Agenda Item 6

METROPOLITAN
TRANSPORTATION
COMMISSION

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Memorandum

TO:	Policy Advisory Council	DATE:	July 3, 2013
FR:	Denise Rodrigues, MTC Staff	W.I.	1114

RE: Disadvantaged Business Enterprise (DBE)/Small Business Enterprise (SBE) and Title VI Report

DBE Triennial Submittal

As a recipient of Federal Transit Administration (FTA) funds the Metropolitan Transportation Commission (MTC) is required to prepare and submit a triennial Disadvantaged Business Enterprise DBE Report for Fiscal Year (FY) 13-14, FY 14-15, and FY 15-16 to the FTA by August 1, 2013. The report (see Attachment A) was prepared in accordance with 49 CFR Part 26, Subpart C - Participation by DBEs in Department of Transportation (DOT) Financial Assistance Program, Goals ("the Regulations") for the Federal Highway Administration (FHWA) and FTA third party federally-funded contracts.

As previously reported to this council, MTC entered into an Implementation Agreement with the California Department of Transportation (Caltrans) on June 2, 2009, requiring MTC to wholly adopt the Caltrans DBE Program and to assist Caltrans in achieving its DBE goals. Since that time, MTC has implemented the Caltrans DBE Program Plan and met all of Caltrans' DBE program requirements, and MTC's goal attainment has been submitted to Caltrans for inclusion in Caltrans DBE Program Plan. Caltrans' DBE Program currently includes race-conscious DBE requirements for FHWA-funded contracts and race-neutral DBE requirements for FTA-funded contracts. As a result, MTC will follow the same race-conscious (FHWA) and race-neutral (FTA) approach in meeting its DBE goals.

DBE and SBE Outreach

MTC staff continues to work with other transportation partner agencies as the Business Outreach Committee (BOC) to implement race-neutral measures to increase Small Business Enterprise (SBE) and DBE participation in contracting. The BOC provides business outreach, networking events with prime contractors and agency procurement officers, a quarterly newsletter that includes upcoming procurement opportunities, and direct referral of SBEs and DBEs to prime contractors. The most recent newsletters and flyers for the outreach events MTC staff participated in are included in Attachment A.

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DBE and SBE Outreach (continued)

MTC will host and participate in the "Meet the Buyer's" event on July 19, 2013, and the Caltrans District 4 Quarterly Professional Liaison and Cal-Mentor Program meeting and mixer on July 25, 2013. The flyers for both of these events are included as Attachment B.

JARC/New Freedom

In November 2012, MTC staff informed the Policy Advisory Council of proposed changes to the MTC Job Access and Reverse Commute (JARC) and New Freedom Program Management Plan (PMP) to incorporate changes from the recently revised Title VI Circular. The revised PMP was submitted to the Programming and Allocations Committee for approval on December 12, 2012. The major changes that will be incorporated into the PMP are related to the subrecipients' Title VI programs. The revised PMP can be viewed at http://www.mtc.ca.gov/meetings/schedule/.

Staff continues to monitor Title VI compliance of subrecipients of JARC/New Freedom funds and on January 16, 2013 staff held a workshop to provide JARC and New Freedom subrecipients to provide information on the revised MTC PMP, and notified subrecipients that the FY 2013 FTA Certification and Assurance and Title VI reports were due to MTC on May 1, 2013. Staff has reviewed the Title VI submissions, and will with subrecipients whose submissions were deficient into full compliance.

Title VI Review

As previously reported to this Council, on September 19, 20 and 21, 2011, the Federal Transit Administration (FTA) conducted an on-site Title VI Compliance Review ("Review") of MTC. The Review focused on MTC's compliance with the General Reporting Requirements and the Program-Specific Requirements. FTA's formal report on the review findings was received by MTC on April 12, 2012. In summary, no deficiencies were identified in nine of the fourteen areas reviewed. MTC took corrective actions to address four of the deficiencies by the FTA deadline of June 12, 2012. MTC continues to work to close the remaining deficiency, which is language access to persons with Limited English Proficiency (LEP) including expanding existing analysis providing training to staff and revisions to MTC's Title VI complaint form. To address the LEP deficiency MTC has already revised the complaint form (see http://www.mtc.ca.gov/get_involved/rights/title_VI.htm) and created and issued a Title VI training program for staff in April 2012.

Language Assistance Plan

As noted above, the FTA Title VI Compliance Review requires MTC to expand on its adopted language assistance plan and directs MTC to conduct further analysis related to Factors 2, 3, and 4 of the current plan, which are based on the U.S. Department of Transportation's LEP guidance.

Language Assistance Plan (continued)

MTC issued a Request for Qualification (RFQ) for help drafting the Language Assistance Plan (LAP) and selected MIG, Inc. (MIG), to assist with the revision of Factors 2, 3, and 4 of the LAP.

MTC staff revised Factor 1 and worked with MIG to revise the Factors 2, 3, and 4 of the Four Factor Analysis related to Limited English Proficient (LEP) persons. To inform the revised analysis MIG and MTC staff held two focus groups, and issued surveys on the MTC Language Assistance Plan to internal staff, MTC contractor staff and to the Limited English Proficient (LEP) community in December 2012. Over 1,000 surveys were received from LEP persons, MTC and contractor staff. MIG and MTC staff then revised the LAP based on the revised Four Factor analysis, and circulated the Draft Revised LAP for public comment in English, Spanish, and Chinese, the revised Four Factor Analysis and Draft Revised LAP were presented to this councils Equity and Access Subcommittee in April 2013, and also requested public comments on the Draft Revised LAP via the web, mailings and e-mail notices. The Final LAP was then presented to the MTC Legislation Committee and full Commission for adoption in May 2013.

Clipper

MTC's response to the FTA Title Compliance Review included a commitment to provide updates on the Clipper® fare payment system every ninety days. As such MTC submitted Clipper Quarterly Reports to the FTA on September 12, 2012, December 12, 2012, March 12, 2013 and June 5, 2013 (see Attachment C). On March 21, 2013, the FTA informed MTC that the Clipper Program submissions were sufficient enough to close that follow up item from the Title VI review.

Title VI Working Group

Staff continues to take the lead on the Title VI working group, comprising transportation agency staff from around the country. The Title VI working group meets quarterly and includes several transit agencies and Metropolitan Planning Organizations (MPO) from across the country, including BART, SFMTA, Washington Metropolitan Area Transit Authority, and the San Diego Association of Governments (SANDAG). The last Title VI working group meeting was a two day workshop held at the BART offices on May 6th and 7th, 2013 to provide training on fare analyses, service equity analysis, and share best practices on writing disparate impact and disproportionate burden policies to working group members.

Attachments

ATTACHMENT A

METROPOLITAN
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Metropolitan Transportation Commission (MTC)

FY 2013-2014, FY 2014-2015, and FY 2015-2016
Disadvantaged Business Enterprises (DBE) Participation Level
("DBE Report")

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I. INTRODUCTION

The Metropolitan Transportation Commission (MTC) hereby submits its FY 2013-14 Disadvantaged Business Enterprises (DBE) Participation Level Draft Report ("DBE Report"). Also included are the Federal Transit Administration (FTA) FY 2014-15 and FY 2015-16 estimated annual DBE participation levels. This report was prepared in accordance with 49 CFR Part 26, Subpart C - Participation by DBEs in Department of Transportation (DOT) Financial Assistance Program, Goals ("the Regulations") for the Federal Highway Administration (FHWA) and FTA third party federally-funded contracts.

MTC entered into an Implementation Agreement with the California Department of Transportation (Caltrans) on June 2, 2009, requiring MTC to wholly adopt the Caltrans DBE Program and to assist Caltrans in achieving its DBE goals. Since that time, MTC has implemented the Caltrans DBE Program Plan and has met all of Caltrans' DBE program requirements. MTC's goal attainment has been submitted to Caltrans for inclusion in Caltrans DBE Program Plan.

On January 28, 2011, DOT published revisions to 49 Code of Federal Regulations (CFR) Part 26 to improve the administration of DBE programs. Among the changes included in the revised regulations is a requirement that recipients of DOT funding take "all reasonable steps" to facilitate competition by small business concerns (not just DBEs). The revisions require active implementation of this specific Small Business Enterprise (SBE) component as a means of increasing DBE participation on a race neutral basis. As per the Implementation Agreement with Caltrans, MTC adopted the Caltrans DBE/SBE program, and will continue to update and adopt any other changes in the Caltrans DBE/SBE Program.

Caltrans' DBE Program currently includes race-conscious DBE requirements for FHWA-funded contracts and race-neutral DBE requirements for FTA-funded contracts. As a result, MTC will follow the same race-conscious (FHWA) and race-neutral (FTA) approaches in meeting its DBE goals.

Since MTC does not have a DBE program separate from that of Caltrans, all DBE achievement attained by MTC applies to the Caltrans overall DBE program.

A. Methodology for Determining Availability of DBE's

The proposed DBE availability is based on estimated new contracting opportunities available in FY 2013-14, and estimated FTA funded contracting opportunities for FY 2014-2015 and FY 2015-2016. This methodology includes an assessment of:

1. The number, type, and total dollar value of all federally-assisted contracting opportunities;

2. A two-step process prescribed in the Regulations consisting, first, of development of a base figure indicating the availability of DBE contractors/subcontractors relative to all businesses that are ready, willing, and able to participate (referred to as "relative availability of DBEs"), followed by an adjustment of the base figure, based on regional circumstances, to develop an overall DBE availability for each funding source;

3. Development of a race-conscious goal for each FHWA-funded contract based on the subcontracting opportunities it provides and the availability of DBEs;

4. Development of a race-neutral goal for each FTA-funded contract based on the subcontracting opportunities it provides and the availability of DBEs; and

5. A description of the race-neutral methods utilized to reach the availability level.

B. Summary of Overall Availability

Consistent with the Caltrans DBE Program, the overall goals for FHWA funded projects are expected to be achieved through wholly race-conscious measures. In summary, the estimated FY 2013-14 Overall Annual DBE Availability for new FHWA-funded contracts is as follows:

Funding Source	Estimated New Federally-Funded Third Party Contracts[1]	Projected DBE Participation (Race Conscious)	Overall Annual DBE Availability
MTC-FHWA FY 13-14	$32,470,722	5.5%	5.5%

Consistent with the Caltrans DBE Program, the overall goals for FTA funded projects are expected to be achieved through wholly race-neutral measures. In summary, the estimated FY 2013-14 through FY 15-16 Overall Annual DBE Availability for new FTA-funded contracts is as follows:

Funding Source	Estimated New Federally-Funded Third Party Contracts[1]	Projected DBE Participation (Race Neutral)	Overall Annual DBE Availability
MTC – FTA FY 13/14	$859,001	6.8%	6.8%
MTC – FTA FY 14/15	$1,429,001	3%	3%
MTC – FTA FY 15/16	$709,001	3%	3%

C. Federally-Assisted Contracting Opportunities

MTC's estimated FY 2013-2014 contracting opportunities using MTC-FHWA and MTC-FTA are detailed in Attachment A.

The estimated contracting opportunities for FY 2014-2015 and FY 2015-2016 using MTC-FTA funds, are detailed in Attachment B.

[1] The DBE goal applies to the total contract amount not just the federally funded portion, as such the total amount listed reflects both federal and non-federal dollars.

II. ESTABLISHMENT OF BASE FIGURES FOR RELATIVE AVAILABILITY OF DBEs

A. Local Market Area

After examining relevant available evidence, MTC identified the local market area as: 1) the area where the substantial majority of the contractors and subcontractors with which MTC does business are located, and 2) the area in which MTC spends the substantial majority of its contracting dollars. The local market area is the nine-county Bay Area including:

1. Alameda County;
2. Contra Costa County;
3. Marin County;
4. Napa County;
5. San Francisco County;
6. San Mateo County;
7. Santa Clara County;
8. Solano County; and
9. Sonoma County.

MTC determined the number of firms (both DBEs and non-DBEs), based on the number of firms included the Census Bureau's 2010 Economic Census Geographic Area Series for California using relevant NAICS Codes. To determine the relative availability of DBE firms, MTC utilized the official statewide DBE database from the California Uniform Certification Program (CUCP) using the same NAICS codes, and DBE firms located or available to work within the local market area.

B. Options for Determining Base Availability Figure

Title 49 CFR Section 26.45 provides five options for determining the Base Figure or percentage of the overall federally-funded contracts that should go to DBEs if there was a level playing field: (1) use of DBE directories and Census Bureau data; (2) use of a bidders' list; (3) use of data from a disparity study; (4) use of the goal of a similar recipient; and (5) alternative methods based on demonstrable local market conditions.

(1) Use of DBE directories and Census Bureau data

On March 13, 2002, U.S. DOT approved the California Unified Certification Program (CUCP). The CUCP is the official statewide DBE database of firms certified to conduct business throughout California. The CUCP provides the information necessary to determine the number of ready, willing, and able DBE firms that could potentially participate in upcoming contract opportunities. The U.S. Department of Commerce, Bureau of the Census, 2010 Economic Census Geographic Area Series for California information provides data necessary to determine the total number of all firms (DBEs and non-DBEs) ready, willing and able to bid on contracts.

(2) Use of a Bidders' List

The Regulations (Section 26.11) require the establishment of a Bidders' List that reflects the actual availability of DBEs based on their participation or attempted participation in previously awarded MTC contracts. The Bidders' List is a very focused measure of firms "ready, willing, and able" to bid on MTC projects (see Section 26.45(b) of the Regulations), in that it requires a demonstration of the firms' desire and ability to participate in the competitive selection process

through submission of a proposal.

(3) Use of data from a disparity study
In 2007, Caltrans conducted a Disparity Study to develop the DBE program Goal and Methodology.

As such, the study was submitted to FHWA for review, with the request that a 6.75 percent race-conscious goal and a 6.75 percent race-neutral goal (overall 13.5 percent program goal) be approved. On February 25, 2009, the Federal Highway Administration (FHWA) approved Caltrans Federal Fiscal Year (FFY) 2009 DBE Goal and Methodology. The approved 2009 Goal and Methodology provides for a 6.75 percent race-conscious goal and a 6.75 percent race-neutral goal for an overall 13.5 percent program goal. Caltrans instructed its subrecipients to implement and begin to follow this methodology no later than June 2, 2009.

In compliance with 49 CFR Section 26, Caltrans is required to submit its Goal and Methodology once every three years. Caltrans completed the 2012 Disparity Study in August 2012 and the U.S. DOT approved Caltrans Goal and Methodology Report on November 29, 2012.

(4) Use of the goal of another DOT recipient
MTC is not aware of any other DOT recipient whose functions and contracting opportunities permit an analogy in terms of relative availability of DBEs. MTC is the single metropolitan planning organization for the San Francisco Bay Area. No other Bay Area DOT recipient shares the blend of transportation planning, analysis, operations, and software and database contracts that are the bulk of MTC contracting opportunities.

(5) Other methods
MTC is not aware of other methods that could be used to make adjustments to the base figure in Step 2.

C. <u>MTC – Step 1 Base Figure</u>
The Step 1 base figure was calculated using the following data:

<u>1. DBE Directory and Census Bureau Data:</u>
To determine the number of DBE firms, MTC reviewed the CUCP database for currently certified DBE firms by NAICS code expertise. The number of firms was narrowed to include firms that are located and/or willing to do business within the nine-bay area county. All of the certified DBE firms in these classifications in the statewide database were considered, in determining the Step 1 Base Figure for DBE availability.

To determine the number of all firms (DBEs and non DBEs) in MTC's local market area that are ready, willing and able to bid on the contracts, MTC reviewed the Census Bureau's 2011 County Business Patterns for California. These data were utilized because they closely matched the location of the firms that have previously conducted business with MTC. We note that Census Bureau statistics are not broken down by DBE sub-group, which was a requirement of the Ninth Circuit Court of Appeal's ruling in *Western States Paving Co., Inc. v. Washington State Department of Transportation [WSDOT]*, 407 F.3rd 983 (2005).

2. Step 1 Base Figure

Reviewing the sources under the viable methodologies indicated above, the Step 1 Base Figures are included as Attachments A and B.

III. Base Figure Adjustment – Step 2 and Overall Goal

Step 2 is to examine all evidence available in MTC jurisdiction to determine what adjustment, if any, is needed to the base figure to reflect actual DBE availability (Section 26.45(d)).

A. MTC FHWA, and MTC FTA – Step 2 Adjustments to Base Figure and Overall Availability

MTC has determined that the Census data and CUCP DBE database represent a realistic number of contractors that could potentially bid on these contracts.

The Step 2 Base Figure Adjustments results in an Overall Annual DBE Availability as follows:

	Estimated New Federally-Funded Third Party Contracts [2]	**Step 1 Base Figure**	**Step 2 Base Figure Adjustment**	**Projected DBE Participation (Race Conscious)**	**Overall Annual Availability**
MTC-FHWA FY 13-14	$32,470,722	5.5%	None	5.5%	5.5%

	Estimated New Federally-Funded Third Party Contracts[2]	**Step 1 Base Figure**	**Step 2 Base Figure Adjustment**	**Projected DBE Participation (Race Neutral)**	**Overall Annual Availability**
MTC–FTA FY 13-14	$859,001	6.8%	None	6.8%	6.8%
MTC–FTA FY 14-15	$1,429,001	3%	None	3%	3%
MTC–FTA FY 15-16	$709,001	3%	None	3%	3%

[2] The DBE goal applies to the total contract amount not just the federally funded portion, as such the total amount listed reflects both federal and non-federal dollars.

IV. RACE-NEUTRAL PROJECTIONS

A. Summary of Race-Neutral Methods of Achieving DBE Participation

The Regulations require that the maximum feasible portion of the DBE overall availability be achieved by using race-neutral means (Section 26.51), and that the recipient include a projection of the overall availability of DBE effort to be met through race-neutral means. Race-neutral means making efforts to ensure that bidding and contract requirements facilitate participation by DBEs and other small businesses; unbundling large contracts to make them more accessible to small businesses; encouraging prime contractors to subcontract portions of the work they might otherwise perform themselves; and providing technical assistance, communications programs and other support services to facilitate consideration of DBEs and other small businesses.

B. Race Neutral Methods of Overall Annual Goal Achievement

In the *Western States Paving Co., Inc. v. Washington State Department of Transportation* case (cited above), the court upheld the constitutionality of the DBE regulations, but found that the WSDOT program was not narrowly tailored to groups that have suffered discrimination and was therefore unconstitutional. Without supporting documentation, such as a disparity study, the court deemed that there was not conclusive evidence of discrimination to warrant contract specific goals. The regulations require that a U. S. DOT recipient utilize contract-specific goals only after it determines either that it cannot meet the overall annual DBE goal otherwise, or that there is documented evidence of a disparity between DBE availability and contracting dollars the recipient receives.

MTC will continue to utilize race-neutral methods to facilitate DBE participation by: 1) participating in DBE workshops and outreach efforts, 2) publishing all contracting opportunities on the MTC website (http://procurements.mtc.ca.gov/), and 3) reviewing pending solicitations to determine the feasibility of breaking the proposed contract into smaller scopes of work aimed at providing more opportunities for minority, women, local and small business participation. As needed the DBE Liaison Officer will assist prospective contractors to identify DBEs and SBEs that are ready, willing, and able to subcontract.

MTC will also mail DBE's notices of procurements, and actively participate with other regional transportation agencies in their DBE and minority outreach efforts as detailed below.

V. PUBLIC PARTICIPATION PROCESS

The San Francisco Bay Area's Business Outreach Committee (BOC) was formed in November 2007, with the mission to help DBE and other small and/or local companies to expand of their businesses by developing relationships with transit agency staffs and the contracting community of the San Francisco Bay Area. Its membership has grown to include thirteen agencies including:

1. Alameda County Transportation Commission (ACTC)
2. Alameda Contra Costa Transit District (AC Transit)
3. Central Contra Costa Transit Authority (CCCTA)
4. City of Rio Vista / Delta Breeze
5. Golden Gate Bridge Highway and Transportation District (GGBHTD)
6. Metropolitan Transportation Commission (MTC)
7. San Francisco Bay Area Rapid Transit District (BART)

8. San Francisco Municipal Transportation Agency (SFMTA)
9. San Mateo County Transit District (SamTrans)
10. Santa Clara Valley Transportation Authority (VTA)
11. Transbay Joint Powers Authority (TJPA)
12. Western Contra Costa Transit Authority (WESTCAT)
13. Water Emergency Transportation Authority (WETA)

The BOC sent approximately 1600 email invitations to a public participation session held on April 23, 2013, at MTC's offices. Invitations were sent to the CUCP DBE listing, minority and women businesses, community organizations, small business resources centers, DOT grantees, and consultants/contractors in the MTC consultant database.

The session was conducted to provide information about Caltrans' DBE program applicable to FHWA and FTA funded contracts, and to obtain pertinent input from businesses and organizations that are most impacted by the DBE goals established for U.S. DOT-assisted contracts. The session also provided information about the availability of certified and potential DBEs willing and able to compete for DOT-assisted contracts, to discuss their concerns, and perspectives on how DOT recipients might more effectively administer their programs to improve DBE participation. During the public participation session, MTC and other agencies discussed their respective DOT-assisted contracting opportunities projected for FY 2013-2014, and a forecast of contracting opportunities through FY's 2014/2015 and 2015/2016.

Of the approximately 140 firms that attended the meeting, many emphasized the need for more outreach to the DBE community, and the need for notification about upcoming procurement activities. Other issues included:

- Transparency of actual DBE utilization;
- Why procurements are evaluated the way they are;
- Transportation agency stance on unsolicited proposals;
- Central database or place where firms can find out about, and sign up for contracting opportunities for all the regional transportation agencies;
- Difficulty in identifying and establishing a working relationship with the prime contractors bidding on federally funded projects; and
- How to find out about upcoming contracting opportunities before bid issuance.

Participants were advised that the BOC is currently addressing some of these issues by holding quarterly events (such as networking sessions, etc.); and issuing a quarterly newsletter with upcoming contracting opportunities, helpful hints on how to respond to bids, information on no-cost educational courses, and contact information for each BOC members DBE Liaison and/or Contract Administrators.

VI. OUTREACH EFFORTS

The MTC website http://procurements.mtc.ca.gov/ has been made easier to navigate and includes information on current, upcoming, and recently awarded contracts including awardees and contract amount. The website allows firms to register online to receive notifications of procurements when they are issued. The BOC newsletter, "Tips for Responding to MTC Procurements," information on projects that receive funding from MTC, but are administered and

contracted for through other transportation and local agencies in the nine-county Bay Area, and notices of upcoming events, are also posted on the website.

MTC mails DBE's notices of procurements, and as a member of the BOC, MTC actively participates with other agencies in DBE, SBE and minority outreach efforts. Recent events held by the BOC include:
1) DBE Certification Workshop, January 19, 2012;
2) Meet the Buyer event June 19, 2012;
3) Business Development Workshop on October 25, 2012;
4) Bonding Education Program (BEP) offered through a partnership of the U.S. Department of Transportation-Office of Small & Disadvantaged Business Utilization Southwest Region Small Business Transportation Resource Center (SBTRC) and the Surety & Fidelity Association of America (SFAA) over the course of seven weeks from April 1,8 2012 through May 30, 2012;
5) Collaborative Meeting on April 23, 2013; and
6) Public Participation Session to provide information on upcoming transportation projects and provide input in the DBE goal-setting process on April 23, 2013.

See Attachment C for BOC newsletters and outreach event invitations.

VII. NEXT STEPS

As a BOC member, MTC will continue to assist DBE, SBE, and women-owned businesses to find contracting opportunities. Also, MTC staff will continue to assist in drafting and issuing the quarterly BOC newsletter, and plan and participate in quarterly BOC workshops. Potential future events/workshop sessions include:
1) Meet the Buyer;
2) Legal updates/pitfalls;
3) Networking sessions for prime and subcontractors;
4) Overview of navigating the UCP database;
5) Pitfalls of bidding;
6) Information on the Caltrans construction mentor/protégé program; and
7) Introduction to local assistance groups and services they offer to DBE/SBE/WBE firms at no cost (such as the bonding services offered by Alameda County, and the Small Business Development Center (SBDC) and the classes/counseling they offer).

The MTC Contract Compliance Manager will also continue to attend monthly CUCP meetings and issue checklists of documents that must be retained by all Project Managers for any solicitations and resultant contracts issued by MTC.

ATTACHMENT A
FTA, FHWA, FY 2013-2014 CONTRACTING OPPORTUNITIES

FTA										
	Description/ Contract	**Detailed Description**	**Funding Source**	**Estimated Federally-Funded Third Party Contracts** [3]	**NAICS**	**Total All Firms (Census Info)**	**Total DBE's**	**Weight**	**Total Race Neutral (RN) DBE %:**	**Goal $**
1	Transit Capital Inventory	Improve database of transit capital assets in Phase 2 of the Regional Transit Capital Inventory Project.	FTA 5303/ AB664	$150,000	541614 Process, Physical Distribution, and Logistics Consulting Services	191	84	0.25	11.0%	$16,492
2	Job Access Reverse Commute (JARC) (LTP3)	Mobility management activities, particularly those that advance regional and/or subregional transportation coordination efforts.	JARC	$709,001	485991 Special Needs Transportation	34	9	0.10	2.6%	$18,768
Total FTA Funded Contracts:				**$859,001**					**6.8%**	**$17,630**

[3] The DBE goal applies to the total contract amount not just the federally funded portion, as such the total amount listed reflects both federal and non-federal dollars.

FHWA										
	Description/ Contract	**Detailed Description**	**Funding Source**	**Estimated Federally-Funded Third Party Contracts[4]**	**NAICS**	**Total All Firms (Census Info)**	**Total DBE's**	**Weight**	**Total Race Conscious (RC) DBE %**	**Goal $**
1	Transit Passenger Survey	Field data collection, personnel on transit vehicles collecting surveys.	FHWA / FTA	$1,400,000	541910 Marketing Research and Public Opinion Polling	346	73	1	21.1%	$295,376
2	Project Audits	Third Party Contract Audit, Attestation, and Consulting Services	CMAQ	$200,000	541219 Other Accounting Services & 541211 Offices of Certified Public Accountants	2248	21	1	0.9%	$1,868
3	Project Audit	Professional Auditing Services	CMAQ	$20,000	541219 Other Accounting Services & 541211 Offices of Certified Public Accountants	2248	21	1	0.9%	$187
4	511 Rideshare	Facilitate the use of carpools and vanpools by Bay Area travelers.	TFCA/ CMAQ	$3,911,079	541512 Computer Systems Design & Related Serv; 541613 Marketing consulting services	2993	349	0.13	1.5%	$59,287
5	PBA Performance Measure Monitoring/State of Region Report	Performance monitoring, general transportation planning/engineering and data analysis.	STP	$150,000	541330 Traffic engineering consulting services	2087	423	0.25	5.1%	$7,601
6	Climate Initiatives Outreach Program	Marketing, event coordination, and public relations.	CMAQ 100%	$1,500,000	541820 Public Relations Agencies and 541613 Marketing Consulting Services	1315	427	0.6	19.5%	$292,243
7	511 Web Services	Strategic visioning support/planning, user research, emergency communications planning, emergency communications support (as needed)	CMAQ /SAFE	$573,182	541330 Traffic engineering consulting services	2087	423	0.25	5.1%	$29,044
8	Regional Parking Pricing Model	Transportation and Land Use Planning	VPP	$560,000	541330 Traffic engineering consulting services	2087	423	0.25	5.1%	$28,376

[4] The DBE goal applies to the total contract amount not just the federally funded portion, as such the total amount listed reflects both federal and non-federal dollars.

	Description/ Contract	Detailed Description	Funding Source	Estimated Federally-Funded Third Party Contracts[5]	NAICS	Total All Firms (Census Info)	Total DBE's	Weight	Total Race Conscious (RC) DBE %	Goal $
10	Clipper Capital Projects	Installation of equipment and specialized services such as SSAE16 assessment, mobile Web browsing implementation, web-based customer surveys, etc.	STP	$10,100,000	541512 Computer Systems Design & Related Serv; 541613 Marketing consulting services; 238210 Electrical Contractors	4486	523	0.05	0.6%	$58,875
11	Bicycle and Pedestrian count	Bicycle and Pedestrian data collection and surveys.	FHWA	$75,000	541710 Research and development in the physical, engineering, and life sciences	1262	32	1	2.5%	$1,902
12	Priority Development Areas (PDA) Implementation Studies	Transportation and Land Use Planning	STP	$750,000	541330 Traffic engineering consulting services	2087	423	0.25	5.1%	$38,003
13	Priority Development Areas (PDA) Planning Program	Transportation and land use planning.	STP	$8,750,000	541330 Traffic engineering consulting services	2087	423	0.25	5.1%	$443,370
14	Corridor Studies	Corridor data collection and planning.	STP 100%	$2,000,000	541330 Traffic engineering consulting services	2087	423	0.25	5.1%	$101,342
15	Freeway Performance Initiative (FPI) Implementation and Ramp Metering	Data collection related to the Freeway Performance Initiative.	CMAQ 100%	$2,000,000	541330 Traffic engineering consulting services	2087	423	0.25	5.1%	$101,342
16	Freeway Performance Monitoring	Freeway performance data collection.	STP/ SAFE	$481,461	541330 Traffic engineering consulting services	2087	423	0.25	5.1%	$24,396
			Total FHWA	**$32,470,722**					**5.5%**	**$92,701**

[5] The DBE goal applies to the total contract amount not just the federally funded portion, as such the total amount listed reflects both federal and non-federal dollars.

ATTACHMENT B
ESTIMATED FTA CONTRACTING OPPORTUNITIES FOR FY 2014-2015 AND FY 2015-2016

ESTIMATED FTA CONTRACTING OPPORTUNITIES FY 14-15										
Description/ Contract		**Detailed Description**	**Funding Source**	**Estimated Federally-Funded Third Party Contracts[6]**	**NAICS**	**Total All Firms (Census Info)**	**Total DBE's**	**Weight**	**Total Race Conscious (RC) DBE %**	**Goal $**
1	New Freedom - Cycle 5	Projects aimed at reducing transportation barriers faced by individuals with disabilities beyond the requirements of the Americans with Disabilities Act of 1990.	New Freedom - Cycle 5	$720,000	485991 Special Needs Transportation	34	9	0.1	3%	$19,058.82
2	Job Access Reverse Commute (JARC) (LTP3)	Mobility management activities, particularly those that advance regional and/or subregional transportation coordination efforts.	JARC (LTP3)	$709,001	485991 Special Needs Transportation	34	9	0.1	3%	$18,767.67
Total Estimated FTA Funded Contracts:				**$1,429,001**					**3%**	**$37,826.50**

ESTIMATED FTA CONTRACTING OPPORTUNITIES FY 15-16										
Description/ Contract		**Detailed Description**	**Funding Source**	**Estimated Federally-Funded Third Party Contracts[6]**	**NAICS**	**Total All Firms (Census Info)**	**Total DBE's**	**Weight**	**Total Race Conscious (RC) DBE %**	**Goal $**
1	Job Access Reverse Commute (JARC) (LTP3)	Mobility management activities, particularly those that advance regional and/or subregional transportation coordination efforts.	JARC (LTP3)	$709,001	485991 Special Needs Transportation	34	9	0.1	3%	$18,767.67
Total Estimated FTA Funded Contracts:				**$709,001**					**3%**	**$37,826.50**

[6] The DBE goal applies to the total contract amount not just the federally funded portion, as such the total amount listed reflects both federal and non-federal dollars.

ATTACHMENT C
BOC NEWSLETTERS & MEETING INVITATIONS

Business Outreach Committee (BOC) Contracting Newsletter #12, April 2011

The goal of the BOC is to assist small disadvantaged and local firms in doing business with Bay Area Transportation Agencies.

The BOC invites you to the:
Responding to an Invitation for Bid (IFB) Technical Training Event,
to learn important techniques for putting together responsive bids
on Tuesday, April 26, 2011,
from 8:30 a.m. to 12:30 p.m.
at the Transbay Joint Powers Authority (TJPA)
201 Mission Street, Suite 2100, San Francisco, CA

See flyer posted at
http://www.mtc.ca.gov/jobs/events/4-26-11.pdf
for more detailed information, to RSVP to the event, and get directions.

You're Invited to Matchmaking Events for Earthquake Safety/Warm Springs Projects on

April 14, 2011, April 19, 2011,
May 2, 2011, May 17, 2011, and May 24, 2011
The events will start at 5:00 pm, and be held on the 21st Floor, of the BART Offices at 300 Lakeside Dr, Oakland, CA

For more information regarding the Matchmaking Sessions please contact Maceo Wiggins, BART Office of Civil Rights, at (510) 464-7194 or mwiggin@bart.gov.

UPCOMING CONTRACTING OPPORTUNITIES:

CCCTA			
Fluid Applied Roofing Project	UDBE Goal: N/A	Issue Date*: 4/11	Est. $: TBD
CALTRANS			
As Needed Professional & Technical Construction Claim Services	UDBE Goal: TBD	Issue Date*: TBD	Est. $: 3M
Independent QA & Material Testing for the Bay Bridge Project	UDBE Goal: TBD	Issue Date*: 7/11	Est. $: 25M
BART			
General Engineering Consultant Agreement	UDBE Goal: N/A	Issue Date*: 4/11	Est. $: TBD
Consulting Services Assistance, BART Service Area Redistricting	UDBE Goal: N/A	Issue Date*: 4/11	Est. $: TBD
Planning On-Call Contract Agreements	UDBE Goal: N/A	Issue Date*: 6/11	Est. $: TBD
Fence Modifications at 1009 East 36th Avenue	UDBE Goal: N/A	Issue Date*: 4/11	Est. $: TBD
Parking Lot and Walkway Upgrades at Three Stations	UDBE Goal: N/A	Issue Date*: 4/11	Est. $: TBD
Installation of Accessible Fare Gate at Bayfair Stations	UDBE Goal: N/A	Issue Date*: 4/11	Est. $: TBD
GGHBTD			
Novato Site Security Improvements	UDBE Goal: N/A	Issue Date*: 5/11	Est. $: 1.5M
Larkspur Ferry Terminal Security Improvements	UDBE Goal: N/A	Issue Date*: 5/11	Est. $: 250K
MTC			
Ergonomic Services and Supplies	UDBE Goal: N/A	Issue Date*: 5/11	Est. $: TBD
Electric Sub-Metering	UDBE Goal: N/A	Issue Date*: 5/11	Est. $: TBD
Auditorium Multi Media Upgrade	UDBE Goal: N/A	Issue Date*: 5/11	Est. $: TBD
Translation Services	UDBE Goal: N/A	Issue Date*: 4/11	Est. $: TBD
SAMTRANS			
On-Call Railroad Signal & Communication Services	UDBE Goal: TBD	Issue Date*: TBD	Est. $: TBD
On-Call Railroad, Vehicle, Business and Operations Support Services	UDBE Goal: TBD	Issue Date*: TBD	Est. $: TBD
San Bruno Archway	UDBE Goal: TBD	Issue Date*: TBD	Est. $: TBD
Furnishing Armored Car Pickup and Deposit of Daily Transit Revenue	UDBE Goal: TBD	Issue Date*: TBD	Est. $: TBD
Insurance Broker Services	UDBE Goal: TBD	Issue Date*: TBD	Est. $: TBD
Overhead and Mechanical Door Services	UDBE Goal: TBD	Issue Date*: TBD	Est. $: TBD
TJPA			
Traffic Control (Engineering RFP)	SBE Goal: 100%	Due Date*: 5/4/11	Est. $: TBD
AWSS Utility Relocation	SBE Goal: 100%	Due Date*: 5/12/11	Est. $: TBD
Temporary Power	SBE Goal: 100%	Due Date*: 4/21/11	Est. $: TBD
Real Estate Economics Consulting	SBE Goal: N/A	Due Date*: 4/20/11	Est. $: TBD
Temporary Terminal Advertising	SBE Goal: N/A	Due Date*: 5/18/11	Est. $: TBD
Site Maintenance RFP	SBE Goal: 100%	Issue Date*: 4/11	Est. $: TBD
Glazing Design-Build	SBE Goal: TBD	Issue Date*: 5/11	Est. $: TBD
VTA			
Kato Road Grade Separation	UDBE Goal: N/A	Issue Date*: 8/11	Est.$: 20-28M
SR 237 Landscaping	UDBE Goal: N/A	Issue Date*: 6/11	Est.$: 200-275K
Silicon Valley Berryessa Extension-Design Build	DBE Goal: 18%	Due Date*: 8/11	Est.$: 700-800M
SVBX Noise Insulation Program	DBE Goal: 10%	Due Date*: 4/11	Est.$: 1-1.8M
Vasona Grade Crossing Modification	UDBE Goal: N/A	Issue Date*: 4/11	Est.$: 150-250K
Bus Stop Improvements	UDBE Goal: N/A	Issue Date*: 6/11	Est.$: 200-250K
Roofing Maintenance	UDBE Goal: N/A	Issue Date*: 5/11	Est.$: 250-350K

*All Dates subject to change. Check agency websites for more information.

