

Santa Barbara Metropolitan Transit District

Title VI Program: 2017 - 2019

Prepared by the

Santa Barbara Metropolitan Transit District
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www.sbmtd.gov



Revised
May 16, 2017



**Santa Barbara Metropolitan Transit District
Title VI Program: 2017 - 2019**

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Santa Barbara Metropolitan Transit District

Title VI Program: 2017 - 2019

MTD TITLE VI PROGRAM INTRODUCTION

This Title VI program reflects the commitment of the Santa Barbara Metropolitan Transit District (MTD) to ensure that no person shall, on the ground of race, color, national origin, or Limited English Proficiency status, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity provided by MTD. MTD also is committed to ensure these same protections for all persons on the grounds of religion, age, marital status, sexual orientation, and disability.

MTD TITLE VI COMPLIANCE POLICY STATEMENT

A policy statement signed by MTD's General Manager assuring MTD's compliance with Title VI of the Civil Rights Act of 1964 is included as **Attachment A**.

MTD TITLE VI COMPLIANCE NOTICE TO THE PUBLIC

MTD publicizes its Title VI program by posting its commitment to providing services without regard to race, color, or national origin in the lobby of our administrative office building, at our Transit Center, on our website, and in our Schedule Guide. The Schedule Guide is available on all buses, the Transit Center, and MTD's administrative offices. The posted notice reads as follows:

Notifying the Public of Rights Under Title VI

The Santa Barbara Metropolitan Transit District (MTD) operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with MTD.

For more information on MTD's civil rights program, and the procedures to file a complaint, contact 805-963-3364; email info@sbmtd.gov; visit www.sbmtd.gov; or visit our administrative office at 550 Olive Street, Santa Barbara, CA 93101.

A complainant may file a complaint directly with the Federal Transit Administration at the following address: Office of Civil Rights, Attention: Title VI Program Coordinator, 1200 New Jersey Avenue, SE, Washington, DC 20590.

If information is needed in another language, contact 805-963-3364.

Si necesita informacion en otro idioma por favor llame 805-963-3364.

MTD PROCEDURES FOR TRACKING TITLE VI COMPLAINTS

MTD staff will log and immediately investigate any Title VI complaint. MTD will work with the person(s) making the complaint, the community, and the Federal Transit Administration (FTA) to address and resolve the complaint. MTD's procedures for investigating complaints are included as **Attachment B**. The attachment also includes MTD's Title VI Complaint Form and Americans with Disabilities Act (ADA) & Reasonable Modification Complaint Form. Complaints may be filed with MTD as shown below:

*Santa Barbara Metropolitan Transit District
550 Olive Street
Santa Barbara, CA 93101*

By Phone: (805) 963-3364

By Fax: (805) 963-3365

Email address: info@sbmtd.gov

Website: www.sbmtd.gov

MTD TITLE VI INVESTIGATIONS, COMPLAINTS, OR LAWSUITS

No Title VI investigations, complaints, or lawsuits have been filed with MTD since the previous Title VI Program submission.

MTD PUBLIC PARTICIPATION & OUTREACH

MTD undertakes an extensive annual process to develop a service plan for the coming fiscal year that includes the collection and analysis of a variety of quantitative and qualitative data. An outline of the process is included as **Attachment C**. The attachment also includes summaries of the process and the input received for each of the last three years. The extensive process includes public input gathered through public meetings, passenger comments, e-mail and phone communications, and contacts with advocacy groups. The public meetings are advertised in both English and Spanish, and are held at various locations and at various times of day to encourage attendance by minority and low-income persons. All information is available in both English and Spanish. Translators are available for Spanish-speaking persons.

MTD LIMITED ENGLISH PROFICIENCY ASSISTANCE

MTD's complete Limited English Proficient (LEP) assistance plan is included as **Attachment D**. Several elements of the plan are listed below:

- Spanish-speaking translators are available upon request during normal business hours.
- Route and Schedule guides are available in both English and Spanish.
- Route and schedule information is available in both English and Spanish on the MTD website (www.sbmtd.gov).

- Transit surveys conducted by MTD are available in both English and Spanish.
- Information at public hearings is available in both English and Spanish, and Spanish-speaking translators are available.

MTD BOARDS, COUNCILS, OR COMMITTEES APPOINTED BY MTD

MTD has a seven-member Board of Directors. Two are appointed by the Santa Barbara County Board of Supervisors, two are appointed by the Santa Barbara City Council, one is appointed by the Carpinteria City Council, and one is appointed by the Goleta City Council. MTD has no role in the selection of those six appointees.

Those six appointees choose the seventh member of the Board. That position is currently filled by a Caucasian male. Typically, when that position becomes open, the six appointees conduct an extensive public outreach effort to recruit persons of all backgrounds to apply for the position. The most recent recruitment for that position was held in October 2012. Eleven persons applied, and nine appeared to be interviewed by the six appointees. Six of the applicants were female, and five were male. One applicant was Latino and ten were Caucasian. The incumbent was reappointed in July 2015.

MTD does not have any other transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which is selected by MTD.

MTD SUBRECIPIENT COMPLIANCE WITH TITLE VI

MTD does not have any subrecipients.

MTD DETERMINATION OF SITE OR LOCATION OF FACILITIES

MTD did not determine the site or location of any facilities as defined in FTA Circular 4702.1B since the previous Title VI Program submission.

MTD SYSTEM-WIDE STANDARDS AND POLICIES

MTD has developed service standards and policies for shuttle, local, trunk, express, and interregional routes. The system-wide standards and policies are attached as **Attachment E**.

MTD BOARD OF DIRECTORS RESOLUTION APPROVING TITLE VI PROGRAM

The MTD Board of Directors' resolution of approval of the Title VI Program is attached as **Attachment F**.

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ATTACHMENT A: MTD TITLE VI COMPLIANCE POLICY STATEMENT



Santa Barbara Metropolitan Transit District Title VI Compliance Policy Statement

Title VI of the Civil Rights Act of 1964 states:

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

The Santa Barbara Metropolitan Transit District (MTD) is committed to complying with the requirements of Title VI in all of its programs and activities.



Jerry Estrada, General Manager

5-16-17
Date

ATTACHMENT B: MTD TITLE VI & ADA COMPLAINT PROCEDURES AND FORMS

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**Santa Barbara
Metropolitan Transit District
Complaint & Compliment Procedures**



Updated
October 13, 2015

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Santa Barbara Metropolitan Transit District Complaint & Compliment Procedures

INTAKE

- Forward all complaints and compliments to the ***Coordinator of Comments*** (a role that is currently assigned to the Customer & Public Outreach Administrator). Complaints and compliments may come in various media, including:
 - Phone Calls.
 - Letters.
 - E-mails.
 - Passenger or Public Comment Forms.
- Lost & Found complaints should be forwarded to the Coordinator of Comments. However, Lost & Found inquiries should be forwarded to the Administrative Assistant.
- The Coordinator of Comments will forward the complaint or compliment to the appropriate persons (see matrix in attached chart).
 - If a complaint does not apply to the person assigned, notify the Coordinator of Comments immediately so the complaint can be re-assigned to the proper person.
 - If the person assigned a complaint is unsure how to investigate and resolve the complaint, notify the Coordinator of Comments immediately so assistance can be offered.
- Spanish Language. For any complaint or compliment from a person who prefers to communicate in Spanish, the complaint or compliment will also be forwarded to bilingual Customer Relations staff.

CIVIL RIGHTS AND REASONABLE MODIFICATION COMPLAINTS

Complaints related to Title VI, Disadvantaged Business Enterprise (DBE), Equal Employment Opportunity (EEO), the Americans with Disabilities Act (ADA), Reasonable Modification, or another Civil Rights issue will be investigated and resolved using the procedures described in this document. MTD has specific forms for Title VI and Americans with Disabilities Act (ADA) or Reasonable Modification complaints (see Attachments).

