

# **Santa Barbara Metropolitan Transit District**

## **Title VI Program: 2020 - 2022**

*Prepared by the*

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November 5, 2019



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

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## **Santa Barbara Metropolitan Transit District**

### **Title VI Program: 2020 - 2022**

#### **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](mailto:info@sbmtd.gov); visit [www.sbmtd.gov](http://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](mailto:info@sbmtd.gov)  
Website: [www.sbmtd.gov](http://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 items documenting the public participation process 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](http://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 most recently reappointed in July 2019.

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

  
\_\_\_\_\_  
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 23, 2019

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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 Marketing & Community Relations Coordinator). Complaints and compliments may come in various media, including:
  - Phone Calls.
  - Letters.
  - E-mails.
  - Passenger or Public Comment Forms.
  - Social Media Platforms (Instagram, Facebook, Twitter).
- All complaints and compliments are logged and tracked in Zendesk, an online platform where customer interactions across phone, chat, email, social media, and any other channel all come together in one place.
- Lost & Found *inquiries* should be forwarded to the Customer Service Representatives. However, Lost & Found *complaints* should be forwarded to the Coordinator of Comments.
- The Coordinator of Comments will forward the complaint or compliment to the appropriate persons via Zendesk or internal email (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.

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, if appropriate. The researchers have two options for the final response:

- Send the response to the complainant themselves, and enter the response into Zendesk for filing.
- Forward the appropriate information via Zendesk or email 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 via Zendesk. Notes will be also be kept in Zendesk for phone calls, letters, and email correspondence.

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

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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.

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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.



**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](http://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 4<sup>th</sup> at 6p  
Goleta Valley Community Center, Room 1  
5679 Hollister Avenue, Goleta

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

Thursday, April 6<sup>th</sup> at 6p  
Carpinteria Library Multipurpose Room  
5141 Carpinteria Avenue, Carpinteria

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

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

MTD always welcomes comments and suggestions. Please send an email to [info@sbmtd.gov](mailto: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

####

# 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](http://www.sbmtd.gov) or by calling (805) 963-3364 x555. **You may also send comments by email to [info@sbmtd.gov](mailto:info@sbmtd.gov)**

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



# Summary of Service Changes

Proposed for August 21, 2017

| Line  | Service Change  | Discussion   |
|---|---|--|
| 6, 11, 12x,<br>15x, 20, 21x, 23,<br>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.**



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

**FOR IMMEDIATE RELEASE**  
**April 2, 2018**

## **MTD TO SOLICIT INPUT ON PROPOSED SERVICE CHANGES THROUGH PUBLIC MEETINGS AND ONLINE SURVEY**

SANTA BARBARA – Santa Barbara MTD is hosting a set of public outreach meetings this April, and is inviting the public to take a brief survey giving feedback on proposed service changes to local bus service. These meetings are held annually in the spring to receive input on the proposed changes that would go into effect on August 20, 2018.

The current proposal includes a route change to the Line 15x, which serves as an express route between Isla Vista/UC Santa Barbara and Santa Barbara City College. The proposed change would reroute the Line 15x off of the Mesa and would circle around the SBCC main campus. The route would travel in a consistent one-way direction all day from UCSB toward Isla Vista and Camino Real Marketplace, rather than reversing in the afternoon as it currently does. There is also a proposal to make schedule adjustments related to the SBCC/UCSB school calendar.

Lines 20 and 21x currently serve Carpinteria, but due to increased congestion and construction on Highway 101 in recent years, the Line 21x (meant to be an express) can sometimes take longer than the Line 20. For this reason, MTD proposes to improve frequency on the Line 20 by suspending the Line 21x service and reallocating its resources to the Line 20. This reallocation is expected to remain until the Highway 101 HOV lanes are operational. This means that while midday frequency on the Line 20 would remain at 40 minutes, frequencies in the morning and late afternoon peak times will improve to 15 and 30 minutes.

The proposal also includes minor changes to the schedules of Lines 7, 10, and 27 to improve on-time performance.

The public is invited to learn more and to give feedback via an online survey that explains all the proposed changes at [www.sbmtd.gov/servicechanges](http://www.sbmtd.gov/servicechanges)

Community meetings will be held at the following locations and times, and Spanish/English interpretation will be provided:

Tuesday, April 10<sup>th</sup> at 6pm  
Goleta Valley Community Center, Room 1  
5679 Hollister Avenue, Goleta

Wednesday, April 11<sup>th</sup> at 6pm  
Carpinteria Library Multipurpose Room  
5141 Carpinteria Avenue, Carpinteria

Monday, April 16<sup>th</sup> at 6pm  
MTD Administrative Offices, John G. Britton Auditorium  
550 Olive Street, Santa Barbara

Tuesday, April 17<sup>th</sup> at 12pm  
Santa Barbara City College, Administration Building Room A162  
721 Cliff Drive, Santa Barbara

In addition to the four meetings listed above, a presentation on the proposed changes will be given at the April 24<sup>th</sup> meeting of the Isla Vista Community Services District Board of Directors. The meeting begins at 6:00pm.

For questions on proposed service changes, the public may contact Santa Barbara MTD at 805-963-3364 or email [info@sbmtd.gov](mailto:info@sbmtd.gov).

###

# We want your input on proposed service changes.

Queremos su opinión sobre los cambios de servicio propuestos.



Minor changes to improve on-time performance

*Cambios menores para mejorar la puntualidad*



Route change for Line 15x, improved frequency for Line 20,  
& suspension of Line 21x

*Cambio de ruta para Línea 15x, frecuencia mejorada para Línea 20,  
y suspensión de Línea 21x*

---

Two ways to learn more and give feedback:

*Dos formas de aprender más y dar su opinión:*

1. Complete a short survey at | [Complete una breve encuesta en  
www.sbmttd.gov/servicechanges](http://www.sbmttd.gov/servicechanges)
2. Attend a public meeting | [Asistir a una reunión pública](#)

---

6:00 pm, Tuesday, April 10

Goleta Valley Community Center  
5679 Hollister Avenue, Goleta

6:00 pm, Wednesday, April 11

Carpinteria Library  
5141 Carpinteria Avenue, Carpinteria

6:00 pm, Monday, April 16

MTD Administrative Offices  
550 Olive Street, Santa Barbara

12:00 pm, Tuesday, April 17

Santa Barbara City College, Room A162  
721 Cliff Drive, Santa Barbara

Questions? ¿Preguntas?

[www.sbmttd.gov](http://www.sbmttd.gov) | 805-963-3364 | [info@sbmttd.gov](mailto:info@sbmttd.gov)



## Santa Barbara MTD 2018 Proposed Service Changes

Para tomar esta encuesta en español, [haga clic aquí](#).

Please read below to view proposed changes to Santa Barbara MTD's service plan, which would take effect as of August 20, 2018. We encourage you to give feedback on the proposed changes by sharing your thoughts in the spaces below.

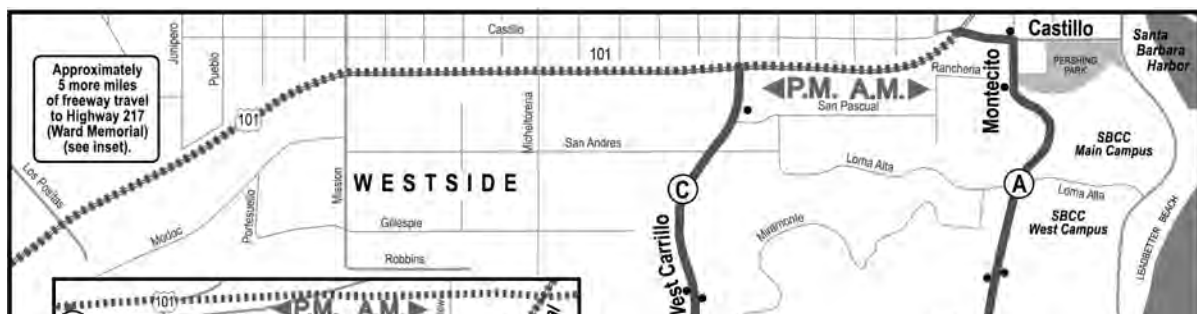
Thank you for participating!

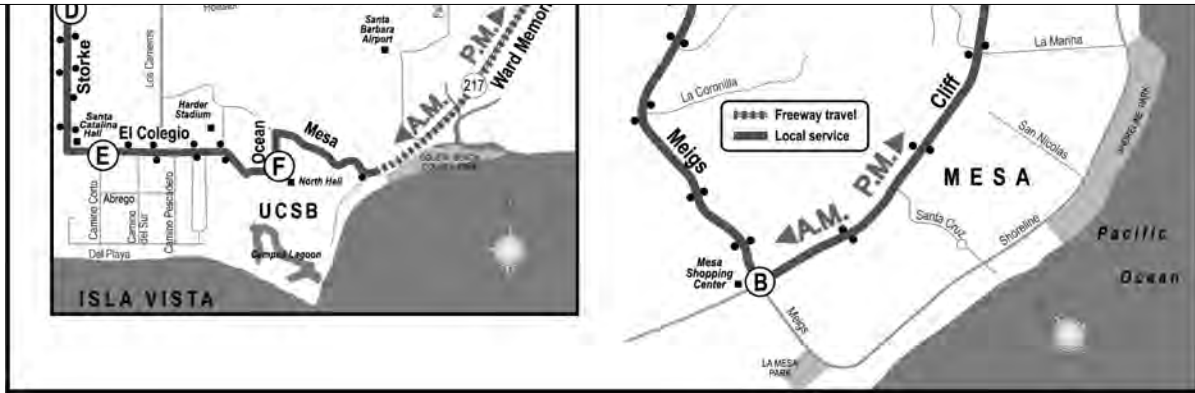
1.

### Line 15x: Reroute Line 15x and revise days and hours of operation

The Line 15x serves as an express route between Isla Vista/UC Santa Barbara (UCSB) and Santa Barbara City College (SBCC).