WHERE TO FIND CONTRACTING OPPORTUNITIES:

ACTC: http://www.alamedactc.com/app_pages/view/15
AC TRANSIT: http://www.actransit.org/purchasing/
BART: http://www.bart.gov/about/business/contracts.asp
CCCTA: http://www.cccta.org/
GGBHTD: http://www.goldengate.org/contracts/
MTC: http://www.mtc.ca.gov/jobs/
SAMTRANS: http://www.samtrans.com/rfppub/
SFMTA: http://www.sfgov.org/site/oca_index.asp?id=26507
TJPA: http://transbaycenter.org/tjpa/doing-business-with-the-tjpa
VTA: http://www.vta.org/procurement/solications/
WETA: http://www.watertransit.org/contract_oop.aspx
WESTCAT: http://www.westcat.org/procurement/index.html

Upcoming Courses Offered by the San Francisco Small Business Development Center (SF SBDC) include:

For a complete list of upcoming courses please visit: http://sf.norcalsbdc.org/events2

Introduction to QuickBooks	Thursday, April 28, 2011, from 1:00 PM - 5:00 PM (PT) San Francisco, | SBA Entrepreneur Center
Basic Bookkeeping Part 1	Thursday, May 05, 2011 from 1:00 PM - 4:00 PM (PT)San Francisco, | SBA Entrepreneur Center
Introduction to Microsoft Excel	Monday, May 09, 2011 from 6:00 PM - 8:30 PM (PT) San Francisco, | SBA Entrepreneur Center
Basic Bookkeeping Part 2	Thursday, May 12, 2011 from 1:00 PM - 4:00 PM (PT)San Francisco, | SBA Entrepreneur Center
Basic Bookkeeping Part 3	Thursday, May 19, 2011 from 1:00 PM - 4:00 PM (PT)San Francisco, | SBA Entrepreneur Center
Maximize Your Web Site Traffic and Sales	Thursday, May 19, 2011 from 6:00 PM - 9:00 PM (PT) San Francisco, | SBA Entrepreneur Center
Introduction to QuickBooks	Thursday, May 26, 2011 from 1:00 PM - 5:00 PM (PT) San Francisco, | SBA
Basic Bookkeeping Part 1	Thursday, June 02, 2011 from 1:00 PM - 4:00 PM (PT)San Francisco, | SBA Entrepreneur Center
Step-By-Step Business Planning	Thursday, June 09, 2011 from 8:30 AM - 4:30 PM (PT) San Francisco, | SBA Entrepreneur Center
Basic Bookkeeping Part 2	Thursday, June 09, 2011 from 1:00 PM - 4:00 PM (PT)San Francisco, | SBA Entrepreneur Center

Recent change to the Disadvantaged Business Enterprise (DBE) Program certification process:

The Personal Net Worth ("PNW") cap is increased from $750,000 to $1.32 million for individuals with a 51% or more interest in a DBE certified company.

The DBE certification process aims to level the playing field for minority and women-owned businesses by providing a vehicle for increasing participation by these firms in state and local contracts. These recent changes will increase both the pool of eligible DBE owners as well as increase the opportunities for DBE firms in neighboring states. Please visit californiaucp.org and/or www.dot.gov for additional information.

A joint powers agency of 11 jurisdictions, including: the cities of Clayton, Concord, Lafayette, Martinez, Orinda, Pleasant Hill, San Ramon, Walnut Creek; the towns of Danville and Moraga; and the unincorporated areas of central Contra Costa County. Contra Costa County is one of the nine counties that make up California's San Francisco Bay Area.

CCCTA serves a dynamic and diverse modern suburban area that is geographically spread out. Serving such an area is both challenging and rewarding. CCCTA patrons are ethnically and economically diverse, and often transit dependent. Without CCCTA services, many central Contra Costa County residents would have no transportation available for work, school, medical appointments or to take advantage of recreational opportunities. For them CCCTA is a life sustaining service!

CCCTA is overseen by an 11-member Board of Directors, and provides both fixed-route and ADA paratransit services.

FIXED-ROUTE SERVICE: Operates 24 weekday routes, 7 Express routes, and 10 weekend routes; service frequency on most routes is between 30 and 90 minutes; CCCTA fixed-route service is fully accessible.

PARATRANSIT SERVICE: January 1990 CCCTA assumed responsibility for public paratransit service in central Contra Costa; number of registered ADA clients as of January 2009 is 8,111.

AGENCY CONTACTS

Alameda CTC: Joan Fisher (ACTIA)
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AC Transit: Lynda McBroom
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(510) 577-8818 or
lmcbroom@actransit.org

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WETA: Leamon Abrams
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WESTCAT: Laura Calica
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(510) 724-3331 Ext. 13 or
laura@westcat.org

Business Outreach Committee (BOC) Contracting Newsletter #13, June 2011

The goal of the BOC is to assist small disadvantaged and local firms in doing business with Bay Area Transportation Agencies.

The BOC invites you to its Open House to learn about upcoming contracting opportunities on:

Tuesday, July 12, 2011,
Drop In from 2 p.m. to 5 p.m.
in the Auditorium
at the
Metropolitan Transportation Commission
101 8th Street, Oakland, CA 94607

For more information, please visit: http://www.mtc.ca.gov/jobs/

Caltrans Mentor-Protégé Program for Architectural and Engineering (A&E) Firms

Initiated via Executive Order S-11-06, this program is designed to encourage and support small businesses through voluntary partnerships with established firms. The Caltrans Dist. 4 program strives to increase the participation of small A&E firms in public transportation projects in the SF Bay Area region.

The Calmentor mission is to increase the pool of certified firms participating in transportation projects by:

- Providing training
- Facilitating mentoring relationships
- Providing opportunities to learn about non-Caltrans programs
- Providing opportunities to network with other consultants

The next Dist 4. Calmentor meeting will be held on July 28, 2011, in the Caltrans Dist. 4, Consultant Services Unit, 15th Flr, Rm 700 111 Grand Avenue. MS 7-B. Oakland. CA 94623-0660

UPCOMING CONTRACTING OPPORTUNITIES:

ACTC			
City of Alameda Webster Street Project	UDBE Goal: TBD	Issue Date*: 7/11	Est. $: TBD
I-80 ICM - Project System Integrator	UDBE Goal: TBD	Issue Date*: 7/11	Est. $: TBD
I-580/ Soundwall Project	UDBE Goal: TBD	Issue Date*: 9/11	Est. $: TBD
I-580 WB HOT System Integrator	UDBE Goal: TBD	Issue Date*: 10/11	Est. $: TBD
City of Rio Vista			
Non-Exclusive Fixed Base Operator	UDBE Goal: N/A	Due Date: 7/14/11	Est. $: TBD
BART			
Carpet Cleaning Services	UDBE Goal: TBD	Issue Date*: 6/11	Est. $: TBD
Planning On-Call Contract Agreements	UDBE Goal: TBD	ssue Date*: 8/11	Est. $: TBD
Fence Modifications at 1009 East 36th Avenue	UDBE Goal: TBD	Issue Date*: 7/11	Est. $: TBD
Installation of Accessible Fare Gate at Bayfair Stations	UDBE Goal: TBD	Issue Date*: 7/11	Est. $: TBD
Repaint Outdoor Substations and Gap Breakers – Phase VII	UDBE Goal: TBD	Issue Date*: 7/11	Est. $: TBD
GGHBTD			
Novato Site Security Improvements	UDBE Goal: N/A	Issue Date*: Summer	Est. $: 1.5M
Customer Communication Services Platform	UDBE Goal: N/A	Issue Date*: 6/11	Est. $: 225K
Ultra-Low Sulfur Diesel and Unleaded Gasoline	UDBE Goal: N/A	Issue Date*:Summer	Est. $: TBD
MTC			
Janitorial Services	UDBE Goal: N/A	Issue Date*: 6/11	Est. $: TBD
Audio Upgrade	UDBE Goal: N/A	Issue Date*: 7/11	Est. $: TBD
SAMTRANS			
On-Call Railroad Communication & Signal Services	UDBE Goal: TBD	Issue Date*: TBD	Est. $: TBD
On-Call Railroad, Vehicle, Business & Operations Supp. Services	UDBE Goal: TBD	Issue Date*: TBD	Est. $: TBD
San Bruno Archway	UDBE Goal: TBD	Issue Date*: TBD	Est. $: TBD
Insurance Broker Services	UDBE Goal: N/A	Issue Date*: TBD	Est. $: TBD
Overhead and Mechanical Door Services	UDBE Goal: N/A	Issue Date*: TBD	Est. $: TBD
SFMTA			
Green Light Rail Center Ladder Track Replacement	SBE** Goal: TBD	Issue Date*: 7/11	Est. $: 21.8M
Carl/Cole Rail Replacement	SBE** Goal: TBD	Issue Date*: 7/11	Est. $: 18M
Woods Lifts Replacement at Heavy Maintenance Shop	SBE** Goal: TBD	Issue Date*: 8/11	Est. $: 4.4M
Light Rail, Street Car, and Cable Car Systems	SBE** Goal: TBD	Issue Date*: 8/11	Est. $: 1.3M
Presidio and Protrero ETS Bus Hoist Lifts	SBE** Goal: TBD	Issue Date*: 9/11	Est. $: 3M
TJPA			
Glazing Design-Build	SBE Goal: 20%	Due Date: 8/10/11	Est. $: 40M+
Advertising	UDBE Goal: N/A	Issue Date*: TBD	Est. $: TBD
VTA			
Kato Road Grade Separation	UDBE Goal: 12%	Issue Date*: TBD	Est. $: 20-28M
Construction Mgmt Services for Silicon Valley Berryessa Extension	UDBE Goal: 18%	Issue Date*: TBD	Est. $: 18-23M
Silicon Valley Berryessa Extension-Design Build	UDBE Goal: 18%	Issue Date*: TBD	Est. $: 700-800M
Vasona Grate Crossing Modification	UDBE Goal: TBD	Issue Date*: TBD	Est. $: 150-250K
SR 237 Landscaping	UDBE Goal: TBD	Issue Date*: TBD	Est. $: 200-275K
Chaboya High Security Guard Shack	UDBE Goal: TBD	Issue Date*: TBD	Est. $: 300-450K
Bus Stop Improvements	UDBE Goal: TBD	Issue Date*: TBD	Est. $: 200-250K

*All Dates subject to change. Check agency websites for more information. ** Contact SFMTA for SBE Information.

WHERE TO FIND CONTRACTING OPPORTUNITIES:

ACTC: http://www.alamedactc.com/app_pages/view/15
AC TRANSIT: http://www.actransit.org/purchasing/
BART: http://www.bart.gov/about/business/contracts.asp
CCCTA: http://www.cccta.org/
GGBHTD: http://www.goldengate.org/contracts/
MTC: http://www.mtc.ca.gov/jobs/
SAMTRANS: http://www.samtrans.com/rfppub/
SFMTA: http://www.sfgov.org/index.asp?page=359
TJPA: http://transbaycenter.org/tjpa/doing-business-with-the-tjpa
VTA: http://www.vta.org/procurement/solicitations/
WETA: http://www.watertransit.org/contract_opp.aspx
WESTCAT: http://www.westcat.org

Contractor Bonding Assistance Program (CBAP)

What Is the CBAP? Contractor Bonding Assistance Program (CBAP) is designed to help small local contractors obtain bid payment and performance bonds and/or increase their bonding capacity for work on Alameda County contracts. The program is sponsored by the County Administrator's Office Risk Management Unit and administered by Merriwether & Williams Insurance Services.

What resources does CBAP provide? CBAP assembles a team of professionals to assist small local contractors in preparing for the bonding process and to help them grow their businesses. CBAP guides contractors through the bonding process with one-on-one consultations and contractor-focused group workshops and seminars. CBAP also works with contractors to help them improve their existing relationships with surety providers. Guarantees up to 40% of the bond amount or $750,000, whichever is less, will be available to qualified contractors.

How does the Contractor Bonding Assistance Program work? Once eligibility has been established, program participants receive a description of the bonding process and a one-on-one confidential assessment of their company's financial strengths and needs with regard to obtaining bonding for an Alameda County contract. Technical assistance and strategies are provided to address the contractors' specific needs. Program staff assist program participants in preparing documentation for bonding applications and make necessary referrals to program partners. There is no charge for enrolling in the program or for CBAP-sponsored workshops and seminars. Contractors are responsible for payment of bond premiums.

Who is eligible? Contractors that are both: Located in Alameda County **and** eligible to participate in one of the following certifications: 1) Alameda County Small Local Emerging Business (SLEB) ; 2) US DOT Disadvantaged Business Enterprise (DBE), or 3) State Small Business Enterprise (SBE).
For information about the SLEB program contact Auditor Controller Agency -Office of Contract Compliance at (510) 891-5500 or visit their website, for information about the SBE program contact GSA– Office of Acquisition Policy at (510) 208–9617, for information about the DBE program contact Public Works Agency at (510) 670-5243.

How do I get started with the Contractor Bonding Assistance Program? For more information about CBAP please complete the CBAP Enrollment Form and contact: Sharron Drake, Program Manager, Phone: 510-740-6922, Fax: 510-740-6921, Email: sdrake@imwis.com

SF Human Rights Commission Surety Bond & Financing Assistance For Certified Firms

Program Overview: The Surety Bond & Financing Assistance Program is designed to help certified Small or Micro LBE contractors who are participating in City of San Francisco and/or Redevelopment construction projects obtain and/or increase their bonding and financing capacity.

Services:

- Contract financing guarantees
- Accounting assistance & referrals
- Bonding & financing consultation and technical assistance
- Bid, performance & payment bond guarantees
- Third-party funds administration
- Individual counseling & group workshops on contractor related topics

Need more information on the surety bond and financing assistance for certified firms?
Come to our **free Surety Bond workshop** held each **third Wednesday** of the month at our Bayview satellite office, or contact Nancy Owens at 415/986-3999 or nowens@imwis.com.

OneBayArea WORKING FOR SUSTAINABILITY

Let's join together! One Bay Area is an acknowledgment that we can do this — all 101 cities, nine counties and 7 million of us! We need to join together to address issues like climate change, sustainable growth and development, transportation, and protection of our air and water. Through this initiative, we hope to harness the creativity, resources and force of will to build a better Bay Area today, and for future generations.

One challenge for our region is to develop a Sustainable Communities Strategy called for in 2008 state legislation (SB 375). This law calls upon our region and other areas throughout California to reduce transportation-related greenhouse gas emissions. The Bay Area's regional agencies, together with their local government partners, nonprofit organizations, business and community groups, and interested Bay Area residents, are working together through this effort to tackle pressing issues such as accommodating population growth while keeping the region affordable for all our residents, preserving open spaces, protecting our environment, and getting residents where they need to go, when they need to get there.

We invite you to join in the dialogue to make our region, a better, more sustainable place! Please explore our site and get involved!

Sign Up for Email Updates

The BOC wants your help to make sure this newsletter brings you the information you want. Send suggestions to improve newsletter content to: *outreach@mtc.ca.gov*

AGENCY CONTACTS

Alameda CTC: Joan Fisher (ACTIA)
Business Outreach & Contract Compliance
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outreach@actia2022.com
or Liz Brazil (ACCMA)
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AC Transit: Lynda McBroom
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WETA: Leamon Abrams
Community Relations Manager
(415) 364-3191 or
abrams@watertransit.org

WESTCAT: Laura Calica
DBE Liaison Officer
(510) 724-3331 Ext. 13 or
laura@westcat.org

Business Outreach Committee (BOC) Contracting Newsletter #14, October 2011

The goal of the BOC is to assist small disadvantaged and local firms in doing business with Bay Area Transportation Agencies.

The BOC invites you to its: "Meet The Primes" Construction Event for Small and Disadvantaged Businesses to Network with Prime Contractors on November 3, 2011, from 4 pm to 7 pm at the Milpitas Library Community Room, Located at 160 N. Main Street, Milpitas, CA 95035.

At the event you'll have the opportunity to:

- LEARN about upcoming trucking and supplier and construction subcontracting opportunities
- NETWORK and market your firm to local prime contractors
- MEET staff from regional resource organizations
- LEARN about Certification & Programs to help you get on contracts

To view the event flyer and register online, visit http://www.mtc.ca.gov/jobs/events/11-3-11.pdf

Caltrans District 4, Special Guests from Regional Public Agencies and Fellow Calmentor Members invite you to a Networking Extravaganza! Build upon your mentor-protégé relationships, meet a new potential teaming partner, and get in the know about upcoming contracting opportunities.

The Event will be held on Thursday, October 27, 2011
at Vo's Restaurant, located at 59 Grand Avenue, Oakland, CA 94612.
Complimentary Hors D'oeuvres Provided/No-Host Beverages

For more information and to register for the event please visit: http://www.dot.ca.gov/dist4/calmentor/Oct_27_event.html

UPCOMING CONTRACTING OPPORTUNITIES:

ACTC			
City of Alameda Webster Street Project	UDBE Goal: TBD	Issue Date*: 11/11	Est. $: TBD
Transit Oriented Development Technical Assistance Program	UDBE Goal: TBD	Issue Date*: 12/11	Est. $: TBD
I-580 Sound Wall Project	UDBE Goal: TBD	Issue Date*: 1/12	Est. $: TBD
I-580 WB High Occupancy Toll Project	UDBE Goal: TBD	Issue Date*: 2/12	Est. $: TBD
BART			
Consulting Services For The Legislative Advocacy Program	UDBE Goal: TBD	Issue Date*: 12/11	Est. $: TBD
Translation and Language Interpretation Services	UDBE Goal: TBD	Issue Date*: 12/11	Est. $: TBD
West Oakland Station Floor Elevation Change	UDBE Goal: TBD	Issue Date*: 12/11	Est. $: TBD
Fire Alarm Renovation Phase 1, M-Line	UDBE Goal: TBD	Issue Date*: 10/11	Est. $: TBD
Fence Modifications at 1009 East 36th Avenue	UDBE Goal: TBD	Issue Date*: 10/11	Est. $: TBD
DELTA BREEZE			
Rio Vista Delta Breeze Transit Operations and Maintenance	DBE Goal: 1.5%	Issue Date*: 12/1/11	Est. $: 500K
Rio Vista Municipal Airport GIS Survey	DBE Goal: N/A	Issue Date*: 11/1/11	Est. $: 80K
GGHBTD			
Novato Bus Facility Security: Fencing, Gates & Cameras	UDBE Goal: N/A	Issue Date*: 11/11	Est. $: 500K
SAMTRANS			
On-Call Railroad Business And Operations Support Services	UDBE Goal: TBD	Issue Date*: TBD	Est. $: TBD
On-Call Railroad Vehicle Support Services	UDBE Goal: TBD	Issue Date*: TBD	Est. $: TBD
South Base Bus Wash System	UDBE Goal: TBD	Issue Date*: TBD	Est. $: TBD
Operate Making The Last Mile Connection Car Share Project	UDBE Goal: TBD	Issue Date*: TBD	Est. $: TBD
Underground Storage Tank Inspection/ Testing/Maintenance/Repair/Emergency Services	UDBE Goal: TBD	Issue Date*: TBD	Est. $: TBD
Insurance Broker Services	UDBE Goal: TBD	Issue Date*: TBD	Est. $: TBD
SFMTA			
Central Control & Communication-Interim OCC Furnishing & Sys	SBE** Goal: TBD	Issue Date*: 11/11	Est. $: 3M
Central Control & Communications-Integrated Sys Replacement	SBE** Goal: TBD	Issue Date*: 11/11	Est. $: 16M
Bayview Opera House, Phase II	SBE** Goal: TBD	Issue Date*: 1/12	Est. $: 1.1M
3rd St. Light Rail Phase 2 - Central Subway Union Square/Market Station Construction	SBE** Goal: TBD	Issue Date*: 1/12	Est. $: 189.1M
VTA			
CCTV at Evelyn, Winchester, Other Stations	Type of Goal: TBD	Issue Date*: 12/11	Est. $:500-750K
Vasona Gate Crossing Modification	Type of Goal: TBD	Issue Date*: 12/11	Est. $:150-250K
Alum Rock Fish Passage Project	SBE Goal: 13%	Due Date*: 12/21/11	Est. $: 1-2M
Parking Lot Power Sweeping Services, 5 Years, 32 Locations	DBE Goal: TBD	Issue Date*: 11/11	Est. $: 200-300K
Mission/Warren/Truck Rail	UDBE Goal: TBD	Issue Date*: 2/12	Est. $: 50-70M
SVBX Campus, Roadways and Parking Facilities Design	DBE Goal: TBD	Issue Date*: 12/11	Est. $: 3.5-5.5M

*All Dates subject to change. Check agency websites for more information. ** Contact SFMTA for SBE Information.

WHERE TO FIND CONTRACTING OPPORTUNITIES:

ACTC: http://www.alamedactc.com/app_pages/view/15
AC TRANSIT: http://www.actransit.org/purchasing/
BART: http://www.bart.gov/about/business/contracts.asp
CCCTA: http://www.cccta.org/
DELTA BREEZE: http://www.riovistacity.com/whats-new
GGBHTD: http://www.goldengate.org/contracts/
MTC: http://www.mtc.ca.gov/jobs/
SAMTRANS: http://procurement.samtrans.com
SFMTA: http://www.sfgov.org/index.asp?page=359
TJPA: http://transbaycenter.org/tjpa/doing-business-with-the-tjpa
VTA: http://www.vta.org/procurement/solicitations/
WETA: http://www.watertransit.org/contract_opp.aspx
WESTCAT: http://www.westcat.org

Women's Initiative for Self Employment provides high-potential, low-income women with the training, funding and ongoing support to start their own businesses and become financially self sufficient. The women who go through our program significantly increase their income and assets while launching businesses, creating jobs and stimulating the local economy.

For more information please visit: http://www.womensinitiative.org/index.htm

TIPS FOR RESPONDING TO PUBLIC AGENCY PROCUREMENTS

Public Agencies issue several types of procurements, and each has specific requirements for respondents. Listed below are key things that potential bidders should always look for when reviewing procurements:

Type of Procurement
Determine what type of procurement you are looking at; this will let you know how the responses will be evaluated. If it's an Invitation for Bid (IFB) or Solicitation of Quotation (SOQ), the contract will be awarded to the lowest responsive bidder. If the procurement is a Request for Proposal (RFP), Request for Qualifications (RFQ), or Solicitation of Proposal (SOP), then several factors will be used to determine the best overall proposal.

Proposal / Bid Due Date
When is the proposal/bid due? It is critical to take note of the proposal/bid due date, as they are absolute. If the agency does not receive your proposal/bid by the date and time listed, it will not be eligible for consideration. This is very important, because even if your proposal/bid is 1 minute late, it will be rejected.

Minimum Qualifications
Review the procurement to determine if Minimum Qualifications (MQs) are listed. If they are, you need to determine if your firm meets these qualifications. If your firm does not meet the MQ's, your proposal/bid will not be considered responsive. Note: Companies that don't meet the MQ's are NOT precluded from performing as subcontractors.

Agency Contact/Project Manager
Call the Agency Contact/Project Manager with questions. The Agency Contact/Project Manager is your resource to find out: Who are the prime contractors bidding on this project? Are there any subcontracting opportunities? The Agency Contact/Project Manager can provide addenda (if applicable), Excel or Word forms (if available), and answer any other question(s) you may have about the procurement.

Form of Proposal and Evaluation Criteria
Form of Proposal: This section identifies the order in which to present information that your company must provide for its proposal to be deemed responsive. Be careful when reviewing this section. Always double-check your proposal to be sure you've submitted all the required items. If you forget to submit required information, you run the risk of your proposal being deemed nonresponsive. Evaluation Criteria: This section identifies how your proposal will be evaluated.

Scope of Work
This section describes the type of service or equipment for which the agency is seeking to issue a contract. Review this section thoroughly. If your firm is awarded the contract, you will be required to provide the services/equipment as listed in this section.

Insurance/Bonding Requirements
This section will inform you of the required insurance and bonds your company must submit in order to have your bid/proposal considered responsive.

THINGS A PROPOSER SHOULD DO BEFORE SUBMITTING A PROPOSAL
1. Ask questions.
2. Attend the bidders' conference (if applicable).
3. If your firm doesn't meet the MQ's, find out what prime contractors are on the bid list, and contact them about possible subcontracting work.

The BOC wants your help to make sure this newsletter brings you the information you want. Send suggestions to improve newsletter content to: *outreach@mtc.ca.gov*

AGENCY CONTACTS

Alameda CTC:
Liz Brazil, Contract Compliance & DBE Liaison Officer
(510) 208-7419 or
lbrazil@alamedactc.org

AC Transit: Lynda McBroom
DBE Liaison Officer
(510) 577-8818 or
lmcbroom@actransit.org

BART: Ron Granada
Senior Civil Rights Officer
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RGranad@bart.gov

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madrigal@cccta.org

Delta Breeze: John Andoh
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or sheila.evans-peguese@sfmta.com

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SGigliotti@TransbayCenter.org

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hayden.lee@vta.org

WETA: Leamon Abrams
Community Relations Manager
(415) 364-3191 or
abrams@watertransit.org

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laura@westcat.org

Business Outreach Committee (BOC) Contracting Newsletter #15, January 2012

The goal of the BOC is to assist small and disadvantaged companies in doing business with Bay Area Transportation Agencies.

California Unified Certification Program Disadvantaged Business Enterprise (DBE)

CERTIFICATION WORKSHOP

The Business Outreach Committee (BOC), with co-sponsor Contra Costa Supervisor Federal Glover and City of Pittsburg, invites you to learn about the DBE Certification Program.

Thursday, January 19, 2012 - 2:30 – 4:30 p.m.

Pittsburg Senior Center, 300 Presidio Lane, Pittsburg, CA

WHY ATTEND?

- Learn how a DBE certification can provide you access to federally-funded projects. New federal requirements coming into effect February 2012 make it even more important for your firm to be certified.
- Bring your DBE certification application or questions and receive one-on-one assistance. Download an application at http://www.caltrans.ca.gov/hq/bep/downloads/pdf/DBE_Application.pdf
- Receive information on upcoming projects from BOC member agencies.

MINIMUM QUALIFICATIONS FOR DBE CERTIFICATION:

(Go to www.CaliforniaUCP.com for complete details)

- Firm must be at least 51% owned and controlled by one or more socially and economically disadvantaged individual.
- Firm must be an independent business.

To register online or sign up for future newsletters and event information visit:
https://docs.google.com/spreadsheet/viewform?formkey=dDZWWUg2ZF83blhPeTZSYUI5MXF4c0E6MQ

UPCOMING CONTRACTING OPPORTUNITIES (SELECTED AGENCIES):

Alameda CTC			
City of Alameda Webster Street Project	UDBE Goal: TBD	Issue Date*: TBD	Est. $: TBD
I-580 Landscaping Project (Construction Mgmt & Construction	UDBE Goal: TBD	Issue Date* TBD	Est. $: TBD
Early Right of Way Acquisition Services	UDBE Goal: TBD	Issue Date* TBD	Est. $: TBD
1-580 Westbound HOT System Integrator	UDBE Goal: TBD	Issue Date* TBD	Est. $: TBD
Transit Oriented Development Technical Assistance Program	UDBE Goal: TBD	Issue Date*: TBD	Est. $: TBD
I-80 Procurement Contract	UDBE Goal: TBD	Issue Date*: TBD	Est. $: TBD
I-580 WB High Occupancy Toll Project	UDBE Goal: TBD	Issue Date*: TBD	Est. $: TBD
BART			
Procurement of Wide Gauge Locomotives	UDBE Goal: TBD	Issue Date*: 1/12	Est. $: TBD
Train Operator Uniforms	UDBE Goal: TBD	Issue Date*: 1/12	Est. $: TBD
Fence Modifications at 1009 East 36th Avenue	UDBE Goal: TBD	Issue Date*: 1/12	Est. $: TBD
Procurement of eBART Rail Vehicles	UDBE Goal: TBD	Issue Date*: 1/12	Est. $: TBD
Translation and Language Interpretation Services	UDBE Goal: TBD	Issue Date*: 1/12	Est. $: TBD
Real Property Appraisal Services for District Products			
Title and Escrow Services	UDBE Goal: TBD	Issue Date*: 1/12	Est. $: TBD
Battery Replacement for Train Control Rooms	UDBE Goal: TBD	Issue Date*: 1/12	Est. $: TBD
El Cerrito Plaza Station Sidewalk and Wayfinding Improvements	UDBE Goal: TBD	Issue Date*: 1/12	Est. $: TBD
West Oakland Station Floor Elevation Change	UDBE Goal: TBD	Issue Date*: 1/12	Est. $: TBD
Fire Alarm Renovation Phase 1, M-Line	UDBE Goal: TBD	Issue Date*: 1/12	Est. $: TBD
Site Improvements at Various Stations	UDBE Goal: TBD	Issue Date*: 1/12	Est. $: TBD
CITY OF RIO VISTA - DELTA BREEZE			
Rio Vista Delta Breeze Transit Operations and Maintenance	DBE Goal: 1.5%	Issue Date*: 2/12	Est. $: 500K
GGHBTD			
Printing of Golden Gate Transit Timetables and Guides	UDBE Goal: N/A	Issue Date*: 1/12	Est. $: 45K
Improvements to Berths at San Francisco Ferry Terminal	UDBE Goal: N/A	Issue Date* 1/12	Est. $350K
Armored Carrier Collection Services	UDBE Goal: N/A	Issue Date* TBD	Est: TBD
On Board Security Services for Golden Gate Ferry	UDBE Goal: N/A	Issue Date*TBD	Est.TBD
SAMTRANS			
Insurance Broker Services	UDBE Goal: TBD	Issue Date*: TBD	Est. $: TBD
Design Services and Design Review Services	UDBE Goal: TBD	Issue Date*: TBD	Est. $: TBD
Two Packaged Heat Pumps	UDBE Goal: TBD	Issue Date*: TBD	Est. $: TBD
Provide Ridership Research and Survey Services	UDBE Goal: TBD	Issue Date*: TBD	Est. $: TBD

WHERE TO FIND CONTRACTING OPPORTUNITIES:

Alameda CTC: http://www.alamedactc.com/app_pages/view/15
AC TRANSIT: http://www.actransit.org/purchasing/
BART: http://www.bart.gov/about/business/contracts.asp
CCCTA: http://www.cccta.org/
DELTA BREEZE: http://www.riovistacity.com/whats-new
GGBHTD: http://www.goldengate.org/contracts/
MTC: http://www.mtc.ca.gov/jobs/
SAMTRANS: http://procurement.samtrans.com
SFMTA: http://www.sfgov.org/index.asp?page=359
TJPA: http://transbaycenter.org/tjpa/doing-business-with-the-tjpa
VTA: http://www.vta.org/procurement/solicitations/
WETA: http://www.watertransit.org/contract_opp.aspx
WESTCAT: http://www.westcat.org

USDOT Guidance On Small Business Requirements

USDOT has issued new guidance documents to clarify certain provisions and requirements of their DBE Programs pursuant to 49 CFR Part 26. These DBE programs involve opportunities for small and disadvantaged businesses to bid on, and be involved as subcontractors in various transportation related construction projects. Under its Final Rule implemented in January of last year, the USDOT made mandatory a requirement that DBE programs include a small business element. The guidance documents address a number of issues, including questions regarding the requirements associated with the small business element of the program. Please visit for more details: http://fta.dot.gov/documents/Guidance_-_Small_Business_Element_12-6-11.pdf

What are the Benefits of Being a Certified Disadvantage Business Enterprise?

The U.S. Department of Transportation (DOT) requires that recipients of federal transportation dollars establish a Disadvantaged Business Enterprise (DBE) program as part of efforts to eliminate inequalities in contracting and procurement. The goal of these programs is to "level the playing field" so that minority-owned and women-owned businesses can compete successfully for contracts offered by transportation-related agencies such as transit districts, congestion management agencies, and cities and counties. Contracts run the gamut from highway construction projects, seismic retrofit of bridges, refurbishing of ferry vessels, and installation of underground tanks and other infrastructure, to design, engineering, and environmental projects, to other professional and non-professional services. There are opportunities for both prime contractors and subcontractors on many of these contracts.

Effective January 1, 2002, the California Unified Certification Program (UCP) went into effect, which created a *One Stop Certification* process. The UCP eliminated the need for firms to acquire multiple DBE certifications throughout California by the creation of a reciprocity agreement among all agencies (California UCP member agencies) that receive funding from DOT. Simply stated, a DBE certification issued to a firm in California will be accepted by all other California UCP member agencies. DBE certified firms are placed in the California UCP database maintained by the California Department of Transportation (Caltrans). All California UCP member agencies, as well as firms and agencies in both private and public sectors, use this database to locate DBE businesses.

Every three years, transportation agencies that receive federal funding are required to evaluate their federally-funded contracting opportunities and to determine the level of DBE participation that might be anticipated for these contracts. Overall goals are predicated on availability of DBE firms: the greater the number of DBE firms, the higher the DBE participation goal.

Although being a DBE does not guarantee a contract, it gives your firm expanded exposure. When marketing your company, you can use your certified status as a "foot in the door" when introducing your firm to prime contractors.

DBE certification can help you increase your business opportunities, such as being offered assistance and advice about procurements and procurement practices and policies, receiving advance notice of upcoming projects, participating in one-on-one contacts with agency staff, and being contacted by prime contractors to meet goal requirements.

Learn more about the Disadvantaged Business Enterprise program at www.californiaucp.org.

To download a DBE certification application, visit:
http://www.caltrans.ca.gov/hq/bep/downloads/pdf/DBE_Application.pdf
Agencies that can certify include BART, SamTrans, SFMTA and VTA. Please contact those agencies directly.

MTC New Regional Agency Headquarters

The Bay Area Toll Authority (BATA) has purchased the building at 390 Main Street in San Francisco's South of Market area at a price of $93 million and will contribute funds to the Bay Area Headquarters Agency (BAHA) to purchase and redevelop it into a regional agency headquarters. In that agreement, BATA agreed to contribute an additional amount of up to $74 million to cover system and seismic upgrades to the facility, along with tenant improvements and relocation expenses, including contingencies. For more information about the Regional Agency Headquarters project and associated contract opportunities, please visit: http://www.mtc.ca.gov/news/current_topics/9-11/headquarters.htm

The BOC wants your help to make sure this newsletter brings you the information you want. Send suggestion and topics to improve newsletter content to: John Andoh, City of Rio Vista at jandoh@ci.rio-vista.ca.us.

AGENCY CONTACTS

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laura@westcat.org

Business Outreach Committee (BOC) Contracting Newsletter #16, April 2012

The goal of the BOC is to assist small and disadvantaged companies in doing business with Bay Area Transportation Agencies.

USDOT BONDING EDUCATION PROGRAM

The Bonding Education Program's goals are to educate small contractors about industry challenges and to assist participants in their efforts to obtain surety bonds, or increase their bonding capacity. The program offers unique workshops that apply to transportation related businesses, but other small businesses will find it valuable as well. Participants will interact with service providers and bond producers, and learn how to conduct business with local, state and federal transportation agencies.

Workshops are April 18, 25, May 1, 8, 16, 23, 30 and June 6 from 4:00 pm to 7:00 pm at MTC Offices, 101 Eighth Street, Oakland, CA 94607.

For program information call Scott Leslie, Project Director at 916.443.5957 / sleslie@calasiancc.org.

To download program materials and application visit http://procurements.mtc.ca.gov/
Check out the back side of this newsletter regarding details on Bonding Education!