The Coordinator of Comments will consider each complaint for possible Civil Rights or Reasonable Modification relevance. If there is such relevance, the Coordinator of Comments will refer the complaint to the Manager of Compliance for consideration. The Manager of Compliance will ensure that all Civil Rights and Reasonable Modification complaints are properly tracked and resolved.

RESPONSE

Complainants will receive a response in all cases except:

- Persons who do not want a response.
- Persons for whom no contact information is available.

Complaints will be responded to in kind when possible (e.g., phone call to phone call, e-mail to e-mail, letter to letter, letter to Passenger or Public Comment Form), unless an alternative is requested. All complaints responded to in writing (e.g., by letter or e-mail) require approval by the General Manager prior to responding to the complainant.

The Coordinator of Comments will make an initial response to all complaints either on the day of receipt or on the next business day, if feasible. If the initial response does not resolve the complaint, the initial response will inform the complainant that a final response will follow after those researching the issue have prepared the final response. The researchers have two options for the final response:

- Send the response to the complainant themselves (following approval by the General Manager as discussed above), and copy the response to the Coordinator of Comments for filing.
- Forward the appropriate information to the Coordinator of Comments for response to the complainant.

Ultimately, the appropriate Manager is responsible to ensure that the final response is conveyed to the complainant.

DOCUMENTATION

All complaints and compliments, and the responses, will be documented and filed. Notes will be kept for phone calls, and letters and emails will be copied and placed in the file.

Complaints and compliments will be filed by month and will be retained for a minimum of five years. Complaints determined to comprise Civil Rights or Reasonable Modification issues will be filed separately, in addition to the monthly file. The civil rights complaints file will include documentation regarding the type of civil rights or reasonable modification complaint and the resolution of the complaint.

REMINDERS

Each week the Coordinator of Comments will send reminders regarding any outstanding complaints. Resolving complaints is important and it is necessary for complaints to be responded to in a timely fashion.

Santa Barbara Metropolitan Transit District Complaint & Compliment Matrix

RELATED TO	Supt. of Operations	Mgr. of Operations	Training & Safety Officer	Coord. of Comments	Mgr. of HR & Risk	Ass't. Mgr. of HR & Risk	Mgr. of Maint.	Supt. of Maint.	Mgr. of Planning	Ass't. Planning Manager	Mgr. of Compliance	Controller	General Manager
Title VI (Non-Discrimination) Assigned to: Copied to:	x	x			Primary x	x					Alternate x		x
Disadvantaged Business Enterprise (DBE) Assigned to: Copied to:											Primary x	Alternate x	x
Equal Employment Opportunity (EEO) Assigned to: Copied to:					Primary x	Alternate x					x		x
Americans with Disabilities Act (ADA) Assigned to: Copied to:	x	x	x		Primary x	Alternate x					x		x
Reasonable Modification Assigned to: Copied to:	Alternate x	Primary x	x								x		x
Safety-Related With Potential Liability Assigned to: Copied to:	x	x	x		Primary x	Alternate x							x
Safety-Related Without Injury Assigned to: Copied to:	Primary x	Alternate x	x		x	x							x
Fare / Transfer Policy Assigned to: Copied to:	x	x										Primary x	Alternate x
Passenger Related Assigned to: Copied to:	Primary x	Alternate x	x		x	x							x

Santa Barbara Metropolitan Transit District Complaint & Compliment Matrix

[illegible]

Attachments

**Americans with Disabilities Act (ADA) &
Reasonable Modification Complaint Form**

and

Title VI Complaint Form



MTD Use Only

Date Received: _____

Received By: _____

**Santa Barbara Metropolitan Transit District
Americans with Disabilities Act (ADA) &
Reasonable Modification Complaint Form**

The Santa Barbara Metropolitan Transit District (MTD) is committed to ensuring that no person is excluded from participation in or denied the benefits of its services due to a disability or to the denial of a request for a reasonable modification. If you have a complaint about the accessibility of MTD's bus service or if you believe you have been discriminated against because of your disability, you can file a written complaint.

This completed complaint form must be returned to: Santa Barbara Metropolitan Transit District, Attn: ADA Coordinator, 550 Olive Street, Santa Barbara, CA 93101. If you require any assistance in completing this form, please contact the Manager of Human Resources at (805) 963-3364.

Date of alleged incident _____

Complainant

Your Name:	Phone:
Street Address:	City, State, & Zip Code:

Please describe the alleged incident. Explain what happened and whom you believe was responsible. Attach an additional sheet of paper if necessary.

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

Complainant's Signature

Date:

Print or Type Name of Complainant



MTD Use Only

Date Received: _____

Received By: _____

**Santa Barbara Metropolitan Transit District
Title VI Complaint Form**

The Santa Barbara Metropolitan Transit District (MTD) is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended.

This completed complaint form must be returned to: Santa Barbara Metropolitan Transit District, Attn: Title VI, 550 Olive Street, Santa Barbara, CA 93101. If you require any assistance in completing this form, please contact the Manager of Human Resources at (805) 963-3364. Title VI complaints must be filed within 180 days from the date of the alleged discrimination:

Date of alleged incident _____

Complainant

Your Name:	Phone:
Street Address:	City, State, & Zip Code:

Person(s) alleging discrimination (if different from complainant)

Name:	Phone:
Street Address:	City, State, & Zip Code:

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

- Race
- Color
- National Origin
- Limited English Proficient

Please use the back of this form to describe the alleged discrimination. Explain what happened and whom you believe was responsible.

Santa Barbara Metropolitan Transit District Title VI Complaint Form (Continued)

Please describe the alleged discrimination. Explain what happened and whom you believe was responsible. Attach an additional sheet of paper if necessary.

Have you filed a complaint regarding the alleged discrimination with any other federal, state, or local agencies? (Circle one) **Yes** / **No**

If yes, please list agency or agencies and the contact information:

Agency & Contact Name:	Phone:
Street Address:	City, State, & Zip Code:

Agency & Contact Name:	Phone:
Street Address:	City, State, & Zip Code:

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

Complainant's Signature

Date:

Print or Type Name of Complainant

ATTACHMENT C: MTD PUBLIC OUTREACH & INVOLVEMENT

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Santa Barbara Metropolitan Transit District Service Planning & Evaluation Policy

The following outline describes the annual process that MTD staff follows in getting input from the various stakeholders and developing a service plan for the coming fiscal year. As is shown, the extensive public participation process includes the collection and analysis of a variety of quantitative and qualitative data.

MTD Data Collection & Service Planning

- Qualitative Data
 - Public input
 - ✓ Passenger comments
 - ✓ E-mail and phone communications
 - ✓ Public meetings
 - ✓ Advocacy groups
 - ◆ Minority & LEP populations
 - ◆ Low-Income populations
 - ◆ Persons with disabilities
 - ◆ Bicyclist & pedestrian groups
 - MTD employee input
 - ✓ Drivers / supervisors / Transit Center staff comments
 - ✓ Staff ride-alongs
 - ✓ Time point checks
 - ✓ Schedule adherence checks
 - Agency input
 - ✓ California Department of Transportation (Caltrans)
 - ✓ Santa Barbara County Association of Governments (SBCAG)
 - ✓ County
 - ✓ Cities
 - ✓ Other agencies, including:
 - ◆ Santa Barbara County Air Pollution Control District (APCD)
 - ◆ University of California, Santa Barbara (UCSB)
 - ◆ Santa Barbara City College (SBCC)
 - ◆ School Districts

- Quantitative Data
 - Ridership surveys
 - ✓ Various lines as needed
 - Annual Route Analysis
 - ✓ Compare each route to system average and to previous year
 - Annual Service Evaluation
 - ✓ Ridership measure (riders per hour or trip)
 - ✓ Economic measure (subsidy per passenger)
 - ✓ Routes in fourth quartile require recommendation to MTD Board
 - Standard transit industry methodologies
 - ✓ Transit elasticities
 - ✓ Demographic analysis

MTD Staff Provides Recommendations to MTD Board

- MTD Board:
 - Board holds one or more public hearings
 - ✓ Information is available in both English and Spanish
 - ✓ Spanish-speaking translators are available
 - Board considers staff recommendations
 - Board considers input from public hearings & other public comments
 - Board adopts annual service plan

Documentation of Public Engagement

The following pages present documentation of the public engagement process for each of the last three years. The documentation presented includes:

- Press release.
- Summary of proposed service changes.
- Flyer listing the community meetings to be held.
- Summary of public input received at the community meetings.