This map shows the current routing of the Line 15x:



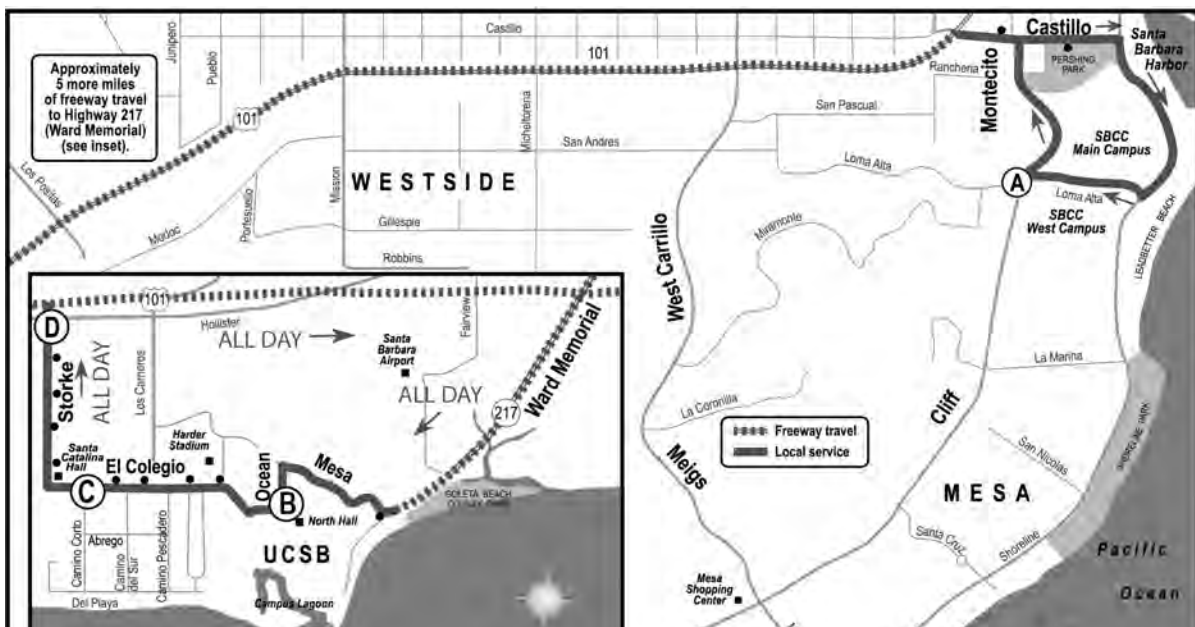


The proposed change would reroute the Line 15x off of the Mesa and would circle around the SBCC main campus. The route would travel in a consistent one-way direction all day from UCSB toward Isla Vista and Camino Real Marketplace, rather than reversing in the afternoon as it currently does.

The revised route would have the following positive impacts:

- More direct access to SBCC all day.
- Improved on-time performance.
- Two additional trips toward SBCC and four additional trips toward UCSB.
- Simplified understanding of the bus route.
- Additional capacity at the UCSB North Hall bus stop for those traveling from UCSB toward Isla Vista and Camino Real Marketplace in the afternoon.

This map shows the proposed routing of the Line 15x:



The following impacts would also result from the reroute:

- Passengers on the Mesa who currently use Line 15x to travel to UCSB, Isla Vista, or Goleta would now board Line 4 or 5 and transfer to either Line 15x at SBCC or Line 24x at the Transit Center. An origin-destination survey of peak-period trips suggested that this would affect an average of four or five passengers per peak-period trip. Midday Mesa ridership on the route is minimal.
- The revised route would no longer serve the bus stops on Cliff Drive at Oceano Avenue and Weldon Road, used by SBCC West Campus students. However, the walking distance from the center of West Campus to those stops is nearly identical to the distance to the SBCC main campus stop that will continue to be served.

Two relatively small service reductions are also proposed for Line 15x, as follows.

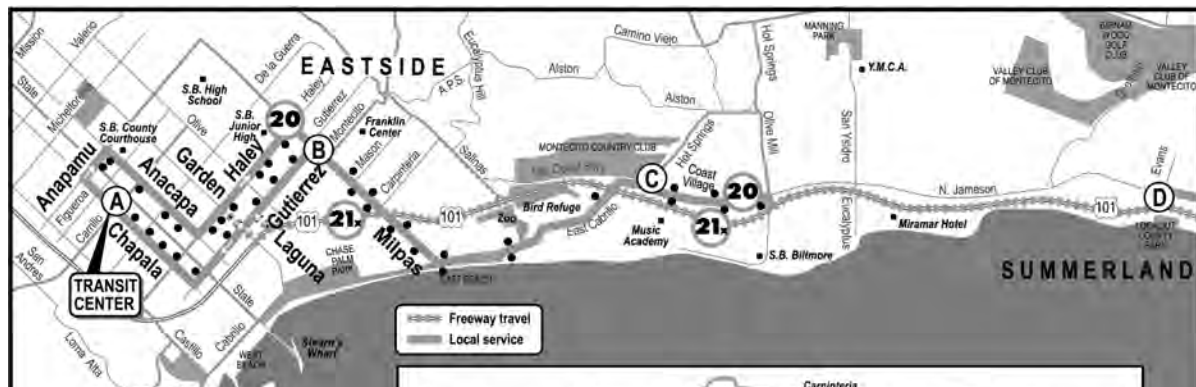
- Line 15x primarily serves SBCC students traveling between SBCC and UCSB, Isla Vista, and Goleta. Thus, MTD proposes to eliminate service on days when SBCC is not in session but UCSB is in session. This includes two weeks during the summer and a week or two during winter and spring breaks, depending on how the calendars fall each year.
- MTD also proposes to eliminate Line 15x service on Friday afternoons from 4:30 P.M. to 6:30 P.M. during the SBCC fall and spring semesters, because a very small number of SBCC students are in class during that time.

**Please share any feedback, questions, or concerns about the 15x proposal:**

## 2. Line 20 & Line 21x: Enhance Line 20 and Suspend Line 21x

Line 21x typically has not operated as an express service in recent years, due to increasing congestion and construction on Highway 101. At times, a trip on Line 21x takes longer than Line 20. Thus, under this option, Line 21x is proposed for suspension until the Highway 101 HOV lanes are operational.

This is a current map of the Lines 20 and 21x:





The hours currently operated on Line 21x, would, for the most part, be used for two improvements to Line 20 service. Nearly every Line 20 trip would be allowed 60 minutes, which will improve the on-time performance of the service. Secondly, more consistent service would be provided during peak hours. Peak service would be operated as follows:

Leaving Carpinteria toward Santa Barbara  
 6:00 A.M. - 7:00 A.M. 30 minute frequency  
 7:00 A.M. - 8:00 A.M. 15 minute frequency  
 8:00 A.M. - 9:00 A.M. 30 minute frequency

Leaving Santa Barbara toward Carpinteria:  
 3:00 P.M. - 5:00 P.M. 30 minute frequency  
 5:00 P.M. - 6:00 P.M. 15 minute frequency

Mid-day frequency would remain at 40 minutes. In total, 30 weekday trips would be provided in each direction. This is a reduction from the current combined total of Line 20 & 21x trips (35 toward Carpinteria and 36 toward Santa Barbara) due to the necessity to increase the time allotted to Line 20 trips to improve on-time performance. On Saturdays, Line 21x trips will be replaced by Line 20 trips, with improved on-time performance. On Sundays, Line 20 on-time performance would be improved.

**Please share any feedback, questions, or concerns about the Lines 20 and 21x proposal:**

### 3. Minor schedule adjustments for improved on-time performance on Lines 7, 10 and 27

There are also proposals to make minor adjustments to the schedules of Lines 7, 10, and 27 to improve on-time performance.

The changes to Lines 7 & 10 would adjust time points on the schedule, and there would be no loss of trips.

The changes to Line 27 would add time to each trip, due to congestion inside of Isla Vista, and there would be an estimated loss of 4 or 5 one-way trips per weekday during UCSB's Fall, Winter and Spring quarters.

#### **Please share any feedback, questions, or concerns about the Lines 7, 10, and 27 proposals:**

\* 4. Which of the following bus lines do you ride regularly? Select all that apply.

- |   |   |
|---|---|
| <input type="checkbox"/> Line 7 (Goleta Old Town)     | <input type="checkbox"/> Line 21x (Carpinteria Express)             |
| <input type="checkbox"/> Line 10 (Cathedral Oaks)     | <input type="checkbox"/> Line 27 (Isla Vista Shuttle)               |
| <input type="checkbox"/> Line 15x (SBCC/UCSB Express) | <input type="checkbox"/> I don't ride any of these lines regularly. |
| <input type="checkbox"/> Line 20 (Carpinteria)        |   |

\* 5. Have you ever attended a public meeting held by MTD regarding service changes?

- ☐ Yes ☐ No

6. Please share your contact information so that we can follow up if you asked questions above.

|                        |                      |
|------------------------|----------------------|
| <b>Name</b>            | <input type="text"/> |
| <b>ZIP/Postal Code</b> | <input type="text"/> |
| <b>Email Address</b>   | <input type="text"/> |
| <b>Phone Number</b>    | <input type="text"/> |

## Cambios de servicio propuestos por Santa Bárbara MTD en 2018

To take this survey in English, [click here](#).

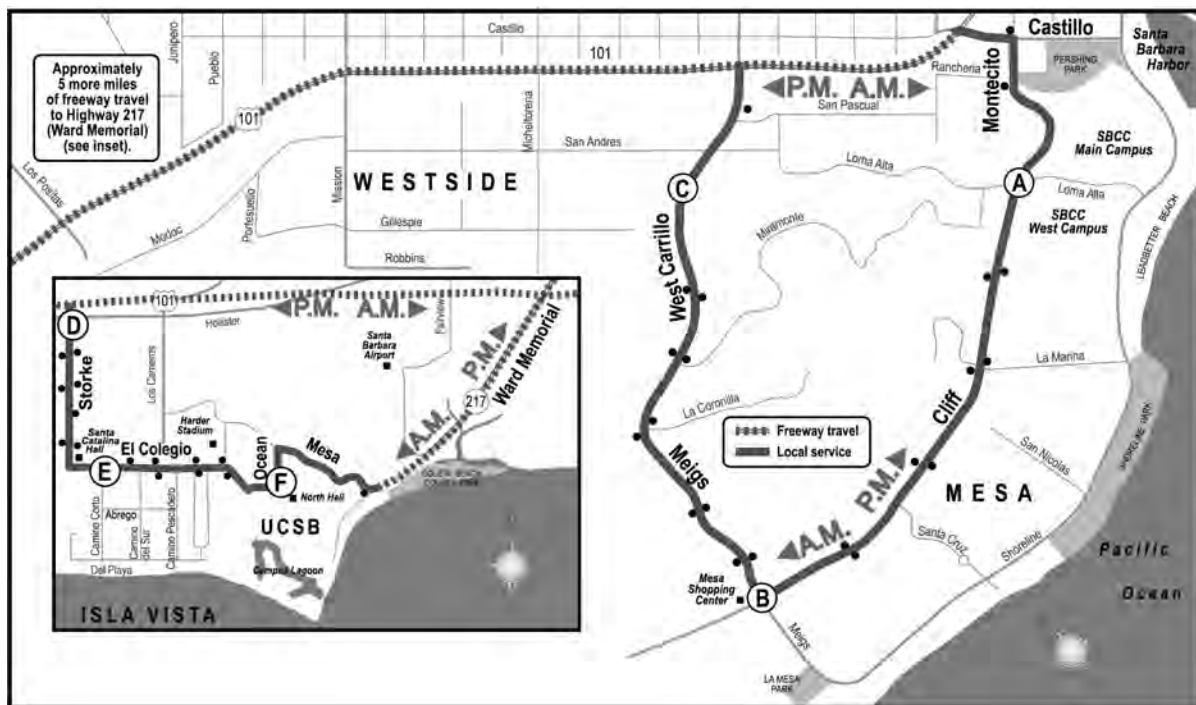
Lea a continuación para ver los cambios propuestos al plan de servicios de Santa Barbara MTD, que entrarán en vigencia a partir del 20 de agosto de 2018. Lo alentamos a que haga comentarios sobre los cambios propuestos compartiendo sus ideas en los espacios a continuación.

