City of SANTA CLARITA TRANSIT

TITLE VI PROGRAM UPDATE
June 2026



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CHAPTER 1: INTRODUCTION

1.1 TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

Title VI of the Civil Rights Act of 1964 (Title VI) prohibits discrimination on the basis of race, color, and national origin in programs that receive federal funding. The Federal Transportation Administration (FTA) requires transportation agencies to demonstrate compliance with Title VI by submitting a Title VI Plan Update every three years. City Council must review and approve the Title VI Plan Update prior to its submittal.

Section 601 of Title VI of the Civil Rights Act of 1964 states the following:

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

The 2026 Title VI Program represents an update of the council approved 2023 Title VI Program. It consists of a report and supporting documentation that provides evidence of the equitable distribution of services; promotion of full and fair participation in public transportation decision-making without regard to race, color, or national origin, and meaningful access to transit-related programs and activities by persons with limited English proficiency. FTA reviews and concurs with the Title VI plan update or requests additional information. Failure to submit a Title VI plan update or to have a Title VI Plan Update approved by City Council and the FTA could result in the loss of Federal funding.

1.2 SANTA CLARITA TRANSIT

The City of Santa Clarita Transit began operating local bus service on August 5, 1991, assuming responsibility for local transit operations from the County of Los Angeles as Santa Clarita Transit. The City provides supervision over a contract operator responsible for all transit operating and maintenance related services including: local, commuter, GO! Santa Clarita, Dial-A-Ride, and Access Services. Santa Clarita Transit began with 300,000 riders, 8 fixed local routes and 13 vehicles. By November 1991, the City began providing Dial-A-Ride services. Soon after, the City began operating commuter service to Downtown Los Angeles, UCLA, Century City, Westwood, and the San Fernando Valley.

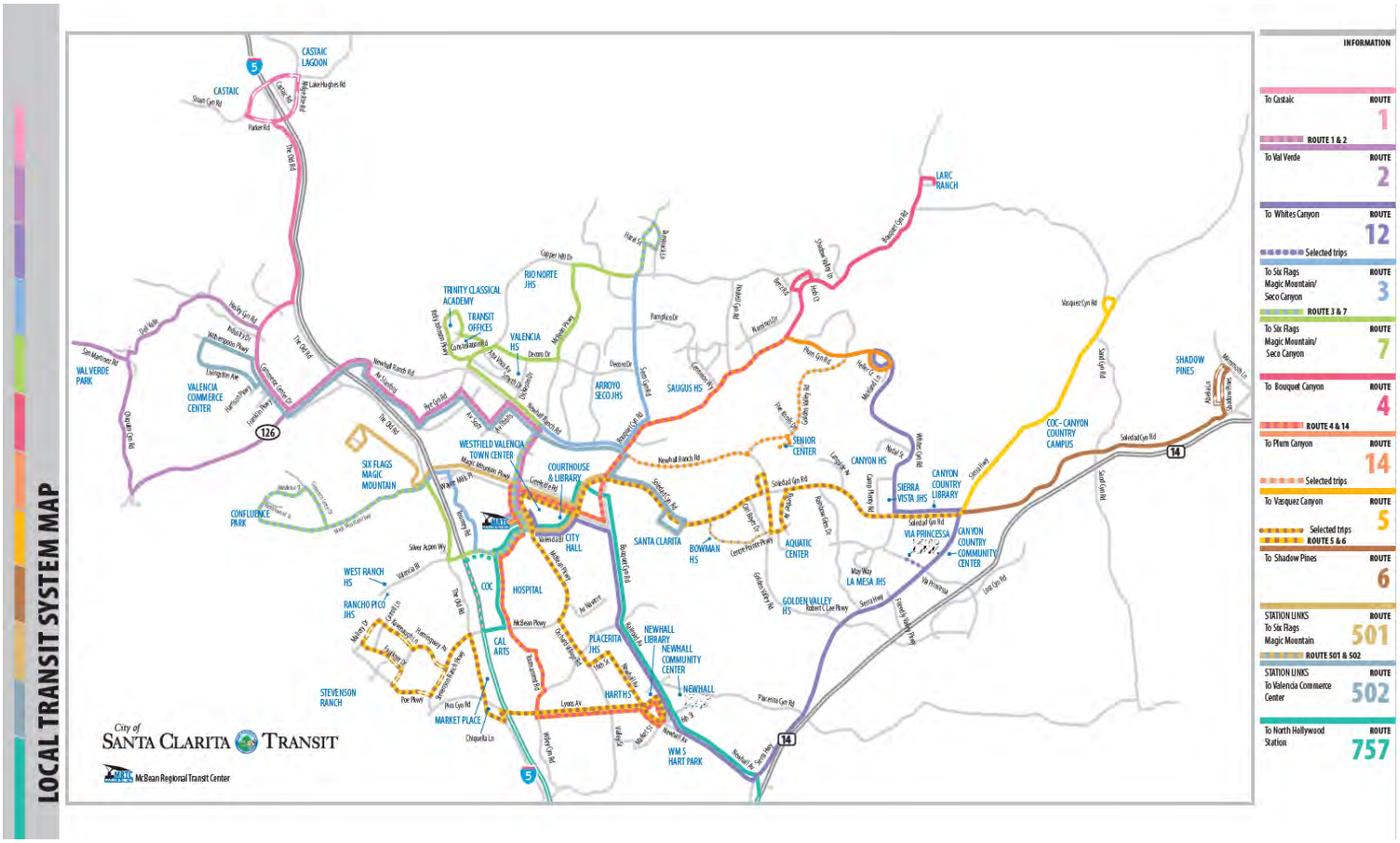
Each year, the Santa Clarita Valley continues to grow as new residents and businesses relocate to the region. In keeping with this growth, the City of Santa Clarita Transit has expanded its services to include nine local fixed routes within the Santa Clarita Valley and seven commuter routes linking Santa Clarita and downtown Los Angeles, Century City, Westwood, Warner Center and North Hollywood.

Santa Clarita Transit's total fleet is comprised of 53 Compressed Natural Gas (CNG) buses, 7

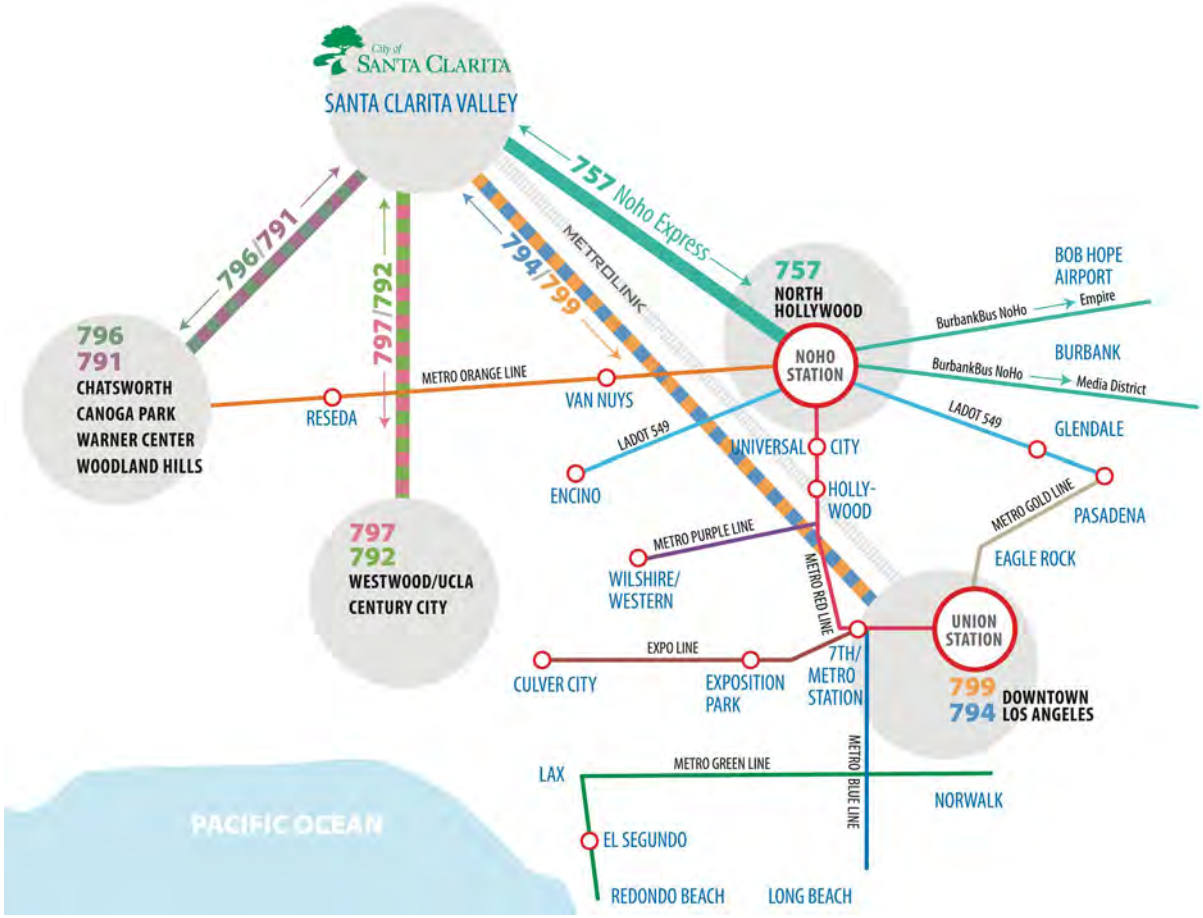
Hydrogen Fuel Cell buses, 1 CNG trolley, 1 diesel trolley, 6 diesel and 24 CNG commuter buses, and 40 demand response vehicles, including Dial-A-Ride, Access Services, and GO! Santa Clarita. Santa Clarita Transit operates 62 peak hour buses and provides low cost, easily accessible public transportation for approximately 10,828 patrons each week day.

Additionally, Santa Clarita Transit operates paratransit services seven days a week for seniors over 60 and the disabled within the Santa Clarita Valley, as well as the general public during evening hours. Our 132-vehicle fleet provides service to over two million riders annually, according to data from 2025-2026.

Santa Clarita Transit Local Map



Santa Clarita Transit Commuter Map



CHAPTER 2: GENERAL REPORTING REQUIREMENTS

The FTA requires that Santa Clarita Transit provide information to the public regarding the recipient's obligations under the Department of Transportation's Title VI regulations and explain to members of the public of their protections against discrimination afforded to them by Title VI.

2.1 TITLE VI NOTICE TO THE PUBLIC

The following notice is printed on all Santa Clarita Transit brochures for routes and schedules, and is stated on the Santa Clarita Transit website[1]. This notice can also be found on all buses and vehicles utilized by Sana Clarita Transit and is posted publicly in the lobby of the Transit Maintenance Facility.

1 http://www.santaclaritatransit.com/about-us/title-vi-civil-rights-policy/

Title VI – Civil Rights Policy

The City of Santa Clarita operates its programs 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 the City of Santa Clarita.

If you believe you have been discriminated against, you may file a signed, written complaint within one hundred and eighty (180) days of the date of alleged discrimination. The complaint should include the following information:

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

The complaint may be filed in writing with the City of Santa Clarita at:

City of Santa Clarita
28250 Constellation Road
Santa Clarita, CA 91355

Printable Form: Title VI Complaint Form (PDF)

Email: City of Santa Clarita

Telephone: 661-295-6300
Hearing Impaired: 661-295-6382

If information is needed in another language contact, 661-295-6300.
Para más información en Español llame al 661-295-6300, oprima el numero 1.
The "Title VI Complaint Form" may be used to detail the complaint, but is not mandatory. Complaint forms may also be obtained by calling 661-295-6300. The City of Santa Clarita will provide appropriate assistance to complainants who are limited in their ability to communicate in English.

In addition to the Title VI complaint process at the City of Santa Clarita, a complainant may file a Title VI complaint with the Federal Transit Administration (FTA), Office of Civil Rights, Region IX, 201 Mission Street, Suite 1650, San Francisco, California 94105-1839. The FTA's complaint procedure is contained in the FTA Circular C4702.1B.

2.2 SCT TITLE VI NON-DISCRIMINATION COMPLAINT FORM AND PROCEDURES

The following complaint form is available by e-mail, in print on request, and by PDF download on the Santa Clarita Transit website.

City of SANTA CLARITA TRANSIT

TITLE VI NON-DISCRIMINATION COMPLAINT FORM

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the City of Santa Clarita Transit (hereinafter referred to as "SCT") may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. SCT investigates complaints received no more than 180 days after the alleged incident. SCT will process complaints that are complete.

Once the complaint is received, SCT will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

SCT has 90 days to investigate the complaint. If more information is needed to resolve the case, SCT may contact the complainant. The complainant has 15 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 60 business days, SCT can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has 15 business days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

Print Form

City of SANTA CLARITA TRANSIT

28250 Constellation Rd
Santa Clarita, CA 91355

661-294-1287 Tel
www.santaclaritatransit.com

Title VI Complaint Form

Title VI of the 1964 Civil Rights Act and related nondiscrimination statues and regulations require that *no person in the United States shall, on the ground of race, color, national origin, sex, age or disability be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.*

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

Complete and return this form to the City of Santa Clarita Transit Division: 28250 Constellation Rd Santa Clarita, CA 91355

1. Complainant's Name _____
2. Address _____
3. City _____ State _____ Zip Code _____
4. Telephone Number (home) _____ (business) _____
5. Person discriminated against (if someone other than the complainant)
   Name _____
   Address _____
   City _____ State _____ Zip Code _____
6. Which of the following best describes the reason you believe the discrimination took place? Was it because of your:
   a. Race/Color ☐ c. Sex ☐ c. Disability ☐
   b. National Origin ☐ d. Age ☐
7. What date did the alleged discrimination take place?
   _____

City of SANTA CLARITA TRANSIT

28250 Constellation Rd 661-294-1287 Tel
Santa Clarita, CA 91355 www.santaclaritatransit.com

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

9. Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court? ☐ Yes ☐ No

If yes, check each box that applies:

Federal agency ☐ Federal court ☐ State agency ☐
State court ☐ Local agency ☐

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

Name _____

Address _____

City _____ State _____ Zip Code _____

Telephone Number _____

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

_____ _____
Complainant's Signature Date

2.3 TITLE VI INVESTIGATIONS, COMPLAINTS AND LAWSUITS

All transit recipients shall prepare and maintain a list on any of the following that allege discrimination on the basis of race, color, or national origin:

- Active investigations conducted by the FTA and entities other than FTA;
- Lawsuits; and
- Complaints naming the City of Santa Clarita Transit.

This list shall include the date that the transit-related Title VI investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response, or final findings related to the investigation, lawsuit, or complaint. This list shall be included in Santa Clarita Transit's Title VI Program submitted to the FTA every three years.

There are currently no active lawsuits or investigations against the City of Santa Clarita Transit alleging discrimination on the basis of race, color or national origin arising from the service provided. Since the last Title VI Update, one (1) formal Title VI complaint was received. As shown in Appendix F, the complaint has been investigated and closed.

2.4 PUBLIC PARTICIPATION PLAN

Under 49 USC Chapter 53, Section 5307, the Federal Transit Administration (FTA) requires "a locally developed process to consider public comment before raising a fare or carrying out a major reduction in transportation service". The public, as the primary customer and beneficiary of transit service, is provided the opportunity for input and review through the public engagement process. Actions such as the establishment of new service, fare adjustments, major modifications of existing service, and/or suspension or abandonment of any bus routes may include a formal process of review by SCT, including meaningful public engagement conducted by SCT staff. SCT uses a broad range of outreach tools documented in the Public Participation Plan (Appendix A) to serve this requirement.

SCT is in communication with many organizations throughout the region and often attends meetings and events sponsored by these groups. These groups consistent of cultural organizations, the local senior center, City and County partners, business associations, and others vested in SCT's service area. In this arena we are able to create relevant conversations and dialogue between SCT and the specific community regarding transit needs.

