, obligations, and services, or from communicating accurately and effectively in difficult situations. Ensuring maximum communication ability between NCTD personnel and all segments of the community serves the interest of both. *LEP* is a term used to describe people who do not speak English as their primary language and who also may have limited ability to read, write, or understand English.

Providing LEP persons with meaningful access to NCTD's services is important to NCTD. It is the intent of the District that the LAP helps to ensure equal access to transit and as it works together with the LEP community, to provide meaningful access to safe, convenient, reliable, and user-friendly transit services throughout NCTD's service area.

The purpose of this plan is to establish effective guidelines, consistent with Title VI of the Civil Rights Act of 1964, for NCTD personnel to follow when providing services to, or interacting with, individuals who are LEP.

III. TITLE VI POLICY STATEMENT SUMMARY

NCTD gives public notice of its policy to ensure full compliance with Title VI of the Civil Rights Act of 1964 and all related statutes. Title VI requires that no person in the United States of America shall, on the grounds of race, color, or national origin, be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination, under any program or activity for which NCTD receives federal financial assistance. NCTD ensures that every effort will be made to prevent discrimination through the impacts of its programs, policies, and activities on minority and low-income populations. In addition, NCTD will take reasonable steps to provide meaningful access to services for persons with LEP.

NCTD has, as a normal part of doing business, committed to ensuring that publications intended for public outreach or public involvement, where appropriate, will be also offered in Spanish (NCTD's largest LEP population) and Vietnamese, Chinese, Tagalog, and Korean, upon request. NCTD will continue to monitor requirements and add other languages when they meet the required LEP threshold.

IV. NCTD LEP SERVICES STATEMENT

NCTD strives to provide effective, efficient, and equitable service to all individuals regardless of their ability to read, write, speak, or understand English. Service delivery options (translation of publication, oral language assistance, etc.) are available to all LEP individuals, enabling them to communicate effectively with NCTD in person, over the phone, in writing, and through electronic media.

On August 11, 2000, President Clinton signed Executive Order 13166, *Improving Access to Services for Persons with Limited English Proficiency*. It directs federal agencies to examine the services they provide and develop and implement a system by which LEP persons can meaningfully access those services. Federal agencies were instructed to publish guidance for their respective recipients in order to assist them with their obligations to LEP persons under Title VI.

On December 14, 2005, the DOT published revised guidance for its recipients on the Implementation of Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency". *LEP* is a term used to describe people who do not speak English as their primary language and who also may have limited ability to read, write, or understand English. The foregoing Executive Order states that Title VI and its implementing regulations require that DOT recipients take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are LEP and that recipients should use the DOT LEP Guidance to determine how best to comply with statutory and regulatory obligations to provide meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are LEP.

The Federal Transit Administration (FTA) references the DOT LEP guidance in Circular 4702.1B, *Title VI Requirements and Guidelines for Federal Transit Administration Recipients*, which was finalized on October 1, 2012. Chapter III Part 9 of this Circular reiterates the requirement to take responsible steps to ensure meaningful access to benefits, services, and information for LEP persons and suggests that FTA recipients and sub-recipients develop a language assistance plan consistent with the provisions of Section VII of the DOT LEP Guidance. The FTA Office of Civil Rights also released a handbook in 2007 for transit providers (*Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons* [FTA 2007]) to give technical assistance for the implementation of the DOT LEP guidance.

Transit agencies that provide language assistance to persons with LEP in a competent and effective manner will help ensure that their services are safe, reliable, convenient, and accessible to those persons. These efforts may attract riders who would otherwise be excluded from participating in the service because of language barriers and, ideally, will encourage riders to continue using the system after they are proficient in English and/or have more transportation options. Catering to LEP persons may also help increase and retain ridership among the agency's broader immigrant communities in two (2) important ways: 1) agencies that reach out to recent immigrant populations in order to conduct a needs assessment and prepare a language implementation plan (pursuant to the DOT LEP Guidance) will send a positive message to these persons that their business is valued; and 2) community outreach designed to identify appropriate language assistance measures can also assist the agency in identifying the transportation needs of immigrant and linguistically isolated populations and ensuring that an agency's transit routes, hours, and days of service, and other service parameters are responsive to the needs of these populations. Additionally, transit agencies that conduct outreach to LEP persons can increase their potential for recruiting bilingual employees to better serve the needs of the community. In summary,

serving the needs of LEP persons is not only a good business decision but also fulfills the mission of the transit agency to serve the public.

NCTD supports the goals of the DOT LEP Guidance to provide meaningful access to its services by LEP persons. NCTD has resources to provide oral and written language assistance services to LEP individuals. Each of the mentioned resources were used to guide the required Four Factor Analysis performed by SANDAG and this LAP.

NCTD has developed this LAP to address the needs of the LEP populations in the NCTD service area. Following DOT LEP Guidance, included in this report are the following five sections:

- 1. Identifying LEP individuals who need language assistance in NCTD's service area as prescribed in SANDAG's Four Factor Analysis**
- 2. Providing language assistance measures**
- 3. Training staff**
- 4. Providing notice to LEP persons**
- 5. Monitoring and updating the Plan**

V. FOUR FACTOR ANALYSIS

This section documents the research done to identify LEP populations in the NCTD service area. For the purposes of this publication, individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English are considered LEP.

A. Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the transit service.

Factor 1 Analysis findings indicate that 6.6 percent of the population within the NCTD service area speaks English "less than well". The top five (5) languages spoken other than English are Spanish (5.41 percent of the NCTD service area population), Vietnamese (0.23 percent), Chinese (0.18 percent), Tagalog (0.14 percent), and Korean (0.11 percent). Combined, these five (5) languages include 91.9 percent of the LEP population in the NCTD service area.

There were several key findings revealed in the analysis of the data:

- Approximately 30 percent of persons in the NCTD service area speak a language other than English at home.
- 6.6 percent speak English less than "well" (includes those that speak English "not well" and "not at all");
- Spanish is the second most predominant language, after English, spoken in the NCTD service area;
- Of the languages spoken in the region, Table 1 shows the languages with over 1,000 LEP speakers;

Table 1: LEP Speakers by Language in NCTD Jurisdiction

Language	LEP Population	Percent of All LEP Speakers	Percent of Total Population (Age 5+)
Spanish	50,135	81.93%	5.41%
Vietnamese	2,147	3.51%	0.23%
Chinese	1,680	2.75%	0.18%
Tagalog	1,291	2.11%	0.14%
Korean	1,003	1.64%	0.11%

Source: U.S. Census Bureau, American Community Survey 5-Year Public Use Microdata Sample (PUMS) 2013-2017

LEP POPULATION ANALYSIS

The DOT describes LEP as having a limited ability to read, write, speak or understand English. The DOT and FTA (in both the LEP guidance and Title VI Circular), define this population as people who reported that they speak English “not well” or “not at all.” Table 2 shows this analysis for the NCTD service area results in an overall LEP population of 7 percent of persons age five (5) years and older.

Table 2: English Proficiency for the NCTD Service Area

County	Total Population Age 5 and Over	Speaks English Only	Speaks English “Well” or “Very Well”	Less Than “Well”	Percentage Less than “Well”
NCTD Service Area	855,725	596,389	199,485	59,851	6.99%

Source: U.S. Census Bureau, American Community Survey (ACS) 5-Year Estimates 2013-2017, Table B16004

The ACS data also includes information on languages spoken for 39 different language groups (but not by ability to speak English as is available in the ACS data). Table 3 shows the top ten non-English languages spoken at home in the San Diego region between 2013-2017 among the total population ages five (5) and older (including both LEP and non-LEP populations). While there were respondents from all 39 language groups, Spanish, Tagalog, Vietnamese, Chinese, and Korean were the primary languages.

Table 3: Languages Spoken at Home in the NCTD Service Area

Language	Language Spoken at Home for the Population 5 and Over	Percent of Total Population
Spanish	202,656	23.68%
Tagalog	11,292	1.32%
Vietnamese	5,957	0.7%
Chinese (incl. Mandarin and Cantonese)	5,512	0.64%
Russian, Polish, or other Slavic lang.	4,039	0.47%
German	3,582	0.42%
French, Haitian, or Cajun	2,884	0.34%
Korean	2,559	0.30%
Arabic	1,578	0.18%
All Other Languages	19,277	2.25%

Source: U.S. Census Bureau, American Community Survey (ACS) 5-Year Estimates 2013-2017, Table C16001

Figure 1 below shows the LEP Census Tracts using PUMA data. The map illustrates the Census Tracts where the proportion of the population speaking English “less than well” is greater than 6.6 percent, the service area average. Figure 2 shows the Census Tracts where the proportion of LEP Spanish speaking population is greater than 5.41 percent, the service area average. Figure 3 where the proportion of LEP Vietnamese speaking population is greater than 0.23 percent. Figure 4 for Chinese where the proportion is greater than 0.18 percent. Figure 5 for Tagalog where the proportion is greater than 0.14 percent. Figure 5 for Korean where the population is greater than 0.11 percent.

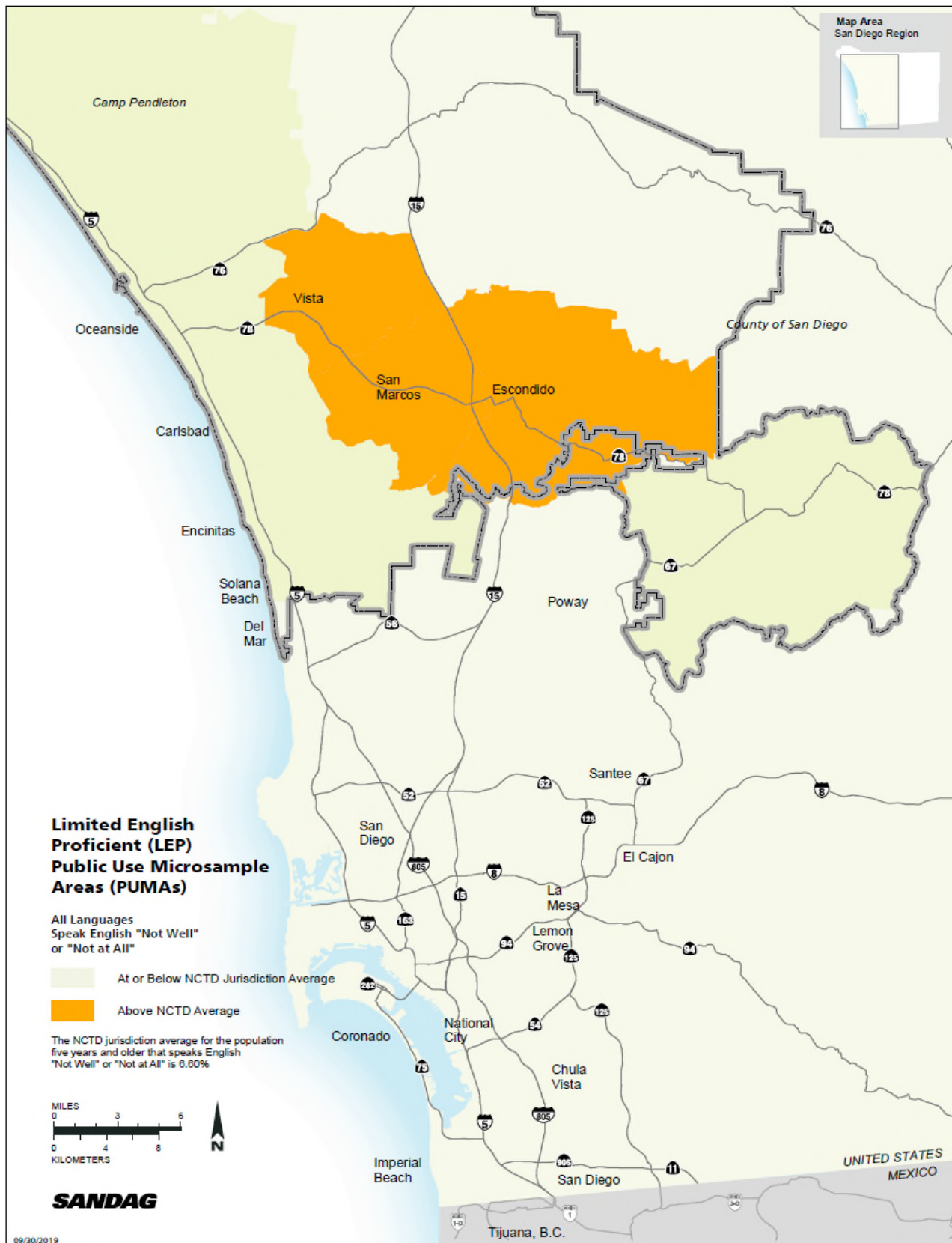


Figure 1 – Total LEP Population

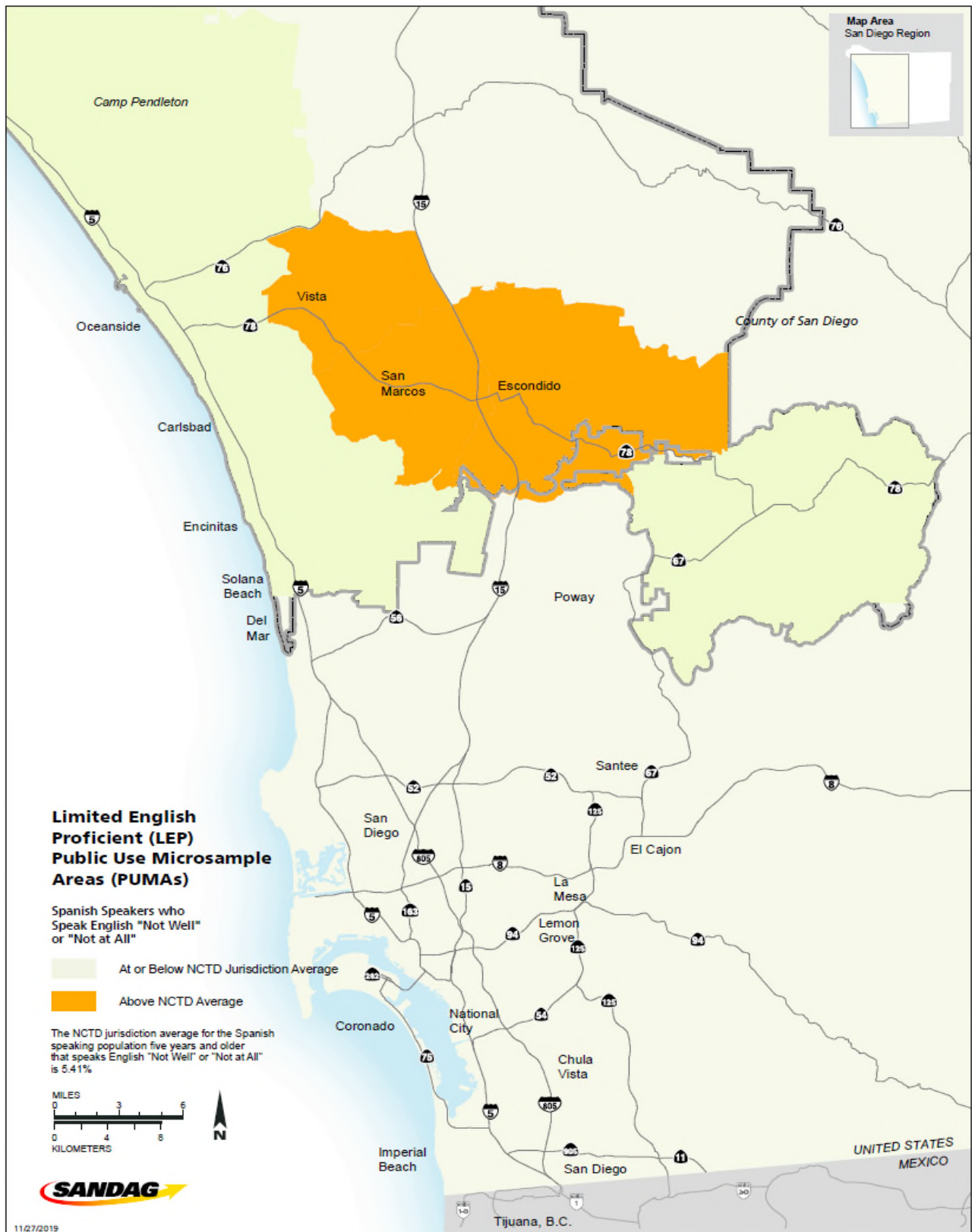


Figure 2 – Spanish LEP Population

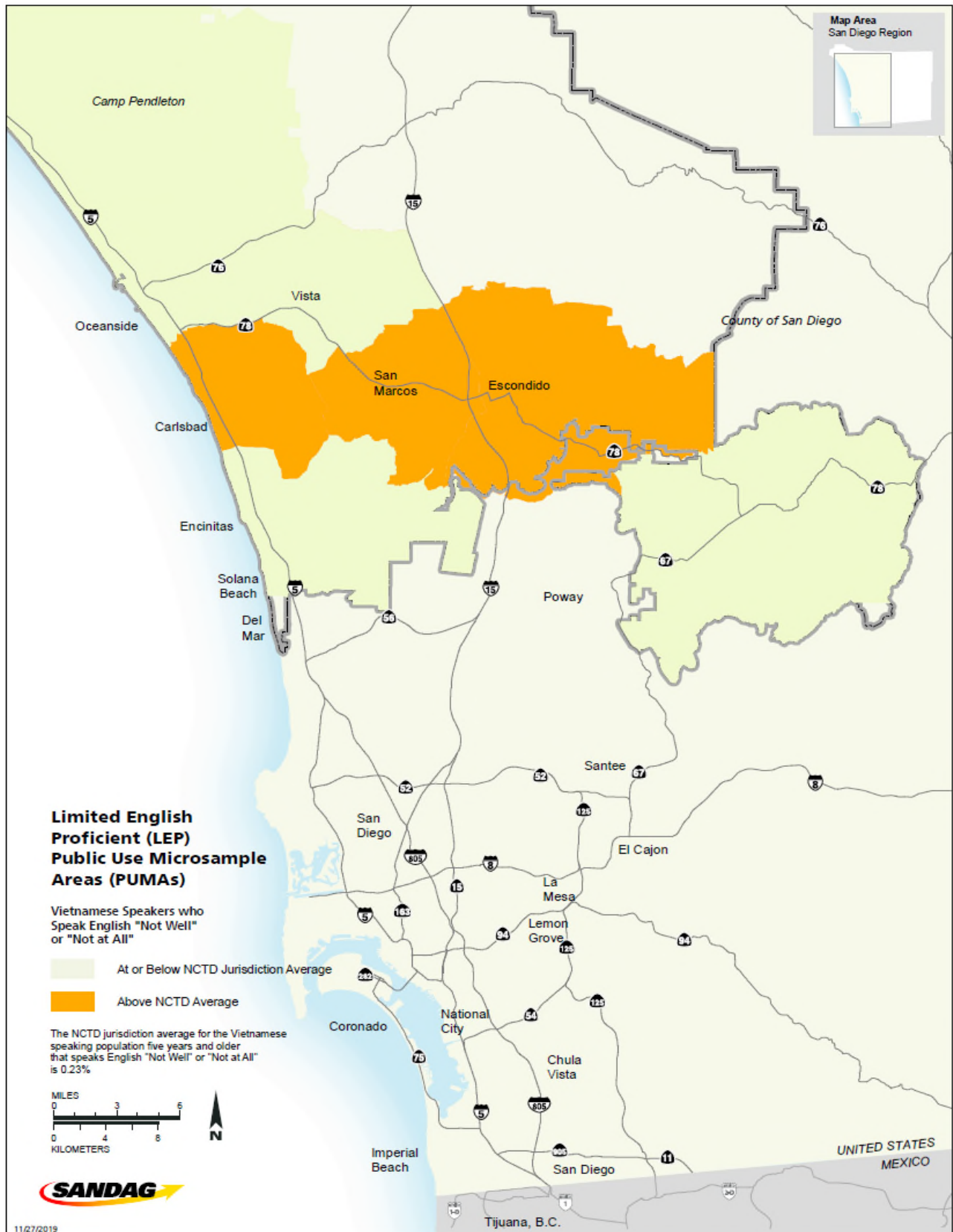


Figure 3 – Vietnamese LEP Population

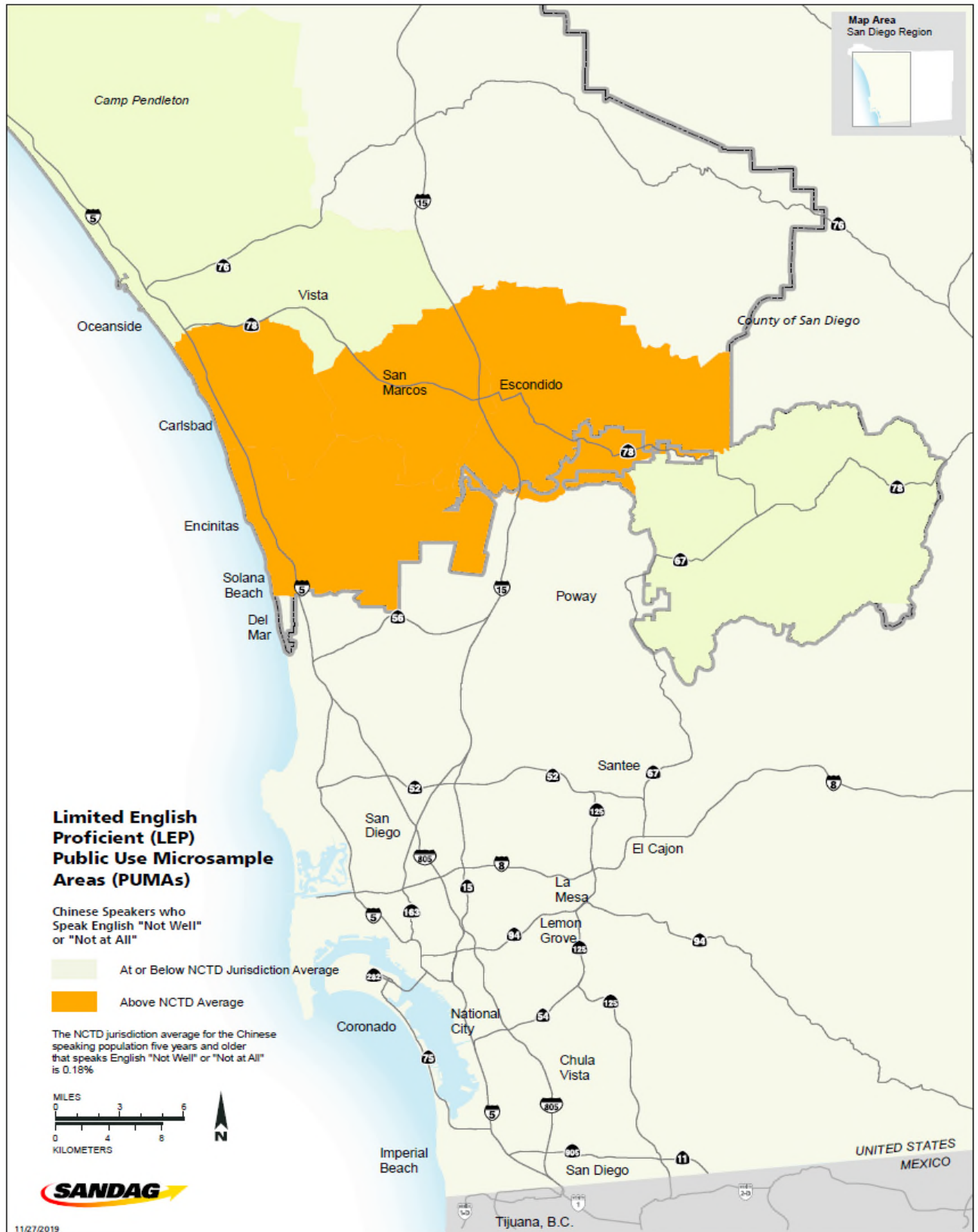


Figure 4 – Chinese LEP Population

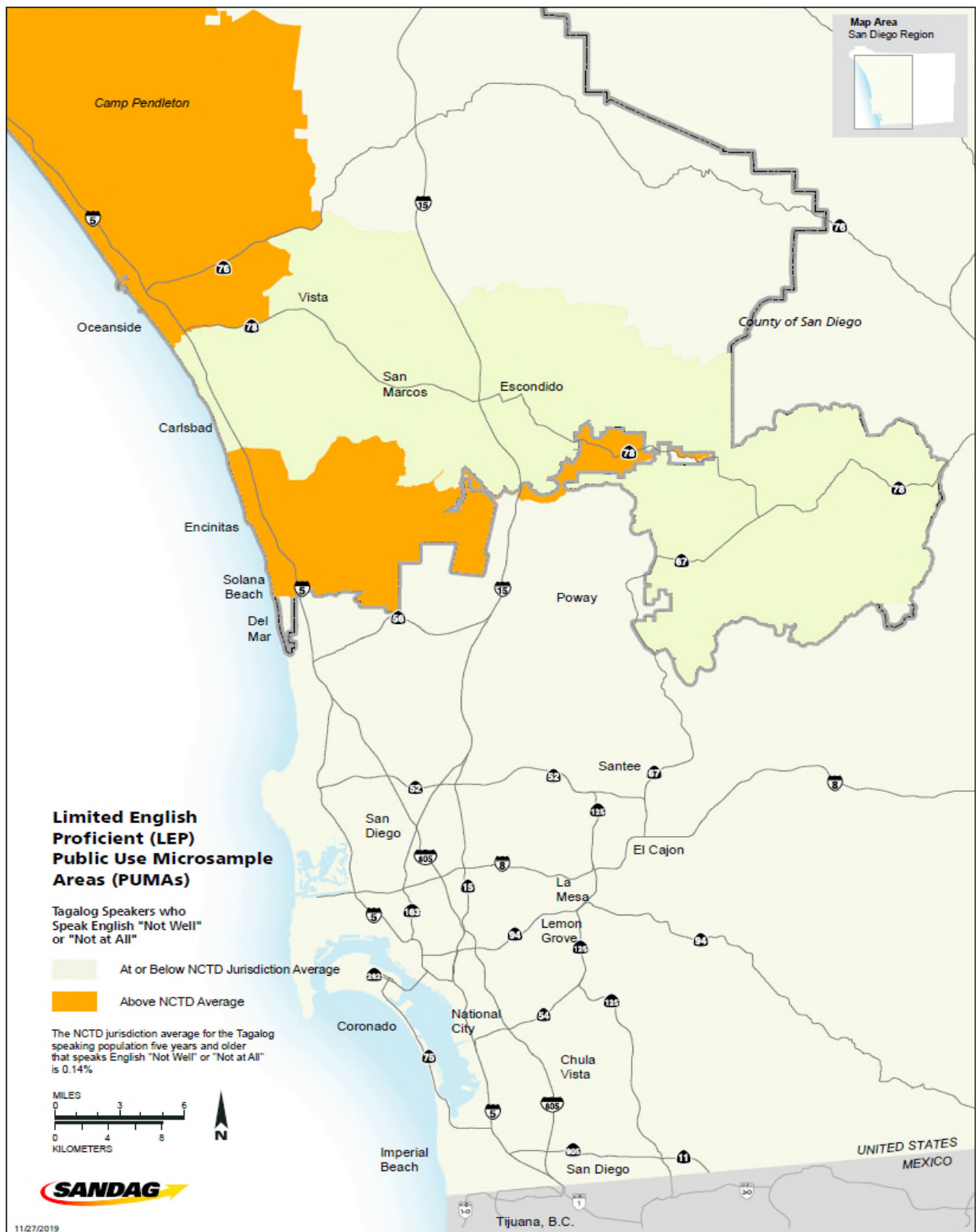


Figure 5 – Tagalog LEP Population

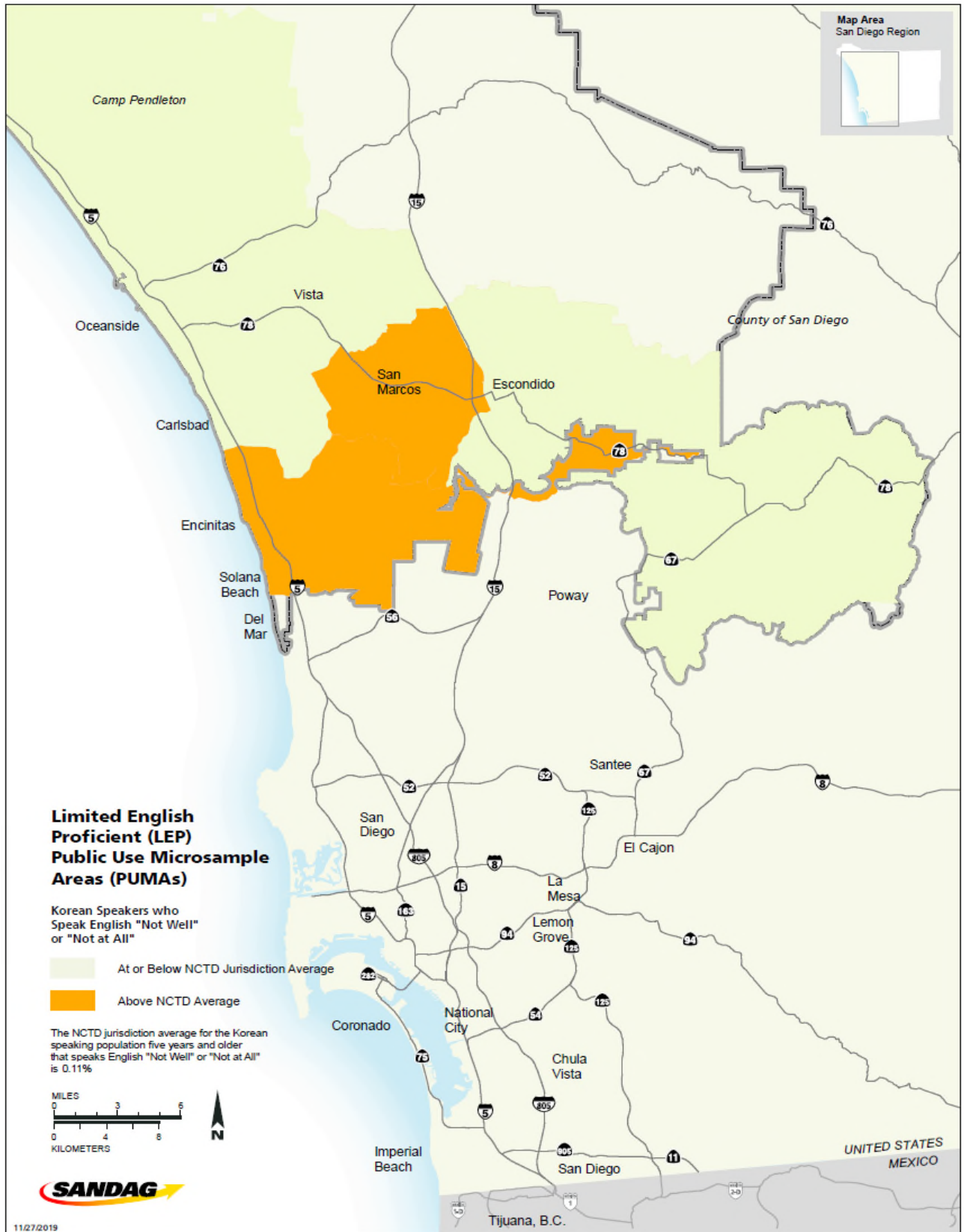


Figure 6 – Korean LEP Population

B. Factor 2: The frequency with which LEP individuals come in contact with a program, activity, or service of NCTD

In October 2019, NCTD distributed an anonymous survey to key program areas and assessed major points of contact with the public. This included NCTD's bus services (BREEZE Fixed Route, FLEX On-Demand, and LIFT Complementary Paratransit), NCTD's rail services (COASTER Commuter Rail and SPRINTER Hybrid Rail), customer service, purchasing of passes and tickets, participation in public meetings, and use NCTD's website. The results of these surveys are discussed below.

1. BREEZE, FLEX, and LIFT Bus Service

NCTD provides three (3) types of bus services, BREEZE fixed route, FLEX, and LIFT paratransit. BREEZE fixed route's service area comprises of over 1,020 square miles with 30 BREEZE routes. NCTD FLEX has three (3) different service models: on-demand, deviated fixed-route, and point-deviated fixed-route. FLEX on-demand routes take passengers anywhere within the FLEX zone. FLEX deviated fixed-route service has a set schedule and route but can deviate from the route up to 3/4 of a mile to pick-up or drop-off customers. FLEX point-deviated fixed-route has a set schedule and can deviate to certain points along the route. LIFT complementary paratransit service is provided to eligible individuals with disabilities who cannot board, ride, or navigate accessible fixed-route bus or train service because of their disabilities. Eligible individuals are those whose disabilities prevent them from using a NCTD lift-equipped bus or an accessible rail system. Eligibility certification for LIFT paratransit service consists of a completed application and a health care provider form.

Out of approximately 300 contracted BREEZE, FLEX, and LIFT employees, 37 employees participated in the survey (see Table 4 – BREEZE, FLEX, and LIFT Bus Service LEP Survey Results). Based upon the results of the survey, the following were the percentage of LEP languages commonly encountered by BREEZE, FLEX, and LIFT bus operators: Spanish (95%), Arabic (14%), Vietnamese (14%), German (11%), Chinese-Cantonese (8%), Chinese-Mandarin (8%), Russian (8%), French (5%), Japanese (5%), Korean (5%), Tagalog (5%), Dutch (1%), Italian (3%), Persian (3%), and Polish (3%).

i. Eligibility Process for LIFT

1. Application

LIFT paratransit applications are available on paper in English and Spanish. LIFT paratransit applications are also available in over 100 languages online through Google Translation. When LIFT paratransit applications are received in a language other than English or Spanish, correspondence with the applicant is provided in that language using bilingual in-house staff or contracted translation and interpretation services.