AC TRANSIT			
Facilities Security Guard Services	UDBE Goal: N/A	Issue Date*: TBD	Est. $: TBD
On-Call Planning (construction, maintenance, planning)	UDBE Goal: N/A	Issue Date* TBD	Est. $: TBD
MTC			
511 Traffic Advisory App	UDBE Goal: N/A	Issue Date*: 4/12	Est. $: TBD
As-Needed Electrical Services	UDBE Goal: N/A	Issue Date*: 4/12	Est. $: TBD
Landscape Maintenance Services	UDBE Goal: N/A	Issue Date*: 4/12	Est. $: TBD
FasTrak* Regional Customer Service Center	UBDE Goal: N/A	Issue Date* 4/12	Est. $ TBD
As-Needed Plumbing Services	UDBE Goal: N/A	Issue Date*: 4/12	Est. $: TBD
ALAMEDA CTC			
1-580 Landscaping Project Construction & Construction Mgmt	UDBE Goal: N/A	Issue Date*: Spring	Est. $: TBD
City of Alameda Webster Street Project (ITS)	UDBE Goal: N/A	Issue Date*: Spring	Est. $: TBD
1-80 Procurement Contract (ITS Equipment)	UDBE Goal: N/A	Issue Date*: Spring	Est. $: TBD
Operate Guaranteed Ride Home Program	UDBE Goal: N/A	Issue Date*: Spring	Est. $: TBD
Insurance Brokerage Services	UDBE Goal: N/A	Issue Date*: Spring	Est. $: TBD
I-580 Westbound HOT System Integrator (ITS)	UDBE Goal: N/A	Issue Date*: Summer	Est. $: TBD
Financial Advisory Services	UDBE Goal: N/A	Issue Date*: Fall	Est. $: TBD
TOD Technical Assistance Program	UDBE Goal: N/A	Issue Date*: TBD	Est. $: TBD
GGHBTD			
Fabricate & Install Replacement Overhead Transit/Wayfinding Signs	UDBE Goal: N/A	Issue Date*: 4/12	Est. $: TBD
Design & Permitting Support Services-Tidal & Seasonal Wetland Restoration	UDBE Goal: N/A	Issue Date* 4/5/12	Est. $ TBD
Consultant to Provide Health and Welfare Insurance Broker	UDBE Goal: N/A	Issue Date* 5/6/12	Est: $TBD
SAMTRANS/CALTRAIN			
Contracted Bus Shuttle Services	UDBE Goal: N/A	Issue Date*: TBD	Est. $: TBD
Printing and Delivery of Magnetic Tickets	UDBE Goal: N/A	Issue Date*: TBD	Est. $: TBD
Insurance Broker Services	UDBE Goal: N/A	Issue Date*: TBD	Est. $: TBD
Contracted Urban Bus Services	UDBE Goal: N/A	Issue Date*: 4/19/12	Est. $: TBD
Design Review Services	UDBE Goal: TBD	Issue Date*: 3/26/12	Est. $: TBD
WATER EMERGENCY TRANSPORTATION AUTHORITY (SAN FRANCISCO BAY FERRY)			
Passenger Vessel Midlife/Refurbishment	UDBE Goal: TBD	Issue Date*: TBD	Est. $: TBD
Passenger Vessel Interior Retrofit	UDBE Goal: TBD	Issue Date*: TBD	Est. $: TBD
Construction Management Services – Channel Dredging	UDBE Goal: TBD	Issue Date*: TBD	Est. $: TBD
TRANSBAY JOINT POWERS AUTHORITY			
Geothermal Loop	SBE Goal: 40%	Issue Date*: 4/3/12	Est. $: 1.65M
Grounding System	SBE Goal: 100%	Issue Date*: 4/3/12	Est. $: 170K
Legal Counsel	SBE Goal: N/A	Issue Date*: TBD	Est. $: TBD
Actuary Services	SBE Goal: N/A	Issue Date*: TBD	Est. $: TBD

*All Dates subject to change. Check agency websites for more information.

WHERE TO FIND CONTRACTING OPPORTUNITIES:

Alameda CTC: http://www.alamedactc.org/news_sections/view/2
AC TRANSIT: http://www.actransit.org/purchasing/
BART: http://www.bart.gov/about/business/contracts.asp
CCCTA: http://www.cccta.org/
DELTA BREEZE: http://www.riovistacity.com/whats-new
GGBHTD: http://www.goldengate.org/contracts/
MTC: http://procurements.mtc.ca.gov/
SAMTRANS/CALTRAIN: http://procurement.samtrans.com
SFMTA: http://www.sfgov.org/index.asp?page=359
TJPA: http://transbaycenter.org/tjpa/doing-business-with-the-tjpa
VTA: http://www.vta.org/procurement/solicitations/
WETA: http://www.watertransit.org/contract_opp.aspx
WESTCAT: http://www.westcat.org

SBA BONDING ASSISTANCE INITIATIVE

The California Department of Transportation (Caltrans), in consultation with the Governor's Office of Small Business Advocate, have entered into a Memorandum of Understanding (MOU) with the U.S. Small Business Administration (SBA), to offer a technical assistance surety bond guarantee program to promote increased small business participation in Caltrans, State highway and transit projects.

This initiative is vital to placing more small businesses on the path to full and adequate utilization within California, bringing success to more small businesses, thereby strengthening the State's business community and economy. Further, this initiative provides a viable means to advance the *unimpeded participation of all willing, ready, and able construction contractors and subcontractors, professional architectural and engineering firms, suppliers and truckers, without regard to race, ethnicity, gender, or physical disability to participate in the State's Contracting Program.*

SBA's Surety Bond Guarantee Program helps eligible small businesses obtain bid, performance and payment bonds by guaranteeing surety companies between 70% and 90% of the bond amount. SBA's Surety Bond Guarantee Program contains two components: Prior Approval Program and Preferred Program. For more information, please visit their Web site at www.SBA.gov. Surety companies certified by the U.S. Treasury to issue bonds are eligible to apply for participation in the SBA Surety Bond Guarantee Program. For applications, contact or visit your nearest SBA office listed below:

San Francisco District Office, 455 Market Street, 6th Floor
San Francisco, CA 94105-2420. You can also phone (415) 744-6820.

WHAT IS CALMENTOR?

Calmentor is a Mentor-Protégé Program for architectural and engineering firms (A &E) initiated by Governor Schwarzenegger via Executive Order S-11-06. This program is designed to encourage and support small businesses through voluntary partnerships with established firms. The program is managed by Caltrans District 4 program strives to increase the participation of small architectural and engineering firms in public transportation projects in the Bay Area region. The mission is to increase the pool of certified firms participating in transportation projects by:

- Providing training
- Facilitating mentoring relationships
- Providing opportunities to network with other consultants
- Providing opportunities to learn about non-Caltrans programs

Calmentor has many events each year – the next event is called "**SPEED DATING- II**". Join Caltrans District 4, special guests from regional public agencies and fellow Calmentor Members on:

Thursday, April 26, 2012 from 4:30 pm - 6:30 pm at VO's Restaurant, located at 59 Grand Avenue, Oakland, CA 94612.

Invited guests include staff from AC Transit, Alameda County Public Works, Alameda County Transportation Commission, BART, Business Outreach Committee, The County Connection, Metropolitan Transportation Commission, Golden Gate Bridge Highway & Transportation District, SamTrans, SFMTA, Santa Clara Valley Transportation Authority, Transbay Joint Powers Authority, and FHWA DOT.

Another opportunity that is available to A & E firms is the Professional Liaison Meeting, which meets quarterly and is held on the last Thursday in January, April, July and October. The meeting provides networking opportunities and information about upcoming A&E contracts to consulting firms. Everyone is welcome to attend this meeting.

For more information on Calmentor, please visit www.dot.ca.gov/dist4/calmentor/

BART IS COMING TO NORTH SAN JOSE!

The Santa Clara Valley Transportation Authority (VTA) received a $900 million grant commitment from the Federal Transit Administration (FTA) for the BART Silicon Valley Berryessa Extension Project. The grant is the final step in sealing the federal funding "deal" and specifying the annual allocations ranging from $59-150 million over the next seven years. Today, VTA also received its first $100 million allocation from the New Starts Funding Program. The FFGA is a multi-year contractual agreement that formally defines the project scope, cost and schedule, and establishes the terms of the federal financial assistance. Execution of the FFGA is the final step before construction on the 10-mile, two station BART extension can begin. The project will break ground on April 12, 2012.

Since 2002, the FTA has worked closely with VTA to design a project that would meet the stringent criteria of the FTA New Starts funding program. In 2011, the Berryessa Extension Project achieved several significant milestones which included advancing into the Final Design phase of New Starts, receiving a funding recommendation in the FY2012 President's Budget, and submitting final documentation for the $900 million federal funding grant.

For more information about BART Silicon Valley, please contact VTA Community Outreach at (408) 934-2662, TTY (408) 321-2330, or visit www.vta.org/bart.

The BOC wants your help to make sure this newsletter brings you the information you want. Send suggestion and topics to improve newsletter content to: John Andoh, City of Rio Vista at jandoh@ci.rio-vista.ca.us.

AGENCY CONTACTS

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scho@alamedactc.org

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Contracts Compliance Officer
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Business Outreach Committee (BOC) Contracting Newsletter #17, Summer 2012

The goal of the BOC is to assist small and disadvantaged companies in doing business with Bay Area transportation agencies.

UPCOMING EVENTS

- SFMTA is seeking San Francisco based minority, woman and service disabled veteran owned businesses to participate in a free full day seminar to help develop a company binder, develop marketing materials and obtain skills to compete, apply for certification and meet SFMTA buyers. This event is hosted by the Economic Empowerment Fund promoting opportunities for underserved communities. This event is geared towards construction related and marketing related firms. The next event is on Friday, August 10, 2012 from 7:30 am to 6:30 pm at the Mission Language & Vocational School Community Room, 2929 19th Street, San Francisco, CA 94110. For more information – please visit http://www.eefsf.org/doing-business-with-sf.html.

- Save the Date - The next BOC event will be an Architectural and Engineering (A&E) Outreach Event. The event will be held on Thursday, October 25, 2012 at Caltrans District 4 headquarters – 111 Grand Ave, Oakland, CA 94612, from 2 pm to 4:30 pm with a mixer following the event from 4:30 pm to 6 pm at Vo's Restaurant, 59 Grand Avenue, Oakland, CA 94612. Visit http://www.dot.ca.gov/dist4/calmentor/ for details. **We hope to see you there!**

UPCOMING CONTRACTING OPPORTUNITIES (SELECTED AGENCIES):

ALAMEDA CONTRA COSTA TRANSIT DISTRICT (AC TRANSIT)			
Medical Review Officer – Drug & Alcohol Program	DBE Goal: N/A	Issue Date:* 7/12	Est. $: TBD
Maintenance of Transit Information Display Cases	DBE Goal: N/A	Issue Date:* 7/12	Est. $: TBD
ALAMEDA COUNTY TRANSPORTATION COMMISSION (SELECTED PROJECTS)			
Overall Evaluation of the I-680 Express Lanes Project	DBE Goal: N/A	Issue Date:* 7/12	Est. $: TBD
City of Alameda Webster Street Project (ITS)	UDBE Goal: 3.74%	Issue Date:* 7/12	Est. $: TBD
Guaranteed Ride Home Program Operations Services	DBE Goal: N/A	Issue Date:* 8/12	Est. $: TBD
Construction Management for the I-580 Landscaping Project (San Leandro)	DBE Goal: N/A	Issue Date:* Summer	Est. $: TBD
SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT (BART) (SELECTED PROJECTS)			
eBART vehicles	DBE Goal: N/A	Issue Date:* 7/12	Est. $: TBD
Title and Escrow Services	DBE Goal: N/A	Issue Date:* 7/12	Est. $: TBD
Translation and Language Interpretation Services	DBE Goal: N/A	Issue Date:* 8/12	Est. $: TBD
Workers Compensation Administration Services	DBE Goal: N/A	Issue Date:* 8/12	Est. $: TBD
BART Earthquake Safety Program – A Line	DBE Goal: N/A	Issue Date:* 7/12	Est. $: TBD
Vehicle Engineering Consulting Services (2 contracts)	DBE Goal: N/A	Issue Date:* 8/12	Est. $: 25M
GOLDEN GATE BRIDGE, HIGHWAY & TRANSPORTATION DISTRICT (GGBHTD)			
Wetland Restoration Design & Permitting-Corte Madera Preserve	DBE Goal: N/A	Issue Date*: 8/12	Est. $: 725K
Larkspur Ferry Terminal/San Rafael TC Bicycle Rack & Signage	DBE Goal: 7%	Issue Date* 8/12	Est. $: 275K
METROPOLITAN TRANSPORTATION COMMISSION (MTC)			
Regional Express Lane Network Electronic Toll Services System Manager	DBE Goal: N/A	Issue Date:* 8/12	Est. $:700K
Pavement Management Technical Assistance Program (P-TAP)	DBE Goal: N/A	Issue Date:* 8/12	Est. $: 1.6M
Language Plan Assistance	DBE Goal: N/A	Issue Date:* 8/12	Est. $: 65K
SAN MATEO COUNTY TRANSIT DISTRICT/PENINSULA CORRIDOR JOINT POWERS BOARD (SELECTED PROJECTS)			
Contracted Bus Shuttle Services	DBE Goal: N/A	Issue Date:* TBD	Est. $: TBD
Operate SF Caltrain Bicycle Parking Facility	DBE Goal: N/A	Issue Date:* TBD	Est. $: TBD
Bus Radio System and Equipment Refresh	DBE Goal: N/A	Issue Date:* TBD	Est. $: TBD
Purchase, Fabrication & Delivery of 1 Hi-Rail Inspector's Truck	DBE Goal: N/A	Issue Date:* TBD	Est. $: TBD
SAN FRANCISCO MUNICIPAL TRANSPORTATION AGENCY (SFMTA) (SELECTED PROJECTS)			
Green Light Rail Center Track Replacement Project	SBE Goal: TBD	Issue Date*: Summer	Est. $: 23M
Woods Division Lift Replacement	SBE Goal: TBD	Issue Date*: Summer	Est. $: 3.7M
Central Subway Moscone/Yerba Buena Station	SBE Goal: TBD	Issue Date*: Summer	Est. $: 108M
Please contact SFMTA for SBE Program information.			
TRANSBAY JOINT POWERS AUTHORITY			
Below Grade Structural Concrete Substructure, Waterproofing, Electrical	SBE Goal: 17%	Issue Date:* 5/12	Est. $: 5M
Structural Steel Superstructure	SBE Goal: 24%	Issue Date:* 10/12	Est. $: 100M
Personnel and Material Host	SBE Goal: 80%	Issue Date:* 8/12	Est. $: 12M
SANTA CLARA VALLEY TRANSPORTATION AUTHORITY (VTA)			
1880/1280 Stevens Creek Blvd Interchange Modifications	DBE Goal: TBD	Issue Date*: Summer	Est. $: TBD
WATER EMERGENCY TRANSPORTATION AUTHORITY (SAN FRANCISCO BAY FERRY)			
Harbor Bay Ferry Terminal & Access Channel Dredging Project	DBE Goal: TBD	Issue Date*: 7/12	Est. $: TBD

**All dates are subject to change. Check agency websites (listed below) for more information.*

WHERE TO FIND CONTRACTING OPPORTUNITIES:

Alameda CTC: http://www.alamedactc.org/app_pages/view/3999
AC TRANSIT: http://www.actransit.org/purchasing/
BART: http://www.bart.gov/about/business/contracts.asp
CCCTA: http://www.cccta.org/
RIO VISTA: http://www.riovistacity.com/whats-new
GGBHTD: http://www.goldengate.org/contracts/
MTC: http://procurements.mtc.ca.gov
SAMTRANS/CALTRAIN: http://procurement.samtrans.com
SFMTA: http://mission.sfgov.org/OCABidPublication
TJPA: http://transbaycenter.org/tjpa/doing-business-with-the-tjpa
VTA: http://www.vta.org/procurement/solicitations/
WETA: http://www.watertransit.org/contract_opp.aspx
WESTCAT: http://www.westcat.org

NEWS YOU CAN USE…

Supplier Connection: SBA recently announced a new private-public collaboration that will help small businesses strengthen their revenue streams by gaining access to more than $300 billion in combined supply chain spending by a consortium of 15 of America's largest corporations. Supplier Connection is designed to help bridge the gap between small businesses looking for new opportunities and large corporations looking for innovative new ideas and diversity in their supply chains. Supplier Connection is a free, online portal that allows small businesses to send information about their products and services to 15 private sector companies. For more information on Supplier Connection, visit **https://www.supplier-connection.net**.

Central Contractor Registration (CCR) system is Going Away…What to Expect: In July, the CCR, along with the Federal Agency Registration (FedReg), the Online Representations and Certifications Application (ORCA), and the Excluded Parties List System (EPLS), **will be migrated into a new System for Award Management, or SAM. Please visit https://www.SAM.gov for more information.**

NEW TRANSIT AGENCIES IN THE SAN FRANCISCO BAY AREA

SolTrans: Say "Hello" to SolTrans, the Bay Area's newest public transit agency. Short for Solano County Transit, SolTrans began operations on July 1, 2011. The new agency merges the bus services of the former Vallejo Transit and Benicia Breeze systems. "Uniting the Vallejo and Benicia bus operations under one organizational umbrella will help us maintain current service levels and promote greater funding stability," said Jim Spering, MTC Commissioner and Solano County Supervisor. "The SolTrans merger represents the kind of coordinated planning and service delivery envisioned by MTC's Transit Sustainability Project," noted MTC's Spering. "Our transit sustainability effort aims for a more robust, financially viable Bay Area transit system that is both cost-effective and customer-focused." For more information on SolTrans or their business opportunities, visit www.soltransride.com.

Water Emergency Transportation Authority (WETA): In 1999, the California Legislature established the San Francisco Bay Area Water Transit Authority (WTA) in order to create a regional ferry agency to plan and implement new ferry services in the San Francisco Bay Area with a focus on improving general mobility and reducing traffic congestion. In 2007, the legislature directed the agency to take over existing public ferry transit systems operated by the cities of Vallejo and Alameda and expanded the Authority's role to include coordination and oversight of the ferry transit response in the event of a natural disaster**.** With this increased responsibility came a new name: the San Francisco Bay Area Water Emergency Transportation Authority (WETA). As of July 1, 2012, WETA is responsible for operating San Francisco Bay Ferry service that serves Oakland; Alameda (Harbor Bay & Main St); San Francisco (Downtown Ferry Building & Pier 41); South San Francisco (Oyster Point Marina); and Vallejo. WETA is committed to working with local cities, communities and customers to create a comprehensive, integrated regional ferry transit system on San Francisco Bay. For more information about WETA or their business opportunities, visit www.watertransit.org.

MEET THE BUYERS RECAP – JUNE 19, 2012

BOC conducted another successful Meet the Buyers Event. 114 vendors attended. Major contractors Barnard Impregilo Healy JV, Con-Quest, Kiewit, Graniterock, McCarthy, RGW Construction, Robert A. Bothman, Stacy & Witbeck, and Webcor Obayashi JV participated with BOC member agencies.

HOW ARE YOU GETTING YOUR UPDATES?

With the advent of the internet, there are many ways that the public can obtain information regarding various sources of information, including the latest trend – Social Media. Social media includes Facebook, MySpace, Twitter, YouTube, and Flickr among many others. BOC members all use social media as a way to update those that have an interest with changes to transit services, special events, job and business opportunities. Below is a listing of BOC members and their social media for Facebook and Twitter links. Some BOC members have Flickr, YouTube and other social media sites. You would need to visit their respective web page for additional details.

Delta Breeze: https://twitter.com/rvdeltabreeze, http://www.facebook.com/pages/Rio-Vista-Delta-Breeze/456668350127	**The County Connection:** https://twitter.com/cccta, http://www.facebook.com/pages/Central-Contra-Costa-Transit-Authority/238326689591
SF Bay Ferry: https://twitter.com/#!/SFBayFerry, https://www.facebook.com/sanfranciscobayferry	**Golden Gate Transit:** https://twitter.com/GGBridge, http://www.facebook.com/goldengatebridge
AC Transit: https://twitter.com/rideact, http://www.facebook.com/rideact	**SFMTA:** https://www.facebook.com/SFMTA.Muni, https://twitter.com/sfmta_muni
BART: http://www.facebook.com/bartsf, https://twitter.com/sfbart	**MTC:** http://www.facebook.com/MTCBATA, https://twitter.com/mtcbata
SamTrans: http://www.facebook.com/SamTrans, https://twitter.com/gosamtrans	**Alameda CTC:** https://twitter.com/AlamedaCTC http://www.facebook.com/AlamedaCTC,
VTA: http://www.facebook.com/scvta?ref=ts, https://twitter.com/santaclaravta	**WestCAT:** http://www.facebook.com/wccta, https://twitter.com/intent/user?screen_name=WCCTA
Transbay Center: http://www.facebook.com/pages/Transbay-Transit-Center-Project/211301050057, https://twitter.com/TransbayCenter	

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The BOC wants your help to make sure this newsletter brings you the information you want. Send suggestion and topics to improve newsletter content to: John Andoh, City of Rio Vista at jandoh@ci.rio-vista.ca.us.

Business Outreach Committee (BOC) Contracting Newsletter #18, Autumn/Winter 2012

The goal of the BOC is to assist small and disadvantaged companies in doing business with Bay Area transportation agencies.

UPCOMING EVENTS

Prime/Sub Contractor Meet and Greet Event and **Pre-Bid Conference** for the **Third Street Light Rail Program's Central Subway Stations, Surface, Track and Systems (Contract No. 1300): When:** Tuesday, November 27, 2012 **-** Meet and Greet from 9a.m.-12 p.m. **and** Pre-Bid Meeting from 1p.m.-3 p.m. **Where:** San Francisco Public Library (Main Branch)**,** 100 Larkin Street, San Francisco, CA 94102**. Please register online at (http://goo.gl/wvg99) by November 20, 2012. This event is sponsored by the San Francisco Municipal Transportation Agency.**

UPCOMING CONTRACTING OPPORTUNITIES (SELECTED AGENCIES):

ALAMEDA CONTRA COSTA TRANSIT DISTRICT (AC TRANSIT)

RTC Discount Card Medical Verifier Servicer – Released 11/12

Claims & Risk Management Service (RFI) – Released 11/12

ALAMEDA COUNTY TRANSPORTATION COMMISSION

Transit Oriented Development Technical Assistance Program – Due to Release in Fall 2012

Countywide Travel Demand Model Update – Due to Release in Winter 2012

East Bay Greenway Construction – Due to Release in Spring 2013

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT (BART) (SELECTED PROJECTS)

Procurement of Wide Gauge Locomotives – Release Date TBD

Legislative Advocacy Program – Release Date TBD

Wayside Fence Refurbishment – R Line – Release Date TBD

Workers Compensation Administration Services – Release Date TBD

West Oakland Station Floor Elevation Change – Release Date TBD

Fence Modifications at 1009 East 36th Avenue – Release Date TBD

GOLDEN GATE BRIDGE, HIGHWAY & TRANSPORTATION DISTRICT (GGBHTD)

Improvements to Berths at San Francisco Ferry Terminal – Due to Release in Autumn 2012

Wetland Restoration Design and Permitting Support Services – Due to Release in Winter 2012

Golden Gate Bridge All Electronic Tolling Signage Fabrication & Installation – Due to Release in Winter 2012

METROPOLITAN TRANSPORTATION COMMISSION (MTC)

Subcontract Construction at Regional Agency Headquarters – Release Date TBD

Prequalify at https://prequalification.mccarthy.com

Leasing Agent/Property Management Services – Due November 27, 2012

Hub Signage Program Phase IV – Purchase, Fabrication, Installation – Due November 29, 2012

CITY OF RIO VISTA

Airport Fuel - Due to Release in January 2013

Purchase and Operate Rio Vista Municipal Airport – Due to Release in Winter 2013

SAN MATEO COUNTY TRANSIT DISTRICT/PENINSULA CORRIDOR JOINT POWERS BOARD (SAMTRANS/CALTRAIN)

Contracted Bus Shuttle Services – Release Date TBD

Operate SF Caltrain Bicycle Parking Facility – Due December 12, 2012

On Call General Engineering Design Services – Due November 29, 2012

Signal Preemption Improvement Project – Release Date TBD

Purchase and Removal of Surplus Locomotives – Release Date TBD

Program Management Oversight Services – Release Date TBD

Signal System Rehabilitation Project – Release Date TBD

Concrete Replacement – Release Date TBD

SAN FRANCISCO MUNICIPAL TRANSPORTATION AGENCY (SFMTA)

Muni Metro Turnback Rail Rehabilitation Project – Due December 7, 2012

Provision and Maintenance of Vending Machines – Due December 19, 2012

Central Subway – Stations, Surface, Track and Systems – Due January 23, 2013

RFP for Procurement of Parking Meters and Paystations – Due January 4, 2013

Request for Information on Proposed Taxi Real Time Data System – Due on November 30, 2012

SOLANO COUNTY TRANSIT (SOLTRANS)

Transit Operations – Due January 18, 2013

TRANSBAY JOINT POWERS AUTHORITY (TRANSBAY CENTER)

Structural Steel Superstructure	SBE Goal: 24%	Issue Date: 10/31/12	Est. $: 110-120M
Glazing Design Build	SBE Goal: 20%	Issue Date*: early 2013	Est. $: 40M

WATER EMERGENCY TRANSPORTATION AUTHORITY (SAN FRANCISCO BAY FERRY)

Bay Breeze Midlife Overhaul/Vessel Refurbishment– Release Date October 29, 2012

Ferry Terminal Refurbishment Construction Management Services - Release Date December 2012

Inflatable Buoyancy Apparatus Purchase and Installation – Release Date TBD

Construction Management Services for the Vallejo Ferry Maintenance Facility – Release Date November 9, 2012

WHERE TO FIND CONTRACTING OPPORTUNITIES:

AC TRANSIT: http://www.actransit.org/purchasing/

Alameda CTC: http://www.alamedactc.org/app_pages/view/3999

BART: http://www.bart.gov/about/business/contracts.asp

CCCTA: http://www.cccta.org/

RIO VISTA: http://www.riovistacity.com/whats-new

GGBHTD: http://www.goldengate.org/contracts/

MTC: http://procurements.mtc.ca.gov

SAMTRANS/CALTRAIN: http://procurement.samtrans.com

SFMTA: http://mission.sfgov.org/OCABidPublication

SOLTRANS: http://www.soltransride.com/procurement

TJPA: http://transbaycenter.org/tjpa/doing-business-with-the-tjpa

VTA: http://www.vta.org/procurement/solicitations/

WETA: http://www.watertransit.org/contract_opp.aspx

WESTCAT: http://www.westcat.org

NEWS YOU CAN USE…

DBE Ineligibility Database: The U.S. Department of Transportation, Departmental Office of Civil Rights (DOCR) developed a national online application to provide the general public with a centralized repository of transportation related denied, decertified or rejected DBEs and ACDBE applicants. The information in this database, along with the decision to deny, decertify or reject an application, is maintained by State administered Unified Certification Programs (UCP). Firms identified in this database are ineligible for Federal Transportation grants made available specifically for DBEs. Grant recipients are encouraged to query the ineligibility database to ensure that firms listed in the ineligibility database are not reported on federal-aid contracts for DBE credits. To access and query the database, please select the following: www.civilrights.dot.gov/page/dbe

Why Become A Certified DBE? Besides concession opportunities, a small business may find contract opportunities with public agencies in areas such as construction, engineering, professional services consulting, and material and equipment procurement. USDOT distributes in excess of $20 billion annually throughout the nation to help finance thousands of projects. Funds are provided to state transportation agencies for highway construction and improvements; to airports for facilities, runways and taxiway improvements; to transit agencies for mass transit projects; and to municipalities and counties for road improvements. The DBE Program provides a vehicle for ensuring participation by disadvantaged business enterprises in these projects. Only firms that are *certified* DBEs count towards DBE participation goals, so consider applying today! For additional information about the DBE Program (including DBE and ACDBE certification), visit www.californiaucp.com. Disadvantaged Business Utilization website at http://www.osdbu.dot.gov/

CONSTRUCTION ON THE SAN FRANCISCO CENTRAL SUBWAY PROJECT

San Francisco's $1.578 billion Central Subway Project is funded by the Federal Transit Administration (FTA), the state of California, MTC, the San Francisco Municipal Transportation Agency (SFMTA), and the City and County of San Francisco. The Central Subway project has long been a cornerstone of MTC's Resolution 3434, a strategic plan for delivering $18 billion in transit expansions and other transit projects in the region. As such, MTC supported SFMTA's request for federal funding, and also has been a key funding partner, providing $100 million of Proposition 1B, population-based transit funds to the project. The October 11, 2012, announcement of a federal agreement dedicating nearly $1 billion in federal funding to the project comes on the heels of an action by the California Legislature and Governor Jerry Brown in July of 2012 to enact a state high-speed rail funding package that includes $61.3 million in high-speed rail connectivity funds for the project. With the addition of the Central Subway, the T Third Line is projected to become the most heavily used line in the Muni Metro system by 2030. About 65,000 customers per day are projected to ride the T Third Line in 2030 – about 20 percent more than are projected to ride the most heavily used existing Muni Metro line, the N Judah Line. Construction is currently underway at four sites along the Central Subway Project alignment. Tunneling contractor Barnard Impregilo Healy Joint Venture is constructing a major excavation known as a launch box at the site in SoMa where tunneling will begin next year. Also in SoMa, work has begun to build below-ground walls, called headwalls, at the future site of the Yerba Buena/Moscone Station on 4th Street between Folsom and Howard streets. At Union Square, two blocks of Stockton Street between Ellis and Geary streets are currently closed to vehicle traffic to allow for headwall construction at the site of the future Union Square/Market Street Station. In addition, crews are working to relocate utility lines in North Beach to prepare to construct a retrieval shaft – an excavation on Columbus Avenue where the project's two tunnel boring machines (TBMs) are planned to be removed in 2014. For more information on this project, including contract opportunities – please visit **www.centralsubwaysf.com**

BUSINESS DEVELOPMENT WORKSHOPS– OCTOBER 25, 2012

Check out photos at: http://www.dot.ca.gov/dist4/calmentor/
We hope to see you at our next event in January 2013.

THERE IS A TRAIN COMING TO SONOMA AND MARIN COUNTIES IN 2016…..

With construction of the Sonoma-Marin commuter rail line well under way, officials say the system is within budget and on track to begin service in early 2016. The Sonoma-Marin Area Rail Transit district, in an initial progress report, said it has awarded construction contracts totaling $153.5 million. A second round that could total about $150 million will be awarded by spring, leaving an additional $60 million for staffing and engineering. SMART'S directors have adopted a $360 million plan to rebuild the line, construct stations and buy rail cars. Service from Guerneville Road in Santa Rosa to downtown San Rafael now is likely to start in early 2016. Revenue generated by a quarter percent sales tax rate in the two counties, SMART's major funding source, are running 5 percent ahead of projections. For 2012, sales taxes are expected to be $28.3 million. SMART has a $104,380,000 contract with Stacy & Witbeck Inc. of Alameda and Missouri-based Herzog Contracting Corp. to rehabilitate the line from Santa Rosa to the Marin County Civic Center. The district also is spending $9,142,647 to upgrade the crossings. The third major contract, for $40,035,887, is with Nippon Sharyo USA for delivery of six two-car train sets. The first train is to arrive in October 2013 for testing. So far, 10 miles of track rehabilitation have been completed and an additional five miles are expected to be done this construction season. The work includes new ballast underneath cement ties and continuously-welded rail. The next major contract, estimated to be $70 million, is for the communication system, signals and train control system, which would be awarded within the next few months. SMART is also planning to award a contract of $60 million to $80 million next spring to rebuild the track from the Civic Center to downtown San Rafael, replace the bridge over the Petaluma River with one bought from Galveston, Texas, build part of the pedestrian-bike path and finish stations. For more information about contracting opportunities with SMART, visit: http://www2.sonomamarintrain.org/index.php/contracts/

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Business Outreach Committee (BOC) Contracting Newsletter #19, Spring 2013

The goal of the BOC is to assist small and disadvantaged companies in doing business with Bay Area transportation agencies.

UPCOMING EVENTS

BOC MEETING *TO ADVISE THE PUBLIC OF UPCOMING PROJECTS AND TO RECEIVE COMMENTS ON: TUESDAY, APRIL 23, 2013 FROM 4:00 P.M. TO 6:00 P.M. at the Metropolitan Transportation Commission (MTC), 101 8th Street (Auditorium) Oakland, CA 94607.*

Your attendance is strongly encouraged. This meeting will provide the opportunity for members of the public to learn about upcoming transportation projects and provide input in the goal-setting process, specifically on the relative availability of DBEs that are ready, willing and able to compete for U.S. DOT - assisted contracts to be let by transportation agencies throughout the region. The Santa Clara Valley Transportation Authority (VTA) will also provide a special presentation on their SVBX Parking Structures Design Build (Contract C730). The San Francisco Bay Area Rapid Transit District will provide a special presentation on its Hayward Maintenance Complex Project (HMC).

CALMENTOR EVENT

CALTRANS DISTRICT 4 INVITES YOU TO THE ITS CALMENTOR MEETING AND MIXER ON THURSDAY, APRIL 25, 2013 FROM 1:00 P.M. TO 3:00 P.M. AT THE CALTRANS DISTRICT 4 OFFICES. 111 GRAND AVENUE. OAKLAND. CA IN THE PARK VIEW CONFERENCE ROOM.

UPCOMING CONTRACTING OPPORTUNITIES (SELECTED AGENCIES):

ALAMEDA CONTRA COSTA TRANSIT DISTRICT (AC TRANSIT)
Residential Real Estate Broker Services – closing date: 4/23/13*
VanHool A300K Diesel Exhaust System Retrofits – closing date: 5/31/13*
Bus Rapid Transit (BRT) Bus Procurement – closing date: 3/27/14*

CENTRAL CONTRA COSTA TRANSIT AUTHORITY (CCCTA)
Security Gate Upgrade Project – release date: 4/13

GOLDEN GATE BRIDGE, HIGHWAY & TRANSPORTATION DISTRICT (GGBHTD)
Wetland Restoration Design and Permitting Support Services – release date: 4/13*
Refurbishment of the M.S. San Francisco Ferry – release date: 4/13*
San Rafael Bus Facility Lighting Improvements – release date: 5/13*

METROPOLITAN TRANSPORTATION COMMISSION (MTC)
RFQ for On-call Video Services – release date: TBD*
RFQ for Benefits Broker – release date: TBD*
RFQ/RFP for Furniture Fixtures and Equipment – release date: TBD*

CITY OF RIO VISTA
Purchase and Operate Rio Vista Municipal Airport – release date: 8/13*

SAN FRANCISCO MUNICIPAL TRANSPORTATION AGENCY (SFMTA)
Phelan Loop Development Project – release date: TBD*
Presidio & Potrero ETI Bus Hoist Lifts - release date: TBD*
Job Order Contract (JOC) - release date: TBD*
This contract requires 'A' License. Work includes subway, track, Muni overhead lines, signal, and switchgear work.
Job Order Contract (JOC) - release date: TBD*
This contract requires 'A' License. Work includes subway, track, Muni overhead lines, signal, and switchgear.
Job Order Contract (JOC) – release date: TBD*
This contract requires 'B' License. Contract includes work for buildings & facilities located in San Francisco.
N-Line along Carl Street Track Improvement Project - release date: TBD*
Muni Metro System – Escalator Replacement – release date: TBD*

WATER EMERGENCY TRANSPORTATION AUTHORITY (SAN FRANCISCO BAY FERRY)
RFP for Construction of New Passenger Float. – release date: 7/13*
RFP for Gangway Rehabilitation at Main St, Harbor Bay and Clay St. Ferry Terminals – release date: 7 to 8/13*
RFP for Phase 0 Construction Contract for North Bay Maintenance & Operations Facility – release date: 5/13*
RFQ for Construction Management Services for Central Bay Maintenance & Operations Facility - release date: 5/13*
RFP for Construction Package 1 (Landside) North Bay Operations and Maintenance Facility – release date: 7/13*

WESTERN CONTRA COSTA TRANSIT AUTHORITY (WESTCAT)
Bus Wash $150K Date – TBD*

SANTA CLARA VALLEY TRANSPORTATION AUTHORITY (VTA)
Civil & Station Improvements SCAR BRT Project (Contract C830)-release date: 5/19/13*
Property Restoration & Completion Contract SCAR BRT Project (Contract C831) -release date: 5/19/13*

* All Dates subject to change. Check agency websites for more information.

WHERE TO FIND CONTRACTING OPPORTUNITIES:

AC TRANSIT: http://www.actransit.org/purchasing/
Alameda CTC: http://www.alamedactc.org/app_pages/view/3999
BART: http://www.bart.gov/about/business/contracts.asp
CCCTA: http://www.cccta.org/
RIO VISTA: http://www.riovistacity.com/whats-new
GGBHTD: http://www.goldengate.org/contracts/
MTC: http://procurements.mtc.ca.gov
SFMTA: http://mission.sfgov.org/OCABidPublication
SOLTRANS: http://www.soltransride.com/procurement
TJPA: http://transbaycenter.org/tjpa/doing-business-with-the-tjpa
VTA: http://www.vta.org/procurement/solicitations/
WETA: http://www.watertransit.org/contract_opp.aspx
WESTCAT: http://www.westcat.org
SAMTRANS/CALTRAIN: http://procurement.samtrans.com

NEWS YOU CAN USE…

The Business Outreach Committee hereby notifies all interested parties that the agencies listed to the right are beginning the process of establishing annual overall goals for participation by DBEs in contracts and procurements which may be financed in whole or in part by the DOT for FY 2014 – FY 2016. For additional details, please contact each agency that your firm may be interested in participating in a future business opportunity.

If you have not been certified as a DBE visit: http://californiaucp.org for details on certification.

CALIFORNIA UNIFIED CERTIFICATION PROGRAM (CUCP)….WHAT IS IT?

The California Unified Certification Program (CUCP) provides "one-stop shopping" certification services to small, minority and women businesses seeking to participate in the United States Department of Transportation (USDOT) Disadvantaged Business Enterprise (DBE) Program. Certification services are offered to businesses seeking to obtain either DBE or airport concessionaire disadvantaged business enterprise (ACDBE) status.

As mandated by USDOT in the DBE Program, Final Rule 49 Code of Federal Regulations (CFR), Parts 23 and 26, all public agencies that receive USDOT federal financial assistance must participate in a statewide unified certification program. These public agencies, commonly referred to as "recipients" of USDOT funds, include municipalities, counties, special districts, airports, transit agencies, and the State Department of Transportation (Caltrans). The California Unified Certification Program (CUCP) went into effect on January 1, 2002. It is a "One-Stop Shopping" certification program that eliminates the need for a DBE or ACDBE firm to obtain certifications from multiple agencies within the State. A business certified as a DBE or ACDBE through the CUCP is automatically accepted by all USDOT recipients in California.