The following is a list of public outreach and involvement activities between June 2023 and May 2026:

August 1, 2023 – Golden Valley High School Registration Day
August 2, 2023 – Arroyo Seco Junior High School Registration Day; Hart High School Registration Day; Saugus High School Registration Day; Valencia High School Registration Day; West Ranch High School Registration Day
August 1, 2024 – Canyon High School Registration Day; Golden Valley High School

Registration Day
August 6, 2024 – Arroyo Seco Junior High School Registration Day; La Mesa Junior High School Registration Day; Rancho Pico Junior High School Registration Day; Saugus High School Registration Day; Valencia High School Registration Day Sierra; West Ranch High School Registration Day
August 9, 2024 – Rio Norte Junior High School Registration Day
October 3, 2024 – UCLA's 2024 Sustainable Transportation Fair
October 10, 2024 – Senior Resource Fair Santa Clarita Senior Center
April 26, 2025 – FivePoint Valencia Earth Day Event
August 4, 2025 – Canyon High School Registration Day
August 5, 2025 – Golden Valley High School Registration Day; Sierra Vista Junior High School Registration Day; Placerita Junior High School Registration Day; Rio Norte Junior High School Registration Day
August 6, 2025 – Arroyo Seco Junior High School Registration Day; Castaic High School Registration Day; La Mesa Junior High School Registration Day; Saugus High School Registration Day; Valencia High School Registration Day
October 8, 2025 – UCLA's 2025 Sustainable Transportation Fair
October 9, 2025 – Senior Resource Fair Santa Clarita Senior Center
Dec 8, 2025 – Fare Capping Info Pop-Up #1 at the McBean Regional Transit Center
Jan 20, 2026 – Fare Capping Info Pop-Up #2 at the McBean Regional Transit Center
April 11, 2026 – Tree-Mendous Arbor Day Event
April 25, 2026 – FivePoint Valencia Earth Day Event

This list is not exhaustive regarding all activities and actions taken by SCT and their staff outside of regular bus services and routing. SCT participates in many monthly meetings across the City and the greater Southern California region to connect and share information with other transit agencies, riders, and the general public. Additionally, all of the special events planned and assisted by SCT like providing shuttle services for City events, transportation for annual events like Dodger Day, the Beach Bus summer trips, and many other events are also always used as opportunities for public outreach and communication with riders and the public.

If special accommodations are desired at any public meeting held by SCT, the public can call SCT's Customer Service prior to the meeting to arrange the proper accommodations. SCT will provide Spanish translation and offer interpreters for other languages, including sign language, upon request. SCT selects meeting and hearing locations to provide reasonable accommodations in accordance with the Americans with Disabilities Act of 1990. Santa Clarita Transit public meetings are all wheelchair accessible and accessible via public transit.

2.5 LIMITED ENGLISH PROFICIENCY PLAN (LEP)

Per Title VI of the Civil Rights Act of 1964, the U.S. Department of Transportation (DOT) implementing regulations, and Executive Order 13166 "Improving Access to Services for Persons with Limited English Proficiency (65 FR 50121, Aug. 11, 2000)", Santa Clarita Transit is federally mandated to develop and implement a Language Assistance Plan by which Limited

English Proficiency (LEP) persons can meaningfully access translations of written and oral information. As such, SCT takes reasonable steps to ensure meaningful access to the benefits, services, information and other important portions of their programs and activities for LEP persons.

Santa Clarita Transit's LEP plan is attached in Appendix B. The LEP documents the four-factor analysis completed to identify appropriate language assistance measures needed to improve access to SCT services and benefits for LEP persons. As a result of this analysis, it was determined that 10.4 percent of the population in SCT's service area has limited proficiency in the English language. The most predominate language spoken other than English, is Spanish with 14,378 residents indicating that they speak English "less than very well" (See Appendix B, B-3).

To assist its Spanish speaking LEP patrons specifically, SCT has implemented the following measures:

- Network with local human service organizations that provide services to LEP individuals and seek opportunities to provide information on Santa Clarita Transit programs and services.
- Provide a bilingual staff member at all community events and public hearings
- Provide translation of all transit flyers, alerts and notices to the public.
- Include language that "Spanish is a plus" on bus driver recruitment flyers, social media and onboard recruitment posters.
- Provide a Google Translate link for the transit website, fully translated in Spanish.
- Bilingual customer service staff for both the contractor and City.
- Use the services of a translation firm for customer calls on an as-needed basis.

2.6 MINORITY REPRESENTATION ON PLANNING AND ADVISORY BODIES

The FTA states that a recipient may not, on the grounds of race, color, or national origin, "deny a person the opportunity to participate as a member of a planning, advisory, or similar body which is an integral part of the program."[2] Santa Clarita Transit established an Accessibility Advisory Committee (AAC), comprised of interested members of the public for the purpose of giving input to Santa Clarita Transit, Access Services, Inc. and any other Santa Clarita Valley transit provider on the accessibility of its programs and services for people with disabilities and seniors. SCT created bylaws that define the name, purpose, structure, and operating guidelines for this committee.[3] Currently, the AAC is comprised of six (6) members. Active members include individuals from the senior and disabled community as well as local stakeholders and riders throughout the service area. When available, membership is solicited at public meetings/workshops, with an emphasis on diversity and transit use.

2 FTA Title 49 CFR Section 21.5(b)(1)(vii)
3 http://www.santaclaritatransit.com/services/dial-a-ride-asi/aac-bylaws/

Minority Representation Among SCT's Non-Elected Advisory Committee

Non-Elected Advisory Committee	Asian/Pacific Islander	Black/African American	Hispanic/Latino	American Indian	White	Total Number of Sitting Members
Accessibility Advisory Committee	17%	50%	-	-	33%	6

2.7 MONITORING OF SUBRECIPIENTS AND CONTRACTORS

Santa Clarita Transit does not have any sub recipient providers. However, SCT does contract out their transit operations and maintenance to MV Transportation. As part of its efforts to ensure MV Transportation complies with the requirements of Title VI, SCT holds periodic meetings with representatives from MV Transportation to discuss any Title VI issues that arise. SCT staff has briefed MV on their Title VI obligations and provided them with copies of the most recent Title VI circular from October 2012. They have agreed to abide by the Title VI requirements.

2.8 FIXED FACILITY IMPACT ANALYSIS

Title VI requires a Fixed Facility (transit operations facility, yard, etc.) Impact Analysis for construction projects to assess any impacts to minority communities. If this information has been prepared as a result of an environmental impact statement, the application recipient, or sub recipient, should reference the relevant information by documenting page numbers and submission to the FTA.

A Title VI Equity Analysis should also be conducted during the planning stages to assess where a project is located or sited to ensure the location is selected without regard to race, color, or national origin. Recipient shall engage in outreach to persons potentially impacted by the placement of facilities. The Title VI equity analysis must compare the equity impacts of various site alternatives, and the analysis must occur before the selection of the preferred site.

Additionally, environmental justice principles as reflected in the DOT Order on Environmental Justice (DOT Order 5610.2(a)), address Environmental Justice in Minority Populations and Low-Income Populations. The order describes the process the Department and its modal administrations (including FTA) use to incorporate environmental justice principles into programs, policies, and activities.

As a result of FTA requirements, environmental impact analysis for fixed facilities shall include:

- A Title VI Equity Analysis conducted during planning stages to assess if or how the location will impact minority communities and provides alternatives analysis.
- A project history and background for each project or service plan within the document.
- A discussion of the potential impacts on minority communities and minority-owned businesses during and after construction.
- A discussion on all potential negative environmental impacts, such as traffic congestion, noise, air or water pollution.

- A list of minority-owned businesses and household affected by construction projects.
- A description of other significant impacts on minority communities, such as: increased traffic, reduction in parking availability, etc. and
- A description of the relocation program and/or other measures adopted by the applicant used to mitigate identified adverse social, economic or environmental effects of the proposed construction project or service plan all of which should include an environmental justice component.

CHAPTER 3: SERVICE STANDARDS AND POLICIES

3.1 MAJOR SERVICE/FARE CHANGE POLICY

All transit providers that operate 50 or more fixed route vehicles in peak service and are located in urbanized areas (UZA) of 200,000 or more people must conduct a Title VI equity analysis whenever they plan a fare change and/or major service change. Santa Clarita Transit is required to develop a Major Service Change Policy that identifies what constitutes a "major service change" for its system. Transportation decisions that occurred on or after April 1, 2013 at the level of a "major service change" require a service equity analysis.

In accordance with industry standard practice, SCT defines any proposed fare increase or major service reduction that reduces service hours and/or miles by 20 percent of the entire system, as a "Major Service Change."

3.2 DISPARATE AND DISPROPORTIONATE IMPACT THRESHOLD

For any proposed change that requires an equity analysis as defined in section 3.1, SCT will determine if the change would create a disparate or disproportionate impact to minority and/or low-income populations, respectively.

Determination of whether a proposed Major Service Change has either disparate or disproportionate impact is based on whether the percentage of minority and/or low-income passengers on an affected transit route is greater than the transit system's percentage of minority and/or low-income riders.

Determination of whether a proposed fare adjustment has either a disparate or disproportionate impact is based on minority and/or low-income populations bearing a fare rate change of greater than ten percentage points as compared to the non-minority and/or non-low-income populations.

3.3 SERVICE EQUITY ANALYSIS

Transit providers that operate 50 or more fixed route vehicles in peak service and are located in a UZA of 200,000 or more in population are required to submit a service and/or fare equity analysis. This requirement is to comply with the Title VI regulations which prohibit disparate impact discrimination, and therefore should document their policies and practices to ensure their service and fare changes do not result in disparate impacts on the basis of race, color or national origin.

As a large UZA, the City of Santa Clarita is required to conduct a service equity analysis alongside any major service or fare changes. In January 2024, Santa Clarita Transit conducted a Title VI Fare Equity Analysis in connection with proposed fare changes that took effect on July 1, 2024. Data for the analysis was drawn from customer and community surveys conducted as part of the City's 2024 Transportation Development Plan (TDP) update, which captured rider income levels, primary language spoken at home, and fare payment methods. For purposes of the analysis, low-income was defined as a household income under $25,000 per year, and minority riders were identified as those who spoke a language other than English at home.

The fare change with the greatest potential impact on minority and low-income populations was the increase to the one-way local fixed-route cash fare from $1.00 to $1.25. To mitigate this impact, the City offers a discounted fare of $1.00 to any rider paying the fare with a TAP card. This discount maintained the one-way fare at the pre-increase level. The City also distributed free TAP cards through community outreach efforts, and made available a free virtual TAP card option via mobile application.

After accounting for these mitigation measures, SCT determined that the proposed fare changes did not result in a disparate impact on minority riders nor a disproportionate burden on low-income riders, in compliance with FTA Circular 4702.1B and Title VI of the Civil Rights Act of 1964. A copy of the complete Fare Equity Analysis is included as Appendix G.

3.4 SERVICE STANDARDS

FTA requires that all fixed route transit providers develop quantitative standards for all fixed route modes of operation for the indicators listed below. Providers of public transportation may set additional standards as appropriate or applicable to the type of service they provide.

Vehicle Load

Vehicle load can be expressed as the ratio of passengers to the total number of seats on a vehicle. For example, on a 40-seat bus, a vehicle load of 1.3 means all seats are filled and there are approximately 12 standees (total number of people/amount of seated people). According to the FTA, the average of all loads during the peak operating period should not exceed vehicles' achievable capacities. Demand Response vehicles will always be no more than 1.0 max load factor.

The City of Santa Clarita performance standard for fixed route maximum load factor is 1.5. The table below shows all vehicles used at SCT, and what their total capacities (seating and standing) should be during peak operating service. While the achievable capacities are typically greater, to ensure service quality, if the ratio is exceeded by 1.5, it is the intention of City of Santa Clarita Transit to relieve any overcrowding by adding supplemental runs, or through possible routing changes.

ACHIEVABLE PASSENGER CAPACITIES				
VEHICLE TYPE	SEATED	STANDING	TOTAL	MAX. LOAD FACTOR
40' New Flyer Low Floor	40	20	60	1.5
60' Nabi Low Floor	57	26	83	1.5
29' Gillig Low Floor	24	12	36	1.5
40' Gillig Low Floor	37	20	57	1.5
28' Chance Trolley	28	15	43	1.5
35' Hometown Trolley	28	15	43	1.5
45' MCI	57	30	87	1.5
23' Glaval Universal	18	0	18	1.0
Dodge Ram Promaster	6	0	6	1.0
Ford Transit Starcraft	12	0	12	1.0
23' Ford E-450	12	0	18	1.0
23' Ford E-450 Starcraft	12	0	12	1.0

Vehicle Headway

The City of Santa Clarita Transit operates nine local fixed-routes and two commuter rail feeder routes in the Santa Clarita Valley. In addition, there are seven peak hour commuter routes, operating to downtown Los Angeles, Century City, Warner Center, and North Hollywood. The nine local routes in the current fixed-route bus system provide service Sunday through Saturday.

The commuter routes operate Monday through Friday at peak times only (approximately 5am-9am and 3pm-9pm), at approximately every 30-60 minutes, except one commuter route which operates every day, all day, from peak hours (6am-11am, 3:15pm-9pm) approximately every 45 minutes, and non-peak hours at approximately every hour.

On weekdays, all fixed-route service is provided generally between the hours of 5:15 AM and 10:30 PM at every 30 minutes, on Saturdays buses run generally between 6:30 AM and 9:30 PM at 30-minute intervals, and on Sundays and holidays, service is provided between 6:30 AM and 9:30 PM every 30 minutes. Commuter rail feeders operate a limited service during peak hour commuter times, Monday through Friday.

On-Time Performance

A vehicle is considered on time if it departs a scheduled timepoint zero (0) minutes early and no more than five (5) minutes late. Santa Clarita Transit's on-time performance objective for fixed route service is 90.5 percent or greater. Santa Clarita Transit continuously monitors on-time performance and system results are published and posted as part of monthly performance reports covering all aspects of operations.

Service Availability

As outlined in the 2024 Transportation Development Plan (TDP), Santa Clarita Transit's primary objective is to address the public mobility needs of the growing Santa Clarita Valley community over the next ten years by ensuring that newly developed and changing areas are served effectively by transit while utilizing available operating and capital funding efficiently and responsibly.

To support this objective, the 2024 TDP establishes the following five goals:

- Expand transit services to enhance underserved areas.
- Implement the City's Zero Emission Bus (ZEB) Rollout Plan and ensure the necessary infrastructure and funding are in place.
- Identify and develop a schedule for the maintenance and replacement of transit customer amenities, including benches, shelters, trash receptacles, and signage.
- Enhance the customer experience so that it accurately reflects the City's commitment to customer service.
- Position Transit as a critical public service alongside parks, libraries, police, and fire services.

Santa Clarita Transit seeks to ensure that newly developed and changing areas of the Santa Clarita Valley are served effectively by transit, while reducing barriers for low-income and disadvantaged communities and promoting equitable access to public mobility. The TDP also emphasizes improving connections to employment centers, educational institutions, healthcare facilities, shopping destinations, recreational opportunities, and regional transportation services.

Local bus stops should generally be spaced approximately one-quarter mile apart. Where geography, roadway conditions, or other operational constraints affect bus stop placement, stops should be located as close as practicable to this standard to balance customer accessibility, operational efficiency, and safety. The 2024 TDP identifies best-practice stop spacing of approximately 0.25 to 0.33 miles.

3.5 SERVICE POLICIES

The Federal Transportation Administration (FTA) requires that all providers of fixed route public transportation develop qualitative policies for the following procedures: Vehicle assignment and Transit Amenities. Santa Clarita Transit has adopted these qualitative policies, which are summarized below, and were developed to help Santa Clarita Transit better achieve equity for all of its transit riders.

Vehicle Assignment

The City of Santa Clarita Transit's fleet is relatively young. SCT's entire fixed route fleet is low-floor and also equipped with air conditioning and automated stop announcement systems.

Due to the steep terrain, highways, and long drives, commuter routes will only be assigned to the larger over the road, single door coaches equipped with high-back seating. Commuter coaches will be rotated within the commuter routes to ensure the newest buses are available on all commuter routes. All local routes in the Santa Clarita Valley will rotate with the rest of the fixed route fleet of two-door, low-floor coaches. This is to ensure that all vehicles are being deployed throughout the entire local service area. Dial-A-Ride and Access vehicles are used in demand response service; they are randomly assigned daily trips as maintenance schedules and capacity allow.