NCTD does not maintain data on the frequency in which LEP LIFT paratransit applicants come into contact with NCTD through the LIFT paratransit application process. However, the following general observation were provided by ADARide, NCTD's paratransit eligibility

certification contractor: Between October 1, 2018 through September 30, 2019, 1341 LIFT paratransit applications were received. Google Translate metrics showed that Google Translate was utilized 127 times to view paratransit eligibility information in a language other than English, with the majority being viewed in Spanish. No LIFT paratransit applications were requested to be translated into a language other than English and only a few applicants had questions regarding the LIFT paratransit application that required the use a Spanish interpreter.

2. In-Person Assessments

NCTD conducts in-person assessments following the receipt of a LIFT paratransit application. NCTD does not maintain data on the frequency in which NCTD comes into contact with LEP LIFT paratransit applicants. However, the following general observations were provided by ADARide: Between October 1, 2018 through September 30, 2019, NCTD conducted 353 in-person assessments with no requests for an interpreter to be present; Of the 353 in-person assessments, approximately 12 were conducted in a language other than English by a companion or personal care attendant; Of the 12 in-person assessment conducted in a language other than English, nine (9) were conducted in Spanish, one (1) in French, one (1) in Mandarin, and one (1) in Tagalog.

3. Appeals

LIFT paratransit applicants who were denied eligibility may request an appeal to NCTD's Appeals Review Committee. LIFT paratransit eligibility appeals are provided in the language of the appellant. No data is maintained on how frequent LEP passengers come into contact with LIFT through the LIFT paratransit eligibility appeals process. However, the following general observations were provided by the Manager of Paratransit and Mobility Services: Between October 1, 2018 through September 30, 2019, there were three (3) requests for an appeal; Of the three (3) requests for a LIFT eligibility appeal, all three were conducted in English.

ii. Reservations for LIFT

To reserve a trip, eligible customers must call the LIFT Reservation line at least one day prior to the day of their trip. Customers may schedule rides up to seven (7) days in advance. LIFT reservations are taken seven days a week from 8 a.m. to 5 p.m. Data is not maintained on the frequency in which LEP LIFT customers utilize NCTD's LIFT reservation line. However, the following general observations were provided by the Manager of Paratransit and Mobility Services: LIFT reservation staff are bilingual in both English and Spanish; Approximately 120,000 LIFT reservations were made between October 1, 2018 through September 30, 2019. Of the reservations made, 97% of reservations were made in English, 3% in Spanish, and no reservations were made in a language other than English or Spanish.

2. COASTER and SPRINTER Service

NCTD provides two (2) types of rail service, COASTER commuter rail and SPRINTER hybrid rail. COASTER provides commuter rail service along 41 miles of track north and south between Oceanside and downtown San Diego. SPRINTER provides hybrid rail service along 22 miles of track east and west between Oceanside and Escondido.

Out of approximately 27 Bombardier COASTER and SPRINTER rail operators, 12 employees participated in the survey (see Table 5 – COASTER and SPRINTER LEP Survey Results). Based upon the results of the survey, the following were the percentage of LEP languages commonly encountered by COASTER and SPRINTER rail operators: Spanish (100%), Chinese-Mandarin (33%), Chinese-Cantonese (25%), Japanese (25%), Korean (25%), Vietnamese (17%), Arabic (8%), Russian (8%), and Tagalog (8%).

3. NCTD Customer Service Interactions

NCTD Customer Service provides the public with information on services, routes, schedules, fare as well as taking complaints, comments, and concerns.

NCTD does not maintain data on the frequency in which Customer Service comes into contact with LEP customers. However, the following general observations were provided by analyzing the anonymous Customer Service LEP Survey results and through the Customer Service Manager: Out of approximately 14 Customer Service Staff, 12 employees participated in the survey (see Table 6 – NCTD Customer Service LEP Survey Results). Based upon the results of the survey, the following were the percentage of LEP languages commonly encountered by Customer Service staff: Spanish (100%), Chinese-Mandarin (33%), Chinese-Cantonese (17%), Tagalog (17%), French (8%), Japanese (8%), Korean (8%), and Vietnamese (8%); Between October 1, 2018 through September 30, 2019, Customer Service received 63,255 calls; Of the calls received, Customer Service utilized telephonic interpretation services once for Korean and once for Japanese.

LEP individuals can also come into contact with NCTD at its reception desk at the General Administrative Office (GAO). No data is maintained on the frequency in which LEP individuals come into contact with the reception desk at GAO. However, the following general observations were provided by the GAO receptionist: Out of approximately 25 customer interactions per week, approximately 3-4 are with Spanish speaking individuals and approximately 1-2 interactions per month with LEP individuals who speak a language other than English or Spanish; Of the interactions with LEP individuals who speak a language other than English or Spanish, only once has the GAO receptionist had to utilize telephonic interpretation services; All other interactions were with LEP individuals who had a limited ability to read, write, speak or understand English and who did not need interpretation services or have brought their own interpreter.

Additionally, LEP individuals can also come into contact with the Civil Rights Officer through a complaint of discrimination. The Civil Rights Officer provided the following information: Between October 1, 2018 through September 30, 2019, the Civil Rights Officer received 48

complaints; Of the complaints received, the Civil Rights Officer has spoken with Spanish speaking LEP individuals three (3) times through telephonic interpretation services and received only one (1) discrimination complaint form from a complainant in Spanish; The Civil Rights Officer has not had received a discrimination complaint in a language other than English or Spanish.

4. Purchase of Passes and Tickets

LEP individuals can come into contact with NCTD when purchasing a pass or a ticket. Passengers can purchase single ride fares, day passes, and monthly passes through ticket vending machines (TVMs), in-person at NCTD Customer Service Centers, bus farebox, mobile application (i.e., Compass Card), participating retail outlets, through other agencies or organizations (i.e., San Diego Metropolitan Transit System, Schools, and Social Service Agencies), and at special events.

Spanish speaking LEP individuals can utilize Ticket Vending Machines (TVMs) to purchase day passes and tickets for the SPRINTER and COASTER. TVMs are located at all SPRINTER and COASTER platforms and outside the Customer Service Office at Oceanside Transit Center. TVMs provide passengers with visual and audio prompts that can be displayed in either English or Spanish. All other LEP individuals can contact the Customer Service phone number that is provided on all TVMs for passengers who have questions or issues regarding the TVM to receive assistance in their language. Data is not maintained on how often LEP passengers use TVMs.

LEP individuals can also utilize electronic fareboxes on all of NCTD's buses to purchase fare. The electronic fareboxes accept coins, cash and valid Compass Cards. LEP passengers who have general questions or questions on how to use the bus farebox can ask the bus operator. Many bus operators are bilingual in English and Spanish or other languages. For bus operators who are not bilingual, the bus operators are trained to refer Spanish speaking LEP individuals to the Spanish section of the Rider's Guide, point to the visual decal on the farebox, or call dispatch for assistance. No data is maintained on how often LEP individuals use bus fareboxes.

LEP individuals can also utilize NCTD's mobile application (Compass Cloud) to purchase one day and monthly passes. Compass Cloud is a mobile application that is shared with the San Diego Metropolitan Transit System (MTS). Based on data provided by MTS, there were 283,309 ticket purchases through Compass Cloud between August 1, 2018 to August 1, 2019. Of the languages used to review the information in Compass Cloud, 91.27% were English, 3.75% were Spanish, 1.81% were Chinese, 0.41% were Korean, 0.29% were German, 0.13% were Portuguese, and 0.10% were French.

Additionally, LEP individuals can purchase day passes and monthly passes in-person at Customer Service Centers. Many Customer Service staff are bilingual in English and Spanish or other languages. For Customer Service staff who are not bilingual, the Customer Service staff are trained to utilize language assistance resources such as the "I Speak" language identification form, NCTD's Employee Language List, or telephonic interpretation services.

No data is maintained on how often LEP individuals use Customer Service Centers to purchase fare. However, the following general observations were provided by the Manager of Customer Service: Customer service sells approximately 2,987 day passes, monthly passes, and compass cards per month; Of the passes and compass cards sold, the following are the estimated percentages of purchases by LEP customers: English (71%), Spanish (28%), Tagalog (0.07%), Vietnamese (0.9%), Chinese (0%), and Korean (0%).

Lastly, LEP individuals can purchase day and monthly passes at participating retail outlets, through other agencies or organizations (i.e., San Diego Metropolitan Transit System, Schools, and Social Service Agencies), and at special events. No data or general observations are maintained on how often LEP individuals utilize these avenues to purchase day and monthly passes. However, many retail outlets and other agencies or organizations have staff that are bilingual in English and Spanish or other languages that are available to assist LEP individuals. Additionally, LEP individuals can always contact NCTD Customer Service to be able to receive information in their language should they have any questions about purchasing day or monthly passes at any of the locations noted above.

5. Participation in Public Meetings

NCTD hosts multiple public meetings on an annual basis. These meetings include a monthly Board of Director's meeting, an Executive Committee Meeting, a Marketing, Service Planning, and Business Development (MSPBD) Committee Meeting, and a Performance, Administration, and Finance Committee Meeting. Data is not maintained regarding the frequency with which LEP individuals come into contact with NCTD during these public meetings. However, the following general observations were provided by NCTD's Clerk of the Board: No public commenters have made comments during the Board of Directors meeting or any other committee meeting in a language other than English in the last year; No translation requests have been made in the last year for information in a language other than English.

All other public meetings hosted by NCTD are generally staffed with an employee who is bilingual in English and Spanish depending upon the type of event that is being hosted and its location. Upon request, NCTD will provide interpreters for languages other than English and Spanish. No data is maintained on the frequency with which LEP individuals come into contact with NCTD during these meetings. However, NCTD has not had a request for an interpreter in a language other than Spanish.

6. Use of NCTD's Website

NCTD's website, GoNCTD.com, provides the public with general information including, but not limited to, services, routes, schedules, fares, Rider's Guide, and service alerts. In April 2019, NCTD launched a new redesigned and reformatted website to allow for an intuitive design that allows users to promptly find the information they need. Prior to the launch of the new website, NCTD invited the public to review the website and provide feedback via a survey to make changes to support the launch of the upgraded website. NCTD received no feedback

from the public regarding making information on the website available in a language other than English.

Data is not available on the use of NCTD's website in languages other than English prior to the new website launch in April 2019. However, Google Analytics data is available on languages used on NCTD's website from April 2019 through December 2019. Between April 2019 through December 2019, a total of 638,830 users have accessed NCTD's website. Of the users who accessed NCTD's website, the following are the percentages of views in a particular language: English (96.8%), Spanish (1.4%), Chinese (0.3%), Japanese (0.3%), German (0.2%), French (0.1%), Korean (0.1%), Portuguese (0.06%), Russian (0.06%), and Italian (0.04%).

Table 4: BREEZE, LIFT, and FLEX Bus Service LEP Survey Results

Mode	What Area of N. San Diego	# of Daily Riders/Members	# of Daily LEP Riders/Members	LEP Languages Commonly Encountered	How often LEP/Week
BREEZE	Oceanside, Vista, Carlsbad, Encinitas, Solana Beach, Del Mar, La Jolla	251-300	< 10	Spanish	Rarely
BREEZE	Oceanside, Carlsbad, Fallbrook	101-150	51-100	Spanish	A few times per day
BREEZE	Oceanside, Carlsbad, Camp Pendleton	10-50	NOT ANSWERED	NOT ANSWERED	NOT ANSWERED
BREEZE	Oceanside, Vista, Carlsbad, Encinitas, Solana Beach, Del Mar, Fallbrook, Bonsall	101-150	10-50	Spanish	A few times per month
BREEZE	Oceanside, Vista, Carlsbad, Encinitas, Fallbrook	51-100	10-50	Arabic, Chinese (Cantonese), Dutch, Japanese, Korean, Russian, Spanish, Vietnamese	A few times per day
BREEZE	Oceanside, Vista, Carlsbad, Encinitas	51-100	10-50	German, Chinese (Mandarin), Japanese, Spanish,	Multiple times per day
BREEZE	Oceanside, Vista, Carlsbad, Encinitas, Solana Beach, Del Mar, Camp Pendleton	201-250	10-50	Arabic, Chinese (Cantonese), Chinese (Mandarin), Russian, Spanish	Multiple times per day
BREEZE	Oceanside, Vista, Carlsbad, Encinitas, Solana Beach, Del Mar, Camp Pendleton, Fallbrook, Bonsall	551-600	401-450	Spanish	A few times per day
BREEZE	Vista, San Marcos, Escondido, Carlsbad, Encinitas, Solana Beach, Pala, Pauma Valley, Valley Center	501-550	10-50	Spanish	A few times per day
BREEZE	Vista, San Marcos, Escondido, Pala, Pauma Valley, Valley Center	151-200	51-100	Spanish	Multiple times per day
BREEZE	Vista, San Marcos, Escondido, Encinitas, Solana Beach	551-600	101-150	Spanish	A few times per day
BREEZE	Oceanside, Vista, San Marcos, Escondido, Carlsbad, Encinitas, Solana Beach, Del Mar, Pala, Pauma Valley, Valley Center	201-250	51-100	Spanish	Multiple times per day
BREEZE	Vista, San Marcos, Escondido, Encinitas, Solana Beach	951-1000	Less than 10	German, Spanish, Tagalog	A few times per week
BREEZE	Oceanside, Vista, San Marcos, Escondido, Pala, Valley Center, Ramona	201-250	101-150	Spanish	Multiple times per day
BREEZE	Oceanside, Vista, San Marcos, Escondido, Encinitas, Solana Beach, Pala, Pauma Valley, Valley Center	201-250	101-150	Arabic, French, German, Italian, Spanish, Tagalog, Vietnamese	Multiple times per day
BREEZE	Oceanside, Vista, San Marcos, Escondido, Pala, Pauma Valley, Valley Center	251-300	10-50	Spanish	Multiple times per day
BREEZE	Oceanside, Vista, San Marcos, Escondido, Pala, Pauma Valley, Valley Center, Ramona	201-250	51-100	Spanish	Multiple times per day
BREEZE	Vista, San Marcos, Escondido, Carlsbad, Encinitas, Solana Beach, Del Mar, Pala, Pauma Valley, Valley Center	151-200	10-50	Spanish	Multiple times per day
BREEZE	Escondido	251-300	251-300	Spanish	Multiple times per day

Table 4 Cont'd.: BREEZE, FLEX, and LIFT Bus Service LEP Survey Results

Mode	What Area of N. San Diego	# of Daily Riders/Members	# of Daily LEP Riders/Members	LEP Languages Commonly Encountered	How often LEP/Week
BREEZE	Oceanside, Vista, San Marcos, Escondido, Carlsbad, Encinitas, Solana Beach, Del Mar, Pala, Pauma Valley, Valley Center	151-200	51-100	Spanish	Multiple times per day
BREEZE	Oceanside, Vista, San Marcos, Escondido, Pala, Pauma Valley, Valley Center, Ramona	151-200	51-100	Spanish	Multiple times per day
BREEZE	Oceanside, Vista, San Marcos, Escondido, Pala, Pauma Valley, Valley Center, Ramona	201-250	51-100	Spanish	Multiple times per day
BREEZE	Vista, San Marcos, Escondido, Solana Beach, Pala, Pauma Valley, Valley Center	251-300	51-100	Spanish	A few times per day
BREEZE	Escondido	301-500	10-50	Spanish	Multiple times per day
BREEZE	Escondido	< 10	< 10	None	Rarely
BREEZE	Escondido	301-350	151-200	Spanish	Multiple times per day
BREEZE	Oceanside, Vista, San Marcos, Escondido, Encinitas, Solana Beach, Fallbrook, Pala, Pauma Valley, Valley Center	151-200	10-50	Arabic, Persian, Spanish	Multiple times per day
BREEZE	Vista, San Marcos, Escondido, Pala, Pauma Valley, Valley Center	251-300	101-150	Spanish	Multiple times per day
BREEZE	Escondido	401-450	251-300	Spanish	Multiple times per day
BREEZE	Vista, San Marcos, Escondido, Encinitas, Solana Beach, Pala, Pauma Valley, Valley Center	251-300	10-50	Spanish	Multiple times per day
BREEZE	Vista, San Marcos, Escondido, Carlsbad, Solana Beach, Del Mar, Pala, Pauma Valley, Valley Center	351-400	151-200	Arabic, Chinese (Cantonese), Chinese (Mandarin), French, German, Korean, Polish, Russian, Spanish, Vietnamese	A few times per day
BREEZE	Oceanside, Vista, San Marcos, Escondido, Pala, Pauma Valley, Valley Center, Ramona	201-250	51-100	Spanish, Vietnamese	Multiple times per day
BREEZE	Vista, San Marcos, Escondido, Pala, Pauma Valley, Valley Center	151-200	51-100	Spanish	Multiple times per day
BREEZE	Oceanside, Vista, San Marcos, Escondido, Carlsbad, Encinitas, Solana Beach, Del Mar, Pala, Pauma Valley, Valley Center, Ramona	201-250	101-150	Spanish	Multiple times per day
BREEZE	Vista, San Marcos, Escondido, Pala, Pauma Valley, Valley Center	251-300	101-150	Spanish, Vietnamese	Multiple times per day
LIFT	Vista, San Marcos, Escondido, Carlsbad, Encinitas, Solana Beach, Pala, Pauma Valley, Valley Center	501-550	10-50	Spanish	A few times per day
LIFT	Oceanside, Vista, San Marcos, Escondido, Carlsbad, Encinitas, Solana Beach, Del Mar, Fallbrook, Bonsall, Pala, Pauma Valley, Valley Center	10-50	10-50	Spanish	A few times per day

Table 5: COASTER and SPRINTER LEP Survey Results

Responder/ Mode	# of Daily Riders/Members	# of Daily LEP Riders/Members	LEP Languages Commonly Encountered	How often LEP/Week
SPRINTER	601-650	201-250	Spanish	A few times per day
SPRINTER	801-850	451-500	Chinese (Cantonese), Chinese (Mandarin), Japanese, Korean, Russian, Spanish	A few times per day
SPRINTER	401-450	< 10	Spanish	Rarely
SPRINTER	251-300	< 10	Spanish	A few times per day
SPRINTER	251-300	< 10	Spanish	Rarely
COASTER	901-950	651-700	Spanish	A few times per month
COASTER	901-950	10-50	Arabic, Spanish	A few times per day
COASTER	951-1000	10-50	Chinese (Mandarin), Spanish, Vietnamese,	Multiple times per day
COASTER	951-1000	10-50	Chinese (Cantonese), Chinese (Mandarin), Spanish	A few times per week
COASTER	10-50	< 10	Spanish	Rarely
COASTER	10-50	10-50	Japanese, Korean, Spanish, Tagalog	A few times per day
COASTER	751-800	151-200	Chinese (Cantonese), Chinese (Mandarin), Japanese, Korean, Spanish, Vietnamese	A few times per day

Table 6: NCTD Customer Service LEP Survey Results

What Area of N. San Diego	# of Daily Riders/ Members	# of Daily LEP Riders/ Members	LEP Languages Commonly Encountered	How often LEP/Week
Oceanside	101-150	< 10	Spanish and Tagalog	A few times per week
Oceanside	10-50	10-50	Chinese (Cantonese), Chinese (Mandarin), Spanish	Multiple times per day
Oceanside, Escondido	101-150	10-50	Chinese (Mandarin), Spanish, Other	A few times per week
Oceanside	101-150	10-50	Spanish	Multiple times per day
Oceanside	51-100	10-50	Spanish	Multiple times per day
Escondido	51-100	10-50	Spanish	Multiple times per day
Escondido	51-100	10-50	Spanish	Multiple times per day
Oceanside	51-100	< 10	Chinese (Cantonese), Chinese (Mandarin), French, Japanese, Korean, Spanish, Tagalog, Vietnamese	A few times per day
Oceanside	51-100	10-50	Spanish	Multiple times per day
Oceanside	51-100	51-100	Spanish	A few times per day
Oceanside	51-100	10-50	Chinese (Mandarin), Spanish	Multiple times per day
Vista	10-50	< 10	Spanish	A few times per day

C. Factor 3: The nature and importance of the program, activity, or service provided by the recipient to people's lives.

Using the information gathered in the Factor 2 Analysis, Factor 3 findings suggest that access to public transportation is highly important for LEP persons. Because public transit serves such a large number of LEP individuals, results are largely focused around the need for, and access to, public transit.

D. Factor 4: The resources available to the recipient and costs.

NCTD has many resources available to assist LEP individuals. NCTD has in-house staff who are bilingual in English and other languages and who may be utilized to interpret conversations and/or translate documents. NCTD also has retained contractors to provide interpreting and document translations services. Additionally, NCTD takes advantage of other resources available such as utilizing the Google Translate widget on its website and providing notices in community media and newspapers that may be provided in various languages as necessary for outreach and marketing needs.

VI. LANGUAGE ASSISTANCE MEASURES

NCTD offers a variety of resources/services in multiple languages. These are provided at no cost to individuals upon request. Services include but are not limited to oral interpreters, written language services, and translation of vital documents. Individuals may request such resources and services by accessing NCTD's website or by contacting NCTD's Customer Service Department. NCTD provides the following resources and services in languages other than English:

A. Vital Documents

1. List of Vital Documents

NCTD has identified the following as vital documents required to allow LEP riders to utilize its services:

- i. Rider's Guide;
- ii. ADA Rider's Guide;
- iii. Notices of Public Hearing;
- iv. Notices of Service Changes;
- v. Application for Reduced Fare Compass Card for Seniors, Individuals with Disabilities, and Individuals with a Medicare Card;
- vi. Application for Complementary Paratransit; and
- vii. Title VI Documents (e.g., Notices of Rights Under Title VI, Discrimination Complaint Form, etc.).

2. Translation of Vital Documents

- i. Safe Harbor Provision

Based on the Four Factor Analysis, NCTD is required to provide language services to the total number of LEP customers who speak Spanish (50,135), Vietnamese (2,147), Chinese (1,680), Tagalog (1,291), and Korean (1,003). The LAP estimates that 81.93 percent of all LEP passengers (and 5.41 percent of the total population) in NCTD's service area speak Spanish. LEP customers who speak Vietnamese, Chinese, Tagalog, and Korean meet the Safe Harbor provision of FTA Circular 4702.1B; however, all represented significantly less than one (1) percent of the NCTD service area population.

Additionally, pursuant to NCTD's Administrative Policy and Procedure *GM-0010, Language Assistance Plan Implementation*, NCTD has established a LAP Committee to review vital document/media requests and to discuss ways to improve accessibility for NCTD's LEP customers. The LAP Plan is uploaded to NCTD's document management system to enable review by all NCTD staff, available in the General Administration Office of NCTD, and explained in training sessions for supervisors and other staff who regularly communicate with LEP customers.

ii. Spanish Translation

Due to the significantly large number of Spanish speaking LEP passengers in Factor 1 as compared to the other languages as well as the frequency in which Spanish speaking LEP passengers come into contact with NCTD, NCTD translates all vital documents into Spanish. NCTD's Administrative Policy and Procedure *GM-0010, Language Assistance Plan Implementation* (Attachment A), establishes this requirement and identifies NCTD's list of vital documents/media.

iii. Chinese, Vietnamese, Tagalog, and Korean Translation

Based on the Factor 1 analysis, Vietnamese, Chinese (both Mandarin and Cantonese), Tagalog, and Korean met the Safe Harbor threshold with over 1,000 speakers but combined only represent 0.66% of the NCTD service area population.

Additionally, in reviewing the Factor 2 analysis, LEP customers who speak a language other than Spanish come into contact with NCTD at a significantly lower frequency. Due to the lower frequency of contacts and almost no demand for translation in languages other than Spanish, NCTD will make available certain vital documents in other languages as necessary or upon request. However, the following vital documents are available in all languages on NCTD's website: Title VI Notice, Title VI Complaint Form, Title VI Complaint Process, and availability for information to be translated into another language.

For Rider's Guide, notices of public hearings and service changes, and reduced fare and complementary paratransit applications, NCTD will decide on need for translation into a Safe Harbor language (or any other language) on a case by case scenario based on the area, subject matter, and local populations needs or upon request. However, NCTD's website includes the Google Translation widget, which allows for information on the website to be translated into each of NCTD's LEP languages, plus numerous other languages.

B. Written Language Assistance

- Bilingual or multilingual versions of:
 - Spanish language fare payment instructions
 - Spanish language system maps and timetables
 - Printed Spanish language service change announcements
 - Spanish versions of vital documents/media available on NCTD's website
- Ticket vending machines with Spanish language functions

C. Oral Language Assistance

- Using on-call translation and interpretation services
- Contracting for interpreters on an as-needed basis
- Using bilingual staff to interpret information on an as-needed basis

D. Community Outreach

- Input from community-based organizations on conducting outreach to LEP communities
- "Community Outreach Contacts List" that consists of the emails and contact information to coordinate with community organizations, employers, advocacy groups, and other groups with whom NCTD staff would communicate and provide information to for distribution to traditionally underserved population segments
- Spanish language radio advertisements
- Advertisements in ethnic media
- Bilingual staff at community outreach events
- Translators present at community meetings, as needed
- Opportunity for both oral and written comments

E. Transit Stations

- Written bilingual English/Spanish instructions on how to make fare payments, schedules, route maps, and information on how to use the system available in Riders Guide and ADA Riders Guide
- Staff awareness regarding availability of translated materials
- Announcements at SPRINTER station are recorded in English and Spanish

F. Vehicles

- Bilingual operators (limited)
- Visible bilingual English/Spanish schedules, route maps, and information on how to use the system
- Information on how to request information in another languages, written in each of the Safe Harbor languages

G. Customer Service

- Bilingual English/Spanish customer service staff
- Bilingual English/Spanish interactive voice response utilized

- “I Speak” Form to identify language spoken by the customer (Attachment B)
- Staff Language List for in-house interpretations/translations
- Telephonic interpretation services

VIII. TRAINING STAFF

NCTD ensures that employees are knowledgeable about the District’s obligations to provide meaningful access to information and services for LEP persons. NCTD ensures that employees having contact with the public have knowledge in the following areas:

- NCTD’s Administrative Policy and Procedure GM-0010, *Language Assistance Plan Implementation*;
- A summary of NCTD’s obligations under DOT LEP Guidance;
- A summary of NCTD’s LAP;
- Resources available to determine the language needs of a customer;
- Resources available to ensure that access is provided in a timely and effective manner;
- Working effectively with language interpreters;
- Available documents that have been translated into languages other than English, and policies and procedures;
- Types of language services available;
- How staff can obtain those services;
- How to respond to LEP callers;
- How to respond to written communication from LEP persons; and
- How to respond to LEP individuals who have in-person contact with staff.

NCTD’s Civil Rights Officer disseminates the LAP policies and procedures to all employees likely to have contact with LEP customers and will introduce pertinent employees to LEP policies and procedures by providing LAP training.

IX. PROVIDING NOTICE TO LEP PERSONS

As more thoroughly discussed in earlier sections of this report, NCTD currently provides notice to LEP individuals in a number of ways. These include:

- NCTD’s Title VI Policy and Complaint Form, located on NCTD’s Website, includes a summary of language assistance measures NCTD provides and how to request additional information in another language. NCTD’s Title VI Complaint forms are translated in all Safe Harbor languages and the Google translation Widget allows the entire website, including the Title VI webpage to be translated into any language.
- NCTD’ Title VI Notice, which includes information about the public rights under Title VI and how to request the information in alternative languages, is provided in the:
 - In NCTD’s Fixed Route busses and COASTER and SPRINTER rail vehicles
 - In NCTD’s Rider’s Guide

- In the lobby of the NCTD's General Administrative Office, which is printed in English and Spanish
- In NCTD's Rider's Guides, which is printed in English and Spanish;
 - On a decal placed within each paratransit vehicle, which is displayed in English and Spanish.
- Signs posted at the General Administration Office, transit centers, and transportation modes as appropriate specifying language assistance availability. The signs display the most commonly spoken languages in NCTD's service area (English, Spanish, Vietnamese, Tagalog, Chinese, and Korean) stating that language services are available free of charge to LEP individuals (Attachment C).
 - In the case of illiteracy or languages into which written materials have not been translated, such forms and documents can be read to LEP individuals in their primary languages
- NCTD's Complementary Paratransit Application, located on NCTD's website, includes information regarding how to request an application in an alternative language. The application is available on NCTD's website in English and Spanish.
- NCTD's Board Meeting and other Committee Meeting Agendas include a notice on how to request the agenda in alternative formats or to request other accommodations to facilitate meeting participation.
- NCTD's Customer Service telephone line provides a verbal prompt regarding whether Spanish language assistance is requested.
- Translated information for fare changes and other important notices
- Access to telephonic interpreters, which includes over 250 languages
- Press release distribution to ethnic media, who regularly translate material for their audiences
- Interpreters at community meetings
- Presence at community events with LEP attendees
- Leveraging community partners to help disseminate notice of availability of language assistance to LEP populations

X. MONITORING AND UPDATING THE LANGUAGE ASSISTANCE PLAN

In monitoring compliance, an assessment will be conducted on a triennial basis to determine whether the District's procedures allow LEP persons to overcome language barriers and participate in a meaningful way in the program activities and services to assess the following:

- The current LEP makeup of its service area;
- The current communication needs of LEP applicants and customers;
- Whether existing assistance is meeting the needs of such persons;
- Whether staff is knowledgeable about policies and procedures and how to implement them; and
- Feedback from staff to determine the effectiveness and usefulness of LAP policies and procedures.

In addition, the data used to identify LEP persons in NCTD's service area is compiled by SANDAG every four (4) years and any updated data will be incorporated accordingly into NCTD's LAP upon receipt.

It is NCTD's intent to continually evaluate effectiveness and, based on the results, make modifications where necessary. It is the responsibility of the Civil Rights Officer to continually review and determine whether new documents, programs, services and activities need to be made accessible for LEP individuals and provide notice to the LEP public and to employees of any changes in programs or services. In addition, the Civil Rights Officer will consider whether changes in demographics, types of services, or other needs require re-evaluation of NCTD's LAP.

The Civil Rights Officer evaluates NCTD's LAP by seeking feedback from the community and assesses plan modifications based on:

- Current LEP population in service area or population encountered or affected;
- Frequency of encounters with LEP language groups;
- Nature and importance of activities to LEP persons;
- Availability of resources, including technological advances, additional resources, and the cost imposed;
- Whether staff know and understand LAP policies and procedures and are able to implement them; and
- Whether identified sources for assistance are still available and viable.

ATTACHMENT A

NCTD Administrative Policy and Procedure GM-0010, Language Assistance Plan Implementation

ATTACHMENT B

“I Speak” form

I SPEAK...

☐

ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.

1. Arabic

☐

Խնդրում ենք նշում կատարեք այս քառակուսում,
եթե խոսում կամ կարդում եք հայերեն:

2. Armenian

☐

যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।

3. Bengali

☐

ឈ្មួញព្រឹត្តិការណ៍ប្រជាជន៖ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។

4. Cambodian

☐

Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro.

5. Chamorro

☐

如果你能读中文或讲中文，请选择此框。

6. Simplified
Chinese

☐

如果你能讀中文或講中文，請選擇此框。

7. Traditional
Chinese



I SPEAK...

☐

Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.

8. Croatian

☐

Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.

9. Czech

☐

Kruis dit vakje aan als u Nederlands kunt lezen of spreken.

10. Dutch

☐

Mark this box if you read or speak English.

11. English

☐

اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بزنید.

12. Farsi



I SPEAK...

☐

Cocher ici si vous lisez ou parlez le français.

13. French

☐

Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.

14. German

☐

Σημειώστε αυτό το πλαίσιο αν διαβάσετε ή μιλάτε Ελληνικά.

15. Greek

☐

Make kazye sa a si ou li oswa ou pale kreyòl ayisyen.

16. Haitian
Creole

☐

अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ।

17. Hindi

☐

Kos lub voj no yog koj paub twm thiab hais lus Hmoob.

18. Hmong

☐

Jelölje meg ezt a kockát, ha megérti vagy beszél a magyar nyelvet.

19. Hungarian





I SPEAK...

☐

Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.

20. Ilocano

☐

Marchi questa casella se legge o parla italiano.

21. Italian

☐

日本語を読んだり、話せる場合はここに印を付けてください。

22. Japanese

☐

한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.

23. Korean

☐

ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກພາສາລາວ.

24. Laotian

☐

Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.

25. Polish



I SPEAK...

☐

Assinale este quadrado se você lê ou fala português.

26. Portuguese

☐

Însemnați această căsuță dacă citiți sau vorbiți românește.

27. Romanian

☐

Пометьте этот квадратик, если вы читаете или говорите по-русски.

28. Russian

☐

Обележите овај квадратић уколико читате или говорите српски језик.

29. Serbian

☐

Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky.

30. Slovak

☐

Marque esta casilla si lee o habla español.

31. Spanish

☐

Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.

32. Tagalog



I SPEAK...

☐

ให้กาเครื่องหมายลงในช่องถ้าท่านอ่านหรือพูดภาษาไทย.

33. Thai

☐

Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga.

34. Tongan

☐

Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою.

35. Ukranian

☐

اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔

36. Urdu

☐

Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ.

37. Vietnamese

☐

באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש.

38. Yiddish

ATTACHMENT C

Notice to Beneficiaries of Rights Under Title VI

Notifying the Public of Rights Under Title VI

- The North County Transit District (NCTD) operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with NCTD.
- For more information on NCTD's civil rights program, and the procedures to file a complaint, contact 760-966-6500 (persons with hearing impairment should call the 711 California Relay Service), [email creports@nctd.org](mailto:creports@nctd.org), or visit in-person at a Customer Service Center. You may also visit our website at www.GoNCTD.com.
- A complainant may file a complaint direct with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.
 - If information is needed in another language, contact 760-966-6500.
 - Si necesita información en otro idioma, comuníquese al 760-966-6500.



**NORTH COUNTY
TRANSIT DISTRICT**



Chinese (Simplified) – 如果需要其他语种的信息，请致电 760-966-6500。

Chinese (Traditional) – 如需其他語言版本的資訊，請致電 760-966-6500。

Vietnamese – Nếu cần thông tin bằng ngôn ngữ khác, xin liên hệ số 760-966-6500.