The CUCP is charged with the responsibility of overseeing the certification activities performed by various certifying agencies, and compiling and maintaining a single Statewide database of certified DBEs. The Database is intended to expand the use of DBE and ACDBE firms by maintaining complete and current information on those businesses and the products and services they can provide to all USDOT recipients in California. The CUCP certifying agencies are responsible for certifying DBE firms. You only need to apply for DBE certification at one agency. If your firm meets the General Criteria for DBE certification as provided on the Application Package, submit your completed application, along with the requested documentation, to one of the Certifying Agencies serving the geographical area where your firm has its principal place of business.

GOODS THAT BUSINESS OPPORTUNITY COMMITTEE IS SEARCHING FOR DBE'S TO PROVIDE

Services: Boring, construction management for water-related activities, dredging, ferry terminal construction, float and pier construction and repairs, hazardous waste handling, pavement marking, striping, pest control services, pile drilling, including micropiles, caissons, drilled piers, cast-in-drilled-hole (CIDH) piles, precast concrete, pressure grouting, rebar (re-enforcing steel), ship or vessel building or repair, shoring, including sheet piling, towing, railway track work, including rail welding, vehicle repair/maintenance services and vessel engineering services.

Products/Materials: Bus replacement parts, cleaning products, gases, office supplies and oil/petroleum products,

If you are a vendor that can provide these services, products and materials, please apply for California UCP certification available here: http://californiaucp.org.

eBART…..

eBART is a new type of train for BART, although they are widely in use in Europe and elsewhere in the US. Called DMU (for diesel multiple-unit) trains, they are smaller than BART trains, have comfortable seats, wide windows and level boarding. eBART will allow East County residents to board a train at Hillcrest Avenue and arrive at the Pittsburg/Bay Point BART Station in 10 minutes. eBART trains will be timed to meet BART trains at Pittsburg/Bay Point. This project does not preclude future conventional BART service at a later date.

The eBART Project represents the first phase of a plan to extend rail service into East County. The eBART Project provides a cost-effective way to bring BART service to Antioch, and the rest of east Contra Costa County. eBART will provide East County with frequent, reliable, and high quality rail service that will connect the growing region of East Contra Costa County with areas already served by BART.

The DMU train was chosen to bring BART-quality rail service to East County at a much lower cost than conventional BART. The eBART project is 60% less expensive than conventional BART. Nothing about eBART precludes construction of conventional BART in the future given adequate ridership and funding. eBART stations will support multi-modal access: pedestrians, cyclists, Tri Delta Transit, The County Connection and Rio Vista Delta Breeze buses, and parking will all be accommodated.

eBART will provide over 600 construction jobs, and 40 to 80 permanent BART jobs once in operation.

For More Information on the project, inculudng future bidding opportunities please: email: ang@bart.gov or visit: www.bart.gov/eBART.

AGENCY CONTACTS

Alameda CTC: Seung Cho
Contract Procurement Analyst &
DBE Liaison Officer
(510) 208-7472 or
scho@alamedactc.org

AC Transit: Phillip McCants
Contracts Compliance Officer
(510) 577-8815 or
pmccants@actransit.org

BART: Ron Granada
Senior Civil Rights Officer
(510) 464-6103 or
RGranad@bart.gov

CCCTA: Janet Madrigal
Civil Rights Administrator
(925) 680-2044 or
madrigal@cccta.org

Rio Vista: John Andoh
Transit & Airport Coordinator
(707) 374-5337 or
jandoh@ci.rio-vista.ca.us

GGBHTD: Artemise Davenport
DBE Program Analyst
(415) 257-4581 or
adavenport@goldengate.org

MTC: Denise Rodrigues
Contract Compliance Manager
(510) 817-5897 or
drodri@mtc.ca.gov

SamTrans/Caltrain:
Raymond Lee, DBE Officer
(650) 508-7939 or
leer@samtrans.com

SFMTA: Sheila Evans Peguese
Contract Compliance Officer
(415) 701-4436 or sheila.evans-peguese@sfmta.com

SolTrans: Vacant
(707) 648-4646 or
soltransride.com

TJPA: Eddie Phillips
Contract Compliance Officer
(415) 597.4041 or
EPhillips@TransbayCenter.org

VTA: Liz Brazil
DBE Program Manager
(408) 321-5874 or
liz.brazil@vta.org

WETA: Lauren Gularte,
Administrative/Policy Analyst
(415) 364-3188 or
gularte@watertransit.org

WestCAT: Laura Calica
DBE Liaison Officer
(510) 724-3331 Ext. 113 or
laura@westcat.org

The BOC wants your help to make sure this newsletter brings you the information you want. Send suggestion and topics to improve newsletter content to: John Andoh, City of Rio Vista at jandoh@ci.rio-vista.ca.us.

Bay Area Transportation Consultant Opportunities

Professional Services Outreach and Networking Event

You Are Invited! The Bay Area Transportation **Business Outreach Committee (BOC) (**a consortium of transportation agencies) invites you to its Professional Services/Consultant Outreach event.

Why should you attend?

- **Learn about upcoming RFP, RFQ, RFI opportunities from transportation agencies in and around the Bay Area**
- **NETWORK with and market your firm to agency personnel, prime and subconsultants.**
- **Identify potential partners and build winning teams.**

Key project presentations by:

- **BART**
- **CalTrans, District 4**
- **MTC**

Don't miss out!

Join us & meet key decision makers

Tuesday, January 25, 2011

8:30 a.m. to 11:30 a.m.

Metropolitan Transportation Commission
Joseph P. Bort MetroCenter
101 Eighth Street
Oakland, CA 94607

To register, please return the attached form by fax or email:
Fax: (415) 257-4555 • Email: GJackson@goldengate.org

Business Outreach Committee
c/o Alameda County Transportation Commission
(ACTIA & ACCMA)
1333 Broadway, Suite 300
Oakland, CA 94612
More Info: (510) 267-6133

BOC Registration and Business Profile Form

Business Information		
Name of Company:		
Contact Name(s):		
Address:		
City:	State:	ZIP:
Phone:	Email:	
Website:		
How many years has the firm been in business?		
NAICS codes for desired work categories?		
Is the firm a subsidiary or affiliate of another firm? ☐ Yes ☐ No		
Parent/Affiliate Company Name(s):	Describe Relationship:	
Firm's certification (*please check all that apply*): ☐DBE ☐DVBE ☐MBE ☐WBE ☐SBE ☐LBE	With which certifying agency/agencies:	

Service Information
Please describe the type(s) of work your firm provides and NAICS codes:

Project History
Please describe your three largest projects over the past five years, including values
1.
2.
3.

Geographic Preference
Please list Counties in which your firm is willing to perform:

To register for the BOC Professional Services Consultant Event, please return this form to Gail Jackson via email at GJackson@goldengate.org or fax (415) 257-4555. Thank you and we look forward to seeing you at the MTC (101 Eighth Street Oakland, CA 94607) from 8:30-11:30 am on January 25, 2011!

Bay Area Transportation Construction Projects

Technical Training Event

You Are Invited! The Bay Area Transportation **Business Outreach Committee (BOC)** (the goal of the BOC is to assist small disadvantaged and local firms in doing business with Bay Area transportation agencies) invites you to:

Responding to an Invitation For Bid (IFB)

Learn the techniques of putting together responsive bids and how to market your small business as a prime or subcontractor

Session 1
Presented by: **Carol Bowyer**
Senior Counselor/Instructor
The Federal Technology Center

- Understanding the bid package
- What are the key elements of bid formats
- Identifying pre-bid conference requirements
- Understanding insurance, bonding, and wage determinations

Session 2
Presented by: **Dan Wheeler**
Business Development Manager
with **Elena Anaya**
Community Affairs Director
Turner Construction

- Explain the basic concepts of estimating and bidding
- Describe the process of procuring subcontractors
- Tips on marketing to prime contractors

Don't miss this opportunity to join us & learn important techniques for putting together responsive bids! Register early, seating is limited!

Tuesday, April 26, 2011

8:30 a.m. to 12:30 p.m.

Transbay Joint Powers Authority
201 Mission Street, Suite 2100
San Francisco, CA

(see attached directions to the TJPA offices)

To register, please return the attached form by fax or email:
Fax: (415) 597-4615 • Email: ephillips@transbaycenter.org

Business Outreach Committee
c/o Transbay Joint Powers Authority
201 Mission St., Suite 2100
San Francisco, CA 94105
More Info: (415) 597-4620
www.transbaycenter.org

BOC Registration and Business Profile Form

Business Information

Name of Company:		
Contact Name(s):		
Address:		
City:	State:	ZIP:
Phone:	Email:	
Website:		
How many years has the firm been in business?		
How many years of experience do you have in the construction industry?		
Is the firm a subsidiary or affiliate of another firm? ☐ Yes ☐ No		
Parent/Affiliate Company Name(s):	Describe Relationship:	

Service Information

Please describe the type(s) of work your firm provides and NAICS codes:

Industry and Bonding Information

Contractor Licenses: License #	Class
Bonding Company Name:	
What is your firm's bonding range? $ Single Project	$ Aggregate (all projects)

Project History

Please describe your three largest projects over the past five years, including values

1.

2.

3.

Projects of Interest

Please identify the size of construction projects your firm is interested in performing (check all boxes that apply):

Small construction projects less than $50,000	☐	☐	Projects $500,001 - $1,000,000
Projects between $50,001 - $100,000	☐	☐	Projects $1,000,001 - $3,000,000
Projects between $100,001 - $500,000	☐	☐	Projects greater than $3,000,000

Please list Counties in which your firm is willing to perform:

To register for the BOC Construction Technical Training Event, please return this form to Eddie Phillips via email at ephillips@transbaycenter.org or fax (415) 597-4615. Thank you and we look forward to seeing you at the TJPA (201 Mission St., Suite 2100 San Francisco, CA 94105) from 8:30 a.m. – 12:30 p.m. on April 26, 2011!

TRANSBAY JOINT POWERS AUTHORITY

DIRECTIONS

201 Mission Street is between Main & Beale Streets, three blocks from The Embarcadero. When you enter the building, check in with the security guard for a visitor badge and take the escalator up to the second floor to access the elevator banks. The TJPA is located in Suite 2100 on the 21st floor.

Public Transportation (visit http://www.511.org for door-to-door transit directions):

- *From MUNI/BART:* Take MUNI Metro or BART to the Embarcadero Station. Exit the station and walk one block south, on either Main or Beale, to Mission Street.

- *From the Transbay Temporary Terminal:* Exit the Temporary Terminal onto Beale Street, turn right heading north towards Mission Street. 201 Mission Street is at the intersection of Mission and Beale Streets.

- *From the San Francisco Ferry Building:* Exit the Ferry Building and cross the Embarcadero. Turn left to walk south to Mission Street. Turn right on Mission and walk three blocks west to 201 Mission.

Driving Directions

- *From the North Bay:* US 101-South to San Francisco, Right on Van Ness Avenue, Left on Broadway Street, through Broadway Tunnel, Right on The Embarcadero, Right on Mission Street.

- *From the East Bay:* I 80-West to San Francisco Harrison Street exit onto Fremont Street heading north, Right on Mission Street.

- *From the South Bay:* From US 101-North, merge onto I 80-North toward Port of San Francisco, take the exit on the left, merge onto King Street, which becomes The Embarcadero, Left on Mission Street.

Paid Area Parking Lots (Rates Vary)

- Ace Parking, 201 Mission Street
  The parking lot is located directly behind the 201 Mission Street building, and the entrance is in the 200 block of Howard Street, between Beale and Main Streets.

- 123 Mission Street Building Garage
  The parking garage is located at the 123 Mission Street building, and the entrance is from Main Street at the corner of Mission Street, between Howard and Mission Streets.

- Ampco System Parking, 120 Howard Street
  The parking garage is located at 120 Howard Street, and the entrance is on Howard Street, between Spear and Main Streets.

Business Outreach Committee
OPEN HOUSE

The Business Outreach Committee (BOC), a consortium of Bay Area transportation agencies, invites you to its Open House to learn about upcoming contracting opportunities on:

Tuesday, July 12, 2011

2 p.m. to 5 p.m., at

Metropolitan Transportation Commission (MTC)
101 Eighth Street, Oakland, CA 94607

WHY SHOULD YOU ATTEND?

- **LEARN about upcoming opportunities for**
  - **CONSTRUCTION**
  - **PROFESSIONAL SERVICES**
  - **GOODS AND SERVICES**
- **NETWORK with and market your firm to agency personnel.**
- **MEET staff from regional Resource Organizations**

PLEASE REGISTER ONLINE AT:
https://spreadsheets0.google.com/spreadsheet/viewform?formkey=dFNXbHgzempxWHd1VXE5dlVSeER5SXc6MQ

Or fax your reservation to: 415-257-4555.

For more information: Maria Cordero, 415-701-5239
Directions to MTC are attached.

Business Outreach Committee
c/o San Francisco Municipal Transportation Agency (SFMTA)
Contract Compliance Office
One South Van Ness Avenue, 6th Flr
More Info: Maria Cordero
(415) 701-5239

To register online, click link below, complete form, then click submit form.

https://spreadsheets0.google.com/spreadsheet/viewform?formkey=dFNXbHgzempxWHd1VXE5dlVSeER5SXc6MQ

Or you may print the registration form below and fax to 415-257-4555.

Registration for July 12, 2011 BOC Open House

Firm Name

Street Address

City

Zip Code

Name 1 First Attendee

Email 1 First Attendee

Name 2 Second Attendee

Email 2 Second Attendee

Telephone

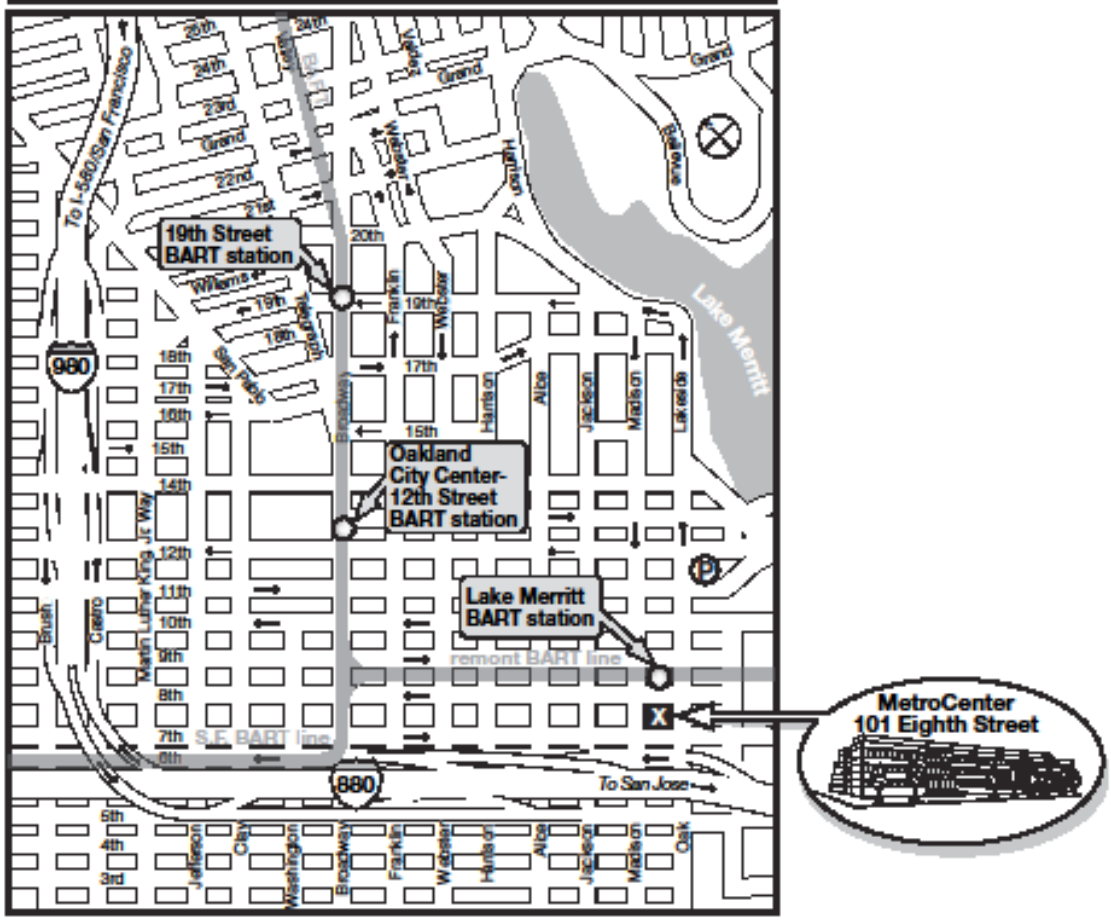
My firm provides:

- Construction
- Professional Services
- Goods and Services
- Other

What is your firm's specialty Specific trade, area of expertise, products sold, services provided, etc.

Metropolitan Transportation Commission

Joseph P. Bort MetroCenter
101 Eighth Street, 3rd Floor
Oakland, CA 94607



- **BART**
  Lake Merritt station

- **AC Transit**
  11 from Piedmont or Montclair; 59 or 59A from Montclair; 62 from East or West Oakland; 88 from Berkeley.

- **Amtrak**
  C.L. Dellums Station (2nd and Alice Streets)

- **Auto**
  From the San Francisco Bay Bridge, take I-580 East, exit onto I-980 West, merge onto I-880 South, take the Jackson St. exit and go straight on 5th, left on Oak and left on 8th.

  Travelling south on I-980, merge onto I-880 South, take the Jackson St. exit and go straight on 5th, left on Oak and left on 8th.

  Travelling north on the Nimitz Freeway (I-880), take the Oak St. exit.

- **Parking**
  Oakland Museum – 11th and Oak (underground parking, entrance on Oak between 11th and 12th). Metered parking is available on streets in the MetroCenter vicinity. Parking lot behind the MetroCenter is for BART patrons only.

- **From the Oakland Airport**
  AIR BART shuttle from Oakland Airport to BART is near baggage claim, but outside terminal. Cost is $3 (no change given). Take BART to Lake Merritt station.

For detailed transit directions, visit: www.511.org

California Unified Certification Program

Disadvantaged Business Enterprise (DBE)

CERTIFICATION WORKSHOP

Including one-on-one certification assistance

The Business Outreach Committee (BOC), with co-sponsor Contra Costa Supervisor Federal Glover and City of Pittsburg, invites you to learn about the DBE Certification Program.

Date: Thursday, January 19, 2012
Time: 2:30 – 4:30 p.m.
Place: Pittsburg Senior Center
300 Presidio Lane, Pittsburg, CA

For information on taking public transit to the event, please visit http://www.511.org/

WHY ATTEND?

- Learn how a DBE certification can provide you access to federally-funded projects. New federal requirements coming into effect February 2012 make it even more important for your firm to be certified.
- Bring your DBE certification application or questions and receive one-on-one assistance. Download an application at http://www.caltrans.ca.gov/hq/bep/downloads/pdf/DBE_Application.pdf
- Receive information on upcoming projects from BOC member agencies.

MINIMUM QUALIFICATIONS FOR DBE CERTIFICATION:

(Go to www.CaliforniaUCP.com for complete details)

- Firm must be at least 51% owned and controlled by one or more socially and economically disadvantaged individuals.
- Firm must be an independent business.
- Only existing for-profit "Small Business Concerns" as defined by the Small Business Act and Small Business Administration (SBA) regulations may be certified.
- SBA size standards apply.
- Personal Net Worth (PNW) of socially and economically disadvantaged owners must not exceed $1.32 Million, excluding the individual's ownership interest in the applicant firm and the equity in his/her primary residence.

To register online or sign up for future newsletters and event information, click link below (or copy to web browser), complete form, then click "submit form': https://docs.google.com/spreadsheet/viewform?hl=en_US&formkey=dDZWWUg2ZF83blhPeTZSYUI5MXF4c0E6MQ#gid=0

Certifying agencies include BART, SFMTA, Samtrans, and VTA.

What are the benefits of being a *CERTIFIED* Disadvantaged Business Enterprise?

The U.S. Department of Transportation (DOT) requires that recipients of federal transportation dollars establish a Disadvantaged Business Enterprise (DBE) program as part of efforts to eliminate inequalities in contracting and procurement. The goal of these programs is to "level the playing field" so that minority-owned and women-owned businesses can compete successfully for contracts offered by transportation-related agencies such as transit districts, congestion management agencies, and cities and counties. Contracts run the gamut from highway construction projects, seismic retrofit of bridges, refurbishing of ferry vessels, and installation of underground tanks and other infrastructure, to design, engineering, and environmental projects, to other professional and non-professional services. There are opportunities for both prime contractors and subcontractors on many of these contracts.

Effective January 1, 2002, the California Unified Certification Program (UCP) went into effect, which created a *One Stop Certification* process. The UCP eliminated the need for firms to acquire multiple DBE certifications throughout California by the creation of a reciprocity agreement among all agencies (California UCP member agencies) that receive funding from DOT. Simply stated, a DBE certification issued to a firm in California will be accepted by all other California UCP member agencies. DBE certified firms are placed in the California UCP database maintained by the California Department of Transportation (Caltrans). All California UCP member agencies, as well as firms and agencies in both private and public sectors, use this database to locate DBE businesses.

Every three years, transportation agencies that receive federal funding are required to evaluate their federally-funded contracting opportunities and to determine the level of DBE participation that might be anticipated for these contracts. Overall goals are predicated on availability of DBE firms: the greater the number of DBE firms, the higher the DBE participation goal.

Although being a DBE does not guarantee a contract, it gives your firm expanded exposure. When marketing your company, you can use your certified status as a "foot in the door" when introducing your firm to prime contractors.

DBE certification can help you increase your business opportunities, such as being offered assistance and advice about procurements and procurement practices and policies, receiving advance notice of upcoming projects, participating in one-on-one contacts with agency staff, and being contacted by prime contractors to meet goal requirements.

Learn more about the Disadvantaged Business Enterprise program at www.californiaucp.org.

To download a DBE certification application, visit:
http://www.caltrans.ca.gov/hq/bep/downloads/pdf/DBE_Application.pdf)

For more information, contact Gail Jackson, DBE Program Administrator
Golden Gate Bridge, Highway and Transportation District
(415) 257-4581 ¤ gjackson@goldengate.org

YOU ARE INVITED!

MEET THE BUYERS

PROCUREMENT FORUM

Tuesday, June 19, 2012 from 1:00 p.m. to 3:30 p.m.
at the **San Francisco Municipal Transportation Agency (SFMTA),**
2nd Floor Atrium, 1 South Van Ness Ave., San Francisco, California
(Conveniently located in front of Muni Metro Van Ness Avenue Station)

The Business Outreach Committee (BOC) invites Small Business Enterprise and Disadvantaged Business Enterprise suppliers to introduce their products and services to buyers from San Francisco Bay Area Transit Agencies and buyers from:

Barnard Impregilo Healy Joint Venture

Con-Quest Contractors, Inc.
General Engineering Contractors Lic.# 818668

Graniterock
General Engineering Contractor • License # 22
Pavex Construction Division

Kiewit Infrastructure Group

McCarthy

Robert A. Bothman, Inc.
Quality People. Quality Projects.™
www.bothman.com

Stacy and Witbeck

Webcor Builders / Obayashi Joint Venture

Don't miss your opportunity to show your products to prospective buyers. Please complete and bring copies of the attached Registration and Business Profile Form to distribute to the buyers.

Please RSVP at **http://goo.gl/5nde3**

The BOC is comprised of the:

Please complete this Business Profile Form and attach a business card, line card, brochure, and/or other marketing materials that describe your company's product.

Name of Company: _____

Contact Person: _____

Address: _____

Phone: _____ Fax: _____

Email: _____ Website: _____

My firm is a: ☐ Manufacturer ☐ Retailer ☐ Wholesaler

Please check all that apply: ☐ DBE ☐ MBE ☐ WBE ☐ SBE ☐ LBE

Certified by (list agencies): _____

Describe the major types(s) of product(s) you sell.

- o Chemicals, fuels, lubrication products: _____
- o Cleaning supplies and equipment: _____
- o Clothing, uniforms, badges, pins: _____
- o Computers, printers, software: _____
- o Construction supplies and equipment: _____
- o Electrical supplies and equipment, cables: _____
- o Furniture, appliances, floor/wall coverings: _____
- o Green products: _____
- o Radio, television, camera, electronic equipment: _____
- o Safety and first aid supplies and equipment: _____
- o Stationery supplies, office equipment: _____
- o Transportation vehicles, parts, lamps, tires: _____
- o Other: _____

Suggestion: Make several copies of completed form and distribute to buyers.

The Business Outreach Committee,
in cooperation with the
California Department of Transportation (Caltrans)
District 4 Calmentor Program,
invites all Architectural and Engineering (A&E)
and Other Professional Services Firms to the
Fall 2012 Business Development Workshop on
Thursday, October 25, 2012,
from 2:15 p.m. – 4:00 p.m.
at Caltrans District 4
111 Grand Avenue, Oakland

Four workshops will be offered:

- Funding Drives Projects: Learn How to Keep Track of What Funding is Available and When Allocations Can be Made at the State and Local Levels to Projects
- The Advantages of Certification: Agency Thresholds, Bidder Preferences, and Marketing Your Certification Effectively
- Avoid Common Pitfalls to Increase Your Chances of Being the Choice Consultant
- Contracting Methods Used in Bay Area Agency Procurements

To register, visit us at:
https://docs.google.com/Oct 25 Workshop Registration

All are invited. You do not need to be a Calmentor member to attend.

The workshops will be followed with an A&E mixer
from 4:30 p.m. – 6:30 p.m. at Vo's Restaurant, located across the street from Caltrans District 4
at 59 Grand Avenue, Oakland, CA.
This is a great opportunity for firms to network with other companies and public agency representatives.

The goal of the Business Outreach Committee is to assist small and disadvantaged companies in doing business with Bay Area Transportation Agencies.

U.S. Department of Transportation
Office of Small and Disadvantaged Business Utilization
Southwest SBTRC

Bonding Education/Short Term Lending Programs

Small Businesses Building Big: If you have a transportation contract or plan to bid on one, you don't want to miss this Financial Workshop on DOT bonding and access to capital!

When:

Tuesday,
October 30th, 2012
from 3pm - 6pm

Where:

Metropolitan Transportation Commission
Joseph P. Bort Metro Center
101 Eighth Street, Oakland, CA 94607

Financial Workshop:

Learn how to qualify for the US DOT Short Term Lending Program. Also, learn from Surety Experts how to get your first surety bond or how to increase your bonding capacity. Also, hear the latest on contracting opportunities on US DOT funded transportation projects.
NO COST TO ATTEND!

For more information and reservation, please contact:
Scott Leslie, Project Director, US DOT SBTRC
(916) 443-5957, bonding@calasiancc.org

The Surety & Fidelity Association of America

Department of Transportation United States of America

Southwest Region Field Office
Small Business Transportation Resource Center
DOT OSDBU

OBBT&C

BART

UMPQUA BANK

U.S. Department of Transportation
Office of Small and Disadvantaged Business Utilization

BONDING EDUCATION PROGRAM

SMALL BUSINESSES BUILDING BIG

When: Workshops Start – April 18, 2012 at 4:00 PM to 7:00 PM
(April 18, 25; May 1, 8, 16, 23, 30; June 6)

Where: Metropolitan Transportation Commission
Joseph P. Bort MetroCenter
101 Eighth St.
Oakland, CA 94607

Don't miss this opportunity to get the latest market information and advice your company needs to grow in this competitive industry!

Program Objectives:

The Bonding Education Program's goals are to educate small contractors about industry challenges and to assist participants in their efforts to obtain surety bonds, or increase their bonding capacity. The program offers unique workshops that apply to transportation-related businesses, but other small businesses will find it valuable as well. Participants will interact with service providers and bond producers, and learn how to conduct business with local, state and federal transportation agencies.

For more information and reservation, please contact:
Scott Leslie, Project Director, US DOT SBTRC
(916) 443-5957
sleslie@calasiancc.org

The Surety & Fidelity Association of America

Presented by

Southwest Region Field Office
Small Business Transportation
Resource Center

DOT OSDBU

Bonding Education Program (BEP)

Offered through a Partnership of the
U.S. Department of Transportation-Office of Small & Disadvantaged Business Utilization
Southwest Region Small Business Transportation Resource Center (SBTRC) and
The Surety & Fidelity Association of America (SFAA)

SCHEDULE OF BUSINESS SEMINARS

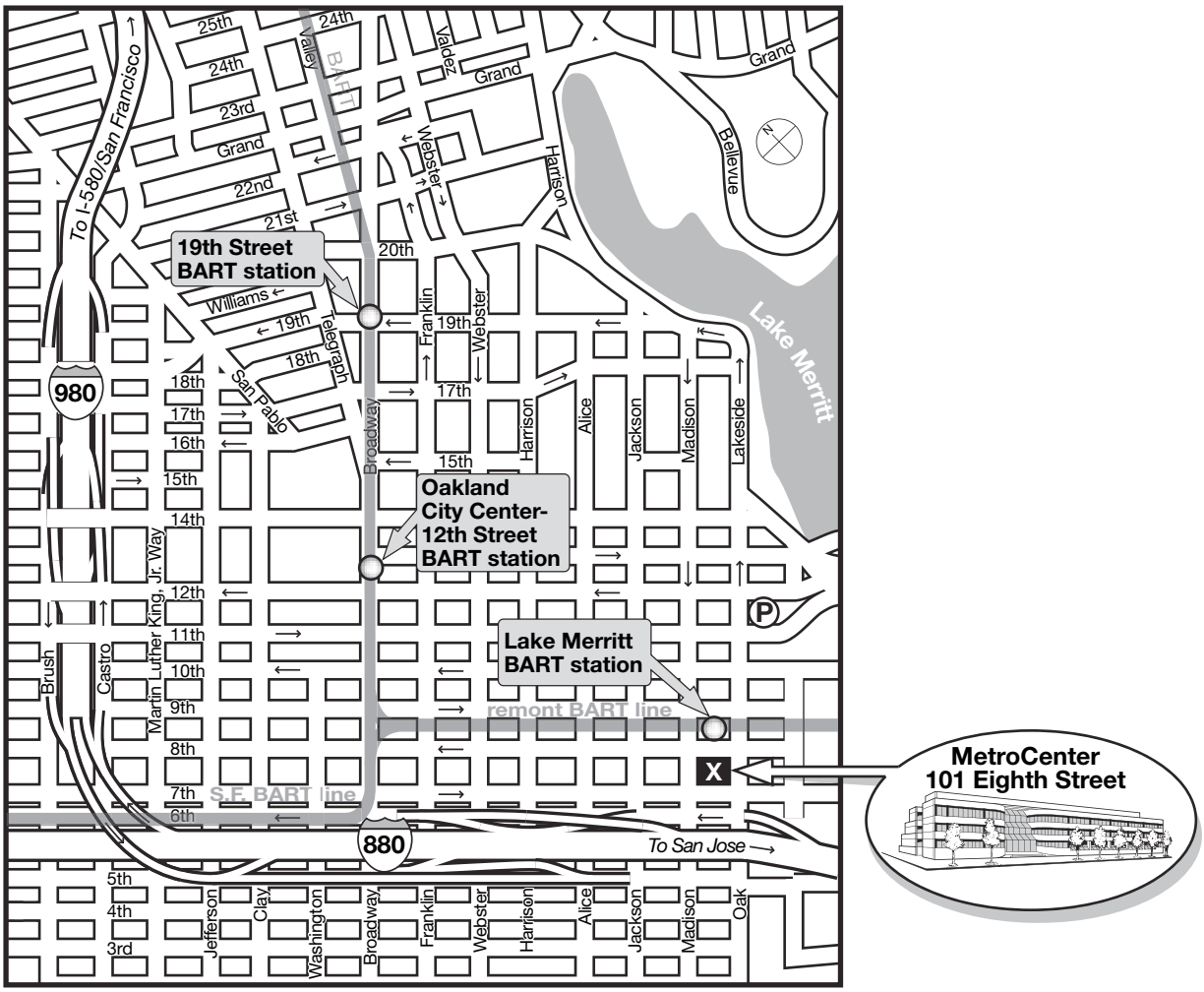
ALL CLASSES WILL BE HELD AT THE METROPOLITAN TRANSPORTATION COMMISSION
JOSEPH P. BORT METRO CENTER
101 EIGHTH STREET, OAKLAND, CA 94607

4:00-5:00 p.m.	**Classroom Instruction**
5:00 – 5:30	**Presentations by Project Owners, Prime Contractors, Resource Agencies and Other Entities**
5:30-6:30 p.m.	**Classroom Instruction**
6:30-7:00 p.m.	**Q&A and Networking**

DATE	SESSION	WEEK
April 18, 2012 Wednesday	• Bonding Education Program Kick-Off and Orientation by SFAA • Business Planning and Management for Construction	#1
April 25, 2012 Wednesday	• Bonding and Insurance for Contractors	#2
May 1, 2012 Tuesday	• Construction Accounting and Financial Management	#3
May 8, 2012 Tuesday	• Marketing, Estimating and Bidding	#4
May 16, 2012 Wednesday	• Claims and Dispute Resolution • Banking and Financing for Construction	#5
May 23, 2012 Wednesday	• Project Management and Field Operations	#6
May 30, 2012 Wednesday	• Managing Growth • Completion of Business Seminars, Reception & Networking	#7
June 6, 2012 Wednesday	• Completion of Prescriptive Plans / Next Steps	#8

Metropolitan Transportation Commission

Joseph P. Bort MetroCenter
101 Eighth Street, 3rd Floor
Oakland, CA 94607



- **BART**
  Lake Merritt station

- **AC Transit**
  11 from Piedmont or Montclair; 59 or 59A from Montclair; 62 from East or West Oakland; 88 from Berkeley.

- **Amtrak**
  C.L. Dellums Station (2nd and Alice Streets)

- **Auto**
  From the San Francisco Bay Bridge, take I-580 East, exit onto I-980 West, merge onto I-880 South, take the Jackson St. exit and go straight on 5th, left on Oak and left on 8th.

  Travelling south on I-980, merge onto I-880 South, take the Jackson St. exit and go straight on 5th, left on Oak and left on 8th.

  Travelling north on the Nimitz Freeway (I-880), take the Oak St. exit.

- **Parking**
  Oakland Museum – 11th and Oak (underground parking, entrance on Oak between 11th and 12th). Metered parking is available on streets in the MetroCenter vicinity. Parking lot behind the MetroCenter is for BART patrons only.

- **From the Oakland Airport**
  AIR BART shuttle from Oakland Airport to BART is near baggage claim, but outside terminal. Cost is $3 (no change given). Take BART to Lake Merritt station.

For detailed transit directions, visit: www.511.org

REGIONAL AGENCY HEADQUARTERS

Not far from the western anchorage of the San Francisco-Oakland Bay Bridge, a vital new center for regional collaboration is being born.

At 390 Main Street in San Francisco, the *Bay Area Headquarters Authority* (BAHA) is renovating a former U.S. Postal Service building to serve as the joint headquarters of the *Association of Bay Area Governments* (ABAG), the *Bay Area Air Quality Management District* (BAAQMD) and the *Metropolitan Transportation Commission* (MTC).

For more information on the Headquarters Project, please visit:
http://www.mtc.ca.gov/about_mtc/headquarters/

McCarthy Building Companies, Inc. is the general contractor for the Regional Agency Headquarters Project. All subcontractors are required to provide a complete a Pre-Qualification package prior to submitting a bid to McCarthy.

To apply for prequalification, please visit:
https://prequalification.mccarthy.com

Important Dates for the Regional Agency Headquarters Project:

Bid Package 3-Seismic Demolition and Upgrade		
Activity	Start*	Finish*
Prequalify Subcontractors	February 14, 2013	March 15, 2013
Bid Period	March 18, 2013	April 26, 2013
Bid Package 4-Skin Demolition and Installation, Interior Build-out & Elevators		
Activity	Start*	Finish*
Prequalify Subcontractors	September 10, 2013	September 23, 2013
Bid Period	October 1, 2013	November 11, 2013
Construction		
Activity	Start*	Finish*
Abatement and Soft Demolition	January 2, 2013	May 30, 2013
Seismic Retrofit and Hard Demolition	July 23, 2012	February 12, 2014
Core and Shell	April 14, 2014	September 5, 2014
Rough-in's and Finishes	December 20, 2013	October 1, 2014
Sitework	June 4, 2014	September 26, 2014

**** Note-all dates are subject to change without notice***

METROPOLITAN TRANSPORTATION COMMISSION

The Metropolitan Transportation Commission (MTC) is the transportation planning, coordinating and financing agency for the nine-county San Francisco Bay Area. Over the years, the agency's scope has grown, and it is now three agencies in one, functioning as MTC as well as the Bay Area Toll Authority (BATA) and the Service Authority for Freeways and Expressways (SAFE).