Below is a list of the entire transit fleet:

1. **Commuter Coaches**
   The City of Santa Clarita Transit owns thirty (30) commuter express fixed-route vehicles. That fleet consists of six (6) 2013 MCI model D4500 coaches, as well as five (5) 2016, ten (10) 2017, three (3) 2019, two (2) 2020, two (2) 2022, and two (2) 2023 MCI model D4500 CNG coaches.

2. **Local Coaches**
   The City of Santa Clarita Transit owns sixty-two (62) local fixed-route vehicles. That fleet includes seven (7) 2026 low floor hydrogen fuel cell New Flyer coaches, two (2) 2007 NABI 60ft CNG articulated coaches, two (2) 2024, seven (7) 2023, four (4) 2022, four (4) 2021, five (5) 2020, seven (7) 2019, four (4) 2018, eleven (11) 2014, and seven (7) 2013 low floor CNG Gillig coaches, one (1) 2000 Chance Trolley, and one (1) 2017 Hometown Trolley.

3. **Dial-A-Ride and GO! Santa Clarita**
   The City of Santa Clarita Transit owns thirty (30) paratransit vehicles: sixteen (16) 2017 Ford Starcraft Cutaways, two (2) 2022 Ford E-450 Starcraft Cutaways, four (4) 2024 Ford E-450 Diamond Coach Cutaways, one (1) 2024 Ford Transit EV Cutaway, two (2) 2025 Ford E-450 Starcraft Cutaways and five (5) 2026 Ford E-450 Starcraft Cutaway.

4. **Access Services**
   SCT also operates ten (10) Access-owned paratransit vehicles which are only used for the Access (ADA) services. These Access vehicles consist of: one (1) 2016 Ford E-450 Starcraft Cutaway, three (3) 2019 Ford E-450 Cutaways, one (1) 2020 Ford 350HD Cutaway, one (1) 2022 Ford E-450 Cutaway, three (3) 2024 Ford E-450 Cutaways, and one (1) 2025 Ford E-450 Cutaway.

Transit Amenities

The City of Santa Clarita Transit has 718 bus stops located within the City of Santa Clarita. In addition to the City owned bus shelters, benches, lean rails and trash cans, the City of Santa

Clarita contracts with a vendor who provides an additional fifty-one (51) transit advertising shelters. The installation of transit amenities along bus routes are based on the number of passenger boardings, major landmarks, major transfer points and site availability. All transit amenities installed at bus stops must meet and follow Americans with Disabilities Act (ADA) requirements: A minimum sidewalk clearance of 48 inches and/or a 5'x 8'unobstructed concrete landing pad.

CHAPTER 4: DEMOGRAPHIC AND SERVICE PROFILE MAPS & CHARTS

The FTA requires transit providers receiving federal assistance to provide demographic maps that shade census tracts where the percentage of total minority and low-income population reside in the service area. These maps and charts will help the transit provider determine whether and to what extent transit service is available to minority populations within the transit provider's service area. Using Census data, the City created "map layers" and created a visual display to show demographic information in relation to the City's transit bus routes. It is important to note that the commuter routes extend beyond the City of Santa Clarita into Century City, North Hollywood, and Downtown Los Angeles. As a result, the population and demographic profile differs from that of the City of Santa Clarita.

4.1 MINORITY CHARACTERISTICS

The 2024 American Community Survey identified 1,093,114 residents in the census tracts within the greater Santa Clarita Transit service area. The minority population includes African Americans, Asians, American Indian and Alaskan Natives, Pacific Islanders, other Non-White and Non-Hispanic races, and two or more races. Within the Santa Clarita service area, 25.6 percent or 280,086 individuals identified as minority in 2024. This nearly mirrors City of Santa Clarita demographics; however, the greater service area had a lower percentage of minorities (8% less) than the City. In reviewing minority populations, staff used the lower threshold of 25.6 percent when analyzing census tract data.

SCT Service Area Minority Status (2020–2024 American Community Survey 5-Year Estimates)

	Total Population	Minority		Non-Minority	
The City of Santa Clarita	229,175	76,993	33.6%	152,182	66.4%
Greater Transit Service Area	1,093,114	280,086	25.6%	813,028	74.4%

Appendix C shows the demographic map with census tracts where minorities reside within the Santa Clarita Transit service area. All local Santa Clarita Transit routes, including the local routes and the commuter routes, are shown as of March 2026. This map helped Santa Clarita Transit to determine that transit services are available to minority and non-minority populations equally within the Santa Clarita service area.

4.2 INCOME CHARACTERISTICS

For the purpose of this Title VI analysis Santa Clarita Transit adopted the State's Housing and Community Development (HCD) threshold in designating census tracts as lower income. In general, HCD considers tracts whose average household income are 80 percent or less of the local area median income as "lower-income." According to HCD thresholds and 2024 American Community Survey results, 7.70 percent of the population within Santa Clarita are designated lower income. Further, when including tracts served by the commuter routes, we see an increase in lower-income tracts as shown in the table below.

SCT Service Area Poverty Status (2020–2024 American Community Survey 5-Year Estimates)

	Total Population	Lower Income	Percent Lower Income
The City of Santa Clarita	227,164	17,583	7.70%
Greater Transit Service Area	1,052,439	343,229	32.61%

Appendix D shows the census tracts within Santa Clarita as well as the greater transit service area which are designated as lower-income. This map aided Santa Clarita Transit to determine that transit services are available to lower-income and non lower-income populations equally within the Santa Clarita Transit service area.

4.3 DEMOGRAPHIC RIDERSHIP AND TRAVEL PATTERNS COLLECTED BY SURVEYS

According to the City of Santa Clarita Transit's 2026 Limited English Proficiency plan (LEP), 36.2 percent of residents speak a language other than English. Of this group, 63.17 percent are Spanish speakers (See Appendix B).

As part of the 2024 Transportation Development Plan (TDP), the City of Santa Clarita conducted a systemwide onboard survey of Santa Clarita Transit customers to better understand rider demographics, travel patterns, and mobility needs. Surveys were collected from local and commuter riders between October 2023 and January 2024, resulting in 795 completed surveys. Survey responses were weighted using Automatic Passenger Counter (APC) ridership data to provide a representative profile of Santa Clarita Transit riders.

The survey found that many riders depend on Santa Clarita Transit as their primary means of transportation. More than 60 percent of adult riders reported that they do not have a driver's license, approximately 27 percent indicated that no vehicle was available in their household, and 70 percent stated that they could not have made their trip by automobile on the day they were surveyed.

Among local fixed-route riders, 25 percent reported annual household incomes below $35,000, 66 percent did not have a valid driver's license, and 27 percent lived in households without an available vehicle. Weekday travel was primarily work-related (41 percent), followed by social or recreational trips (17 percent), shopping (16 percent), and education (14 percent).

The onboard survey also demonstrated differences between local and commuter riders. While commuter riders primarily used the service for work trips (81 percent), local fixed-route riders relied on the system for a broader range of work, education, shopping, medical, and personal trips. These survey findings help Santa Clarita Transit better understand the mobility needs of its riders and support service planning decisions that improve access to employment, education, healthcare, shopping, and other essential destinations.

4.4 MONITORING TRANSIT SERVICE

Santa Clarita Transit regularly monitors the service throughout the service area. This evaluation includes route specific ridership, passengers per service hour by route, monthly ridership by route, vehicle loads based on electronic and traditional methods, on-time performance and level of service to various key transfer points. The U.S. Census provides demographic information by census tracts including population estimates, ethnicity, income and other quick facts. This report is used in the Santa Clarita's LEP plan and demographic maps and data to determine where minority and low-income reside in the transit's service area.

Through this data, it was confirmed that Santa Clarita Transit routes cover all areas of the Santa Clarita Valley. With approximately 30-minute frequencies on all routes, areas with high and low Limited English Proficiency are equally served. Based on total ridership numbers for all local routes, the highest ridership by far comes from the routes that serve our LEP and minority population of Canyon Country (91351, 91387) and Newhall (91321).

ROUTE	FY 2025-2026 Ridership Totals	Service Area
Route 1	110,743	Castaic & Valencia
Route 2	71,070	Val Verde & Valencia
Route 3	51,398	Saugus and Valencia
Route 4	127,005	Newhall, Valencia and Saugus
Route 5	231,654	Stevenson Ranch, Newhall, Valencia and Canyon Country
Route 6	416,412	Stevenson Ranch, Newhall, Valencia and Canyon Country
Route 7	47,415	Saugus and Valencia
Route 12	551,145	Valencia, Newhall and Canyon Country
Route 14	133,547	Newhall, Valencia and Saugus

CONCLUSION

This report also fulfills the Title VI requirements as detailed in FTA Circular 4702.1B and details Santa Clarita Transit's services, long-range planning efforts and general reporting requirements mentioned in this circular. The program specific requirements were addressed with a demographic and service profile along with a description of Santa Clarita Transit's service standards and policies. Service changes and service monitoring were also described. Finally, a quality of service analysis was conducted. This report demonstrates that Santa Clarita Transit serves a diverse population and provides public transportation equitably to all classified races, ethnicities, and income levels.

APPENDICES

APPENDIX A – 2026 PUBLIC PARTICIPATION PLAN

APPENDIX B – 2026 SANTA CLARITA TRANSIT LIMITED ENGLISH PROFICIENCY PLAN

APPENDIX C – 2026 MINORITY DEMOGRAPHIC MAP

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APPENDIX A

Public Participation Plan

City of SANTA CLARITA TRANSIT

Revised June 2026

CITY OF SANTA CLARITA

SANTA CLARITA CITIZEN PARTICIPATION PLAN

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I. Public Participation

Goal

The goal of the City's Public Participation Plan is to assure the City is operating with the will of the public it serves and to provide a variety of forums for expressing the ideals, values and desires of the citizens of Santa Clarita.

It is the goal of this plan to assure that public participation includes two-way communication, with the overall goal being better decision-making by the City and supported by the public.

Citizens cannot participate effectively in decision-making unless they have been adequately informed of the alternatives and their consequences; thus, adequate public information is always a central element in any public participation program.

It is important to recognize that public participation goes beyond informing the public. The purpose of public participation is to both inform the public and get the public's reactions regarding the proposed actions or policies. The City of Santa Clarita will utilize two-way communication and problem solving.

II. What is Public Participation?

Public participation is the process by which our citizens' concerns, needs, and values are identified prior to decisions, allowing the citizens to contribute to and become involved with the City of Santa Clarita's decision-making process. Two-way communication and problem solving from the onset, result in better decision making by the City supported by the citizens.

Public Participation and Legitimate Decisions

Of critical importance to the decision-making process is making a decision count. It is not enough for the city to just to reach a decision. If it is going to count, a decision must be seen as legitimate by the citizenry. What makes a decision legitimate is not only the substance of the decision, but also the perception by the public that the decision-making process by which the decision was made, was fair, open and democratic.

Public participation provides a vehicle by which the citizenry is not only heard before the decision, but has an opportunity to influence the decision from beginning to end. Education is no longer enough. In effective public participation, even if groups or individuals are not entirely satisfied with the final decision, they will have had the opportunity to influence how the question or problem was posed, which alternative got considered, how the alternatives were evaluated and what adjustments were made

to reduce impacts. Public participation does not ascertain that every decision will result in a consensus decision; however, it can give legitimacy to decisions, because every decision will be made in a visible manner with opportunities throughout the process for the public to influence the outcome.

Santa Clarita Transit

The City of Santa Clarita's Transit Division is responsible for meeting the Federal Transit Administration's (FTA) guidelines and certify that there is a locally developed process to solicit and consider public comment before raising a fare or carrying out a major reduction of transit service. This document serves this purpose. This Public Participation Plan details the opportunity for a public hearing or public meetings, how the meetings will be conducted and how the results will be considered in the process of changing fares and service. A public meeting is not mandatory; however, an opportunity for a public meeting in order to solicit comment must be given. Further details on this process are described in Section VI.

Benefits of Public Participation

Public participation provides a wide range of benefits to the City. Among benefits are improved quality of decisions, consensus building, avoiding "worst case" confrontations and maintaining credibility and legitimacy.

Improved Quality of Decisions

The process of consulting with the public often will assist in clarifying the objectives of a project or policy. Public participation often results in considering new alternatives and approaches for the most effective solution. The public often possesses crucial information, which makes a difference in how a decision is implemented, making the difference between a successful or unsuccessful program.

a. Consensus Building

A public participation program provides a better opportunity to build a solid, long term agreement and commitment between otherwise divergent parties. This builds understanding between the parties, reduces political controversy, and gives legitimacy to City decisions.

b. Avoiding "Worst-Case" Confrontations

Public participation provides opportunities for parties to express their needs and concerns without having to be adversarial. Early public participation can help reduce the probability that the City will be faced with acute unnecessary and avoidable confrontation; however, public participation will not reduce or eliminate all conflicts.

c. Maintaining Credibility and Legitimacy

The way to achieve and maintain legitimacy, particularly when controversial decisions must be made is to follow a decision-making process, which is visible and credible with the public, and involves the public. Public participation programs will also leave the public more informed and provide a rationale behind decisions.

By fully utilizing the various techniques available, Santa Clarita can become known for its vast citizen input on major issues.

III. When Is Public Participation Needed?

a. Identifying issues that require public participation

There are a few guidelines that can be used to determine when citizen participation is needed. These guidelines may or may not fit depending on the issue. New standards should be adopted according to the situation at hand.

Public participation may be needed when?

- The decision will have a significant impact on the community.

The key word here is significant. Anytime a person or groups within the community believe there is something to be lost or gained because of a decision that the City makes, then, it becomes significant to them. What we have to understand is no matter how significant a decision may seem it will have some form of impact on the citizens of that community, whether it is positive or negative. What you have to remember in decision making is that what is not important to you, may be to someone else.

- The decision will affect some citizens more than others.

These decisions made by the City may impact a large or a small number of its citizens. These decisions usually involve some type of benefits that a particular segment of the community will receive over others. These decisions tend to do more harm to the community as a whole, because the controversies usually center on who gets what and not the decision or the benefits of that decision. If there is any diversity among the citizens of the community, then these types of decisions usually widen the gap. It is important to look at the trade off when the City is making these types of decisions.

- The decision will impact a vested interest or use.

These decisions usually involve some form of restrictions or cuts in services. These decisions are usually controversial in nature because citizens view these decisions as a restriction of their rights or freedom. Anytime that a decision is made to take away something; it will impact someone. As City government, we hope that impact is

small. Example: The big rig truck ordinance involved taking away a way of life. To the truck operators, not being able to park their rigs at home was a big deal. To most residents of the City, however, the unsightliness and blocked views that resulted from trucks being parked on residential streets were more of an issue that the City originally anticipated, thus culminating in the new ordinance. The City thought they had addressed the issue, but failed to see the total effect of the decision.

- The decision involves a subject which is controversial.

These are the City's taboo decisions; no matter what you do, it will be controversial. These taboos usually range from growth issues to City participation in economic incentive packages to companies. Each citizen or group will view the subject in a different manner. It goes back to, what is important for one may not be important to another. Example: Growth Management. Some residents view this as a necessary means to control excessive traffic, overcrowding and pollution; while others view growth management as an obstacle for financial viability.

- The City needs active support to implement decisions

These are decisions that try to "sell" the citizen on joining the bandwagon by asking them to participate in the decision-making process. This is the key element when the City needs a vast number of citizens to participate to make a decision happen or seem like the decision has mass approval, which increases the power of the decision. Example: The landfill issue. It could be said that a vast number of citizens do not want a landfill near the City. These citizens will support any action that the City takes to avoid this happening.

b. When you're not sure public participation is needed

The key to this question is when you are not sure if citizen's participation is needed, ask others. Since no one can always accurately predict what the citizen's reaction will be to a particular issue, here are some ways to increase the likelihood that you will identify those issues, which justify public participation.

The first step is to review how other cities have handled the issues.