Filipino – Kung kailangan ang impormasyon sa ibang wika, makipag-ugnayan sa 760-966-6500.

Korean – 정보가 다른 언어로 필요하시다면 760-966-6500로 문의해 주십시오.

Notificación Pública sobre derechos bajo el Title VI

- El Distrito de Transporte del Condado Norte (NCTD) opera sus programas y servicios sin importar raza, color u origen nacional de acuerdo al Título VI del Acto de Derechos Civiles. Cualquier individuo que crea que ha sido discriminado(a) ilegalmente bajo los estatutos del Título VI puede presentar una queja con NCTD.
- Para más información sobre el programa de Derechos Civiles de NCTD y los procedimientos para presentar una queja por favor llame al 760-966-6500 (o al servicio de retransmisión de California 711 para personas con problemas auditivos), mande correo electrónico a creports@nctd.org, o visítenos en persona en cualquiera de nuestros centros de servicio a clientes. También puede presentar su queja visitando nuestra página web en www.GoNCTD.com.
- Un demandante puede presentar una denuncia directamente con la Administración Federal de Transporte, enviándola a la Oficina de Derechos Civiles, Atención a: Complaint Team, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.
- Si necesita información en otro idioma, comuníquese al 760-966-6500



**NORTH COUNTY
TRANSIT DISTRICT**



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**NORTH COUNTY
TRANSIT DISTRICT**



The North County Transit District (NCTD) Board of Directors took the following action at the January 21, 2021 Board of Directors meeting:

- **No elimination of FLEX Routes 392 and 395 in April 2021.** Instead, these routes will continue to operate as normal while NCTD staff will continue to evaluate service alternatives that may go into effect no later than April 2022. Staff will engage with the public once more details are available, which is anticipated to be late summer.
- **Eliminate FLEX Route 372 Ramona Midday Service on October 4, 2021.** Due to low performance, very low customer use, and other viable available alternatives, the FLEX Route 372 Ramona Midday service will be discontinued. Passengers may choose to utilize the SANDAG iCommute Guaranteed Ride Home Program as an alternative.

FLEX Route 372 Alternative: SANDAG iCommute Guaranteed Ride Home Program

- Registered participants can get reimbursed up to \$100 per ride for a ride home by taxi, rideshare service such as Uber or Lyft, rental car or car share up to three (3) times per year in the event of:
 - o Personal or family emergency
 - o Unexpected Overtime
- Register here: <https://www.icommutesd.com/commuters/guaranteed-ride-home> or by calling 511 and saying "iCommute"



**NORTH COUNTY
TRANSIT DISTRICT**



La Junta Directiva del North County Transit District (NCTD) tomó la siguiente acción durante la reunión de la Junta Directiva del 21 de enero del 2021:

- **No se eliminarán las rutas FLEX 392 y 395 en abril del 2021.** En cambio, estas rutas continuarán operando normalmente mientras que el personal de NCTD continuará evaluando servicios alternativos que pueden tomar efecto a más tardar en abril 2022. El personal se comunicará con el público cuando hay más detalles disponibles, que es anticipado para los fines de verano.
- **Eliminación de ruta FLEX 372 servicio mediodía a Ramona el 4 de octubre del 2021.** Debido al bajo rendimiento, bajo uso de clientes y otras opciones alternativas disponibles, la ruta FLEX 372 a Ramona de mediodía sera discontinuada. Pasajeros pueden utilizar el programa de SANDAG iCommute Viaje A Casa Garantizado como alternativa.

Alternativa de ruta FLEX 372: SANDAG iCommute Viaje A Casa Garantizado

- Participantes registrados pueden ser reembolsados hasta \$100 por viaje para un viaje a casa por taxi, servicios de viaje compartido como Uber o Lyft, carro rentado o carro compartido hasta tres (3) veces por año en el evento de:
 - o Emergencia personal o familiar
 - o Horas extras inesperadas en el trabajo
- Regístrese aquí: <https://www.icommutesd.com/commuters/guaranteed-ride-home> o llamando al número 511 y diciendo "iCommute"

Customer Questionnaire

The North County Transit District (NCTD) seeks your feedback regarding NCTD proposals to eliminate the following FLEX routes as part of its service change that would take effect on April 4, 2021:

- **FLEX 392** – Oceanside to 14 Area via Vandegrift
- **FLEX 395** – Oceanside Transit Center to Camp San Onofre via Naval Hospital
- **FLEX 372** – Escondido Transit Center to Ramona (mid-day service only)

Please take a few minutes to complete the questions below and provide any additional information in the comment box. Public input will be used to develop a recommendation for consideration by the NCTD Board of Directors at their Board meeting on January 21, 2021 at 2:00 p.m.

- 1.** In lieu of FLEX service, if made available, would you be willing to use Lyft, Uber, or a third party shuttle at a discounted rate? Check one.

☐ Yes ☐ No

- 2.** Where does your FLEX trip usually start?

Route: _____ Stop Location: _____ Time: _____

- 3.** Where does your FLEX trip usually end?

Route: _____ Stop Location: _____ Time: _____

- 4.** In a typical week, which days do you use FLEX? Check all that apply.

☐ Monday ☐ Tuesday ☐ Wednesday ☐ Thursday ☐ Friday ☐ Saturday ☐ Sunday

- 5.** What is your typical trip purpose? Check all that apply.

☐ Work ☐ School ☐ Medical ☐ Recreation ☐ Shopping ☐ Other

Please provide any additional comments about the proposed elimination below:

Optional: Please provide contact information if you would like to receive notifications about the proposed FLEX elimination from NCTD.

Name: _____

Phone Number: _____ Email Address: _____

RESET

SUBMIT

PRINT

Cuestionario al cliente

El North County Transit District (NCTD) desea conocer su opinión sobre la propuesta del NCTD para eliminar las siguientes rutas de FLEX como parte de cambios a los servicios que entrarían en efecto el 4 de abril del 2021:

- **FLEX 392** – Oceanside a 14 Area vía Vandegrift
- **FLEX 395** – Centro de Tránsito Oceanside a Camp San Onofre vía el Hospital Naval
- **FLEX 372** – Centro de Tránsito Escondido a Ramona (servicio a mediodía únicamente)

Por favor, tómese unos minutos para completar las preguntas a continuación y proporcionar información adicional en el cuadro de comentarios. Los comentarios del público se utilizarán para desarrollar una recomendación para la consideración de la Junta Directiva de NCTD en su reunión de la Junta el 21 de enero del 2021 a las 2:00 p.m.

- 1.** En lugar del servicio FLEX, si estuviera disponible, ¿estaría dispuesto a usar Lyft, Uber o un servicio de transporte de terceros a una tarifa con descuento? Marque uno.

☐ Sí ☐ No

- 2.** ¿Dónde suele empezar su viaje FLEX?

Ruta: _____ Lugar de parada: _____ Hora: _____

- 3.** ¿Dónde suele terminar su viaje FLEX?

Ruta: _____ Lugar de parada: _____ Hora: _____

- 4.** En una semana típica, ¿qué días usa FLEX? Marque todo lo que corresponda.

☐ Lunes ☐ Martes ☐ Miércoles ☐ Jueves ☐ Viernes ☐ Sábado ☐ Domingo

- 5.** ¿Cuál es el propósito de su viaje típico? Marque todo lo que corresponda.

☐ Trabajo ☐ Escuela ☐ Médico ☐ Recreación ☐ Compras ☐ Otro

Proporcione cualquier comentario adicional sobre la propuesta eliminación a continuación:

Opcional: Por favor proporcione información de contacto si desea recibir notificaciones acerca de la propuesta eliminación de FLEX del NCTD.

Nombre: _____

Número de teléfono: _____ Correo electrónico: _____


REINICIAR

SOMETER

IMPRIMIR

The North County Transit District (NCTD) is conducting a Public Hearing and seeks your feedback regarding the continued temporary reduction in COASTER service and plan to grow ridership as the COVID-19 pandemic ends. NCTD reduced weekday COASTER service and suspended weekend service beginning March 23, 2020 in response to the COVID-19 pandemic and resulting reduction in ridership. To recover and grow ridership once the COVID-19 pandemic is over, NCTD is exploring initiatives to attract new commuter rail passengers. As the first step in this direction, NCTD plans to introduce four mid-day trains on April 4, 2021. NCTD seeks to provide information to the public about the impacts from COVID-19 pandemic on COASTER and solicit public feedback.

Virtual Meetings

 Two (2) virtual meetings will be offered to provide a presentation on NCTD's immediate and upcoming plans for COASTER service. Questions or comments may be submitted before or during the virtual open houses and will be answered during the event. Scheduled virtual meetings are as follows:

Wednesday, March 3, 2021	Thursday, March 4, 2021
<p>6:00 p.m. - 7:00 p.m. Virtual Online Meeting Registration required. RSVP by emailing servicechanges@nctd.org or calling 760-966-6500</p>	<p>6:00 p.m. - 7:00 p.m. Virtual Online Meeting Registration required. RSVP by emailing servicechanges@nctd.org or calling 760-966-6500</p>

Public input will be shared with the NCTD Board of Directors at a Public Hearing on March 18, 2021 at 2:00 p.m.

How to comment on the Proposed Continuation of the Temporary Reduction in COASTER Service:

Pursuant to Executive Order N-25-20 issued by the Governor of California, NCTD is providing alternatives to in-person attendance for viewing and participating in NCTD Board meetings. Members of the public may submit their comments via email at servicechanges@nctd.org. The public may also mail their comments to North County Transit District, ATTN: Customer Service, 810 Mission Ave., Oceanside, CA 92054 or drop off comments at NCTD Customer Service offices located at Oceanside Transit Center, Vista Transit Center, Escondido Transit Center. For those who wish to provide comments telephonically, please call (760) 435-7274 and leave a message. Written comments must be received by NCTD no later than 5:00 p.m. on March 17, 2021.

While emailed comments are preferred, the public may also provide oral comments on agenda items by calling (760) 966-6560. When prompted, the caller should identify the agenda item they wish to speak about and leave a message not to exceed three minutes. All timely received telephonic comments will be shared with the Board of Directors during the meeting. Telephonic comments will be made part of the record. The deadline to leave a telephonic comment is 12:00 p.m. on the meeting day.

Help for People with Disabilities:


For individuals with disabilities, we will provide assistive services. To obtain such services or copies of documents in an alternate format, please call or write a minimum of 10 working days prior to the hearing. Please contact NCTD Customer Service, 810 Mission Avenue, Oceanside, CA 92054 (760) 966-6500. We will make every attempt to accommodate requests that do not give a 10-day notice. Persons with hearing impairment, please use the California Relay Service (CRS): 711.

1. This Public Hearing conforms with requirements described in the Federal Transit Administration's Circular 9030.1C, published October 10, 1998, Section V.5.o.
2. NCTD does not discriminate on the basis of disability in the admission or access to, or in treatment or employment in, its services, programs and activities.
3. NCTD does not discriminate on the basis of race, color, or national origin in the level and quality of transportation

Chinese (Simplified) – 如果需要其他语种的信息, 请致电 760-966-6500。
Chinese (Traditional) – 如需其他語言版本的資訊, 請致電 760-966-6500。
Vietnamese – Nếu cần thông tin bằng ngôn ngữ khác, xin liên hệ số 760-966-6500.
Filipino – Kung kailangan ang impormasyon sa ibang wika, makipag-ugnayan sa 760-966-6500.
Korean – 정보가 다른 언어로 필요하시다면 760-966-6500로 문의해 주십시오.

The North County Transit District (NCTD) seeks your feedback regarding the continued temporary reduction in COASTER service and plan to grow ridership as the COVID-19 pandemic ends. NCTD reduced weekday COASTER service and suspended weekend service beginning March 23, 2020 in response to the COVID-19 pandemic and resulting reduction in ridership. To recover and grow ridership once the COVID-19 pandemic is over, NCTD is exploring initiatives to attract new commuter rail passengers. As the first step in this direction, NCTD plans to introduce four mid-day trains on April 4, 2021. NCTD seeks to provide information to the public about the impacts from COVID-19 pandemic on COASTER and solicit public feedback.


Virtual Meetings

 Two (2) virtual meetings will be offered to provide a presentation on NCTD's immediate and upcoming plans for COASTER service. Questions or comments may be submitted before or during the virtual open houses and will be answered during the event. Scheduled virtual meetings are as follows:

Wednesday, March 3, 2021	Thursday, March 4, 2021
<p>6:00 p.m. - 7:00 p.m. Reunión Virtual Registro obligatorio. Confirme su asistencia enviando un correo a servicechanges@nctd.org o llamando al 760-966-6500</p>	<p>6:00 p.m. - 7:00 p.m. Reunión Virtual Registro obligatorio. Confirme su asistencia enviando un correo a servicechanges@nctd.org o llamando al 760-966-6500</p>

Public input will be shared with the NCTD Board of Directors at the Regular Board meeting on March 18, 2021 at 2:00 p.m.

¿No puede asistir al Evento de Puertas Abiertas? Envíe su opinión de otra manera.

 For those who are unable to attend a virtual meeting, NCTD encourages you to submit your comments by email at servicechanges@nctd.org. The public may also mail their comments to North County Transit District, ATTN: Customer Service, 810 Mission Ave., Oceanside, CA 92054 or drop off comments at NCTD Customer Service offices located at Oceanside Transit Center, Vista Transit Center, Escondido Transit Center. For those who wish to provide comments telephonically, please call (760) 435-7274 and leave a message.

Las reuniones públicas del NCTD cumplirán con las órdenes de salud del condado de San Diego para prevenir la propagación del COVID-19. Es obligatorio usar mascarillas y cumplir con las medidas de distanciamiento social. De acuerdo a la Ley de Estadounidenses con Discapacidades (ADA), el NCTD proveerá servicios para las personas que requieran asistencia para poder participar en los eventos listados anteriormente. Si requiere de dichos servicios, por favor comuníquese con el NCTD al (760) 966-6500 por lo menos 72 horas antes del evento. Para solicitar materiales en un formato alternativo y/o en otro idioma, por favor llame al (760) 966-6500. El NCTD está comprometido a asegurar que el nivel y la calidad del servicio de transporte sea brindado sin distinciones de raza, color, nacionalidad, sexo, edad, discapacidad, religión, orientación sexual, identidad de género o cualquier otra clase protegida listada en las leyes federales y estatales.

Chinese (Simplified) – 如果需要其他语种的信息, 请致电 760-966-6500。
Chinese (Traditional) – 如需其他語言版本的資訊, 請致電 760-966-6500。
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Korean – 정보가 다른 언어로 필요하시다면 760-966-6500로 문의해 주십시오.

COASTER SCHEDULE

Effective January 1, 2021 until further notice / Efectivo el 1 de enero del 2021 hasta nuevo aviso

During the COVID-19 pandemic, ALL weekend trains and some weekday trains may be reduced and/or suspended until further notice.

SOUTHBOUND		MONDAY-FRIDAY					
OCEANSIDE TO SAN DIEGO	READ DOWN	COASTER	COASTER	COASTER	COASTER	COASTER	COASTER
TRAIN SERVICE NO.		630	636	640	654	656	662
Oceanside	↓	5:03a	6:33a	7:40a	2:42p	3:32p	5:41p
Carlsbad Village	↓	5:07a	6:37a	7:44a	2:47p	3:36p	5:46p
Carlsbad Poinsettia	↓	5:13a	6:42a	7:49a	2:52p	3:43p	5:51p
Encinitas	↓	5:19a	6:50a	7:56a	3:00p	3:49p	5:56p
Solana Beach	↓	5:25a	6:57a	8:01a	3:05p	3:54p	6:01p
Sorrento Valley	↓	5:35a*	7:08a	8:12a	3:14p*	4:03p	6:12p
San Diego-Old Town	↓	5:57a	7:30a	8:37a	3:36p	4:28p	6:38p
San Diego-SF Depot	↓	6:05a	7:38a	8:45a	3:44p	4:35p	6:46p

NORTHBOUND		MONDAY-FRIDAY					
SAN DIEGO TO OCEANSIDE	READ DOWN	COASTER	COASTER	COASTER	COASTER	COASTER	COASTER
TRAIN SERVICE NO.		631	635	639	655	657	665
San Diego-SF Depot	↓	6:15a	7:39a	9:18a	4:21p	4:53p	7:13p
San Diego-Old Town	↓	6:23a	7:47a	9:26a	4:29p	5:01p	7:21p
Sorrento Valley	↓	6:45a	8:10a	9:48a*	4:51p	5:24p	7:43p*
Solana Beach	↓	6:57a	8:23a	9:59a	5:00p	5:34p	7:53p
Encinitas	↓	7:03a	8:30a	10:05a	5:08p	5:40p	7:59p
Carlsbad Poinsettia	↓	7:09a	8:36a	10:10a	5:14p	5:46p	8:05p
Carlsbad Village	↓	7:15a	8:42a	10:16a	5:21p	5:52p	8:11p
Oceanside	↓	7:20a	8:47a	10:23a	5:28p	5:58p	8:18p

* Sorrento Valley COASTER Connection shuttle service not available for this train.

* El servicio de transporte Sorrento Valley COASTER Connection no está disponible para este tren.



Due to the COVID-19 crisis and subsequent San Diego County Public Health Orders, COASTER and Amtrak Pacific Surfliner® service may be reduced and/or suspended until further notice.

For the most up to date schedule, including holidays:

COASTER

Visit GoNCTD.com or call (760) 966-6500.

Amtrak Pacific Surfliner

Visit PacificSurfliner.com or call (800) 872-7245.

Debido a la crisis de COVID-19 y posteriormente durante las Órdenes de Salud Pública del Condado de San Diego, el servicio de COASTER y Amtrak Pacific Surfliner® puede ser reducido y / o suspendido hasta nuevo aviso.

Para el horario más actualizado, incluyendo días festivos:

COASTER

Visite GoNCTD.com o llame (760) 966-6500.

Amtrak Pacific Surfliner

Visite PacificSurfliner.com o llame (800) 872-7245.

COASTER operates a Holiday (Sunday) schedule on New Year's Day, Thanksgiving Day, and Christmas Day. COASTER operates on a Saturday schedule on Memorial Day, Independence Day, and Labor Day. **Schedule subject to change.**

El tren COASTER opera en días festivos (con los horarios de domingo) como en Año Nuevo, Día de Acción de Gracias, y Navidad. El tren COASTER opera con los horarios de sábado en el Día de la Recordación, el Día de la Independencia, y el Día del Trabajo. **Los horarios están sujetos a cambios.**

PRONTO



COMING SUMMER 2021

Disponible en verano de 2021

RidePRONTO.com



Tickets sold at vending machines **VALID ONLY for the SAME DAY of purchase. NO REFUNDS.** One-way tickets valid for 2 hours from time of purchase. Tickets may be purchased via the Compass Cloud app on mobile devices.

Boletos adquiridos en las máquinas son **VÁLIDOS SOLAMENTE EL MISMO DÍA** de su compra. **NO REEMBOLSOS.** Boletos de viaje sencillo son válidos por 2 horas desde el momento de compra. Boletos pueden ser comprados a través de la aplicación "Compass Cloud" en dispositivos móviles.



APPENDIX H

NCTD SERVICE DESIGN GUIDELINES

NCTD Minority and Non-Minority Routes, Headways, On-Time Performance, and Service Availability

Service Design Guidelines

Note: This document originally appeared in the NCTD FY 2018 Comprehensive Strategic, Operating and Capital Plan. The Fixed Route Bus and Community-Based Service sections have been updated with NCTD's current Routes.

B.1 RAIL SERVICE DESIGN GUIDELINES

NCTD services include two distinct rail transit modes, commuter rail and light rail that differ in purpose, market segments served, level of service characteristics, and fare structure. The two modes are described in the following sections relative to North American industry characteristics and standards, as well as key performance measures, standards, and targets applied to COASTER and SPRINTER services by NCTD.

B.1.1 COMMUTER RAIL

Description

According to the American Public Transportation Association (APTA), commuter rail (also called metropolitan rail, regional rail, or suburban rail) is a mode of transit service characterized by an electric or diesel propelled railway for urban passenger train service consisting of local short distance travel operating between a central city and adjacent suburbs. Service must be operated on a regular basis by or under contract with a transit operator for the purpose of transporting passengers within urbanized areas, or between urbanized areas and outlying areas. Such rail service, using either locomotive hauled or self-propelled railroad passenger cars, is generally characterized by multi-trip tickets, specific station to station fares, railroad employment practices and usually only one or two stations in the central business district. Intercity rail service is excluded, except for that portion of such service that is operated by or under contract with a public transit agency for predominantly commuter services. Most service is provided on routes of current or former freight railroads.¹

Typical Characteristics

Propulsion:	Electric or diesel
Service coverage:	10 – 50 miles
Station spacing:	5 – 10 miles
Operating speed (avg/max):	25 – 40 mph/80 mph
Service frequency*:	Peak: 20 minutes; Off-Peak: 60 minutes
Span of service*:	5 - 7 days/week 5:00 a.m. to 8:00 p.m. weekdays 7:00 a.m. to 8:00 p.m. weekends (weekend service may not be provided)
Car capacity:	90 – 140 seated (plus standees)
Maximum capacity:	2,520 passengers per hour (6-car train, 140 pass. per car/every 20 min.)

**COASTER service design characteristics are different than typical commuter rail service frequency and span of service.*

¹ American Public Transit Association 2012 Transit Factbook; p. 50.

COASTER Service Design Characteristics

COASTER is diesel-propelled commuter rail service operating in the 41-mile segment of the LOSSAN corridor between the Oceanside Transportation Center and the Santa Fe Depot in downtown San Diego. Trains consist of up to six bi-level passenger cars plus locomotive averaging 40 mph and completing a one-way trip end-to-end in 60 to 64 minutes. Access is provided at eight stations, five of which are within the NCTD service area, one in Sorrento Valley, and two in San Diego.² The average distance between stations is 5.1 miles.

COASTER service design is generally consistent with typical coverage, station spacing, and operating speed conventions for commuter rail. However, deviations from typical service frequency and span are attributable to single track line capacity constraints that limit the number of trains that can be operated during peak hours.

Car capacity - As manufactured, the seating capacity for a COASTER car is 140.

Maximum capacity –Maximum train capacity differs for off peak periods, peak periods, and special events. For off peak trains, load factor is 1.00. This equates to a five-car train carrying 700 passengers. Peak load factor is 1.25, which increases the number of passengers a 5-car train to 875. Maximum load for a special event train is the same at 1.25, however, NCTD may add a sixth car to the train set to increase the train capacity to 1,050.

Operating Environment and Capacity Constraints

Four railroads—COASTER, Amtrak, Metrolink, and BNSF—operate on the coastal corridor. Amtrak is the intercity rail provider for the State of California as mandated by the Federal Rail Passenger Service Act. Metrolink, the operating arm of the Southern California Regional Rail Authority (SCRRA), provides commuter rail service between Los Angeles, Riverside, and Orange Counties and northern San Diego County. BNSF is a freight operator that operates six trains per day, most of which are at night, and are critical to the goods movement of San Diego County by hauling freight to and from the Port of San Diego.

Shared-use agreements exist between each carrier and NCTD; each carrier is allocated train “slots,” which safely allow all carriers to operate on the corridor. Currently, approximately 47 percent of the coastal corridor is single track. The significant amount of single track in the corridor requires the use of train slots to allow trains to safely pass each other on the double track segments and maintain the respective trip schedules.

The following infrastructure improvements would allow for an increased number of train slots:

² NCTD is studying the feasibility of extending COASTER service north to a proposed new station near Stuart Mesa on Camp Pendleton, and south with a proposed station at the Convention Center.

1. Signal placement – Adding intermediate signals on long signal blocks would allow for the movement of increased trains for minimal increase in slot capacity. The amount of single track and the maximum railroad speed limit the effectiveness of this option on the coastal corridor.
2. Construction of crossovers – Crossovers allow the passage of trains between parallel tracks. Crossovers permit intercity trains to pass around commuter trains and minimize the impacts of train breakdowns and construction/maintenance projects on the railroad.
3. Double tracking/Bridge Replacement– Adding to the amount of double-track segments in the corridor increases the number of passing points or extends existing passing points for trains meeting, resulting in added capacity.

NCTD is working with SANDAG to determine which construction projects will have the greatest impact on increasing the number of train slots, which in effect, increases line capacity.

Service Capacity

Rail service capacity is a function of the number and size of the cars used to constitute a train, as well as track configuration and other train activity in the corridor. COASTER car capacity is 140 seated passengers, so a maximum six-car train can carry up to 840 seated passengers. Current schedules generally include at least one trip per hour, but not more than two trips during any hour in either direction. In the peak periods, NCTD load factors allow for 1.25 passengers; therefore, the effective maximum capacity of the line is currently 1,750 passengers in the peak direction and 875 passengers in the reverse direction, or 2,625 passengers during the peak hour.

COASTER operations are impacted by capacity constraints caused by lengthy single track segments, shared use arrangements with other operators, and limited capital funding with which to engineer and construct needed improvements. NCTD is working with other stakeholders in the region on short- and long-range plans to improve capacity in the LOSSAN corridor. For example, NCTD recently explored the feasibility of cross-jurisdictional service in order to increase capacity and provide more travel options for COASTER passengers. Such an agreement could potentially be less costly than building and maintaining track and signal equipment, and would also result in increasing line capacity. NCTD's enhanced Rail-to-Rail Program is an example of providing more travel options with existing resources operating in the corridor.

Service Span

Service span refers to the days and hours during which COASTER service is available to customers. Existing and target spans by service day are shown in Table B.1.

Table B.1: COASTER Service Span Targets

Service	Weekday	Saturday	Sunday
Existing	5:15 a.m. - 8:10 p.m. Friday until 11:45 p.m.*	8:36 a.m. - 7:48 p.m. Saturday until 11:45 p.m.*	8:36 a.m. - 7:48 p.m.
Target	5:00 a.m. - 9:00 p.m. Friday until Midnight	7:00 a.m. - 9:00 p.m.	7:00 a.m. - 8:00 p.m.

*April-October

Service Frequency

The COASTER timetable currently includes 11 round trips on weekdays and 4 round trips on weekends and national holidays. Supplemental service operates on Friday and Saturday nights when Padres baseball games are played at Petco Park in downtown San Diego.

Station Amenities

Because the COASTER has just five stations in the NCTD service area and handles high passenger volumes during peak periods, amenities are critical. Such amenities include seating, shade canopies parking lots for users who drive to the station, and curb space to for bus stops, kiss-and-ride, and taxi zones. All stations have ticket vending machines and security video surveillance technologies.

Service Quality Performance Standards and Targets

- Operating safety: NCTD's first priority is to deliver the safest commuter rail service possible and measures its performance as the number of preventable accidents per 100,000 miles of revenue service.
- Schedule reliability: On-time performance is a basic concern of transit customers and the most widely used rail service performance measure among North American rail systems. The results are expressed as the percentage of trains in a given time period that operate "on time" as defined, which for NCTD is between 59 seconds early and five minutes and 59 seconds behind the published schedule at the departure terminal. The standard for COASTER schedule adherence is 95%.
- Onboard conditions (passenger load): NCTD customers should have reasonable expectations that transit vehicles not be overcrowded and that seating be available at most times. During peak hours when passenger demand is heaviest, some standees must be tolerated, but total passenger loads should not become excessive. COASTER maximum load standards are 125 percent of seated capacity during peak periods, 125 percent of seated capacity on special event trains, and 100 percent of seated capacity at all other times.

- **Customer satisfaction:** A bottom-line performance measure used increasingly by transit systems is the level of customer satisfaction, most commonly determined through periodic or annual surveys. Various rating structures may be used but the results usually are expressed as the percentage of commuter rail customers who have a favorable opinion of the service. Once a baseline is established, the results become useful for measuring the trend in overall performance.
- **New Service:** In order to measure performance of new COASTER trips, NCTD will evaluate performance using 35% farebox recovery for those trips.

B.1.2 LIGHT RAIL

Description

According to APTA, light rail (also called streetcar, tramway, or trolley) is a mode of transit service operating passenger rail cars singly (or in short, usually two-car or three-car, trains) on fixed rails in right-of-way that is often separated from other traffic for part or much of the way. Light rail vehicles are typically driven electrically with power being drawn from an overhead electric line via a trolley or a pantograph; driven by an operator on board the vehicle; and may have either high platform loading or low level boarding using steps.³

Typical Characteristics

Propulsion source*	Electrical – Overhead Catenary System (OTS)
Service coverage	5.0 - 20 miles
Station spacing	0.5 - 2.0 miles
Operating speed (avg/max)	20 - 25 mph/70 mph
Service frequency*	5 - 10 minutes (peak) 10 - 30 minutes (off-peak)
Span of service	7 days per week Up to 21 hours/day
Car capacity*	30 – 60 seated (plus standees)
Maximum capacity*	2,160 passengers per hour (3-car, 90 passengers per car every 7.5 min.)

**SPRINTER service design characteristics are different than typical light rail propulsion source, service frequency, car capacity, and maximum capacity.*

SPRINTER Service Design Characteristics

SPRINTER is diesel-propelled hybrid rail service operating in a 22-mile corridor paralleling SR-76 between Escondido and Oceanside. Service speed averages 25 mph, and a one-way end-to-end trip can be completed in 53 minutes. Fifteen stations serve the SPRINTER line. The average spacing between stations is 1.5 miles.

³ American Public Transit Association 2012 Transit Factbook; pp. 50-51.

SPRINTER differs from industry standards due to its unique operating environment and rolling stock. The corridor that the SPRINTER serves is a predominantly suburban environment with a lower population density than is typical around light rail lines and stations. Additionally, the self-propelled diesel multiple unit (DMU) railcars deployed on the line can carry more passengers than the more common electric cars used by peer systems. These factors allow a less frequent service with comparable or greater capacity than the typical North American light rail system.

The following attributes are unique to SPRINTER operations and account for the deviation from typical light rail service design characteristics.

Propulsion source - The use of DMU technology obviated the need for the overhead electric catenary system and significantly reduced the capital cost for the required infrastructure.

Service frequency constraints - Service frequency adjustments for the SPRINTER service are limited by physical constraints and require infrastructure improvements due to the constraints associated with single track segments, which account for 55 percent of the corridor. These improvements include the same infrastructure improvements on the coastal rail corridor, including double tracking, construction of crossovers, and signal placements.

Car capacity - As manufactured, the car capacity for a SPRINTER vehicle includes a seating capacity of 128 riders.

Maximum capacity - Train size and service frequency are two key factors that drive maximum line capacity. In the case of the SPRINTER, the maximum train size is two vehicles, and the maximum frequency without capital investment is every 30 minutes. Under these limitations and use of a maximum load factor of 1.70, the current maximum capacity on the SPRINTER line is 1,741 riders (assuming a 2-car train and 128 passengers per car every 30 minutes). The load factor for all other times of day is 1.10.

Service Capacity

Rail service capacity is a function of the number and size of the cars used to constitute a train, as well as track configuration and other train activity in the corridor. SPRINTER car capacity averages 128 passengers under normal operating conditions,⁴ recognizing that NCTD customers often travel with bicycles, baby strollers, and mobility devices including wheelchairs, walkers, and service animals. NCTD has removed some seats to create a common area in each car to better accommodate customers who need extra space when traveling. A two-car train operating during peak periods has capacity for 435 riders. Given existing track limitations, the maximum service frequency is limited to 30 minutes. Therefore, the effective maximum capacity of the line 870 passengers in each direction, or 1,741 passengers per revenue service hour during peak periods of the day.

⁴ As manufactured, SPRINTER car capacity is 128 seated passengers plus 100 standees.

Service Span

Service span refers to the days and hours during which SPRINTER service is available to customers. Existing and target spans by service day are shown in Table B.2.

Table B.2: SPRINTER Service Span Targets

Service	Weekday	Saturday	Sunday
Existing	4:03 a.m. - 9:26 p.m. Friday until 12:26 a.m.	4:33 a.m. - 12:26 p.m.	4:33 a.m. - 9:26 p.m.
Target	4:00 a.m. – 9:26 p.m. Friday until 12:26 a.m.	4:30 a.m. - 12:26 a.m.	4:30 a.m. - 9:26 p.m.

Service Frequency

SPRINTER service frequency currently is below prevailing industry standards due to physical constraints in the corridor that limit service frequency to 30 minutes. This compares to generally 7.5 to 15 minute peak and 10 to 20 minute off-peak service frequencies that are encountered on other light rail lines in North America metro areas. While the current 30-minute service frequency may be adequate at present, NCTD must increase SPRINTER line capacity both to accommodate increasing ridership and to attract a larger share of the travel market with more attractive service.

Station Amenities

Amenities at SPRINTER stations vary significantly based on location, boarding volumes, and relationship to the BREEZE bus network. The following four stations are located adjacent to an off-street bus transfer center: Escondido, Palomar, Vista, and Oceanside. These stations are designed to accommodate higher passenger boarding volumes with surface auto and bicycle parking, bus stop islands, and passenger waiting areas. Various conditions exist at the remaining 11 stations, but all stations include seating, shade canopies, ticket vending machines, and security video surveillance technologies.

Service Quality Performance Standards and Targets

- Operating safety: NCTD's first priority is to deliver the safest commuter rail service possible. NCTD measures operating safety as the number of preventable accidents per 100,000 miles of revenue service.
- Schedule reliability: On-time performance is a basic concern of transit customers and the most widely used rail service performance measure among North American rail systems. The results are expressed as the percentage of trains in a given time period that operate on time as defined, which for NCTD is between 59 seconds early and five minutes 59 seconds behind the published schedule at the departure terminal. The standard for SPRINTER schedule adherence is 98%.

- Onboard conditions (passenger load): NCTD customers should have reasonable expectation that transit vehicles not be overcrowded and that seating be available at most times. Given the capacity of the DMUs used for SPRINTER service, the maximum load standard currently is 110 percent of seated capacity during the off peak, and 170 percent during the peak hours and special events.
- Customer satisfaction: A bottom-line performance measure used increasingly by transit systems is the level of customer satisfaction, most commonly determined through periodic or annual surveys. Various rating structures may be used but the results usually are expressed as the percentage of commuter rail customers who have a favorable opinion of the service. Once a baseline is established, the results become useful for measuring the trend in overall performance.
- New Service: In order to measure performance of new SPRINTER trips, NCTD will evaluate performance using 20% farebox recovery for those trips.