For Information Contact:

George Amoon
MTD Planning Manager
550 Olive Street
Santa Barbara, CA 93101
(805) 963-3364
gamoon@sbmtd.gov

FOR IMMEDIATE RELEASE

March 23, 2015

MTD SOLICITING INPUT ON BUS SERVICE

Meetings will be held around the District

Santa Barbara Metropolitan Transit District (MTD) will hold a series of public meetings in Santa Barbara, Carpinteria, Goleta, and Isla Vista to present proposed bus service changes to be implemented in August and November 2015. The public is invited to attend any of the meetings and provide feedback on the proposals or suggest other service improvements for consideration as funding becomes available.

The current proposal includes a grant-funded weekday morning peak commute hour service increase on Lines 1 and 2, a UCSB-funded increase in service on Lines 12x and 24x, service adjustments on Lines 1, 2, 15x, 23, and 25 to improve schedule adherence, and the elimination of the Caltrans-funded Coastal Express Limited commuter service due to full expenditure of the funding. More detailed information about the changes will be available at the meetings, at the Transit Center (1020 Chapala Street, Santa Barbara), and on the MTD website at www.sbmtd.gov. The MTD Board of Directors will consider approval of the final service plan for the 2015-16 fiscal year at its meeting on April 28, 2015.

Please attend one of the following community meetings to share your comments:

Thursday, April 9 – 2:00 PM
Faulkner Gallery, SB Library, 40 E Anapamu Street, Santa Barbara

Thursday, April 9 – 6:00 PM
Isla Vista Theater, 960 Embarcadero del Norte, Isla Vista

Tuesday, April 14 – 6:00 PM
Carpinteria Library, 5141 Carpinteria Avenue, Carpinteria

Wednesday, April 15 – 6:00 PM
Goleta Valley Community Center, 5679 Hollister Avenue, Goleta

Thursday, April 16 – 6:00 PM
MTD Auditorium, 550 Olive Street, Santa Barbara

MTD always welcomes comments and suggestions. Please send email to info@sbmtd.gov, write to 550 Olive Street, Santa Barbara, CA 93101, or call (805) 963-3364.

MTD provides nearly 8 million passenger trips per year, fulfilling its mission to enhance the personal mobility of South Coast residents and visitors by offering safe, clean, reliable, courteous, accessible, environmentally-responsible, and cost-effective transit service throughout the district.

####

SERVICE CHANGES

Effective August 24, 2015

LINE	SERVICE CHANGE	DISCUSSION
1 & 2	Three additional buses will be deployed to provide 10-minute service between 6:30 AM and 8:30 AM on weekdays (<i>beginning November 30, 2015</i>). Weekend schedules will be adjusted to improve on-time performance.	A grant will fund 10-minute service during the two-hour weekday morning peak. Traffic congestion and large passenger loads are causing schedule adherence issues. A few trips will be removed to provide additional time to improve on-time performance.
15x	Schedule will be adjusted to improve on-time performance.	Traffic congestion is causing schedule adherence issues. Some trips will be removed to provide additional time to improve on-time performance.
24x & 12x	Service on Line 24x will be extended to 11:00 PM every day with trips every 35 minutes after 7:00 PM. Service on Line 12x will be extended to 7:00 PM on weekends. More frequent weekend service on both routes.	UCSB will fund additional service due to increasing student demand.
23 & 25	Weekday schedules will be adjusted to improve on-time performance.	Traffic congestion is causing schedule adherence issues. A few low-ridership trips will be removed to provide additional time to improve on-time performance.

CAMBIOS EN EL SERVICIO

Se harán efectivos el 24 de agosto de 2015

LÍNEA	CAMBIO EN EL SERVICIO	DISCUSIÓN
1 y 2	<p>Se pondrán tres autobuses adicionales para dar servicio cada 10 minutos entre las 6:30AM y las 8:30AM de lunes a viernes <i>(a partir del 30 de noviembre de 2015)</i>.</p> <p>Los horarios de los fines de semana se ajustarán para mejorar la puntualidad.</p>	<p>Una subvención financiará el servicio cada 10 minutos durante el periodo pico de dos horas de la mañana de lunes a viernes.</p> <p>La congestión del tráfico y el gran número de pasajeros están causando problemas para cumplir el horario. Se eliminarán un par de viajes para dar tiempo adicional para mejorar la puntualidad.</p>
15x	<p>El horario se ajustará para mejorar la puntualidad.</p>	<p>La congestión del tráfico está causando problemas para cumplir el horario. Se han eliminado algunos viajes para dar tiempo adicional para mejorar la puntualidad.</p>
12x y 24x	<p>El servicio en la línea 24x se ampliará hasta las 11:00 PM todos los días, con viajes cada 35 minutos a partir de las 7:00 PM.</p> <p>El servicio en la línea 12x se ampliará hasta las 7:00 PM los fines de semana.</p> <p>Ambas líneas tendrán un servicio más frecuente en general el fin de semana.</p>	<p>UCSB financiará servicios adicionales dado el aumento en la demanda por parte de los estudiantes.</p>
23 y 25	<p>Se ajustará el horario de lunes a viernes para mejorar la puntualidad.</p>	<p>La congestión del tráfico está causando problemas de cumplimiento del horario. Se eliminarán un par de viajes con pocos viajeros para dar tiempo adicional para mejorar la puntualidad.</p>

COMMUNITY MEETINGS

PROPOSED SERVICE CHANGES

Your ideas and input about our transit system are important!

MTD is planning for service changes to be implemented in August and is also seeking ideas for future transit improvements. Lines 1, 2, 12x, 15x, 23, 24x, 25, and Coastal Express Limited will be affected by the currently proposed changes.

Please join MTD staff at one of these meetings to participate in the conversation.

JUNTA COMUNITARIA

CAMBIOS PROPUESTOS EN EL SERVICIO

¡Sus ideas y opiniones son muy importantes para el sistema de Tránsito! MTD en este momento está haciendo planes para implementar cambios de servicio en Agosto. Las líneas 1, 2, 12x, 15x, 23, 24x, 25, y Coastal Express Limited se verán afectadas por los cambios propuestos actualmente.

Estas reuniones les da la oportunidad para unirse a nuestra conversación.

2:00 PM, THURSDAY, APRIL 9

(2:00 PM, JUEVES, ABRIL 9)

Faulkner Gallery, Santa Barbara Library

40 E Anapamu Street Santa Barbara

6:00 PM, TUESDAY, APRIL 14

(6:00 PM, MARTES, ABRIL 14)

Carpinteria Library

5141 Carpinteria Avenue, Carpinteria

6:00 PM, THURSDAY, APRIL 9

(6:00 PM, JUEVES, ABRIL 9)

Isla Vista Theater

960 Embarcadero del Norte, Isla Vista

6:00 PM, WEDNESDAY, APRIL 15

(6:00 PM, MIÉRCOLES, ABRIL 15)

Goleta Valley Community Center

5679 Hollister Avenue, Goleta

6:00 PM, THURSDAY, APRIL 16

(6:00 PM, JUEVES, ABRIL 16)

MTD Administrative Offices

550 Olive St., Santa Barbara

Detailed information about the proposed changes is available at the Transit Center, on the MTD website (www.sbmtd.gov), or by calling (805) 963-3364. You may send comments by email to info@sbmtd.gov.

Hay disponible información detallada sobre los cambios propuestos en el Centro de Tránsito, en la página web de MTD o llamando al (805) 963-3364. Puede mandar sus comentarios por correo electrónico a info@sbmtd.gov.