VISIT: MTC.CA.GOV

To register and receive email notification regarding Invitations for Bid (IFB), Requests for Information (RFI), Requests for Proposals (RFP), and Requests for Qualifications (RFQ) when they are issued, please visit: http://bids.mtc.ca.gov/find_existing_vendor

To learn about MTC, BATA, SAFE and BAHA contracting opportunities, please visit:
http://procurements.mtc.ca.gov/

Business OUTREACH Committee

Alameda-Contra Costa Transit District (AC Transit)

Alameda County Transportation Commission (Alameda CTC)

Bay Area Rapid Transit (BART)

Central Contra Costa Transit Authority (County Connection)

City of Rio Vista (Delta Breeze)

Golden Gate Bridge, Highway and Transportation District (GGBHTD)

Metropolitan Transportation Commission (MTC)

Peninsula Corridor Joint Powers Board (Caltrain)

San Francisco Bay Area Water Emergency Transportation Authority (WETA)

San Francisco Municipal Transportation Agency (SFMTA)

San Mateo County Transit District (SamTrans)

Santa Clara Valley Transportation Authority (VTA)

Transbay Joint Powers Authority (TJPA)

[Date]

[Contact]
[Trade Organization]
[Address]
[City, ST, ZIP]

Dear [Contact]:

The Business Outreach Committee (BOC), a consortium of Bay Area transportation agencies, would like to invite you to our symposium on Disadvantaged Business Enterprise (DBE) Goal Setting Efforts. As someone who is knowledgeable about minority and women business participation in public contracting, you can provide insight that would be invaluable in our efforts to establish DBE goals that mirror a color-blind society. Please consider joining us on April 23, 2013, from 2:30 PM to 3:30 PM at the Metropolitan Transportation Commission, 101 Eighth Street, Oakland, California 94607.

Tentative Agenda

Introduction/Background
Agency Goal Setting Practices
DBE Participation Challenges
Your Input/Dialogue
Open Forum

Our objective is to inform you of our upcoming contracts for the next three years and solicit your input on our goal setting efforts. In particular, we are interested to hear from you with regard to the availability of minority and women owned firms in trades that have historically been low in DBE participation. These include, among others, certain construction trades, such as re-enforcing steel and piling, and various services and commodities. Additional details will be provided at the symposium.

If you have any questions, please do not hesitate to contact either Sheila Evans-Peguese (415-701-4436 / Sheila.Evans-Peguese@sfmta.com) or me (650-508-7939 / LeeR@samtrans.com). We would be more than happy to answer your questions or provide any additional information about our symposium.

We look forward to your participation.

Sincerely,

Sheila Evans-Peguese
San Francisco Municipal Transportation Agency

Raymond Lee
San Mateo County Transit District

Business Outreach Committee (BOC)
A Consortium of Bay Area Transportation Agencies

April 23, 2013
2:30 p.m. – 3:30 p.m.

Metropolitan Transportation Commission
101 8th Street (Auditorium)
Oakland, CA 94607

COLLABORATIVE MEETING TO DISCUSS HOW TO INCREASE AVAILABILITY OF MINORITY AND WOMEN OWNED FIRMS IN TRADES THAT HAVE HISTORICALLY BEEN LOW IN DBE PARTICIPATION

Agenda

1. Introduction/Background
2. Agency Goal Setting Practices
3. DBE Participation Challenges
4. Input/Dialogue
5. Open Forum

Business Outreach Committee (BOC)

A Consortium of Bay Area Transportation Agencies

*****PUBLIC NOTICE*****

The Business Outreach Committee has scheduled a meeting to advise the public of upcoming projects and to receive comments on:

Tuesday, April 23, 2013
4:00 p.m. to 6:00 p.m.

at the following location:

Metropolitan Transportation Commission (MTC)*
101 8th Street (Auditorium)
Oakland, California 94607

**directions are attached; public transportation is encouraged as parking is limited.*

Your attendance is strongly encouraged. Please inform businesses that may not have received this notice.

This meeting will provide the opportunity for members of the public to learn about upcoming transportation projects and provide input in the goal-setting process, specifically on the relative availability of Disadvantaged Business Enterprises (DBEs) that are ready, willing and able to compete for U.S. Department of Transportation (DOT) -assisted contracts to be let by transportation agencies throughout the region.

Representatives from the agencies listed to the left will be presenting their agency's upcoming contract opportunities.

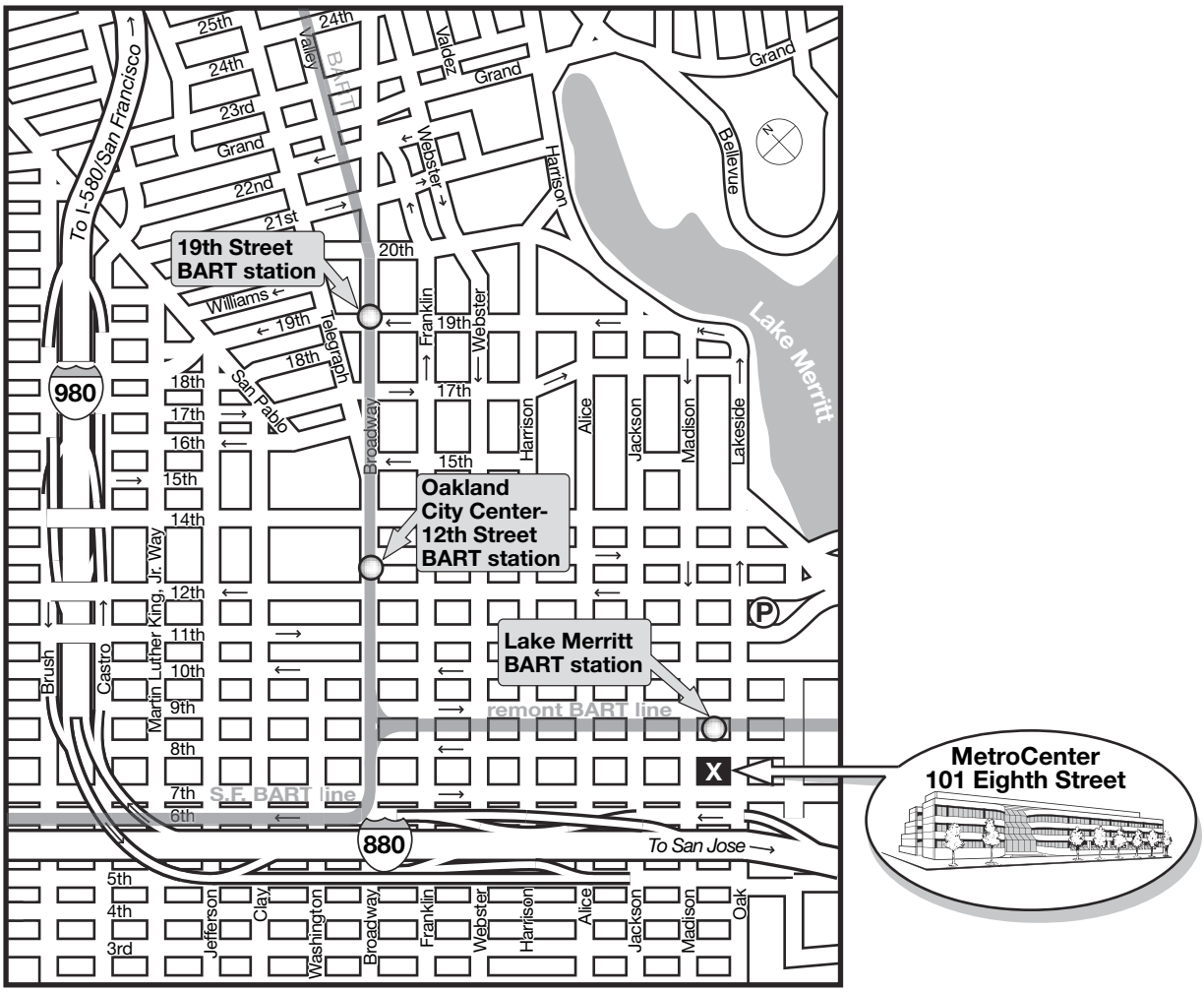
The Santa Clara Valley Transportation Authority will also provide a special presentation on their
SVBX Parking Structures Design Build (Contract C730)

The San Francisco Bay Area Rapid Transit District will provide a special presentation on its Hayward Maintenance Complex Project (HMC)

The Business Outreach Committee hereby notifies all interested parties that the agencies listed to the left are beginning the process of establishing annual overall goals for participation by DBEs in contracts and procurements which may be financed in whole or in part by the DOT for FY 2014 – FY 2016.

Metropolitan Transportation Commission

Joseph P. Bort MetroCenter
101 Eighth Street, 3rd Floor
Oakland, CA 94607



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- **Amtrak**
  C.L. Dellums Station (2nd and Alice Streets)

- **Auto**
  From the San Francisco Bay Bridge, take I-580 East, exit onto I-980 West, merge onto I-880 South, take the Jackson St. exit and go straight on 5th, left on Oak and left on 8th.

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- **From the Oakland Airport**
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For detailed transit directions, visit: www.511.org

ATTACHMENT B

YOU ARE INVITED TO THE BOC MEET THE BUYERS PROCUREMENT FORUM

Friday, July 19, 2013, from 1:00 p.m. to 3:30 p.m.
at the Metropolitan Transportation Commission (MTC),
101 8th Street, Oakland, California

(Conveniently located next to the Lake Merritt BART Station, see attached directions)

This event will provide the opportunity for Small, Local and Disadvantaged businesses to introduce their products and services and receive information from the following San Francisco Bay Area Transit and Transportation Agencies:

Don't miss your opportunity to show your products to prospective buyers.

Please complete and bring copies of the attached Business Profile Form to distribute to the buyers.

You do not need to RSVP for this event.

Business Profile Form

Please complete this form and attach a business card, line card, brochure, and/or other marketing materials that describe your company's products and/or services and bring it with you the Meet the Buyers Event to help inform the agencies about your business.

Name of Company: _____

Contact Person: _____

Address: _____

Phone: _____

Email: _____

My firm is a: ☐ Manufacturer ☐ Retailer ☐ Wholesaler

Check all that apply: ☐ DBE ☐ SBE ☐ WBE ☐ MBE ☐ LBE

Certified By (list all applicable certifying agencies):

_____

_____

_____

Describe the major types(s) of product(s) or services your firm provides:

_____

_____

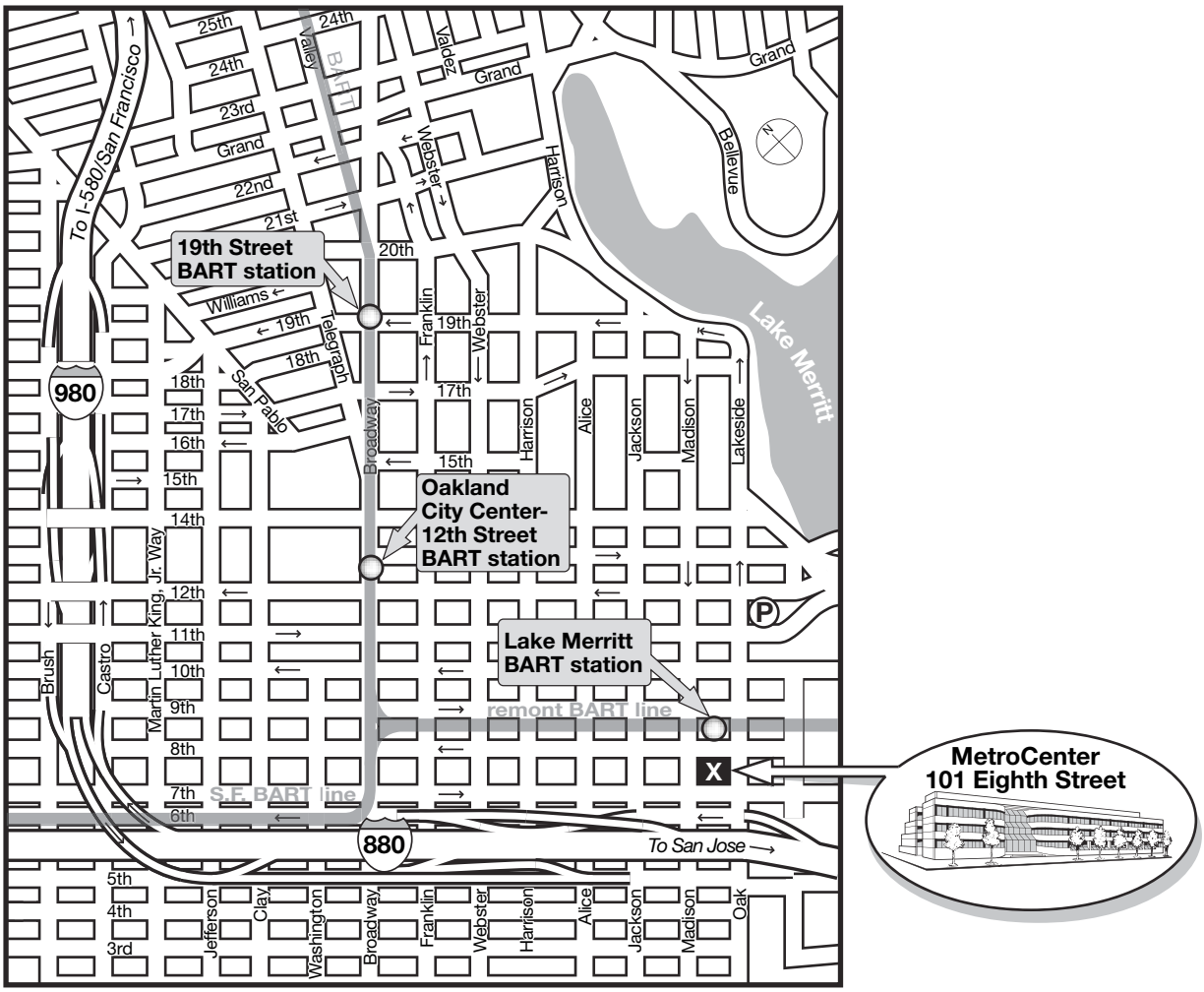
_____

_____

Suggestion: Make several copies of completed form and distribute to buyers.

Metropolitan Transportation Commission

Joseph P. Bort MetroCenter
101 Eighth Street, 3rd Floor
Oakland, CA 94607



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For detailed transit directions, visit: www.511.org

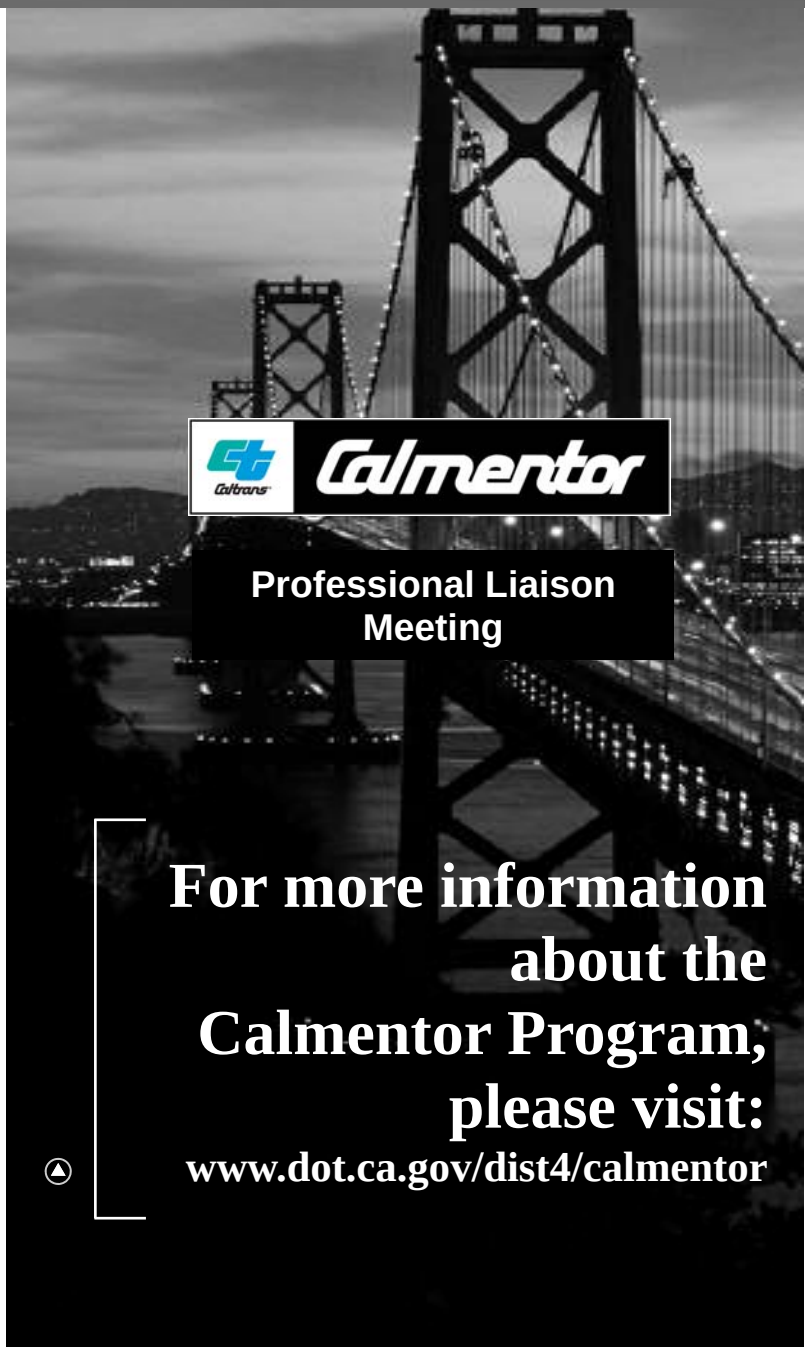
SAVE THE DATE
JULY 25, 2013

D4 Quarterly Meeting

Come join us for the Joint Caltrans District 4 Quarterly Professional Liaison and Calmentor Program Meeting and Mixer!!

DATE: July 25, 2013
TIME: 1:00 - 3:00 p.m.
WHERE: Parkview Room
15th Floor
Caltrans D4 Office
111 Grand Avenue
Oakland, California

Come network with Caltrans, local transportation agency managers, and private Bay Area firms!



More Details Coming Soon!!!

ATTACHMENT C

METROPOLITAN
TRANSPORTATION
COMMISSION

Joseph P. Bort MetroCenter
101 Eighth Street
Oakland, CA 94607-4700
TEL 510.817.5700
TTY/TDD 510.817.5769
FAX 510.817.5848
EMAIL info@mtc.ca.gov
WEB www.mtc.ca.gov

Adrienne J. Tissier, Chair
San Mateo County

Amy Rein Worth, Vice Chair
Cities of Contra Costa County

Tom Azumbrado
U.S. Department of Housing and Urban Development

Tom Bates
Cities of Alameda County

David Campos
City and County of San Francisco

Dave Cortese
Santa Clara County

Bill Dodd
Napa County and Cities

Dorene M. Giacopini
U.S. Department of Transportation

Federal D. Glover
Contra Costa County

Mark Green
Association of Bay Area Governments

Scott Haggerty
Alameda County

Anne W. Halsted
San Francisco Bay Conservation and Development Commission

Steve Kinsey
Marin County and Cities

Sam Liccardo
Cities of Santa Clara County

Jake Mackenzie
Sonoma County and Cities

Kevin Mullin
Cities of San Mateo County

Bijan Sartipi
State Business, Transportation and Housing Agency

James P. Spering
Solano County and Cities

Scott Wiener
San Francisco Mayor's Appointee

Steve Heminger
Executive Director

Ann Flemer
Deputy Executive Director, Policy

Andrew B. Fremier
Deputy Executive Director, Operations

September 12, 2012

Ms. Anita Heard
Program Analyst
FTA Office of Civil Rights
1200 New Jersey Ave, SE
Washington, DC 20590

Re: **MTC Quarterly Clipper® Title VI Status Report**

Dear Ms. Heard:

In September 2011, the Federal Transit Administration (FTA) conducted an on-site Title VI Compliance Review ("the Review") of the Metropolitan Transportation Commission (MTC). FTA's Final Report on the Review was issued on April 12, 2012 ("the Review"). Corrective actions were requested in two areas: 1) Language access to Limited English Proficiency ("LEP") Persons; and 2) Clipper® Program Fare Equity Analysis. With respect to the Clipper® Program, FTA asked MTC to provide updates on its activities to correct identified disparate impacts and implement the Program with the least discriminatory impacts on a quarterly basis,

MTC responded to the FTA on May 11 and June 11, 2012 with its proposed corrective actions as required per the Review, and continues to work to complete the corrective actions related to the language access to LEP and Clipper® program.

As required per the Review, MTC is submitting the attached Quarterly Clipper® Title VI Status Report.

Sincerely,

Ann Flemer

Ann Flemer
Deputy Executive Director, Policy

J:\PROJECT\Title VI Report\Audit - Compliance Review\Sept 2011 Title VI Audit\MTC Response to 9.11 Compliance Review\Clipper Qtrly Reports\09.12.12ClipperTitleVI-FTA_final.docx

CLIPPER® TITLE VI STATUS REPORT
September 12, 2012

Background

On June 12, 2012, MTC provided the Federal Transit Administration (FTA) with a response to the findings of the *Title VI Compliance Review of the Metropolitan Transportation Commission*. MTC's response to FTA included a commitment to provide updates on the Clipper® fare payment system every 90 days. This is the first such update covering the period from June 12 – September 12, 2012.

Key Actions Taken in the Past 90 Days

On June 27, 2012, MTC's Commission directed staff to submit the *Final Title VI Report: Clipper® Fare Media Transitions (Final Title VI Summary Report)* to FTA and to implement changes to the Clipper® Program in a manner consistent with the *Final Title VI Summary Report*. MTC's Commission also adopted changes to the Clipper® Operating Rules (MTC Resolution No. 3983, Revised) supporting the findings and recommendations of the Report. The *Final Title VI Summary Report* identified the following planned activities:

1. Establish a process that enables youths (or their parents/guardians) and seniors to apply for Clipper® cards by mail or email;

2. Accept school identification cards that include birthdates and explore the feasibility of accepting additional forms of identification that indicate a youth's age, or other methods by which youths can prove their eligibility for a youth Clipper® card;

   Regarding Items 1 and 2, MTC expects to launch the mail/email application process for youth and senior cards in the next month. MTC will also begin accepting additional forms of identification as proof of eligibility for the youth and senior cards. These initiatives will make it easier for youths and seniors to apply for Clipper® cards. MTC will provide details about the program launch in the next report. In support of the launch, MTC has produced youth and senior card applications in multiple languages (see Attachment 1).

3. Institute a $3 Clipper® card acquisition fee (adult cards only), effective September 1, 2012;

4. Eliminate the $5 minimum load requirement for customers acquiring new cards, effective September 1, 2012;

5. Engage in partnership arrangements with community based organizations (CBOs), through which the CBOs will provide Clipper® cards and information to constituents;

6. Set a consistent $5 Clipper® card and balance replacement fee that applies to all customers at all locations;

Regarding item nos. 3 – 6 from the above list, on September 1, 2012, the program implemented four program changes:

a) Reinstatement of $3 acquisition fee for new Clipper® cards (adult cards only);
b) Elimination of requirement that customers load at least $5 to all new cards

NOTE: On August 30, 2012, MTC learned that the requirement to add a minimum amount of value to new cards must remain in effect at Muni Metro and Golden Gate Ferry ticket vending machines because these devices cannot issue new cards without value; MTC is working with the impacted transit agencies to update customer education notices about the minimum load policy);

c) Launch of program offering free cards through community based organizations (CBOs); and
d) Reduction of fee for card and balance replacement from $10 for most customers to $5 for all customers at all customer service locations.

In support of reinstating the card acquisition fee, MTC published customer education notices in eight publications that target limited-English proficiency readers (3 Spanish-language newspapers, 2 Chinese newspapers, 2 Korean newspapers, and 1 Vietnamese newspaper). MTC also added multilingual decals to Clipper® card vending machines. See Attachment 2 for examples of the press release, advertising and informational decals and signs. MTC has collaborated with transit agencies to ensure coordination of customer education initiatives related to the card fee reinstatement.

7. Actively monitor the Clipper® retailer network to ensure adequate and comprehensive geographic coverage, particularly for minority and low-income individuals; and

8. Provide Clipper® materials at MTC-sponsored public meetings.

Regarding item nos. 7 and 8 from the above list, MTC is actively monitoring the Clipper® retailer network to ensure adequate and comprehensive geographic coverage, and MTC is providing Clipper® materials at MTC-sponsored meetings.

In addition to the activities identified in the *Final Title VI Summary Report*, on July 1, 2012, VTA completed the transition of its monthly passes to Clipper®-only availability. Customers can still get the same benefits of a monthly pass, i.e. unlimited rides for a month, but customers must load the electronic version of the monthly pass to their Clipper® cards. MTC sponsored a comprehensive customer education initiative to inform VTA's customers about the change; the customer education initiative included 104 outreach events staffed by multilingual personnel, multilingual advertising, multilingual information on clippercard.com (see Attachment 3 for screenshot of Chinese language information), and multilingual brochures. While retail and ticket office sales of the paper passes has ended, VTA is continuing to make paper passes available to customers who receive subsidized passes through social services organizations.

In early August, MTC announced the opening of a new Clipper® in-person customer service center at AC Transit's headquarters building in Oakland (see Attachment 4 for related press release). The customer service center provides a range of customer services in English, Spanish, and Mandarin and Cantonese.

Attachment 1

Youth and Senior Clipper® Card Applications (English, Chinese, Spanish, and Vietnamese)

CLIPPER SENIOR APPLICATION

APPLICATION INSTRUCTIONS

Complete and submit this application to obtain a Senior Clipper® card. Applicants must be 65 years of age or older to apply. All applications must be accompanied by verification of senior age eligibility. You can submit your application in-person at a Clipper® customer service center or participating transit partner location (visit clippercard.com for a list of current options), as well as by mail, fax or email unless you intend to purchase an AC Transit monthly pass.

ATTENTION: AC TRANSIT RIDERS

For seniors who want to purchase an AC Transit monthly pass, the AC Transit monthly pass for seniors can only be loaded on a Regional Transit Connection (RTC) Clipper® card. In this case, the RTC Clipper® card takes the place of the Senior Clipper® card. This form cannot be used to apply for an RTC Clipper® card. Please visit transit.511 or call 511 for more information about the RTC Clipper® card program

Step 1: CARDHOLDER CONTACT INFORMATION (All fields in Step 1 are required.)

First Name _____ Middle Initial _____ Last Name _____

Mailing Address _____ City _____ State _____ Zip Code _____

Day Phone _____ Email Address (if available) _____

Step 2: CARDHOLDER AGE VERIFICATION

Check the one document you are submitting to verify eligibility:

- ☐ Birth Certificate or Passport
- ☐ State-Issued Identification Card or Driver's License
- ☐ Alien Registration/Permanent Resident Card
- ☐ Matricula Consular/Consular Identification Card
- ☐ SF City ID Card
- ☐ Military Identification/Dependent Card with Date of Birth
- ☐ Medical Benefit Card with Date of Birth

Date of Birth (MM/DD/YYYY) _____

Verification Document # _____

Step 3: CLIPPER ACCOUNT INFORMATION

In which one of the following languages would you prefer to receive your Clipper® information:

☐ English ☐ Spanish ☐ Chinese

To provide an additional level of security when accessing your card information, we require you to provide an answer to one of the following:

☐ Mother's Maiden Name _____

☐ City of Birth _____

Please note: You will be asked this question each time you contact Customer Service to access your card information in person or via phone or email.

Step 4: SIGNATURE

By signing, I attest that the information on this application is true and correct. (If applicant is unable to sign, the signature of a conservator is required.)

Signature _____ Date _____

Step 5: SUBMIT APPLICATION

Be sure to include a copy* of your age verification with your application.

*** Copies only. Original documents will not be returned.**

MAIL to: Clipper® Youth/Senior Applications, PO Box 318, Concord, CA 94522
Or FAX to: 1.877.565.3149 **Or EMAIL:** senioryouthapps@clippercard.com

Please allow 7 days for delivery.

If you have any questions, please call Clipper® Customer Service at 877.878.8883.

Please view the Clipper® Privacy Policy at clippercard.com/ClipperWeb/privacy.do

TRANSIT AGENCY USE ONLY: Intake Date _____ Transit Agency _____ Employee Name _____

CLIPPER 年長者申請表

申請表說明

填寫和送交本申請表，獲取年長者Clipper®卡。申請人必須年滿65歲或以上。所有的申請表必須隨附年長者年齡資格證明。除非您打算購買東灣公車（AC Transit）月票，否則您可以親自在Clipper®客戶服務中心或參加計劃的公交合作夥伴地點（請在網站clippercard.com 查看當前地點表）送交申請表。

請注意：東灣公車乘車者

對於希望購買東灣公車月票的年長者，東灣公車年長者月票只能載入地區公車連接（RTC）Clipper®卡。在這種情況下，RTC Clipper®卡將取代年長者Clipper®卡。不能使用本表申請RTC Clipper®卡。請查閱網站transit.511，或撥打511號碼，瞭解有關RTC Clipper®卡計劃的進一步詳情。

第1步：持卡人聯絡資訊 （第1步中的所有欄目均需填寫。）

名 _____ 中間名首字母縮寫 _____ 姓 _____

郵寄地址 _____ 城市 _____ 州 _____ 郵遞區號 _____

日間電話 _____ 電子郵件地址（如有） _____

第2步：持卡人年齡證明

勾選您用於證明資格提交的一份文件：

- ☐ 出生證或護照
- ☐ 州政府頒發的身份證或駕照
- ☐ 外籍人士註冊卡/永久居民卡
- ☐ 墨西哥領館頒發的身份證/領館頒發的身份證
- ☐ 三藩市身份證
- ☐ 軍人身份證/家屬身份證（註明出生日期）
- ☐ 醫療福利卡（註明出生日期）

出生日期（月/日/年） _____

證明文件號碼 _____

第3步：CLIPPER帳戶資訊

您願意用以下哪一種語言收到您的Clipper®資訊：

☐ 英語 ☐ 西班牙語 ☐ 中文

爲了在存取您的卡上資訊時提供額外的安全保護，我們要求您提供對以下一個問題的回答：

☐ 母親的婚前姓氏 _____

☐ 出生城市 _____

請注意：您每次與客戶服務部聯絡時，都會向您提出這個問題，才能親自或打電話或發電子郵件存取您的卡上的資訊。

第4步：簽名

我在下方的簽名證明，本申請表中的資訊準確無誤。（如果申請人無法簽名，則要求監護人簽名。）

簽名 _____ 日期 _____

第5步：送交申請表 請確定在您的申請表中，附上您的年齡證明副本*。

***僅需副本。文件正本將不予退還。**

郵寄至: Clipper® Youth/Senior Applications, PO Box 318, Concord, CA 94522
或傳真至: 1.877.565.3149 **或電郵至:** senioryouthapps@clippercard.com

請容許7天郵寄時間。 如您有任何問題？請致電Clipper®客戶服務中心，電話號碼：877.878.8883.

請上網瀏覽Clipper®的隱私權政策，網址：clippercard.com/ClipperWeb/privacy.do

TRANSIT AGENCY USE ONLY: Intake Date _____ Transit Agency _____ Employee Name _____

Solicitud de CLIPPER para Adulto Mayor

INSTRUCCIONES DE LA SOLICITUD

Llene y envíe esta solicitud para obtener una tarjeta Clipper® para Adulto Mayor. Los solicitantes deben tener 65 años de edad o más para solicitar. Todas las solicitudes deben ir acompañadas de un comprobante de elegibilidad por edad de adulto mayor. Puede presentar su solicitud en persona en un centro de servicio al cliente de Clipper® o una localidad de alguna agencia de transporte asociada participante.

AVISO: USUARIOS DE AC TRANSIT

Para las personas mayores que desean comprar un pase mensual de AC Transit, el pase mensual de AC Transit para adultos mayores sólo se puede agregar a una tarjeta Clipper® de la Conexión Regional de Tránsito (RTC). En este caso, la tarjeta Clipper® RTC toma el lugar de la tarjeta Clipper® para Adulto Mayor. Esta solicitud no se puede utilizar para solicitar una tarjeta Clipper® de RTC. Por favor visite transit.511 o llame al 511 para obtener más información sobre el programa de la tarjeta Clipper® de RTC.

Paso 1: INFORMACIÓN DE CONTACTO DEL TITULAR DE LA TARJETA (Todos los campos en el Paso 1 son obligatorios.)

Nombre _____ Inicial del segundo nombre _____ Apellido _____

Dirección postal _____ Ciudad _____ Estado _____ Código postal _____

Teléfono de día _____ Correo electrónico (si está disponible) _____

Paso 2: VERIFICACIÓN DE EDAD DEL TITULAR DE LA TARJETA

Marque el documento único que usted está presentando para comprobar la elegibilidad:

- ☐ Certificado de nacimiento o pasaporte
- ☐ Licencia de conducir o tarjeta de identificación expedida por el Estado
- ☐ Tarjeta de registro de extranjero/residente permanente
- ☐ Matrícula Consular
- ☐ Tarjeta de identificación de la Ciudad de SF
- ☐ Tarjeta de identificación/dependiente militar con fecha de nacimiento
- ☐ Tarjeta de prestaciones médicas con fecha de nacimiento

Fecha de nacimiento (MM/DD/AAAA) _____

No. de documento de verificación _____

Paso 3: INFORMACIÓN DE LA CUENTA DE CLIPPER

¿En cuál de los siguientes idiomas prefiere recibir su información sobre Clipper®?:

☐ Inglés ☐ Español ☐ Chino

Para proveer un nivel adicional de seguridad al acceder a la información de su tarjeta, le pedimos que dé una respuesta a uno de los siguientes:

☐ Nombre de soltera de su madre _____

☐ Ciudad de nacimiento _____

Tenga en cuenta: Se le hará esta pregunta cada vez que se comunique con Servicio al Cliente para acceder a su información de la tarjeta en persona o por teléfono o correo electrónico.

Paso 4: FIRMA

Al firmar, certifico que la información en esta solicitud es verdadera y correcta. (Si el solicitante no puede firmar, se requiere la firma de un curador.)

Firma _____ Fecha _____

Paso 5: PRESENTAR LA SOLICITUD Asegúrese de incluir una copia* de su comprobante de edad con su solicitud.

*** Copias solamente. No se devolverán los documentos originales.**

Envíese por CORREO a: Clipper® Youth/Senior Applications, PO Box 318, Concord, CA 94522
ó por FAX al: 1.877.565.3149 **ó por CORREO ELECTRÓNICO:** senioryouthapps@clippercard.com

Por favor calcule 7 días para la entrega. ¿Preguntas? Por favor llame a Servicio al Cliente de Clipper® al 877.878.8883.
Por favor vea las Políticas de Privacidad de Clipper® en clippercard.com/ClipperWeb/privacy.do

TRANSIT AGENCY USE ONLY: Intake Date _____ Transit Agency _____ Employee Name _____

CLIPPER ĐƠN XIN THẺ CAO NIÊN

CHỈ DẪN NỘP ĐƠN

Điền và nộp đơn này để có được thẻ Clipper® Cao niên. Đương đơn phải 65 tuổi hoặc hơn. Đơn phải kèm theo chứng nhận về tuổi tác. Quý vị có thể đích thân nộp đơn tại trung tâm dịch vụ khách hàng Clipper® hoặc tại các địa điểm của những đối tác vận chuyển tham gia (truy cập clippercard.com để có danh sách những lựa chọn hiện có) trừ khi quý vị có ý định mua thẻ tháng của AC Transit.

CHÚ Ý: KHÁCH ĐI AC TRANSIT

Đối với người cao niên muốn mua thẻ tháng AC Transit thì thẻ này chỉ có thể nạp vào thẻ Clipper® RTC (Reginal Transit Connection). Trong trường hợp này thì thẻ Clipper® RTC sẽ thay thế thẻ Clipper® Cao niên. Quý vị không thể dùng mẫu này để xin thẻ Clipper® RTC. Xin vui lòng truy cập transit.511 hoặc điện thoại 511 để có thêm thông tin về chương trình của thẻ Clipper® RTC.

Bước 1: THÔNG TIN LIÊN LẠC CỦA NGƯỜI MANG THẺ (Phải điền tất cả các mục trong Bước 1.)