B.2 FIXED-ROUTE BUS SERVICE DESIGN CRITERIA

Description

Local bus service, in which vehicles to stop every block or two along a route several miles long, is the most common type of bus service. When limited to a small geographic area or to short-distance trips, local service is often referred to as feeder service or circulator service. Such routes, which may have a lower fare than regular local service, may operate in a loop and connect, often at a transfer center or rail station, to major routes for travel to more distant destinations. Examples are office park circulator, historic district routes, transit mall shuttles, rail feeder routes, and university campus loops.

Typical Characteristics

Service distance	0.25 - 0.50 miles
Bus stop spacing	0.25 - 0.50 miles
Speeds (avg/max)	10 – 15 mph / 30mph
Service frequency	10 - 20 minutes (peak) 30 - 60 (off-peak)
Span of service	7 days per week 5:00 a.m. - 1:00 a.m. on weekdays 8:00 a.m. - 8:00 p.m. on weekends
Bus capacity	25 - 40 seated
Maximum capacity	240 passenger per hour (60 passengers per bus / every 15 minutes)

BREEZE Service Design Characteristics

BREEZE bus routes are differentiated by route types for purposes of performance measurement.

Corridor routes listed in Table B.3 serve moderate and higher density travel corridors using primarily arterial streets to provide direct connections between communities that are not linked by the SPRINTER. Corridor routes tend to be longer, with one-way travel times of 50 to 100 minutes. Level of service characteristics reflect the prevailing geographic and demographic conditions in the service area. For example, in areas of higher population and employment density (i.e., primary transit corridors), these routes likely are full-service in terms of coverage, span, and frequency. In areas of lower population and employment density (i.e., secondary transit corridors), corridor routes may be less than full-service but nevertheless sufficient to meet the basic transportation needs of transit-dependent and mobility-challenged persons.

Table B.3: BREEZE Corridor Routes

Breeze Route	Communities Linked	Corridor(s) Served
101	Oceanside, Carlsbad, Encinitas, Solana Beach, Del Mar, San Diego	Pacific Coast Highway
304	San Marcos, Encinitas	Rancho Santa Fe
305	Escondido, San Marcos, Vista	Mission, South Santa Fe
308	Escondido, Solana Beach	Del Dios Highway, Via de la Valle
309	Encinitas, Carlsbad, Oceanside	El Camino Real
315	Carlsbad Village Station, Camp Pendleton	College Blvd, Vandegrift Blvd

Core routes: Like the corridor routes, core routes serve areas with high concentrations of employers, residences, and schools. The length of the route varies, but frequencies on these routes are the highest in the system due to high demand, which necessitates the need for increased capacity and thus increased frequency on these routes.

Table B.4: BREEZE Core Routes

Breeze Route	Communities Linked	Corridor(s) Served
302	Oceanside, Vista	Vista Way
303	Oceanside, Vista	Mission Ave, North Santa Fe
332	Vista	Melrose Drive, Sycamore Avenue
350	Escondido	Rapid Bus via Escondido Boulevard, Sunset, Bear Valley Parkway
351/352	Escondido	Loop circulator via Grand Avenue, Washington Avenue

Local routes listed in Table B.5 provide circulation within communities and short-distance feeder trips to and from SPINTER stations. Local routes tend to be moderate in length with end-to-end one-way running times of 25 to 40 minutes.

Table B.5: BREEZE Local Routes

Breeze Route	Communities Linked	Corridor(s) Served
313	Oceanside	Mission Avenue, Mesa Drive
318	Oceanside	Oceanside Boulevard
323	Oceanside, Carlsbad	College SPINTER Station, Quarry Creek
325	Carlsbad, Oceanside	Carlsbad Village Station, College Boulevard
334	Vista	Loop circulator
347	San Marcos	CSU San Marcos – Palomar SPINTER Station
353	Escondido, Nordahl	Palomar Medical Center, Citracado Parkway
354	Escondido	Lincoln Avenue, Midway Drive
355/357	Escondido	El Norte Parkway, Valley Parkway
356	Escondido	Escondido Boulevard, Morning View Drive
358/359	Escondido	North Broadway, El Norte Parkway, Country Club Lane

Commuter routes listed in Table B.6 focus on niche ridership markets and therefore are less likely to require all-day service span or a constant service frequency.

Table B.6: Commuter Routes

Breeze Route	Communities Served	Coverage Area
311	East Oceanside	Rancho del Oro SPRINTER Station, Douglas Drive
444	Carlsbad Poinsettia COASTER Connection	Faraday Avenue, Rutherford Road
445	Carlsbad Poinsettia COASTER Connection	Palomar Airport Road

Rural Routes are those which are funded in part by FTA 5311 program. They are outside of the urbanized area boundary, and tend to be longer routes connecting rural areas to the urban transit center. Because of the length of the routes, they tend to not perform as well as other corridor routes. NCTD will conduct performance analysis on these routes but will use the outcomes to refine the service rather than eliminate it due to its unique funding status.

Table B.7: Rural Routes

Breeze Route	Communities Served	Coverage Area
306	Fallbrook, Bonsall, Vista	Mission Avenue, Vista Way
388	Escondido, Valley Center, Pala	Valley Pkwy, Valley Center Blvd

B.2.1 FIXED-ROUTE SERVICE COVERAGE

Transit route coverage is measured using three primary criteria: proximity to residential origins, access to non-residential destinations, and bus stop spacing. Service coverage must be understood in context of unique topographic conditions, prevailing land use patterns, and development densities found in NCTD member jurisdictions. These physical characteristics, as well as demographic and behavioral differences among population segments, weather variations, economic conditions, and other factors, all contribute to service coverage determinations.

Proximity to residential locations measures the walking distance and time required for transit riders to travel between home and the nearest NCTD bus stop. Reasonable access to transit is defined as 0.25-mile, which is the distance traversed within 10 minutes at a pace of 1.5 miles per hour. Table B.7 indicates the targeted percentage of households located within this threshold, depending on the population density of the service area.

Table B.7: Population Density Thresholds

Population Density	Persons per Acre	Percent of Households within 0.25-Mile
High	16 or above	90%
Medium	11 – 15	75%
Low	6 – 10	50%
Rural	5 or below	10%

Access to non-residential destinations is used to identify those commercial and institutional trip generators such as downtown areas, office parks and factories, hospitals, colleges and secondary schools, shopping centers, public buildings, popular visitor destinations, and other facilities that should be accessible via public transportation. Minimum development activity thresholds are provided in Table B.8.

Table B.8: Threshold Activity Levels for Transit Service to Non-Residential Destinations

Types of Development	Examples of Destinations	Threshold Size or Activity Level
Employment	Central business district, office parks and buildings with	100 employees per shift (common start/quit times)
Medical	Hospital, medical offices	50 employees and significant out-patient facilities
Public Facilities	Government offices, human service agencies, libraries, and senior centers	Frequent public visitation during regular business hours
Retail	Regional mall or neighborhood shopping center	100,000 sq. ft. of retail space with at least one “anchor” store
School / Training	College, high school, and middle school	500 combined students, faculty, and employees

Bus stop spacing measures the physical distance between consecutive bus stops along a route. Locating bus stops reflects an important balance between convenient access for transit customers on one hand, and faster onboard travel time on the other. Bus stop spacing depends on various factors ranging from service area density and prevailing land use to the specific orientation of destinations relative to street intersections, availability of sidewalks, crosswalks, and traffic signals. Optimal bus stop spacing guidelines by population density are summarized in Table B.9.

Table B.9: BREEZE Bus Stop Spacing Guidelines

Area Type	Distance Between Stops
Rural	0.5 miles
Suburban	0.3 miles
Urban	0.25 miles

B.2.2 FIXED-ROUTE SERVICE FREQUENCY

Service frequency refers to the interval of time, or “headway,” between consecutive buses passing a given point along a route. A 15-minute weekday service frequency is a reasonable mid- to long-range design target for high-performing routes in the BREEZE network. Short-range frequency improvements must be selected based on current and projected demand as well as NCTD’s fiscal constraints. Short-range targets for route frequency by route category are provided in Table B.10. Increases or decreases in service frequency should be made in consideration of population and population density of the area served, demographics, actual and anticipated ridership, topography and street network, and operating conditions.

Table B.10: BREEZE Service Frequency Minimum Targets

Route Classification	Weekday Peak	Weekday Base	Saturday	Sunday
Corridor	30	60	60	60
Core	20	30	30*	30*
Local	30	60	60	60
Commuter	30	--	--	--

**Route 332 operates 90 minute frequency on the weekends*

B.2.3 FIXED-ROUTE SERVICE SPAN

Service span refers to the days and hours during which bus service is available to customers. Target spans of service are summarized in Table B.11.

Table B.11: BREEZE Service Span Targets

Route Type	Weekday	Saturday	Sunday
Corridor	4:30 a.m. – Midnight	5:30 a.m. – 10:00 p.m.	6:30 a.m. – 8:00 p.m.
Core	4:00 a.m.- Midnight	5:00 a.m. – Midnight	6:00 a.m. - 11:00 p.m.
Local	5:00 a.m. – 8:00 p.m.	6:00 a.m. – 7:00 p.m.	7:00 a.m. – 6:00 p.m.
Commuter	Peak periods	--	--

B.2.4 FIXED-ROUTE AMENITIES

Installation of passenger amenities at bus stops such as shelters, benches, and passive and real-time schedule information displays is generally guided by passenger volumes supplemented by considerations of equity, safety, and comfort. Location of amenities is primarily driven by route frequency; routes with higher frequency have more daily boardings. Minimum daily boarding warrants for shelters and benches are shown in Table B.12 below.

Table B.12: Shelter and Bench Daily Utilization Minimums

	Shelter	Bench
Rural Stops	10	5
Suburban Stops	20	10
Urban Stops	30	20

Beyond boarding volumes, other criteria may be used to evaluate the potential for providing a shelter, including:

- Number of transfers at a stop
- Availability of space to construct shelters and waiting areas
- Number of older adults or physically challenged individuals using the stop
- Frequency of service
- Adjacent land use compatibility
- Availability of shelter from other sources (e.g., building entrance, awning)

Other street furniture such as benches can be provided at bus stops as appropriate when shelters are not provided. Priority is given to those stop locations which are frequented by a significant number of senior citizens or persons with disabilities.

B.2.5 FIXED-ROUTE SERVICE QUALITY PERFORMANCE TARGETS

Schedule Adherence

On-time performance targets by service mode and route type for fixed-route bus service are summarized in Table B.13.

Table B.13: Schedule Adherence Performance Targets

Service Mode / Type	Measure	Target
BREEZE	59 seconds early to 5 minutes 59 seconds late	90%

Onboard Loading Conditions

As previously discussed for the rail service, fixed-route bus service should also maintain the reasonable expectation that transit vehicles not be overcrowded and that seating be available at most times on most routes. Maximum loading targets by route category and service day/time period for fixed-route bus are shown in Table B.14.

Table B.14: Load Factor Targets

Route Category	Service Day / Time Period	Maximum Load Factor
Bus – BREEZE corridor	Weekday peak	1.4
	Other times	1.10
Bus – BREEZE core	Weekday peak	1.4
	Other times	1.10
Bus – BREEZE local	Weekday peak	1.10
	Other times	1.10
Bus – BREEZE commuter	Weekday peak	1.25

B.3 BUS RAPID TRANSIT DESIGN CRITERIA

Description

Bus rapid transit (BRT) is a type of limited-stop service developed in the 1990s that relies on technology to help speed up the service. It can operate on exclusive transitways, high-occupancy-vehicle lanes, expressways, or ordinary streets. A BRT line combines intelligent transportation systems technology, priority for transit, rapid and convenient fare collection, and integration with land use policy in order to substantially upgrade bus system performance. BRT was originally conceived as a less costly alternative to light rail.

The cost differential between LRT and BRT is primarily a function of providing the electrical power for light rail as well as the higher cost of LRT vehicles. Due to the difference in the capacity of the vehicles, BRT is likely to have somewhat higher operating costs, as more vehicles are required to provide the same passenger capacity as LRT.

Typical Characteristics

Service distance	5 - 20 miles
Bus stop spacing	0.50 - 2 miles
Speeds (avg/max)	12 – 20 mph / 50 mph
Service frequency	5 - 10 minutes (peak) 10 - 20 (off-peak)
Span of service	7 days per week 5:00 a.m. - 1:00 a.m. on weekdays* 8:00 a.m. - 1:00 a.m. on weekends*
Bus capacity	40 - 50 seated (plus standees)
Maximum capacity	544 passenger per hour (68 passengers per bus every 7.5 minutes)

**NCTD's rapid transit service span differs from typical characteristics*

BREEZE Rapid Service Design Characteristics

The BREEZE Rapid (Route 350) operates from the Escondido Transit Center to the north and Westfield North County Mall/Del Lago Transit Center to the south. Unlike typical BRT, BREEZE Rapid does not travel along an exclusive transitway but operates primarily along Escondido Boulevard and Bear Valley Parkway corridors, intermixed with vehicular traffic. BREEZE Rapid design characteristics are unique, with BREEZE Rapid-branded buses and stops as well as eight stops with digital message signs that indicate the next bus arrival. Transit signal priority measures are at 19 intersections along the route and a queue jump lane westbound Valley Parkway before Centre City Parkway.

B.3.1 RAPID SERVICE SPAN AND FREQUENCY

Service frequency and span available to BREEZE Rapid customers are:

- Weekday service from 4:30 a.m. – 11:00 p.m. with 15-minute peak and off-peak headways
- Weekend service from 6:00 a.m. – 10:30 p.m. with 30-minute headways

B.3.2 RAPID AMENITIES

BREEZE Rapid bus stop improvements include enhancements and new amenities. The new amenities at the Rapid bus stops that are not typically found at other BREEZE routes include:

- Single shelter with integrated station marker
- Double shelter with integrated station marker
- Station marker with integrated seats
- Solar-powered LED lighting
- Digital message signs

- Trash cans
- Improved bus stop pads (where needed)

B.4 COMMUNITY-BASED TRANSIT SERVICE DESIGN CRITERIA

Description

Demand response service is typically composed of small buses or vans operating in response to calls from passengers or their agents to the transit operator, who then dispatches a vehicle to pick up the passengers and transport them to their destinations. Demand response vehicles do not operate over a fixed-route or on a fixed schedule except, perhaps, on a temporary basis to satisfy a special need. Demand response vehicles may be dispatched to pick up several passengers at different pick-up points before taking them to their respective destinations and may even be interrupted en route to these destinations to pick up other passengers. The following types of operations fall under the above definitions, provided these operations are not a scheduled fixed-route basis:

- Service with many origins and many destinations
- Service with many origins and one destination
- Service with one origin and many destinations
- Service with one origin and one destination

Several types of demand response service exist:

Complementary paratransit service. Transit agencies are required under ADA to provide complementary paratransit service for persons with disabilities and others not able to use fixed-route service. Generally, this type of service must operate in the same areas and during the same hours as fixed-route service. The fare is limited to twice the fixed-route fare. Service may be provided by the fixed-route bus agency or contracted to a separate agency.

General demand response service is not required by law and is not subject to the restrictions imposed on complementary paratransit service. A transit agency may limit the service to certain people or make it available to anyone. Some such services operate during the late night and weekend hours in place of fixed-route services.

Deviated or point deviated fixed route service. These services operate similar to fixed route bus, with defined stops along a fixed route, but may deviate upon request to defined areas beyond the fixed route. Point deviated service may deviate to certain locations while deviate service may deviate within a buffer, such as a $\frac{3}{4}$ -mile boundary.

Typical Characteristics

Service distance	Complementary paratransit: same as fixed-route; other varies by program
Bus stop spacing	Not applicable
Speeds (avg/max)	10 – 15 mph / 30 mph
Service frequency	As requested
Span of service	7 days per week 5:00 a.m. - 1:00 a.m. on weekdays 8:00 a.m. - 8:00 p.m. on weekends
Bus capacity	5 - 18 seated
Maximum capacity	5 - 18 passengers per bus / van

FLEX Service Design Characteristics

FLEX service represents a demand response service mode created by the 2011 Mobility Plan. FLEX buses run on variable routes organized in near-real time as demand for service materializes. NCTD currently operates four FLEX services:

- 371 – Point deviated fixed route weekday peak period between Escondido and Ramona
- 372 – Demand response midday reservation only between Escondido and Ramona
- 392 – Deviated fixed route service on Camp Pendleton, Naval Hospital
- 395 – Deviated fixed route service on Camp Pendleton, outer Area Camps

B.4.1 FLEX SERVICE SPAN AND FREQUENCY

Currently, FLEX Route 371 and 372 service is available on weekdays only. FLEX Route 371 operates 11 trips per day in the peak periods between 4:46 a.m. and 7:22 p.m.; FLEX Route 372 is available for midday travel by reservation only and will be eliminated due to low utilization in October 2021. FLEX Routes 392 and 395 operates weekdays between 4:54 a.m. and 8:37 p.m., and weekends and holidays between 5:36 a.m. and 6:57 p.m.

LIFT Paratransit Service Design Characteristics

ADA requires NCTD to provide complementary paratransit service for eligible customers due to functional disability to ride COASTER, SPRINTER, and BREEZE fixed-route services. This requirement does not apply to FLEX service. “Complementary” means that service coverage, span, and trip time must be generally the same as the fixed-route system. LIFT service must be provided to origins and destinations located within ¾-mile of fixed-routes and rail stations. Similar to FLEX, service response time rather than service frequency is the applicable performance measure for LIFT.

B.4.2 COMMUNITY-BASED TRANSIT SERVICE QUALITY PERFORMANCE TARGETS

Schedule Adherence

On-time performance targets for FLEX and LIFT are summarized in Table B.15 below.

Table B.15: Schedule Adherence Performance Targets

Service Mode / Type	Measure	Target
FLEX	Between 59 seconds early and 5:59 after scheduled timepoint	95%
LIFT	Vehicle shall arrive within 20 minutes of pickup time	92%

Onboard Loading Conditions

Maximum loading targets for FLEX are shown in Table B.16.

Table B.16: Load Factor Targets

Route Category	Service Day / Time Period	Maximum Load Factor
Bus – FLEX	Weekday peak	1.00
	Other times	1.00

B.5 PERFORMANCE MONITORING AND REPORTING

NCTD compiles performance data outlined in the Performance Monitoring section below and produces several reports to summarize key performance indicators (KPIs). Performance is reported on a monthly, quarterly, and annual basis and is compared to performance goals and previous performance statistics. Operations and maintenance contractors are required to submit weekly performance reports and monthly comprehensive reports detailing operations and maintenance activity. Performance statistics are reported on NCTD's intranet dashboard, and reported annually to the National Transit Database (NTD).

B.5.1 PERFORMANCE MEASUREMENT

BREEZE

This section updates performance targets and minimum standards initially defined in the 2011 Mobility Plan as part of a comprehensive performance measurement process. The process ensures that transparency and objectivity are applied to resource allocation decisions. NCTD uses four measures to monitor route performance: passengers/revenue hour, passengers/revenue mile, cost/passenger, and farebox recovery, as defined in Table B.17.

Table B.17: Route Performance Measurements

Measure	Definition	Pass	Watch	Fail
Passengers/hour	Passengers per revenue hour	>50% of average	<50% of average	<40% of average
Passengers/mile	Passengers per revenue mile	>50% of average	<50% of average	<40% of average
Cost/passenger	Cost per trip per passenger	<140% of average	>140% of average	>150% of average
Farebox recovery	Operating cost divided by passenger revenues	>50% of average	<50% of average	<40% of average

The average of each measure is calculated by route category, and routes are compared to their respective category average. If a route fails three or four of the measures, it is deemed deficient. Performance will be monitored three times a year, coinciding with the three operator bids. If a route is deemed deficient for two consecutive non-summer bids, NCTD will take measures to improve the route, including:

- Targeted marketing of the route
- Service span and/or frequency modifications
- Restructuring of the route

If after two more reporting periods the route is still deemed deficient, NCTD will conduct a public hearing and recommend elimination of the route. Note that while route performance will be monitored during the summer bid, it will not be used to recommend service modifications that will be implemented during the school year.

Demonstration Status Route Monitoring

Pursuant to Title VI and NCTD's Major Service Change Policy No. 30, NCTD may implement a new BREEZE route under "demonstration" status for up to one year. During this time staff will monitor the route using the performance monitoring framework listed above. This allows staff to ensure a new route meets performance targets before conducting a service equity analysis and holding a public hearing to transition the route from demonstration status to permanent service. Staff will only implement one demonstration route within each route category at one time to ensure the route's performance is appropriately measured against permanent route performance.

FLEX

NCTD instituted FLEX demand response service to mitigate the elimination of low-performing BREEZE routes. FLEX service provides coverage-based transit access for low demand areas, where densities did not support fixed route service. As such, FLEX performs below that of fixed route service.

The performance targets throughout this appendix are used to monitor and improve system performance. These design guidelines will be used when services are modified to respond to operational issues, or when improvement programs are developed. The amenity guidelines will assist in developing capital improvement programs. The performance of the services in meeting their targets will be reported to the NCTD Board and are incorporated into the Service Improvement Plan annual submittal to SANDAG. The report is based on the performance targets developed for each service type.

NCTD Minority and Non-Minority Routes

Route	Category	Title VI
311	Commuter	Non-minority
444	Commuter	Non-minority
445	Commuter	Non-minority
302	Core	Non-minority
303	Core	Minority
332	Core	Non-minority
350	Core	Non-minority
351	Core	Minority
352	Core	Minority
101	Corridor	Non-minority
304	Corridor	Non-minority
305	Corridor	Minority
308	Corridor	Non-minority
309	Corridor	Non-minority
315	Corridor	Non-minority
371	FLEX	Non-minority
392	FLEX	Non-minority
395	FLEX	Non-minority
313	Local	Minority
318	Local	Minority
354	Local	Minority
355	Local	Minority
356	Local	Minority
357	Local	Minority
358	Local	Minority
359	Local	Minority
323	Local	Non-minority
325	Local	Non-minority
334	Local	Minority
347	Local	Non-minority
353	Local	Minority
306	Rural	Non-minority
388	Rural	Minority
COASTER		Non-minority
SPRINTER		Minority

NCTD Minority Headways

Route	Minority Headways	Weekday Peak		Weekday Off Peak	
		Peak Headways	Service Standard	Off-Peak Headways	Service Standard
399	SPRINTER Light Rail	30	30	30	30
	Average	30	30	30	30
305	BREEZE Corridor	30	30	30	60
	Average	30	30	30	60
303	BREEZE Core	15	20	30	30
351	BREEZE Core	20	20	30	30
352	BREEZE Core	20	20	30	30
	Average	18.33	20.00	30.00	30.00
313	BREEZE Local	60	30	60	60
318	BREEZE Local	30	30	60	60
354	BREEZE Local	30	30	30	60
355	BREEZE Local	60	30	60	60
356	BREEZE Local	30	30	30	60
357	BREEZE Local	60	30	60	60
358	BREEZE Local	120	30	120	60
359	BREEZE Local	120	30	120	60
334	BREEZE Local	30	30	60	60
353	BREEZE Local	60	30	60	60
	Average	60	30	66	60
388	BREEZE Rural	60	120	120	120
	Average	60	120	120	120

NCTD Non-Minority Headways

Route	Non-Minority Headways	Weekday Peak		Weekday Off Peak	
		Peak Headways	Service Standard	Off-Peak Headways	Service Standard
398	COASTER Commuter Rail	40	40	180	180
	Average	40	40	180	180
101	BREEZE Corridor	30	30	30	60
304	BREEZE Corridor	30	30	60	60
308	BREEZE Corridor	60	30	60	60
309	BREEZE Corridor	30	30	30	60
315	BREEZE Corridor	30	30	60	60
	Average	36	30	48	60
302	BREEZE Core	20	20	30	30
332	BREEZE Core	15	20	30	30
350	BREEZE Core	15	20	15	30
	Average	16.67	20.00	25.00	30.00
323	BREEZE Local	60	30	60	60
325	BREEZE Local	60	30	60	60
347	BREEZE Local	30	30	30	60
	Average	50	30	50	60
311	BREEZE Commuter	60	30	-	-
444	BREEZE Commuter	30	30	-	-
445	BREEZE Commuter	30	30	-	-
	Average	40	30		
306	BREEZE Rural	30	120	60	120
	Average	30	120	60	120

NCTD On-Time Performance

Route	FY 2018	FY 2019	FY 2020	Total
301	85.61%	83.55%	85.64%	84.93%
302	90.54%	88.51%	88.16%	89.07%
303	88.03%	86.89%	88.87%	87.93%
304	89.06%	86.84%	90.23%	88.71%
305	88.50%	86.98%	84.89%	86.79%
306	86.74%	89.15%	90.81%	88.90%
308	84.64%	83.91%	81.64%	83.40%
309	81.00%	83.68%	85.99%	83.56%
311	89.55%	90.08%	88.84%	89.49%
313	89.91%	90.88%	89.09%	89.96%
315	92.21%	90.89%	90.11%	91.07%
316	96.49%			96.49%
318	87.23%	89.16%	92.15%	89.51%
323	92.22%	93.39%	91.21%	92.27%
325	93.08%	94.03%	93.70%	93.61%
332	89.68%	91.57%	89.04%	90.10%
334	94.78%	95.29%	91.12%	93.73%
335	82.01%			82.01%
347	90.15%	92.14%	90.90%	91.06%
350	94.28%	92.82%	92.36%	93.15%
351	89.09%	87.95%	87.19%	88.07%
352	91.66%	90.66%	88.63%	90.32%
353	81.99%	88.25%	87.65%	85.96%
354	90.89%	90.41%	90.50%	90.60%
355	86.83%	90.60%	90.16%	89.20%
356	92.43%	92.77%	90.43%	91.88%
357	92.31%	93.35%	88.89%	91.52%
358	89.62%	87.90%	89.27%	88.93%
359	89.64%	88.60%	87.64%	88.63%
388	84.99%	82.91%	80.75%	82.88%
389	90.08%			90.08%
392	96.78%			96.78%
395	83.18%			83.18%
444	90.32%	91.89%	91.75%	91.32%
445	85.42%	88.00%	82.13%	85.18%
446	94.61%			94.61%
COASTER	90.86%	90.56%	93.06%	91.49%
SPRINTER	98.20%	98.08%	97.87%	98.05%

NCTD Service Availability

Population Density	Persons per Acre	Percent of Households within 0.25-Mile	Actual
High	16 or above	90%	81.4%
Medium	11 – 15	75%	74.2%
Low	6 – 10	50%	57.3%
Rural	5 or below	10%	24.3%

APPENDIX I

NCTD PERFORMANCE MONITORING REPORT

Appendix I
NCTD Minority and Non-Minority Load Factor

Minority Peak Load Factor Data						
Route	Time Period	Service Type	Mode	Sum Passenger Miles	Sum Seat Miles	Load Factor
Route #399 SPRINTER	AM Peak	Corridor	Light Rail	6,693.91	49,902.50	0.13
Route #399 SPRINTER	PM Peak	Corridor	Light Rail	8,384.88	49,967.70	0.17
Average:				15,078.79	99,870.20	0.15
Route #305	AM Peak	Corridor	Corridor	1,532.05	6,264.50	0.24
Route #305	PM Peak	Corridor	Corridor	1,654.52	5,932.00	0.28
Average:				3,186.57	12,196.50	0.26
Route #303	AM Peak	Local	Core	2,811.62	13,481.00	0.21
Route #303	PM Peak	Local	Core	3,158.67	12,341.00	0.26
Route #351	AM Peak	Local	Core	341.21	2,195.70	0.16
Route #351	PM Peak	Local	Core	373.57	2,131.00	0.18
Route #352	AM Peak	Local	Core	421.08	2,297.10	0.18
Route #352	PM Peak	Local	Core	412.86	2,145.20	0.19
Average:				7,519.01	34,591.00	0.22
Route #313	AM Peak	Local	Local	418.74	1,726.60	0.24
Route #313	PM Peak	Local	Local	275.14	2,040.30	0.13
Route #318	AM Peak	Local	Local	743.98	4,631.70	0.16
Route #318	PM Peak	Local	Local	562.78	3,882.70	0.14
Route #334	AM Peak	Local	Local	127.37	973.9	0.13
Route #334	PM Peak	Local	Local	143.57	779.1	0.18
Route #353	AM Peak	Local	Local	79.03	1,104.20	0.07
Route #353	PM Peak	Local	Local	103.64	1,268.80	0.08
Route #354	AM Peak	Local	Local	410.62	2,813.00	0.15
Route #354	PM Peak	Local	Local	339.85	2,624.70	0.13
Route #355	AM Peak	Local	Local	220.74	1,459.40	0.15
Route #355	PM Peak	Local	Local	233.8	1,094.60	0.21
Route #356	AM Peak	Local	Local	174.16	1,016.70	0.17
Route #356	PM Peak	Local	Local	202.2	1,024.00	0.20
Route #357	AM Peak	Local	Local	218.57	1,060.60	0.21
Route #357	PM Peak	Local	Local	227.51	1,060.60	0.21
Route #358	AM Peak	Local	Local	115.86	729.2	0.16
Route #358	PM Peak	Local	Local	86.58	364.6	0.24
Route #359	AM Peak	Local	Local	73.28	364.6	0.20
Route #359	PM Peak	Local	Local	152.12	729.2	0.21
Average:				4,909.54	30,748.50	0.16
Route #388	AM Peak	Rural	Rural	977.96	2,484.00	0.39
Route #388	PM Peak	Rural	Rural	2,225.55	4,883.30	0.46
Average:				3,203.51	7,367.30	0.43
Average Peak Minority Route Load Factor:				33,897.42	184,773.50	0.18

Minority Off Peak Load Factor Data						
Route:	Time Period:	Service Type	Mode:	Sum Passenger Miles	Sum Seat Miles	Load Factor:
Route #399 SPRINTER	AM Early	Corridor	Light Rail	2,449.94	31,514.00	0.08
Route #399 SPRINTER	Midday	Corridor	Light Rail	12,945.82	99,716.10	0.13
Route #399 SPRINTER	PM Late	Corridor	Light Rail	6,511.05	67,982.10	0.10
Average:				21,906.81	199,212.20	0.11
Route #305	AM Early	Corridor	Corridor	436.63	3,219.20	0.14
Route #305	Midday	Corridor	Corridor	3,074.60	11,898.70	0.26
Route #305	PM Late	Corridor	Corridor	1,390.86	8,315.80	0.17
Average:				4,902.09	23,433.70	0.21
Route #303	AM Early	Local	Core	1,197.18	5,676.70	0.21
Route #303	Midday	Local	Core	6,422.99	27,271.00	0.24
Route #303	PM Late	Local	Core	2,005.44	9,583.60	0.21
Route #351	AM Early	Local	Core	100.98	472.40	0.21
Route #351	Midday	Local	Core	773.67	4,334.00	0.18
Route #351	PM Late	Local	Core	315.95	2,137.30	0.15
Route #352	AM Early	Local	Core	74.03	467.40	0.16
Route #352	Midday	Local	Core	667.69	4,351.80	0.15
Route #352	Other	Local	Core	36.98	233.70	0.16
Route #352	PM Late	Local	Core	177.29	1,669.20	0.11
Average:				11,772.20	56,197.10	0.21
Route #313	AM Early	Local	Local	28.83	340.10	0.08
Route #313	Midday	Local	Local	668.01	3,754.10	0.18
Route #313	PM Late	Local	Local	109.18	1,005.80	0.11
Route #318	AM Early	Local	Local	76.90	1,300.80	0.06
Route #318	Midday	Local	Local	1,030.73	5,666.80	0.18
Route #318	PM Late	Local	Local	151.39	1,630.50	0.09
Route #334	AM Early	Local	Local	27.66	389.60	0.07
Route #334	Midday	Local	Local	286.41	1,753.00	0.16
Route #334	PM Late	Local	Local	36.15	584.30	0.06
Route #353	AM Early	Local	Local	17.92	368.10	0.05
Route #353	Midday	Local	Local	155.02	2,033.30	0.08
Route #353	PM Late	Local	Local	34.05	755.50	0.05
Route #354	AM Early	Local	Local	102.83	567.20	0.18
Route #354	Midday	Local	Local	576.09	5,226.80	0.11
Route #354	PM Late	Local	Local	115.96	1,965.50	0.06
Route #355	Midday	Local	Local	323.70	1,824.30	0.18
Route #355	PM Late	Local	Local	164.56	1,094.60	0.15
Route #356	AM Early	Local	Local	36.02	338.60	0.11
Route #356	Midday	Local	Local	351.38	2,036.80	0.17
Route #356	PM Late	Local	Local	123.78	1,187.20	0.10
Route #357	Midday	Local	Local	484.84	2,121.20	0.23
Route #358	Midday	Local	Local	192.01	1,093.80	0.18
Route #358	PM Late	Local	Local	86.72	729.20	0.12
Route #359	AM Early	Local	Local	16.90	364.60	0.05
Route #359	Midday	Local	Local	222.03	1,093.80	0.20
Route #359	PM Late	Local	Local	42.91	364.60	0.12
Average:				5,461.98	39,590.10	0.14
Route #388	AM Early	Local	Rural	772.55	3,724.50	0.21
Route #388	Midday	Local	Rural	4,437.88	8,646.10	0.51
Route #388	PM Late	Local	Rural	1,653.65	4,953.90	0.33
Average:				6,864.08	17,324.50	0.40
Average Minority Off Peak Load Factor:				50,907.16	335,757.60	0.15