MTD
Santa Barbara

AMERICAN WITH DISABILITIES ACT: If you need special assistance to participate in this meeting, please contact the MTD Administrative Office at 963-3364 at least 48 hours in advance of the meeting to allow time for MTD to attempt a reasonable accommodation.
LEY DE AMERICANOS CON DISCAPACIDADES: Si necesita asistencia especial para participar en esta reunión, por favor póngase en contacto con la oficina administrativa de MTD en el 963-3364 al menos 48 horas antes de la reunión para permitir que MTD intente conseguir una adaptación razonable.

805-963-3364 x555 · info@sbmtd.gov · 550 Olive Street, Santa Barbara, CA 93101 · www.sbmtd.gov

Attachment 2 – Public Comments from Community Input Meetings:

Community meetings on the draft service changes were recently held in Santa Barbara (two meetings), Caprinteria, Goleta, and Isla Vista as well as at SBCC Student Senate and Santa Barbara Car Free meetings. The following provides a summary of the comments with responses by staff noted and is categorized as follows: 1) part of August 2015 service changes, (2) to be reviewed under work plan for August 2016 service changes, (3) additional items to be considered by Planning Department staff, and (4) bus stop and other comments.

Part of current August 2015 service changes:

- Add later service to Lines 3 and 7 for Schott and Wake Center night classes or have a deadhead trip back to the yard include a stop at the two Adult Ed centers to pick up passengers for late night classes.

Response: Planning staff reviewed different deadheads returning to the yard and only one deadhead could provide service as a Line 7 booster trip Monday through Friday beginning at the Calle Real/Turnpike bus stop located near the Wake Center at 9:30 PM and head toward the Transit Center. It would require an additional 30 hours for FY 15-16. Although some classes end at 9:30 PM which is when the bus would depart, approximately three quarters of them end at 8:30 PM and 9:00 PM.

For the Schott Center, staff has conducted a quick assessment of the service available to serve this need and is not prepared to recommend a change at this time. Staff will seek input from Schott Center administration regarding potential demand for this service to assist in potentially supporting the request in the future.

- Line 15x can be late in the afternoons.

Response: Schedule adjustment is proposed to improve schedule adherence.

- Support for less bus trips if it will assist in providing better schedule adherence.

Response: Schedule adjustments proposed for Lines 1, 2, 15x, 23 and 25 to improve schedule adherence. A few less trips per day will result.

- Additional frequency on weekends.

Response: Increased weekend frequency proposed as part of the Line 24x/12x enhancements funded by UCSB.

To be reviewed under work plan for August 2016 service changes:

- Line 20 with one hour frequency can be difficult to plan on using a bus. Need 30 minute frequency all day. Buses are too crowded for such a long distance to stand.

Response: Surveys will be conducted. Additional service will involve additional hours/cost.

- Stagger Line 14 and Line 20 schedules so they are more separate on Milpas Street

Response: Line 14 is interlined with Lines 5 and 10 therefore need to review how it would affect those lines. Also need to review schedules where Lines 14 and 20 travel along the same roadway such as along Coast Village Road. Creating more separation of trips on Milpas Street will affect the Line 20 schedule in Carpinteria therefore that will need to be reviewed as well.

- Better timed connection needed between Line 12x and Line 20. A passenger leaving work in Goleta to catch Line 12x at 5:20 PM, arrives at Transit Center at 5:50pm and next Line 20 is 6:15 PM to reach destination in Toro Canyon area.

Response: Schedules will be reviewed.

- Inquiry about service at Santa Barbara train station with retimed service.

Response: In coordination with SBCAG as the lead agency, potential for additional service will be reviewed for the AM commute hour when the State Street shuttle is currently not in service.

- New line from Santa Barbara lower eastside to SBCC and Mesa along Cabrillo Blvd, Shoreline Drive and Cliff Drive.

Response: Surveys will be conducted focusing on number of transfers at Transit Center between lower eastside and lines serving SBCC/Mesa.

- Could the Line 2 wait an extra minute at Trader Joe's instead of at the Milpas/Montecito Street stop.

Response: Line 2 schedule will be reviewed.

- It can take hours using the bus to get from western Goleta to Garden/Cota stop.

Response: Schedules will be reviewed.

Other comments noted:

- Additional service to Santa Barbara Airbus stops

Response: There is currently a stop close by at Cabrillo and Los Ninos which is serviced by Lines 14 and 20. The Santa Barbara Airbus Facility at 720 Technology Drive in Goleta is 0.6 miles from the closest bus stop at Hollister and Pine Avenue. Due to timing, MTD is unable to detour a route closer to the that facility.

- Include a Line 5 stop at the Line 16 stop at West Campus turn around during Summer since Line 16 service does not exist during Summer.

Response: SBCC Summer enrollment is much less than during the school year. A stop for Lines 4 and 5 exists near the West Campus entrance which is less distance than from many classrooms on the main campus to the main campus bus stop which is served by transit year around.

- Later service to Santa Barbara Bowl on Friday nights and weekend

Response: Line 2 serving the Bowl will be reviewed as well as transferring to other lines that would be needed at the Transit Center.

- Adjust Line 11 schedule at UCSB to align with UCSB campus events

Response: Will be reviewed.

- Extend Line 6 on Hollister beyond Storke Road to serve University Village near Pacific Oaks Road.

Response: Will be reviewed.

- Re-route Crosstown Shuttle from Montecito Street to Alisos Street, Mason Street, Wilson Street, Yanonali Street, Voluntario Street and return to Montecito Street.

Response: Small neighborhood streets and many turns would not be suitable for transit bus. Additional time per trip would need to be added to accommodate the additional routing.

- Add service to Mission for opening ceremonies for Old Spanish Days

Response: Service was provided years ago and ridership was low so the service was discontinued.

- Install bike racks to hold three bikes on buses.

Response: State law was recently amended to allow the additional length for a three bus rack to be used on transit buses. MTD intends on seeking grants for such racks as opportunities arise.

Bus stops and other comments - all suggestions will be reviewed by Planning Department staff:

- Add a bench for both directions at Goleta Beach stops
- Add a shelter at Via Real and Bailard Avenue stop
- Add a shelter at Hollister at Magnolia Shopping Center stop.
- Replace bench on Cabrillo at Milpas Street in front of hotel
- Add a stop on Milpas Street at Tri-County Produce as part of the City of Santa Barbara sidewalk project along that location.

- Add a stop on State outbound at Los Olivos to avoid walking a block from Pueblo to reach the Mission,
- Add a shelter at Vons on Coast Village Road
- Schedules posted on poles can be difficult to see at night.
- Turn down volume when handicap ramps are deployed
- Paint top of palm tree green at cement palm tree stop at State and La Cumbre stop.
Response: The cement palm tree is considered artwork. MTD is not permitted to change the color.
- Expiration dates on passes can be difficult to see.
- Print draft schedules for August changes for public input
- Provide a 7 day pass.
- Extend transfers to two hours.
- Various compliments and complaints related to customer service
- Inquiry of frequency of boosters on routes



For Information Contact:

George Amoon
MTD Planning Manager
550 Olive Street
Santa Barbara, CA 93101
(805) 963-3364
gamoon@sbmtd.gov

FOR IMMEDIATE RELEASE
March 21, 2016

**MTD SOLICITING INPUT ON
PROPOSED SERVICE CHANGES**

Meetings will be held throughout the District

Santa Barbara Metropolitan Transit District (MTD) will hold a series of public meetings in Santa Barbara, Carpinteria, Goleta and Isla Vista to present proposed bus service changes to be implemented in August 2016. The public is invited to attend any of the meetings and provide feedback on the proposals or suggest other service improvements for consideration as funding becomes available.

The current proposal includes a new Line 28 funded by UCSB, possible "First & Last Mile" service serving Santa Barbara and Goleta AMTRAK stations, enhanced service on Lines 6, 11, 23, 25 and 20, consolidation of service of Lines 8 and 9 into Line 7, and a few minor service changes. More detailed information about the changes will be available at the meetings, at the Transit Center (1020 Chapala Street, Santa Barbara), and on the MTD website at www.sbmtd.gov. The MTD Board of Directors is scheduled to consider approval of the final service plan for the 2016-17 fiscal year at its meeting on May 3, 2016.