Tên _____ Tên đệm _____ Họ _____

Địa chỉ _____ Thành phố _____ Tiểu bang _____ Mã Zip _____

Điện thoại ban ngày _____ Địa chỉ Điện thư (nếu có) _____

Bước 2: CHỨNG NHẬN TUỔI CỦA NGƯỜI MANG THẺ

Đánh dấu tài liệu nộp theo để chứng nhận có đủ điều kiện:

- ☐ Khai sinh hoặc Hộ chiếu
- ☐ Thẻ Căn cước do Tiểu bang cấp hoặc Bằng lái xe
- ☐ Thẻ Đăng ký Ngoại kiều/Thẻ Thường trú
- ☐ Thẻ Căn cước Mễ/Thẻ Căn cước do Lãnh sự cấp
- ☐ Thẻ Căn cước do SF cấp
- ☐ Thẻ Quân nhân/Phụ thuộc có Ngày sinh
- ☐ Thẻ Phúc lợi Y tế có Ngày sinh

Ngày Sinh (TT/NN/NNNN) _____

Tài liệu Xác nhận # _____

Bước 3: THÔNG TIN VỀ TRƯƠNG MỤC CLIPPER

Bạn muốn nhận thông tin về thẻ Clipper® bằng ngôn ngữ nào:

☐ Anh ngữ ☐ Tây ban nha ☐ Tiếng Tầu

Để tăng thêm mức độ an ninh khi tiếp cận thông tin của thẻ, chúng tôi đòi hỏi quý vị phải cung cấp câu trả lời cho một trong những câu hỏi sau đây:

☐ Họ Mẹ _____

☐ Sinh ra ở Thành phố _____

Ghi chú: Quý vị sẽ được hỏi câu này mỗi lần quý vị tiếp xúc với Dịch vụ Khách hàng để có thể tiếp cận thông tin của thẻ trực tiếp hoặc qua điện thoại hoặc điện thư.

Bước 4: CHỮ KÝ

Bằng chữ ký, tôi xác nhận thông tin trong đơn này là thật và đúng. (Nếu đương đơn không thể ký tên thì phải có chữ ký của người bảo hộ).

Chữ ký _____ Ngày _____

Bước 5: NỘP ĐƠN Nhớ đính kèm bản sao* chứng nhận tuổi tác với đơn xin.

*** Chỉ nộp bản sao mà thôi. Bản chính sẽ không được gửi trả lại.**

GỬI BƯU ĐIỆN về: Clipper® Youth/Senior Applications, PO Box 318, Concord, CA 94522
Hoặc FAX cho: 1.877.565.3149 **Hoặc ĐIỆN THƯ cho:** senioryouthapps@clippercard.com

Cho phép 7 ngày để giao thẻ. Nếu có thắc mắc, xin vui lòng điện thoại cho Dịch vụ Khách hàng củ Clipper® ở số 877.878.8883.
Xin vui lòng xem Chính sách về sự Riêng tư của Clipper® tại clippercard.com/ClipperWeb/privacy.do

TRANSIT AGENCY USE ONLY: Intake Date _____ Transit Agency _____ Employee Name _____

CLIPPER YOUTH APPLICATION

APPLICATION INSTRUCTIONS

Complete and submit this application to obtain a Youth Clipper® card. All applications must be accompanied by verification of youth age eligibility. You can submit your application in-person at a Clipper® customer service center or participating transit partner location (visit clippercard.com for a list of current options), as well as by mail, fax or email unless you intend to purchase an AC Transit monthly pass.

AC TRANSIT RIDER APPLICATION INSTRUCTIONS

If you want to purchase an AC Transit 31-day youth pass, your Youth Clipper® card requires a photo and your card can only be issued by AC Transit. Please complete this application form and return it in-person to the Clipper® Customer Service Center at AC Transit, 1600 Franklin Street, Oakland. Office hours are Monday through Friday, 8am-5pm. Youth applicant must be present for photo.

IMPORTANT NOTE: DISCOUNTED YOUTH FARES

Youth Clipper® cards calculate discounted youth fares based on age and eligibility. The minimum age for a youth fare on all transit agencies is 5 since children under 5 years of age ride all public transit for free and the maximum age varies by transit agency. Please contact your transit agency at 511 for information on discounted youth fare age eligibility.

Step 1: CARDHOLDER CONTACT INFORMATION (All fields in Step 1 are required.)

First Name _____ Middle Initial _____ Last Name _____

Mailing Address _____ City _____ State _____ Zip Code _____

Day Phone _____ Email Address (if available) _____

Step 2: CARDHOLDER AGE VERIFICATION

Check the one document you are submitting to verify eligibility:

- ☐ Birth Certificate or Passport
- ☐ State-Issued Identification Card or Driver's License
- ☐ Alien Registration/Permanent Resident Card
- ☐ Matricula Consular/Consular Identification Card
- ☐ SF City ID Card
- ☐ Student Identification Card with Date of Birth
- ☐ Military Dependent Card with Date of Birth
- ☐ Medical Benefit Card with Date of Birth

Date of Birth (MM/DD/YYYY) _____

Verification Document # _____

Step 3: CLIPPER ACCOUNT INFORMATION

In which one of the following languages would you prefer to receive your Clipper® information:

☐ English ☐ Spanish ☐ Chinese

To provide an additional level of security when accessing your card information, we require you to provide an answer to one of the following:

☐ Mother's Maiden Name _____

☐ City of Birth _____

Please note: You will be asked this question each time you contact Customer Service to access your card information in person or via phone or email.

Step 4: SIGNATURE

Parent/Guardian signature is required. By signing, I attest that the information on this application is true and correct.

Parent/Guardian Signature _____ Date _____

Step 5: SUBMIT APPLICATION

Be sure to include a copy* of your age verification with your application.

*** Copies only. Original documents will not be returned.**

MAIL to: Clipper® Youth/Senior Applications, PO Box 318, Concord, CA 94522
Or FAX to: 1.877.565.3149 **Or EMAIL:** senioryouthapps@clippercard.com

Please allow 7 days for delivery. Questions? Please call Clipper® Customer Service at 877.878.8883.
Please view the Clipper® Privacy Policy at clippercard.com/ClipperWeb/privacy.do

TRANSIT AGENCY USE ONLY: Intake Date _____ Transit Agency _____ Employee Name _____

CLIPPER 青年申請表

申請表說明

填寫和送交本申請表，獲取青年Clipper®卡。所有的申請表必須隨附青年年齡資格證明。除非您打算購買東灣公車（AC Transit）月票，否則您可以親自在Clipper®客戶服務中心或參加計劃的公交合作夥伴地點（請在網站clippercard.com查看當前地點表）送交申請表。

東灣公車乘車者申請表說明

如果您希望購買東灣公車31天青年月票，您的青年Clipper®卡要求附帶相片，只能由東灣公車局發放該卡。請填寫本申請表，並將填妥的表格親自送至東灣公車局Clipper®客戶服務中心，地址：AC Transit, 1600 Franklin Street, Oakland。辦公時間為星期一至星期五上午八時至下午五時。必須出示青年申請表才能拍照。

重要注意事項：減價青年車費

青年Clipper®卡根據年齡和資格計算減價青年車費。所有公交機構要求的青年車費的最低年齡是五歲，因為五歲以下兒童可免費搭乘所有的公交車，最高年齡限制因公交機構不同而異。請撥打511號碼，與您的公交機構聯絡，瞭解有關減價青年車費年齡資格要求資訊。

第1步：持卡人聯絡資訊 （第1步中的所有欄目均需填寫。）

名 _____ 中間名首字母縮寫 _____ 姓 _____

郵寄地址 _____ 城市 _____ 州 _____ 郵遞區號 _____

日間電話 _____ 電子郵件地址（如有） _____

第2步：持卡人年齡證明

勾選您用於證明資格提交的一份文件：

- ☐ 出生證或護照
- ☐ 州政府頒發的身份證或駕照
- ☐ 外籍人士註冊卡/永久居民卡
- ☐ 墨西哥領館頒發的身份證/領館頒發的身份證
- ☐ 三藩市身份證
- ☐ 學生身份證（註明出生日期）
- ☐ 軍人家屬身份證（註明出生日期）
- ☐ 醫療福利卡（註明出生日期）

出生日期（月/日/年） _____

證明文件號碼 _____

第3步：CLIPPER帳戶資訊

您願意用以下哪一種語言收到您的Clipper®資訊：

☐ 英語 ☐ 西班牙語 ☐ 中文

爲了在存取您的卡上資訊時提供額外的安全保護，我們要求您提供對以下一個問題的回答：

☐ 母親的婚前姓氏 _____

☐ 出生城市 _____

請注意：您每次與客戶服務部聯絡時，都會向您提出這個問題，才能親自或打電話或發電子郵件存取您的卡上的資訊。

第4步：簽名

要求家長/監護人簽名。我在下方的簽名證明，本申請表中的資訊準確無誤。

家長/監護人簽名 _____ 日期 _____

第5步：送交申請表 請確定在您的申請表中，附上您的年齡證明副本*。

***僅需副本。文件正本將不予退還。**

郵寄至: Clipper® Youth/Senior Applications, PO Box 318, Concord, CA 94522

或傳真至: 1.877.565.3149 **或電郵至:** senioryouthapps@clippercard.com

請容許7天郵寄時間。 如您有任何問題？請致電Clipper®客戶服務中心，電話號碼：877.878.8883.

請上網瀏覽Clipper®的隱私權政策，網址：clippercard.com/ClipperWeb/privacy.do

TRANSIT AGENCY USE ONLY: Intake Date _____ Transit Agency _____ Employee Name _____

Solicitud de CLIPPER para Jóvenes

INSTRUCCIONES DE LA SOLICITUD

Llene y envíe esta solicitud para obtener una tarjeta Clipper® para Jóvenes. Todas las solicitudes deben ir acompañadas de un comprobante de elegibilidad por edad de joven. Puede presentar su solicitud en persona en un centro de servicio al cliente de Clipper® o una localidad de alguna agencia de transporte asociada participante (visite clippercard.com para ver una lista de las opciones actuales) a menos que sea su intención comprar un pase mensual de AC Transit.

INSTRUCCIONES DE SOLICITUD PARA USUARIOS DE AC TRANSIT

Si usted desea comprar un pase de 31 días para jóvenes de AC Transit, su tarjeta Clipper® para Jóvenes requiere una foto y su tarjeta sólo puede ser expedida por AC Transit. Por favor llene esta solicitud y devuélvala en persona al Centro de Servicio al Cliente de Clipper® en AC Transit. 1600 Franklin Street, Oakland. Las horas de oficina son de lunes a viernes, de 8 a.m. a 5 p.m. El solicitante joven debe estar presente para la foto.

AVISO IMPORTANTE: TARIFAS CON DESCUENTO PARA JÓVENES

Las tarjetas Clipper® para Jóvenes calculan las tarifas con descuento para jóvenes con base en la edad y la elegibilidad. La edad mínima para la tarifa de joven con todas las agencias de transporte es de 5 ya que los niños menores de 5 años de edad viajan por transporte público de forma gratuita, y la edad máxima varía según la agencia de transporte. Comuníquese con su agencia de transporte al 511 para obtener información sobre la elegibilidad por edad para tarifas con descuento para jóvenes.

Paso 1: INFORMACIÓN DE CONTACTO DEL TITULAR DE LA TARJETA (Todos los campos en el Paso 1 son obligatorios.)

Nombre _____ Inicial del segundo nombre _____ Apellido _____

Dirección postal _____ Ciudad _____ Estado _____ Código postal _____

Teléfono de día _____ Correo electrónico (si está disponible) _____

Paso 2: VERIFICACIÓN DE EDAD DEL TITULAR DE LA TARJETA

Marque el documento único que usted está presentando para comprobar la elegibilidad:

- ☐ Certificado de nacimiento o pasaporte
- ☐ Licencia de conducir o tarjeta de identificación expedida por el Estado
- ☐ Tarjeta de registro de extranjero/residente permanente
- ☐ Matrícula Consular
- ☐ Tarjeta de identificación de la Ciudad de SF
- ☐ Credencial de estudiante con fecha de nacimiento
- ☐ Tarjeta de dependiente militar con fecha de nacimiento
- ☐ Tarjeta de prestaciones médicas con fecha de nacimiento

Fecha de nacimiento (MM/DD/AAAA) _____

No. de documento de verificación _____

Paso 3: INFORMACIÓN DE LA CUENTA DE CLIPPER

¿En cuál de los siguientes idiomas prefiere recibir su información sobre Clipper®?:

☐ Inglés ☐ Español ☐ Chino

Para proveer un nivel adicional de seguridad al acceder a la información de su tarjeta, le pedimos que dé una respuesta a uno de los siguientes:

☐ Nombre de soltera de su madre _____

☐ Ciudad de nacimiento _____

Tenga en cuenta: Se le hará esta pregunta cada vez que se comunique con Servicio al Cliente para acceder a su información de la tarjeta en persona o por teléfono o correo electrónico.

Paso 4: FIRMA

Se requiere la firma del Padre/Madre/Tutor. Al firmar, certifico que la información en esta solicitud es verdadera y correcta.

Firma del Padre/Madre/Tutor _____ Fecha _____

Paso 5: PRESENTAR LA SOLICITUD Asegúrese de incluir una copia* de su comprobante de edad con su solicitud.

*** Copias solamente. No se devolverán los documentos originales.**

Envíese por CORREO a: Clipper® Youth/Senior Applications, PO Box 318, Concord, CA 94522
ó por FAX al: 1.877.565.3149 **ó por CORREO ELECTRÓNICO:** senioryouthapps@clippercard.com

Por favor calcule 7 días para la entrega. ¿Preguntas? Por favor llame a Servicio al Cliente de Clipper® al 877.878.8883.
Por favor vea las Políticas de Privacidad de Clipper® en clippercard.com/ClipperWeb/privacy.do

TRANSIT AGENCY USE ONLY: Intake Date _____ Transit Agency _____ Employee Name _____

CLIPPER ĐƠN XIN THẺ THIẾU NIÊN

CHỈ DẪN NỘP ĐƠN

Điền và nộp đơn này để có được thẻ Clipper® Thiếu niên. Đơn phải kèm theo chứng nhận về tuổi tác. Bạn có thể đích thân nộp đơn tại trung tâm dịch vụ khách hàng Clipper® hoặc tại các địa điểm của những đối tác vận chuyển tham gia (truy cập clippercard.com để có danh sách những lựa chọn hiện có) trừ khi bạn có ý định mua thẻ tháng của AC Transit.

CHỈ DẪN NỘP ĐƠN CHO KHÁCH ĐI AC TRANSIT

Nếu bạn muốn mua thẻ tháng thiếu niên AC Transit, thẻ Clipper® Thiếu niên đòi hỏi phải có ảnh và chỉ được phát hành bởi AC Transit mà thôi. Xin điền đơn và đích thân nộp tại Trung tâm Dịch vụ Khách hàng Clipper® tại AC Transit, 1600 Franklin Street, Oakland. Giờ làm việc từ 8 giờ sáng đến 5 giờ chiều, từ thứ Hai đến thứ Sáu. Thiếu niên nộp đơn phải có mặt để chụp ảnh.

GHI CHÚ: GIẢM GIÁ CHO THIẾU NIÊN

Thẻ Clipper® Thiếu niên căn cứ vào điều kiện tuổi để giảm giá. Tuổi tối thiểu cho giá vé thiếu niên tại tất cả các cơ quan vận chuyển là 5 vì trẻ em dưới 5 tuổi được sử dụng tất cả các phương tiện vận chuyển công cộng miễn phí, và tuổi tối đa thay đổi tùy cơ quan. Xin liên lạc với cơ quan vận chuyển của bạn ở số 511 để có thông tin về điều kiện tuổi được giảm giá.

Bước 1: THÔNG TIN LIÊN LẠC CỦA NGƯỜI MANG THẺ (Phải điền tất cả các mục trong Bước 1.)

Tên _____ Tên đệm _____ Họ _____

Địa chỉ _____ Thành phố _____ Tiểu bang _____ Mã Zip _____

Điện thoại ban ngày _____ Địa chỉ Điện thư (nếu có) _____

Bước 2: CHỨNG NHẬN TUỔI CỦA NGƯỜI MANG THẺ

Đánh dấu tài liệu nộp theo để chứng nhận có đủ điều kiện:

- ☐ Khai sinh hoặc Hộ chiếu
- ☐ Thẻ Căn cước do Tiểu bang cấp hoặc Bằng lái xe
- ☐ Thẻ Đăng ký Ngoại kiều/Thẻ Thường trú
- ☐ Thẻ Căn cước Mễ/Thẻ Căn cước do Lãnh sự cấp
- ☐ Thẻ Căn cước do SF cấp
- ☐ Thẻ Học sinh có Ngày Sinh
- ☐ Thẻ Quân nhân/Phụ thuộc có Ngày Sinh
- ☐ Thẻ Phúc lợi Y tế có Ngày sinh

Ngày Sinh (TT/NN/NNNN) _____

Tài liệu Xác nhận # _____

Bước 3: THÔNG TIN VỀ TRƯƠNG MỤC CLIPPER

Bạn muốn nhận thông tin về thẻ Clipper® bằng ngôn ngữ nào:

☐ Anh ngữ ☐ Tây ban nha ☐ Tiếng Tầu

Để tăng thêm mức độ an ninh khi tiếp cận thông tin của thẻ, chúng tôi đòi hỏi quý vị phải cung cấp câu trả lời cho một trong những câu hỏi sau đây:

☐ Họ Mẹ _____

☐ Sinh ra ở Thành phố _____

Ghi chú: Quý vị sẽ được hỏi câu này mỗi lần quý vị tiếp xúc với Dịch vụ Khách hàng để có thể tiếp cận thông tin của thẻ trực tiếp hoặc qua điện thoại hoặc điện thư.

Bước 4: CHỮ KÝ

Đòi hỏi phải có chữ ký của Phụ huynh/Giám hộ. Bằng chữ ký, tôi xác nhận thông tin trong đơn này là thật và đúng.

Phụ huynh/Giám hộ Chữ ký _____ Date _____

Bước 5: NỘP ĐƠN Nhớ đính kèm bản sao* chứng nhận tuổi tác với đơn xin.

*** Chỉ nộp bản sao mà thôi. Bản chính sẽ không được gửi trả lại.**

GỬI BƯU ĐIỆN về: Clipper® Youth/Senior Applications, PO Box 318, Concord, CA 94522
Hoặc FAX cho: 1.877.565.3149 **Hoặc ĐIỆN THƯ cho:** senioryouthapps@clippercard.com

Cho phép 7 ngày để giao thẻ. Nếu có thắc mắc, xin vui lòng điện thoại cho Dịch vụ Khách hàng củ Clipper® ở số 877.878.8883.
Xin vui lòng xem Chính sách về sự Riêng tư của Clipper® tại clippercard.com/ClipperWeb/privacy.do

TRANSIT AGENCY USE ONLY: Intake Date _____ Transit Agency _____ Employee Name _____

Attachment 2

Press Release, Point of Sale Displays and Print Advertising for Clipper® Card Fee Reinstatement (English, Spanish, Chinese, Vietnamese, Korean, Russian, Tagalog)

Press Releases

For Immediate Release

$3 Acquisition Fee for New Adult Clipper® Cards Takes Effect Sept. 1

Fee Will Cover Costs, Encourage Long-Term Use

Contacts:
Randy Rentschler, 510-817-5780
John Goodwin, 510-817-5862

Questions and Answers About the New Adult Clipper Card Acquisition Fee

Translations:
- Spanish (PDF)
- Chinese (PDF)
- Vietnamese (PDF)

OAKLAND, CA, August 20, 2012… Beginning September 1, 2012, new Adult Clipper® cards will cost $3. As an incentive for customers to try automatically reloading their Clipper cards, Clipper will waive the $3 fee for customers who sign up for the Autoload feature when they order a card online at clippercard.com.

The new $3 fee is only for new Adult Clipper cards; Youth and Senior Clipper cards remain free, and the fee for a Regional Transit Connection Clipper card, for transit riders with qualifying disabilities, remains $3. At the same time as instituting the $3 fee, the Metropolitan Transportation Commission (MTC), which is spearheading the Clipper fare card, is in most cases waiving the requirement for a $5 minimum balance for newly issued Clipper cards. However, a minimum balance remains in effect when new Clipper cards are acquired through ticket vending machines. In the case of San Francisco Muni, ticket vending machines will require a minimum load of $5 on new cards (on top of the $3 card fee), while Golden Gate Ferry fare machines will impose a $10 minimum load (on top of the $3 card fee).

Clipper is the reloadable card that allows Bay Area transit riders to load cash value and monthly passes over the phone, online at clippercard.com and at a variety of retail locations, including most Bay Area Walgreens stores. Clipper is accepted on San Francisco Muni, BART, Golden Gate Transit and Ferry, Caltrain, SamTrans, AC Transit, Santa Clara Valley Transportation Authority (VTA), Dumbarton Express, and San Francisco Bay Ferry (currently only on the South San Francisco/East Bay route).

Clipper cards have been free since the transit card program launched in June 2010. Clipper provided the cards free of charge over the past two years as an incentive for the hundreds of thousands of Bay Area transit riders to try the card. The incentive appears to have been successful, with more than 15 million trips taken using Clipper cards in July 2012. On an average weekday, transit riders take more than 600,000 trips using the card.

“We want to encourage people to keep their cards, reload them automatically and use them for a long time, rather than throwing them out and getting new ones,” said Carol Kuester, director of MTC's Electronic Payment section. “Charging a fee for the card also helps us be better stewards of public funds.”

Clipper offers convenience by keeping track of passes, discount tickets, ride books and cash value that customers load onto it, while automatically applying all applicable fares, discounts and transfer rules. Since Clipper cards can be registered for added security, customers whose cards are lost or stolen can have their card replaced and balance restored for a fee. Clipper customers with questions about their Clipper account can log in to their accounts at clippercard.com or call Clipper Customer Service at 877-878-8883 or TDD/TYY: 711 or 800-735-2929.

MTC is the transportation planning, financing and coordinating agency for the nine-county San Francisco Bay Area. A question-and-answer page about the $3 Clipper card acquisition fee may be found on the MTC Web site at http://www.mtc.ca.gov/news/press_releases/rel575_q-a.htm.

# # #

Información en Español

中文信息

CONTACT US

info@mtc.ca.gov • Report Web site comments • Accessibility Information • Site Help

Metropolitan Transportation Commission • 101 Eighth Street, Oakland, California 94607
Phone: 510.817.5700, Fax: 510.817.5848

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NEWS RELEASE

辦理 Clipper® （路路通）卡將在不久之後開始收取 3 美元費用
此費用將用來支付造價並促進路路通卡的長期使用

聯系人:
Randy Rentschler, 510-817-5780
John Goodwin, 510-817-5862

OAKLAND, CA, August 20, 2012…從 2012 年九月 1 日起，辦理新的成人 Clipper （路路通）卡將會收取 3 美元費用。這是一項鼓勵乘客嘗試使用 Clipper（路路通）卡自動充值服務的措施。 如乘客登陸網站（clippercard.com）訂購 Clipper（路路通）卡並註冊自動充值功能，Clipper（路路通）卡將免除 3 美元的費用。

這項新增的 3 美元費用*僅限於*成人 Clipper（路路通）卡；青少年和長者 Clipper(路路通)卡仍可免費索取。對於符合殘障條件的乘客，其區域公交聯運 Clipper(路路通)卡仍為$3。

Clipper (路路通)卡可多次充值， 公交乘客可通過電話，上網（clippercard.com）和前往一系列相關零售店（包括灣區多數的 Walgreens）進行現金和月票充值。以下各公交系統接受 Clipper（路路通）卡：San Francisco Muni, BART, Golden Gate Transit and Ferry （金門公交與輪渡）, Caltrain, SamTrans, AC Transit, Santa Clara Valley Transportation Authority (VTA), the Dumbarton Express, 和舊金山灣輪渡（目前僅限於南舊金山與東灣航線）。

自 Clipper(路路通)卡 2010 年 6 月發行以來一直免費。 這樣做是為了促使大量的灣區公交用戶使用 Clipper(路路通)卡。 這項鼓勵措施很成功，在 2012 年 7 月，有超過 1500 萬次行程使用到 Clipper(路路通)卡。在通常的工作日內，每天有超過 60 萬次行程使用到了 Clipper(路路通) 卡。

“我們希望鼓勵人們長期使用 Clipper(路路通)卡並進行自動充值，而不是用完了就扔掉然後購買新卡，”作為 MTC (大都會交通委員會)電子支付部門主管的 Carol Kuester 表示， “收取辦卡費用也能幫助我們更好的管理公共資金。”

Clipper (路路通)卡可存儲客戶的月票，打折車票，票薄和現金金額的存儲記錄，同時還會按相應的車票，折扣票和轉車規則計算車費， 為乘客提供方便。為保證安全，您可以註冊您的 Clipper （路路通）卡，這可使您在 Clipper (路路通)卡丟失或被盜竊後交付一筆手續費從而獲得一張儲值被還原的卡。

乘客如需查詢有關 Clipper（路路通）卡的賬戶詳細，請在網站 clippercard.com 登入您的賬戶或致電 Clipper(路路通）的客戶服務中心，電話是 877.878.8883。聽障專綫 TDD/TTY,請致電 711 或 800.735.2929。

Clipper （路路通）卡項目由 MTC 管理。 MTC 是負責舊金山灣區九個縣交通項目規劃，融資及協調的政府部門。

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NEWS RELEASE

Lệ phí 3 Đô la Sẽ Sớm được Áp dụng cho thẻ Clipper® Mới
Lệ phí này là để Trang trải các Chi phí Điều hành và Khuyến khích việc Sử dụng Lâu dài

Liên lạc:
Randy Rentschler, 510-817-5780
John Goodwin, 510-817-5862

OAKLAND, CA, Ngày 20 tháng 8, 2012… Kể từ ngày 1 tháng 9, 2012, thẻ Clipper mới dành cho Người Lớn sẽ có giá là 3 đô la. Để khuyến khích khách hàng sử dụng thử đặc tính nạp thẻ tự động, Clipper sẽ miễn khoản lệ phí này cho những ai đăng ký sử dụng chức năng Nạp Tự động khi đặt mua thẻ trực tuyến tại clippercard.com.

Lệ phí 3 đô la *chỉ* áp dụng cho thẻ Clipper mới dành cho Người Lớn; thẻ Clipper dành cho Thiếu niên và Cao niên vẫn miễn phí, và lệ phí cho thẻ Clipper Regional Transit Connection (Liên kết Vận chuyển trong Vùng) dành cho người mất năng lực vẫn là 3 đô la.

Clipper là một thẻ nạp lại, cho phép hành khách vận chuyển tại Vùng Vịnh nạp tiền mặt hoặc thẻ tháng qua điện thoại, bằng trực tuyến tại clippercard.com và tại nhiều cửa hàng bán lẻ, bao gồm phần lớn những cửa hàng Walgreens ở Vùng Vịnh. Clipper được chấp nhận bởi San Francisco Muni, BART, Golden Gate Transit and Ferry, Caltrain, SamTrans, AC Transit, Santa Clara Valley Transportation Authority (VTA), Dumbarton Express, và San Francisco Bay Ferry (hiện tại chỉ áp dụng trên lộ trình Nam San Francisco/Đông Vịnh).

Những thẻ này đã miễn phí từ khi phát động chương trình thẻ vận chuyển vào tháng 6 năm 2010. Clipper đã cung cấp thẻ miễn phí trong hai năm hầu khuyến khích hàng trăm ngàn hành khách vận chuyển tại Vùng Vịnh để sử dụng thử. Việc khuyến khích này có vẻ đã thành công với hơn 15 triệu lượt đi với thẻ Clipper trong tháng 7, 2012. Bình quân trong một ngày thường, hành khách đã sử dụng thẻ để đi hơn 600,000 chuyến.

"Chúng tôi muốn khuyến khích dân chúng giữ lại thẻ, sử dụng chức năng nạp tự động và dùng thẻ trong một thời gian dài thay vì vứt đi và lấy thẻ mới", lời của Carol Kuester, giám đốc bộ phận Thanh toán Điện tử của Ủy ban Giao thông Đô thị. "Áp dụng lệ phí thẻ cũng giúp cho chúng tôi quản lý được công quỹ tốt hơn".

Thẻ Clipper tiện lợi trong việc theo dõi các thẻ, các vé giảm giá, các sổ vé và tiền mặt mà khách hảng đã nạp vào, đồng thời tự động áp dụng tất cả những giá vé hiện hành, những giảm giá và những thể lệ khi chuyển xe. Vì thẻ Clipper có thể được đăng ký để tăng thêm phần an ninh nên khi thẻ bị thất lạc hoặc mất cắp, thẻ sẽ được thay thế và số tiền chưa sử dụng sẽ được hoàn trả lại với một lệ phí.

Khách hàng Clipper có thắc mắc về trương mục của mình có thể đăng nhập vào clippercard.com hoặc điện thoại về Dịch vụ Khách hàng Clipper ở số 877-878-8883, hoặc 711 (Khiếm thính), hoặc 800-735-2929.
Clipper là một dự án của Ủy ban Giao thông Đô thị, một cơ quan hoạch định, tài trợ và phối hợp giao thông cho chín quận hạt trong Vùng Vịnh San Francisco.

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NEWS RELEASE

Cargo de $3 por Tarjetas Nuevas de Clipper® Comienza Pronto

El Cargo Cubrirá los Costos y Alentará al Uso por Largo Tiempo

Contactos:
Randy Rentschler, 510-817-5780
John Goodwin, 510-817-5862

OAKLAND, CA, 28 de agosto de 2012 … Comenzando el 1º de septiembre de 2012 las tarjetas nuevas de Clipper para Adulto costarán $3. Como incentivo para automáticamente agregarle valor a su tarjeta, el cargo de $3 no se aplicará a los clientes que configuren la función Autoload (carga automática) cuando ordenen su tarjeta por Internet en clippercard.com.

El nuevo cargo de $3 aplica *solamente* a las tarjetas nuevas de Clipper para Adulto; las tarjetas Clipper para Jóvenes y personas de la tercera edad permanecerán gratuitas, y el cargo por las tarjetas Clipper Regional Transit Connection (Conexión de Transporte Público Regional), para aquellos usuarios con discapacidades elegibles, permanece a $3.

Clipper es la tarjeta recargable que permite a los usuarios de transporte público del área de la bahía a agregar valor en efectivo y pases mensuales por teléfono, por Internet en clippercard.com y en una variedad de tiendas, incluyendo la mayoría de tiendas Walgreens del área de la bahía. Clipper es aceptada en San Francisco Muni, BART, Golden Gate Transit y Ferry, Caltrain, SamTrans, AC Transit, Santa Clara Valley Transportation Authority (VTA), Dumbarton Express, y en San Francisco Bay Ferry (solamente en la ruta South San Francisco/East Bay por ahora).

Las tarjetas han sido gratuitas desde que se estrenó el programa en junio de 2010. Clipper proporciono las tarjetas sin costo por los últimos dos años como una forma de incentivar a los cientos de miles de usuarios del transporte público del área de la bahía a utilizar la tarjeta. El incentivo parece haber sido un éxito ya que en julio de 2012 más de 15 millones de viajes se hicieron usando las tarjetas Clipper. En un día entre semana promedio, los usuarios hacen más de 600,000 viajes usando la tarjeta.

"Queremos alentar a la gente a seguir usando su misma tarjeta, agregándole valor automáticamente y seguir usándola por largo tiempo, en lugar de desecharla y obtener una nueva cada vez," dijo Carol Kuester, directora del departamento de Pagos Electrónicos de la Comisión Metropolitana del Transporte. "Cobrar un cargo también nos ayuda a mejor usar los fondos públicos."

Clipper ofrece la comodidad de mantener un registro de los pases, boletos con descuento, talonarios y valor en efectivo que los clientes agreguen a la tarjeta, y al mismo tiempo aplica la tarifa correcta, descuentos disponibles y las reglas de transbordo. Como las tarjetas Clipper

pueden ser registradas para aumentar la seguridad, los clientes que extravíen, dañen o les roben su tarjeta pueden reemplazar su tarjeta y restaurar su valor por un módico cargo.

Los clientes de Clipper con preguntas sobre su cuenta pueden acceder a su cuenta por Internet en clippercard.com o pueden llamar al Centro de Servicio al Cliente al 877-878-8883 o para TDD/TYY al 711 o al 800-735-2929.

Clipper es un proyecto de la Comisión Metropolitana del Transporte, la agencia de planificación, financiamiento y coordinación del transporte de los nueve condados del Área de la Bahía de San Francisco.

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Buying a new Clipper® card?

On September 1, 2012, new Adult Clipper cards will cost $3. Clipper will waive this fee if you sign up for automatic reloading when you order a card online at clippercard.com.

This fee only applies to **new** Adult Clipper cards. Youth and Senior Clipper cards are always free. The fee for a Regional Transit Connection Clipper card, for passengers with qualifying disabilities, remains $3.

For more information, visit clippercard.com or call Clipper Customer Service at 877.878.8883. TDD/TTY 711 or 800.735.2929.

PICK UP YOUR CLIPPER® CARD HERE

Buying a new Clipper® card?

On September 1, 2012, new Adult Clipper cards will cost $3. Clipper will waive this fee if you sign up for automatic reloading when you order a card online at clippercard.com.

This fee only applies to **new** Adult Clipper cards. For more information, visit clippercard.com

A partir de septiembre las nuevas tarjetas Clipper® para Adulto costarán $3.

從9月起 購買新的成人Clipper®(路路通)卡將要收取$3。

Bắt đầu từ tháng 9 phí mua thẻ Clipper® Người Lớn sẽ là $3.

9월 초 새로운 성인용 Clipper® 카드는 $3입니다.

Simula sa buwan ng Septyembre ang bagong Adult Clipper® card ay magkakahalaga ng $3.

С сентября новые карточки Clipper® для взрослых $3.

Clipper Customer Service at 877.878.8883
TDD/TTY 711 or 800.735.2929

要買新的 Clipper®卡?

在 2012 年 9 月 1 日，新的成人 Clipper 卡將會收取 $3。如果您在網站 clippercard.com 訂購卡片時登記自動重新充值，Clipper 會免除這筆費用。

這筆費用只適用於**新的**成人 Clipper 卡。青少年和老人 Clipper 卡總是免費的。具有合格殘障的乘客的區域捷運連接 Clipper 卡還是 $3。

詳情請上網 clippercard.com 或致電 Clipper 客戶服務中心 877.878.8883，TDD/TTY 711 或 800.735.2929。

在這裡索取你的 CLIPPER®（路路通）卡

새 Clipper® 카드를 구매한다고요?

2012년 9월1일 새로운 어른용 Clipper 카드는 $3로 구매할 수 있습니다. 온라인 clippercard.com에서 카드 주문시 자동 재발급 신청을 하면 Clipper의 수수료가 면제됩니다.

이 수수료는 새로운 어른용 Clipper 카드에만 적용됩니다. 청소년 및 노령자 Clipper 카드는 항상 무료입니다. 장애인과 동승한 승객의 지역 교통 연결 서비스Clipper 카드 수수료는 $3 그대로 유지됩니다.

온라인 clippercard.com, 전화 877.878.8883 및 Clipper 고객 서비스 센터 또는 Walgreens과 같은 소매점에서 어른용 Clipper 카드를 구매하십시오.

Clipper, 자동 발급 판매점 위치에 대한 추가 정보는 clippercard.com을 방문하거나 고객 서비스 877.878.8883, TDD/TTY 711 또는 800.735.2929로 전화해서 문의하십시오.

CLIPPER® 카드 오늘 바로 신청해서 가져가세요.

Хотите купить новую карточку Clipper®?

С 1 сентября 2012 года новые карточки Clipper для взрослых будут стоить $3. Clipper освободит вас от этого сбора, если вы подпишетесь на автоматическое пополнение денег на карточку через интернет по адресу clippercard.com.

Этот сбор относится только к **новым** карточкам Clipper для взрослых. Карточки Clipper для подростков и пенсионеров всегда бесплатны. Плата за карточку Clipper Региональных Транзитных Соединений для инвалидов определенных категорий остается $3.

За дополнительной информацией посетите clippercard.com или позвоните в Центр обслуживания клиентов Clipper по номеру 877.878.8883. TTD/TTY (для людей с плохим слухом) - 711 или 800.735.2929.

КАРТОЧКИ CLIPPER® ПРОДАЮТСЯ ЗДЕСЬ

¿Va a comprar una nueva tarjeta Clipper®?

El 1 de septiembre de 2012, las nuevas tarjetas Clipper para Adulto costarán $3. Clipper suprimirá esta cuota si usted se inscribe para recargas automáticas (Autoload) al pedir una tarjeta en línea en clippercard.com.

Esta cuota sólo se aplica a **nuevas** tarjetas Clipper para Adulto. Las tarjetas Clipper para Jóvenes y Adultos Mayores siempre son gratuitas. La cuota para una tarjeta Clipper de la Conexión Regional de Tránsito, para personas con incapacidades que califican, permanece de $3.

Para más información, visite clippercard.com o llame a Servicio al Cliente de Clipper al 877.878.8883. TDD/TTY 711 o 800.735.2929.

OBTENGA SU TARJETA CLIPPER® AQUÍ

Bibili ba ng bagong Clipper® card?

Sa Setyembre 1, 2012, ang bagong mga Adult Clipper card ay magkakahalaga ng $3. Ipapaubaya ng Clipper ang bayad na ito kung magpapalista kayo para sa otomatikong reloading kapag umorder kayo ng card sa online sa clippercard.com.

Ang bayad na ito ay angkop lamang para sa **bagong** mga Adult Clipper card. Ang mga Youth at Senior Clipper card ay palaging libre. Ang bayad sa Regional Transit Connection Clipper card, para sa mga pasaherong kuwalipikadong may-kapansanan, ay mananatili sa halagang $3.