Non-Minority Peak Load Factor Data						
Route:	Time Period:	Service Type	Mode:	Sum Passenger Miles	Sum Seat Miles	Load Factor:
Route #398 COASTER	AM Peak	Regional	Commuter Rail	46,405.72	169,328.50	0.27
Route #398 COASTER	PM Peak	Regional	Commuter Rail	53,933.41	197,549.90	0.27
Average:				100,339.13	366,878.40	0.27
Route #301	AM Peak	Corridor	Corridor	4,358.24	13,169.80	0.33
Route #301	PM Peak	Corridor	Corridor	3,664.52	12,063.50	0.30
Route #304	AM Peak	Corridor	Corridor	1,142.96	6,054.10	0.19
Route #304	PM Peak	Corridor	Corridor	852.74	4,850.60	0.18
Route #308	AM Peak	Corridor	Corridor	1,224.21	4,393.10	0.28
Route #308	PM Peak	Corridor	Corridor	826.27	3,836.60	0.22
Route #309	AM Peak	Corridor	Corridor	2,739.49	13,484.10	0.20
Route #309	PM Peak	Corridor	Corridor	2,267.84	10,317.10	0.22
Route #315	AM Peak	Corridor	Corridor	481.88	4,724.70	0.10
Route #315	PM Peak	Corridor	Corridor	655.61	4,726.70	0.14
Average:				18,213.76	77,620.30	0.23
Route #302	AM Peak	Local	Core	1,433.24	8,161.90	0.18
Route #302	PM Peak	Local	Core	1,726.14	8,161.80	0.21
Route #332	AM Peak	Local	Core	1,540.56	6,389.60	0.24
Route #332	PM Peak	Local	Core	1,060.85	5,498.90	0.19
Route #350	AM Peak	Local	Core	1,281.80	6,151.70	0.21
Route #350	PM Peak	Local	Core	969.78	5,264.40	0.18
Average:				8,012.37	39,628.30	0.20
Route #311	AM Peak	Local	Commuter	281.16	1,364.20	0.21
Route #311	PM Peak	Local	Commuter	307.17	2,770.90	0.11
Route #444	AM Peak	Local	Commuter	52.80	641.70	0.08
Route #444	PM Peak	Local	Commuter	65.69	627.00	0.10
Route #445	AM Peak	Local	Commuter	341.87	1,474.70	0.23
Route #445	PM Peak	Local	Commuter	148.23	1,196.90	0.12
Average:				1,196.92	8,075.40	0.15
Route #323	AM Peak	Local	Local	247.02	1,862.40	0.13
Route #323	PM Peak	Local	Local	107.09	1,407.80	0.08
Route #325	AM Peak	Local	Local	210.28	2,333.70	0.09
Route #325	PM Peak	Local	Local	159.22	1,932.00	0.08
Route #347	AM Peak	Local	Local	166.72	2,139.60	0.08
Route #347	PM Peak	Local	Local	124.72	2,130.20	0.06
Average:				1,015.05	11,805.70	0.09
Route #306	AM Peak	Rural	Rural	1,874.57	6,779.40	0.28
Route #306	PM Peak	Rural	Rural	1,469.49	3,918.50	0.38
Average:				3,344.06	10,697.90	0.31
Average Non-Minority Peak Load Factor:				132,121.29	514,706.00	0.26

Non-Minority Off Peak Load Factor Data						
Route:	Time Period:	Service Type	Mode:	Sum Passenger Miles	Sum Seat Miles	Load Factor:
Route #398 COASTER	AM Early	Regional	Commuter Rail	4,360.04	28,221.40	0.15
Route #398 COASTER	Midday	Regional	Commuter Rail	22,892.92	169,328.50	0.14
Route #398 COASTER	PM Late	Regional	Commuter Rail	11,565.94	169,328.50	0.07
Average:				38,818.90	366,878.40	0.11
Route #301	AM Early	Corridor	Corridor	872.54	4,852.70	0.18
Route #301	Midday	Corridor	Corridor	8,426.93	27,424.60	0.31
Route #301	PM Late	Corridor	Corridor	2,105.93	10,343.50	0.20
Route #304	AM Early	Corridor	Corridor	295.47	2,424.90	0.12
Route #304	Midday	Corridor	Corridor	1,437.03	7,030.10	0.20
Route #304	PM Late	Corridor	Corridor	307.28	2,975.10	0.10
Route #308	AM Early	Corridor	Corridor	104.16	744.5	0.14
Route #308	Midday	Corridor	Corridor	1,385.80	9,481.80	0.15
Route #308	PM Late	Corridor	Corridor	322.66	3,643.90	0.09
Route #309	AM Early	Corridor	Corridor	1,138.57	4,678.50	0.24
Route #309	Midday	Corridor	Corridor	4,334.05	23,071.70	0.19
Route #309	PM Late	Corridor	Corridor	1,057.46	6,578.70	0.16
Route #315	AM Early	Corridor	Corridor	249.62	3,200.30	0.08
Route #315	Midday	Corridor	Corridor	1,182.69	8,096.60	0.15
Route #315	PM Late	Corridor	Corridor	276.99	3,191.70	0.09
Average:				23,497.18	117,738.60	0.20
Route #302	AM Early	Local	Core	337.53	2,721.90	0.12
Route #302	Midday	Local	Core	3,842.75	16,799.30	0.23
Route #302	PM Late	Local	Core	1,272.10	8,664.90	0.15
Route #332	AM Early	Local	Core	298.74	2,027.30	0.15
Route #332	Midday	Local	Core	1,986.49	9,636.00	0.21
Route #332	PM Late	Local	Core	242.79	2,573.40	0.09
Route #350	AM Early	Local	Core	87.44	1,902.20	0.05
Route #350	Midday	Local	Core	2,274.47	11,320.00	0.20
Route #350	PM Late	Local	Core	452.02	4,041.70	0.11
Average:				10,794.33	59,686.70	0.18
Route #311	AM Early	Local	Commuter	70.42	446.00	0.16
Route #311	Midday	Local	Commuter	594.03	1,431.00	0.42
Average:				664.45	1,877.00	0.35
Route #323	AM Early	Local	Local	10.48	468.2	0.02
Route #323	Midday	Local	Local	334.55	3,460.40	0.10
Route #325	AM Early	Local	Local	35.33	402	0.09
Route #325	Midday	Local	Local	512.52	4,666.80	0.11
Route #325	PM Late	Local	Local	21.8	375.3	0.06
Route #347	AM Early	Local	Local	16.86	536.9	0.03
Route #347	Midday	Local	Local	322.45	4,289.30	0.08
Route #347	PM Late	Local	Local	27.71	906.2	0.03
Average:				1,281.70	15,105.10	0.08
Route #306	AM Early	Local	Rural	542.94	1,765.70	0.31
Route #306	Midday	Local	Rural	2,305.27	7,283.70	0.32
Route #306	PM Late	Local	Rural	796.56	3,388.10	0.24
Average:				3,644.77	12,437.50	0.29
Average Non Minority Off Peak				78,701.33	573,723.30	0.14

Load Factor for routes 301, 304, 308, 309, 311, 318, 334, 351, 355, 357, 358, 359, 444, and SPRINTER was calculated using Automatic Passenger Count (APC) data from the October 2019 schedule period. Load Factor for routes 302, 303, 305, 306, 313, 315, 323, 325, 332, 347, 350, 352, 353, 354, 356, 388, 345, and COASTER was calculated using Automatic Passenger Count (APC) data from the April 2019 schedule period.

FY20 Minority Headways and On-Time Performance (OTP)						
Route	Minority Headways	Weekday Peak		Weekday Off Peak		On-Time Performance (OTP)
		Peak Headways	Service Standard	Off-Peak Headways	Service Standard	
Route #399 SPRINTER	Hybrid Rail	30	30	30	30	97.87%
Average		30	30	30	30	97.87%
Route #305	Corridor	30	30	30	60	84.89%
Average		30	30	30	60	84.89%
Route #303	Core	15	20	30	30	88.87%
Route #351	Core	20	20	30	30	87.19%
Route #352	Core	20	20	30	30	88.63%
Average		18.33	20.00	30.00	30.00	88.23%
Route #313	Local	60	30	60	60	89.09%
Route #318	Local	30	30	60	60	92.15%
Route #334	Local	30	30	60	60	91.12%
Route #353	Local	60	30	60	60	87.65%
Route #354	Local	30	30	30	60	90.50%
Route #355	Local	60	30	60	60	90.16%
Route #356	Local	30	30	30	60	90.43%
Route #357	Local	60	30	60	60	88.89%
Route #358	Local	120	30	120	60	89.27%
Route #359	Local	120	30	120	60	87.64%
Average		60	30	66	60	89.69%
Route #388	Rural	60	120	120	120	80.75%
Average		60	120	120	120	80.75%
Minority Average		39.67	46.00	55.20	60.00	88.29%

FY20 Non-Minority Headways and On-Time Performance (OTP)						
Route	Non-Minority Headways	Weekday Peak		Weekday Off Peak		On-Time Performance (OTP)
		Peak Headways	Service Standard	Off-Peak Headways	Service Standard	
Route #398 COASTER	Commuter Rail	40	40	180	180	93.06%
Average		40	40	180	180	93.06%
Route #311	Commuter	60	30	-	-	88.84%
Route #444	Commuter	30	30	-	-	91.75%
Route #445	Commuter	30	30	-	-	82.13%
Average		40	30			87.57%
Route #301	Corridor	30	30	30	60	85.64%
Route #304	Corridor	30	30	60	60	90.23%
Route #308	Corridor	60	30	60	60	81.64%
Route #309	Corridor	30	30	30	60	85.99%
Route #315	Corridor	30	30	60	60	90.11%
Average		36	30	48	60	86.72%
Route #302	Core	20	20	30	30	88.16%
Route #332	Core	15	20	30	30	89.04%
Route #350	Core	15	20	15	30	92.36%
Average		16.67	20.00	25.00	30.00	89.85%
Route #323	Local	60	30	60	60	91.21%
Route #325	Local	60	30	60	60	93.70%
Route #347	Local	30	30	30	60	90.90%
Average		50	30	50	60	91.94%
Route #306	Rural	30	120	60	120	90.81%
Average		30	120	60	120	90.81%
Non-Minority Average		35.44	45.00	72.60	90.00	89.99%

Population Density	Persons per Acre	Percent of Households	Actual
High	16 or above	90%	81.4%
Medium	11 – 15	75%	74.2%
Low	6 – 10	50%	57.3%
Rural	5 or below	10%	24.3%

APPENDIX J

NCTD BOARD POLICIES NO. 30, 31, AND 32

Board Policy No. 30 Threshold for Major Service Change

Summary

This policy describes the threshold for a major service change.

Background

The requirement of this policy comes from the Federal Transit Administration (FTA) Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," which became effective October 1, 2012. The Circular requires any FTA recipient that operates fifty (50) or more fixed route vehicles in peak service and serves a population of 200,000 or greater to evaluate any fare change and any major service change at the planning and programming stages to determine whether those changes have a discriminatory impact.

Definition

The following situations qualify as a major service change:

- All proposed changes to existing routes, whereby route miles or revenue miles are *changed in excess of twenty-five (25) percent of their current configurations*, measured as happening at one time, or cumulatively within a single year.
- Changes in *number of daily trips that exceed twenty-five (25) percent* are also considered a major service change.
- Elimination of a route.
- Addition of a route.

Exemptions

LIFT paratransit service is exempt from the "major service change" definition because of the regulations pursuant to the provision of Americans with Disabilities Act of 1990 (ADA) paratransit service set forth in ADA.


Temporary and seasonal services are exempt from the "major service change" definition. Temporary service is defined as a new or modified route that is placed into revenue service for less than twelve (12) months with a defined set of measures that must be achieved to remain in service. If the service meets the criteria and will remain past 12 months, then NCTD will conduct a Title VI service equity analysis for this service. Seasonal service is defined as service operated less than twelve (12) months that is provided to accommodate loads related to seasonal events (e.g., San Diego Fair).

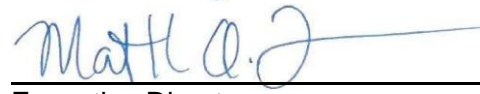
Board Policy No. 30 – Threshold for Major Service Change

NCTD Process

NCTD is required to hold a public hearing for all major service changes. The public hearing will be noticed a minimum of 30 days in advance through means set forth in NCTD Board Policy No. 5 – *Public Notice and Participation*.

Approvals

 10/17/2019
Board Chair Date

 10/17/2019
Executive Director Date

 10/17/2019
General Counsel Date

Board Policy No. 30 – Threshold for Major Service Change

DATE	REVISION No.	RESOLUTION No.	COMMENTS
11/21/2013	ADOPTED	12-10	
10/16/2014	1	14-04	2014 REVISION
11/19/2015	2	15-08	2015 REVISION
10/17/2019	3	19-06	2019 REVISION

Board Policy No. 31 Threshold for Disparate Impact on Minority Populations

Summary

This policy sets forth North County Transit District's (NCTD) threshold for disparate impact¹ on minority populations.

Background

The requirement of this policy comes from the Federal Transit Administration (FTA) Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" which became effective October 1, 2012. The Circular requires any FTA recipient that operates 50 or more fixed-route vehicles in peak service and serves a population of 200,000 or greater to evaluate any fare change and any major service change at the planning and programming stages to determine whether those changes have a discriminatory impact.

Purpose

The purpose of this policy is to establish a threshold which identifies when adverse effects of a major service change or any fare change are borne disproportionately by minority populations.

The purpose of this policy is to:

1. Establish a threshold for disparate impact on minority populations in the event of a major service or fare change, and
2. Identify the agency's corresponding process and actions to address the occurrence of disparate impact.

Threshold

A disparate impact occurs when the minority population adversely affected by a major service change as defined under NCTD Board Policy No. 30 is ten (10) percent more than the average minority population of the NCTD service area. A disparate impact may also occur when the non-minority population benefits from a major service change by ten (10) percent more than the average non-minority population of the NCTD service area.

Disparate impacts on routes with either span of service changes and/or frequency changes will be determined by analyzing all routes with such changes together. Disparate impacts on routes with segment elimination, re-routing, or route elimination will be determined on a route by route basis.

NCTD Process

If a potential disparate impact is identified, NCTD must determine whether there are one or more alternatives that would serve the same legitimate objectives, but with reduced disparate impact. If no other options are identified, then NCTD must have a substantial, legitimate justification for


¹ On the basis of race, color, or national origin.

Board Policy No. 31 – Threshold for Disparate Impact on Minority Populations

making the service change. In the event a disparate impact is identified, NCTD will engage public participation to discuss less discriminatory alternatives or mitigation measures.

To conduct a service equity analysis for minority populations, NCTD shall use the most recent 5-year estimate table for *Hispanic or Latino Origin by Race* from the American Community Survey (ACS). This table properly accounts for all persons who identify with any race and those who additionally identify as having a Hispanic or Latino origin. This is consistent with the FTA definition of minority persons. NCTD will consider using the most recent SANDAG Regional On-Board Transit Survey for the comparison population if the survey is statistically valid at the route level.

Approvals



Board Chair 10/17/2019
Date



Executive Director 10/17/2019
Date



General Counsel 10/17/2019
Date

Board Policy No. 31 – Threshold for Disparate Impact on Minority Populations

DATE	REVISION NO.	RESOLUTION NO.	COMMENTS
11/21/2013	ADOPTED	13-07	
10/16/2014	1	14-04	2014 REVISION
11/19/2015	2	15-08	2015 REVISION
10/19/2017	3	17-10	2017 REVISION
10/17/2019	4	19-06	2019 REVISION

Board Policy No. 32 Threshold for Disproportionate Burden

Summary

This policy sets forth North County Transit District's (NCTD) threshold for disproportionate burden.

Background

The requirement of this policy comes from the Federal Transit Administration (FTA) Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," which became effective October 1, 2012. The Circular requires any FTA recipient that operates 50 or more fixed-route vehicles in peak service and serves a population of 200,000 or greater to evaluate any fare change and any major service change at the planning and programming stages to determine whether those changes have a discriminatory impact.

Purpose

The purpose of this policy is to:

1. Establish a threshold for the occurrence of disproportionate burden in the event of a major service change; and
2. Identify the agency's corresponding process and actions to address the occurrence of disproportionate burden.

Threshold

A disproportionate burden occurs when the low-income population adversely affected by a major service change as defined under NCTD Board Policy No. 30, Threshold for Major Service Change, is ten (10) percent or more than the average low-income population of the NCTD service area. A disproportionate burden may also occur when the non-low-income population benefits from a major service change by ten (10) percent or more than the average non-low-income population of the NCTD service area.

Disproportionate burden on routes with either span of service changes and/or frequency changes will be determined by analyzing all routes with such changes together. Disproportionate burden on routes with segment elimination, re-routing, or route elimination will be determined on a route by route basis.

NCTD's Process


If NCTD finds a potential disproportionate burden, the agency will take steps to avoid, minimize, or mitigate impacts of the proposed change where practicable and provide alternatives available to low-income passengers affected by the service changes.

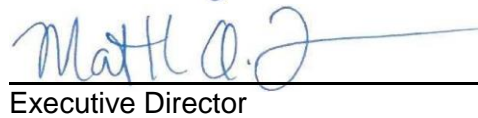
In the event a disproportionate burden is identified, NCTD will engage public participation to discuss less discriminatory alternatives or mitigation measures.

Board Policy No. 32 – Threshold for Disproportionate Burden

To conduct the analysis for low-income populations, NCTD shall use the most recent 5-year estimate table for *Ratio of Income to Poverty Level in the Past 12 Months* from ACS. The U.S. Census Bureau explains that “people and families are classified as being in poverty if their income is less than their poverty threshold. NCTD defines a low-income person as an individual whose household income is below 200 percent of the poverty level, consistent with SANDAG’s definition. NCTD will consider using the most recent SANDAG Regional On-Board Transit Survey for the comparison population if the survey is statistically valid at the route level.

Approvals

 10/17/2019
Board Chair Date

 10/17/2019
Executive Director Date

 10/17/2019
General Counsel Date

Board Policy No. 32 – Threshold for Disproportionate Burden

DATE	REVISION No.	RESOLUTION No.	COMMENTS
11/21/2013	ADOPTED	13-07	
10/16/2014	1	14-04	2014 REVISION
11/19/2015	2	15-08	2015 REVISION
10/19/2017	3	17-10	2017 REVISION
10/17/2019	4	19-06	2019 REVISION

APPENDIX K

NCTD BOARD AGENDA ITEMS, MEETING MATERIALS, AND SERVICE EQUITY ANALYSIS

STAFF REPORT

**CONDUCT PUBLIC HEARING AND APPROVE PROPOSED
ELIMINATION OF FLEX ROUTE 372**

Time Sensitive: ☒ **Consent:** ☐

**STAFF
RECOMMENDATION:**

Staff recommends that the North County Transit District's Board of Directors:

- 1) Review staff recommendations regarding FLEX Routes 372, 392, and 395; and,
- 2) Receive and consider public comment.

Following receipt and consideration of public comment, staff further recommends that the North County Transit District's Board of Directors:

- 1) Close the Public Hearing on staff's recommendations regarding FLEX Routes 372, 392 and 395; and,
- 2) Approve the proposed elimination of FLEX Route 372 effective with the April 2021 service change.

**BACKGROUND
INFORMATION:**

At the October 15, 2020 Regular North County Transit District (NCTD) Board of Directors (Board) meeting, staff proposed the elimination of FLEX Route 372, along with FLEX Routes 392 and 395, due to under-utilized performance (Agenda Item No. 13). The Board took action to set the public hearing for January 21, 2021 to consider the proposed elimination of these routes and authorized staff to conduct outreach and receive public input regarding the proposed changes in accordance with Board Policy No. 5, Public Notice and Participation. Attachment 11A outlines NCTD's public engagement activities and Attachment 11B is the flyer that was placed on NCTD FLEX vehicles, posted on GoNCTD.com, and made available at Customer Service offices advertising the engagement events.

FLEX Route 392 and 395 provide deviated fixed-route services which allows customers to reserve trips within a ¼-mile of the fixed route. This type of service is beneficial for low-density areas and supports efficiencies by meeting the need of passengers who may not have the functional ability to go to a pre-designated bus stop. The primary purpose and destination for customers on Routes 392 and 395 is access to jobs on Camp Pendleton. Based on public feedback (37 written and verbal comments) and internal discussions, NCTD staff has determined that more time is needed to evaluate alternative service delivery options for FLEX Routes 392 and 395 to include potentially contracting or subsidizing transportation network companies to provide service to Camp Pendleton from designated transit stations. NCTD intends to develop an alternative plan for service delivery to be implemented no later than the April 2022 service change. For this reason, NCTD staff has withdrawn its proposal to eliminate FLEX Routes 392 and 395 at this time pending further evaluation.

As it relates to Flex Route 372, NCTD staff maintains the proposal to eliminate FLEX Route 372 for the reasons provided herein. The purpose of FLEX Route 372 is to serve as an auxiliary service primarily for FLEX Route 371 passengers who may need an unplanned mid-day ride. The fare is structured as a one-way fare only without a discounted monthly pass option because it was not intended to serve regular work or school trips; rather, it was intended to be used by FLEX

Route 371 passengers needing an unplanned ride during the mid-day period. Further, the fare was set at \$10 (\$5 S/D/M) compared to the BREEZE single ride fare of \$2.50 (\$1.25 S/D/M). FLEX Route 372 service was implemented in 2011 prior to the large-scale emergence of transportation network companies (TNC's) such as Uber and Lyft and provides reservation-only mid-day service between the City of Escondido and the City of Ramona. The route performance of Route 372 (Attachment 11C) is very low in terms of its high cost and low ridership compared to BREEZE fixed-route service. In addition, FLEX Route 372 requires an operator and vehicle be available via standby should a trip be requested.

The recommended proposal to eliminate FLEX Route 372 requires specific analysis per regulatory and policy requirements. The Federal Transit Administration (FTA) requires transit providers to evaluate proposed service and fare changes to determine whether minority populations will bear a disparate impact, and whether low-income populations will bear a disproportionate burden as a result of the changes. FTA Circular 4702.1B and NCTD Board Policy No. 30 *Threshold for Major Service Change*, No. 31 *Threshold for Disparate Impact on Minority Populations*, and No. 32 *Threshold for Disproportionate Burden* establish specific analysis and guidance for NCTD. It is important to note that services can be eliminated, and fares raised despite there being a determination that such changes have impacts on low-income and minority populations. With that said, transit agencies are required to demonstrate proposed changes were not implemented in a discriminatory manner and all good faith efforts were exhausted to mitigate impacts to the minority and low-income populations. Attachment 11D provides the FTA and Board required Title VI Service Equity Analysis for the proposed elimination of FLEX Route 372.

FTA guidelines allows transit agencies to use either ridership or population data as a basis to conduct the Title VI service equity analysis. For this analysis, the most recently available five (5)-year estimates dataset from the American Community Survey (ACS) (2014-2018) is used for both the minority and low-income populations. The analysis found that the low-income population adversely affected by the elimination of FLEX Route 372 is 62.3%, which is more than 10% of the average minority population of the NCTD service area of 47.1%, which results in a disparate impact. The analysis also found that the low-income population adversely affected by the proposed elimination of FLEX Route 372 is 40.1%, which is more than 10% of the average low-income population in the NCTD service area of 27.9%, which results in a disproportionate burden.

Because a disparate impact and disproportionate burden were identified, FTA Circular 4702.1B and Board Policy Nos. 31 and 32 require NCTD to determine whether there are one (1) or more alternatives that would serve the same legitimate objectives of the proposed change, but with reduced disparate impact and disproportionate burden. NCTD staff determined that the San Diego Association of Governments' (SANDAG) iCommute Guaranteed Ride Home Program (iCommute) provides a viable and more efficient approach to meeting the needs of FLEX Route 372 customers. The iCommute program provides "a safety net" service that similarly matches the intended purpose and need for FLEX Route 372, which is to provide an infrequent, as-needed travel option for FLEX Route 371 passengers who may need a mid-day ride home. The iCommute participants can be fully reimbursed for their trip, up to \$100, up to three (3) times per year compared to the \$10 (\$5 S/D/M) fare that is charged for FLEX Route 372. The Program may be used anytime during the day, and up to three (3) times per year. Passengers may sign up by visiting <https://www.icommutesd.com> or calling 511 and saying, "iCommute" and filling out a registration form, which is

included along with more information on the program in Attachment 11E. For passengers who may need to travel more than three (3) times per year, TNC's such as Uber and Lyft may be utilized.

Participation in the iCommute Program reduces the disparate impact on minority populations and the disproportionate burden on low-income populations by providing an alternative that serves the same legitimate objective of FLEX Route 372, which is to provide an infrequent, as-needed travel option for FLEX Route 371 passengers who may need a mid-day ride home. The program fully reimburses the travel, up to \$100, compared to the \$10 (\$5 S/D/M) fare for FLEX Route 372. The infrequency of use of FLEX Route 372, at less than six (6) passengers per month in FY2019, reinforces the infrequent need for this service. Based on this finding, staff recommends elimination of FLEX Route 372 on April 4, 2021.

Public Hearing Process

As previously outlined, the Board opened the public hearing process at its October 15, 2020 Regular Board meeting to solicit public comment. On December 4, 2020, the Clerk of the Board published notice of the Public Hearing, including instructions and locations on how and where to provide public comment in the English San Diego Union Tribune and Spanish Hispanos Unidos newspapers. To date, NCTD has received one (1) comment, in the form of a questionnaire, that described the author as using all three (3) FLEX Routes.

Should the Board approve the elimination of FLEX Route 372, NCTD staff will advertise the elimination and provide information on SANDAG's iCommute Guaranteed Ride Home program on NCTD's website, social media accounts, and onboard FLEX Route 371 vehicles. Customers who request FLEX Route 372 service before the April 2021 service change will be made aware of the upcoming change and service alternative by the reservationist.

Based on the foregoing analysis and findings, staff recommends that the Board:

- 1) Review staff recommendations regarding FLEX Routes 372, 392, and 395; and,
- 2) Receive and consider public comment.

Following receipt and consideration of public comment, staff further recommends that the Board:

- 1) Close the Public Hearing on staff's recommendations regarding FLEX Routes 372, 392 and 395; and,
- 2) Approve the proposed elimination of FLEX Route 372 effective with the April 2021 service change.

ATTACHMENT:

11A – FLEX Route 372, 392 and 395 Public Engagement
11B – FLEX Public Engagement Flyer
11C – FLEX Route 372 Performance
11D – FLEX Route 372 Title VI Service Equity Analysis
11E – SANDAG iCommute Guaranteed Ride Home Program

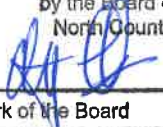
GOAL/STRATEGIC DIRECTION:

Accountability and Performance Management, Fiscal Management

FISCAL IMPACT: The fiscal impact of approving the elimination of FLEX Route 372 is an estimated cost savings to NCTD of approximately \$1,537 annually, which does not include the cost of the resources associated with a having stand-by vehicle and driver available.

COMMITTEE REVIEW: None

STAFF CONTACT: **Robert Cálix, Chief of Planning, Strategy, & Innovation**
E-mail: rcalix@nctd.org Phone: 760-967-2894

Approved and/or authorized
by the Board of Directors of the
North County Transit District
By:  Date: 1/22/21
Clerk of the Board

Attachment 11A – FLEX Route 372, 392 and 395 Public Engagement

At the October 15, 2020 NCTD Board of Directors meeting, the Board set a public hearing date for January 21, 2021 and authorized staff to receive public comments for the proposed elimination of three FLEX Routes, 392, 395 and 372 (Agenda Item No. 13). While the analysis in this report is on FLEX 372 only, staff conducted the following engagement events for all three FLEX routes proposed for elimination. NCTD staff are also conducting a service equity analysis for the proposed elimination of FLEX Route 372 under separate cover (Attachment D).

In-Person Engagement Events

NCTD staff held four in-person engagement sessions at transit centers where the FLEX Routes under consideration operate. Because FLEX Route 372 service area ends at Escondido Transit Center, the event there was intended to capture FLEX Route 371 passengers who may use FLEX Route 372 service.

Tuesday, November 17, 2020

8:30 a.m. - 10:45 a.m.

Oceanside Transit Center, Bus Island

Wednesday, November 18, 2020

2:00 p.m. - 4:00 p.m.

Oceanside Transit Center, Bus Island

Tuesday, November 17, 2020

2:30 p.m. - 4:30 p.m.

San Luis Rey Transit Center

Thursday, November 19, 2020

2:00 p.m. - 4:00 p.m.

Escondido Transit Center, Bus Island

Staff set up a table at each location adjacent to the stalls for the FLEX Routes to contact passengers as they boarded and alighted the bus. Posters with proposal information in English and Spanish were set up and staff had English and Spanish language handouts with proposal information and an explanation on how public comment may be provided. An English and Spanish language questionnaire soliciting information on how passengers use FLEX Routes was used to gather information about passenger use and proclivity to using an alternative service. All materials were available in English and Spanish, and staff who spoke English and Spanish were available to answer questions and take comments from passengers.

Virtual Engagement Events

Two virtual events were held to capture comments from passengers who may not be riding FLEX due to impacts from COVID-19 pandemic, or who may not have been able to attend the in-person events. Notice of these events was provided in English in the San Diego Union Tribune and in Spanish in the El Latino newspapers. The events were advertised via flyers onboard FLEX vehicles and at Customer Service centers, on NCTD's website, and on NCTD's social media accounts. The events were held on a weekday evening and a Saturday morning:

Wednesday, December 2, 2020

6:00 p.m. - 7:00 p.m.

Virtual Online Meeting

Saturday, December 5, 2020

9:00 a.m. – 10:00 a.m.

Virtual Online Meeting

The events included a presentation on the proposal and a question and answer session. Spanish speaking staff were available to provide translation services. None of the participants from the virtual events had questions or comments about FLEX Route 372.

Other Ways to Provide Comment

In addition to the in-person and virtual events, staff advertised the availability of other means for the public to provide input. An email account and dedicated telephone line were established and advertised for the public to submit comments. This information was advertised via flyers onboard FLEX vehicles and at Customer Service centers, on NCTD's website, and NCTD's social media accounts.

All comments received at the events, via email, questionnaire or verbally, were recorded and compiled electronically. NCTD received one comment that reference to FLEX Route 372 in addition to FLEX Routes 392 and 395, which was not surprising given the very low volume of ridership on FLEX Route 372.

The North County Transit District (NCTD) seeks your feedback regarding NCTD proposals to eliminate the following FLEX routes as part of its service change that would take effect on April 4, 2021:

- **FLEX 392** – Oceanside to 14 Area via Vandegrift
- **FLEX 395** – Oceanside Transit Center to Camp San Onofre via Naval Hospital
- **FLEX 372** – Escondido Transit Center to Ramona (mid-day service only)

Why NCTD proposes to eliminate the three FLEX routes listed above:

- Low customer demand
- High cost per passenger
- Alternative transportation options are available in some areas

Public Engagement

Four (4) in-person open houses will be held at transit centers in the NCTD service area to provide the public with information about the proposals. The public is encouraged to review proposal information, ask questions, and provide written and/or verbal comments. NCTD staff will also board FLEX vehicles to seek customer input. Face coverings and social distancing measures are required while using NCTD services and at the following scheduled open houses:

Tuesday, November 17, 2020	Tuesday, November 17, 2020	Wednesday, November 18, 2020	Thursday, November 19, 2020
8:30 a.m. - 10:45 a.m. Oceanside Transit Center, Bus Island 195 S. Tremont Street Oceanside, CA 92054	2:30 p.m. - 4:30 p.m. San Luis Rey Transit Center 5091 N. River Road Oceanside, CA 92057	2:00 p.m. to 4:00 p.m. Oceanside Transit Center, Bus Island 195 S. Tremont Street Oceanside, CA 92054	2:00 p.m. - 4:00 p.m. Escondido Transit Center, Bus Island 700 W. Valley Parkway Escondido, CA 92025

Virtual Open Houses

Two (2) virtual open houses will be offered. Virtual open houses will consist of a presentation and a question and answer session. Questions or comments may be submitted before or during the virtual open houses and will be answered during the event. Scheduled virtual open houses are as follows:

Wednesday, December 2, 2020	Saturday, December 5, 2020
6:00 p.m. - 7:00 p.m. Virtual Online Meeting Registration required. RSVP by emailing servicechanges@nctd.org or calling 760-966-6500	9:00 a.m. - 10:00 a.m. Virtual Online Meeting Registration required. RSVP by emailing servicechanges@nctd.org or calling 760-966-6500

Public input will be used to develop a recommendation for consideration by the NCTD Board of Directors at their Board meeting on January 21, 2021 at 2:00 p.m.

Can't Attend a Public Open House? Provide Input Another Way

For those who are unable to attend an in-person or virtual open house, NCTD encourages you to submit your comments via email at servicechanges@nctd.org. The public may also mail their comments to North County Transit District, ATTN: Customer Service, 810 Mission Ave., Oceanside, CA 92054 or drop off comments at NCTD Customer Service offices located at Oceanside Transit Center, Vista Transit Center, Escondido Transit Center. For those who wish to provide comments telephonically, please call (760) 435-7274 and leave a message.

*NCTD public meetings will comply with San Diego County health orders to prevent the spread of COVID-19. **Facial coverings will be required and social distancing measures will be in place.** In compliance with the Americans with Disabilities Act (ADA), NCTD will accommodate persons who require assistance in order to participate in the events listed above. If such assistance is required, please contact NCTD at (760) 966-6500 at least 72 hours in advance of the event. To request the materials in an alternate format and/or additional language(s), please call (760) 966-6500. NCTD is committed to ensuring that the level and quality of transportation service is provided without regard to race, color, national origin, sex, age, disability, religion, sexual orientation, gender identity, or other protected classes enumerated in federal and state laws.*

Chinese (Simplified) – 如果需要其他语种的信息, 请致电 760-966-6500。
Chinese (Traditional) – 如需其他語言版本的資訊, 請致電 760-966-6500。
Vietnamese – Nếu cần thông tin bằng ngôn ngữ khác, xin liên hệ số 760-966-6500.
Filipino – Kung kailangan ang impormasyon sa ibang wika, makipag-ugnayan sa 760-966-6500.
Korean – 정보가 다른 언어로 필요하시다면 760-966-6500로 문의해 주십시오.