You may be able to tell if the citizens of Santa Clarita will react similarly to the issues. This will require that you be familiar with the different actions in the City. Example: Hillside Management. There are a number of cities that could have been contacted early on to see how they handled this. That could have avoided a major issue.

- There is a combination of things that the City can do when it is not sure public input is needed

First, ask the citizens who will be affected by the decision. You usually can identify the potential level of controversy and key issues that are surrounding the decision. It is important to get a representative sample of participants in this process. Another idea is to conduct focus groups. It is not a perfect method for predicting public reaction, but you may be able to identify potential issues or controversy.

The key is to research the issues before the decision is made and not after it. It may be too late by then, and the controversy of the issues will have clouded the citizen's minds.

Design checkpoints

When developing a public participation plan, include milestones as measuring points to judge the effectiveness of your plan. This may be done according to time, uses, or controversies. Do not expect to be right all of the time. This is a key area because any decision that you make will not please everyone. However, if you take the above steps, you may be able to reduce some of the controversy that surrounds the issue.

IV. Preparing a Public Participation Plan

A. When is one required?

City policy requires a Public Participation Plan for City decision making whenever:

- A City decision is likely to be perceived as controversial or significant by the public, or:
- The City needs active support to implement a decision.

Since the terms "significant" and "controversial" are subject to interpretation, particularly when assessing how a decision will be perceived in the future, assessing whether a decision requires public participation involves judgment on the part of the City staff.

The following guidelines will serve as a barometer to determining when something may be perceived as "significant" and "controversial":

- The decision will have a substantial impact on City residents in terms of taxes, fees, uses or regulation (e.g., business registration fees).
- The decision will significantly affect some groups or neighborhoods in the City more than others (e.g., Palmer's Santa Catarina project).
- The decision involves a subject, which is already controversial (e.g., developer agreements).

- A decision impacts a great many residents who may feel a sense of obligation and desire to exercise their rights of democracy as part of a sense of ownership and concern for the community.

Public Participation is also required when broad-based community support is needed to implement a program such as the Santa Clara River Recreation Plan or the City wide Recycling Program.

Each department will be responsible for completing a Public Participation Plan prior to initiating a public participation program. This plan is to be filed in the City Manager's Office, and should be signed by appropriate management of all divisions.

a. Who is Responsible for Developing the Plan?

In most decision-making processes there is one person designated as "program or project manager", whether or not that title is used, who is responsible for seeing that all the technical studies are done, reports are prepared, and recommendations are developed for the Council. This person will be responsible for preparing the public participation plan for their project. This person can ensure that public participation is an integral part of how the decisions get made.

This person is encouraged to draw on others in the organization to assist in preparing the plan, such as the Public Information Officer. But the overall responsibility for the plan is located with the person who is responsible for making the entire process happen.

V. Public Participation Techniques

a. Information Techniques

Briefings – Briefings are a way of keeping key elected officials, agencies or key interest groups informed on the progress of specific work/plans. Briefings may consist of a personal visit, or a phone call, to inform these persons before an action is taken.

Exhibits/Displays – A visual way to inform the public and stimulate people to participate is to set up exhibits or displays in public places which get a lot of foot traffic, such as major shopping malls, transportation centers, major community events, such as the SCV Business Expo or the Cowboy Festival, or even at sporting events. It is best whenever possible to staff the exhibit with a knowledgeable person.

Feature Stories – A feature story is actually an expanded news story, written by a reporter. Feature stories can provide an added dimension to your story, providing the public with an in-depth profile of the different sides of your project. Be sure to provide information that is timely, factual and objective.

Mailings – In addition to making reports and documents available at your department counter, the City Clerk's office and in the library, expand your availability of these reports by mailing them directly to leaders of organized groups and interests, including businesses, environmental or neighborhood groups. Consider creating a 2-3 page summary of the reports to a larger list, while mailing the full report to key players.

b. Participation Techniques

Advisory Groups/Task Forces – For some major issues, the Council may wish to create a citizen's advisory group, such as the General Plan Advisory Committee. Advisory Groups are useful in providing a citizen's perspective throughout the decision-making process. To be effective, advisory groups must be perceived as truly representative. Second, it is essential to define the limits of the group's authority must be understood in advance, preferably as part of a written mandate. Third, working with an advisory group requires a significant commitment of time and staff resources, and should not be undertaken if you are unable to commit the resources to make it work right.

Task forces are a specific kind of advisory group. While most advisory groups are set up to last the life of the decision making process, task forces usually complete a specific task, then disband. A task force might, for example, recommend criteria for site selection for a controversial facility. Or, a technically oriented task force might assess the health risks associated with using reclaimed water in parks, etc. Once the task force makes it recommendation, then it ceases to exist. It is possible that a number of issues may be resolved by consensus at the task force level, reducing the number of controversial issues, which must be addressed by policy makers.

Focus Groups – Focus groups are small discussion groups selected either as randomly as possible, or alternately, as closely approximating the demographics of the community as possible. Focus groups may be used as an alternative to polls to "test market" the public's emotional reactions to a product, idea, etc. The prime value of a focus group is predicting emotional reactions rather than assessing the number of people taking particular positions. Knowing what emotional reactions are likely to be, you may modify ideas, or present them in such a way that either appeals to or avoids emotional responses. In the context of a public participation group, however, there is a chance that conducting focus groups may be seen as an effort to manipulate rather than learn from the public.

Hotlines – Hotlines (such as the one-time hotline set up for answering questions on annexation or our on-going Concerned Citizen Hotline) allow the public to receive answers to specific questions or concerns, without risking being transferred back and forth between departments.

Hotlines are a form of two-way communication. Many people will (and do) call the hotline to ask a question, while others call only to comment.

You may also use a hotline to dispense information, such as when the next meeting will be on the subject of interest.

New Conferences – A news conference is a good way to stimulate the interest of the media to do a new story. The value of a news conference is that the key City

player(s) will be doing the talking. It is a good rule to reserve news conferences for major announcements, such as the release of a major report or study.

Other ideas may include a series of stories in "The Quarterly Report," which is mailed four times a year home in the Santa Clarita Valley, or articles in the Santa Clarita Valley View magazine, a monthly "freebie", mailed to every home.

It is recommended that the wording of your articles or newsletters be reviewed by a citizen advisory group to assure the language is objective.

Newspaper Ads/Inserts – One way to reach the whole community with the same information is to prepare the information in the form of a newspaper insert. Remember though, the more people know about the process the more likely it is that the number of people who want to participate in the decision will increase. The newspaper insert is a good way to reach beyond the most actively involved citizens and to inform the public at large. Be sure the inserts are presented in an objective and balanced manner.

Newspaper ads or paid advertisements are an excellent way to make an announcement, especially about an upcoming meeting. Beware of large ads, which tend to draw criticism. Even if they are providing information, they may come under fire due to the use of public funds.

Speakers' Bureau – The City's Speakers' Bureau is an effective means for communicating with people who are influential in the community. The City regularly mails letter, brochures, and invitations for speakers and other items to our list of more than 300 clubs, organizations and homeowners associations. If you anticipate numerous presentations, perhaps a power point presentation would be beneficial and more interesting to your audiences. Be sure to tailor your presentation to the technical interests and aptitudes of your audience.

Public Service Announcements – Radio and television stations broadcast, without charge, a certain number of announcements. In particular, they are very likely to run announcements of public meetings, events or other opportunities for the public to participate.

Workshops are highly interactive; they do not work as well with large groups. When the number exceeds 20-25 people, it is difficult to achieve the kind of interaction you want, although using some form of a large/small group format is possible.

Polls – Most participatory techniques do not tell you the proportion of views in the community at large. Is the group you are hearing from just a small, vocal minority, or do they speak on behalf of the majority of the community? Polls allow you to quantitatively assess viewpoints in the community; however, polls do not always

predict outcome. Polls are expensive and often capture a snapshot of one moment in time; not preferable if the issue is ever changing. Polls are helpful and informative, but do not replace the need for other forms of direct participation by interested parties.

Putting It All Together

Remember that there is no one public participation program that meets the needs of all circumstances. The effectiveness of public participation does not result from using a single public participation technique, but from combining involvement and participation techniques into a total program.

To illustrate the use of citizen participation, let us say, for example, we are evaluating alternate sites for a new City park.

- You decide that the meeting format most suitable for evaluating alternative sites is a workshop format. Rather than hold one large meeting, you decide to hold a series of workshops, one for each neighborhood in which there is a potential site.

- To announce the workshops you might decide to use paid advertising as well as contact the media to arrange feature stories describing the major topics to be covered in the workshops.

- In all likelihood there are technical or environmental reports that have been prepared and have information that bears on the topics to be discussed in the workshops, so you will be able to mail out technical reports or environmental documents to key agencies and groups so they can review prior to the workshops.

- Prior to the workshops, you might issue a newsletter or flyer summarizing all the key information which people will need to participate in the workshops. Before printing, you might decide to have the Citizen Advisory Group review the proposed copy for the newsletter, to be sure it seems objective and impartial.

Meetings, Hearings, Workshops: – The most widely used technique for public participation is the public hearing. Regrettably, public hearings are not a particularly effective device for public participation. While they do meet legal requirements, they do a poor job of trying to bring people together to resolve problems. In fact, public hearings often exaggerate difference, because during hearings, leaders of constituencies have to be seen defending their constituency's interests.

Another concept is the Town meeting, an honored tradition in New England. The spirit of the town meeting is everybody coming together as equals, trying to solve problems and make good decisions. However, public participation meetings never have legally binding power, instead they influence decisions made by our elected officials.

A good format is one that ensures everyone gets a chance to be heard. For example, some public meetings use a large group/small group format in which, following an open presentation the audience is broken down into small discussion groups. Afterwards, a spokesperson from each of the small groups makes a short presentation to the full audience, summarizing the discussion in their small groups.

You may also want to try small "coffee klatches", informal meetings with a small group of people meeting in a private home or other intimate setting such as a local coffee shop. These are better for getting genuine involvement rather that a single large meeting. The point is, do not limit your thinking as to what constitutes a public meeting. Design a meeting format which fits your particular purpose.

On form of meeting, which has proven particularly effective in resolving issues, is the workshop. Workshops differ from other public meetings in that they have a stated purpose of completing a specific assignment.

For example, a workshop might be used to evaluate alternative sites. A workshop might also be used to eliminate sites which do not meet the siting criteria, or in getting agreement on the actions which need to be taken to mitigate any negative effects of a facility.

- You might want to hold individual briefings or a Study Session for City Councilmember's prior to the workshops, so they feel adequately informed in case residents ask them questions.
- You might even decide to make presentations to civic and/or technical groups via the City's Speakers' Bureau, prior to the workshops to stimulate interest.
- You may consider operating a temporary hotline, providing information to callers, along with an opportunity to leave a message for a return call on individual questions or concerns.
- Following the workshops, you will want to get back to people to tell them what the outcome of the workshop was, so you may want to send another issue of the newsletter, or simply a report summarizing public comment. If major decisions resulted form the workshops, you might also want to hold a press conference and issue a news release describing the decision.

As this description clearly shows, public participation is not a matter of selecting a single technique, but of combining numerous techniques into a unified program.

There are a few suggestions to follow in putting together a public participation program:

- Highly interactive formats, such as workshops, cut down the chances for posturing and rabble rousing and are usually very satisfactory for the average participant.
- The two biggest problems with advisory groups are: (1) whenever there is uncertainty about the group's charter – exactly what its authority is or is not – there is a potential for conflict and hard feelings; and (2) advisory groups can spend so much time discussing procedures that they drive away people concerned with substance. The need for elaborate procedures can be sharply reduced if an advisory group agrees to work on a consensus basis rather than by majority vote. Because no advisory group can ever exactly represent the mix of opinion in the community, a close majority vote only shows that the community remains divided. Advisory groups can be very helpful, but be aware of their limitations as well.
- The public information component of a public participation plan must be objective. Publications sent out, as part of public participation programs can not be treated like public relations pieces designed to "sell" a particular point of view. Their purpose is to provide the information the public needs to participate in an informed manner, and if the public is to do that wisely, it must be given objective, balanced, and credible information.
- Play it straight with the media. Provide all the important information, in an objective, factual manner.
- Be sure to provide "feedback loops" that is, if you ask the public to participate, always get back to the public in a timely manner to tell people what you heard, how you are going to respond to the comments, and what comes next as a result of those comments. The primary motivation for participation is the sense that you can have an impact. Without feedback, you're providing no rewards to stimulate further participation.

Never take elected officials by surprise. Even if elected officials don't like the news, always let them know first, so they are not taken by surprise with residents.

A full public participation program is a sizable effort, requiring careful planning, and a significant commitment of time and staff. But the alternative may be to go through the entire decision-making process and be unable to implement anything.

VI. Santa Clarita Transit

The City of Santa Clarita's Transit Division is responsible for making certain that the necessary steps are taken that both the public is informed and that staff get the public's reactions regarding the proposed actions or policies.

The City of Santa Clarita will implement the Public Participation Plan for any proposed fare increase or major service reduction that reduces service hours and/or service miles by 20 percent of the entire system. The public input process includes, but is not limited to, public hearings, public meetings, open houses, or written or electronic comment forms. Santa Clarita Transit staff will develop recommendations as to the appropriate type and level of public input required. Management staff will review these recommendations and determine the method or methods to be used to collect this input.

Prior to increasing the basic fare structure or a major service reduction, Santa Clarita Transit staff shall:

- Appropriately publicize plans to increase the basic fare structure in a variety of ways. Options for publicizing plans include the City of Santa Clarita Transit website, agency e-mails, newsletters, social media messages, and other means of correspondence.
- Provide opportunities for public input. Options include holding workshops, mailing comment forms to customers, and soliciting for public comment via e-mail.
- Present information to the local community centers (ie. Senior Center, Newhall and Canyon Community Center, etc) for their comment and feedback.
- Hold a public hearing with written notice and recording services.
- Review and document public comments, and present at the public hearing held before the City Council.
- Ensure that any transportation investments do not disproportionately burden any population with adverse impacts.

Santa Clarita Transit includes an outreach plan to engage minority, and Limited English Proficient (LEP) populations in the following practices:

- Scheduling meetings at times and locations that are convenient and accessible for minority and LEP communities.
- Provide a bilingual staff member at all community events and public hearings.
- Placement of statements in notices and publications that interpreter services are available for these meetings, with seven-day advance notice.

- Coordinating with community and faith-based organizations, educational institutions (such as COC), senior centers and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities.

- Consider using radio, television, social media, or newspaper ads on stations and in publications that serve LEP populations.

- Providing group travel training to LEP person with the assistance of bilingual staff.

VI. Summary and Follow-up

This plan is designed to be a "how-to" guide for implementing public participation plans for transit-related projects within the City. While no fare changes or significant service reductions have been made in the last three years to necessitate public input, Santa Clarita Transit has engaged in a number of formal and informal public outreach efforts. Most notable is the 2019 Transportation Development Plan which included a significant level of public outreach in an effort to create a guiding document for Santa Clarita Transit. Over 3,700 surveys were collected from residents and a series of six public workshops were held throughout the duration of the project. Less formal efforts have also been utilized such as passenger surveys when schedule revisions are being considered.

It is important to recognize the significance of public participation, in that it may change the course of projects and staff work.

Implementation of this plan legitimizes public input by helping determine the direction our public is going, and then getting in front of the parade.

Remember public participation does not slow things down, but not doing it will.

This plan calls for a "project manager" to be in charge of writing and implementing public participation as part of their normal duties with that project. This action is to assure that the public participation process becomes an integral part of all "major" projects, affecting groups of residents.

APPENDIX B

Introduction

The Limited English Proficiency (LEP) Plan has been prepared to address Santa Clarita Transit's responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, and it's implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color or national origin. Santa Clarita Transit will take reasonable steps to ensure that all persons have meaningful access to its programs, service and information, at no additional cost.

Executive Order 13166, titled *Improving Access to Services for Persons with Limited English Proficiency*, states that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination. It directs each federal agency to publish guidance for its' respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal funds, including Santa Clarita Transit.