Please attend one of the following community meetings to share your comments:

Tuesday, March 29, 6:00 PM
Carpinteria Library, 5141 Carpinteria Avenue, Carpinteria

Wednesday, March 30, 6:00 PM
Goleta Valley Community Center, 5679 Hollister Avenue, Goleta

Tuesday, April 5, 6:00 PM
Isla Vista Theater, 960 Embarcadero del Norte, Isla Vista

Wednesday, April 6, 6:00 PM
Faulkner Gallery, Santa Barbara Library, 40 East Anapamu Street, Santa Barbara

Thursday, April 7, 2:00 PM
MTD Auditorium, 550 Olive Street, Santa Barbara

MTD always welcomes comments and suggestions. Please send email to info@sbmtd.gov, write to 550 Olive Street, Santa Barbara, CA 93101, or call (805) 963-3364.

The mission of MTD is to enhance the personal mobility of South Coast residents and visitors by offering safe, clean, reliable, courteous, accessible, environmentally-responsible, and cost-effective transit service throughout the district.

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Summary of Service Changes

Effective August 22, 2016

Line	Service Change	Discussion
7, 8, & 9	<p>Line 7 will be extended across the Fairview bridge and turn around in Goleta Old Town via Kinman, Armitos, & Kellogg.</p> <p>Line 7 will run every 30 minutes on weekdays and every 60 minutes on weekends.</p> <p>Lines 8 & 9 will be eliminated.</p>	<p>Line 7 will provide direct service between Goleta Old Town and many popular destinations: Fairview Center & Calle Real Center; Goleta Valley Neighborhood Clinic; Maravilla; Wake Center; County Health, Social Services, & VA Clinic; La Cumbre Plaza; & Downtown Santa Barbara.</p>
23 & 25	<p>At Storke & Hollister, Line 23 will become Line 11 continuing toward UCSB, and Line 25 will become Line 6 continuing toward Goleta Old Town.</p> <p>Line 23 will be a one-direction (clockwise) loop through the El Encanto Heights neighborhood, eliminating confusion about which side of the street the bus will be on. It will serve DPHS in both directions.</p> <p>Line 25 will cross over the freeway on Cathedral Oaks and turn around via Winchester Canyon.</p> <p>Lines 23 & 25 will no longer be connected, but in the evening after 7:00 p.m., Line 23 will become Line 25 for its return trip.</p>	<p>Line 23 passengers going toward UCSB will no longer need to transfer.</p> <p>Line 25 passengers traveling along Hollister toward Goleta Old Town and Santa Barbara will no longer need to transfer.</p> <p>Buses will no longer drive around the Marketplace, saving time and enabling 60-minute service on Lines 23 & 25.</p>
6 & 11	<p>At Storke & Hollister, alternate westbound Line 6 buses will continue along Hollister to become Line 25 and alternate northbound Line 11 buses will continue on Storke to become Line 23. Other 6 & 11 buses will be interlined with each other as they currently are.</p>	<p>Fewer transfers will be required for passengers traveling toward Ellwood or El Encanto Heights.</p>
20	<p>A few trips will be added to the weekday Line 20 schedule to provide 40 minute service between Santa Barbara and Carpinteria during the day.</p>	<p>Current Line 20 service is every 60 minutes.</p>
28	<p>Funded by UCSB, this new route will provide frequent service between UCSB, Isla Vista, and Camino Real Marketplace via El Colegio & Storke Roads.</p> <p>Line 28 will run every 15 minutes on weekdays until 6:30pm, then every half hour until 11:30pm. On weekends, Line 28 will run every half hour from 7:30am until 11:15pm.</p>	<p>There will be limited service on Line 28 in the summer, and no service during UCSB's winter and spring breaks.</p>

Detailed schedule information will be available in early August.



Resumen de Cambios de Servicio

Efectiva 22 de Agosto, 2016

Línea	Cambio de Servicio	Conversación
7, 8, & 9	<p>Ampliar la línea 7 sobre el puente de Fairview y dar la vuelta en Goleta Old Town usando las calles Kingman, Armitos, y Kellogg.</p> <p>El servicio de la línea 7 correrá cada 30 minutos de Lunes a Viernes y cada 60 minutos en el fin de semana.</p> <p>Las líneas 8 y 9 serán eliminados.</p>	<p>La línea 7 proporcionará servicio directo entre Goleta Old Town y muchos destinos populares: Fairview Center y Calle Real Center; Goleta Valley Neighborhood Clinic; Maravilla; Wake Center; County Health, Social Services, y VA Clinic; La Cumbre Plaza; y Downtown Santa Barbara.</p>
23 & 25	<p>A Storke y Hollister la línea 23 se convertirá a la línea 11 continuo hacia UCSB y la línea 25 se convertirá a la línea 6 hacia Goleta Old Town.</p> <p>La línea 23 será un lazo de una sola dirección (aguajeros del reloj) por el barrio El Encanto Heights, eliminando la confusión sobre qué lado de la calle del autobús estará encendida. Servirá DPHS en ambas direcciones.</p> <p>La línea 25 cruzará la autopista en Cathedral Oaks y giro de vuelta via Winchester Canyon.</p> <p>Las líneas 23 y 25 ya no se conectan, pero por la noche después de las 7:00 p.m. La línea 23 se convertirá en la línea 25 para su viaje de regreso.</p>	<p>La línea 23 pasajeros que se dirijan hacia la UCSB ya no tendrán que transferir.</p> <p>Línea 25 pasajeros que viajan a lo largo de Hollister hacia Goleta Old Town y Santa Bárbara ya no tendrán que transferir.</p> <p>Los autobuses dejarán de conducir alrededor del mercado, ahorrando tiempo y permitiendo el servicio de 60 minutos en las líneas 23 y 25.</p>
6 & 11	<p>En Storke y Hollister, alterno línea 6 en dirección oeste autobuses continuarán a lo largo de Hollister para convertirse en la línea 25, y alterno línea 11 en dirección norte autobuses continuarán en Storke para convertirse en la línea 23. Otras líneas 6 y 11 autobuses estarán conectados entre sí como lo son ahora.</p>	<p>Se requerirá un menor número de transferencias para los pasajeros que viajan hacia Ellwood o El Encanto Heights.</p>
20	<p>Algunos viajes será añadido a la horario de línea 20 lunes a viernes para proporcionar servicio de 40 minutos entre Santa Bárbara y Carpinteria durante el día.</p>	<p>Actual servicio de la Línea 20 es cada 60 minutos.</p>
28	<p>Financiado por la UCSB, la nueva línea 28 dará servicio frecuente entre UCSB, Isla Vista, y el Camino Real Marketplace.</p> <p>Línea 28 operará cada 15 minutos de lunes a viernes hasta las 6:30pm, y luego cada media hora hasta las 11:30pm.</p> <p>Los fines de semana, Línea 28 operará cada media hora desde las 7:30am hasta las 11:15pm.</p>	<p>Habrà servicio limitado en la Línea 28 en el verano, y no hay servicio durante las vacaciones invierno y primavera de UCSB.</p>

Información de la programación específica estará disponible a principios de Agosto.

805.963.3364 • info@sbmtd.gov • www.sbmtd.gov • 550 Olive Street, Santa Barbara, CA 93101

COMMUNITY MEETINGS

PROPOSED SERVICE CHANGES

Your ideas and input about our transit system are important!

MTD is planning for service changes to be implemented in August and is also seeking ideas for future transit improvements. Existing lines 6, 7, 8, 9, 11, 20, 23, & 25 will be affected by the currently proposed changes. A new Line 28 will serve UCSB, Isla Vista, and Camino Real Marketplace.

Please join MTD staff at one of these meetings to participate in the conversation.

JUNTA COMUNITARIA CAMBIOS PROPUESTOS EN EL SERVICIO

¡Sus ideas y opiniones son muy importantes para el sistema de Tránsito! MTD en este momento está haciendo planes para implementar cambios de servicio en Agosto. Las líneas existentes numeros 6, 7, 8, 9, 11, 20, 23, Y 25 seran afectado por los cambios propuestos actualmente. Una nueva línea 28 comenzara servicio en Isla Vista. Estas reuniones les da la oportunidad para unirse a nuestra conversación.