El North County Transit District (NCTD) desea conocer su opinión sobre la propuesta del NCTD para eliminar las siguientes rutas de FLEX como parte de cambios a los servicios que entrarían en efecto el 4 de abril del 2021:

- **FLEX 392** – Oceanside a 14 Area vía Vandegrift
- **FLEX 395** – Centro de Tránsito Oceanside a Camp San Onofre vía el Hospital Naval
- **FLEX 372** – Centro de Tránsito Escondido a Ramona (servicio a mediodía únicamente)

¿Por qué propone el NCTD eliminar las tres rutas FLEX listadas anteriormente?

- Baja demanda de los usuarios
- Alto costo por pasajero
- Opciones alternativas de transporte que están disponibles en algunas áreas

Eventos Abiertos al Público

Se llevarán a cabo cuatro (4) eventos presenciales de puertas abiertas en los centros de tránsito en el área de servicio del NCTD para brindar información al público sobre la propuesta. Se insta a que el público revise la información de la propuesta, haga preguntas y contribuya con sus comentarios, por escrito y/o verbales. El personal del NCTD también estará a bordo de los vehículos FLEX para obtener las opiniones de los clientes. Se requiere el uso de mascarillas y distanciamiento social mientras se utilizan los servicios del NCTD y en los siguientes eventos de puertas abiertas programados:

Martes, 17 de noviembre de 2020	Martes, 17 de noviembre de 2020	Miércoles, 18 de noviembre de 2020	Jueves, 19 de noviembre de 2020
8:30 a.m. - 10:45 a.m. Centro de Tránsito Oceanside, Isla de Autobuses 195 S. Tremont Street Oceanside, CA 92054	2:30 p.m. - 4:30 p.m. Centro de Tránsito San Luis Rey 5091 N. River Road Oceanside, CA 92057	2:00 p.m. to 4:00 p.m. Centro de Tránsito Oceanside, Isla de Autobuses 195 S. Tremont Street Oceanside, CA 92054	2:00 p.m. - 4:00 p.m. Centro de Tránsito Escondido, Isla de Autobuses 700 W. Valley Parkway Escondido, CA 92025

Puertas Abiertas Virtuales

Ofreceremos (2) eventos de puertas abiertas virtuales. Las puertas abiertas virtuales consistirán de una presentación y una sesión de preguntas y respuestas. Las preguntas o comentarios pueden ser enviados antes o durante las puertas abiertas virtuales y serán respondidos durante el evento. Las puertas abiertas virtuales tendrán los siguientes horarios:

Miércoles, 2 de diciembre de 2020	Sábado, 5 de diciembre de 2020
6:00 p.m. - 7:00 p.m. Reunión Virtual Registro obligatorio. Confirme su asistencia enviando un correo a servicechanges@nctd.org o llamando al 760-966-6500	9:00 a.m. - 10:00 a.m. Reunión Virtual Registro obligatorio. Confirme su asistencia enviando un correo a servicechanges@nctd.org o llamando al 760-966-6500

Las opiniones del público servirán para desarrollar una recomendación que la Junta Directiva del NCTD evaluará en su reunión del 21 de enero, 2021 a las 2:00 p.m.

¿No puede asistir al Evento de Puertas Abiertas? Envíe su opinión de otra manera.

Aquellas personas que no puedan asistir al evento de puertas abiertas presencial o virtual, pueden enviar sus comentarios por correo al servicechanges@nctd.org. El público puede también enviar comentarios al North County Transit District por correo postal, Atn. Servicio al Cliente, 810 Mission Ave, Oceanside, CA 92054 o dejar sus comentarios en persona en las oficinas de servicio al cliente del NCTD localizadas en el Centro de Tránsito Oceanside, Centro de Tránsito Vista o Centro de Tránsito Escondido. Aquellas personas que deseen aportar sus comentarios por vía telefónica pueden llamar al (760) 435-7274 y dejar un mensaje.

Las reuniones públicas del NCTD cumplirán con las órdenes de salud del condado de San Diego para prevenir la propagación del COVID-19. Es obligatorio usar **mascarillas** y **cumplir con las medidas de distanciamiento social**. De acuerdo a la Ley de Estadounidenses con Discapacidades (ADA), el NCTD proveerá servicios para las personas que requieran asistencia para solicitar materiales en un formato alternativo y/o en otro idioma, por favor llame al (760) 966-6500. El NCTD está comprometido a asegurar que el nivel y la calidad del servicio de transporte sea brindado sin distinciones de raza, color, nacionalidad, sexo, edad, discapacidad, religión, orientación sexual, identidad de género o cualquier otra clase protegida listada en las leyes federales y estatales.

Chinese (Simplified) – 如果需要其他语种的信息, 请致电 760-966-6500.
Chinese (Traditional) – 如需其他語言版本的資訊, 請致電 760-966-6500.
Vietnamese – Nếu cần thông tin bằng ngôn ngữ khác, xin liên hệ số 760-966-6500.
Filipino – Kung kailangan ang impormasyon sa ibang wika, makipag-ugnayan sa 760-966-6500.
Korean – 정보가 다른 언어로 필요하시다면 760-966-6500로 문의해 주십시오.

Attachment 11C – FLEX Route 372 Performance

Ridership on FLEX Route 372 is very low and has declined over time. During FY 2020, prior to COVID-19 impacts, ridership averaged just over one boarding per month. Since March 2020, ridership has dropped to less than one boarding per month.

Table 1: FLEX Route 372 Ridership FY 2020 and FY 2021

Average Monthly Ridership	July 2019 - February 2020	March 2020 - December 2020
FLEX Route 372	1.25	0.6

Below is a comparison of FLEX productivity and cost effectiveness compared to the BREEZE fixed route system. As seen in the table, the FLEX cost per passenger of \$22.61 is much higher than the BREEZE system average cost per passenger of \$3.53. Productivity is also much lower on FLEX Route 372, averaging just over two passengers per revenue hour compared to BREEZE at 15. In addition, productivity as measure in passengers per revenue mile is 0.04 for FLEX Route 372 compared to the BREEZE system average of 1.10 passengers per revenue mile.

Table 2: FY2019 FLEX Route 372 and BREEZE Performance Comparison

Route	Annual Ridership	Cost per Passenger	Passengers per Revenue Hour	Passengers per Revenue Mile
FLEX 372	68	\$22.61	2.34	0.04
BREEZE (System Average)	6,372,715	\$3.53	15.03	1.10

Attachment 11D - Proposed FLEX Route 372 Elimination

Title VI Service Equity Analysis

January 2021

Executive Summary

North County Transit District (NCTD) monitors service performance using standards adopted by the Board of Directors. NCTD provides monthly and annual reports along with a Service Implementation Plan which includes recommendations for service improvements to foster ridership and revenue growth and cost-effectiveness.

In 2011, NCTD implemented FLEX Route 372 to provide a reservation-only mid-day travel option between Escondido and Ramona that would serve as an auxiliary service that is available to FLEX Route 371 passengers who may occasionally need to travel home mid-day during the weekday. The fare was structured as one-way only without a discounted monthly pass option because the purpose was not to serve regular work or school trips, it was meant to be a way for a FLEX 371 passenger to travel home mid-day without having the expense of a taxi trip home.

Since implementation, ridership for this service has declined consistently every year despite NCTD advertising it in the Rider's Guide and on the website. As of FY 2019, utilization was very low, at less than six trips per month, which resulted in a high cost per passenger; see Table 1 below. The low ridership results in a much higher cost per passenger than the average BREEZE route. Additionally, the FLEX Route 372 service requires an operator and vehicle be available via standby should a trip be requested.

Table 1: FY 2019 FLEX Route 372 and BREEZE System Performance Metrics

FLEX Routes	Annual Ridership	Cost per Passenger	Passengers per Revenue Hour	Passengers per Revenue Mile
FLEX 372	68	\$22.61	2.34	0.04
BREEZE (System Average)	6,372,715	\$3.53	15.03	1.10

Over time, ridership has declined, which may be due to factors such as the increased motor vehicle access and availability of transportation network companies (TNC's) as documented in the 2018 study commissioned by the Southern California Association of Governments, *Falling Transit Ridership, California and Southern California*. NCTD conducted in-person and virtual engagement events in November and December 2020 to gather comments and questions about the public's use of the service but NCTD did not receive any specific comments or information on FLEX Route 372 riders. The combination of high cost per passenger and decreased need for this service justify the elimination of FLEX Route 372 and analysis of alternatives. NCTD is required by Federal Transportation Administration (FTA) Circular 4702.1B to evaluate whether the proposed change has a disparate impact on minority populations and disproportionate burden on low-income populations. Staff embarked on this analysis in August 2020, with an implementation date planned for April 2021.

Following guidance set forth in NCTD Board Policy No. 30 *Threshold for Major Service Change*, No. 31 *Threshold for Disparate Impact on Minority Populations*, and No. 32 *Threshold for Disproportionate Burden*, the proposal to eliminate FLEX Route 372 would have both a disparate impact and disproportionate burden on minority and low-income populations. Based on this finding, staff evaluated alternative service to see whether an alternative could serve the same legitimate objectives but with less of a disparate impact and disproportionate burden. The alternative service that achieves this is offered through the San Diego Association of Governments (SANDAG), iCommute Guaranteed Ride Home Program. The program serves the same legitimate purpose as FLEX Route 372, which is to provide a travel option for FLEX Route 371 passengers who may need to travel home during mid-day from the transit station. The program reimburses up to \$100/trip and it can be utilized up to three times per year. In addition, for passengers who may need to travel more than three times per year, Transportation Network Companies (TNC's) such as Uber and Lyft may be utilized. Based on the low utilization of FLEX Route 372, the maximum of three uses per year mirrors the legitimate purpose of FLEX Route 372 as providing an infrequent, as-needed option for passengers of FLEX Route 371 who may need to travel from the station during the mid-day. Based on this finding, staff recommends elimination of FLEX Route 372 in April 2021.

Overview

Per FTA Circular 4702.1B, NCTD developed Board Policy No. 30 *Threshold for Major Service Change* that defines what constitutes a major service change:

- All proposed changes to existing routes, whereby route miles or revenue miles are *changed in excess of twenty-five (25) percent of their current configurations*, measured as happening at one time, or cumulatively within a single year.
- Changes in *number of daily trips that exceed twenty-five (25) percent* are also considered a major service change.
- Elimination of a route.
- Addition of a route.

Pursuant to FTA Circular 4702.1B and NCTD Board Policy No. 30, a Title VI Service Equity Analysis is required for proposed major service changes. Title VI of the Civil Rights Act of 1964 states it "...protects people from discrimination based on race, color, and national origin in programs and activities receiving federal financial assistance." Title VI also includes Environmental Justice provisions to "prevent minority communities and low-income communities from being subject to disproportionately high and adverse environmental effects."

This analysis evaluates whether the proposal to eliminate FLEX Route 372 will have a disparate impact and/or disproportionate burden on minority and low-income groups.

Background

Purpose of Service Change

In 2011, NCTD began implementation of its Mobility Plan, which was a comprehensive operational analysis intended to better integrate BREEZE and SPRINTER and provide a more cost-effective service. FLEX was developed as a new mode to replace low performing BREEZE routes.

Prior to the Mobility Plan, BREEZE Route 386 operated between Escondido and Ramona all day. Due to low ridership, the service did not perform well, and through the Mobility Plan process staff recommended the service be modified to a FLEX route that would operate during the peak periods only. This would

continue to provide access to residents of Ramona to connect to jobs and school in Escondido and other North County cities but at a lower cost to NCTD. During the Mobility Plan's public engagement process, passengers advised that a mid-day option was still needed for passengers who may need to travel home unexpectedly during the mid-day. In 2011, Transportation Network Companies (TNCs) were not as prevalent, and the only alternative for mid-day travel would be an expensive taxi ride. As a response to these concerns, NCTD implemented FLEX Route 372 to provide a reservation-only mid-day travel option between Escondido and Ramona that would serve as an auxiliary service that is available to FLEX Route 371 passengers who need to travel home from the station mid-day during the weekday. The one-way fare was set higher than the fare of other FLEX Routes to reflect the higher service quality represented by the ability to schedule a ride anywhere within the defined zone. Further, only one-way fares are offered; no monthly pass option is provided because the service is not intended to serve regular work or school trips; it was meant to be used if a FLEX Route 371 passenger needs an unplanned ride home from the station during mid-day. This met the needs of passengers at the time.

However, since its inception, FLEX Route 372 ridership has always been very low; during FY2019, there were on average five (5) riders per month. The net cost per passenger for purchased transportation services is \$22.61, which is about six-times higher than the average BREEZE net cost per passenger of \$3.53. Due to the low utilization and high cost per passenger of the service, NCTD proposes eliminating FLEX Route 372. The table below compares FLEX and BREEZE route performance prior to the COVID-19 pandemic.

Table 2: FLEX Route 372 and BREEZE System Performance Metrics

FLEX Routes	Annual Ridership	Cost per Passenger	Passengers per Revenue Hour	Passengers per Revenue Mile
FLEX 372	68	\$22.61	2.34	0.04
BREEZE (System Average)	6,372,715	\$3.53	15.03	1.10

Qualification as Major Service Change

As previously discussed in the Overview, NCTD Board Policy No. 30 defines a major service change as:

“All proposed changes to existing routes, whereby route miles or revenue miles are changed in excess of 25% of their current configurations, measured as happening at one time, or cumulatively within a single year. Changes in number of daily trips that exceed 25% are also considered a major service change. Finally, elimination or addition of a route qualifies as a major service change.”

Board Policy No. 30 was developed through a public engagement process in October 2013 when NCTD held public workshops to solicit stakeholder feedback.

The proposed elimination of FLEX Route 372 qualifies as a major service change per NCTD Board Policy No. 30. FLEX Route 372 operates solely as a demand-response route with no scheduled hours or miles.

Analysis

The following section outlines the Title VI process, methodology used, outcomes from the proposed FLEX Route 372 elimination, and next steps.

Definition of Minority and Low-income Persons

This analysis used the following definitions of minority and low-income persons, as defined in the FTA Circular 4702.1B:

- The FTA defines minority persons as American Indian and Alaska Native, Asian, African American, Hispanic or Latino, and Native Hawaiian or other Pacific Islander.
- The FTA encourages agencies to use a locally developed threshold for low-income person that is “at least as inclusive as the HHS poverty guidelines.” In coordination and in consistency with SANDAG, NCTD defines a low-income person as an individual whose household income is at or below 200 percent of the poverty level as defined by the United States Census Bureau.

Definition of Disparate Impact and Disproportionate Burden

NCTD Board Policy No. 31 *Threshold for Disparate Impact on Minority Populations* and Board Policy No. 32 *Threshold for Disproportionate Burden* define thresholds for disparate impact and disproportionate burdens, respectively. These policies were adopted by the NCTD Board of Directors in November 2013 following public workshops to engage the public in the development and definition of the thresholds.

- NCTD Board Policy No. 31: A **disparate impact** occurs when the minority population adversely affected by a major service change as defined under NCTD Policy No. 30 is ten (10) percent more than the average minority population of the NCTD service area. A disparate impact may also occur when the non-minority population benefits from a major service change by ten (10) percent more than the average non-minority population of the NCTD service area.

If a potential disparate impact is identified, NCTD must determine whether there are one or more alternatives that would serve the same legitimate objectives, but with less disparate impact on the basis of race, color, or national origin. If no other options are identified, then NCTD must have a substantial, legitimate justification for making the service change. In the event a disparate impact is identified, NCTD will engage public participation to discuss less discriminatory alternatives or mitigation measures.

For example, if the NCTD service area average is 40% minority, then a proposed service change that adversely affects a population that is 50% minority or greater would be defined as a disparate impact.

- NCTD Board Policy No. 32: A **disproportionate burden** occurs when the low-income population adversely affected by a major service change as defined under NCTD Policy No. 30 is ten (10) percent more than the average low-income population of the NCTD service area. A disproportionate burden may also occur when the non-low-income population benefits from a major service change by ten (10) percent more than the average non-low-income population of the NCTD service area.

If NCTD finds a potential disproportionate burden, the agency will take steps to avoid, minimize, or mitigate impacts of the proposed change on the affected low-income population and provide alternatives available to low-income passengers affected by the service changes. In the event that a disproportionate burden is identified, NCTD will engage public participation to discuss less discriminatory alternatives or mitigation measures.

For example, if the NCTD service area average is 25% low-income (75% non-low-income), then a proposed service change that benefits a population that is 85% non-low-income or greater would be defined as a disproportionate burden.

Methodology

The FTA guidelines allow transit agencies to use either ridership or population data as a basis to conduct the Title VI equity analysis. For this analysis, the most recently available five-year estimates dataset from the American Community Survey (ACS) (2014-2018) is used for both the minority and low-income populations.

The Census block group level was chosen for both minority and low-income analyses, as it was the smallest geographic level available from the ACS.

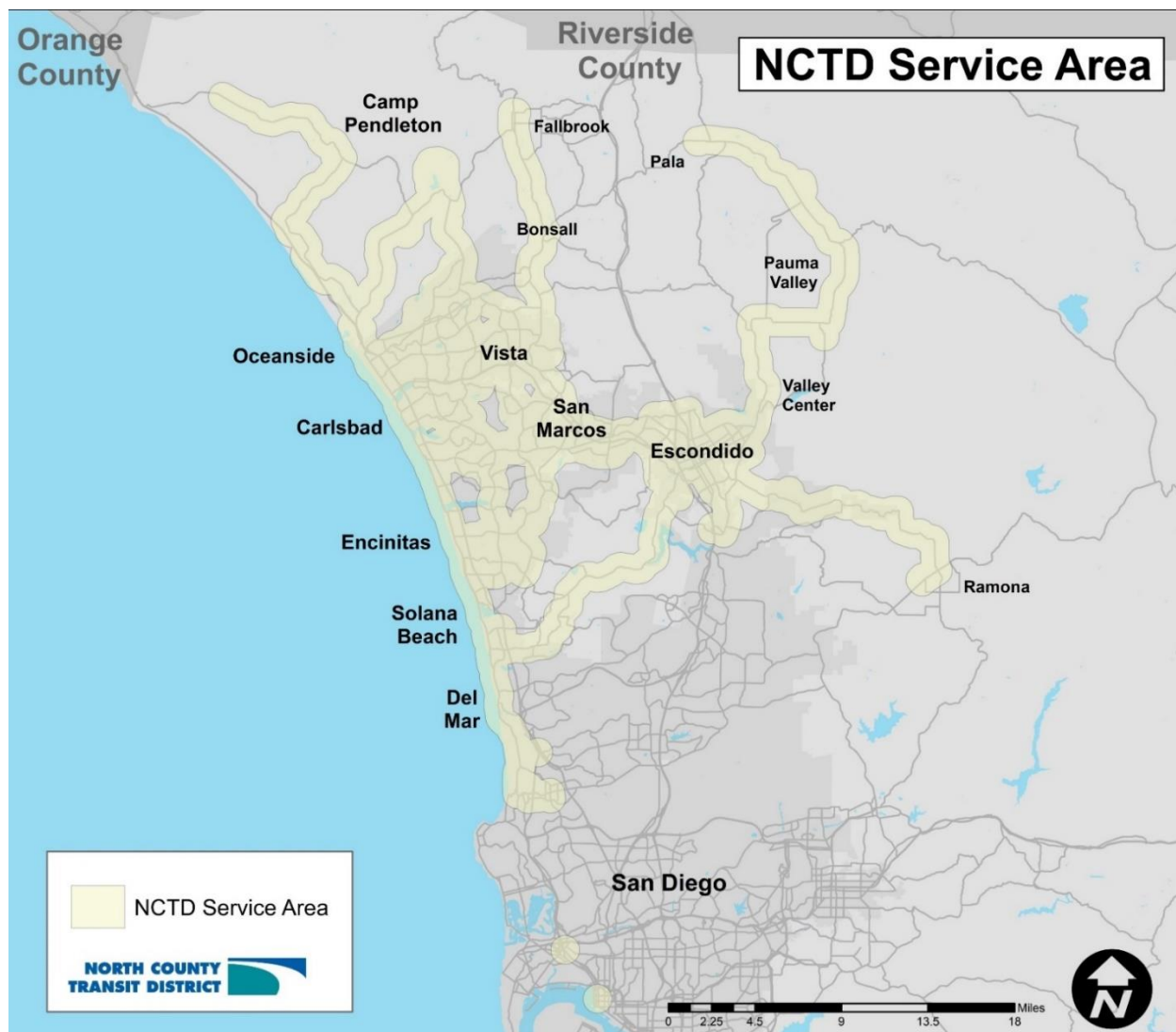
To conduct the analysis for minority populations, NCTD used the table for *Hispanic or Latino Origin by Race (B03002)* from ACS 2014-2018 (five-year estimates). The total minority population in each Census block group was calculated by subtracting the “White alone – Not Hispanic or Latino” population from the total population. This is consistent with the FTA definition of minority persons.

To conduct the analysis for low-income populations, NCTD used the table for *Ratio of Income to Poverty Level in the Past 12 Months (C17002)* from ACS 2014-2018 (5-year estimates). The total population in each Census block group at 200 percent of the poverty level was calculated by subtracting the categories below the ratio of 2.0 from the total population. This is consistent with the FTA recommended definition of low-income persons as previously stated. The total population in this dataset is lower than the total population in the minority dataset because the “universe” for which the sample is taken from is the “population for whom poverty status is determined,” which does not include group quarters—many of which exist on military bases and college campuses.

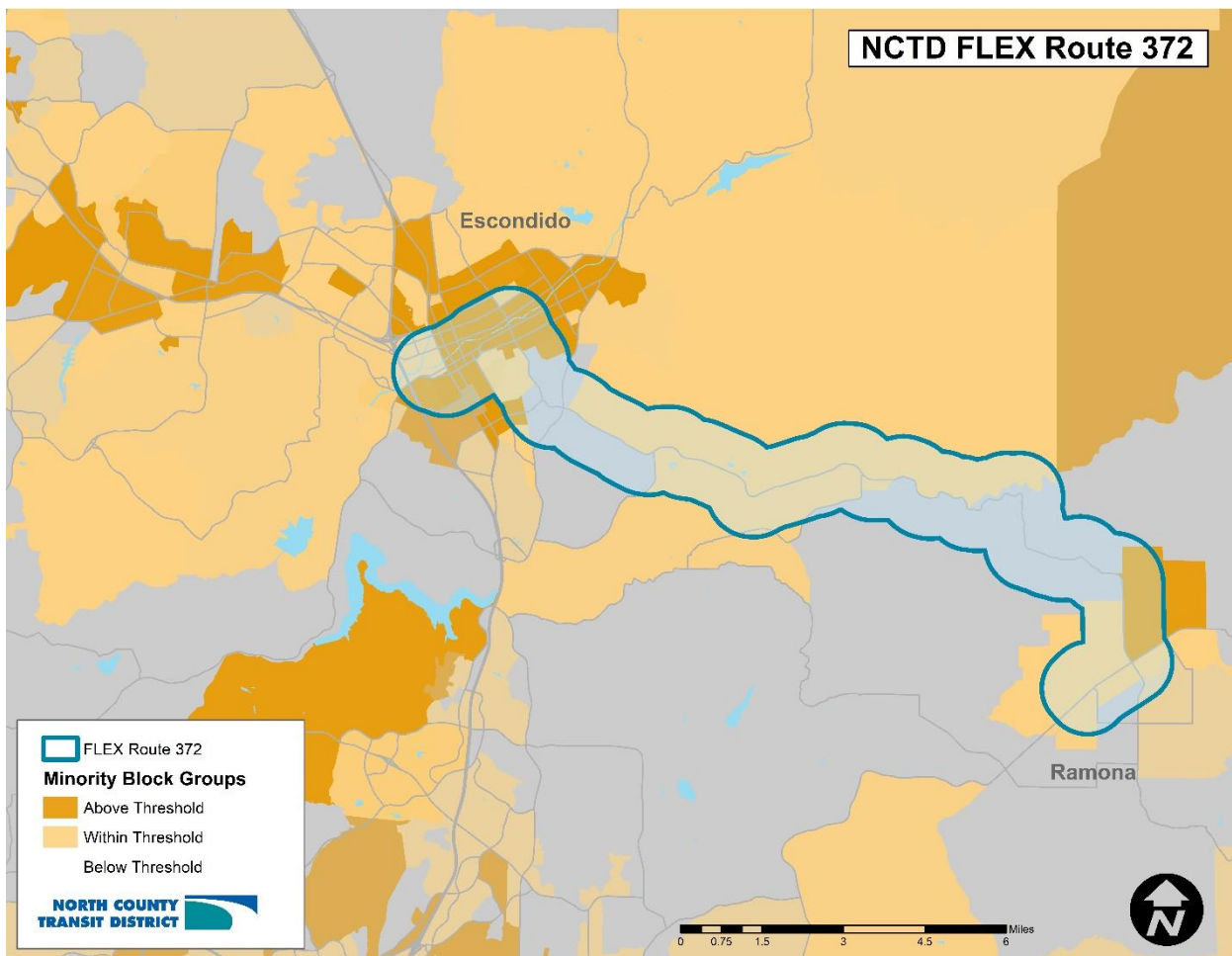
ESRI ArcGIS software was used to conduct both analyses. The Census ACS data described above was joined with a Census block group shapefile using the unique identification number for each Census block group. The service area averages were determined by selecting all Census block groups with their centroid within the NCTD service area shapefile. The minority and low-income percentages were determined by drawing a three-quarter-mile buffer around the routes and by selecting all Census block groups that intersect with the quarter-mile buffer. These numbers were compared to the service area averages to determine if the service changes will have any disparate impact or disproportionate burden on minority or low-income populations.

The following maps show a visual representation of this data. **Map 1** shows the NCTD service area, while **Map 2, and Map 3** show the minority and low-income Census block groups, respectively, around the route proposed for elimination.

Map 1: NCTD Service Area



Map 2: NCTD FLEX Route 372



Map 3: NCTD FLEX Route 372

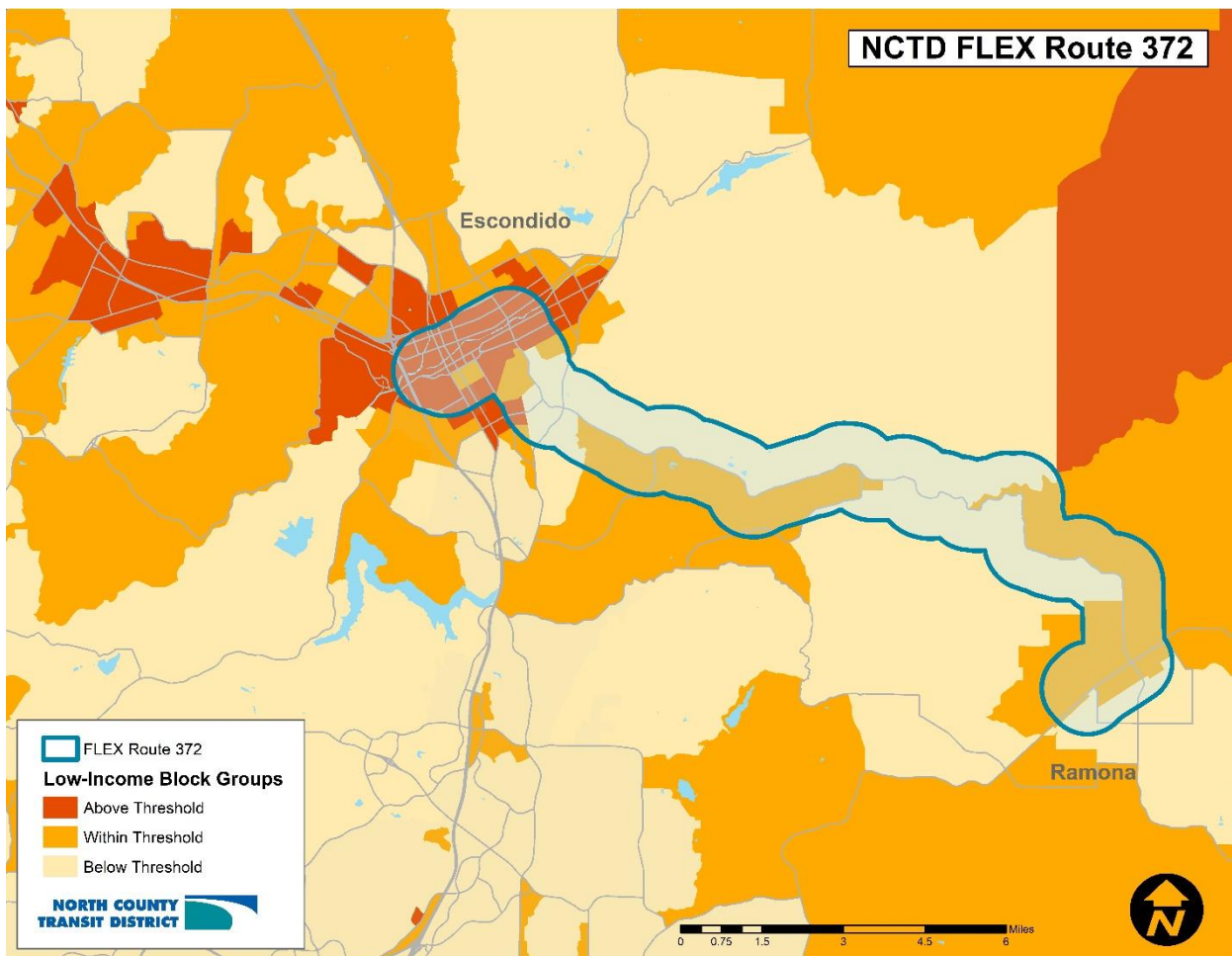


Table 3: Summary of Disparate Impact and Disproportionate Burden of Elimination of FLEX Route 372

	Income		Minority				Income (%)		Minority (%)	
	Below Low-Income Threshold	Above Low-Income Threshold	Total	Minority	Non-Minority	Total	Below Low-Income Threshold	Above Low-Income Threshold	Minority	Non-minority
Service Area	282,541	731,277	1,013,818	491,867	551,867	1,043,734	27.9%	72.1%	47.1%	52.9%
Route Elimination										
FLEX 372	40,097	59,793	99,890	63,050	38,153	101,203	40.1%	59.9%	62.3%	37.7%

Disparate Impact

Based on the analysis outlined in the Table 3 above, the minority population adversely affected by the elimination of FLEX Route 372 is 62.3%, which is more than 10 percent of the average minority population of the NCTD service area of 47.1%, which results in a disparate impact.

Disproportionate Burden

Based on the analysis outlined in Table 3 above, the low-income population adversely affected by the proposed elimination of FLEX Route 372 is 40.1%, which is more than 10 percent of the average low-income population in the NCTD service area of 27.9%, which results in a disproportionate burden.

Public Engagement

At the October 15, 2020 NCTD Board of Directors meeting, the Board set a public hearing date for January 21, 2021 and authorized staff to receive public comments for the proposed elimination of three FLEX Routes, 392, 395 and 372 (Agenda Item No. 13). While the analysis in this report is on FLEX 372 only, staff conducted the following engagement events for all three FLEX routes proposed for elimination.

In-Person Engagement Events

NCTD staff held four in-person engagement sessions at transit centers where the FLEX Routes under consideration operate. Because FLEX Route 372 service area ends at Escondido Transit Center, the event there was intended to capture FLEX Route 371 passengers who may use FLEX Route 372 service.

Tuesday, November 17, 2020

8:30 a.m. - 10:45 a.m.

Oceanside Transit Center, Bus Island

Wednesday, November 18, 2020

2:00 p.m. - 4:00 p.m.

Oceanside Transit Center, Bus Island

Tuesday, November 17, 2020

2:30 p.m. - 4:30 p.m.

San Luis Rey Transit Center

Thursday, November 19, 2020

2:00 p.m. - 4:00 p.m.

Escondido Transit Center, Bus Island

Staff set up a table at each location adjacent to the stalls for the FLEX Routes to contact passengers as they boarded and alighted the bus. Posters with proposal information in English and Spanish were set up and staff had English and Spanish language handouts with proposal information and an explanation on how public comment may be provided. An English and Spanish language questionnaire soliciting information on how passengers use FLEX Routes was used to gather information about passenger use and proclivity to using an alternative service. All materials were available in English and Spanish, and

staff who spoke English and Spanish were available to answer questions and take comments from passengers.

Virtual Engagement Events

Two virtual events were held to capture comments from passengers who may not be riding FLEX due to impacts from COVID-19 pandemic, or who may not have been able to attend the in-person events. Notice of these events was provided in English in the San Diego Union Tribune and in Spanish in the El Latino newspapers. The events were advertised via flyers onboard FLEX vehicles and at Customer Service centers, on NCTD's website, and on NCTD's social media accounts. The events were held on a weekday evening and a Saturday morning:

Wednesday, December 2, 2020

6:00 p.m. - 7:00 p.m.

Virtual Online Meeting

Saturday, December 5, 2020

9:00 a.m. – 10:00 a.m.

Virtual Online Meeting

The events included a presentation on the proposal and a question and answer session. Spanish speaking staff were available to provide translation services. None of the participants from the virtual events had questions or comments about FLEX Route 372.

Other Ways to Provide Comment

In addition to the in-person and virtual events, staff advertised the availability of other means for the public to provide input. An email account and dedicated telephone line were established and advertised for the public to submit comments. This information was advertised via flyers onboard FLEX vehicles and at Customer Service centers, on NCTD's website, and NCTD's social media accounts.

All comments received at the events, via email, questionnaire or verbally, were recorded and compiled electronically. NCTD received one comment that reference to FLEX Route 372 in addition to FLEX Routes 392 and 395, which was not surprising given the very low volume of ridership on FLEX Route 372.

Alternative Service Analysis

Because a disparate impact and disproportionate burden were identified, FTA Circular 4702.1B and Board Policy Nos. 31 and 32 require NCTD to determine whether there are one or more alternatives that would serve the same legitimate objectives of the proposed change, but with reduced disparate impact. NCTD is also required to avoid, minimize or mitigate the impacts on low income populations where applicable.