¡Gracias por participar!

### 1. Propuesta: Redirigir la línea 15x y revisar días y horas de operación

La Línea 15x sirve como una ruta expresa entre Isla Vista / UC Santa Barbara (UCSB) y Santa Barbara City College (SBCC).

Este mapa muestra el enrutamiento actual de la Línea 15x:



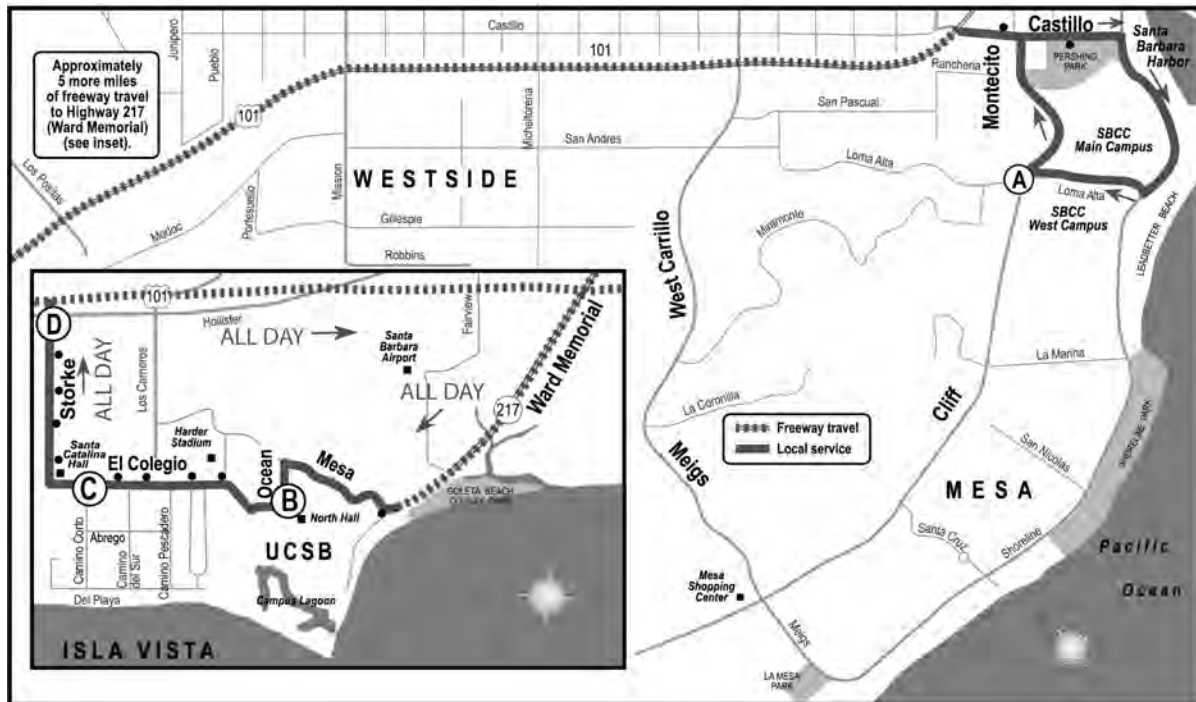
El cambio propuesto redirigiría la Línea 15x fuera de la Mesa y circularía alrededor del campus principal de SBCC. La ruta viajaría en una sola dirección constante de todo el día desde UCSB hacia Isla Vista y Camino Real Marketplace, en lugar de revertir en la tarde como lo hace actualmente.

La ruta revisada tendría los siguientes impactos positivos:

- Más acceso directo a SBCC todo el día.
- Mejora en el rendimiento a tiempo.

- Dos viajes adicionales hacia SBCC y cuatro viajes adicionales hacia UCSB.
- Comprensión simplificada de la ruta del autobús.
- Capacidad adicional en la parada de autobús UCSB North Hall para aquellos que viajan desde UCSB hacia Isla Vista y Camino Real Marketplace en la tarde.

Este mapa muestra el enrutamiento propuesto de la Línea 15x:



Los siguientes impactos también daría lugar del redireccionamiento:

- Los pasajeros en la Mesa que actualmente usan la Línea 15x para viajar a UCSB, Isla Vista o Goleta ahora abordarían la Línea 4 o 5 y se trasladarían a la Línea 15x a SBCC o a la Línea 24x en el Centro de Tránsito. Una encuesta de origen y destino de los viajes durante el período pico sugirió que esto afectaría a un promedio de cuatro o cinco pasajeros por cada viaje pico-período. El número de pasajeros en el mediodía de la ruta es mínimo.
- La ruta revisada ya no serviría a las paradas de autobús en Cliff Drive en Oceano Avenue y Weldon Road, utilizadas por los estudiantes de SBCC West Campus. Sin embargo, la distancia a pie desde el centro de West Campus hasta esas paradas es casi idéntica a la distancia hasta la parada del campus principal de SBCC que continuará sirviendo.

También se proponen dos reducciones de servicio relativamente pequeñas para la Línea 15x, de la siguiente manera.

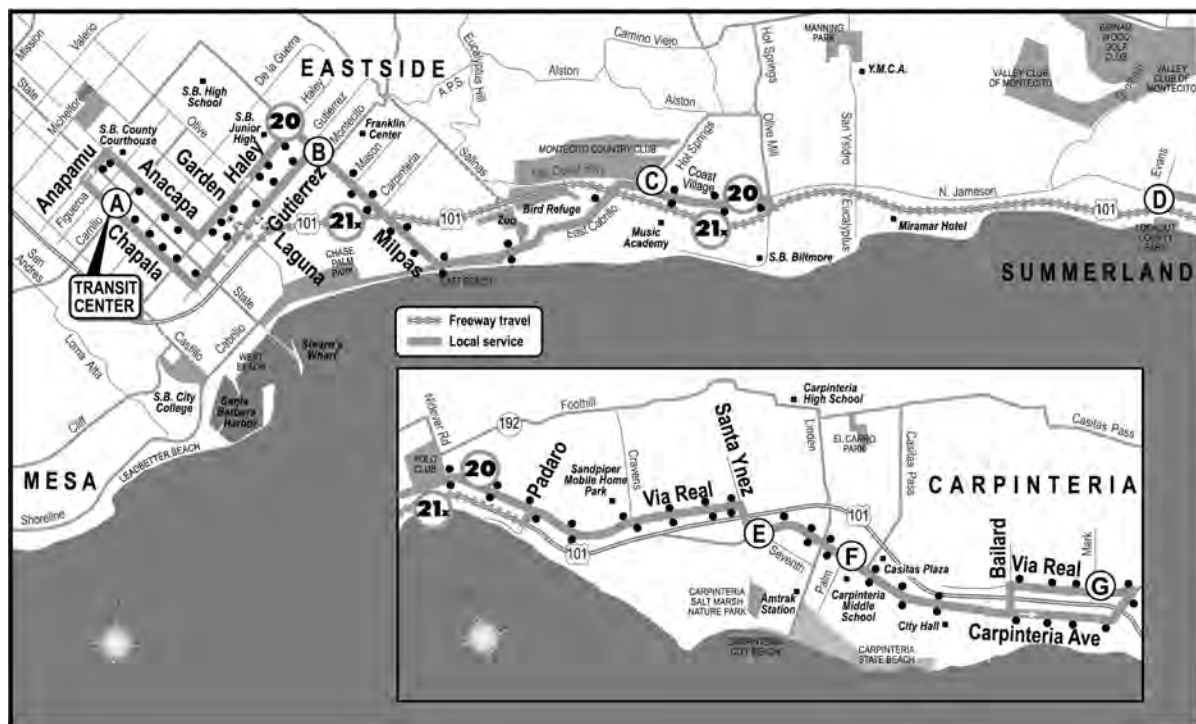
- La línea 15x atiende principalmente a estudiantes de SBCC que viajan entre SBCC y UCSB, Isla Vista y Goleta. Por lo tanto, MTD propone eliminar el servicio los días en que SBCC no está en sesión pero UCSB está en sesión. Esto incluye dos semanas durante el verano y una o dos semanas durante los descansos de invierno y primavera, dependiendo de cómo caigan los calendarios cada año.
- MTD también propone eliminar el servicio Line 15x los viernes por la tarde a partir de las 4:30 p.m. a las 6:30 p.m. durante los semestres de otoño y primavera de SBCC, porque un número muy pequeño de estudiantes de SBCC están en clase durante ese tiempo.

Comparta cualquier comentario, pregunta o inquietud sobre la propuesta 15x:

## 2. Línea 20 y Línea 21x: mejora de la línea 20 y suspende la línea 21x

La línea 21x generalmente no ha operado como un servicio expreso en los últimos años, debido a la creciente congestión y construcción en la carretera 101. En ocasiones, un viaje en la línea 21x lleva más tiempo que la línea 20. Por lo tanto, bajo esta opción, la línea 21x se propone para la suspensión hasta que los carriles HOV en Highway 101 estén operativos.

Este es un mapa actual de las Líneas 20 y 21x:



Las horas actualmente operadas en Line 21x, en su mayor parte, se usarían para dos mejoras al servicio de la Línea 20. Casi todos los viajes de la Línea 20 estarían permitidos durante 60 minutos, lo que mejorará el rendimiento puntual del servicio. En segundo lugar, se proporcionaría un servicio más consistente durante las horas punta. El servicio pico se operaría de la siguiente manera:

Saliendo Carpinteria hacia Santa Barbara:

6:00 A.M. - 7:00 A.M. Frecuencia de 30 minutos

7:00 A.M. - 8:00 A.M. Frecuencia de 15 minutos

8:00 A.M. - 9:00 A.M. Frecuencia de 30 minutos

Saliendo Santa Barbara hacia Carpinteria:

3:00 P.M. - 5:00 P.M. Frecuencia de 30 minutos

5:00 P.M. - 6:00 P.M. Frecuencia de 15 minutos

La frecuencia del medio día se mantendría en 40 minutos. En total, se proporcionarían 30 viajes entre semana en cada dirección. Esta es una reducción del total combinado actual de los viajes de las Líneas 20 y 21x (35 hacia Carpinteria y 36 hacia Santa Bárbara) debido a la necesidad de aumentar el tiempo asignado a los viajes de la Línea 20 para mejorar el desempeño puntual. Los sábados, los viajes en Línea 21x serán reemplazados por viajes en línea 20, con un mejor rendimiento a tiempo. Los domingos, se mejoraría el rendimiento puntual de la Línea 20.