6:00 PM, TUESDAY, MARCH 29

(6:00 PM, MARTES, 9 DE MARZO)

Carpinteria Library

5141 Carpinteria Avenue, Carpinteria

6:00 PM, TUESDAY, APRIL 5

(6:00 PM, MARTES, 5 DE ABRIL)

Isla Vista Theater

960 Embarcadero del Norte, Isla Vista

2:00 PM, THURSDAY, APRIL 7

(2:00 PM, JUEVES, 7 DE ABRIL)

MTD Administrative Offices

550 Olive Street, Santa Barbara

6:00 PM, WEDNESDAY, MARCH 30

(6:00 PM, MIÉRCOLES, 30 DE MARZO)

Goleta Valley Community Center

5679 Hollister Avenue, Goleta

6:00 PM, WEDNESDAY, APRIL 6

(6:00 PM, MIÉRCOLES, 6 DE ABRIL)

Faulkner Gallery, Santa Barbara Library

40 E Anapamu Street, Santa Barbara

6:00 PM, THURSDAY, APRIL 14

(6:00 PM, JUEVES, 14 DE ABRIL)

Goleta Valley Community Center

5679 Hollister Avenue, Goleta

Detailed information about the proposed changes is available at the Transit Center, on the MTD website (www.sbmtd.gov), or by calling (805) 963-3364.

You may send comments by email to info@sbmtd.gov.

Hay disponible información detallada sobre los cambios propuestos en el Centro de Tránsito, en la página web de MTD o llamando al (805) 963-3364. Puede mandar sus comentarios por correo electrónico a info@sbmtd.gov.

MTD
Santa Barbara

805-963-3364 x555 · info@sbmtd.gov · 550 Olive Street, Santa Barbara, CA 93101 · www.sbmtd.gov

Summary of Public Input

The following provides a summary of the public comments received to date are categorized as follows: (1) part of August 2016 service changes, (2) to be reviewed under work plan for August 2017 service changes, and (3) additional comments noted by Planning Department staff.

Part of current August 2016 service changes:

- Understanding of which outbound Line 6 and 11 buses to use when heading to the Storke/Hollister intersection.

Response: Headsigns will show which lines the bus serves and which destinations the buses are headed and the Schedule Guide "To Line" column will be updated to indicate to which lines the buses are interlined. The AVL system will also provide interior and exterior announcements as such. A few weeks before the changes are implemented, notices will be posted at all Line 6/11/23/25 bus stops. Staff will also provide tabling hours at major Storke/Hollister bus stops before the changes are implemented and during the initial period afterwards to help inform passengers accordingly. Throughout the initial year of implementation, staff will closely monitor passenger feedback and determine if route number changes would be necessary for the next service year.

To be reviewed under work plan for August 2017 service changes:

- Carpinteria – Potential adjustments due to planned Via Real extension
- Corridor Enhancements
 - Increase frequency on Line 25
 - Increase frequency on mid-day Line 20
- Schedule Adherence Concerns
 - Line 10
 - Lines 6 & 11
- Span of Service
 - Old Town Goleta

Other comments noted:

- Increase service to Santa Barbara Westside Community Center
- New line from Santa Barbara lower eastside to SBCC and Mesa along Cabrillo Blvd, Shoreline Drive and Cliff Drive.
- Interline Line 23/25 with 27/28 instead of Line 11/6, respectively.
- Service on Thanksgiving and Christmas days for service workers.

- Provide service to Rancho Goleta Mobile Home Park.
- Provide Line 20/21x or Seaside Shuttle service to Bates Road at Rincon Beach and to a trailhead for the Coastal Trail.
- Line 14 Sunday Service.
- Use bus line stations at the Transit Center in order for passengers especially elderly and disabled to know where to board buses per line.
- Purchase electric buses for Lines 6/11 because they are quieter in the residential neighborhood.



**FOR IMMEDIATE RELEASE
MARCH 28, 2017**

**MTD SOLICITING INPUT ON
PROPOSED SERVICE CHANGES**
Meetings to be held throughout the District

Santa Barbara Metropolitan Transit District (MTD) will hold a series of public meetings in Santa Barbara, Carpinteria, Goleta and Isla Vista to present proposed bus service changes to be implemented in August 2017. The public is invited to attend any of the meetings and provide feedback on the proposals or suggest other service improvements for consideration as funding becomes available.

The current proposal includes adjusting schedules on Lines 6, 11, 12x, 15x, 20, 21x, 23, 24x and 25 to improve schedule adherence, and reverting frequency on Lines 1 and 2 from 10 minutes to 15 minutes during the weekday morning commute hours due to grant funding limitations. There is also the potential of providing direct transit service from Carpinteria to Goleta employment centers during the weekday morning commute hours, and returning from Goleta to Carpinteria during the weekday evening commute hours funded by Caltrans as part of the Linden Avenue and Casitas Pass Road Interchange Project.

Detailed information about the changes will be available at the meetings, at the Transit Center (1020 Chapala Street, Santa Barbara), and on the MTD website at www.sbmtd.gov.

The MTD Board of Directors is scheduled to consider approval of the final service plan at its meeting on May 2, 2017.

Please attend one of the following community meetings to share your comments:

Tuesday, April 4th at 6p
Goleta Valley Community Center, Room 1
5679 Hollister Avenue, Goleta

Wednesday, April 5th at 6p
Santa Barbara Central Library, Faulkner Gallery
40 E. Anapamu Street, Santa Barbara

Thursday, April 6th at 6p
Carpinteria Library Multipurpose Room
5141 Carpinteria Avenue, Carpinteria

Tuesday, April 11th at 6p
Isla Vista Community Room
970 Embarcadero del Mar, Isla Vista

Thursday, April 13th at 2p
MTD Administrative Office
550 Olive Street, Santa Barbara

MTD always welcomes comments and suggestions. Please send an email to info@sbmtd.gov, write to 550 Olive Street, Santa Barbara, CA 93101, or call (805) 963-3364.

The mission of MTD is to enhance the personal mobility of South Coast residents and visitors by offering safe, clean, reliable, courteous, accessible, environmentally responsible, and cost-effective transit service throughout the district.

For Information Contact: Hillary Blackerby
Marketing and Community Relations Manager
(805) 963-3364 ext. 218

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Summary of Service Changes

Proposed for August 21, 2017

Line	Service Change	Discussion
6, 11, 12x, 15x, 20, 21x, 23, 24x, 25	Schedule adjustments for improved schedule adherence. Minor reroute on Line 23 after 7pm to better serve the neighborhood.	Increased traffic congestion is causing schedule adherence issues. On Lines 12x and 24x, 30 minute frequencies will decrease to 35 minutes with some trips to be removed. On Line 15x, frequency will increase up to 6 minutes and additional trips will be added.
1 & 2	Revert AM weekday commute hour service from 10 minute to 15 minute frequency.	The grant source is no longer sufficient to continue funding the enhanced service.
Potential new direct route between Carpinteria and Goleta	Potentially two trips during the AM commute hours from Carpinteria to Goleta employment centers and two trips returning from Goleta to Carpinteria during the PM commute hours.	This potential service is funded by Caltrans as part of the Traffic Management Plan for the Linden Avenue and Casitas Pass Road Interchange Project to provide regional transit services to reduce traffic in and around the project area. The Santa Barbara County Association of Governments is working with Caltrans on the project and is assessing this and other potential transit options at this time.

Detailed schedule information will be available in early August.