FLEX Route 372 was implemented as a complement to FLEX Route 371 which operates only during the peak periods. NCTD heard through public comment in 2011 that passengers wanted an auxiliary service to replace the mid-day BREEZE Route 386 trips that would allow them to travel mid-day in the event of an unplanned event. At that time, one of the few alternatives for midday travel would have been a \$40-\$60 taxi ride, which was not a viable travel option for FLEX 371 passengers due to the high cost. In order to meet that need, NCTD developed FLEX Route 372 as a reservation-only service that would be available for those trips. The fare was set as one-way only; a monthly pass option was not provided because the service is not intended to be used regularly by passengers. The fare was set twice as high as other FLEX services, at \$10 per trip, due to the increased service quality provided by a curb to curb trip within a ¾-mile boundary around FLEX Route 371.

An alternative to FLEX Route 372 does exist through SANDAG's iCommute Guaranteed Ride Home Program but was not analyzed as an alternative option in 2011. The program allows registered participants to obtain a free ride home by taxi, TNC (such as Lyft or Uber), rental car, or car share up to three times per year in the event of:

- Personal or family emergency;
- Unexpected overtime;
- Carpool or vanpool ride being unavailable due to unexpected schedule changes or vehicle breakdown; or
- Being stranded at work due to a bike problem, such as a flat tire, mechanical failure, vandalism, or theft.

Participants may register by visiting the website at <https://www.icommutesd.com/> or by calling 511 and saying "iCommute". The SANDAG iCommute Guaranteed Ride Home Program reduces the disparate impact and disproportionate burden on minority and low-income populations because users can be reimbursed for their trip fare up to \$100 per ride and can take advantage of the service at any time during the day. This program will provide the same function that FLEX Route 372 does, which is to act as an auxiliary service for riders on FLEX Route 371 who need a mid-day ride home. In addition, for passengers who may need to use this service more than three times per year, TNCs (such as Uber and Lyft) exist that may be utilized for mid-day travel. The SANDAG iCommute Guaranteed Ride Home Program and the availability of TNCs reduces the disparate impact and disproportionate burden to minority and low-income populations which provides the justification for NCTD to eliminate FLEX Route 372.

Requirement to Examine Alternatives to Reduce Disparate Impact

Because the analysis found that eliminating FLEX Route 372 will have a disparate impact on minority populations, FTA Circular 4702.1B states, "the transit provider shall analyze the alternatives to determine whether alternatives exist that would serve the same legitimate objectives but with less of a disparate effect on the basis of race, color, or national origin. The existence of such an alternative method of accomplishing the transit provider's substantial and legitimate interests demonstrates that the disparate effects can be avoided by adoption of the alternative methods without harming such interests." The SANDAG iCommute Guaranteed Ride Home Program serves the same function as FLEX Route 372, providing an auxiliary travel option for infrequent, unplanned mid-day trips. In addition, for passengers who may need to use this service more than three times per year, TNCs (such as Uber and Lyft) exist that may be utilized for mid-day travel. This alternative serves the same legitimate objective of providing a mid-day travel option for FLEX Route 371 passengers with less of a disparate effect than eliminating FLEX Route 372 but not providing alternative service options.

Requirements to Avoid, Minimize or Mitigate Disproportionate Burden

Because the analysis found that eliminating FLEX Route 372 will result in a disproportionate burden on low income communities, FTA Circular 4702.1B requires "the transit provider to take steps to avoid, minimize, or mitigate impacts where practicable. The provider should also describe alternatives available to low-income passengers affected by the service changes." The SANDAG iCommute Guaranteed Ride Home Program is an alternative available to all passengers, including low-income passengers, affected by the elimination of FLEX Route 372. This program will provide the same function that FLEX Route 372 does, which is to provide a travel option for FLEX Route 371 passengers who may need an occasional mid-day ride from the station. The service may be used up to three times per year, which is consistent with the infrequent nature of trips on FLEX Route 372, which is less than six passengers per month in FY2019. In addition, for passengers who may need to use this service more than three times per year, TNCs (such as Uber and Lyft) exist that may be utilized for mid-day travel. This alternative mitigates the

disproportionate burden on low income communities by providing an auxiliary travel option for FLEX Route 371 passengers who may need an unplanned mid-day trip.

Recommendation

Based on the Title VI Service Equity Analysis conducted and documented herein, staff recommends the elimination of FLEX Route 372 in April 2021. While the elimination was found to result in a disparate impact and disproportionate burden, staff analyzed existing alternatives and determined that the SANDAG iCommute Guaranteed Ride Home Program and the availability of TNCs (such as Uber and Lyft) provides the same function as FLEX Route 372 and therefore reduces the disparate impact and disproportionate burden to the minority and low-income populations in the FLEX Route 372 service area.

The NCTD Board of Directors will hold a public hearing at the regular Board meeting on January 21, 2021 to consider public comment, this analysis, and the staff recommendation to eliminate FLEX Route 372 in April 2021. Should the Board approve to eliminate FLEX Route 372, NCTD staff will advertise the elimination and provide information on SANDAG's iCommute Guaranteed Ride Home program on NCTD's website, social media accounts, and onboard FLEX Route 371 vehicles. Customers who request FLEX Route 372 service before the April 2021 service change will be made aware of the upcoming change and service alternative by the reservationist.

Attachment 11E – SANDAG iCommute Guaranteed Ride Home Program – Web-Page Copy

You'll never be stranded. If you carpool, vanpool, take transit, walk, or bike to work, you have a safety net with the Guaranteed Ride Home program. Registered participants can get a ride home by taxi, rideshare service such as Lyft or Uber, rental car, car share, or transit up to three times per year in the event of:

- Personal or family emergency
- Unexpected overtime
- Carpool or vanpool ride being unavailable due to unexpected schedule changes or vehicle breakdown
- Being stranded at work due to a bike problem, such as a flat tire, mechanical failure, vandalism, or theft

To register for the Guaranteed Ride Home program, simply fill out this [registration form](#) and you will receive enrollment confirmation within three business days.

Requestor Information

** required fields*

* First Name: * Last Name:

* Phone: * Email Address:

* Employer Name:

* Employer Address:

* City: * State:

* ZIP Code:


* Mode of Transportation:

* Preferred Language?

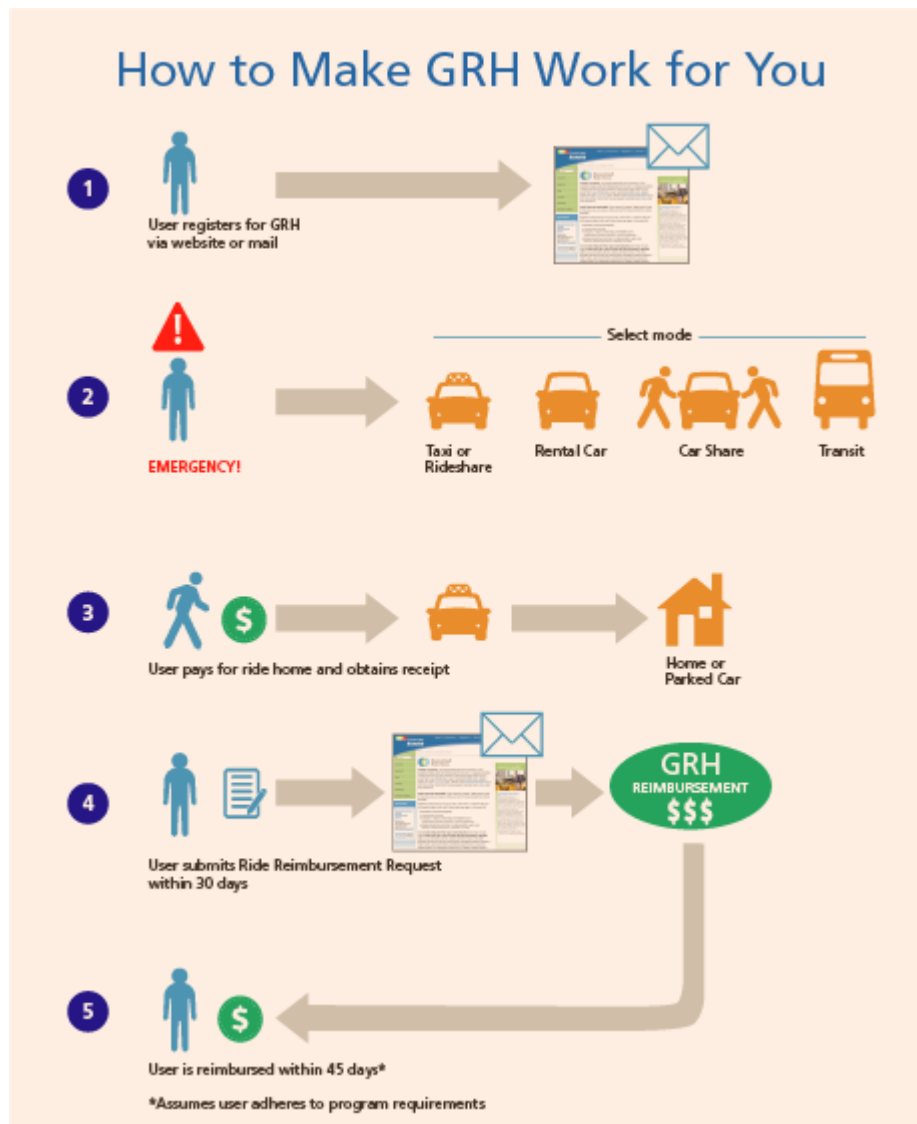
I would like to receive the iCommute email newsletter and updates. ☐

Comments:

☐ By checking this box, I agree to the Program Participation Guidelines and Agreement." (Available in [English](#) or [Spanish](#)).

☐ I'm not a robot  reCAPTCHA
Privacy · Terms

Here's how you can use GRH. Effective July 1, 2020, instead of issuing vouchers for an emergency ride home, enrolled GRH participants will be reimbursed up to \$100 per ride up to three times per fiscal year, giving commuters more options for an emergency ride home!



Rides must originate from your work location and may only be used to **get home or to the location of the participant's parked car** (e.g., a park-and-ride lot, carpool partner's home). The GRH program cannot be used for transit service disruptions and/or delays, a ride to work, personal errands, scheduled appointments, business-related travel, non-emergency side trips, or weather-related events.

Submit your Reimbursement Form



Reimbursement process reminders:

- Be sure your emergency ride home meets qualifying circumstances (see [Participant Guidelines and Agreement](#))
- Have your ride receipt available to submit
- Submit your reimbursement request within 30 calendar days of your trip

*Please note, you must work in San Diego County to participate in the Guaranteed Ride Home program. Certain expenses are not covered by Guaranteed Ride Home.

For more information, view the full Participation Guidelines and Agreement ([English](#) | [Spanish](#)) and Frequently Asked Questions (FAQs). You can also call 511 and say “iCommute” or email iCommute@sandag.org.



Conduct Public Hearing and Approve Proposed Elimination of FLEX Route 372

Regular Board Meeting
January 21, 2021

COASTER

SPRINTER

BREEZE

FLEX

LIFT

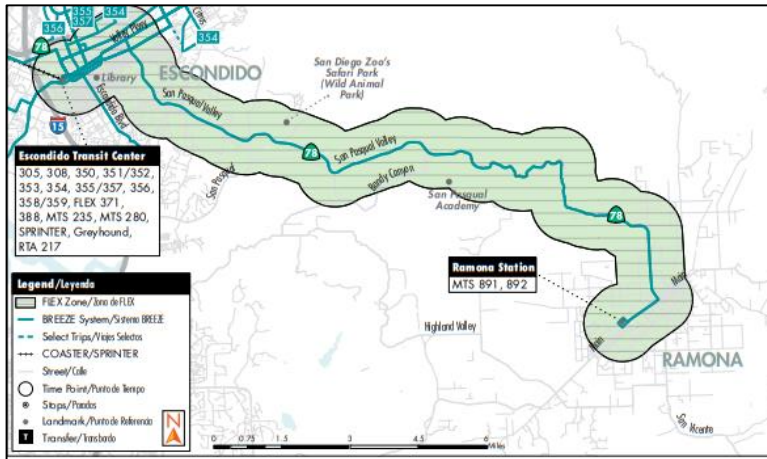
Background

- **Board of Directors actions from October 15, 2020 Board meeting:**
 - Set a public hearing for January 21, 2021 for the Board of Directors to consider the proposed elimination of FLEX Routes 372, 392 and 395; and
 - Authorized staff to provide detailed information to the public and receive and consider public comment regarding the proposed elimination of FLEX Routes 372, 392 and 395 in advance of the public hearing
- **Requested Action Today:**
 - Review staff recommendations regarding FLEX Routes 372, 392, and 395; and
 - Receive and consider public comment;
 - Close the Public Hearing on staff's recommendations regarding FLEX Routes 372, 392, and 395; and
 - Approve the proposed elimination of FLEX Route 372 effective with the April 2021 service change.

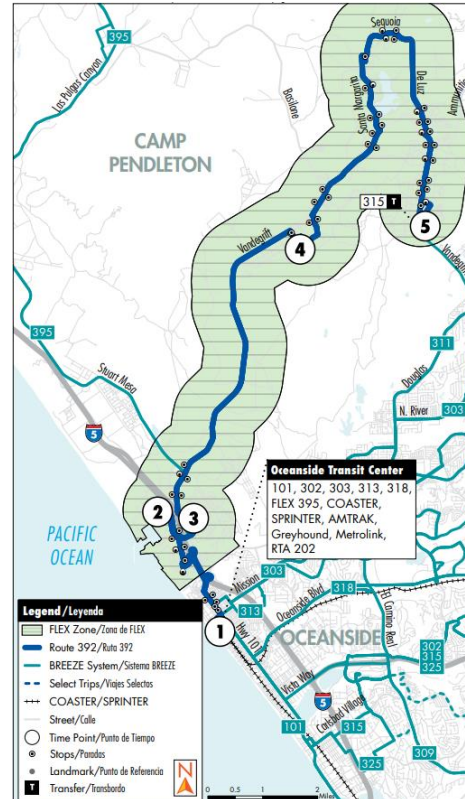


FLEX Routes 372, 392 & 395

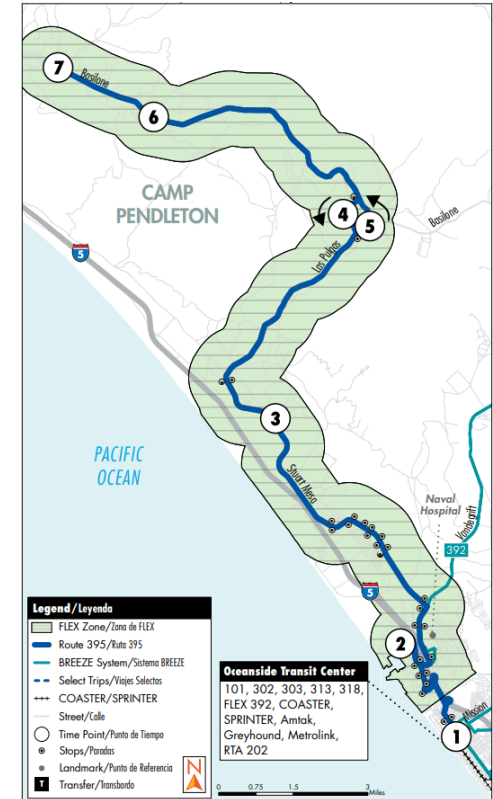
FLEX Route 372



FLEX Route 392



FLEX Route 395



Summary & Recommendation for FLEX Routes 392 & 395

- Based on public comment and internal discussions, NCTD staff has determined that more time is needed to evaluate alternative service delivery options for FLEX Routes 392 and 395 to include potentially contracting or subsidizing transportation network companies to provide service to Camp Pendleton from designated transit stations
- NCTD intends to develop an alternative plan for service delivery to be implemented no later than the April 2022 service change
- For this reason, NCTD is withdrawing its proposal to eliminate FLEX Routes 392 and 395



Service Standards

- **NCTD's service standards require the review of route performance and supports the following options for under-utilized routes:**
 - Public engagement/marketing
 - Service modification
 - Service reduction
 - Service elimination
- **Prior to proposing service elimination, NCTD conducts public outreach, enhanced marketing to increase ridership and revenue**
- **FLEX Route 372 performance is very low and inefficient supporting the proposed service elimination**



FLEX Route 372 - Background

- FLEX Route 372 was implemented to provide a mid-day ride option for FLEX Route 371 customers who found themselves needing an unplanned ride home due to an illness or family emergency
- FLEX Route 372 was established in 2011 when TNC's (Uber & Lyft) were not as prevalent as they are today
- The fare for FLEX Route 372 was set at \$10 per ride to mitigate the cost of a taxi that ranged from \$25-\$60 in 2011
- Ridership has been low even though the FLEX Route was promoted through Rider's Guide, Take-Ones, website posts, & social media outlets



Passenger Utilization and Route Performance

- There is low customer utilization of FLEX Route 372 resulting in performance well below that of the BREEZE system. The figures below are Pre COVID-19 pandemic

FY2019 Actuals	Annual Ridership	Cost per Passenger	Passengers per Revenue Hour	Passengers per Mile
FLEX 372	68	\$22.61	2.34	0.04
BREEZE (all Routes)	6,372,715	\$3.53	15.03	1.10



Public Engagement Events

- Staff held in-person events the week of November 16-20, 2020 at Oceanside Transit Center, Escondido Transit Center and San Luis Rey Transit Center bus islands
- Two virtual events were held, one in the evening and the other in the morning, the week of November 30, 2020 and included a presentation about the proposal and a question-and-answer session:
 - Participants were required to register for the event and could submit questions/comments before and during the event.
- Notification of the events was posted on GoNCTD.com, NCTD social media, local newspapers, and on-board FLEX vehicles two weeks prior to the events



Public Comment: Proposed FLEX Route 372 Elimination

- **NCTD received 1 public comment regarding elimination of FLEX Route 372:**
 - Request that the service continue because "there are always people with disabilities, and sick persons, and people who work and they do not have transportation", but indicated a willingness to utilize other third-party services such as Uber and Lyft



Title VI Requirements for Proposed Service Reductions

- Pursuant to FTA Circular 4702.1B and NCTD Board Policy No. 30, a Title VI Service Equity Analysis is required for proposed major service changes. This analysis evaluates whether the major service change will have a disparate impact and/or disproportionate burden on minority and low-income populations.
- NCTD Board Policy No. 31 *Threshold for Disparate Impact on Minority Populations* and Board Policy No. 32 *Threshold for Disproportionate Burden* define thresholds for disparate impact and disproportionate burdens, respectively.



Title VI Requirements for Proposed Service Reductions

- In accordance with NCTD Board Policy No. 31, a **disparate impact** occurs when the minority population adversely affected by a major service change as defined under NCTD Policy No. 30 is ten (10) percent more than the average minority population of the NCTD service area. A disparate impact may also occur when the non-minority population benefits from a major service change by ten (10) percent more than the average non-minority population of the NCTD service area.
 - If a potential disparate impact is identified, NCTD must determine whether there are one or more alternatives that would serve the same legitimate objectives, but with less disparate impact on the basis of race, color, or national origin. If no other options are identified, then NCTD must have a substantial, legitimate justification for making the service change. In the event a disparate impact is identified, NCTD will engage public participation to discuss alternatives or appropriate mitigation measures.



Title VI Requirements for Proposed Service Reductions

- In accordance with NCTD Board Policy No. 32, a ***disproportionate burden*** occurs when the low-income population adversely affected by a major service change as defined under NCTD Policy No. 30 is ten (10) percent more than the average low-income population of the NCTD service area. A disproportionate burden may also occur when the non-low-income population benefits from a major service change by ten (10) percent more than the average non-low-income population of the NCTD service area.
 - If NCTD finds a potential disproportionate burden, the agency will take steps to avoid, minimize, or mitigate impacts of the proposed change on the affected low-income population and provide alternatives available to low-income passengers affected by the service changes. In the event that a disproportionate burden is identified, NCTD will engage public participation to discuss alternatives or appropriate mitigation measures.



Title VI Analysis of Proposed Service Eliminations

Table 3: Summary of Disparate Impact and Disproportionate Burden of Elimination of FLEX Route 372

	Income			Minority			Income (%)		Minority (%)	
	Below Low-Income Threshold	Above Low-Income Threshold	Total	Minority	Non-Minority	Total	Below Low-Income Threshold	Above Low-Income Threshold	Minority	Non-minority
Service Area	282,541	731,277	1,013,818	491,867	551,867	1,043,734	27.9%	72.1%	47.1%	52.9%
Route Elimination										
FLEX 372	40,097	59,793	99,890	63,050	38,153	101,203	40.1%	59.9%	62.3%	37.7%

- Based on the above analysis, the minority population adversely affected by the elimination of FLEX Route 372 is 62.3%, which is more than 10 percent of the average minority population of the NCTD service area of 47.1%, which results in a disparate impact.
- Also, the low-income population adversely affected by the proposed elimination of FLEX Route 372 is 40.1%, which is more than 10 percent of the average low-income population in the NCTD service area of 27.9%, which results in a disproportionate burden.



Mitigation Efforts for Title VI Disparate Impact

- NCTD Board Policy No. 31 states *that if a potential disparate impact is identified, NCTD must determine whether there are one or more alternatives that would serve the same legitimate objectives, but with less disparate impact on the basis of race, color, or national origin.*
- The SANDAG iCommute Guaranteed Ride Home Program is an alternative available to minority passengers affected by the elimination of FLEX Route 372. This program will provide the same legitimate objective that FLEX Route 372 does, which is to provide a mid-day travel option for FLEX Route 371 passengers who may need an occasional ride home.



Mitigation Efforts for Title VI Disproportionate Burden

- **NCTD Board Policy No. 32 states that if NCTD finds a potential disproportionate burden, the agency will take steps to avoid, minimize, or mitigate impacts of the proposed change on the affected low-income population and provide alternatives available to low-income passengers affected by the service changes.**
- **The SANDAG iCommute Guaranteed Ride Home Program is an alternative available to low-income passengers that will mitigate the impacts of the elimination of FLEX Route 372 by providing a travel option for FLEX Route 371 passengers who may need an un-planned ride home during the mid-day. As noted, the impact on low-income populations will be mitigated through the reimbursement of up to \$100 per use.**



SANDAG iCommute Guaranteed Ride Home Program Details

- The iCommute Guaranteed Ride Home Program serves the same function as FLEX Route 372, which is to provide a mid-day travel option for FLEX Route 371 passengers who may need an unplanned ride home.
- The program will fully reimburse the cost of travel, up to \$100 per use, compared to the \$10 fare that is charged for FLEX Route 372.
- Can be utilized up to three times per year. For passengers who may need an as-needed service for more than three times per year, Transportation Network Companies (TNC's) such as Uber and Lyft may be utilized.



SANDAG iCommute Guaranteed Ride Home Program

- Since the iCommute Guaranteed Ride Home Program serves the same legitimate objectives of FLEX Route 372, which is to provide an un-planned mid-day travel option for FLEX Route 371 passengers, the recommendation to eliminate FLEX Route 372 is consistent with, and complies with, Title VI requirements.
- Information on this program will be advertised in multi-media platforms including NCTD's website, social media accounts, and distributed on-board FLEX Route 372 vehicles.



Summary

- Based on the performance analysis and the results of the Title VI Service Equity Analysis for FLEX Route 372, staff recommends the elimination of FLEX Route 372.
- To mitigate the disparate impact and disproportionate burden eliminating FLEX Route 372 would have on minority and low-income populations, NCTD staff is recommending a viable alternative with SANDAG's iCommute Guaranteed Ride Home program.



Staff Recommendation

- **Staff recommends that the Board of Directors:**
 1. Review staff recommendations regarding FLEX Routes 372, 392, and 395; and
 2. Receive and consider public comment
- **Following receipt and consideration of public comment, staff further recommends that the NCTD Board of Directors:**
 1. Close the Public Hearing on staff's recommendations regarding FLEX Route 372, 392, and 395; and
 2. Approve the proposed elimination of FLEX Route 372 effective with the April 2021 service change.



Questions?



**STAFF REPORT****CONDUCT PUBLIC HEARING AND APPROVE CONTINUATION OF
REDUCED COASTER SERVICE****Time Sensitive:** ☒ **Consent:** ☐**STAFF
RECOMMENDATION:**

Staff recommends that the North County Transit District's Board of Directors:

- 1) Review staff recommendation regarding continuing reduced levels of COASTER service due to impacts from COVID-19; and,
- 2) Receive and consider public comment.

Following receipt and consideration of public comment, staff further recommends that the North County Transit District's Board of Directors:

- 1) Close the Public Hearing on staff's recommendations regarding COASTER service,
- 2) Approve the continuation of reduced COASTER service beyond twelve (12) months as staff implements phased full restoration of services no later than October 2021; and,
- 3) Waive the requirement for a major service change process to fully restore services when feasible.

**BACKGROUND
INFORMATION:**

On March 19, 2020, the Governor enacted State of California Executive Order N-33-20 (Stay at Home Order) in response to the COVID-19 pandemic. It effectively closed schools, restaurants and other businesses deemed non-essential. COASTER riders stopped traveling because they work primarily in the business sectors that transitioned to remote work when offices closed. Further, special events were cancelled in San Diego. As a result, COASTER ridership declined 96% in April 2020 compared to April 2019. To respond to the significant decrease in ridership, the North County Transit District (NCTD) suspended ten (10) of the twenty-two (22) weekday trips and all weekend service starting March 23, 2020.

At the February 18, 2021, NCTD Board of Directors (Board) meeting, staff provided an overview of the impacts of COVID-19 on COASTER ridership and service levels and the subsequent regulatory and policy requirements related to continuing to operate reduced levels of COASTER service (Agenda Item No. 14). The Board took action to set a public hearing for March 18, 2021 to consider continuing to operate reduced levels of COASTER service. The Board also waived the provisions of Board Policy Nos. 5 – *Public Notice and Participation*, 30 – *Threshold for Major Service Change*, 31 – *Threshold for Disparate Impact on Minority Populations*, and 32 – *Threshold for Disproportionate Burden*, that require at least a thirty (30) day notice prior to a public hearing to consider a major service change. The Board authorized staff to provide detailed information to the public and receive and consider public comment regarding reduced COASTER service.

Staff held two (2) public virtual meetings to provide information on COASTER service levels and initiatives. The meetings were advertised in a flyer (Attachment 12A), that were placed onboard COASTER and SPRINTER vehicles and on the NCTD website at GoNCTD.com. An email address and phone number were

made available for the public to provide comments. To date, NCTD has received twelve (12) total comments: three (3) received verbally during the public meetings and nine (9) received via e-mail (Attachment 12C). The comments were requests for restoration of pre-COVID weekday and weekend service levels primarily, and two (2) requests for additional trips.

The recommended proposal to continue the temporarily reduced COASTER service beyond twelve (12) months is considered a major service change under Board Policy No. 30 – *Threshold for Major Service Change* and requires specific analysis per regulatory and policy requirements. The Federal Transit Administration (FTA) requires transit providers to conduct a Title VI Service Equity Analysis to evaluate proposed service and fare changes to determine whether minority populations will bear a disparate impact, and whether low-income populations will bear a disproportionate burden as a result of the changes. FTA Circular 4702.1B and NCTD Board Policy No. 30 *Threshold for Major Service Change*, No. 31 *Threshold for Disparate Impact on Minority Populations*, and No. 32 *Threshold for Disproportionate Burden* establish specific analysis and guidance for NCTD. Any service reduction that exceeds 25% of daily trips beyond twelve (12) months constitutes a major service change. The existing COASTER service reductions exceed the 25% threshold, even with four (4) mid-day trips added to the schedule starting April 5, 2021.

Accordingly, NCTD conducted a Title VI Service Equity Analysis (Attachment 12B), which found that continuing to operate reduced service levels does not have a disparate impact on minority populations or a disproportionate burden on low income populations. For the analysis, the most recently available five (5)-year demographic estimates dataset from the American Community Survey (ACS) (2014-2018) was used to assess the potential impact on minority and low-income populations. The analysis found that the minority population adversely affected by proposed continued COASTER service reduction is 37.1%, which is less than the average minority population of the NCTD service area of 47.1%, which does not result in a disparate impact. The analysis also found that the low-income population adversely affected by the proposed continued COASTER service reduction is 24.1%, which is less than the average low-income population in the NCTD service area of 27.9%, which does not result in a disproportionate burden. Based on these results, the continued operation of reduced COASTER service does not have a disparate impact on minority populations or a disproportionate burden on low income populations.

Service Restoration and Improvement Plans

NCTD plans to restore and improve COASTER service over the next two (2) years. Table 1 on the following page shows the proposed changes to daily COASTER trips. NCTD staff will seek Board approval before implementing service additions beyond 25% of the pre-COVID baseline schedule as required by Board Policy No 30 – *Threshold for Major Service Change*.

Table 1: COASTER Current and Future Service Levels

Day Type	Pre-COVID Daily Trips	Daily Trips Effective March 23, 2020	Proposed Daily Trips Effective April 5, 2021	Proposed Daily Trips Resumed by October 2021	Daily Trips by 2023*
Weekday	22	12	16	22	30
Saturday (Summer)	12	0	0	12	20
Saturday (Winter)	8	0	0	8	20
Sunday	8	0	0	8	20

**Proposed service expansion will result in a 36% increase in weekday trips, triggering Board Policy No 30 – Threshold for Major Service Change and will require Public Hearing and Board approval prior to implementation.*

In addition to added trips, NCTD is expanding access by constructing a new station in downtown San Diego that will provide a one-seat ride to the Gaslamp Quarter, Convention Center, and Petco Ballpark areas. Funding has been secured through construction. Additionally, NCTD is seeking funding to construct improvements for a new station at the San Diego County Fairgrounds, which will provide a one-seat ride to the San Diego Fair, Del Mar Races, and other events held at the venue throughout the year.

Public Hearing Process

As previously noted, the Board opened the public hearing process at its February 18, 2021 Regular Board meeting to solicit public comment. On February 22, 2021, the Clerk of the Board published notice of the Public Hearing, including instructions on how and where to provide public comment in the English San Diego Union Tribune and Spanish Hispanos Unidos newspapers. Additionally, NCTD provided notice on the flyer placed onboard COASTER and SPRINTER vehicles and on GoNCTD.com and social media sites. As indicated, to date, NCTD has received a total of twelve (12) comments.

Should the Board approve the continuation of the reduced COASTER service, NCTD will advertise the schedule on GoNCTD.com and social media sites.

Based on the foregoing analysis and findings, staff recommends that the Board:

- 1) Review staff recommendation regarding continuing reduced levels of COASTER service due to impacts from COVID-19; and,
- 2) Receive and consider public comment.

Following receipt and consideration of public comment, staff further recommends that the Board:

- 1) Close the Public Hearing on staff's recommendations regarding COASTER service;
- 2) Approve the continuation of reduced COASTER service beyond twelve (12) months as staff implements phased full restoration of services no later than October 2021; and,

- 3) Waive the requirement for a major service change process to fully restore services when feasible.

ATTACHMENT: 12A – COASTER Public Engagement Flyer
12B – Title VI Service Equity Analysis
12C – Summary of Public Comments

GOAL/STRATEGIC DIRECTION: Legal, Regulatory and Policy Compliance

FISCAL IMPACT: This staff report has no fiscal impact.

COMMITTEE REVIEW: None

STAFF CONTACT: Robert Cálix, Chief of Planning, Strategy, & Innovation
E-mail: rcalix@nctd.org Phone: 760-967-2894





The North County Transit District (NCTD) is conducting a Public Hearing and seeks your feedback regarding the continued temporary reduction in COASTER service and plan to grow ridership as the COVID-19 pandemic ends. NCTD reduced weekday COASTER service and suspended weekend service beginning March 23, 2020 in response to the COVID-19 pandemic and resulting reduction in ridership. To recover and grow ridership once the COVID-19 pandemic is over, NCTD is exploring initiatives to attract new commuter rail passengers. As the first step in this direction, NCTD plans to introduce four mid-day trains on April 5, 2021. Over the course of calendar year 2021 and spring 2022, NCTD intends to increase COASTER frequencies as the impacts of COVID-19 are mitigated and related restrictions are lifted. NCTD seeks to provide information to the public about the impacts from COVID-19 pandemic on COASTER and solicit public feedback regarding our plans to incrementally restore and improve services.

Virtual Meetings

Two (2) virtual meetings will be offered to provide a presentation on NCTD's immediate and upcoming plans for COASTER service. Questions or comments may be submitted before or during the virtual meetings and will be answered during the event. Scheduled virtual meetings are as follows:

Wednesday, March 3, 2021	Thursday, March 4, 2021
6:00 p.m. - 7:00 p.m. Virtual Online Meeting Registration required. RSVP by emailing servicechanges@nctd.org or calling 760-966-6500	6:00 p.m. - 7:00 p.m. Virtual Online Meeting Registration required. RSVP by emailing servicechanges@nctd.org or calling 760-966-6500

Public input will be shared with the NCTD Board of Directors at a Public Hearing on March 18, 2021 at 2:00 p.m.

Public Hearing

The North County Transit District's (NCTD) Board of Directors (Board) will hold a Public Hearing on March 18, 2021 at 2:00 p.m. to hear public comment on the proposed continuation of the temporary reduction in COASTER service in response to the COVID-19 pandemic and Stay at Home Order. The hearing will be held at NCTD, 810 Mission Avenue, Oceanside, CA 92054. However, Due to the COVID-19 public health emergency and the order by the State of California public health officials for anyone living in the state to stay home, **in person participation at the NCTD Board of Directors meetings will not be allowed.**

How to comment on the Proposed Continuation of the Temporary Reduction in COASTER Service:

Pursuant to Executive Order N-25-20 issued by the Governor of California, NCTD is providing alternatives to in-person attendance for viewing and participating in NCTD Board meetings. Members of the public may submit their comments via email at servicechanges@nctd.org. The public may also mail their comments to North County Transit District, ATTN: Customer Service, 810 Mission Ave, Oceanside, CA 92054 or drop off comments at NCTD Customer Service offices located at Oceanside Transit Center, Vista Transit Center, Escondido Transit Center.