Para sa higit pang impormasyon, bumisita sa clippercard.com o tumawag sa Clipper Customer Service sa 877.878.8883. TDD/TTY 711 o 800.735.2929.

KUNIN ANG INYONG CLIPPER® CARD DITO

Mua thẻ Clipper® mới?

Vào ngày 1 tháng 9, 2012, phí mua thẻ Clipper Người Lớn sẽ là $3. Clipper sẽ miễn phí này nếu bạn đăng ký nạp tiền tự động khi đặt mua thẻ trực tuyến tại clippercard.com.

Phí này chỉ áp dụng với thẻ Clipper Người Lớn. Thẻ Clipper® Thiếu niên và Cao niên luôn luôn miễn phí. Phí cho thẻ Clipper Regional Transit Connection dành cho người mất năng lực vẫn là $3.

Bạn có thể mua thẻ Clipper Người Lớn trực tuyến tại clippercard.com, qua điện thoại số 877.878.8883, tại Trung tâm Dịch vụ Khách hàng Clipper, hoặc tại các cửa hàng bán lẻ tham gia như Walgreens.

Để có thêm thông tin về Clipper, cách Nạp tiền tự động và các địa điểm bán lẻ, xin truy cập vào clippercard.com hoặc điện thoại cho Dịch vụ Khách hàng Clipper ở số 877.878.8883, TDD/TTY 711 hoặc 800.735.2929.

HÃY MUA THẺ CLIPPER® NGÀY HÔM NAY

購買新的 Clipper® (路路通)卡?

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今天就索取您的
CLIPPER®(路路通)卡

¿Va a comprar una nueva tarjeta Clipper®?

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Compre tarjetas Clipper® para Adulto en línea en clippercard.com, por teléfono al 877.878.8883, en un Centro de Servicio al Cliente de Clipper®, o en tiendas participantes como Walgreens.

Para más información sobre Clipper®, Autoload y la ubicación de las tiendas, visite clippercard.com o llame a Servicio al Cliente de Clipper® al 877.878.8883. TDD/TTY 711 o 800.735.2929.

OBTENGA SU TARJETA CLIPPER® HOY MISMO

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OBTENGA SU TARJETA CLIPPER® HOY MISMO

새 Clipper® 카드를 구매한다고요?

2012년 9월1일 새로운 어른용 Clipper® 카드는 $3로 구매할 수 있습니다. 온라인 clippercard.com에서 카드 주문시 자동 재발급 신청을 하면 Clipper®의 수수료가 면제됩니다.

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OBTENGA SU TARJETA CLIPPER® HOY MISMO

購買新的 Clipper® (路路通)卡?

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今天就索取您的
CLIPPER®(路路通)卡

Mua thẻ Clipper® mới?

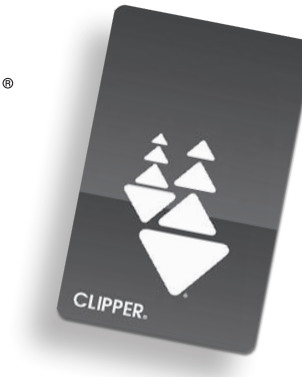
Vào ngày 1 tháng 9, 2012, phí mua thẻ Clipper® Người Lớn mới sẽ là $3. Clipper® sẽ miễn phí này nếu bạn đăng ký nạp tiền tự động khi đặt mua thẻ trực tuyến tại clippercard.com.

Phí này chỉ áp dụng với thẻ Clipper® Người Lớn **mới**. Thẻ Clipper® Thiếu niên và Cao niên luôn luôn miễn phí. Phí cho thẻ Clipper® Regional Transit Connection dành cho người mất năng lực vẫn là $3.

Bạn có thể mua thẻ Clipper® Người Lớn trực tuyến tại clippercard.com, qua điện thoại số 877.878.8883, tại Trung tâm Dịch vụ Khách hàng Clipper®, hoặc tại các cửa hàng bán lẻ tham gia như Walgreens.

Để có thêm thông tin về Clipper®, cách Nạp tiền tự động và các địa điểm bán lẻ, xin truy cập vào clippercard.com hoặc điện thoại cho Dịch vụ Khách hàng Clipper® ở số 877.878.8883, TDD/TTY 711 hoặc 800.735.2929.

HÃY MUA THẺ CLIPPER®
NGÀY HÔM NAY



Attachment 3

Clippercard.com Information About VTA Fare Media Transition in Chinese

Attachment 4

Press Release Concerning Opening of Oakland In-Person Customer Service Center

Press Releases

For Immediate Release

New Oakland Clipper® Customer Service Center Serves East Bay Customers

Contacts:
Brenda Kahn, 510-817-5773
Lysa Hale, 510-325-7319

Oakland, CA, August 2, 2012 ... Clipper customers in the East Bay now have a more convenient option to access in-person customer service for the regional transit fare-payment system. In partnership with AC Transit, Clipper now has a third in-person customer service center — located at AC Transit headquarters, 1600 Franklin Street in Oakland (between 15th and 17th streets).

Front entrance of the Clipper Service Center (Photo by Kelley Jackson)

Interior of the Clipper Customer Service Center (Photo by Peter Beeler)

More photos

Customers can come to the new customer service center to:

- Get a new adult Clipper card.
- Get a new Senior or regular (non-personalized) Youth Clipper card (you will get your card on the spot).
- Apply for an AC Transit personalized Youth Clipper card, required to purchase an AC Transit 31-Day Youth pass (youths will receive their personalized card in the mail).
- Get next-day replacement and balance restoration for a lost or stolen registered Clipper card (you must call Clipper Customer Service at 877-878-8883 a day in advance to have your old card blocked).
- Get a replacement and balance restoration for a damaged registered Clipper card or a defective Clipper card (damaged and defective cards must be surrendered at the time of replacement).
- Check your card balance.
- Load all participating transit agency passes as well as cash value.

Customers must still contact the Clipper Customer Service Center by phone (877-878-8883) or by visiting https://www.clippercard.com/ClipperWeb/index.do to request a refund, get a card unblocked, resolve billing disputes, or obtain a transaction history.

The new Clipper Customer Service Center is the first to open in the East Bay. Its hours are 8 a.m. to 5 p.m., Monday through Friday.

Prior to the opening of the new center, Clipper customers had to travel to one of Clipper's two San Francisco customer service centers, located in the Embarcadero BART/Muni station and in the San Francisco Ferry Building, to get customer service in person.

"We know that it can be a hardship for people to travel to San Francisco to replace a card that they use every day," said Carol Kuester, director of the Metropolitan Transportation Commission's Electronic Payments section. "We hope this new location, near both the 12th St. and 19th Oakland BART stations, will make it

easier for our East Bay customers to access the in-person Clipper services they need."

East Bay Clipper customers also have other options for limited in-person services at the following locations:

- **BART Customer Service** – Customers can apply for a non-personalized Youth Clipper card (card will be sent in the mail), apply for and get a Senior Clipper card, get an adult Clipper card, and add value to a card.

BART Customer Service Lake Merritt BART station	Monday-Friday, 7:30 a.m.-5 p.m.

- **My Transit Plus** – Customers can apply for a non-personalized Youth Clipper card (card will be sent in the mail), apply for and get a Senior Clipper card, get an adult Clipper card, and add value to a card at these retail kiosks. My Transit Plus is available at the following locations:

Bay Fair BART station	Monday-Friday, 1:30-4 p.m., 4:30-7 p.m.
Coliseum/Oakland Airport BART station	Monday-Friday, 1:30-4 p.m., 4:30-7 p.m.
Richmond BART station	Monday-Friday, 10 a.m.-6 p.m.
Walnut Creek BART station	Monday/Wednesday/Friday, 1:30-4 p.m., 4:30-7 p.m. and Tuesday/Thursday, 7-9:30 a.m., 10 a.m.-12:30 p.m.

- **Partner Transit Agencie**s – Customers can apply for and get a Senior Clipper card on the spot and apply for a Youth Clipper card (Youth cards will be mailed). Locations are:

County Connection Customer Service Center, 2477 Arnold Industrial Way, Concord	Monday-Friday 8 a.m.-12 p.m., 1-5 p.m.
Tri Delta Transit Customer Service Center, 801 Wilbur Avenue, Antioch	Monday-Thursday 7 a.m.-6 p.m. and Friday 8 a.m.-5 p.m.
WHEELS Livermore Transit Center, 2500 Railroad Avenue, Livermore	Monday-Friday 5 a.m.-6:45 p.m.

- **Concord Police Station** – Seniors can apply for and get a Senior Clipper card on the spot. The police station is a short walk from the Concord BART station.

Concord Police Station Community Service Desk, 1350 Galindo Street, Concord	Monday-Friday 8 a.m.-8 p.m. and Saturday 10 a.m.-2 p.m.

Customers can also get adult Clipper cards at Walgreens and other participating retailers, as well as load value on any type of Clipper card at these locations. Customers can find retailers near them at clippercard.com/retail.

Clipper is a project of the Metropolitan Transportation Commission, the transportation planning, financing and coordinating agency for the nine-county San Francisco Bay Area.

# # #

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Metropolitan Transportation Commission • 101 Eighth Street, Oakland, California 94607
Phone: 510.817.5700, Fax: 510.817.5848

This page was last modified Thursday August 02, 2012

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METROPOLITAN
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COMMISSION

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E-MAIL info@mtc.ca.gov
WEB www.mtc.ca.gov

NEWS RELEASE

For Immediate Release

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WHEELS Livermore Transit Center, 2500 Railroad Avenue, Livermore	Monday-Friday 5 a.m.-6:45 p.m.

- Concord Police Station – Seniors can apply for and get a Senior Clipper card on the spot. The police station is a short walk from the Concord BART station.

Concord Police Station Community Service Desk, 1350 Galindo Street, Concord	Monday-Friday 8 a.m.-8 p.m. and Saturday 10 a.m.-2 p.m.

Customers can also get adult Clipper cards at Walgreens and other participating retailers, as well as load value on any type of Clipper card at these locations. Customers can find retailers near them at clippercard.com/retail.

Clipper is a project of the Metropolitan Transportation Commission, the transportation planning, financing and coordinating agency for the nine-county San Francisco Bay Area.

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English Media:
New Oakland Clipper® Customer Service Center Serves East Bay Customers

Contact:
Brenda Kahn, 510-817-5773
Lysa Hale, 510-325-7319

Oakland, CA, August 2, 2012… Clipper customers in the East Bay now have a more convenient option to access in-person customer service for the regional transit fare-payment system. In partnership with AC Transit, Clipper now has a third in-person customer service center — located at AC Transit headquarters, 1600 Franklin Street in Oakland (between 15th and 17th streets).

Customers can come to the new customer service center to:

- Get a new adult Clipper card.
- Get a new Senior or regular (non-personalized) Youth Clipper card (you will get your card on the spot).
- Apply for an AC Transit personalized Youth Clipper card, required to purchase an AC Transit 31-Day Youth pass (youths will receive their personalized card in the mail).
- Get next-day replacement and balance restoration for a lost or stolen registered Clipper card (you must call Clipper Customer Service at 877-878-8883 a day in advance to have your old card blocked).
- Get a replacement and balance restoration for a damaged registered Clipper card or a defective Clipper card (damaged and defective cards must be surrendered at the time of replacement).
- Check your card balance.
- Load all participating transit agency passes as well as cash value.

Customers must still contact the Clipper Customer Service Center by phone (877-878-8883) or by visiting clippercard.com to request a refund, get a card unblocked, resolve billing disputes, or obtain a transaction history.

The new Clipper Customer Service Center is the first to open in the East Bay. Its hours are 8 a.m. to 5 p.m., Monday through Friday.

Prior to the opening of the new center, Clipper customers had to travel to one of Clipper's two San Francisco customer service centers, located in the Embarcadero BART/Muni station and in the San Francisco Ferry Building, to get customer service in person.

"We know that it can be a hardship for people to travel to San Francisco to replace a card that they use every day," said Carol Kuester, director of the Metropolitan Transportation Commission's Electronic Payment section. "We hope this new location, near both the 12th St. and 19th Oakland BART stations, will make it easier for our East Bay customers to access the in-person Clipper services they need."

East Bay Clipper customers also have other options for limited in-person services at the following locations:

BART Customer Service – Customers can apply for a non-personalized Youth Clipper card (card will be sent in the mail), apply for and get a Senior Clipper card, get an adult Clipper card, and add value to a card.

BART Customer Service Lake Merritt BART station	Monday-Friday, 7:30 a.m.-5 p.m.

My Transit Plus – Customers can apply for a non-personalized Youth Clipper card (card will be sent in the mail), apply for and get a Senior Clipper card, get an adult Clipper card, and add value to a card at these retail kiosks. My Transit Plus is available at the following locations:

Bay Fair BART station	Monday-Friday, 1:30-4 p.m., 4:30-7 p.m.
Coliseum/Oakland Airport BART station	Monday-Friday, 1:30-4 p.m., 4:30-7 p.m.
Richmond BART station	Monday-Friday, 10 a.m.-6 p.m.
Walnut Creek BART station	Monday/Wednesday/Friday, 1:30-4 p.m., 4:30-7 p.m. and Tuesday/Thursday, 7-9:30 a.m., 10 a.m.-12:30 p.m.

Partner Transit Agencies – Customers can apply for and get a Senior Clipper card on the spot and apply for a Youth Clipper card (Youth cards will be mailed). Locations are:

County Connection Customer Service Center, 2477 Arnold Industrial Way, Concord	Monday-Friday 8 a.m.-12 p.m., 1-5 p.m.
Tri Delta Transit Customer Service Center, 801 Wilbur Avenue, Antioch	Monday-Thursday 7 a.m.-6 p.m. and Friday 8 a.m.-5 p.m.
WHEELS Livermore Transit Center, 2500 Railroad Avenue, Livermore	Monday-Friday 5 a.m.-6:45 p.m.

Concord Police Station – Seniors can apply for and get a Senior Clipper card on the spot. The police station is a short walk from the Concord BART station.

Concord Police Station Community Service Desk, 1350 Galindo Street, Concord	Monday-Friday 8 a.m.-8 p.m. and Saturday 10 a.m.-2 p.m.

Customers can also get adult Clipper cards at Walgreens and other participating retailers, as well as load value on any type of Clipper card at these locations. Customers can find retailers near them at clippercard.com/retail.

Clipper is a project of the Metropolitan Transportation Commission, the transportation planning, financing and coordinating agency for the nine-county San Francisco Bay Area.

###

Chinese Media:
New Multilingual Clipper® Customer Service Center Opens to Serve East Bay Customers

Contact:
Brenda Kahn, 510-817-5773
Lysa Hale, 510-325-7319

Oakland, CA, August 15, 2012… Clipper® customers in the East Bay now have a more convenient option to access in-person, multilingual customer service for the regional transit fare-payment system. Clipper recently opened a Customer Service Center at AC Transit headquarters, 1600 Franklin St. in Oakland, in partnership with the transit agency. The facility is the first full-service Clipper Customer Service Center in the East Bay, although there are two others in San Francisco.

At the new Oakland center, customers can take advantage of a variety of services, all available in multiple languages. The customer service center has Mandarin- Cantonese-, and Spanish-speaking staff, but has also installed a special phone line that customers can use to speak to a Clipper customer service representative in any language. The Clipper Customer Service call center uses a language line service to accommodate all customers, regardless of language.

"The Bay Area is home to many people who speak a language other than English — we've even given Clipper the nickname Lu Lu Tong, or the Go-Everywhere Card, so our Chinese customers will understand what it is," said Carol Kuester, director of the Metropolitan Transportation Commission's Electronic Payment section. "We hope this new location makes it easier for all our customers in the East Bay to access the in-person Clipper services they need — and in the languages they need."

When customers come to the new Clipper Customer Service Center, they can:

- Get a new adult Clipper card.
- Get a new Senior or regular (non-personalized) Youth Clipper card (you will get your card on the spot)
- Apply for an AC Transit personalized Youth Clipper card, required to purchase an AC Transit 31-Day Youth pass (youths will receive their personalized card in the mail).
- Get next-day replacement and balance restoration for a lost or stolen registered Clipper card (you must call Clipper Customer Service at 877-878-8883 a day in advance to have your old card blocked).
- Get a replacement and balance restoration for a damaged registered Clipper card or a defective Clipper card (damaged and defective cards must be surrendered at the time of replacement).
- Check your card balance.
- Load all participating transit agency passes as well as cash value.

Customers can also get brochures in English, Spanish and Chinese at the center, and if they don't want to wait in line, they can use one of the two Clipper Add Value Machines in the center — with instructions in English, Chinese, and Spanish — to load cash value or passes on their cards.

Customers must still contact the central Clipper Customer Service Phone Center (877-878-8883) or visit clippercard.com to request a refund, get a card unblocked, resolve billing disputes, or obtain a transaction history.

Hours for the new Oakland Clipper Customer Service are 8 a.m. to 5 p.m., Monday through Friday. It is located on Franklin Street, between 15th and 17th streets, within several blocks of Oakland City Center, Chinatown, and the Uptown Transit Center — a corridor that serves tens of thousands of bus riders.

Prior to the opening of the new center, Clipper customers had to travel to one of Clipper's two San Francisco customer service centers, located in the Embarcadero BART/Muni station and in the San Francisco Ferry Building, to get customer service in person.

Customers can also get adult Clipper cards and load value on any type of Clipper card at Walgreens and other participating retailers. Customers can find nearby retailers at clippercard.com/retail.

Clipper is a project of the Metropolitan Transportation Commission, the transportation planning, financing and coordinating agency for the nine-county San Francisco Bay Area.

###

Spanish Media:
New Multilingual Clipper® Customer Service Center Opens to Serve East Bay Customers

Contact:
Brenda Kahn, 510-817-5773
Lysa Hale, 510-325-7319

Oakland, CA, August 15, 2012… Clipper® customers in the East Bay now have a more convenient option to access in-person, multilingual customer service for the regional transit fare-payment system. Clipper recently opened a Customer Service Center at AC Transit headquarters, 1600 Franklin St. in Oakland, in partnership with the transit agency. The facility is the first full-service Clipper Customer Service Center in the East Bay, although there are two others in San Francisco.

At the new Oakland center, customers can take advantage of a variety of services, all available in multiple languages. The customer service center has Spanish-, Mandarin- and Cantonese-speaking staff, but has also installed a special phone line that customers can use to speak to a Clipper customer service representative in any language. The Clipper Customer Service call center uses a language line service to accommodate all customers, regardless of language.

"The Bay Area is home to many people who speak a language other than English," said Carol Kuester, director of the Metropolitan Transportation Commission's Electronic Payment section. "We hope this new location makes it easier for all our customers in the East Bay to access the in-person Clipper services they need — and in the languages they need."

When customers come to the new Clipper Customer Service Center, they can:

- Get a new adult Clipper card.
- Get a new Senior or regular (non-personalized) Youth Clipper card
- Apply for an AC Transit personalized Youth Clipper card, required to purchase an AC Transit 31-Day Youth pass (youths will receive their personalized card in the mail).
- Get next-day replacement and balance restoration for a lost or stolen registered Clipper card (you must call Clipper Customer Service at 877-878-8883 a day in advance to have your old card blocked).
- Get a replacement and balance restoration for a damaged registered Clipper card or a defective Clipper card (damaged and defective cards must be surrendered at the time of replacement).
- Check your card balance.
- Load all participating transit agency passes as well as cash value.

Customers can also get brochures in English, Spanish and Chinese at the center, and if they don't want to wait in line, they can use one of the two Clipper Add Value Machines in the center — with instructions in English, Spanish and Chinese — to load cash value or passes on their cards.

Customers must still contact the central Clipper Customer Service Phone Center (877-878-8883) or visit clippercard.com to request a refund, get a card unblocked, resolve billing disputes, or obtain a transaction history.

Hours for the new Oakland Clipper Customer Service are 8 a.m. to 5 p.m., Monday through Friday. It is located on Franklin Street, between 15th and 17th streets, within several blocks of Oakland City Center, Chinatown, and the Uptown Transit Center — a corridor that serves tens of thousands of bus riders.

Prior to the opening of the new center, Clipper customers had to travel to one of Clipper's two San Francisco customer service centers, located in the Embarcadero BART/Muni station and in the San Francisco Ferry Building, to get customer service in person.

Customers can also get adult Clipper cards and load value on any type of Clipper card at Walgreens and other participating retailers. Customers can find nearby retailers at clippercard.com/retail.

Clipper is a project of the Metropolitan Transportation Commission, the transportation planning, financing and coordinating agency for the nine-county San Francisco Bay Area.

###

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December 12, 2012

Ms. Anita Heard
Program Analyst
FTA Office of Civil Rights
1200 New Jersey Ave, SE
Washington, DC 20590

Re: **MTC Second Quarterly Clipper® Title VI Status Report**

Dear Ms. Heard:

In September 2011, the Federal Transit Administration (FTA) conducted an on-site Title VI Compliance Review ("the Review") of the Metropolitan Transportation Commission (MTC). FTA's Final Report on the Review was issued on April 12, 2012. Corrective actions were requested in two areas: 1) Language access to Limited English Proficiency ("LEP") Persons; and 2) Clipper® Program Fare Equity Analysis. MTC responded to the FTA on May 11 and June 11, 2012 with its proposed corrective actions as required per the Review, and continues to work to complete the corrective actions related to the language access to LEP and Clipper® program.

With respect to the Clipper® Program, FTA asked MTC to provide quarterly updates on its activities to correct identified disparate impacts and implement the Program with the least discriminatory impacts. The first quarterly status report was submitted to FTA on September 12, 2012. The second report is attached for your information.

If you have any questions about this report, please contact Denise Rodrigues, Contract Compliance Officer at (510) 817-5897 or drodri@mtc.ca.gov.

Sincerely,

Ann Flemer
Deputy Executive Director, Policy

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CLIPPER® TITLE VI STATUS REPORT
December 12, 2012

Background

On June 12, 2012, MTC provided the Federal Transit Administration (FTA) with a response to the findings of the *Title VI Compliance Review of the Metropolitan Transportation Commission*. MTC's response to FTA included a commitment to provide updates on the Clipper fare payment system every 90 days. This is the second such update covering the period from September 13, 2012 – December 12, 2012.

Key Actions Taken in the Past 90 Days

Using the planned activities identified by MTC in *Final Title VI Report: Clipper® Fare Media Transitions (Final Title VI Summary Report)* as a guideline, MTC has taken key actions over the last 90 days as follows:

1. *First Title VI Summary Report Planned Activity:* Establish a process that enables youths (or their parents/guardians) and seniors to apply for Clipper cards by mail or email.

   Actions Taken:
   The new mail/email/fax application process for youth and senior Clipper cards is currently in development. The new process involves a revision to MTC's contract with the Clipper Contractor. MTC sent a change notice to the Contractor initiating the change on July 31, 2012. The Contractor provided a proposal including an estimate for the cost of doing this additional work on November 15, 2012. MTC is currently finalizing a change order to the Clipper contract to enable the change. Once a change order is executed, it is standard practice for MTC to receive a schedule from the Clipper contractor within 10 days. MTC expects to be able to provide the FTA with a launch date in the next quarterly report to FTA.

   In the last 90 days, MTC has continued preparations for the launch of the new application process. Working with the transit operators that have transitioned to Clipper, MTC has developed a comprehensive launch plan to notify customers about the availability of this more accessible application process. The launch plan includes development of two brochures targeting youths and seniors in English, Spanish and Chinese; revising the youth and senior sections of the Clipper website; emails to registered Clipper cardholders; news releases in English, Spanish and Chinese to be sent to multilingual media; and communicating through transit agency venues such as passenger bulletins, on-board/transit station/transit shelter advertising in multiple languages, brochure distribution, social media, websites, emails and community events.

   If the new application process is available by February 1, 2013, MTC plans to incorporate

announcements about the availability of the new application process into a planned marketing and awareness campaign targeting low-income and limited English proficient transit riders scheduled for February 2013.

In addition, MTC worked with AC Transit to simplify its requirements for seniors who purchase AC Transit's senior monthly pass. Previously, customers interested in purchasing this pass needed to apply for and receive a regional senior/disabled transit identification card, which cost $3. Under AC Transit's new policy, customers can load this pass to a Senior Clipper Card, which is free.

2. *Final Title VI Summary Report Planned Activity:* Accept school identification cards that include birthdates and explore the feasibility of accepting additional forms of identification that indicate a youth's age, or other methods by which youths can prove their eligibility for a Youth Clipper card.

   Actions Taken:
   This task has been completed. MTC revised the program's policies and added the following new forms of identification to those acceptable for proof of eligibility for a Youth Clipper card:

   - school identification card with birth date,
   - medical benefit card with birth date, and
   - military dependent card with birth date.

3. *Final Title VI Summary Report Planned Activity:* Institute a $3 Clipper card acquisition fee (adult cards only), effective September 1, 2012.

   Actions Taken:
   As reported in the September 12, 2012, Clipper Title VI Status Report to FTA, this item has been completed. In addition to the advertising described in that report, MTC supported the institution of the card fee by holding 37 outreach events throughout the San Francisco Bay Area. Table 1 shows the number of events in each county and the distribution of free cards.

Table 1: Cards Distributed by County

County	Number of Events	Total Adult Cards Distributed
Alameda	9	2,890
Contra Costa	7	2,069
Marin[1]	2	618
San Francisco	11	3,341
San Mateo	6	1,584
Santa Clara[1]	2	191
Total	37	10,693

4. *Final Title VI Summary Report Planned Activity:* Eliminate the $5 minimum load requirement for customers acquiring new cards, effective September 1, 2012.

   Actions Taken: As reported in the September 12, 2012, Clipper Title VI Status Report to FTA, this item has been completed.

5. *Final Title VI Summary Report Planned Activity:* Engage in partnership arrangements with community-based organizations (CBOs), through which the CBOs will provide Clipper cards and information to constituents.

   Actions Taken:
   This item has been started and is an ongoing program. MTC launched the program in August 2012. As of December 12, 2012, twelve CBOs have ordered 950 cards, which is lower participation than MTC expected. These CBOs serve Title VI-protected individuals in San Francisco's Chinatown and Mission neighborhoods, Berkeley, Fremont, Concord, San Jose, Richmond and Oakland. MTC staff has identified CBOs in neighborhoods considered to be high priorities for reaching Title VI-protected individuals and is in the process of conducting telephone follow-up to encourage them to obtain cards for their clients. MTC has asked each participating organization to report on the number of cards distributed. MTC will continue to provide the FTA with information on this ongoing activity in the next Clipper Title VI Status Report.

6. *Final Title VI Summary Report Planned Activity:* Set a consistent $5 Clipper card and balance replacement fee that applies to all customers at all locations.

[1] Only two events each took place in Marin and Santa Clara counties. In the case of Marin, this was due to a low number of geographic areas with concentrations of low-income individuals. In the case of Santa Clara, this was due to the recent (July, 2012) completion of fare media transition activities in this county.

This item is in progress. MTC is continuing to standardize a reduction in the fees charged for card replacement and balance restoration from $10 to $5 by changing the fees charged via the Clipper website; this change is anticipated to be completed by the first quarter of 2013. MTC will update the FTA with information on this effort in the next Clipper Title VI Status Report.

7. *Final Title VI Summary Report Planned Activity:* Actively monitor the Clipper retailer network to ensure adequate and comprehensive geographic coverage, particularly for minority and low-income individuals.

   Actions Taken: MTC continues to actively monitor the Clipper retailer network to ensure adequate and comprehensive geographic coverage. In the last 90 days, the Clipper retailer network has lost one retailer each in South San Francisco, Oakland and Concord. The Clipper Contractor has already secured a replacement location in Oakland. MTC is assessing whether to direct the Clipper Contractor to secure replacements in South San Francisco and Concord. MTC will continue to provide the FTA with information on this ongoing activity in the next Clipper Title VI Status Report.

8. *Final Title VI Summary Report Planned Activity:* Provide Clipper materials at MTC-sponsored public meetings.

   Actions Taken:
   This item is ongoing. MTC is continuing to provide Clipper materials at MTC-sponsored public meetings.

Upcoming Activities

MTC is planning to launch a marketing/awareness campaign targeting low-income and limited English-proficient transit riders. MTC anticipates the campaign will include up to 50-60 outreach events in neighborhoods where Title VI-protected transit riders reside and will be accompanied by advertising in multilingual newspapers. Outreach staff will distribute free adult and senior Clipper cards and mail-in applications for youth cards at the outreach events.

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March 12, 2013

Ms. Anita Heard
Program Analyst
FTA Office of Civil Rights
1200 New Jersey Ave, SE
Washington, DC 20590

Re: **MTC Third Quarterly Clipper® Title VI Status Report**

Dear Ms. Heard:

In September 2011, the Federal Transit Administration (FTA) conducted an on-site Title VI Compliance Review ("the Review") of the Metropolitan Transportation Commission (MTC). FTA's Final Report on the Review was issued on April 12, 2012. Corrective actions were requested in two areas: 1) Language access to Limited English Proficiency ("LEP") Persons; and 2) Clipper® Program Fare Equity Analysis. MTC responded to the FTA on May 11 and June 11, 2012 with its proposed corrective actions as required per the Review, and continues to work to complete the corrective actions related to the language access to LEP and Clipper® program.

With respect to the Clipper® Program, FTA asked MTC to provide quarterly updates on its activities to correct identified disparate impacts and implement the Program with the least discriminatory impacts. The prior quarterly status reports were submitted to FTA on September 12, 2012, and December 12, 2012. The third report is attached for your information.

If you have any questions about this report, please contact Denise Rodrigues, Contract Compliance Officer at (510) 817-5897 or drodri@mtc.ca.gov.

Sincerely,

Ann Flemer
Deputy Executive Director, Policy

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CLIPPER® TITLE VI STATUS REPORT
March 12, 2013

Background

On June 12, 2012, MTC provided the Federal Transit Administration (FTA) with a response to the findings of the *Title VI Compliance Review of the Metropolitan Transportation Commission*. MTC's response to FTA included a commitment to provide updates on the Clipper® fare payment system every 90 days. This is the third such update covering the period from December 13, 2012 – March 12, 2013.

Key Actions Taken in the Past 90 Days

Using the planned activities identified by MTC in *Final Title VI Report: Clipper® Fare Media Transitions (Final Title VI Summary Report)* as a guideline, MTC has taken key actions over the last 90 days as follows:

1. Establish a process that enables youths (or their parents/guardians) and seniors to apply for Clipper cards by mail or email.

   The new mail/email/fax application process for youth and senior Clipper cards is still in development. MTC planned to implement this new process in the fall of 2012, but the new process requires a change order to the Clipper design-build-operate-maintain (DBOM) Contract between MTC and Cubic Transportation Systems, Inc. (Clipper Contractor). Negotiation and execution of this change order has experienced several delays, but the change order is now nearing execution. Once MTC and the Clipper Contractor execute the change order, the Clipper Contractor will provide a schedule for implementation of the new process. MTC expects to be able to provide an implementation date as part of the next quarterly report to FTA on June 12, 2013.

2. Accept school identification cards that include birthdates and explore the feasibility of accepting additional forms of identification that indicate a youth's age, or other methods by which youths can prove their eligibility for a Youth Clipper card.

   As reported in the December 12, 2012, Clipper Title VI Status Report to FTA, this item has been completed.

3. Engage in partnership arrangements with community-based organizations (CBOs), through which the CBOs will provide Clipper cards and information to constituents.

   This item has been started and will continue as an ongoing program. MTC launched the program in August, 2012. As of March 12, 2013, 13 CBOs have ordered 990 cards. These

CBOs serve Title VI-protected individuals in San Francisco's Chinatown and Mission neighborhoods, Berkeley, Fremont, Concord, San Jose, Richmond and Oakland. MTC staff has identified additional CBOs in neighborhoods considered to be high priorities for reaching Title VI-protected individuals – particularly in the Bayview-Hunter's Point area of San Francisco – and MTC is preparing to encourage additional organizations to participate.

4. Set a consistent $5 Clipper card and balance replacement fee that applies to all customers at all locations.

   This item is in progress. MTC has directed the Clipper Contractor to update the Clipper system software in order to standardize the fees charged for card replacement and balance restoration. The Clipper Contractor is in the process of making the changes to the different components of Clipper system (website, terminals located at the in-person customer service centers, etc.). MTC expects this change will be completed by the next quarterly report.

5. Actively monitor the Clipper retailer network to ensure adequate and comprehensive geographic coverage, particularly for minority and low-income individuals.

   This item is ongoing. MTC is continuing to actively monitor the Clipper retailer network to ensure adequate and comprehensive geographic coverage. In the last 90 days, the Clipper retailer network has not lost any retailers in areas considered to be priorities for Title VI compliance.

6. Provide Clipper materials at MTC-sponsored public meetings.

   This item is ongoing. MTC is continuing to provide Clipper materials at MTC-sponsored public meetings.

Upcoming Activities

MTC has launched a marketing/awareness campaign targeting low-income and limited English-proficient transit riders. The campaign will include 46 outreach events at transit stops and stations in neighborhoods where Title VI-protected transit riders reside. Outreach events are also being scheduled at locations such as One-Stop Career Centers that cater to low-income and limited English-proficient individuals. Outreach staff will distribute free adult and senior Clipper cards and accept applications for youth cards at the outreach events. Outreach events will be accompanied by advertising in multilingual newspapers. Copies of ads and a tentative schedule for outreach are attached, as Attachment A.

Attachment A

Copies of Ads
and
Tentative Schedule for Clipper® Outreach Events

Samples of Transit Ads for February/March 2013

Low-Income/Limited English Proficiency Campaign

Outreach Schedule for February/March Low-Income/Limited English Proficiency Campaign

Saturday, February 23	Chinese New Year Street Fair	San Francisco
Sunday, February 24	Chinese New Year Street Fair	San Francisco
Sunday, March 3	San Jose/Berryessa Flea Market	San Jose
Tuesday, March 5	BART West Oakland – AC Transit stops	West Oakland
Tuesday, March 5	BART Hayward Station	Hayward
Tuesday, March 5	BART Union City Station	Union City
Wednesday, March 6	SFMTA stop/station – Mission	San Francisco
Wednesday, March 6	SFMTA stop/station – Bayview/Hunter's Point	San Francisco
Wednesday, March 6	SFMTA stop/station - Tenderloin	San Francisco
Thursday, March 7	BART Richmond Station	Richmond
Thursday, March 7	BART Fruitvale Station	Oakland
Saturday, March 9	San Rafael Transit Center	San Rafael
Sunday, March 10	Oakland Swap Shop and Coliseum Public Market	Oakland
Monday, March 11	BART Daly City Station	Daly City
Monday, March 11	BART SSF Station	South San Francisco
Tuesday, March 12	VTA Eastridge Transit Center	San Jose
Tuesday, March 12	VTA Valley Fair Transit Center	San Jose
Tuesday, March 12	VTA Gilroy Transit Center	Gilroy
Wednesday, March 13	SamTrans bus stop	TBD
Wednesday, March 13	SamTrans bus stop	TBD
Wednesday, March 13	SamTrans bus stop	TBD

Thursday, March 14	VTA Great Mall Transit Center	San Jose
Thursday, March 14	San Rafael Transit Center	San Rafael
Tuesday, March 19	AC Transit Uptown Transit Center	Oakland
Tuesday, March 19	Eastmont Transit Center	Oakland
Tuesday, March 26	US Immigration naturalization ceremonies	Oakland

The following locations are in the process of being scheduled:

TBD	Gilroy Library	Gilroy
TBD	King Library	San Jose
TBD	Biblioteca	San Jose
TBD	The Unity Council * Affiliate One-Stop	Oakland
TBD	Lao Family Community Development, Inc. *Affiliate One-Stop	Oakland
TBD	Marin Employment Connection (one-stop)	San Rafael
TBD	work2future (one-stop)	Gilroy
TBD	Campbell One Stop	Campbell
TBD	Visitacion Valley One Stop Career Link Center	San Francisco
TBD	Chinatown One Stop Career Link Center	San Francisco
TBD	Western Addition One Stop Career Link Center	San Francisco
TBD	EASTBAY *Works* One-Stop Career Center – San Pablo	San Pablo
TBD	RichmondWORKS	Richmond
TBD	Eden Area One-Stop Career Center	Hayward

TBD	Bayview Hunters Point Community Foundation	San Francisco - BVHP
TBD	Bayview Hunters Point YMCA African American Holistic Wellness Program	San Francisco - BVHP
TBD	San Francisco Food Bank #1	San Francisco
TBD	San Francisco Food Bank #2	San Francisco
TBD	Mt. Diablo USD ESL Classes	Concord
TBD	EPA CAN DO	East Palo Alto

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Scott Wiener
San Francisco Mayor's Appointee

Steve Heminger
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Ann Flemer
Deputy Executive Director, Policy

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Deputy Executive Director, Operations

June 5, 2013

Ms. Anita Heard
Program Analyst
FTA Office of Civil Rights
1200 New Jersey Ave, SE
Washington, DC 20590

Re: **MTC Fourth Quarterly Clipper® Title VI Status Report and MTC's Four Factor Analysis Limited English Proficient Needs Assessment**

Dear Ms. Heard:

In September 2011, the Federal Transit Administration (FTA) conducted an on-site Title VI Compliance Review ("the Review") of the Metropolitan Transportation Commission (MTC). FTA's Final Report on the Review was issued on April 12, 2012. Corrective actions were requested in two areas: 1) Language access to Limited English Proficiency ("LEP") Persons; and 2) Clipper® Program Fare Equity Analysis. MTC responded to the FTA on May 11 and June 11, 2012 with its proposed corrective actions as required per the Review, and continues to work to complete the corrective actions related to the language access to LEP and Clipper® program.