Resumen de Cambios de Servicio

Cambios aprobados para el 21 de agosto, 2017

Línea	Cambio de Servicio	Discusión
6, 11, 12x, 15x, 20, 21x, 23, 24x, y 25	Ajustes de horario para cumplimiento del horario mejorado. Cambio menor de ruta en la línea 23 después de las 7 pm para servir mejor al vecindario.	Un aumento en la congestión del tráfico está causando problemas con el cumplimiento del horario. En las líneas 12x y 24x, las frecuencias de 30 minutos disminuirán a 35 minutos y algunos viajes serán eliminados. En la línea 15x, la frecuencia aumentará hasta 6 minutos y se agregarán más viajes.
1 & 2	Revertir la frecuencia de 10 minutos a 15 minutos en la hora de servicio de los viajes los días de semana en la mañana.	La fuente de financiación no es suficiente para continuar financiando el servicio mejorado.
Posible nueva ruta directa entre Carpintería y Goleta	Posiblemente, dos viajes durante las horas de la mañana de Carpintería a centros de trabajo en Goleta y dos viajes de regreso desde Goleta a Carpintería durante las horas de la tarde.	Este posible servicio es financiado por Caltrans como parte del Plan de Gestión del Tráfico para el Proyecto de Intercambio de Ruta de Linden Avenue y Casitas Pass Road para ofrecer servicios de tránsito regional en y alrededor del área de proyecto. La Asociación de Gobiernos del Condado de Santa Bárbara está trabajando en el proyecto con Caltrans y está evaluando ésta y otras posibles opciones de tránsito en este momento.

Habrà información detallada del horario al principio de agosto.

COMMUNITY MEETINGS

PROPOSED SERVICE CHANGES

Your ideas and input about our transit system are important!

MTD is planning for service changes to be implemented in August and is also seeking ideas for future transit improvements. Minor schedule adjustments to Lines 1, 2, 6, 11, 12x, 15x, 20, 21x, 23, 24x, & 25 are currently proposed. There is also potential for direct service between Carpinteria and Goleta during weekday morning and evening commute hours, funded by Caltrans as part of the Linden & Casitas Pass Interchange Project.

Please join MTD staff at one of these meetings to participate in the conversation.

JUNTA COMUNITARIA CAMBIOS PROPUESTOS EN EL SERVICIO

¡Sus ideas y opiniones son muy importantes para el sistema de tránsito! MTD en este momento está haciendo planes para implementar cambios de servicio en Agosto y también está buscando ideas para futuras mejoras en el tránsito. Ajustes horario menor a las líneas 1, 2, 6, 11, 12x, 15x, 20, 21x, 23, 24x, y 25 están propuestos actualmente. También existe el potencial de servicio directo entre Carpinteria y Goleta durante las horas de la mañana y de la tarde en días laborables, financiado por Caltrans como parte del Proyecto de Intercambios Linden y Casitas Pass. Estas reuniones les da la oportunidad para unirse a nuestra conversación.

6:00 PM, TUESDAY, APRIL 4

(6:00 PM, MARTES, 4 DE ABRIL)

Goleta Valley Community Center

5679 Hollister Avenue, Goleta

6:00 PM, THURSDAY, APRIL 6

(6:00 PM, JUEVES, 6 DE ABRIL)

Carpinteria Library

5141 Carpinteria Avenue, Carpinteria

2:00 PM, THURSDAY, APRIL 13

(2:00 PM, JUEVES, 13 DE ABRIL)

MTD Administrative Offices

550 Olive Street, Santa Barbara

6:00 PM, WEDNESDAY, APRIL 5

(6:00 PM, MIÉRCOLES, 5 DE ABRIL)

Faulkner Gallery, Santa Barbara Library

40 E Anapamu Street, Santa Barbara

6:00 PM, TUESDAY, APRIL 11

(6:00 PM, MARTES, 11 DE ABRIL)

Isla Vista Community Room

970 Embarcadero del Mar, Isla Vista

MTD
Santa Barbara

More information about the proposed changes is available at the Transit Center, or at www.sbmtd.gov or by calling (805) 963-3364 x555. **You may also send comments by email to info@sbmtd.gov**

Hay disponible más información sobre los cambios propuestos en el Centro de Tránsito, en www.sbmtd.gov o llamando al (805) 963-3364. También puede mandar sus comentarios por correo electrónico a info@sbmtd.gov

ATTACHMENT 1

Summary of Public Input

The following provides a summary of the public comments received to date with respect to service planning. They are categorized as follows: (1) part of August 2017 service changes, (2) to be reviewed under work plan for August 2018 service changes, and (3) additional comments noted by Planning Department staff.

Part of current August 2017 service changes:

- Lines 12x toward Goleta and Line 24x toward Santa Barbara are late.

Response: These lines are included in the service plan to improve schedule adherence.

- Restore uniform 15 minute daytime frequency toward Santa Barbara and 10 minute peak frequency toward Goleta on Lines 6 and 11.

Response: The schedule adjustments to Lines 6 and 11 include these adjustments.

- Provide schedules on bus stops without omitting specific scheduled times on Lines 6 and 11 (use 6 column wide format).

Response: Ranges will no longer be shown on Lines 6 and 11 as a result of restoring the uniform frequency noted above.

To be reviewed under work plan for August 2018 service changes:

- Expand Seaside Shuttle to more areas in around Carpinteria including beach.
- More capacity on Line 28 due to overcrowding.
- More direct service between Santa Barbara eastside and Harbor/SBCC
- Loma Alta stop should remain if Line 15x is re-routed using that route.

Other comments noted:

- Line 23 as an independent line and more frequent.
- Line 10 more frequent and to serve Calle Real shopping center
- Turn all deadheads to and from the yard, Transit Center and other locations into being able to pick up and drop off passengers with special destination signs.
- Lines 12x and 24x express back to downtown Santa Barbara on Highway 101 using Storke Road.
- Consider “dial-a-ride”/on demand type service.
- Coordinate with SBCC to provide residence demographics to show where their students live/reside while in school.
- Line 7 is not timed well enough to allow for ample shopping time later in the evening.

- Express service from Santa Barbara east side to unincorporated area between Santa Barbara and Goleta.
- Independent stops for each line
- Perform origin destinations studies on all routes
- New bus technology should track passenger activity.
- Maintain the 10 minute service during the AM weekday peak hours on Lines 1 and 2
- 30 minute service on Line 20 during the mid day on weekdays
- Consider service planning along Via Real extension once completed (2020).
- Increased public awareness of community meetings
- Raise fares
- How is UCSB mitigating overloading of buses with increased enrollment?
- Same line doing uniform trips e.g., not having short 24x trips.
- Cathedral Oaks Road is isolated on weekends
- Service to Goleta Library
- Less transfer times between certain lines at the Transit Center and at Storke and Hollister.
- Have Line 24x arrive earlier at the Transit Center per working schedules.
- Line 14 Sunday service
- Crosstown weekend service
- Provide Line 20/21x or Seaside Shuttle service to Bates Road at Rincon Beach and to a trailhead for the Coastal Trail.
- Schedule additional booster buses for San Marcos High School after school events
- Add a westbound bus stop closer to San Marcos building entrance
- Provide Downtown Waterfront shuttle schedules
- Add a Downtown shuttle stop sign to the pole at southbound Anacapa at Sola.
- Provide a Downtown shuttle stop on southbound Chapala between Ortega and Haley, to be used during the Farmer's Market detour.
- Provide a bus shelter on Cliff Drive at Loma Alta.

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ATTACHMENT D: MTD LEP ASSISTANCE PLAN

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Santa Barbara Metropolitan Transit District Limited English Proficiency (LEP) Assistance Plan

MTD is required to implement the U.S. Department of Transportation's *Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons* (DOT LEP Guidance, Federal Register, vol. 70, no. 239, pp. 74087–74100, December 14, 2005). Pursuant to this requirement, MTD has taken steps to ensure meaningful access by LEP persons to the benefits, services, information, and other important portions of our programs and activities. MTD conducted a four-factor analysis to determine the appropriate mix of LEP services to offer.

FOUR FACTOR ANALYSIS:

Factor 1: The Number and Proportion of LEP Persons Served or Encountered in the Eligible Service Population.

MTD analyzed American Community Survey data regarding the number of LEP persons living in the agency's service area, as presented in the table below. The analysis suggested that 8,460 Spanish-speaking persons who speak English "not well" and 4,081 Spanish-speaking persons who speak English "not at all" live in the agency's service area. These persons represent 6.4% of all persons five years and older residing in the service area.