While emailed comments are preferred, the public may also provide oral comments on agenda items by calling (760) 966-6560. When prompted, the caller should identify the agenda item they wish to speak about and leave a message not to exceed three minutes. All timely received telephonic comments will be shared with the Board of Directors during the meeting. Telephonic comments will be made part of the record. The deadline to leave a telephonic comment is 12:00 p.m. on the meeting day.

Help for People with Disabilities:

For individuals with disabilities, we will provide assistive services. To obtain such services or copies of documents in an alternate format, please call or write a minimum of 10 working days prior to the hearing. Please contact NCTD Customer Service, 810 Mission Avenue, Oceanside, CA 92054, (760) 966-6500. We will make every attempt to accommodate requests that do not give a 10-day notice. Persons with hearing impairment, please use the California Relay Service (CRS): 711.

1. This Public Hearing conforms with requirements described in the Federal Transit Administration's Circular 9030.1C, published October 10, 1998, Section V.5.o.
2. NCTD does not discriminate on the basis of disability in the admission or access to, or in treatment or employment in, its services, programs and activities.
3. NCTD does not discriminate on the basis of race, color, or national origin in the level and quality of transportation services and transit-related benefits, in accordance with Title VI of the Civil Rights Act of 1964.

Chinese (Simplified) – 如果需要其他语种的信息, 请致电 760-966-6500。
 Chinese (Traditional) – 如需其他語言版本的資訊, 請致電 760-966-6500。
 Vietnamese – Nếu cần thông tin bằng ngôn ngữ khác, xin liên hệ số 760-966-6500.
 Filipino – Kung kailangan ang impormasyon sa ibang wika, makipag-ugnayan sa 760-966-6500.
 Korean – 정보가 다른 언어로 필요하시다면 760-966-6500로 문의해 주십시오.



El North County Transit District (NCTD) desea conocer su opinión sobre la continuada reducción temporal en el servicio del COASTER y plan para hacer crecer los número de usuarios al terminar la pandemia de COVID-19. NCTD ha reducido el servicio del COASTER entre semana y suspendió el servicio los fines de semana empezando el 23 de Marzo del 2020 en respuesta a la pandemia de COVID-19 y el resultado de baja demanda de usuarios. Para reponer y crecer los números de usuarios al acabar la pandemia de COVID-19, NCTD está explorando iniciativas para atraer nuevos pasajeros comunitarios de rieles. Como el primer paso en esta dirección, NCTD tiene planeado introducir cuatro trenes al mediodía el 5 de Abril del 2021. Sobre el curso del año calendario del 2021 y la primavera del 2022, NCTD intenta incrementar las frecuencias del COASTER en cuanto los impactos de COVID-19 son mitigados y las restricciones relativas son levantados. NCTD busca proporcionar la información al público sobre los impactos de la pandemia COVID-19 al COASTER y solicita comentarios del público sobre nuestros planes para gradualmente restaurar y mejorar servicios.

Eventos Virtuales



Se llevarán a cabo dos eventos virtuales para brindar la presentación sobre los inmediatos y próximos planes de NCTD para el servicio del COASTER. Preguntas y/o comentarios pueden ser entregados antes o durante la junta virtual y serán contestados durante el evento. Los eventos virtuales tendrán los siguientes horarios:

Miércoles, 3 de Marzo del 2021	Jueves, 4 de Marzo del 2021
6:00 p.m. - 7:00 p.m. Reunión Virtual Registro obligatorio. Confirme su asistencia enviando un correo a servicechanges@nctd.org o llamando al (760) 966-6500	6:00 p.m. - 7:00 p.m. Reunión Virtual Registro obligatorio. Confirme su asistencia enviando un correo a servicechanges@nctd.org o llamando al (760) 966-6500

Las opiniones del público serán compartidos con la Junta de Directores de NCTD durante su reunión el 18 de Marzo del 2021 a las 2:00 p.m.

Audencia Pública

La Junta de Directores de North County Transit District (NCTD) llevará a cabo una Audiencia Pública el 18 de Marzo del 2021 a las 2:00 p.m. para escuchar comentarios públicos sobre la propuesta de continuar la reducción temporal de servicio del COASTER en respuesta a la pandemia de COVID-19 y la orden de quedarse en casa. La audiencia se llevará a cabo en NCTD, 810 Mission Avenue, Oceanside, CA 92054. Sin embargo, debido a la emergencia de salud pública COVID-19 y la orden de los funcionarios de salud pública del Estado de California de que cualquier persona que viva en el estado permanezca en casa, **no se permitirá la participación en persona en las reuniones de la Junta Directiva de NCTD.**

Cómo enviar sus comentarios sobre la propuesta de continuar la reducción temporal en el servicio del COASTER:

De conformidad con la Orden Ejecutiva N-25-20 emitida por el Gobernador de California, NCTD está proporcionando alternativas a la asistencia en persona para ver y participar en las reuniones de la Junta Directiva de NCTD. Los miembros del público pueden enviar sus comentarios por correo electrónico a servicechanges@nctd.org o por correo postal al North County Transit District, Attn. Customer Service, 810 Mission Avenue, Oceanside, CA 92054 o dejar sus comentarios en persona en las oficinas de Servicio al Cliente de NCTD localizadas en el Centro de Tránsito Oceanside, Centro de Tránsito Vista, y Centro de Tránsito Escondido.

Mientras se prefieren los comentarios por correo electrónico, el público también puede proporcionar comentarios orales sobre los temas de la agenda llamando al (760) 966-6560. Cuando se le solicite, identifique el tema de la agenda del que desea hablar y deje un mensaje que no exceda tres minutos. Todos los comentarios telefónicos recibidos a tiempo se compartirán con la Junta Directiva durante la reunión. La fecha límite para dejar un comentario telefónico es a las 12:00 p.m. en el día de la reunión.

Ayuda para las Personas con Discapacidades:

Para las personas con discapacidad, ofrecemos servicios de asistenciales. Para obtener dichos servicios o copias de documentos en un formato alternativo, por favor llame o escriba un mínimo de 10 días hábiles antes de la audiencia. Póngase en contacto con servicio al cliente NCTD, 810 Mission Avenue, Oceanside, CA 92054, (760) 966-6500. Haremos todo lo posible para dar cabida a las solicitudes que no dan un aviso de 10 días. Las personas con discapacidad auditiva, por favor use el California Relay Service (CRS): 711.

- Esta audiencia pública se ajusta a los requisitos de la Circular 9030.1C de la Administración Federal de Tránsito, el Capítulo V (5)(o), publicado el 1 de octubre del 1998.
- NCTD no discrimina en base a discapacidad en la admisión o acceso a, o en trato o contratación en, sus servicios, programas y actividades.
- NCTD no discrimina en base a raza, color o nacionalidad de origen en el nivel y la calidad de servicios de transportación y beneficios relacionados con tránsito, de acuerdo al Título VI del Acto de Derechos Civiles de 1964.

Chinese (Simplified) – 如果需要其他语种的信息, 请致电 760-966-6500.
 Chinese (Traditional) – 如需其他語言版本的資訊, 請致電 760-966-6500.
 Vietnamese – Nếu cần thông tin bằng ngôn ngữ khác, xin liên hệ số 760-966-6500.
 Filipino – Kung kailangan ang impormasyon sa ibang wika, makipag-ugnayan sa 760-966-6500.
 Korean – 정보가 다른 언어로 필요하시다면 760-966-6500로 문의해 주십시오.



Continued COASTER Service Reduction Title VI Service Equity Analysis

March 2021

Executive Summary

On March 23, 2020, the North County Transit District (NCTD) reduced weekday COASTER service and suspended weekend COASTER service in response to COVID-19 and the Governor enacted Stay-at-Home Order. **Table 1** compares average daily winter COASTER service levels before and during the COVID-19 pandemic, while **Table 2** compares average daily COASTER ridership demand and key performance indicators. Compared to pre-COVID-19 service levels and ridership demand, daily weekday trips were reduced by 45% during COVID-19 while weekday ridership declined by 92%.

Table 1: COASTER Service Levels

	Daily Trips	Daily Revenue Miles	Daily Revenue Hours	Daily Total Miles	Daily Total Hours	Major Service Change
Pre-COVID Weekday Schedule	22	904	28	949	32	
COVID Weekday Schedule	12	490	16	522	18	
Weekday Percent Change	-45%	-46%	-43%	-45%	-44%	Yes
Pre-COVID Saturday Schedule	8	329	10.8	337	11.3	
COVID Saturday Schedule	0	0	0	0	0	
Saturday Percent Change	-100%	-100%	-100%	-100%	-100%	Yes
Pre-COVID Sunday Schedule	8	329	10.6	337	11.1	
COVID Sunday Schedule	0	0	0	0	0	
Sunday Percent Change	-100%	-100%	-100%	-100%	-100%	Yes

**Pre-COVID schedules are the Winter October – April base schedule*

Table 2: COASTER Performance Indicators

	Annual Ridership	Passengers per Revenue Hour	Passengers per Revenue Mile
Pre-COVID Weekday Average	4,886	170	5
COVID Weekday Average	402	26	0.82
Weekday Percent Change	-92%	-85%	-85%
Pre-COVID Saturday Average	2,095	152	5
COVID Saturday Average	0	0	0
Saturday Percent Change	-100%	-100%	-100%
Pre-COVID Sunday Average	1,470	135	4
COVID Sunday Average	0	0	0
Sunday Percent Change	-100%	-100%	-100%

**Pre-COVID schedules are the Winter October – April base schedule*

COASTER primarily serves peak period work trips for passengers who live in North County and commute south to businesses in Sorrento Valley and downtown San Diego. There is a market of reverse commuters who live in the southern portion of the county and commute to jobs in North County, such as the Carlsbad Business Park. Additionally, COASTER service is provided for special events downtown

such as Padres baseball games and Comic Con, and for events at the Del Mar Fairgrounds. COASTER demand was heavily impacted during the pandemic as many employers allowed remote or flexible work schedules and special events were cancelled. Consequently, COASTER ridership declined by -92% from the start of the pandemic through December 2020. BREEZE declined by -57% and SPRINTER by -53% over the same period.

NCTD has not made modifications to COASTER service since March 23, 2020 but plans to implement four (4) mid-day weekday trips starting April 5, 2021, concurrently with BREEZE service changes. The purpose of the four (4) additional trips is to proactively provide trips during non-peak periods which are anticipated to draw more ridership once the Stay at Home Order is lifted. At the same time, the mid-day train activity will keep the rails clear of rust build up, which happens quickly in the humid coastal environment.

Even with four (4) mid-day trips added to the COASTER schedule starting April 5, 2021, the proposed service levels constitute a major service change under Board Policy No. 30, *Threshold for Major Service Change* because the reductions exceed 25% of daily trips compared to service levels operated before COVID-19. The Federal Transit Administration (FTA) Circular 4702.1B requires transit agencies to evaluate major service changes to identify whether the changes have a disparate impact on minority communities or a disproportionate burden on low-income communities. Initially, the service reductions were enacted temporarily, as the long-term implications of COVID-19 were not anticipated in March 2020. This temporary reduction did not require NCTD to evaluate the reductions as a major service change at that point; however, the temporary service reductions will now exceed twelve (12)-months which, in accordance with FTA Circular 4702.1B, requires a Title VI service equity analysis.

The service equity analysis found that operating reduced COASTER service would not have a disparate impact or disproportionate burden on minority and low-income communities. NCTD will seek public comment on the reduced COASTER service through two (2) virtual meetings in early March 2021. NCTD will hold a public hearing on March 18, 2021 as required by NCTD Board Policy No. 30 – *Threshold for Major Service Change*. This analysis along with a staff recommendation will be submitted to the Board of Directors for consideration at the March 18, 2021 Regular Board meeting.

Policy Overview

Per FTA C 4702.1B, NCTD has a Board policy to define what constitutes a major service change. A major service change is defined under NCTD Board Policy No. 30. The following situations qualify as a major service change:

- All proposed changes to existing routes, whereby route miles or revenue miles are *changed in excess of twenty-five (25) percent of their current configurations*, measured as happening at one time, or cumulatively within a single year.
- Changes in *number of daily trips that exceed twenty-five (25) percent* are also considered a major service change.
- Elimination of a route.
- Addition of a route.

Pursuant to Federal Transit Administration (FTA) Circular 4702.1B, a Title VI service equity analysis is required for all major service changes. The Title VI of the Civil Rights Act of 1964 states it “...protects people from discrimination based on race, color, and national origin in programs and activities receiving federal financial assistance.” Title VI also includes Environmental Justice provisions to “prevent minority

communities and low-income communities from being subject to disproportionately high and adverse environmental effects.”

This analysis evaluates whether the continued operation of reduced COASTER service will have a disparate impact on minority communities or disproportionate burden on low-income communities.

Qualification as Major Service Change

As previously discussed in the Overview, NCTD Board Policy No. 30 defines a major service change as:

“All proposed changes to existing routes, whereby route miles or revenue miles are changed in excess of 25% of their current configurations, measured as happening at one time, or cumulatively within a single year. Changes in number of daily trips that exceed 25% are also considered a major service change. Finally, elimination or addition of a route qualifies as a major service change.”

Board Policy No. 30 was developed through a public engagement process in October 2013 when NCTD held public workshops to solicit stakeholder feedback.

The continued operation of reduced COASTER service qualifies as a major service change per NCTD Board Policy No. 30. **Table 3** shows that changes to COASTER service during the pandemic exceed 25% of pre-pandemic service levels.

Table 3: COASTER Service Levels

	Daily Trips	Daily Revenue Miles	Daily Revenue Hours	Daily Total Miles	Daily Total Hours	Major Service Change
Pre-COVID Weekday Schedule	22	904	28	949	32	
COVID Weekday Schedule	12	490	16	522	18	
Weekday Percent Change	-45%	-46%	-43%	-45%	-44%	Yes
Pre-COVID Saturday Schedule	8	329	10.8	337	11.3	
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Pre-COVID Sunday Schedule	8	329	10.6	337	11.1	
COVID Sunday Schedule	0	0	0	0	0	
Sunday Percent Change	-100%	-100%	-100%	-100%	-100%	Yes

**Pre-COVID schedules are the Winter October – April base schedule*

Analysis

The following section outlines the Title VI process, methodology used, outcomes from the proposed continuation of reduced COASTER service, and next steps.

Definition of Minority and Low-Income Persons

This analysis used the following definitions of minority and low-income persons, as defined in the FTA Circular 4702.1B:

- The FTA defines minority persons as American Indian and Alaska Native, Asian, African American, Hispanic or Latino, and Native Hawaiian or other Pacific Islander.
- The FTA encourages agencies to use a locally developed threshold for low-income person that is “at least as inclusive as the HHS poverty guidelines.” In coordination and in consistency with

the San Diego Association of Governments' (SANDAG) defines a low-income person as an individual whose household income is at or below 200 percent of the poverty level as defined by the United States Census Bureau.

Definition of Disparate Impact and Disproportionate Burden

This analysis evaluates whether the recommended service changes would have a disparate impact or disproportionate burden on both minority and/or low-income groups. To provide the standards for the analysis, this section defines the criteria that NCTD considers as qualification for a disparate impact and disproportionate burden. These Board Policies were developed with public input in October 2013 when NCTD held public workshops to solicit stakeholder feedback. In November of 2013, the NCTD Board of Directors approved NCTD Board Policy Nos. 31 and 32 which defined the thresholds for disparate impacts and disproportionate burdens, respectively. Board Policy Nos. 31 and 32 were revised in November 2015.

- NCTD Board Policy No. 31: A **disparate impact** occurs when the minority population adversely affected by a major service change as defined under NCTD Policy No. 30 is ten (10) percent more than the average minority population of the NCTD service area. A disparate impact may also occur when the non-minority population benefits from a major service change by ten (10) percent more than the average non-minority population of the NCTD service area.

If a potential disparate impact is identified, NCTD must determine whether there are one or more alternatives that would serve the same legitimate objectives, but with less disparate impact on the basis of race, color, or national origin. If no other options are identified, then NCTD must have a substantial, legitimate justification for making the service change. In the event a disparate impact is identified, NCTD will engage public participation to discuss alternatives or mitigation measures.

For example, if the NCTD service area average is 40% minority, then a proposed service change that adversely affects a population that is 50% minority or greater would be defined as a disparate impact.

- NCTD Board Policy No. 32: A **disproportionate burden** occurs when the low-income population adversely affected by a major service change as defined under NCTD Policy No. 30 is ten (10) percent more than the average low-income population of the NCTD service area. A disproportionate burden may also occur when the non-low-income population benefits from a major service change by ten (10) percent more than the average non-low-income population of the NCTD service area.

If NCTD finds a potential disproportionate burden, the agency will take steps to avoid, minimize, or mitigate impacts of the proposed change on the affected low-income population and provide alternatives available to low-income passengers affected by the service changes. In the event that a disproportionate burden is identified, NCTD will engage public participation to discuss alternatives or mitigation measures.

For example, if the NCTD service area average is 25% low-income (75% non-low-income), then a proposed service change that benefits a population that is 85% non-low-income or greater would be defined as a disproportionate burden.

Methodology

The FTA guidelines allow transit agencies to use either ridership or population data as a basis to conduct the Title VI equity analysis. For this analysis, the most recently available five (5)-year estimates dataset from the American Community Survey (ACS) (2014-2018) is used for both the minority and low-income populations.

The Census block group level was chosen for both minority and low-income analyses, as it was the smallest geographic level available from the American Community Survey.

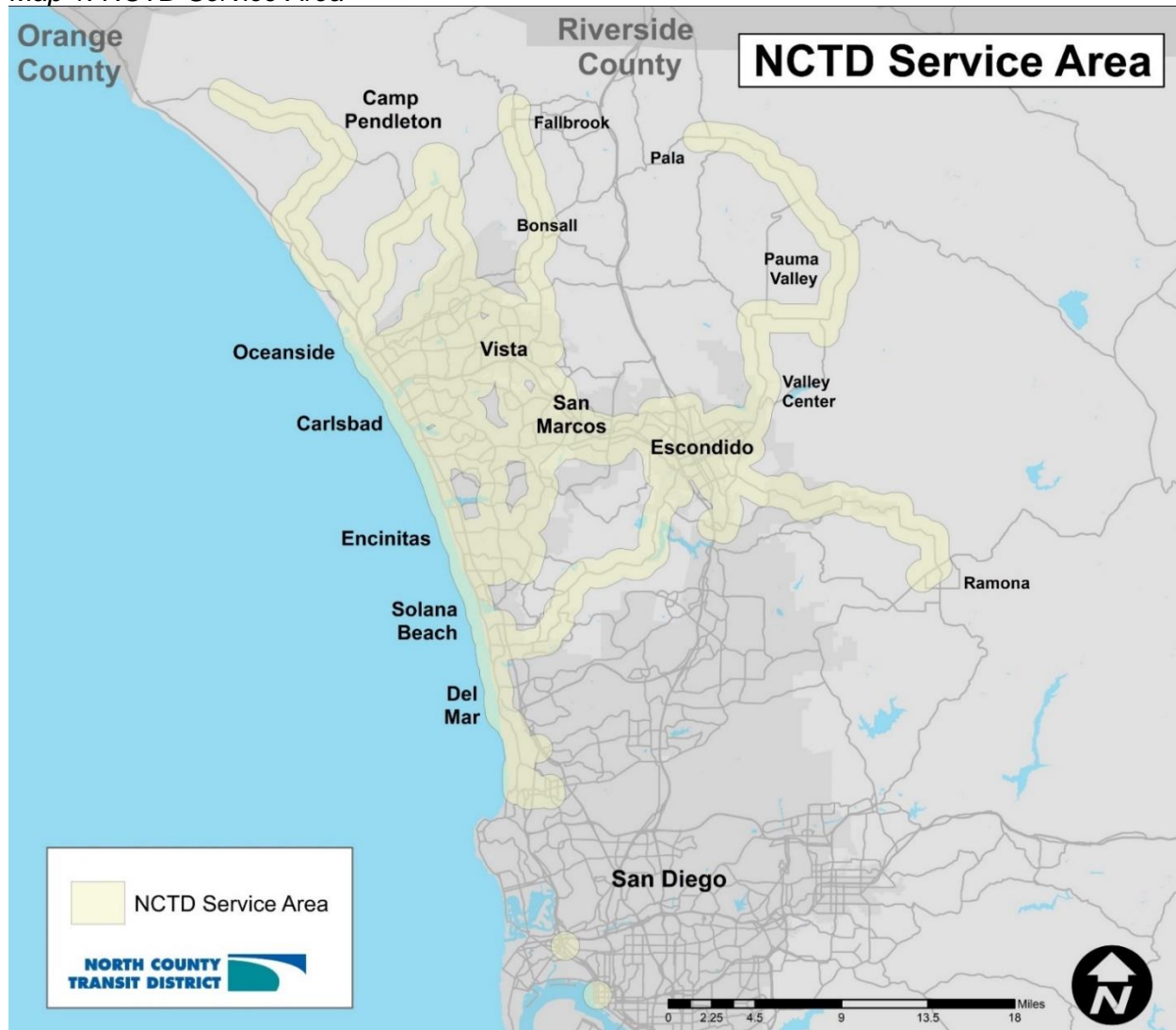
To conduct the analysis for minority populations, NCTD used the table for *Hispanic or Latino Origin by Race (B03002)* from ACS 2014-2018 (5-year estimates). The total minority population in each Census block group was calculated by subtracting the “White alone – Not Hispanic or Latino” population from the total population. This is consistent with the FTA definition of minority persons.

To conduct the analysis for low-income populations, NCTD used the table for *Ratio of Income to Poverty Level in the Past 12 Months (C17002)* from ACS 2014-2018 (five (5)-year estimates). The total population in each Census block group at 200 percent of the poverty level was calculated by subtracting the categories below the ratio of 2.0 from the total population. This is consistent with the FTA recommended definition of low-income persons as previously stated. The total population in this dataset is lower than the total population in the minority dataset because the “universe” for which the sample is taken from is the “population for whom poverty status is determined,” which does not include group quarters—many of which exist on military bases and college campuses.

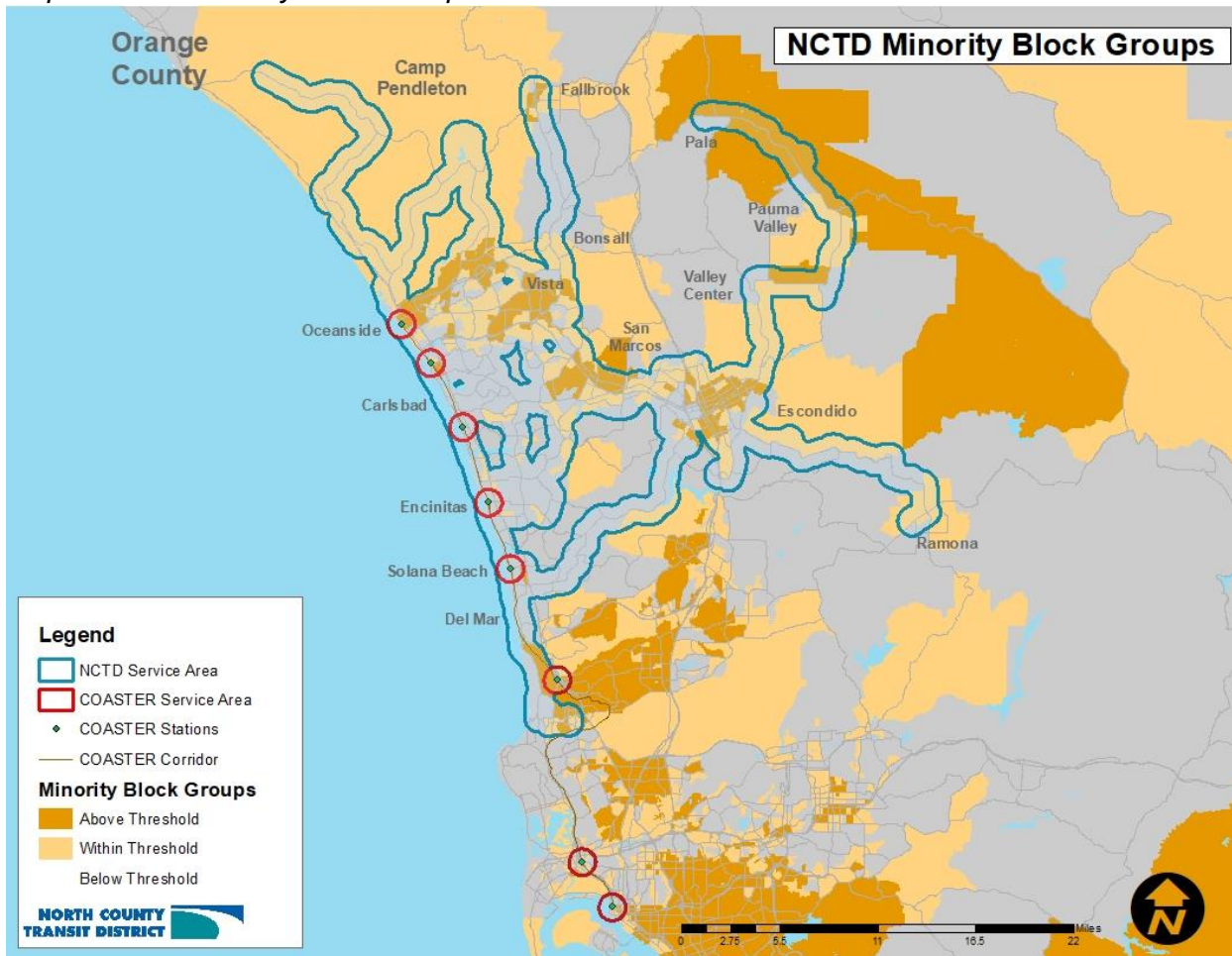
ESRI ArcGIS software was used to conduct both analyses. The Census ACS data described above was joined with a Census block group shapefile using the unique identification number for each Census block group. The service area averages were determined by selecting all Census block groups with their centroid within the NCTD service area shapefile. The minority and low-income percentages were determined by drawing a three-quarter-mile buffer around all fixed-bus routes and rail stations, and by selecting all Census block groups that intersect with the quarter-mile buffer. These numbers will be compared to the service area averages to determine if the service changes will have any disparate impact or disproportionate burden on minority or low-income populations.

The following maps show a visual representation of this data. **Map 1** shows the NCTD service area. **Maps 2 and 3** display all minority and low-income Census block groups that are within and above the low-income or minority threshold and show the minority and low-income Census block groups that are within three-quarters of a mile around each COASTER rail station.

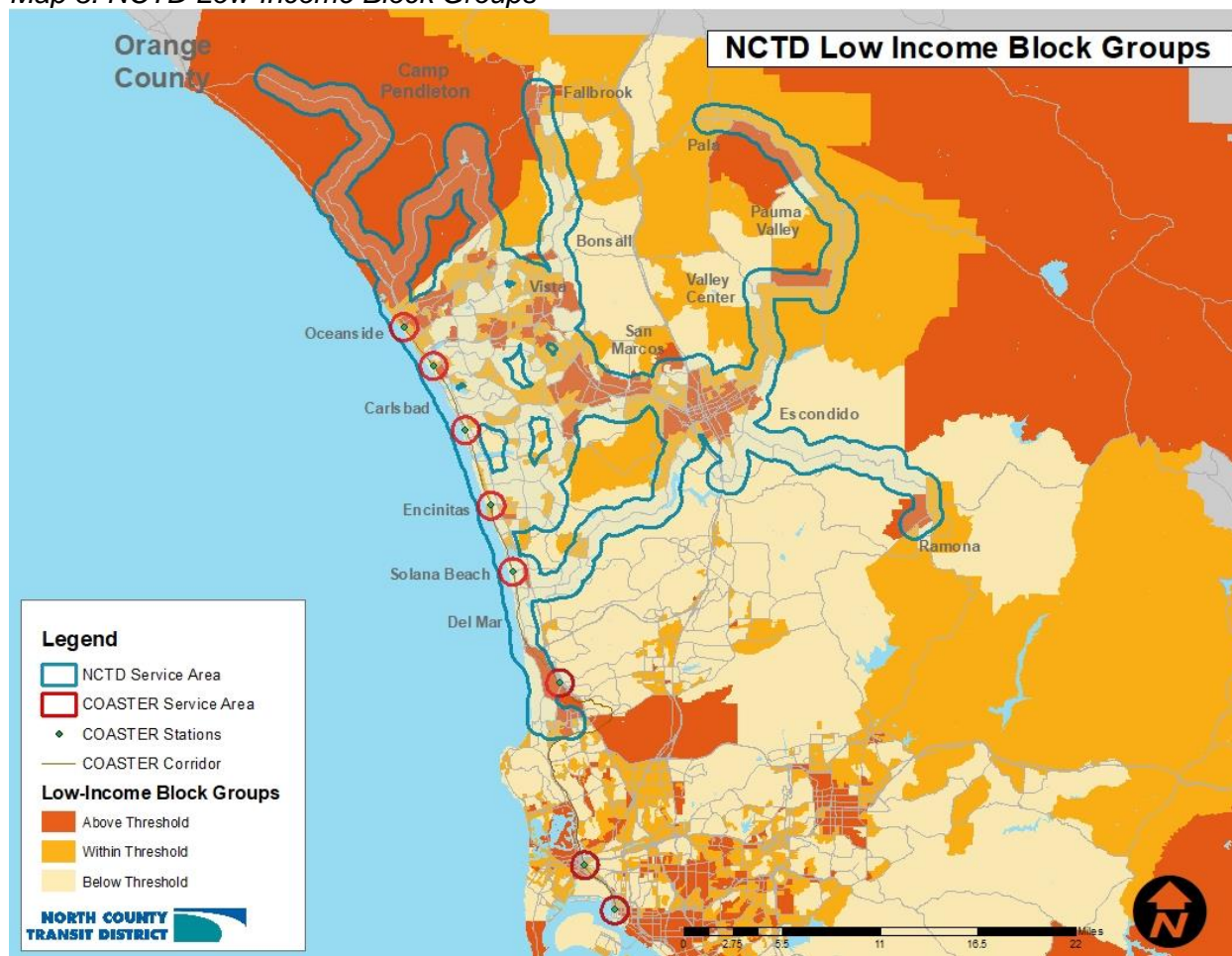
Map 1: NCTD Service Area



Map 2: NCTD Minority Block Groups



Map 3: NCTD Low-Income Block Groups



Disparate Impact

Table 4: Title VI Service Equity Analysis, Disparate Impact

	Minority Population	Non-Minority Population	Population Total	Percent Minority	Percent Non- minority
Service Area	491,867	551,867	1,043,734	47.1%	52.9%
Route Reduction					
COASTER	46,628	79,216	125,844	37.1%	62.9%

Per NCTD Board Policy No. 31: A **disparate impact** occurs when the minority population adversely affected by a major service change as defined under NCTD Policy No. 30 is ten (10) percent more than the average minority population of the NCTD service area. A disparate impact may also occur when the non-minority population benefits from a major service change by ten (10) percent more than the average non-minority population of the NCTD service area.

Based on the analysis outlined in **Table 4** above, the minority population adversely affected by the proposed continuation of reduced COASTER service is 37.1%, which is less than the average minority population of the NCTD service area at 47.1%. The proposed continuation of the COASTER service reduction does not result in a disparate impact.

Disproportionate Burden

Table 5: Title VI Service Equity Analysis, Disproportionate Burden

	Population Below Low-Income Threshold	Population Above Low-Income Threshold	Population Total	Percent Below Low-Income Threshold	Percent Above Low-Income Threshold
Service Area	282,541	731,277	1,013,818	27.9%	72.1%
Route Reduction					
COASTER	28,808	90,930	119,738	24.1%	75.9%

Per NCTD Board Policy No. 31: A **disproportionate burden** occurs when the low-income population adversely affected by a major service change as defined under NCTD Policy No. 30 is ten (10) percent more than the average low-income population of the NCTD service area. A disproportionate burden may also occur when the non-low-income population benefits from a major service change by ten (10) percent more than the average non-low-income population of the NCTD service area.

Based on the analysis outlined in **Table 5** above, the low-income population adversely affected by the proposed continuation of reduced COASTER service is 24.1%, which is less than the average low-income population in the NCTD service area at 27.9%. The proposed continuation of the COASTER service reduction does not result in a disproportionate burden.

Public Engagement

NCTD will hold a public hearing at the March 18, 2021 Regular Board meeting as required by NCTD Board Policy No.30 – *Threshold for Major Service Change*. NCTD will hold two (2) virtual public meetings in early March 2021 to seek public feedback regarding the proposal to continue temporary service reduction on COASTER. NCTD will advertise these events on flyers distributed on COASTER and SPRINTER trains and posted on GoNCTD.com and NCTD's social media platforms. An e-mail address and phone number will be made available for the public to provide comments. A public hearing will be scheduled for March 18, 2021. All public comments received will be presented to the Board of Directors at the public hearing.

Conclusion

In accordance with NCTD Board Policies 30, 31, and 32, the analysis conducted found that operating reduced COASTER service would not have a disparate impact on minority communities or a disproportionate burden on low-income communities. A public hearing will be held at the March 18, 2021 Regular Board meeting and the Board of Directors will consider continuing the operation of reduced COASTER service, along with the restoration of four mid-day weekday trips starting April 5, 2021. NCTD intends to restore all COASTER operations not later than the October 2021 service change.



Summary of Public Comments

Virtual Public Meetings – Comments Received

NCTD held two (2) virtual meetings to engage with the public and solicit feedback on the continuation of reduced COASTER service. A total of three (3) participants joined the virtual meetings held on March 3 and 4, 2021.

Participant 1 requested a return of normal weekday and weekend service, more late night and midday service, and asked technical questions about the COASTER locomotives.

Participant 2 requested a return of normal weekday and weekend service and asked when Padres trains will resume.

Participant 3 requested a return of normal weekday and weekend service.

Comments Received via E-mail

NCTD has received nine (9) e-mails with requests that fell into three categories:

- Request for pre-COVID weekday service to resume
- Request for weekend service to resume
- Request for additional Friday night service

The redacted e-mails will be provided to the Board of Directors prior to the start of the Regular Board Meeting. In addition, the public comments will be posted on the District's website for public inspection at: <https://gonctd.com/about-nctd/board-information/>.