**Por favor, comparta cualquier comentario, pregunta o inquietud sobre la propuesta de Lines 20 y 21x:**

### **3. Ajustes menores en el horario para mejorar el rendimiento del tiempo en las líneas 7, 10 y 27**

También hay propuestas para hacer ajustes menores a los horarios de las líneas 7, 10 y 27 para mejorar el rendimiento puntual.

Los cambios a las líneas 7 y 10 ajustaría los puntos de tiempo en el horario, y no habría pérdida de viajes.

Los cambios a la Línea 27 agregarían tiempo a cada viaje, debido a la congestión dentro de Isla Vista, y habría una pérdida estimada de 4 o 5 viajes de ida por día durante los trimestres de otoño, invierno y primavera de UCSB.

**Por favor, comparta cualquier comentario, pregunta o inquietud sobre las propuestas de las Líneas 7, 10 y 27:**

\* 4. ¿Cuál de las siguientes líneas de autobús montas regularmente? Seleccione todas las que correspondan.

☐ Línea 7 (Goleta Old Town)

☐ Línea 21x (Carpinteria Express)

☐ Línea 10 (Cathedral Oaks)

☐ Línea 27 (Isla Vista Shuttle)

☐ Línea 15x (SBCC/UCSB Express)

☐ No monto en ninguna de estas líneas regularmente.

☐ Línea 20 (Carpinteria)

\* 5. ¿Alguna vez asistió a una reunión pública organizada por MTD con respecto a los cambios en el servicio?

☐ Sí

☐ No

6. Por favor, comparta su información de contacto para que podamos hacer un seguimiento si usted hizo alguna pregunta arriba.

**Nombre**

**Código postal**

**Dirección de correo electrónico**

**Número de teléfono**



**Contact:**  
**Hillary Blackerby**  
**Interim Planning & Marketing Manager**  
**(805) 963-3364 ext. 218**

**FOR IMMEDIATE RELEASE**  
**April 2, 2019**

## **MTD TO SOLICIT INPUT ON PROPOSED SERVICE CHANGES THROUGH PUBLIC MEETINGS AND ONLINE SURVEY**

SANTA BARBARA – Santa Barbara MTD is hosting a set of public outreach meetings this April, and is inviting the public to take a brief survey giving feedback on proposed service changes to local bus service. These meetings are held annually in the spring to receive input on the proposed changes that would go into effect on August 19, 2019.

The current proposal includes a route change and stop changes to the Line 3 which serves the Oak Park and Santa Barbara Cottage Hospital area. These changes are due to planned construction and re-configuration of the Cottage Hospital campus, and a City of Santa Barbara project that would change circulation patterns on Bath and Castillo Streets in the area.

Since its inception in August 2016, the Line 28 has seen growing demand and ridership in Isla Vista and at UC Santa Barbara. The operation of Line 28 (UCSB Shuttle) is funded through an agreement with UC Santa Barbara. MTD and UCSB are in discussions to increase frequency and expand capacity on Line 28.

In the interest of improving the express nature of Lines 12x (Goleta Express) and 24x (UCSB Express), MTD proposes to make fewer stops on those two lines. The corridors these lines serve are also served by local Lines 6 and 11, which stop at every stop along the way. Traditionally, express services make fewer stops which makes for a quicker trip. A full list of proposed stop changes can be found at the website listed below.

The proposal also includes minor changes to the schedules of Lines 4, 5, 10, 14, 15x, 17 and 20 to improve on-time performance. Similarly, minor schedule adjustments to several booster services serving La Colina and Goleta Valley Junior Highs and San Marcos and Dos Pueblos High Schools are proposed to make the services more on-time.

MTD has applied for grant funding for a one-year pilot to implement flexible, on-demand, curb-to-curb shared microtransit inside a specified zone using passenger vans for a low flat rate. Rides would be ordered via a smartphone app or by calling the Transit Center. Work is underway to determine the specific service zone for this pilot.

MTD invites the public to learn more and to give feedback via an online survey that explains all the proposed changes at [www.sbmtd.gov/servicechanges](http://www.sbmtd.gov/servicechanges). The survey is available in English and Spanish.

Community meetings will be held at the following locations and times, and Spanish/English interpretation will be provided:

Tuesday, April 9<sup>th</sup> at 6pm  
Goleta Valley Community Center, Room 6  
5679 Hollister Avenue, Goleta

Thursday, April 11<sup>th</sup> at 6pm  
Carpinteria Library Multipurpose Room  
5141 Carpinteria Avenue, Carpinteria

Monday, April 15<sup>th</sup> at 6pm  
MTD Administrative Offices, John G. Britton Auditorium  
550 Olive Street, Santa Barbara

Wednesday, April 17<sup>th</sup> at 12pm  
MTD Administrative Offices, John G. Britton Auditorium  
550 Olive Street, Santa Barbara

In addition to the four meetings listed above, a presentation on the proposed changes will be given at the April 23<sup>rd</sup> meeting of the Isla Vista Community Services District Board of Directors. The meeting begins at 6:00pm.

For questions on proposed service changes, the public may contact Santa Barbara MTD at 805-963-3364 or email [info@sbmtd.gov](mailto:info@sbmtd.gov).

###

# We want your input on proposed service changes.

Queremos su opinión sobre los cambios de servicio propuestos.

3 12X 24X 28

Route change for Line 3, fewer stops on Lines 12x and 24x, and increased frequency on Line 28

*Cambio de ruta para Línea 3, reducción de paradas en Líneas 12x y 24x, y frecuencia mejorada para Línea 28*

4 5 10 14 15X 17 20 

Minor changes to improve on-time performance

*Cambios menores para mejorar la puntualidad*

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Two ways to learn more and give feedback:

*Dos formas de aprender más y dar su opinión:*

1. Complete a short survey at | *Complete una breve encuesta en*  
[www.sbmtd.gov/servicechanges](http://www.sbmtd.gov/servicechanges)

2. Attend a public meeting | *Asistir a una reunión pública*

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6:00 pm, Tuesday, April 9

Goleta Valley Community Center  
5679 Hollister Avenue, Goleta

6:00 pm, Monday, April 15

MTD Administrative Offices  
550 Olive Street, Santa Barbara

6:00 pm, Thursday, April 11

Carpinteria Library  
5141 Carpinteria Avenue, Carpinteria

12:00 pm, Wednesday, April 17

MTD Administrative Offices  
550 Olive Street, Santa Barbara

Questions? ¿Preguntas?

[www.sbmtd.gov](http://www.sbmtd.gov) | 805-963-3364 | [info@sbmtd.gov](mailto:info@sbmtd.gov)

   @santabarbaramtd



## Santa Barbara MTD 2019 Proposed Service Changes

Para tomar esta encuesta en español, [haga clic aquí](#).

Please read below to view proposed changes to Santa Barbara MTD's service plan, which would take effect as of August 19, 2019. We encourage you to give feedback on the proposed changes by sharing your thoughts in the spaces below.

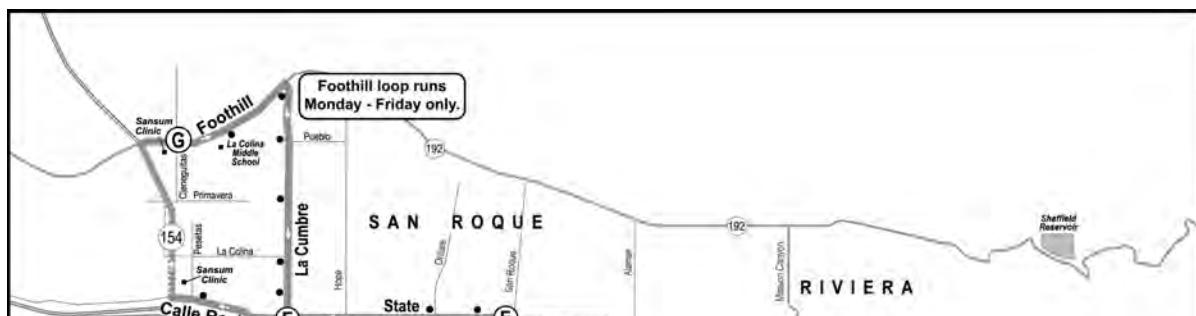
Thank you for participating!

1.

### Line 3: Route and stop changes for Line 3 around Santa Barbara Cottage Hospital

The Line 3 serves as a route between Downtown Santa Barbara, Santa Barbara Cottage Hospital/Oak Park, Samarkand, La Cumbre, and the Foothill Sansum area.

This map shows the current routing of the Line 3:



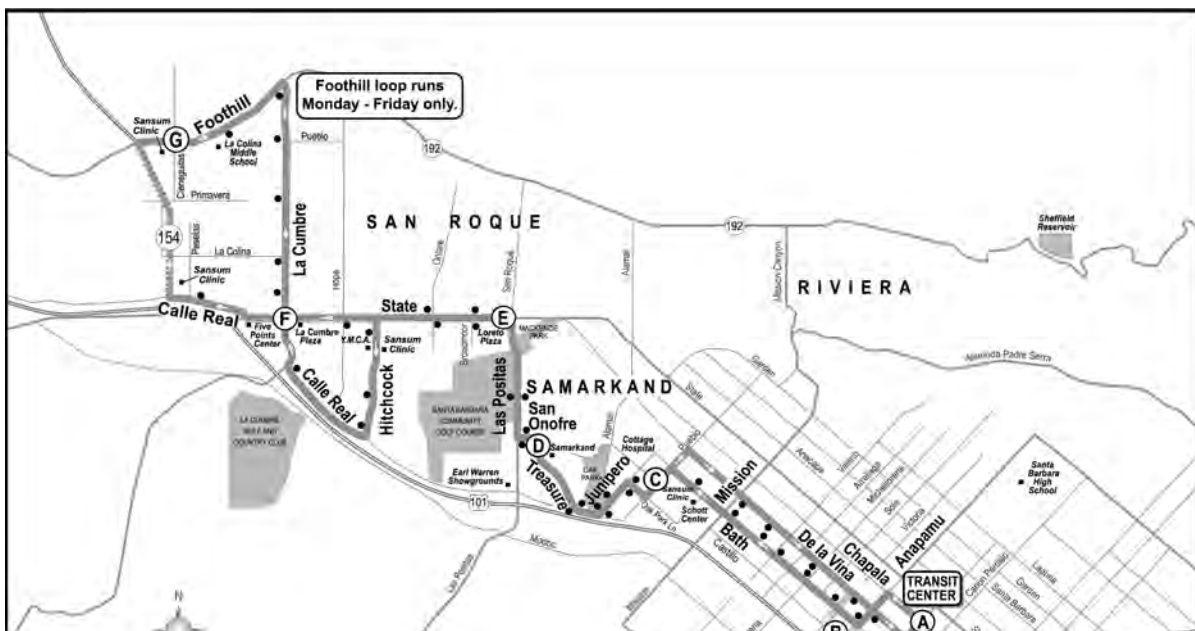


The proposed change would permanently change the routing of Line 3 both inbound and outbound in the blocks surrounding Cottage Hospital. This includes removing existing stops and installing new stops.