Santa Clarita Transit's goal is to take responsible steps to ensure meaningful access in benefits, services and information to LEP persons in the service area. All residents in this service area, to the fullest extent practicable, should be able to understand and participate in the transit services provided.

Plan Summary

Santa Clarita Transit has developed this *Limited English Proficiency* Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency (LEP) who wish to access services provided by Santa Clarita Transit. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English.

This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required and how to notify LEP persons that assistance is available.

In order to prepare this plan, Santa Clarita Transit undertook the U.S. Department of Transportation's (U.S. DOT) four-factor LEP analysis which considers the following factors:

1. The number and proportion of LEP persons served or encountered in the eligible service population.
2. The frequency with which LEP persons come in contact with Santa Clarita Transit programs, activities or services.
3. The nature and importance of services provided by Santa Clarita Transit to the LEP population.
4. The resources available to Santa Clarita Transit and overall cost to provide LEP assistance.

A summary of the results of Santa Clarita Transit's four factor analysis is in the following section.

Four-Factor Analysis

1. The number and proportion of LEP persons served or encountered in the eligible service population.

Santa Clarita Transit's service area covers the Santa Clarita Valley. This Valley consists of the City of Santa Clarita and various unincorporated areas of Los Angeles County. For planning purposes, Santa Clarita Transit reviewed the most current available data from the 2024 American Community Survey (ACS) Selected Social Characteristics in the United States 5-Year Estimates Data Profiles DP02 dataset within Santa Clarita.

The incorporated areas within Santa Clarita at the time of the 2024 ACS estimates had a total population of 215,930 over five years of age. In this population, 137,753, or 63.8 percent speak only English. Of the 36.2 percent that speak a language other than English, approximately 22,556 residents, or 28.85 percent, indicated that they speak English "less than very well." Of the 22,556 residents that speak a language other than English, the majority (63.17 percent) are Spanish speakers. Of the residents that speak Spanish, 29.11 percent speak English less than "very well."

Other languages spoken within the Santa Clarita Transit service area fall into three broad language groups: Indo-European languages (including German, Yiddish, Dutch, Swedish, Norwegian, French, Italian, Portuguese, Russian, Polish, Serbo-Croatian, Hindi, Gujarati, Punjabi, Urdu, Greek, and Baltic and Iranian languages), Asian and Pacific Island languages (including Chinese, Korean, Japanese, Vietnamese, Hmong, Khmer, Lao, Thai, Tagalog, Telugu, Tamil, and Malayalam), and all other languages (everything not captured above). The table below illustrates the number of LEP residents by language.

Santa Clarita Language Spoken at Home and Ability to Speak English		
Label	**Estimate**	**Percent of Total**
Total	215,930	
Speak only English	137,753	63.8%
Language other than English	78,177	36.2%
Speak English less than "very well"	22,556	28.85%
Spanish	49,386	22.9%
Speak English less than "very well"	14,378	29.11%
Other Indo-European Languages	10,628	4.9%
Speak English less than "very well"	2,320	21.83%
Asian and Pacific Islander Languages	14,969	6.9%
Speak English less than "very well"	5,003	33.42%
Other languages	3,194	1.5%
Speak English less than "very well"	855	26.77%

Based on the demographics outlined above, the primary focus of the City's efforts is on the Spanish speaking segment of the LEP population.

2. The frequency with which LEP persons come in contact with Santa Clarita Transit programs, activities or services.

Santa Clarita Transit serves LEP persons daily via our fixed route buses and paratransit services daily. The majority of our LEP persons are Spanish speakers. To date, the most frequent contact between LEP persons and our transit staff is with bus drivers. In October of 2020, an informal Coach Operator Survey was conducted by Santa Clarita Transit staff to determine the frequency with which coach operators come in contact with LEP persons and in which geographic segment of our service area. Findings indicate that Spanish is the most frequently encountered language by far, with operators reporting helping multiple Spanish-speaking patrons each day.

The Santa Clarita Transit customer call center is staffed with Spanish speaking personnel at all times. Call center staff is also trained to utilize translation services via a remote call center when necessary. Based on data from May 1, 2023 through May 1, 2026, the City's transit call center received 154,837 transit phone calls, of which 15.53%, or 24,040 total calls, are from Spanish speaking customers.

According to the C16001 table from the 2024 Census ACS data, the majority of the LEP population resides in the Canyon Country (91351, 91387) and Newhall (91321) areas. Santa Clarita Transit routes cover all areas of the Santa Clarita Valley. With 30-minute frequencies on almost all routes, areas with high and low LEP population are equally

served. Based on our total ridership numbers for all local routes, the highest ridership by far comes from the routes that serve our LEP population of Canyon Country and Newhall.

ROUTE	FY 2025-2026 Ridership Totals	Service Area
Route 1	110,743	Castaic & Valencia
Route 2	71,070	Val Verde & Valencia
Route 3	51,398	Saugus and Valencia
Route 4	127,005	Newhall, Valencia and Saugus
Route 5	231,654	Stevenson Ranch, Newhall, Valencia and Canyon Country
Route 6	416,412	Stevenson Ranch, Newhall, Valencia and Canyon Country
Route 7	47,415	Saugus and Valencia
Route 12	551,145	Valencia, Newhall and Canyon Country
Route 14	133,547	Newhall, Valencia and Saugus

3. The nature and importance of services provided by Santa Clarita Transit to the LEP population.

Santa Clarita Transit provides important transit services to the public through its fixed route and complimentary paratransit and on demand services. Santa Clarita Transit is the only major public transportation provider in the Santa Clarita Valley and provides Commuter bus service between the Santa Clarita Valley and the Los Angeles basin. Santa Clarita Transit provides Santa Clarita Valley residents, including LEP persons, transportation services for the purpose of commuting to work, shopping, recreational needs, personal errands, school and other services the public accesses frequently.

4. The resources available to Santa Clarita Transit and overall cost to provide LEP assistance.

Providing translation services to allow LEP populations to participate in the development of Santa Clarita Transit's core planning and investment policies is a routine practice for Santa Clarita Transit. Santa Clarita Transit's Customer Call Center, which manages customer comments by phone, mail, email and in-person, currently benefits from having four staff members who speak, read and write Spanish. The customer call center team also utilizes translation services provided by "Language Line" for customers who speak other languages. Spanish translated documents have included rider alerts posted on our

buses and at bus stops, fare service change information, how to ride guides and current fare and pass information in the City service brochures. We currently provide a Spanish translator at each one of our community events and have developed Spanish language marketing campaigns promoting the benefits of public transportation.

Santa Clarita Transit provides Spanish language materials to our LEP population whenever possible. However, the cost to implement multiple-language (i.e., beyond English and Spanish) materials and translators are significantly high and not currently funded. Santa Clarita Transit staff is exploring lower cost options to expand access to these programs and materials for LEP residents within the service area. In 2013 the Santa Clarita Transit website was updated with Spanish pages and in 2019 staff inserted a clickable Google Translate tab which allows a reader to select their preferred language.

Based on the four-factor analysis, Santa Clarita Transit developed its LEP Plan as outlined in the following section.

Limited English Proficiency (LEP) Plan Outline

How Santa Clarita Transit and staff may identify an LEP person who needs language assistance:

1. Examine records to see if requests for language assistance have been received in the past, either at meetings or over the phone, to determine whether language assistance might be needed at future events or meetings.
2. Have a staff person greet participants as they arrive to Santa Clarita sponsored events. By informally engaging participants in conversation it is possible to gauge each attendee's ability to speak and understand English.
3. Consistently monitor the number of people that access the transit website in Spanish. And continue to update the site wherever needed.
4. If a vehicle operator encounters a customer in need of assistance in a language other than English, vehicle operators are instructed to try to obtain their contact information and give this information to their manager for follow-up. Dispatchers and call center staff are also instructed to obtain contact information from LEP persons they encounter either in person or over the phone and recording passenger's requests for language assistance in the customer service database.
5. Automated phone tree is available in English and in Spanish. Callers are given the opportunity to speak directly to a Spanish speaking staff person.

Language Assistance Measures

There are numerous language assistance measures available to LEP persons, including both oral and written language services. There are also various ways in which Santa Clarita Transit staff responds to LEP persons, whether in person, by telephone or in writing.

- Network with local human service organizations that provide services to LEP individuals and seek opportunities to provide information on Santa Clarita Transit programs and services.
- Provide a bilingual staff member at all community events and public hearings.
- Placement of statements in notices and publications that interpreter services are available for these meetings, with seven-day advance notice;
- Survey bus drivers and other front-line staff, like dispatchers and call center staff, on their experience concerning any contacts with LEP persons during the previous year;
- Post the Santa Clarita Transit Title VI Policy and LEP Plan on the agency website, www.santaclaritatransit.com ;

- Upon request, provide group travel training to LEP persons with the assistance of bilingual staff;
- Include language "Spanish a plus" on bus driver recruitment flyers and onboard recruitment posters;
- When an interpreter is needed, for a language other than Spanish, in person or on the telephone, staff will attempt to access language assistance services from a professional translation service.

Vital Documents

All vital documents are translated into Spanish and posted online and where appropriate. Staff has identified the following documents to be vital as it relates to our passenger's access to service and information:

- General service information and notices
- Title VI protection notifications and reporting procedures
- Public hearing notices
- Information regarding the availability of translation services
- Onboard and customer surveys

Note, although Spanish has been identified as the primary LEP language, translation services for all other identified LEP languages are available upon request.

Staff Training

The following training is provided to Santa Clarita City and contractor staff:

1. Information on the Santa Clarita Transit Title VI procedures and LEP responsibilities
2. Description of language assistance services offered to the public
3. Use of the Language Identification Flashcards
4. Documentation of language assistance requests
5. How to handle a potential Title VI/LEP complaint

Outreach Techniques

When staff prepares a document or schedules a meeting, for which the target audience is expected to include LEP individuals, then documents, meeting notices, flyers and agendas will be printed in an alternative language based on the known LEP population. Interpreters will also be available as needed.

Monitoring and Updating the LEP Plan

Santa Clarita Transit will update the LEP as required by the U.S. DOT. At minimum, the plan will be reviewed and updated every three years or when it is clear that higher concentrations of LEP individuals are present in the Santa Clarita Transit service area. Updates will include the following:

- The number of documented LEP person contacts encountered annually
- How the needs of LEP persons have been addressed
- Determination of the current LEP population in the service area
- Determination as to whether the need for translation services has changed
- Determine whether local language assistance programs have been effective and sufficient to meet the need
- Determine whether Santa Clarita Transit's financial resources are sufficient to fund language assistance resources needed
- Determine whether Santa Clarita Transit has fully complied with the goals of this LEP plan
- Determine whether complaints have been received concerning Santa Clarita Transit's failure to meet the needs of LEP individuals

Dissemination of the Santa Clarita Transit LEP Plan

A link to the Santa Clarita Transit LEP Plan and the Title VI Procedures is included on the Santa Clarita Transit website at www.santaclaritatransit.com. Any person or agency with internet access will be able to access and download the plan from the Santa Clarita Transit website. Alternatively, any person or agency may request a copy of the plan via telephone, fax, mail or in person and shall be provided with a copy of the plan at no cost. LEP individuals may request copies of the plan in translation which Santa Clarita Transit will provide, if feasible.

Questions or comments regarding the LEP Plan may be submitted to:

Transit Manager
Santa Clarita Transit
28250 Constellation Road
Santa Clarita, CA 91355
Phone: (661) 295-6300
Fax: (661) 295-6393
Email: aaguilar@santa-clarita.com

APPENDIX C

Minority Demographic Maps

City of Santa Clarita
Minority Population

- City Boundary
- Census Tracts
- Transit System Routes
- Minority Populations

*Minority tracts defined as those whose minority population exceeds the service area average of 23.5%

N

0 0.75 1.5 3 Miles

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County of Los Angeles, Bureau of Land Management, Esri, HERE, Garmin, USGS, EPA, NPS, Esri, HERE, NPS

City of Santa Clarita
Minority Population

City Boundary
Census Tracts
Transit System Routes
Minority Populations

*Minority tracts defined as those whose minority population exceeds the service area average of 23.5%

920104
920116
920119
920118
920106
920102
920120
920200
920109
920121
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920035
920046
920047
920041
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910808
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910807
910809
910815
930400

Canyon Country
Santa Clarita
Stevenson Ranch
Newhall
Placerita Creek

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Esri, HERE, County of Los Angeles, Bureau of Land Management, Esri, HERE, Garmin, GeoTechnologies, Inc., USGS,

APPENDIX D

Lower-Income Demographic Maps

City of Santa Clarita
Low-Income Communities

- City Boundary
- Census Tracts
- Transit System Routes
- Low-Income Communities

*Low-Income communities as defined by CA AB1550

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County of Los Angeles, Bureau of Land Management, Esri, HERE, Garmin, USGS, EPA, NPS

City of Santa Clarita
Low-Income Communities

- City Boundary
- Census Tracts
- Transit System Routes
- Low-Income Communities

*Low-Income communities as defined by CA AB1550

920104
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920049
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920045
910808
910810
920121
920110
920044
920106
920017
920028
910807
920034
920112
920040
920114
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920328
920041
920030
920046
920339
920047
920329
910809
920314
920330
920031
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County of Los Angeles, Bureau of Land Management, Esri, HERE, Garmin, GeoTechnologies, Inc., USGS, EPA

Appendix E

Service Area Low-Income Designated Census Tracts

Census Tract	Total Population with Poverty Status	Total Population with Income below Federal Poverty Level	Census Tract Median Family Income
1021.03	2054	184	82708
1021.04	3828	190	137569
1021.05	1664	156	97000
1043.1	4411	543	105081
1044.01	3083	671	79167
1044.03	2232	506	85179
1044.04	3328	472	74175
1045	3507	1187	69091
1048.21	3403	558	72258
1048.22	2199	603	63750
1065.1	5373	833	128095
1066.03	3679	209	155313
1066.04	4349	539	73667
1066.42	3484	282	141335
1066.43	4311	120	213158
1066.46	2973	169	135781
1066.49	2689	133	110833
1081.01	2128	75	159375
1081.02	3474	410	152361
1081.03	3053	193	148000
1082.02	10191	332	204487
1082.04	1782	50	203750
1091	2554	225	89688
1092	2863	157	134348
1093	2895	154	147155
1094	3615	197	113900
1095	3809	654	75750
1096.01	5042	384	120694
1096.03	4038	478	95389
1096.04	2721	295	107463
1097	4203	228	119930
1098	4614	467	111375
1111	2963	216	119167
1112.01	3270	268	123750
1112.04	5902	126	180700
1112.06	4289	266	167353
1131.01	3537	420	138523
1131.02	2971	104	227500
1132.11	4112	306	125380
1132.12	2755	98	112656
1132.13	4935	270	137151
1132.32	4640	390	147212
1132.34	5640	993	86439
1132.37	4765	255	172381
1132.38	4596	519	64981
1132.39	2134	213	50824
1133.03	3738	276	113854
1133.22	4744	587	129423
1133.23	3904	381	114722
1133.24	2837	155	101023
1134.25	4254	389	73681
1134.26	2302	385	110865
1134.27	2350	379	63333
1134.28	4099	368	133614
1171.01	5205	598	119219
1171.02	2404	232	117500
1174.04	5210	554	127917