In addition to the Spanish-speaking LEP persons, the analysis revealed smaller numbers of persons who speak languages other than Spanish and speak English "not well" or "not at all." The Census identified 289 such persons who speak other Indo-European languages, 954 such persons who speak Asian and Pacific Island languages, and 94 such persons who speak other languages. These persons comprise 0.1%, 0.5%, and 0.05%, respectively, of all persons five years and older residing in the service area.

Factor 2: The Frequency with Which LEP Individuals Come into Contact with your programs, activities, & services.

MTD serves a large number of Spanish-speaking LEP persons daily. Although the agency does not have a count of the exact number of such persons riding the bus daily, anecdotal data suggest that the number is significant. In addition, bilingual Customer Service Representatives at MTD's Transit Center and staff at MTD's administrative offices respond to numerous questions from Spanish-speaking LEP persons each day. MTD is not aware of any evidence that non-Spanish-speaking LEP persons are frequent users of our services, information, or other important portions of our programs and activities.

Factor 3: The Importance to LEP Persons of Your Program, Activities, & Services.

MTD's program is very important to many Spanish-speaking LEP persons in the agency's service area. MTD provides important transit services to the public through its public transportation program. MTD is the only major public transportation provider in the service area, and provides a vital link between residential areas and major activity centers throughout the agency's service area.

Factor 4: The Resources Available to the Recipient and Costs.

A significant number of Spanish-speaking LEP persons live in MTD's service area, and many of these persons utilize our services frequently. MTD provides schedules and all other public information in both English and Spanish. In addition, MTD ensures that at least one Spanish-speaking staff member is present at public meetings. There is a cost to MTD to provide the assistance necessary to ensure meaningful access by LEP persons to the benefits, services, information, and other important portions of our programs and activities. However, MTD believes the cost is justified, relative to the benefits derived from providing such assistance. MTD will continue to provide such assistance, and will continue to look for ways to enhance the assistance offered.

IMPLEMENTATION PLAN:

Based on the four-factor analysis, MTD recognizes the need to continue providing services for Spanish-speaking LEP persons. The assistance that MTD offers during our public outreach process includes:

- Press releases sent to Spanish-language media and radio stations.
- Flyers in both English and Spanish advertising public meetings are available on all buses and at the Transit Center.
- All flyers are posted on the website and are in both English and Spanish.
- These flyers include information in both English and Spanish on how to comment on the proposed service changes if you cannot get to the meeting.
- Several Customer Service Representatives at MTD's Transit Center are bi-lingual and can answer questions from Spanish-speaking LEP persons.
- Spanish-speaking translators are available at public meetings.

MTD will perform a four-factor analysis every three years to identify what, if any, additional information or activities might better improve MTD's services to assure non-discriminatory service to LEP persons. MTD will then evaluate the projected financial impact and personnel needed to provide the requested services, and assess which of these can be provided cost-effectively.

**LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH
FOR THE POPULATION 5 YEARS AND OVER**

Line Item	Carpinteria CCD*	Santa Barbara CCD*	Total
Total Population 5 Years and Older	16,694	180,132	196,826
Speak only English	10,782	119,320	130,102
<i>Speak Spanish:</i>	4,696	44,044	48,740
Speak English "very well"	2,448	24,710	27,158
Speak English "well"	843	8,198	9,041
Speak English "not well"	1,014	7,446	8,460
Speak English "not at all"	391	3,690	4,081
<i>Speak other Indo-European languages:</i>	735	8,279	9,014
Speak English "very well"	649	6,889	7,538
Speak English "well"	54	1,133	1,187
Speak English "not well"	32	242	274
Speak English "not at all"	0	15	15
<i>Speak Asian and Pacific Island languages:</i>	337	7,562	7,899
Speak English "very well"	232	4,468	4,700
Speak English "well"	95	2,150	2,245
Speak English "not well"	10	897	907
Speak English "not at all"	0	47	47
<i>Speak other languages:</i>	144	927	1,071
Speak English "very well"	99	729	828
Speak English "well"	0	149	149
Speak English "not well"	10	49	59
Speak English "not at all"	35	0	35

*CCD is "Census County Division." The entire South Coast of Santa Barbara County is divided into only these two CCDs.

Source: 2010-2014 American Community Survey 5-Year Estimates (Table B16004).

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ATTACHMENT E: MTD SERVICE STANDARDS & POLICIES



Santa Barbara Metropolitan Transit District System-Wide Service Standards & Policies

VEHICLE LOAD STANDARD

The average of all loads should not exceed vehicles' achievable capacities:

Santa Barbara Metropolitan Transit District - Maximum Load Factor

Service Type	Bus Length (Feet)	Seated (Average)	Standing (Policy)	Total Riders	Maximum Load Factor
Shuttle Routes	22'	17	10	27	1.6
Trunk & Local Routes	29'	26	20	46	1.8
	40'	37	30	67	1.8
Express Routes	40'	37	30	67	1.8
	60'	55	60	115	2.1
Interregional Routes	40' - 45'	52	0	52	1.0

VEHICLE HEADWAY STANDARD

Headways shall be based on passenger demand and budgetary considerations. Headway targets for shuttle, trunk and local routes are every 30 minutes or better during weekday peak periods, and every 60 minutes or better off-peak and on weekends. Express and interregional routes should run at least 3 trips during peak commute times to support work shift start and end times.

ON-TIME PERFORMANCE STANDARD

At least 95 percent of trips will depart no more than 5 minutes after their scheduled time.

SERVICE AVAILABILITY STANDARD

Transit service within the District shall be distributed so that a minimum of 80 percent of all residents in the District's boundaries are within a ½-mile walk of bus service, to the extent feasible.

VEHICLE ASSIGNMENT POLICY

Bus assignments take into account the operating characteristics of buses of various lengths, which are matched to the operating characteristics of the route. Local routes with lower ridership may be assigned 29-foot buses rather than 40-foot buses. Routes requiring tight turns on narrow streets may also be assigned 29-foot buses.

TRANSIT AMENITIES POLICY

Installation of transit amenities along bus routes are based on the number of passenger boardings at stops along those routes, and on the availability of funding from various partners.

ATTACHMENT F: MTD BOARD OF DIRECTORS RESOLUTION

RESOLUTION
of the
BOARD OF DIRECTORS
of the
SANTA BARBARA METROPOLITAN TRANSIT DISTRICT

IN THE MATTER OF APPROVING THE SANTA
BARBARA METROPOLITAN TRANSIT DISTRICT
REVISED TITLE VI NONDISCRIMINATION PROGRAM

RESOLUTION NO. 2017-10

WHEREAS, the Santa Barbara Metropolitan Transit District ("District") is established and existing under Part 9, Division 10, of the California Public Utilities Code, codified at Sections 95000-97100, and empowered to provide public transportation service in the South Coast of Santa Barbara County; and

WHEREAS, the District is a direct recipient of federal Section 5307 operating funding from the Federal Transit Administration; and

WHEREAS, the District must ensure that the level and quality of public transportation service is provided in a nondiscriminatory manner; and

WHEREAS, the District must promote full and fair participation in public transportation decision-making without regard to race, color, or national origin; and

WHEREAS, the District must ensure meaningful access to transit-related programs and activities by persons with limited English proficiency; and

WHEREAS, the District is required by the Federal Transit Administration to prepare and submit a Title VI Program reaffirming the District's commitment to nondiscrimination once every three years.

NOW THEREFORE, BE IT RESOLVED that the Board of Directors approves the Santa Barbara Metropolitan Transit District Revised Title VI Program: 2017 - 2019.

PASSED AND ADOPTED by the Board of Directors of the Santa Barbara Metropolitan Transit District this 16th day of May 2017, by the following vote:

AYES:	<u>5</u>
NAYS:	<u>0</u>
ABSENT:	<u>2</u>


Chair, Board of Directors

ATTEST:

Secretary, Board of Directors

Vice chair