The reasons for these change are twofold:

1. Cottage Hospital is undertaking the final phase of major construction on the hospital campus, and the current configuration of buildings and their uses will be changing. For that reason, bus stops will be relocated to the new focal points of the hospital campus.
2. The City of Santa Barbara has tentative plans to extend the existing one-way condition on Bath and Castillo Streets that currently ends at Mission Street, further up to Los Olivos Street. This would mean that the existing stop in front of the the Schott Center (Bath at Los Olivos (inbound)) would no longer be accessible due to the new one-way condition.

This map shows the proposed routing of the Line 3 around Cottage Hospital:





The following existing stops would be removed:

- Bath at Pueblo (inbound)
- Junipero at Castillo (inbound)
- Junipero at Castillo (outbound)
- Bath at Los Olivos (inbound)

The following new stops would be installed:

- Pueblo at Castillo (inbound)
- Pueblo at Castillo (outbound)
- Oak Park Lane at Junipero (inbound)
- Oak Park Lane at Junipero (outbound)

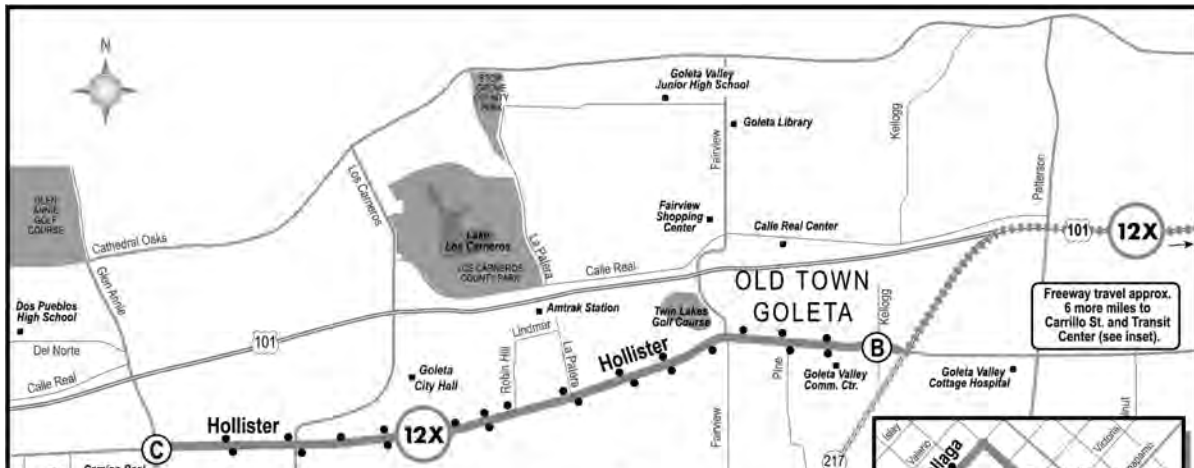
**Please share any feedback, questions, or concerns about the Line 3 proposal:**

## 2. Line 12x and Line 24x: Enhance express nature of lines by reducing the number of stops

Line 12x (Goleta Express) serves Downtown Santa Barbara, Old Town Goleta, and the Hollister corridor between Fairview and Camino Real Marketplace. Line 24x (UCSB Express) serves Downtown Santa Barbara, UCSB, the El Colegio and Storke corridors, and Camino Real Marketplace.

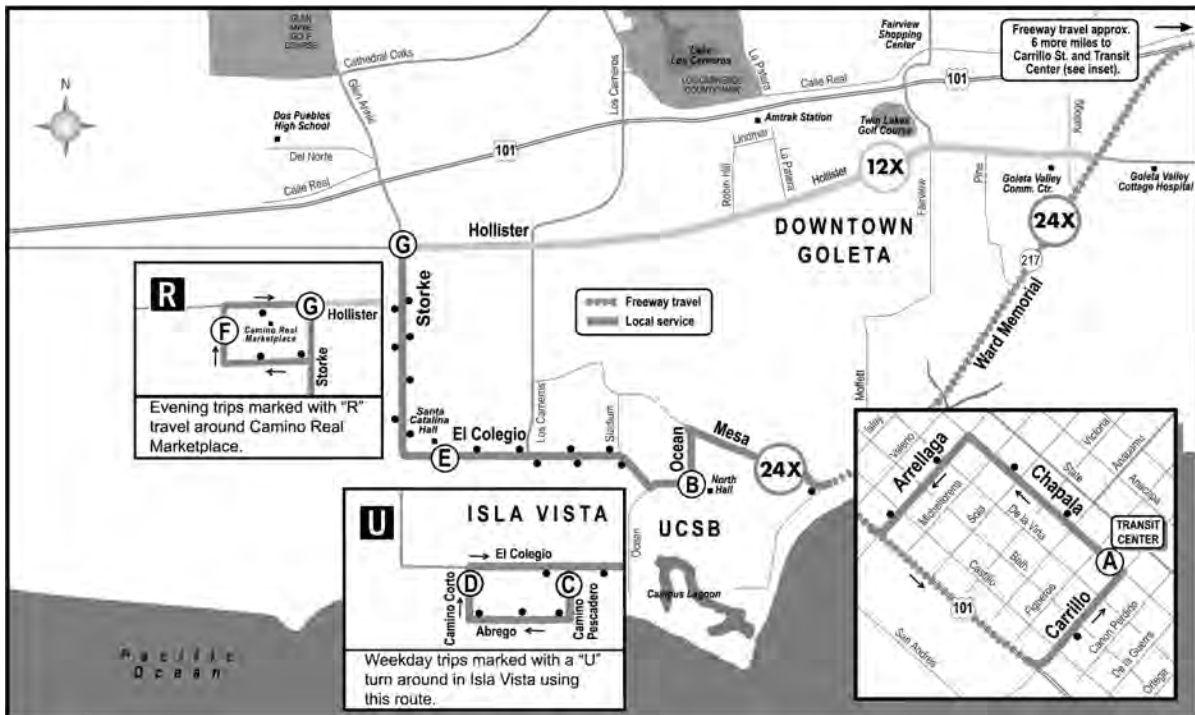
While these routes do take a trip on the freeway, they both currently serve every stop they pass (except for one stop on the Line 24x). More stops means a longer trip, and reduces the express nature of the service.

This is a current map of the Line 12x:



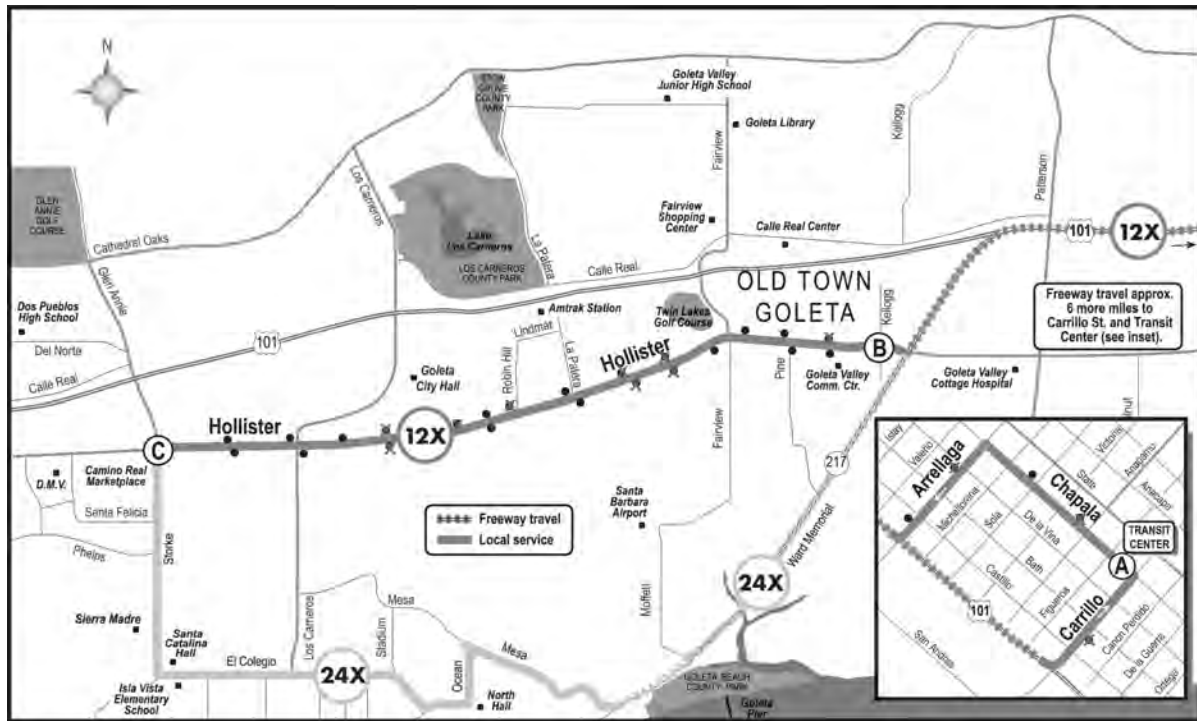


This is a current map of the Line 24x:

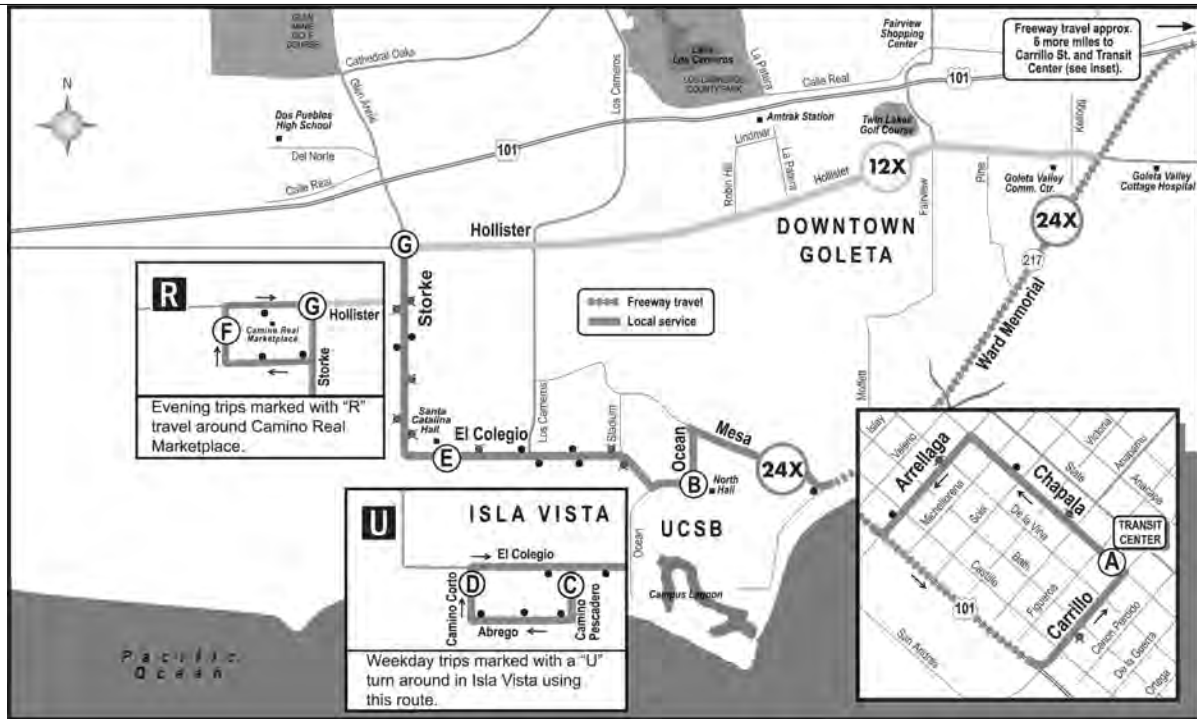


In order to provide more efficient express service on these two lines, we propose to reduce the number of stops on 12x and 24x trips. Routing would not change on either line. Other local lines that travel through these corridors would still serve the bus stops proposed to be skipped by Lines 12x and 24x.

This map shows stops to be skipped by the Line 12x (marked with a red x):



This map shows stops to be skipped by the Line 24x (marked with a red x):



Line 12x would no longer serve the following stops:

Outbound

Chapala at Anapamu, Arrellaga at De La Vina, Hollister at Wendy's, Hollister at Lopez, Hollister at David Love, Hollister at Robin Hill, Hollister at Willow Springs, Hollister at Los Carneros Way

Inbound

Hollister at Los Carneros Way, Hollister at Hartley, Hollister at Griggs, Carrillo at Bath

Line 24x would no longer serve the following stops:

Outbound

Chapala at Anapamu, Arrellaga at De La Vina, El Colegio at Stadium, El Colegio at Camino Corto, Storke at El Colegio, Storke at Whittier, Storke at Santa Felicia

Inbound

Storke at Santa Felicia, Storke at Sierra Madre, El Colegio at Stadium, Carrillo at Bath

**Please share any feedback, questions, or concerns about the Line 12x and 24x proposals:**

### 3. Increased frequency on Line 28 (UCSB Shuttle)

Line 28 serves UCSB, the El Colegio and Storke corridors, and the area around Camino Real Marketplace.

Line 28 began service in August 2016 and has been extremely successful and well-used, often with much more demand than the existing capacity can handle. Operation of Line 28 is funded by UC Santa Barbara.

MTD is currently in discussions with UCSB to increase frequency and capacity on Line 28 in time for August 2019.

**Please share any feedback, questions, or concerns about the Line 28 proposal:**

#### 4. Minor schedule adjustments for improved on-time performance on Lines 4, 5, 10, 14, 15x, 17, 20, and booster service routes

There are also proposals to make minor adjustments to the schedules of Lines 4, 5, 10, 14, 15x, 17, 20, and booster service routes to improve on-time performance.

The changes are minor and there would be no loss of trips on any line.

The booster routes with proposed changes are:

2410 AM

2420 AM & PM

2430 AM & PM

2510 AM & PM

2540 AM

2610 PM

2620 PM

2630 PM

2650 AM & PM

2720 AM & PM

2730 PM

**Please share any feedback, questions, or concerns about the Lines 4, 5, 10, 14, 15x, 17, 20, and booster service proposals:**

#### 5. On-Demand Microtransit Service

MTD has applied for grant funding for a one-year pilot to implement flexible, on-demand, curb-to-curb shared microtransit inside a specified zone using passenger vans for a low flat rate.

Rides would be ordered via a smartphone app or by calling the Transit Center.

Work is underway to determine the specific service zone for this pilot.

Would you be likely to try this service?

What area or zone would you like to see it serve?

What questions do you have about the proposed microtransit pilot?

\* 6. Which of the following bus lines do you ride regularly? Select all that apply.

☐ Line 3 (Oak Park)

☐ Line 17 (Lower West SB/SBCC)

☐ Line 4 (Mesa/SBCC)

☐ Line 20 (Carpinteria)

☐ Line 5 (Mesa/La Cumbre)

☐ Line 28 (UCSB Shuttle)

☐ Line 10 (Cathedral Oaks)

☐ Booster Services

☐ Line 14 (Montecito)

☐ I don't ride any of these lines regularly.

☐ Line 15x (SBCC/UCSB Express)

\* 7. Have you ever attended a public meeting held by MTD regarding service changes?

☐ Yes

☐ No

8. Please share your contact information so that we can follow up if you asked questions above.

**Name**

**ZIP/Postal Code**

**Email Address**

**Phone Number**

## Cambios de servicio propuestos por Santa Bárbara MTD en 2019

To take this survey in English, [click here](#).

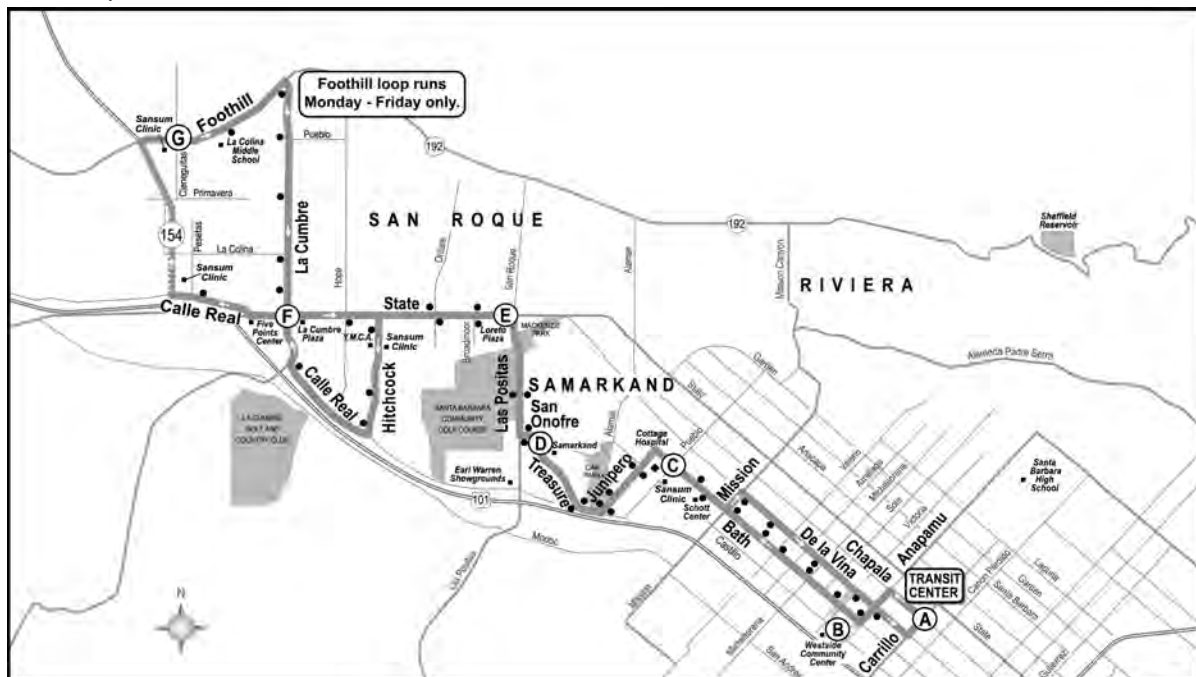
Lea a continuación para ver los cambios propuestos al plan de servicios de Santa Barbara MTD, que entrarán en vigencia a partir del 19 de agosto de 2019. Lo alentamos a que haga comentarios sobre los cambios propuestos compartiendo sus ideas en los espacios a continuación.

¡Gracias por participar!

### 1. Línea 3: Cambios de ruta y parada para la Línea 3 alrededor de Santa Barbara Cottage Hospital

La Línea 3 sirve como una ruta entre el centro de Santa Bárbara, el Hospital Santa Barbara Cottage / Oak Park, Samarkand, La Cumbre y el área de Foothill Sansum.

Este mapa muestra la ruta actual de la Línea 3:



El cambio propuesto cambiaría permanentemente la ruta de la Línea 3, tanto entrante como saliente, en los bloques que rodean el Cottage Hospital. Esto incluye eliminar paradas existentes e instalar paradas nuevas.