Service Area Low-Income Designated Census Tracts

1174.05	3001	840	50500
1174.07	3178	943	50083
1174.08	2505	939	43333
1190.01	4283	395	109200
1190.03	3332	604	108750
1190.04	2759	263	112712
1192.02	4674	802	77305
1210.1	5166	426	85078
1210.2	3433	386	74306
1211.01	3345	388	83411
1211.02	2245	133	98295
1212.1	3016	278	91250
1212.21	2030	188	98438
1212.22	4928	729	85250
1216	2595	443	97917
1218.02	3157	592	120125
1219	3324	398	71346
1220	5326	565	116250
1221.22	2562	753	47532
1222	3623	395	76429
1233.01	3945	313	87516
1233.03	2842	543	71641
1233.04	4435	689	62829
1237	3827	486	98655
1238	5552	775	113065
1239.01	4360	1035	88676
1239.02	2758	501	98750
1241.02	3634	1029	76736
1241.04	2760	561	54192
1251.01	4465	622	87644
1252	4203	318	93198
1253.1	4129	492	60714
1253.22	2090	599	-
1254.03	2594	367	88606
1254.04	3001	525	-
1273	4195	319	101458
1274	5626	966	73263
1275.2	4868	1199	51186
1276.03	2860	734	45885
1276.04	3134	764	56510
1276.06	3218	814	64345
1277.11	3231	718	99896
1277.12	4034	908	66336
1283.02	4537	1389	44615
1284	4274	332	137447
1288.01	3864	451	150202
1289.1	4528	346	144479
1340.01	3455	383	88708
1340.02	4022	881	91786
1341.03	4080	1318	97721
1342.01	4059	309	111875
1343.02	4402	609	142031
1343.03	5341	386	131161
1343.04	2667	353	79375
1343.05	3693	605	62105
1343.06	3565	468	65708
1344.22	5079	254	181705
1344.23	3417	367	167857
1345.2	5178	1119	52450
1345.22	4521	1053	67891
1349.04	4861	591	101719

Service Area Low-Income Designated Census Tracts

1349.05	6046	996	150357
1349.06	2933	418	87083
1349.07	3806	962	108182
1351.02	3845	340	158162
1351.11	3807	317	110240
1351.13	2980	439	157070
1351.15	3904	219	113554
1351.16	1507	268	59450
1352.01	2936	443	129448
1352.02	4745	419	159412
1371.03	5100	902	105655
1371.04	2233	230	138902
1413.05	2913	288	136652
1413.06	3222	50	118081
1414	4987	443	141563
1415	2887	78	215785
1416	4035	250	250,000+
1853.2	2843	660	71635
1871.01	3086	181	81181
1871.02	4494	917	86667
1872	2908	259	80481
1873	3820	296	137147
1881	3735	555	92422
1882.01	2834	363	136094
1882.02	3043	199	250,000+
1883	3227	175	123832
1951	4761	256	250,000+
1972	3620	160	112209
1974.1	3805	239	142917
1990.01	2307	564	54950
1990.02	2866	397	71875
1992.01	3592	826	55900
1997	2914	525	53371
1998.01	3837	666	62253
1998.02	1975	259	59375
2060.1	3490	893	34119
2060.2	440	57	153281
2060.52	3153	408	144375
2062.01	2127	502	-
2062.02	1708	721	24161
2063.01	1991	1473	-
2071.01	3852	1017	85096
2071.02	3340	784	39647
2071.03	2097	542	61042
2073.03	2359	543	-
2073.04	2358	1033	145175
2073.05	959	96	-
2073.06	2166	448	250,000+
2073.07	1406	630	180365
2073.08	1229	112	138939
2074	1683	478	110909
2075.01	2106	232	128750
2075.02	3906	1580	39107
2077.11	2627	203	204063
2077.12	4925	1196	103986
2079.01	3801	1172	96458
2079.02	7325	1537	190390
2080.01	2581	459	91951
2092.01	3298	798	97865
2092.02	1410	601	28964
2093	4934	2380	29952

Service Area Low-Income Designated Census Tracts

2260.02	1821	538	94792
2622	4533	257	226591
2623.01	2533	142	250,000+
2623.02	2924	239	250,000+
2651	2301	277	236750
2652.01	1979	197	250,000+
2652.03	1993	286	209022
2652.04	1439	504	163750
2653.01	0	0	-
2653.03	4468	2788	-
2653.04	2118	1560	-
2653.06	1217	780	-
2653.07	1589	648	202847
2654.1	1726	81	250,000+
2654.2	1636	104	250,000+
2655.21	1585	252	215114
2655.22	2312	351	-
2656.01	3045	350	151167
2656.02	3042	511	153875
2657.01	1835	107	250,000+
2657.02	3107	338	-
2671.01	2891	162	140313
2671.02	2957	361	239500
2679.01	3106	330	154907
2679.02	3609	242	250,000+
3016.01	5336	1193	49247
3016.02	3563	388	97902
3101	5530	290	215441
3104	3636	461	140625
3105.01	3690	583	75877
3106.01	6434	1146	93235
3106.02	2735	215	117102
3107.01	2429	840	35526
3107.03	5270	667	84464
3107.05	2530	445	-
3108	5121	688	124361
3109	6802	397	149667
3118.01	2922	389	92574
3118.02	4200	209	104821
3203	6561	682	79982
7007	3121	140	250,000+
7010	5075	400	248000
9108.07	5880	742	163649
9108.08	3918	78	111313
9108.09	2297	148	179643
9108.1	2849	108	172426
9108.15	4978	579	123118
9200.13	7870	1136	138882
9200.15	6373	80	186875
9200.16	4982	108	177308
9200.17	4249	86	140104
9200.18	2058	143	155446
9200.2	5944	174	140061
9200.28	8700	20	143617
9200.29	3733	181	105300
9200.3	5712	423	139569
9200.31	6069	794	130347
9200.34	4265	332	165366
9200.35	8980	1234	112595
9200.38	3098	436	69384
9200.39	1615	116	165893

Service Area Low-Income Designated Census Tracts

9200.4	3270	87	125750
9200.41	3066	217	124479
9200.42	6838	427	131812
9200.43	8504	616	180833
9200.44	2606	212	116364
9200.45	4441	140	152716
9200.46	3605	157	107909
9200.47	7009	1827	66265
9200.48	5502	582	109967
9200.49	6052	466	196607
9201.02	4656	344	118068
9201.04	2866	153	141458
9201.06	3576	195	123333
9201.09	4619	319	142586
9201.1	2891	193	146103
9201.11	3065	126	141951
9201.12	3881	326	154122
9201.14	5311	365	123053
9201.15	4044	120	128995
9201.16	4949	275	148125
9201.18	6248	105	148472
9201.19	1813	94	207829
9201.2	4045	192	220854
9201.21	10865	409	175588
9202	0	0	-
9203.12	6312	563	111471
9203.13	5017	141	189130
9203.14	3158	335	138304
9203.22	2597	265	156750
9203.26	7191	199	143589
9203.28	1967	313	200089
9203.29	6154	504	109063
9203.3	3406	294	175521
9203.31	3545	316	128676
9203.32	1690	132	136146
9203.34	5421	505	132159
9203.38	5749	349	187031
9203.39	8917	472	168578
9203.4	2830	457	102879
9203.41	3004	496	65556
9203.42	3131	286	60000
9203.43	4087	470	61250
9304	1143	162	172708
9800.09	0	0	-
9800.1	143	61	-
9800.17	997	627	-
9800.22	0	0	-
9800.23	47	0	-
9800.24	205	27	177917

Minority Populations by Service Area Census Tracts

Census Tract	Total Population	Total White	Total Black	Total American Indian and Alaska Native	Total Asian	Total Two or More Races	Total Hispanic or Latino	Total Native Hawaiian and Other Pacific Islander	Total Other	Percent Minority
1021.03	2066	1631	226	0	155	4	41	0	9	19%
1021.04	4231	3014	75	7	543	60	532	0	0	16%
1021.05	1519	266	45	0	197	63	948	0	0	20%
1043.1	4561	80	54	0	14	9	4302	0	102	4%
1044.01	2862	97	18	0	0	0	2747	0	0	1%
1044.03	2410	34	0	0	75	0	2301	0	0	3%
1044.04	3477	34	0	0	43	9	3382	0	9	2%
1045	3472	47	5	0	27	0	3386	0	7	1%
1048.21	3194	108	0	26	41	25	2994	0	0	3%
1048.22	2171	48	0	0	95	7	2021	0	0	5%
1065.1	5724	692	225	0	1214	236	3211	0	146	32%
1066.03	3783	1753	322	0	681	74	953	0	0	28%
1066.04	4490	271	101	0	146	55	3917	0	0	7%
1066.42	3621	2068	121	0	377	107	948	0	0	17%
1066.43	4082	2121	328	0	575	62	432	72	492	37%
1066.46	3221	1386	74	0	666	155	898	0	42	29%
1066.49	2471	235	23	18	380	63	1737	2	13	20%
1081.01	2272	1111	47	0	522	155	437	0	0	32%
1081.02	3502	1563	69	0	1221	108	541	0	0	40%
1081.03	3199	1710	134	0	978	46	271	0	60	38%
1082.02	11154	3286	1406	0	4412	565	1350	77	58	58%
1082.04	1849	723	14	9	921	57	125	0	0	54%
1091	2783	845	164	0	527	6	1241	0	0	25%
1092	3094	1175	137	22	981	74	705	0	0	39%
1093	3156	841	55	0	531	110	1581	0	38	23%
1094	3670	383	14	0	213	33	3014	13	0	7%
1095	3852	178	52	0	213	0	3409	0	0	7%
1096.01	5141	1004	318	0	353	162	3304	0	0	16%
1096.03	4068	475	113	0	332	55	3072	1	20	13%
1096.04	3052	395	73	16	184	99	2176	1	108	16%
1097	4002	1519	27	0	456	326	1609	46	19	22%
1098	4444	1320	80	166	347	97	2434	0	0	16%
1111	2989	911	26	0	579	52	1411	0	10	22%
1112.01	3005	1306	39	0	506	37	1092	0	25	20%
1112.04	6274	2979	54	7	1576	340	1204	0	114	33%
1112.06	4177	1934	244	22	924	161	862	0	30	33%
1131.01	3666	2214	46	0	571	127	598	0	110	23%
1131.02	2722	1296	66	0	512	317	442	0	89	36%
1132.11	4165	1874	477	5	927	205	624	0	53	40%

1132.12	2769	999	206	2	589	163	731	79	0	38%
1132.13	5002	1781	201	0	1025	366	1603	0	26	32%
1132.32	5082	2476	224	0	999	339	1044	0	0	31%
1132.34	5411	1131	423	10	833	0	3014	0	0	23%
1132.37	4734	2164	201	0	798	234	1280	0	57	27%
1132.38	4171	690	139	0	408	377	2521	21	15	23%
1132.39	1993	359	176	21	168	21	1236	12	0	20%
1133.03	4012	1285	174	0	727	387	1423	0	16	33%
1133.22	4919	2177	687	3	540	85	1418	0	9	27%
1133.23	3416	837	154	0	863	68	1494	0	0	32%
1133.24	3010	544	498	0	167	17	1770	0	14	23%
1134.25	3723	561	307	0	323	153	2376	0	3	21%
1134.26	2169	659	39	0	425	95	946	0	5	26%
1134.27	2402	297	153	0	456	62	1434	0	0	28%
1134.28	4137	1823	68	0	633	62	1551	0	0	18%
1172.01	4032	962	26	0	457	78	2454	41	14	15%
1172.02	2786	612	174	6	731	104	1159	0	0	36%
1174.04	4924	1655	91	6	660	94	2418	0	0	17%
1174.05	3358	168	41	0	44	126	2961	0	18	7%
1174.07	3410	46	32	0	48	65	3219	0	0	4%
1174.08	2588	292	253	0	332	28	1673	0	10	24%
1190.01	4341	346	15	0	917	63	2978	16	6	23%
1190.03	3417	142	0	0	205	0	3070	0	0	6%
1190.04	2708	127	0	0	118	0	2463	0	0	4%
1192.02	4240	72	22	0	202	17	3927	0	0	6%
1210.1	4951	1414	1	0	309	46	3137	0	44	8%
1210.2	3671	1127	31	0	365	151	1982	0	15	15%
1211.01	3108	563	58	0	92	75	2320	0	0	7%
1211.02	2436	850	63	0	49	117	1277	0	80	13%
1212.1	3233	326	82	19	290	33	2420	0	63	15%
1212.21	2173	275	46	0	120	0	1715	0	17	8%
1212.22	5396	622	163	0	149	0	4439	0	23	6%
1216	2580	1006	0	0	787	68	719	0	0	33%
1218.02	3442	613	204	0	99	15	2485	22	4	10%
1219	2797	277	33	0	159	0	2328	0	0	7%
1220	5131	2432	33	0	655	20	1974	0	17	14%
1221.22	2446	227	154	0	29	21	1997	0	18	9%
1222	3729	476	9	0	149	94	2963	0	38	8%
1233.01	3842	1085	191	0	962	116	1458	0	30	34%
1233.03	2932	1176	65	3	69	27	1590	2	0	6%
1233.04	4269	2203	95	0	246	140	1550	0	35	12%
1237	4012	2034	495	0	194	213	1067	0	9	23%
1238	5814	3266	58	7	253	439	1766	0	25	13%
1239.01	4289	1444	363	0	69	176	2220	0	17	15%

Minority Populations by Service Area Census Tracts

1239.02	2664	1190	172	0	251	80	971	0	0	19%
1241.02	3715	964	278	0	791	47	1627	0	8	30%
1242.04	2324	646	161	0	82	41	1385	0	9	13%
1251.01	4478	1433	560	64	381	485	1542	0	13	34%
1252	4151	1982	377	0	220	293	1247	8	24	22%
1253.1	4373	2267	694	0	351	141	899	0	21	28%
1253.22	2542	972	203	30	163	145	1001	0	28	22%
1254.03	2726	1184	316	0	272	158	796	0	0	27%
1254.04	2973	1243	844	0	214	85	555	0	32	40%
1273	3740	880	396	0	296	144	1939	0	85	25%
1274	5620	1085	105	0	283	102	3977	0	68	10%
1275.2	4443	145	57	0	260	20	3961	0	0	8%
1276.03	2677	192	158	0	168	43	2106	0	10	14%
1276.04	3021	933	351	0	165	54	1453	0	65	21%
1276.06	3436	793	104	0	482	41	2016	0	0	18%
1277.11	2958	777	129	0	366	185	1490	0	11	23%
1277.12	4520	419	177	0	178	134	3612	0	0	11%
1283.02	4159	748	222	0	345	56	2788	0	0	15%
1284	4285	2093	309	0	272	396	1206	0	9	23%
1288.01	3827	2225	330	24	401	130	717	0	0	23%
1289.1	4495	2355	156	0	459	179	1230	0	116	20%
1340.01	3694	459	256	0	272	103	2604	0	0	17%
1340.02	4020	581	304	0	418	307	2398	0	12	26%
1341.03	4132	941	163	12	777	177	2023	0	39	28%
1342.01	4149	1007	179	0	1038	117	1808	0	0	32%
1343.02	4172	1546	120	34	714	267	1412	0	79	29%
1343.03	5398	2167	74	0	719	121	2284	0	33	18%
1343.04	2895	1011	131	0	490	133	1114	0	16	27%
1343.05	3659	292	77	0	252	41	2997	0	0	10%
1343.06	3560	648	131	0	769	111	1901	0	0	28%
1344.22	4956	2749	198	0	982	197	685	0	145	31%
1344.23	3560	2473	0	0	502	24	561	0	0	15%
1345.2	5092	791	202	0	471	84	3544	0	0	15%
1345.22	4146	856	2	12	311	15	2950	0	0	8%
1349.04	4581	1039	140	0	1127	341	1934	0	0	35%
1349.05	6371	2753	1418	0	927	336	900	37	0	43%
1349.06	2888	481	37	0	233	55	2082	0	0	11%
1349.07	4209	2056	794	109	198	60	967	0	25	28%
1351.02	4117	1923	301	0	411	356	1082	11	33	27%
1351.11	3963	2086	76	0	266	176	1359	0	0	13%
1351.13	3014	1356	352	0	674	132	487	13	0	39%
1351.15	4309	1505	221	42	1957	216	368	0	0	57%
1351.16	1536	927	16	18	178	173	224	0	0	25%
1352.01	2861	1746	82	0	309	194	499	0	31	22%

Minority Populations by Service Area Census Tracts

1352.02	4578	2707	420	36	673	78	458	43	163	31%
1371.03	4860	2774	440	0	710	344	565	0	27	31%
1371.04	2350	1763	92	0	110	252	133	0	0	19%
1413.05	3127	1694	201	3	260	230	739	0	0	22%
1413.06	3291	2406	62	0	209	189	425	0	0	14%
1414	5217	3436	89	0	479	270	938	0	5	16%
1415	2807	2420	0	0	143	53	191	0	0	7%
1416	3854	2982	2	0	350	223	297	0	0	15%
1853.2	2692	214	10	0	164	31	2273	0	0	8%
1871.01	3026	1048	0	0	586	193	1192	0	7	26%
1871.02	4615	774	57	0	1226	220	2338	0	0	33%
1872	2872	789	24	0	529	138	1383	0	9	24%
1873	3681	2089	140	6	526	165	717	0	38	24%
1881	3954	1628	63	0	485	216	1562	0	0	19%
1882.01	2994	1948	130	9	326	119	452	0	10	20%
1882.02	3093	1735	371	0	522	114	313	0	38	34%
1883	3285	1363	20	0	988	222	692	0	0	37%
1951	4871	3076	126	0	598	460	611	0	0	24%
1972	3505	439	136	73	1502	262	1082	11	0	57%
1974.1	4014	1729	71	0	476	410	1328	0	0	24%
1990.01	2390	22	0	0	1060	38	1270	0	0	46%
1990.02	2697	606	10	0	459	54	1560	0	8	20%
1992.01	3268	141	48	0	1201	13	1865	0	0	39%
1997	3500	373	178	0	589	175	2126	32	27	29%
1998.01	3520	51	18	24	993	10	2333	91	0	32%
1998.02	1905	107	0	50	849	22	869	0	8	49%
2060.1	3392	394	19	0	1115	47	1753	0	64	37%
2060.2	7629	1153	2600	8	249	179	3284	21	135	42%
2060.52	3160	942	145	0	1392	249	405	0	27	57%
2062.01	2191	456	391	0	822	99	395	0	28	61%
2062.02	1702	168	148	28	993	26	339	0	0	70%
2063.01	1929	398	771	16	47	118	579	0	0	49%
2071.01	4264	640	568	43	2032	368	516	0	97	73%
2071.02	3331	288	60	0	2253	152	578	0	0	74%
2071.03	2024	205	33	0	1312	24	450	0	0	68%
2073.03	2688	941	388	11	563	186	580	0	19	43%
2073.04	2522	356	782	0	66	253	1065	0	0	44%
2073.05	1051	437	178	0	252	77	107	0	0	48%
2073.06	2193	847	397	0	386	219	299	0	45	48%
2073.07	1432	257	571	0	130	141	264	69	0	64%
2073.08	1074	509	168	0	159	47	184	0	7	35%
2074	2598	668	406	10	583	125	806	0	0	43%
2075.01	2074	593	196	0	644	52	589	0	0	43%
2075.02	4518	1110	227	0	2174	229	742	0	36	59%

Minority Populations by Service Area Census Tracts

2077.11	3495	961	451	0	1440	29	614	0	0	55%
2077.12	4967	909	680	0	1857	487	1032	0	2	61%
2079.01	4049	750	817	91	1531	346	475	0	39	70%
2079.02	7082	2025	890	0	2526	435	1206	0	0	54%
2080.01	3070	297	512	0	733	102	1426	0	0	44%
2092.01	3494	556	893	0	1003	82	943	0	17	57%
2092.02	1312	97	38	0	160	18	999	0	0	16%
2093	4917	307	928	0	461	315	2906	0	0	35%
2260.02	1900	402	406	0	269	151	667	0	5	44%
2622	4798	3370	210	10	587	207	357	11	46	22%
2623.01	2988	2025	148	4	347	226	209	0	29	25%
2623.02	2973	2464	16	12	114	239	128	0	0	13%
2651	2194	1765	105	0	48	107	22	0	147	19%
2652.01	2526	1740	108	0	416	105	152	0	5	25%
2652.03	2056	1296	189	0	388	63	120	0	0	31%
2652.04	1505	718	101	0	554	45	87	0	0	47%
2653.01	13681	3828	888	41	5251	608	2982	13	70	50%
2653.03	4184	1285	235	0	1483	272	753	86	70	51%
2653.04	3603	1219	194	8	1481	158	539	0	4	51%
2653.06	1920	749	56	0	459	183	452	0	21	37%
2653.07	2983	1144	391	0	915	73	415	15	30	48%
2654.1	1732	1412	0	0	164	99	57	0	0	15%
2654.2	1696	1130	41	0	247	154	119	0	5	26%
2655.21	1578	828	0	0	482	159	109	0	0	41%
2655.22	1975	690	66	0	720	62	433	0	4	43%
2656.01	2865	1973	176	0	373	102	210	0	31	24%
2656.02	3068	2341	0	0	432	122	108	0	65	20%
2657.01	1692	1103	77	0	132	139	194	0	47	23%
2657.02	2942	2401	62	0	48	88	297	0	46	8%
2671.01	3039	1815	28	0	573	220	357	0	46	29%
2671.02	3258	1809	55	0	743	344	307	0	0	35%
2679.01	3769	2257	130	0	776	489	117	0	0	37%
2679.02	3837	2416	282	1	599	218	255	0	66	30%
3016.01	5513	4006	40	0	305	47	1115	0	0	7%
3016.02	3597	1271	72	32	248	308	1631	0	35	19%
3101	5968	4255	304	43	555	212	599	0	0	19%
3104	3609	2007	131	13	285	529	644	0	0	27%
3105.01	3582	1069	207	0	189	114	1987	16	0	15%
3106.01	6426	3033	789	0	795	204	1586	0	19	28%
3106.02	2651	1824	11	0	323	122	341	0	30	18%
3107.01	2315	1499	124	0	93	51	537	0	11	12%
3107.03	5129	3491	0	0	452	66	1108	0	12	10%
3107.05	2404	1185	150	0	831	88	87	0	63	47%
3108	5205	2984	142	0	720	285	1074	0	0	22%

Minority Populations by Service Area Census Tracts

3109	6720	2873	4	0	1239	365	2232	0	7	24%
3118.01	2811	1367	248	0	74	38	1066	0	18	13%
3118.02	4081	1620	322	0	334	193	1585	0	27	21%
3203	6730	173	113	27	275	0	6142	0	0	6%
7007	2935	2602	1	0	88	112	49	0	83	10%
7010	5078	3343	157	0	506	536	498	0	38	24%
9108.07	5928	2950	148	0	846	254	1710	0	20	21%
9108.08	4011	1860	18	0	72	119	1928	0	14	6%
9108.09	2231	1256	25	0	192	172	499	0	87	21%
9108.1	2914	1617	169	0	291	117	694	0	26	21%
9108.15	5176	3083	79	1	65	101	1836	0	11	5%
9200.13	7253	3226	871	0	907	681	1506	0	62	35%
9200.15	6119	3873	166	0	397	342	1188	20	133	17%
9200.16	5345	2709	194	9	433	137	1845	0	18	15%
9200.17	4315	2169	102	0	229	193	1598	0	24	13%
9200.18	1892	1183	18	0	99	90	502	0	0	11%
9200.2	6033	3203	6	0	298	504	1984	26	12	14%
9200.28	8576	2356	472	0	1607	357	3568	0	216	31%
9200.29	3317	1431	43	11	158	103	1571	0	0	9%
9200.3	5916	2172	364	0	808	245	2251	0	76	25%
9200.31	6371	3350	23	0	1214	153	1631	0	0	22%
9200.34	5299	1858	516	0	655	272	1975	23	0	28%
9200.35	8455	1500	202	4	604	631	5445	0	69	18%
9200.38	4804	985	306	22	482	76	2887	0	46	19%
9200.39	1661	678	30	0	176	66	711	0	0	16%
9200.4	2682	1128	125	0	136	109	1184	0	0	14%
9200.41	4065	860	655	0	339	239	1954	0	18	31%
9200.42	7539	2340	810	0	890	241	3203	20	35	26%
9200.43	8892	3132	615	0	2125	387	2633	0	0	35%
9200.44	2684	1195	106	0	262	92	1014	7	8	18%
9200.45	4554	2571	9	0	276	182	1493	23	0	11%
9200.46	1910	312	41	0	38	119	1400	0	0	10%
9200.47	6579	599	161	0	80	356	5063	30	290	14%
9200.48	5433	1623	130	0	288	189	3203	0	0	11%
9200.49	6500	3340	197	0	1043	265	1426	145	84	27%
9201.02	4758	2443	49	72	542	116	1429	0	107	19%
9201.04	2987	1557	10	0	208	204	908	0	100	17%
9201.06	3716	936	154	0	137	130	2333	0	26	12%
9201.09	4803	2246	189	0	838	543	637	317	33	40%
9201.1	2912	1683	0	0	426	152	566	5	80	23%
9201.11	3141	1848	15	0	384	86	792	0	16	16%
9201.12	4277	1956	99	0	772	107	1168	126	49	27%
9201.14	5350	2623	175	0	1037	271	1223	0	21	28%
9201.15	4158	1826	384	8	568	514	858	0	0	35%

Minority Populations by Service Area Census Tracts

9201.16	4606	2402	8	0	275	243	1678	0	0	11%
9201.18	6019	2111	188	9	550	490	2647	0	24	21%
9201.19	1902	718	177	0	328	60	603	0	16	31%
9201.2	3876	1922	59	0	1017	168	710	0	0	32%
9201.21	11359	3796	1369	0	3692	292	2203	0	7	47%
9202	3604	415	771	0	65	73	2234	7	39	26%
9203.12	5684	2257	109	0	373	249	2696	0	0	13%
9203.13	5349	1976	48	0	823	341	2099	26	36	24%
9203.14	3250	1541	15	0	455	134	1091	0	14	19%
9203.22	2689	1465	0	0	144	56	1024	0	0	7%
9203.26	6971	2957	330	60	1615	321	1618	0	70	34%
9203.28	1961	1240	87	0	255	14	365	0	0	18%
9203.29	5091	3139	168	27	213	521	1023	0	0	18%
9203.3	4445	3383	44	0	182	181	655	0	0	9%
9203.31	3794	2164	168	59	583	82	734	4	0	24%
9203.32	1778	981	44	0	107	73	567	0	6	13%
9203.34	6224	3521	152	0	509	1010	1016	0	16	27%
9203.38	5594	2596	62	0	1460	337	1139	0	0	33%
9203.39	10017	3152	497	0	3568	825	1758	0	217	51%
9203.4	2652	795	8	0	116	54	1667	0	12	7%
9203.41	2885	228	28	8	115	13	2476	11	6	6%
9203.42	2977	65	0	0	140	52	2720	0	0	6%
9203.43	4090	785	392	0	172	153	2588	0	0	18%
9304	1212	477	107	0	96	60	472	0	0	22%
9800.09	5	1	0	0	2	0	2	0	0	40%
9800.1	182	5	0	0	93	4	79	1	0	54%
9800.17	1412	686	278	0	45	13	378	12	0	25%
9800.22	0	0	0	0	0	0	0	0	0	N/A
9800.23	63	0	0	0	41	22	0	0	0	100%
9800.24	222	103	0	0	17	5	97	0	0	10%

APPENDIX F

Title VI Investigations, Lawsuits, and Complaints				
	Date (MM/DD/YYYY)	Summary	Status	Action(s) Taken
Investigations				
1)				
Lawsuits				
1)				
Complaints				
1) Paul Vinci	08/12/2024	Mr. Vinci called to issue a complaint regarding no wheelchair access at Bus Stop #16218 on Avenue Tibbitts & Avenue Scott. Because there is no access to the bus stop, he is having to wait for the bus in the street which is very unsafe. He mentioned that he has never seen anything like this and will probably have to speak with a lawyer about it. Also, he was concerned that the bus would not stop to pick him up. I reached out to Dispatch to make sure they knew there was a wheelchair patron waiting near the bus stop for Route 791 to Warner Center scheduled at 5:05 p.m. Dispatch was already aware as an operator called to inform them and Dispatch had already contacted the operator of Route 791 to inform his as well. While on the phone, the bus arrived to pick up Mr. Vinci. He wants someone to contact him to explain why the bus stop is not wheelchair accessible.	CLOSED	Called the resident and left a vm explaining that, unfortunately, the ADA does not require sidewalks to exist. It only requires that when a sidewalk does exist, it must be ADA-accessible.

Appendix G



SANTA CLARITA TRANSIT

TITLE VI FARE EQUITY ANALYSIS JANUARY 2024

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OVERVIEW

Periodically, the City of Santa Clarita Transit adjusts transit fares in order to generate revenues to help sustain the rising cost of service operations. Santa Clarita tries to keep in line with other LA County regional fares and these new proposed fares are structured to encourage frequent riders to use the Transit Access Pass (TAP) smart card when paying for their fares. The TAP card can be loaded with stored value and serve as a transit fare payment wallet. When a passenger taps their TAP card on the farebox the correct fare is deducted from their pre-paid wallet. A TAP card also allows riders to access other benefits and discounts such as interagency transfers, discounts on their one-way fare, and daily and weekly fare capping.

United States Federal Law, as described in the United States Department of Transportation's Federal Transit Administration (FTA) Circular 4702.1B, requires any recipient of FTA grants that operates 50 or more fixed route vehicles in peak service in an area with population of 200,000 or more to evaluate any fare changes and any major service change at the planning and programming stages to determine whether those changes have a discriminatory impact on minority or low-income populations. As a recipient of financial assistance, Santa Clarita Transit must ensure that major service changes and any fare change comply with Title VI of the Civil Rights Act of 1964, which states:

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

The mechanism by which transit agencies evaluate for potential Title VI issues is a fare equity analysis. The fare equity analysis does not address whether or not the agency can increase fares, but whether or not the agency does so in a fair and equitable manner. The purpose of this Fare Equity Analysis is to define a threshold for determining whether potential changes to existing transit fares will have a discriminatory impact based on race, color, or national origin, or whether a potential fare adjustment will have a disproportionately high or adverse impact on low-income populations.

The City intends to both adjust fares as well as introduce new fare categories and products that will make the service more accessible and equitable to riders. The new fare categories and products include a daily fare cap for local service, a weekly fare cap for local service, a weekly fare cap for commuter service, and a discounted one-way fare when using a TAP card or mobile payment application. In order to qualify for daily and weekly fare capping, the rider must pay their fare using a physical or virtual TAP card.

The following table outlines Santa Clarita Transit's proposed fares for local and commuter services. The proposed changes will be implemented on July 1, 2024.

TABLE 1: PROPOSED FARE CHANGES

FARE TYPE	EXISTING FARE	PROPOSED FARE
Local Fixed Route Service		
One-Way Cash Fare	$1.00	$1.25
One-Way Fare Using TAP	$1.00	$1.00
Monthly Pass	$34.00	Discontinue
Daily Pass	$2.50	Discontinue
Daily Fare Cap	Not Available	$3.00
Weekly Fare Cap	Not Available	$10.00
Go! Santa Clarita On Demand Service		
One-Way Cash Fare	$2.00	$3.75
One-Way Reduced Cash Fare	$1.00	$2.75
One-Way Fare Using TAP	$2.00	$3.50
One-Way Reduced Fare Using TAP	$1.00	$2.50
Guests	3 free per paying rider	1 free per paying rider
Dial-A-Ride Service		
One-Way Cash Fare	$2.00	$2.25
One-Way Low-Income Fare	$0.60	$0.75
One-Way Cash Fare Using TAP	$2.00	$2.00
North Hollywood		
Cash Fare	$3.00	$3.50
Reduced Cash Fare	$1.50	$1.75
TAP Cash Fare	$3.00	$3.00
Reduced TAP Cash Fare	$1.50	$1.50
Monthly Pass	$110.00	Discontinue
Reduced Monthly Pass	$55.00	Discontinue
Weekly Fare Cap	Not Available	$30.00
Reduced Weekly Fare Cap	Not Available	$15.00
Warner Center		
Cash Fare	$4.00	$4.50
Reduced Cash Fare	$2.00	$2.25
TAP Fare	$4.00	$4.00
Reduced TAP	$2.00	$2.00
Monthly Pass	$150.00	Discontinue
Reduced Monthly Pass	$75.00	Discontinue
Weekly Fare Cap	Not Available	$40.00
Reduced Weekly Fare Cap	Not Available	$20.00
Downtown Los Angeles and Century City		
Cash Fare	$4.50	$5.00
Reduced Cash Fare	$2.25	$2.50
TAP Fare	$4.50	$4.50
Reduced TAP	$2.25	$2.25
Monthly Pass	$170.00	Discontinue
Reduced Monthly Pass	$85.00	Discontinue
Weekly Fare Cap	Not Available	$45.00
Reduced Weekly Fare Cap	Not Available	$22.50

OUTREACH PLAN

Santa Clarita Transit launched an extensive outreach plan and public comment period to educate riders and the general public about potential fare changes and to collect public feedback on the proposed changes. As part of the public participation plan, the marketing team will employ a robust notification strategy to ensure the public is aware of the opportunity to comment during the comment period. Table 2 below illustrates the types of notification and communication tools used to educate the public and solicit feedback during the comment period. All formal comments were emailed to transit@santa-clarita.com or by phone to (661) 295-6300.