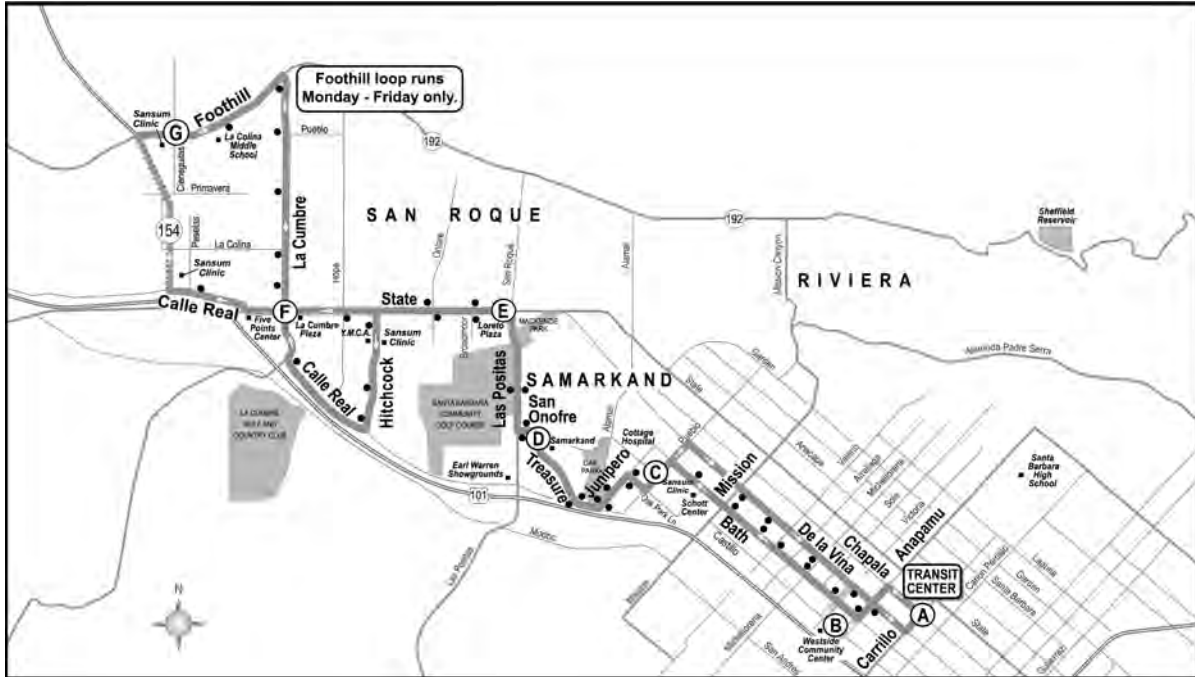
Las razones de estos cambios son dobles:

1. Cottage Hospital está llevando a cabo la fase final de la construcción principal en el campus del hospital, y la configuración actual de los edificios y sus usos cambiará. Por esa razón, las paradas de

autobús se reubicarán en los nuevos puntos focales del campus del hospital.

2. La Ciudad de Santa Bárbara tiene planes tentativos de extender la condición de una vía existente en las calles Bath y Castillo que actualmente termina en Mission Street, hasta la calle Los Olivos. Esto significaría que la parada existente frente al Schott Center (Bath en Los Olivos (entrada)) ya no sería accesible debido a la nueva condición de una vía.

Este mapa muestra la ruta propuesta de la Línea 3 alrededor de Cottage Hospital:



Las siguientes paradas existentes serían removidas:

- Bath at Pueblo (entrante)
- Junipero y Castillo (entrante)
- Junipero y Castillo (saliente)
- Bath y Los Olivos (entrante)

Se instalarían las siguientes paradas nuevas:

- Pueblo y Castillo (entrante)
- Pueblo y Castillo (saliente)
- Oak Park Lane y Junipero (entrante)
- Oak Park Lane y Junipero (saliente)

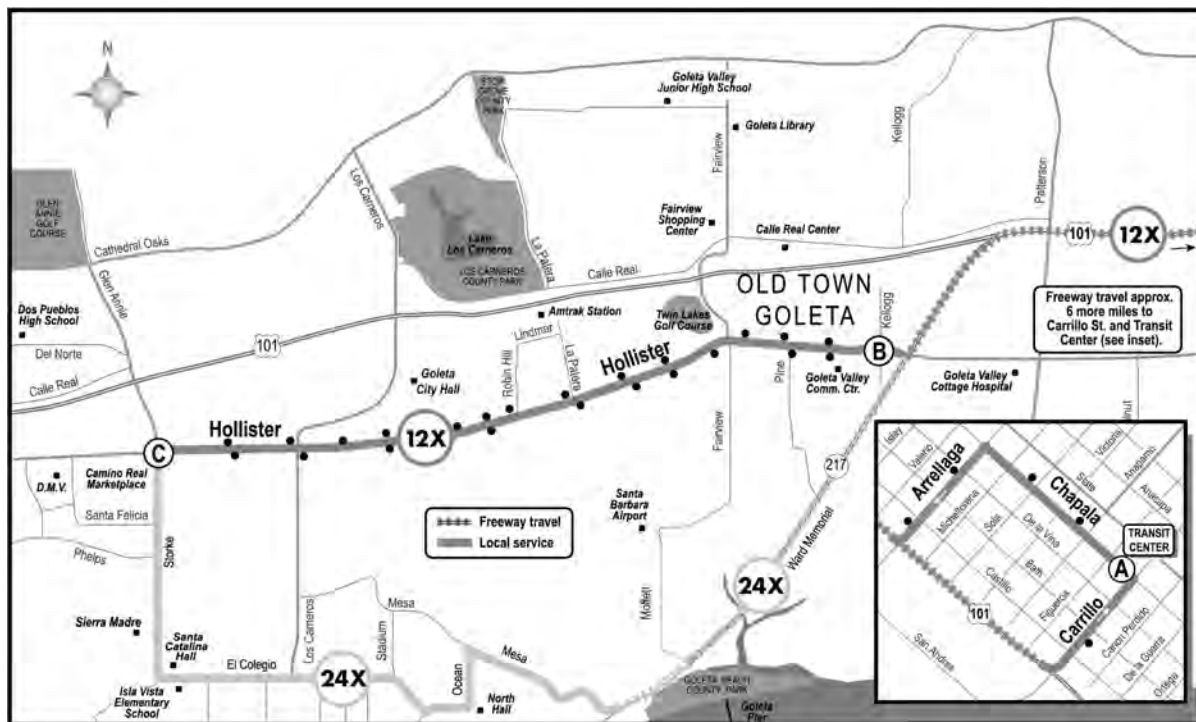
**Comparta cualquier comentario, pregunta o inquietud sobre la propuesta Línea 3:**

2. Línea 12x y Línea 24x: Mejora los aspectos expresos de las líneas al reducir el número de paradas

La línea 12x (Goleta Express) sirve al centro de Santa Bárbara, Old Town Goleta y el corredor Hollister entre Fairview y Camino Real Marketplace. La línea 24x (UCSB Express) sirve al centro de Santa Bárbara, UCSB, los corredores El Colegio y Storke, y el Mercado Camino Real.

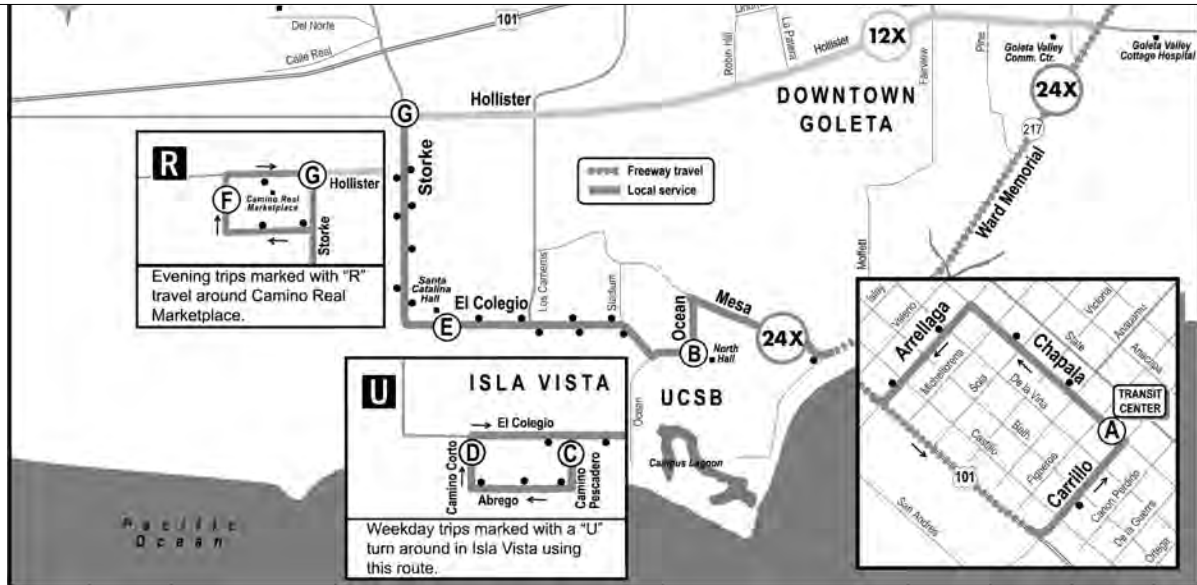
Si bien estas rutas hacen un viaje en la autopista, ambas sirven actualmente cada parada que pasan (excepto una parada en la Línea 24x). Más paradas significa un viaje más largo, y esto reduce el aspecto expreso del servicio.

Este es un mapa actual de la línea 12x:



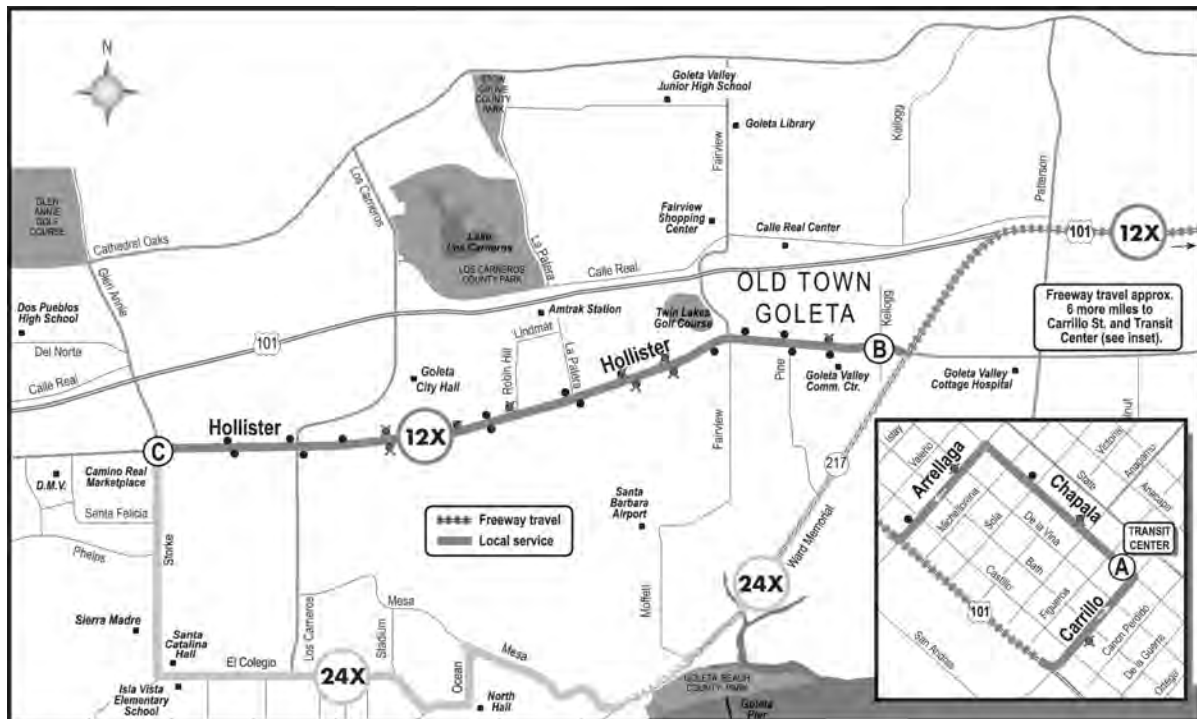
Este es un mapa actual de la línea 24x:



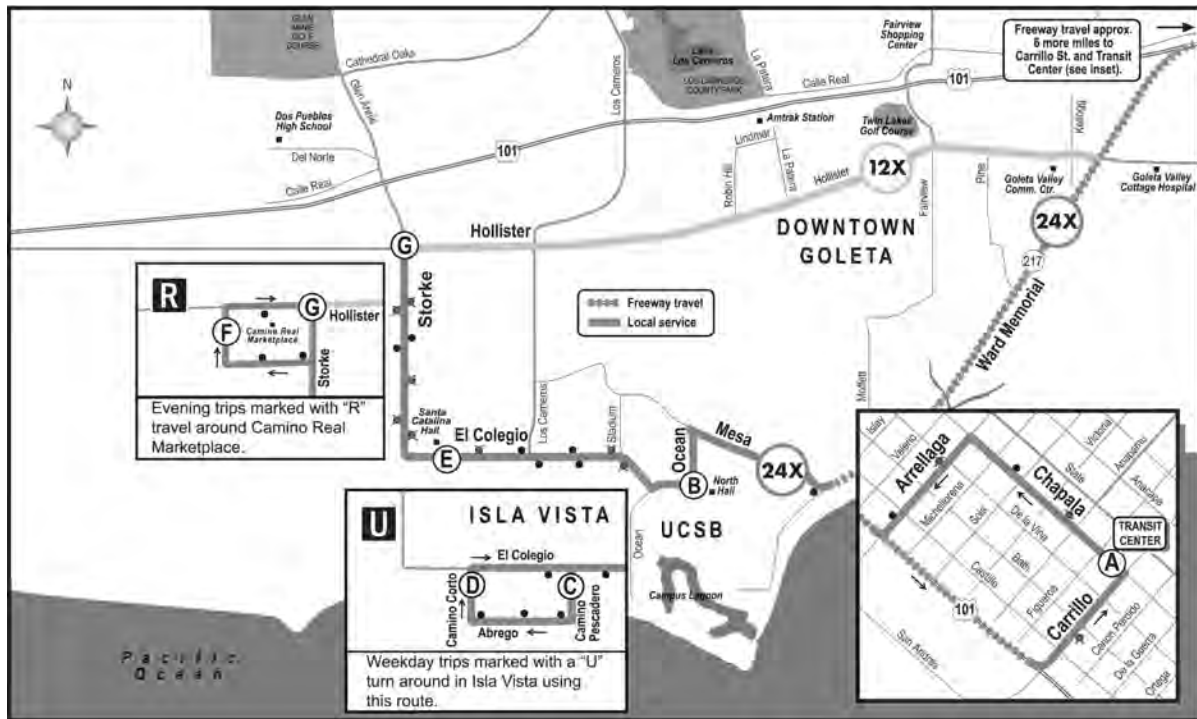


Con el fin de proporcionar un servicio expreso más eficiente en estas dos líneas, proponemos reducir el número de paradas en viajes de 12x y 24x. El enrutamiento no cambiaría en ninguna de las líneas. Otras líneas locales que viajan a través de estos corredores todavía servirían las paradas de autobús propuestas para ser omitidas por las Líneas 12x y 24x.

Este mapa muestra las paradas que debe omitir la línea 12x (marcada con una x roja):



Este mapa muestra las paradas que debe omitir la línea 24x (marcada con una x roja):



La línea 12x ya no serviría las siguientes paradas:

Saliente

Chapala y Anapamu, Arrellaga y De La Vina, Hollister y Wendy's, Hollister y Lopez, Hollister y David Love, Hollister y Robin Hill, Hollister y Willow Springs, Hollister y Los Carneros Way

Entrante

Hollister y Los Carneros Way, Hollister y Hartley, Hollister y Griggs, Carrillo y Bath

La línea 24x ya no serviría las siguientes paradas:

Saliente

Chapala y Anapamu, Arrellaga y De La Vina, El Colegio y Stadium, El Colegio y Camino Corto, Storke y El Colegio, Storke y Whittier, Storke y Santa Felicia

Entrante

Storke y Santa Felicia, Storke y Sierra Madre, El Colegio y Stadium, Carrillo y Bath

**Comparta cualquier comentario, pregunta o inquietud acerca de las propuestas de Líneas 12x y 24x:**

### 3. Aumento de frecuencia en la línea 28 (UCSB Shuttle)

La línea 28 sirve a la UCSB, a los corredores El Colegio y Storke, y al área alrededor del Camino Real Marketplace.

Línea 28 entró en servicio en agosto de 2016 y ha sido muy exitoso y bien utilizado, a menudo con mucha más demanda que la capacidad existente puede manejar. La operación de la Línea 28 está financiada por la UC Santa Barbara.

MTD se encuentra actualmente en conversaciones con UCSB para aumentar la frecuencia y la capacidad en la Línea 28 a tiempo para agosto de 2019.

**Por favor, comparta cualquier comentario, pregunta o inquietud sobre las propuestas de la Línea 28:**

#### **4. Ajustes menores en el horario para mejorar el rendimiento del tiempo en las líneas 4, 5, 10, 14, 15x, 17, 20, y rutas escolares**

También hay propuestas para hacer ajustes menores a los horarios de las líneas 4, 5, 10, 14, 15x, 17, 20 y rutas escolares para mejorar el rendimiento puntual.

Los cambios son menores y no habrá pérdida de viajes en ninguna línea.

Las rutas adicionales escolares con cambios propuestos son:

2410 AM

2420 AM & PM

2430 AM & PM

2510 AM & PM

2540 AM

2610 PM

2620 PM

2630 PM

2650 AM & PM

2720 PM

2730 PM

**Por favor, comparta cualquier comentario, pregunta o inquietud sobre las propuestas de las Líneas 4, 5, 10, 14, 15x, 17, 20, y rutas escolares:**

## 5. Servicio de microtransit a la carta

MTD ha solicitado una subvención para un programa piloto de un año para implementar un microtransit compartido flexible, a pedido, de acera a acera dentro de una zona específica usando camionetas de pasajeros por una tarifa plana baja.

Los viajes se solicitarían a través de la aplicación para teléfonos inteligentes o llamando al centro de tránsito.

Se está trabajando para determinar la zona de servicio específica para este piloto.

¿Es probable que pruebes este servicio?

¿A qué área o zona te gustaría verlo?

¿Qué preguntas tiene sobre el piloto de microtransit propuesto?

\* 6. ¿Cuál de las siguientes líneas de autobús montas regularmente? Seleccione todas las que correspondan.

☐ Línea 4 (Mesa/SBCC)

☐ Línea 17 (Lower West SB/SBCC)

☐ Línea 5 (Mesa/La Cumbre)

☐ Línea 20 (Carpinteria)

☐ Línea 10 (Cathedral Oaks)

☐ Rutas adicionales escolares

☐ Línea 14 (Montecito)

☐ No monto en ninguna de estas líneas regularmente.

☐ Línea 15x (SBCC/UCSB Express)

\* 7. ¿Alguna vez asistió a una reunión pública organizada por MTD con respecto a los cambios en el servicio?

☐ Sí

☐ No

8. Por favor, comparta su información de contacto para que podamos hacer un seguimiento si usted hizo alguna pregunta arriba.

Nombre

Código postal

Dirección de correo electrónico

Número de teléfono

## **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<br>CCD* | Santa Barbara<br>CCD* | Total        |
|---|---------------------|-----------------------|--------------|
| Total Population 5 Years and Older                      | 17,202              | 185,440               | 202,642      |
| Speak only English                                      | 10,962              | 125,484               | 136,446      |
| <b><i>Speak Spanish:</i></b>                            | 5,460               | 42,312                | 47,772       |
| Speak English "very well"                               | 3,204               | 24,822                | 28,026       |
| Speak English "well"                                    | 1,052               | 8,106                 | 9,158        |
| <b>Speak English "not well"</b>                         | <b>891</b>          | <b>6,276</b>          | <b>7,167</b> |
| <b>Speak English "not at all"</b>                       | <b>313</b>          | <b>3,108</b>          | <b>3,421</b> |
| <b><i>Speak other Indo-European languages:</i></b>      | 421                 | 8,120                 | 8,541        |
| Speak English "very well"                               | 413                 | 6,578                 | 6,991        |
| Speak English "well"                                    | 8                   | 1,255                 | 1,263        |
| <b>Speak English "not well"</b>                         | <b>0</b>            | <b>264</b>            | <b>264</b>   |
| <b>Speak English "not at all"</b>                       | <b>0</b>            | <b>23</b>             | <b>23</b>    |
| <b><i>Speak Asian and Pacific Island languages:</i></b> | 310                 | 8,410                 | 8,720        |
| Speak English "very well"                               | 197                 | 4,687                 | 4,884        |
| Speak English "well"                                    | 81                  | 2,738                 | 2,819        |
| <b>Speak English "not well"</b>                         | <b>32</b>           | <b>925</b>            | <b>957</b>   |
| <b>Speak English "not at all"</b>                       | <b>0</b>            | <b>60</b>             | <b>60</b>    |
| <b><i>Speak other languages:</i></b>                    | 49                  | 1,114                 | 1,163        |
| Speak English "very well"                               | 40                  | 766                   | 806          |
| Speak English "well"                                    | 0                   | 300                   | 300          |
| <b>Speak English "not well"</b>                         | <b>9</b>            | <b>48</b>             | <b>57</b>    |
| <b>Speak English "not at all"</b>                       | <b>0</b>            | <b>0</b>              | <b>0</b>     |

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

Source: 2013-2017 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       | 30'               | 22               | 12                | 34           | 1.6                 |
| Trunk & Local Routes | 29'               | 26               | 20                | 46           | 1.8                 |
|                      | 40'               | 37               | 30                | 67           | 1.8                 |
|                      | 60'               | 55               | 60                | 115          | 2.1                 |
| Express Routes       | 40'               | 37               | 30                | 67           | 1.8                 |

### **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 80 percent of trips will depart no more than 5 minutes after their scheduled time and no more than 1 minute prior to 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. 2019-05

**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: 2020 - 2022.

**PASSED AND ADOPTED** by the Board of Directors of the Santa Barbara Metropolitan Transit District this 5<sup>th</sup> day of November, 2019, by the following vote:

AYES: 6  
NAYS: 0  
ABSENT: 1

  
\_\_\_\_\_  
Chair, Board of Directors

ATTEST:  
  
\_\_\_\_\_  
Secretary, Board of Directors