Table 2-Communication and Outreach Tools Used by the City

Date	Notice	Detail
4/13	Website/Twitter/ Monitors	Home page, Monitor posts and Tweet fare change announcement and comment period beginning
4/13	Rider Alert	Post proposed fares at Senior Ctr, comm ctr, metrolinks, TC and pass outlets
4/15	Handout	Advise operations (MV) on proposed fares at expanded staff meeting
4/27	Take-Ones	Handout on all buses notifying patrons of proposed fares and comment period
5/4	E-Blast	Send to all email recipients advertising proposed fares and comment period
5/4	Social Media	Reminder Tweet and Website update
5/22	City Website	public hearing notice
5/28	City Website & Press Release	public hearing notice
6/9	Public Hearing and comment deadline	Approved at City Council Meeting
6/10	Handout	Advise operations (MV) on now approved fares at staff meeting
6/11	Tweet and Website	Reminder on approved fares with effective date of 7/11
7/3	Tweet & Press Release	New fares starting next Saturday
7/10	Tweet	Reminder of new fares starting Saturday
7/11		New fares begin

SANTA CLARITA TRANSIT TITLE VI COMPLIANCE

In the spring of 2023, SCT updated its Title VI Program, which received concurrence by the Federal Transit Administration (FTA) in the fall of 2023. The program outlines agency policies, definitions and procedures for complying with Title VI and performing equity analyses. This includes the agency's major service change, disparate and disproportionate impact thresholds.

MAJOR SERVICE/FARE CHANGE POLICY

Santa Clarita Transit is required to develop a Major Service Change Policy that identifies what constitutes a "major service change" for its system. Transportation decisions that occurred on or after April 1, 2013 at the level of a "major service change" require a service equity analysis.

In accordance with industry standard practice, SCT defines any proposed fare increase or major service reduction that reduces service hours and/or miles by 20 percent of the entire system, as a "Major Service Change".

DISPARATE AND DISPROPORTIONATE IMPACT THRESHOLD

For any proposed fare change that requires a fare equity analysis, SCT will determine if the change would create a disparate or disproportionate impact to minority and/or low-income populations, respectively.

Determination of whether a proposed fare adjustment has either a disparate or disproportionate impact is based on minority and/or low-income populations bearing a fare rate change of greater than **ten** percentage (10%) points as compared to the non-minority and/or non-low-income populations.

DATA SOURCES

In the Spring of 2023 the City of Santa Clarita began an update of the 2019 Transportation Development Plan (TDP). This effort was undertaken as a result of the changing operational, funding, and demand for Transit services within the Santa Clarita Valley and northern Los Angeles County.

The TDP is a five to seven year plan that outlines short-term and mid-term operational, financial and capital improvements for the City of Santa Clarita's transit program. As part of this effort, the City's consultant completed extensive community outreach including customer and community surveys.

The TDP customer surveys provided data on the income levels of the local and commuter riders. On local fixed-route, the most frequent response (14.6 percent) was a household income level of under $15,000 a year, with 28.5 percent reporting an annual income of $25,000 or less. On Commuter routes, the majority of respondents (69 percent) cited a household income of $50,000 or more annually. This was unsurprising give the relatively modest level of ride-dependence as demonstrated by vehicle availability. For purposes of this fare equity analysis, low-income is defined as under $25,000 a year.

According to the City's Limited English Proficiency (LEP) Plan, the highest number of persons Santa Clarita Transit serves or encounters with is Spanish speakers (64.62%). The TDP surveys also provided data on what languages were spoken at home, other than English. For purposes of this Fare Equity Analysis, any survey who responded with a "yes" to a language spoken at home, other than English, or any survey that was completed in the Spanish language, were considered minority riders. Of the survey respondents, 61.63 percent spoke a language at home other than English, and 53.71 percent said they spoke Spanish at home.

The surveys provided data on what fare payment method was used, and what age the respondent was. All of these data sources from the TDP surveys were used to determine whether or not the proposed fare changes had either a disparate or disproportionate impact of greater than ten percent as compared to the non-minority and/or non-low-income populations.

FARE PROPOSAL AND USAGE

Table 1 below outlines the proposed fare changes by fare type, as well as the number of low income and minority riders that reported using each of the fare categories.

As the data indicates, the majority of riders paid cash or used stored value on a TAP card to pay the one-way cash fare. This trend was mirrored among low income and minority riders. This is a major change compared to previous survey results in which most riders reported using a monthly pass. This shift is due to changing travel patterns resulting for remote work and school opportunities following the pandemic.

The 2023 survey data indicates that 102 low income and 147 minority respondents paid the one-way cash fare on the local fixed route service. Additionally, 29 low income and 45 minority riders paid the cash fare using a TAP card.

While the trend of paying the one-way fare most frequently continued on the commuter services, a greater number of low income and minority riders preferred to pay their fare with a TAP card. Of the low income and minority riders using the commuter service, 16 reported paying their fare in cash while 18 riders paid with a TAP card. This indicates that riders are not opposed to using a TAP card and that their preference may be based on the amount of cash they have to carry.

To get the greatest value from a traditional monthly pass, the pass should be purchased no later than the first day of the month and used multiple times on a daily basis. This requires the rider to pay the full cost of a pass in advance. While it is less of a financial burden to purchase a $34 local monthly pass compared to the commuter monthly passes which start at $110 and increase to $170 per month, depending on the service, it does require a financial commitment and the confidence that they will use the service with enough frequency to justify the cost. This large financial commitment at the beginning of the month can be a barrier for riders and contribute to growing use of the one-way cash fare.

This assumption is supported by the fact that of the commuter bus riders with an income over $50,000 per year, 25 percent purchased monthly passes compared to 5.26 percent who paid their fare in cash. Based on the data, this fare change would have the greatest impact on low income (12.83 percent) and minority riders (18.49 percent) who pay their fare in cash.

To mitigate the impact of the fare increase, the City will be offering a discount to riders who pay with a TAP card. The discount would reduce the fare to the pre-increase levels. The new fare structure will also introduce fare capping on the local and commuter services. The fare capping will allow riders to enjoy the benefits of a monthly pass without having to pay the full cost of the pass in advance.

CONCLUSION

The majority of the fare adjustments being proposed affect less than the 10 percent of minority and low-income riders as compared to overall riders. The one change that will impact this group is the increase to the cash fare. To mitigate this, the City will offer a discounted fare that reduces the cost of a one-way fare to the pre-increase level when the rider pays with their TAP card. Additionally, the City has participated in a number of outreach efforts during which free TAP cards were distributed to riders. For riders who prefer not to purchase and carry a physical TAP card there is the option of download the TAP application to a mobile device and load a free

virtual card to their account. The virtual TAP card has all the same features and benefits as a physical TAP card including the discounted fares.

Given the minimal impact and the mitigation efforts undertaken by the City we have determined that the fare changes outlined in this document do not have a disparate impact on minority riders nor is there any disproportionate burden to low-income riders.

Table 3 – Proposed Fare Increase and Usage by Fare Category

FARE TYPE	EXISTING FARE	PROPOSED FARE	ABSOLUTE CHANGE	PERCENTAGE CHANGE	LOW INCOME USAGE	MINORITY USAGE	OVERALL USAGE
Local Fixed Route Service							
One-Way Cash Fare	$1.00	$1.25	$0.25	25.00%	102	147	321
One-Way Fare Using TAP	$1.00	$1.00	$0.00	0.00%	29	45	122
Monthly Pass	$34.00	Discontinue	NA	NA	17	22	62
Daily Pass	$2.50	Discontinue	NA	NA	13	15	49
Daily Fare Cap	Not Available	$3.00	NA	NA	NA	NA	NA
Weekly Fare Cap	Not Available	$10.00	NA	NA	NA	NA	NA
Go! Santa Clarita On Demand Service							
One-Way Cash Fare	$2.00	$3.75	$1.75	87.50%	N/A	N/A	N/A
One-Way Reduced Cash Fare	$1.00	$2.75	$1.75	175.00%	N/A	N/A	N/A
One-Way Fare Using TAP	$2.00	$3.50	$1.50	75.00%	NA	NA	NA
One-Way Reduced Fare Using TAP	$1.00	$2.50	$1.50	150.00%	NA	NA	NA
Guests	3 free/paying rider	1 free/paying rider	NA	NA	NA	NA	NA
Dial-A-Ride Service							
One-Way Cash Fare	$2.00	$2.25	$0.25	12.50%	50	29	86
One-Way Low-Income Fare	$0.60	$0.75	$0.15	25.00%	19	11	33
One-Way Cash Fare Using TAP	$2.00	$2.00	$0.00	0.00%	0	0	0
North Hollywood							
Cash Fare	$3.00	$3.50	$0.50	16.67%	1	12	13
Reduced Cash Fare	$1.50	$1.75	$0.25	16.67%	0	0	0
TAP Cash Fare	$3.00	$3.00	$0.00	0.00%	2	6	14
Reduced TAP Cash Fare	$1.50	$1.50	$0.00	0.00%	0	0	0
Monthly Pass	$110.00	Discontinue	NA	NA	0	2	8
Reduced Monthly Pass	$55.00	Discontinue	NA	NA	NA	NA	NA
Weekly Fare Cap	Not Available	$30.00	NA	NA	NA	NA	NA
Reduced Weekly Fare Cap	Not Available	$15.00	NA	NA	NA	NA	NA
Warner Center							
Cash Fare	$4.00	$4.50	$0.50	12.50%	1	1	2
Reduced Cash Fare	$2.00	$2.25	$0.25	12.50%	0	0	0
TAP Cash Fare	$4.00	$4.00	$0.00	0.00%	0	3	6
Reduced TAP Cash Fare	$2.00	$2.00	$0.00	0.00%	0	0	0
Monthly Pass	$150.00	Discontinue	NA	NA	0	1	1
Reduced Monthly Pass	$75.00	Discontinue	NA	NA	NA	NA	NA
Weekly Fare Cap	Not Available	$40.00	NA	NA	NA	NA	NA
Reduced Weekly Fare Cap	Not Available	$20.00	NA	NA	NA	NA	NA
Downtown Los Angeles and Century City							
Cash Fare	$4.50	$5.00	$0.50	11.11%	0	1	1
Reduced Cash Fare	$2.25	$2.50	$0.25	11.11%	0	0	1
TAP Cash Fare	$4.50	$4.50	$0.00	0.00%	0	7	18
Reduced TAP Cash Fare	$2.25	$2.25	$0.00	0.00%	0	0	0
Monthly Pass	$170.00	Discontinue	NA	NA	0	5	12
Reduced Monthly Pass	$85.00	Discontinue	NA	NA	NA	NA	NA
Weekly Fare Cap	Not Available	$45.00	NA	NA	NA	NA	NA
Reduced Weekly Fare Cap	Not Available	$22.50	NA	NA	NA	NA	NA

Table 4 – Proposed Fare Increase and Percentage of Use by Fare Category

FARE TYPE	EXISTING FARE	PROPOSED FARE	ABSOLUTE CHANGE	PERCENTAGE CHANGE	LOW INCOME USAGE	MINORITY USAGE	OVERALL USAGE
Local Fixed Route Service							
One-Way Cash Fare	$1.00	$1.25	$0.25	25.00%	12.83%	18.49%	40.38%
One-Way Fare Using TAP	$1.00	$1.00	$0.00	0.00%	3.65%	5.66%	15.35%
Monthly Pass	$34.00	Discontinue	N/A	N/A	2.14%	2.77%	7.80%
Daily Pass	$2.50	Discontinue	N/A	N/A	1.64%	1.89%	6.16%
Daily Fare Cap	Not Available	$3.00	N/A	N/A	N/A	N/A	N/A
Weekly Fare Cap	Not Available	$10.00	N/A	N/A	N/A	N/A	N/A
Go! Santa Clarita On Demand Service							
One-Way Cash Fare	$2.00	$3.75	$1.75	87.50%	N/A	N/A	N/A
One-Way Reduced Cash Fare	$1.00	$2.75	$1.75	175.00%	N/A	N/A	N/A
One-Way Fare Using TAP	$2.00	$3.50	$1.50	N/A	N/A	N/A	N/A
One-Way Reduced Fare Using TAP	$1.00	$2.50	$1.50	N/A	N/A	N/A	N/A
Guests	3 free/paying rider	1 free/paying rider	N/A	N/A	N/A	N/A	N/A
Dial-A-Ride Service							
One-Way Cash Fare	$2.00	$2.25	$0.25	12.50%	6.29%	3.65%	10.82%
One-Way Low-Income Fare	$0.60	$0.75	$0.15	25.00%	2.39%	1.38%	4.15%
One-Way Cash Fare Using TAP	$2.00	$2.00	$0.00	0.00%	0.00%	0.00%	0.00%
North Hollywood							
Cash Fare	$3.00	$3.50	$0.50	16.67%	0.13%	1.51%	1.64%
Reduced Cash Fare	$1.50	$1.75	$0.25	16.67%	0.00%	0.00%	0.00%
TAP Cash Fare	$3.00	$3.00	$0.00	0.00%	0.25%	0.75%	1.76%
Reduced TAP Cash Fare	$1.50	$1.50	$0.00	0.00%	0.00%	0.00%	0.00%
Monthly Pass	$110.00	Discontinue	NA	NA	0.00%	0.25%	1.01%
Reduced Monthly Pass	$55.00	Discontinue	NA	NA	N/A	N/A	N/A
Weekly Fare Cap	Not Available	$30.00	NA	NA	N/A	N/A	N/A
Reduced Weekly Fare Cap	Not Available	$15.00	NA	NA	N/A	N/A	N/A
Warner Center							
Cash Fare	$4.00	$4.50	$0.50	12.50%	0.13%	0.13%	0.25%
Reduced Cash Fare	$2.00	$2.25	$0.25	12.50%	0.00%	0.00%	0.00%
TAP Fare	$4.00	$4.00	$0.00	0.00%	0.00%	0.38%	0.75%
Reduced TAP	$2.00	$2.00	$0.00	0.00%	0.00%	0.00%	0.00%
Monthly Pass	$150.00	Discontinue	N/A	N/A	N/A	N/A	N/A
Reduced Monthly Pass	$75.00	Discontinue	N/A	N/A	N/A	N/A	N/A
Weekly Fare Cap	Not Available	$40.00	N/A	N/A	N/A	N/A	N/A
Reduced Weekly Fare Cap	Not Available	$20.00	N/A	N/A	N/A	N/A	N/A
Downtown Los Angeles and Century City							
Cash Fare	$4.50	$5.00	$0.50	11.11%	0.00%	0.13%	0.13%
Reduced Cash Fare	$2.25	$2.50	$0.25	11.11%	0.00%	0.00%	0.13%
TAP Fare	$4.50	$4.50	$0.00	0.00%	0.00%	0.88%	2.26%
Reduced TAP	$2.25	$2.25	$0.00	0.00%	0.00%	0.00%	0.00%
Monthly Pass	$170.00	Discontinue	N/A	N/A	N/A	N/A	N/A
Reduced Monthly Pass	$85.00	Discontinue	N/A	N/A	N/A	N/A	N/A
Weekly Fare Cap	Not Available	$45.00	N/A	N/A	N/A	N/A	N/A
Reduced Weekly Fare Cap	Not Available	$22.50	N/A	N/A	N/A	N/A	N/A