Attached are the MTC Limited English Proficient Needs Assessment Four Factor Analysis and Final Revised for Special Language Services to Limited English Proficient (LEP) Populations (Attachment A). MTC is requesting a formal review of these documents and determination by the FTA of whether or not these documents are sufficient to close out the corrective action from the Review related to language access to LEP persons.

With respect to the Clipper® Program, FTA asked MTC to provide quarterly updates on its activities to correct identified disparate impacts and implement the Program with the least discriminatory impacts. The prior quarterly status reports were submitted to FTA on September 12, 2012, December 12, 2012, and March 12, 2013. As per your email correspondence dated March 21, 2013, MTC provided sufficient documentation for the FTA to close out the deficiency finding regarding the Clipper® Program Fare Equity Analysis. Accordingly, this is MTC's fourth and final Quarterly Clipper Title VI Status report (Attachment B) for your information.

If you have any questions about this report, please contact Denise Rodrigues, Contract Compliance Officer at (510) 817-5897 or drodri@mtc.ca.gov.

Sincerely,

Ann Flemer
Deputy Executive Director, Policy

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Attachment A

Limited English Proficient Needs Assessment
Four-Factor Analysis

April 2013

J:\PROJECT\Title VI Report\LEP\Revised LAP\Final Combined Four-Factor Analysis.doc

Table of Contents

Introduction 1

Factor 1 Analysis 3

LEP POPULATION ANALYSIS 5

FACTOR 1 CONCLUSION 7

Factor 2 Analysis 8

REVIEW OF RELEVANT MTC PROGRAMS AND SERVICES 9

CALL CENTER DATA FOR MTC SERVICES AND PROGRAMS 11

WEBSITE DATA FOR MTC SERVICES AND PROGRAMS 13

INTERPRETATION AND TRANSLATION REQUESTS FOR MTC SERVICES AND PROGRAMS . 15

MTC STAFF AND CONTRACTOR SURVEYS 16

LEP PERSON SURVEY 19

LEP PERSON FOCUS GROUPS 24

FACTOR 2 CONCLUSION 25

Factor 3 Analysis 26

DETERMINATION OF CRITICAL SERVICES 26

MTC STAFF AND CONTRACTOR SURVEYS 27

LEP PERSON SURVEY 28

FACTOR 3 CONCLUSION 30

Factor 4 Analysis 31

COMMUNITY- BASED ORGANIZATION INTERVIEWS 32

CURRENT LANGUAGE ASSISTANCE MEASURES 33

FUTURE LANGUAGE ASSISTANCE MEASURES 35

BUDGET ANALYSIS 36

FACTOR 4 CONCLUSION 37

Four-Factor Analysis Conclusion 38

LIST OF TABLES

Table 1: Language Spoken at Home by Ability to Speak English, Persons Age 5 Years and Over, 2007-2011 6

Table 2: MTC Programs, Activities and Services to LEP Persons 10

Table 3: Calls to Clipper® Language Line Services, January 2012 –December 2012 12

Table 4: Clipper® Automated Phone Services (Interactive Voice Response Selections), January 2012 – December 2012 12

Table 5: Average Monthly FasTrak® Customer Service Center Language Line Calls, ... 13

Table 6: MTC Website Translated Pageviews, 2009-2013 13

Table 7: OneBayArea.org Google Translate Tool Use, November 2012 - February 2013 14

Table 8: 511 Translated Web Pageviews, July 2011 – November 2012 15

Table 9: Requests for Interpretation, 2009-2012 16

Table 10: Requests for Translation, 2009-2012 16

Table 11: MTC Contractor Staff Survey Results for Frequency of Contact with LEP Persons 19

Table 12: Focus Group Schedule, 2010-2012 24

LIST OF FIGURES

Figure 1: LEP Person Survey Respondents Ability to Speak English 20

Figure 2: LEP Person Surveys Collected by Language 21

Figure 3: LEP Person Survey Respondents by County 22

Figure 4: Frequency of Contact with MTC Programs and Services by LEP Person Survey 23

Figure 5: Importance of MTC Programs and Services by LEP Person Survey Respondents 28

Figure 6: Importance of Long-Range Transportation Planning Information to LEP Person Survey Respondents 29

LIST OF APPENDICES

Appendix A: Maps of Limited English Proficient Distribution A-1

Appendix A-1: Total Limited English Proficient Distribution Map A-2

Appendix A-2: Spanish Limited English Proficient Distribution Map A-3

Appendix A-3: Chinese Limited English Proficient Distribution Map A-4

Appendix A-4: Vietnamese Limited English Proficient Distribution Map A-5

Appendix A-5: Tagalog Limited English Proficient Distribution Map A-6

Appendix A-6: Korean Limited English Proficient Distribution Map A-7

Appendix B: Other Languages Spoken at Home by Ability to Speak English, 2007 – 2011 ..... B-1

Appendix C: MTC Staff Survey C-1

Appendix D: MTC Staff Survey Results D-1

Appendix E: MTC Contractor Staff Survey E-1

Appendix F: MTC Contractor Staff Survey Results F-1

Appendix G: Community-Based Organization Survey Partners G-1

Appendix H: LEP Person Survey H-1

Appendix I: LEP Person Survey Results I-1

Appendix J: Focus Group Summary Responses J-1

Appendix K: List of Interviewed Community-Based Organizations and Languages Served K-1

Appendix L: Community-Based Organization Interview Questions L-1

Appendix M: Summary Responses of Community-Based Organization Interviews M-1

Appendix N: Breakdown of Translation Costs N-1

Appendix O: Translated Press Releases O-1

Appendix P: Display Ads and Legal Notices P-1

Appendix Q: Vital Documents Guidelines Q-1

Introduction

Federal regulations require that recipients of federal funds take reasonable steps to ensure meaningful access to benefits, services, information and other important portions of their programs and activities for individuals with limited English proficiency. Title VI of the Civil Rights Act of 1964 and its implementing regulations provide that 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 that receives federal financial assistance.

As a recipient of federal funds, the Metropolitan Transportation Commission (MTC) follows the United States Department of Transportation Policy Guidance (U.S. DOT 2005) concerning recipients' responsibilities to limited English proficient (LEP) persons. Individuals for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English are limited English proficient, or ''LEP."

The U.S. DOT LEP Guidance specifies an individualized assessment that balances a Four-Factor Analysis to determine what reasonable steps should be taken by recipients to ensure meaningful access by LEP persons. This Four-Factor Analysis considers the following:

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered in the eligible service population.
Factor 2: The frequency with which LEP persons come in contact with MTC's programs, activities or services.
Factor 3: The nature and importance to LEP persons' lives of MTC's programs, activities and services.
Factor 4: The resources available to MTC and overall cost to provide language assistance.

Following U.S. DOT guidelines, MTC explored multiple data sources and conducted targeted outreach to develop the Four-Factor Analysis. MTC analyzed the U.S. Census American Community Survey data to identify the San Francisco Bay Area region's LEP population. The data collection and outreach also included surveys of MTC staff and third-party contractors, interviews with community-based organizations, LEP person focus groups and LEP person surveys. In addition, MTC reviewed and analyzed past interactions with LEP persons including call center and language line data, website data, and requests for both interpretation and translation by LEP persons. The key findings from the Four-Factor Analysis shaped the development of MTC's Plan for Special Language Services.

Based on U.S. Census American Community Survey data (2007-2011), the Factor 1 Analysis identified 1,197,125 individuals over the age of five who speak English less than "very well." This figure accounts for 18% of the San Francisco Bay Area population. MTC identified thirty-one (31) languages that are spoken by more than 1,000 estimated LEP persons. Across the San

Francisco Bay Area region, the five most frequently spoken languages other than English are Spanish (8.1%), Chinese (3.9%), Vietnamese (1.4%), Tagalog (1.2%) and Korean (0.5%).

According to the Factor 2, 3, and 4 Analysis findings — described in detail in this report, MTC concluded that, of the thirty-one (31) identified languages, Spanish and Chinese meet the agency's requirements for regular written language translation. As such, documents determined as Tier 1, Vital Documents will be translated into Spanish and Chinese without a request. Upon request and subject to available resources, MTC will provide written translation of Tier 2 and Tier 3, Vital Documents and other documents into Spanish, Chinese and other languages.

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

DOT Guidance

The U.S. DOT "Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons" (U.S. DOT 2005) advises that:

> *"The greater the number or proportion of LEP persons from a particular language group served or encountered in the eligible service population, the more likely language services are needed (emphasis added). Ordinarily, persons ``eligible to be served, or likely to be directly affected, by'' a recipient's programs or activities are those who are in fact, served or encountered in the eligible service population. This population will be program-specific, and includes persons who are in the geographic area that is part of the recipient's service area…When considering the number or proportion of LEP individuals in a service area, recipients should consider LEP parent(s) whose English proficient or LEP minor children and dependents encounter the services of DOT recipients.*
>
> *Recipients should first examine their prior experiences with LEP individuals and determine the breadth and scope of language services that are needed. In conducting this analysis, it is important to: Include language minority populations that are eligible beneficiaries of recipients' programs, activities, or services but may be underserved because of existing language barriers; and consult additional data, for example, from the census, school systems and community organizations, and data from state and local governments, community agencies, school systems, religious organizations, and legal aid entities.*
>
> *The focus of the analysis is on lack of English proficiency, not the ability to speak more than one language. Note that demographic data may indicate the most frequently spoken languages other than English and the percentage of people who speak that language but speak or understand English less than well. People who are also proficient in English may speak some of the most commonly spoken languages other than English." (DOT LEP Guidance Section V (1)).*

The Federal Transit Administration (FTA) Circular 4702.1B states:

> *<u>Safe Harbor Provision:</u> DOT has adopted DOJ's Safe Harbor Provision, which outlines circumstances that can provide a "safe harbor" for recipients regarding translation of written materials for LEP populations. The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language*

group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations. Translation of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%) trigger, the recipient is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.

These safe harbor provisions apply to the translation of written documents only. They do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable. A recipient may determine, based on the Four Factor Analysis, that even though a language group meets the threshold specified by the Safe Harbor Provision, written translation may not be an effective means to provide language assistance measures. For example, a recipient may determine that a large number of persons in that language group have low literacy skills in their native language and therefore require oral interpretation. In such cases, background documentation regarding the determination shall be provided to FTA in the Title VI Program. (Federal Transit Administration (FTA) Circular 4702.1B, Chapter III-9, Article 9.c)

Methodology

MTC gathered the following data and followed the steps below to develop the Factor 1 Analysis:

Data Gathered

- U.S. Census and American Community Survey (ACS) data on the LEP population in MTC's service area (See Table 1)

Steps

- Identified MTC geographic boundaries as the San Francisco Bay Area
- Identified concentrations of LEP persons within MTC's service area as well as languages most frequently spoken by LEP persons
- Worked with Community Based Organizations (CBOs) that serve LEP persons to obtain information on the LEP communities within MTC's service area
- Analyzed the data collected

LEP POPULATION ANALYSIS

MTC used the U.S. Census and American Community Survey (ACS) data from 2007 - 2011 because it is the most comprehensive and recent data set available (issued on December 6, 2012). MTC then utilized internal GIS mapping to show concentrations of LEP persons who speak the five most frequently spoken languages other than English within the MTC service area (shown in Appendix A).

As noted above, MTC analyzed the most recent ACS data from 2007 - 2011 and identified people who speak English less than "very well" as LEP persons, which is consistent with the definition of LEP in the Federal Transit Administration (FTA) Circular 4702.1B. Table 1 shows the languages spoken at home, by ability to speak English, for persons five years of age and older, with number and percentage broken out by county.

Based on a review of the regional totals, the five most frequently spoken languages other than English are Spanish (8.1 percent of the San Francisco Bay Area's population), Chinese (3.9 percent), Vietnamese (1.4 percent), Tagalog (1.2 percent) and Korean (0.5 percent). Appendix B provides detailed information on the "Other Languages" column in Table 1 spoken in the MTC nine-county service area, and shows that there are thirty-one (31) languages with more than 1,000 estimated LEP persons. The population of the San Francisco Bay Area is quite diverse, as evidenced by the over ninety (90) languages other than English spoken within the region.

Table 1: Language Spoken at Home by Ability to Speak English, Persons Age 5 Years and Over, 2007-2011 Speaks English Less than "Very Well"*									
County	**Spanish**	**Chinese**	**Vietnamese**	**Tagalog**	**Korean**	**Other Languages**	**Total Speaking English Less than "Very Well"**	**Speaks English "Very Well"**	**Total**
Alameda	113,945	66,243	15,354	15,904	8,563	46,892	266,901	1,129,926	1,396,827
	8.2%	4.7%	1.1%	1.1%	0.6%	3.4%	19.1%	80.9%	100.0%
Contra Costa	78,185	13,914	3,254	7,758	3,430	24,642	131,183	839,679	970,862
	8.1%	1.4%	0.3%	0.8%	0.4%	2.5%	13.5%	86.5%	100.0%
Marin	15,363	908	633	446	430	3,963	21,743	214,852	236,595
	6.5%	0.4%	0.3%	0.2%	0.2%	1.7%	9.2%	90.8%	100.0%
Napa	17,810	280	143	1,324	194	1,205	20,956	106,332	127,288
	14.0%	0.2%	0.1%	1.0%	0.2%	0.9%	16.5%	83.5%	100.0%
San Francisco	39,628	94,696	6,471	10,507	3,701	24,872	179,875	582,813	762,688
	5.2%	12.4%	0.8%	1.4%	0.5%	3.3%	23.6%	76.4%	100.0%
San Mateo	65,028	21,794	1,570	13,999	2,038	21,246	125,675	539,685	665,360
	9.8%	3.3%	0.2%	2.1%	0.3%	3.2%	18.9%	81.1%	100.0%
Santa Clara	140,809	59,770	65,464	18,855	12,278	58,781	355,957	1,281,949	1,637,906
	8.6%	3.6%	4.0%	1.2%	0.7%	3.6%	21.7%	78.3%	100.0%
Solano	27,500	1,580	1,231	8,321	713	5,702	45,047	339,606	384,653
	7.1%	0.4%	0.3%	2.2%	0.2%	1.5%	11.7%	88.3%	100.0%
Sonoma	40,753	1,069	1,448	892	537	5,089	49,788	400,692	450,480
	9.0%	0.2%	0.3%	0.2%	0.1%	1.1%	11.1%	88.9%	100.0%
Bay Area	539,021	260,254	95,568	78,006	31,884	192,392	1,197,125	5,435,534	6,632,659
	8.1%	3.9%	1.4%	1.2%	0.5%	2.9%	18.0%	82.0%	100.0%

Source: U.S. Census, American Community Survey 2007-2011.

* MTC used ACS data for LEP persons that speak English less than "very well" for the Factor 1 Analysis, as per the definition of LEP provided in FTA Circular 4702.1B.

FACTOR 1 CONCLUSION

Based on the Safe Harbor provision and the most recent U.S. Census data of LEP persons who speak English less than “very well” (shown in Table 1 and Appendix B), the number and proportion of LEP persons served or encountered in MTC’s service area includes thirty-one (31) languages spoken by more than 1,000 LEP persons. The five most frequently spoken languages other than English are Spanish (8.1 percent), Chinese (3.9 percent), Vietnamese (1.4 percent), Tagalog (1.2 percent) and Korean (0.5 percent). This information was carried forward in the analysis undertaken in Factors 2, 3 and 4 performed per the recommended DOT LEP guidance.

Factor 2 Analysis
The Frequency with which LEP Individuals Come into Contact with Programs, Activities and Services

DOT Guidance

The U.S. DOT "Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons" (U.S. DOT 2005) advises that:

> *"Recipients should assess, as accurately as possible, the frequency with which they have or should have contact with LEP individuals from different language groups seeking assistance, as the more frequent the contact, the more likely enhanced language services will be needed. The steps that are reasonable for a recipient that serves an LEP person on a one-time basis will be very different than those expected from a recipient that serves LEP persons daily."*

Methodology

For the second step of the Four-Factor LEP needs assessment, MTC explored multiple data sources to assess how frequently LEP individuals come into contact with MTC programs and services. In accordance with U.S. DOT guidelines, MTC collected data and analyzed findings from the following sources:

- Call Center Data for MTC Services and Programs
- Website Data for MTC Services and Programs
- Interpretation and Translation Requests for MTC Services and Programs
- MTC Staff Surveys
- MTC Contractor Staff Surveys
- LEP Person Surveys
- LEP Person Focus Groups

For the MTC staff, MTC contractor and LEP person surveys, frequency was measured based on four categories of interaction: "very frequently," "frequently," "somewhat frequently," and "never." These categories do not have specific time intervals associated with them, such as weekly or monthly frequency. However, MTC explored a broad array of data sources to develop a comprehensive understanding of the frequency of contact with LEP persons including call center data, website data, interpretation requests, translation requests and LEP person focus groups. Collectively, these data sources helped MTC assess the overall frequency of contact with LEP persons.

Additionally, MTC conducted an agency-wide staff survey to determine the frequency and importance of contact with LEP individuals across all MTC departments.

MTC provides most of its operating programs, such as those identified in Table 2, through third-party contractors. MTC surveyed third-party contractor staff who provide direct customer service on behalf of MTC or are likely to come into contact with LEP individuals. Surveyed personnel included customer service representatives, service operators and program managers who provide services for MTC throughout the region.

MTC also partnered with CBOs to distribute and administer a survey to LEP persons. In addition to English, the LEP Person survey was translated into five languages (Spanish, Chinese, Vietnamese, Tagalog, and Korean) and distributed to over twenty-one CBOs across the nine-county MTC service area. In an effort to consult directly with LEP individuals, MTC also held four focus groups with LEP persons to evaluate current language assistance measures.

REVIEW OF RELEVANT MTC PROGRAMS AND SERVICES

The analysis for MTC's current Language Assistance Plan (LAP) determined that LEP individuals are in frequent contact with most of MTC's programs and services. Depending on the data source, the language groups with the highest frequency of contact were Spanish and Chinese (Cantonese and Mandarin), followed by Vietnamese, Tagalog and Korean.

For this analysis following U.S. DOT guidance, MTC conducted a thorough review of its programs, activities and services. Table 2 identifies the services and programs that MTC provides for LEP individuals. MTC consulted with program managers and key personnel to ensure the most up-to-date review of programs and services. Additional information about the listed programs and services follows this section.

Table 2: MTC Programs, Activities and Services to LEP Persons	
Program, Activity or Service	**LEP Component**
MTC Meetings, Key Planning and Funding Activities	• Key planning documents include, but are not limited to, the Regional Transportation Plan and the Transportation Improvement Program. • MTC contracts with a firm to translate key documents (or summaries of documents) and/or provide in-person interpretation assistance as needed upon request. • Flyers for major community workshops and similar meetings include instructions on how to request translation services. Major public participation opportunities are advertised in community papers in appropriate languages. • MTC's website includes Spanish and Chinese language content, including translated versions or summaries of selected documents. • Public participation plans for MTC's long-range plan include seeking out views of LEP populations by, for example, conducting meetings in other languages and designing the content to be sensitive to the needs of low literacy populations. Meeting notices include multi-lingual notification on how to request translation services.
Motorist-Aid Call Boxes	• Instructions on call boxes in English and Spanish; English- and Spanish-speaking dispatchers are available at all times through the toll-free dispatch center. • For other languages, dispatchers connect speakers to a translation service for assistance (available at all times).
Freeway Service Patrol (FSP)	• Tow truck drivers have a card available in multiple languages (Spanish, Chinese, Vietnamese and Tagalog). • Translation service is available to assist via telephone through dispatch center.
FasTrak®	• Applications are available in Spanish and Chinese on website. • Brochure is available in Spanish and Chinese on website. • FAQs are available in Spanish and Chinese on website. • Customer Handbook is available in Spanish and Chinese on website. • License Agreement is available in Spanish and Chinese on website. • Privacy policy is available in Spanish and Chinese on website. • Advertising and news releases are done in Spanish and Chinese on website. • Bilingual Staff are available at the FasTrak® Customer Service Center.
Clipper® Universal Transit Card	• The program is available in English, Spanish and Chinese. Materials are printed in these three languages (separate versions in each language). Likewise, advertising is trilingual (separate versions in each language), telephone service (automated service) is available in these three languages; for self-serve "add value" machines, customers can select their language preference when they begin a transaction. • Website is in English with short program overviews in both Spanish and Chinese. • Customer service center's live support can connect with a translation service. • Card readers themselves are English-only due to limited capacity and a small display screen.

Table 2: MTC Programs, Activities and Services to LEP Persons	
Program, Activity or Service	**LEP Component**
511 Traveler Information	• 511.org homepage – Google translator drop-down menu, options for Chinese and Spanish translations. • Traffic page – Google translator drop-down menu, options for Chinese and Spanish translations. • Transit page – includes professionally translated summary of Transit site services in Chinese and Spanish as well as Google translator for Chinese and Spanish. • Rideshare page – includes professionally translated summary of Rideshare program services in Chinese and Spanish from the "Rideshare Home" navigation. Links from these two translated pages direct visitors to Google translated 511 RMS registration pages. Google translator for Chinese and Spanish is on each page footer. • Bicycling page – Google translator links for Chinese and Spanish. • Language Disclaimer – All websites include language disclaimer stating that machine translation is imperfect. • 511 Phone – Rideshare and Bicycling menus have prompts in Spanish. When transferred to a live operator, customers can speak to rideshare/bicycling operators who use a third party language translation service. The other phone menu selections do not include prompts in other languages. • 511 RideMatch Service – Google's "Select Language" drop down menu feature has been installed, offering Spanish and Chinese. • 511 SchoolPool – Google's "Select Language" drop down menu feature has been installed with a choice of 65 languages. On the home page, print/downloadable flyers are provided in Chinese, Spanish, Korean, Vietnamese and Tagalog.
Regional Transit Hub Signage Program	• Way-finding and transit information signs rely on universal icons/pictographs to bridge language barriers. • Limited space for text on signs precludes use of languages other than English in most cases.

CALL CENTER DATA FOR MTC SERVICES AND PROGRAMS

MTC analyzed call center and language line data for the services and programs that track interaction with LEP persons. Call center data was available for the Clipper® Card and FasTrak® programs. The results and corresponding tables from this review are listed below.

Clipper® Universal Transit Card

Clipper® is an all-in-one transit card that keeps track of passes, discount tickets, ride books and cash value loaded onto it, while recognizing and applying all applicable fares, discounts and transfer rules. Clipper® has been implemented at the seven largest San Francisco Bay Area transit agencies, and the reach of the Clipper® program continues to expand as additional

transit agencies within the nine-county MTC service area participate in the program. MTC oversees the Clipper® transit card and the operation of the Clipper® Customer Service Center (CSC).

Table 3 shows the number of language line calls for MTC's Clipper® Card program. Spanish and Chinese language line calls for the Clipper® Card program make up only 4% of the total calls.

Table 3: Calls to Clipper® Language Line Services, January 2012 –December 2012		
Language	**Number of Language Line Calls**	**Percentage**
Spanish	10,575	3%
Chinese	4,722	1%
English	334,738	96%
Total	350,035	100%

Table 4 shows the number of Interactive Voice Response (IVR) selections for Clipper® language line calls. IVR is a technology that allows a computer to interact with humans through the use of voice and tonal input via telephone keypads. Spanish and Chinese IVR selections for the Clipper® Card program make up approximately 4% of the total IVR selections.

Table 4: Clipper® Automated Phone Services (Interactive Voice Response Selections), January 2012 – December 2012		
Language	**Interactive Voice Response Selections**	**Percentage**
Spanish	14,165	3%
Cantonese	6,537	1%
English	488,352	96%
Total	509,054	100%

FasTrak®

The FasTrak® electronic toll collection system allows customers to pay bridge tolls electronically to avoid stopping at toll plazas. FasTrak® has been operational on all seven of the state-owned toll bridges in the San Francisco Bay Area, as well as the Golden Gate Bridge, since December 2000, with at least one electronic toll collection -dedicated toll booth on each bridge to ease traffic congestion and speed travel. The San Francisco Bay Area Toll Authority (BATA) oversees the FasTrak® electronic toll collection system and operation of the FasTrak® Customer Service Center (CSC).

The available FasTrak® Customer Service Center data indicated that staff receives approximately 60 non-English calls each month. Table 5 shows the number of average monthly language line calls for MTC's FasTrak® program. Non-English language line calls for FasTrak® make up less than 1% of the total calls. The FasTrak® Customer Service Center employs

bilingual, Spanish-speaking representatives. Customer calls that cannot be handled by the bilingual representatives are routed to the Language Line service.

Table 5: Average Monthly FasTrak® Customer Service Center Language Line Calls, January 2012 – December 2012		
Language	**Average Monthly Language Line Calls**	**Percentage**
Non-English CSC Calls	60	0.05%
English Only CSC Calls	69,455	56.33%
English Only Interactive Voice Response (IVR) Calls	53,794	43.63%
Total	123,309	100%

WEBSITE DATA FOR MTC SERVICES AND PROGRAMS

In addition to call center data, MTC also examined available website data to estimate the number of non-English pageviews for its various programs and services. Website data were available for the MTC website, the OneBayArea website and the 511 Traveler Information website. The results and corresponding tables from this review are provided below.

MTC Website

The MTC website — www.mtc.ca.gov — provides information on the services, programs and activities of the agency. The website includes web pages in Spanish and Chinese with summaries of key information. Records of MTC website data were available from 2009 -2013 for Spanish and Chinese translated pageviews. Table 6 shows the number of translated pages on MTC's website and the corresponding percentage. The combined number of translated pageviews for Spanish and Chinese represent less than 1% of the total number of pageviews.

Table 6: MTC Website Translated Pageviews, 2009-2013			
Year		**Page Views**	**Percentage**
2013 (January – February)	Total Pageviews*	158,367	100%
	Chinese Translated Pageviews	162	0.0010%
	Spanish Translated Pageviews	52	0.0003%
2012	Total Pageviews*	1,133,602	100%
	Chinese Translated Pageviews	1174	0.0010%
	Spanish Translated Pageviews	504	0.0004%
2011	Total Pageviews*	1,104,660	100%
	Chinese Translated Pageviews	1257	0.0011%
	Spanish Translated Pageviews	663	0.0006%
2010	Total Pageviews*	1,294,300	100%

	Chinese Translated Pageviews	2053	0.0016%
	Spanish Translated Pageviews	946	0.0007%
2009	Total Pageviews*	1,069,553	100%
	Chinese Translated Pageviews	645	0.0006%
	Spanish Translated Pageviews	224	0.0002%
Total	Total Pageviews*	6,502,519	100%
	Chinese Translated Pageviews	7073	0.0011%
	Spanish Translated Pageviews	2961	0.0005%

*Total pageviews includes English, Spanish, and Chinese pageviews.

OneBayArea Website

OneBayArea is a joint initiative of four of the San Francisco Bay Area's regional government agencies — the Association of Bay Area Governments (ABAG), the Bay Area Air Quality Management District (BAAQMD), the Bay Conservation and Development Commission (BCDC) and the Metropolitan Transportation Commission (MTC). A joint website — www.onebayarea.org — serves as a clearinghouse for information and updates for joint programs and projects undertaken by the regional agencies. Since its launch in April 2010, the OneBayArea website has been the online location for information on development of the region's long-range transportation plan/sustainable communities strategy.

The OneBayArea website provides the Google Translate tool as a language assistance resource for customers. MTC also uses bilingual staff to further refine the Spanish and Chinese translations from Google Translate. Records of the Google Translate tool usage were available from November 2012 to February 2013. Table 7 shows the number of times Google Translate was used by language requested. As shown below, the tool was used in three languages.

Table 7: OneBayArea.org Google Translate Tool Use, November 2012 - February 2013

Translated Language	Number of Times Used
Chinese	21
Spanish	9
Taiwanese	4
Total	**34**

511 Traveler Information

511 is a free one-stop source for up-to-the-minute San Francisco Bay Area traffic, parking, transit, rideshare, and bicycling information. San Francisco Bay Area travelers use 511 to navigate San Francisco Bay Area traffic, plan transit trips, find out when the bus or train will depart, find a carpool, locate parking and bike lockers, and other information to help them travel around the region easily and efficiently.

Table 8 shows the number of visits and pageviews for translated pages on MTC's 511 website. Records of 511 website data were available from July 2011 to December 2012. Based on the data, Spanish and Chinese LEP individuals are in regular contact with the 511 website services.

Table 8: 511 Translated Web Pageviews, July 2011 – November 2012

	Spanish		Chinese	
	Visits	**Pagviews**	**Visits**	**Pagviews**
July 2011	12	13	16	19
August 2011	19	21	24	31
September 2011	10	15	13	16
October 2011	17	18	21	25
November 2011	16	17	14	17
December 2011	11	12	18	22
January 2012	17	29	17	21
February 2012	15	17	17	20
March 2012	16	20	12	14
April 2012	15	18	48	57
May 2012	10	12	14	15
June 2012	17	20	18	20
July 2012	17	20	17	17
August 2012	5	5	10	14
September 2012	12	14	21	24
October 2012	11	11	21	27
November 2012	8	8	14	16
Total	228	270	315	375

INTERPRETATION AND TRANSLATION REQUESTS FOR MTC SERVICES AND PROGRAMS

MTC reviewed the available records from the agency's various programs regarding interpretation and translation requests. Records were available from 2009-2012. Table 9 shows the requests for interpretation services from LEP persons. A total of four requests for interpretation have been made, including two in Spanish and two in Chinese (Mandarin and Cantonese) in that three (3) year period.

Table 9: Requests for Interpretation, 2009-2012			
Date	**Requestor**	**Meeting/Host**	**Language**
7/10/2012	LEP Individual	July 11 Programming & Allocations Committee Meeting	Cantonese
5/7/2011	LEP Individual	FTA Title VI Information Session	Spanish
5/5/2011	LEP Individual	Alameda County Plan Bay Area Public Workshop	Spanish
3/8/2011	LEP Individual	San Francisco County Transportation Authority (SFCTA) Meeting	Mandarin

Table 10 shows the requests for translation services from LEP persons. To date, only one translation request (for Spanish) has been made by an LEP person in that three (3) year period.

Table 10: Requests for Translation, 2009-2012			
Date	**Requestor**	**Document(s) Requested**	**Language**
7/21/2010	LEP Individual	• Public Participation Plan • Plan for Special Language Services to Limited English Proficient Populations	Spanish

MTC's Public Information Department also initiates interpretation and translation requests in order to accommodate anticipated language access needs. As a result, interpreters were present at additional meetings than those listed above; the majority of those meetings were in conjunction with public participation activities related to MTC's long-range transportation plan.

MTC STAFF AND CONTRACTOR SURVEYS

In an effort to examine the agency's prior experiences with LEP persons, MTC conducted an online survey of its staff members to estimate the frequency and importance of contact with LEP individuals. MTC also conducted a survey of the agency's third-party contractor staff that provide direct customer service on behalf of MTC or are likely to come into contact with LEP individuals through MTC programs such as 511 Traveler Information, FasTrak®, Clipper® and FSP. The results of both surveys are described in this section.

MTC Staff Survey

In December 2012, MTC administered an online, agency-wide survey of its employees to determine the extent to which LEP persons come into contact with MTC programs, as well as the language spoken by the LEP groups. The survey was distributed to all MTC departments and divisions, including the following:

- Executive Office
- Office of General Counsel
- Finance
- Planning
- Legislation and Public Affairs
- Administrative and Technology
- Programming and Allocations
- Operations
- Bay Area Headquarters Authority
- Electronic Payments

The survey included a series of 13 questions that asked respondents to identify the services most frequently sought by LEP persons, the most common method of interaction with LEP persons and the challenges encountered when interfacing with LEP persons. The survey also examined staff satisfaction with current language assistance tools and sought suggestions for future language assistance measures. A copy of the MTC staff survey is included in Appendix C.

Of the 200 MTC staff employees, 117 staff members completed the survey for a response rate of approximately 59 percent. Since respondents were not limited to one response, the percentages of each response selected add up to more than 100%, and the response count total is larger than the number of respondents to the question. Detailed results from the staff survey are included in Appendix D. The following key findings emerged:

Staff Profile

- 66% of survey respondents have worked for MTC for 5 years or more.
- Of the 40 MTC staff members that reported fluency in languages other than English, 25% were fluent in Chinese, 22.5% were fluent in Spanish, 10% were fluent in Tagalog and 2.5% were fluent in Vietnamese.

Frequency of Contact

- According to survey results, MTC staff cited the following MTC programs as most frequently used by LEP persons: Freeway Service Patrol, FasTrak®, 511 Traveler Information and the Clipper® Card program.
- The services most frequently sought by LEP individuals include translation service of various traveler information, and customer service information related to Clipper®, 511 and FasTrak®.
- Results indicated that Spanish and Chinese are the primary languages encountered by MTC staff when communicating with LEP persons.
- Almost 70% of MTC staff reported they “never interact with LEP persons.”
- Of the MTC staff who do interact with LEP persons, 21% of respondents interact with LEP populations in person and 18% of respondents interact with LEP populations by phone.

Frequency of Language Assistance Use

- Over 70% of MTC staff members reported they "have not used" MTC's current language assistance tools.
- Of the MTC staff that have used language assistance tools, 51% have translated written materials, 37% have provided telephone or in-person customer service and 37% have notified the public of the availability of translation by request.

As a whole, MTC staff is in limited contact with LEP populations. However, the 30% of MTC staff that is in contact has a regular pattern of interaction, depending on the staff person's work responsibilities. Spanish is the language most frequently encountered followed by Chinese.

MTC Contractor Survey

In addition to MTC staff, surveys were conducted for third-party, contract service providers including front-line customer service staff who are likely to come into contact with LEP individuals through the following MTC programs:

- 511 Traveler Information
- Clipper®
- FSP
- FasTrak®
- Motorist-Aid Call Boxes

The survey included 12 questions that asked respondents to identify the services most frequently used by LEP persons, the most common method of interaction with LEP persons and the challenges encountered when interacting with LEP persons. The survey also examined contractor staff satisfaction with current language assistance tools and sought suggestions for future language assistance measures. The MTC contractor survey is included in Appendix E.

Of the estimated 147 contractor staff members, 107 completed the survey, resulting in a response rate of 72%. Since respondents were not limited to one response, the percentages of each response selected add up to more than 100%, and the response count total is larger than the number of respondents to the question. Detailed results from the contractor staff survey are included in Appendix F. Table 11 illustrates the frequency of contact with LEP persons by MTC contractors. Upon analyzing the data, the following key findings emerged:

Contractor Profile

- 65% of the survey respondents have provided services for MTC for 3 years or less.
- The majority of survey respondents provide services for FasTrak® (57%) and Clipper® (32%).
- Of the 40 contractor staff members who reported fluency in languages other than English, 48% were fluent in Spanish, 18% were fluent in Tagalog and 13% were fluent in Chinese.

Frequency of Contact

- The Clipper® program and FasTrak® are the most frequently used MTC programs by LEP persons.
- The services most frequently sought by LEP individuals include general account inquiries, information on lost, stolen and replacement Clipper® Cards and translation requests.
- 59% of respondents interact with LEP populations via phone and 33% of respondents interact with LEP populations in person.

Table 11: MTC Contractor Staff Survey Results for Frequency of Contact with LEP Persons

	Very Frequently	Frequently	Somewhat Frequently	Never
Spanish	27%	27%	26%	21%
Chinese	18%	22%	26%	33%
Tagalog	1%	13%	27%	59%
Vietnamese	4%	12%	28%	56%
Korean	4%	9%	27%	59%

Frequency of Language Assistance Use

- Contractor staff employs multiple language assistance measures for LEP persons.
- 56% of contractor staff provide telephone or in-person customer service, 32% translate written materials and 18% use standardized translated materials.
- Contractor staff reported challenges explaining procedures and structuring answers to process-related questions (e.g., lost or stolen Clipper® Card procedure).
- Of the contractor staff who use MTC's current language assistance tools listed in Table 2, 41% expressed satisfaction with the tools available.

The survey results indicated that MTC contractor staff comes into frequent contact with LEP customers, with the highest concentration of LEP interactions being in Spanish and Chinese.

LEP PERSON SURVEY

Surveys were circulated to the LEP population throughout MTC's service area with assistance from CBOs. MTC partnered with key CBOs that serve LEP communities to distribute and administer the survey. The LEP Person survey was distributed to over twenty-two CBOs across the nine-county MTC service area. (See Appendix G for a complete list of CBO survey partners). Surveys were also distributed during the Spanish and Vietnamese focus groups described in the next section.

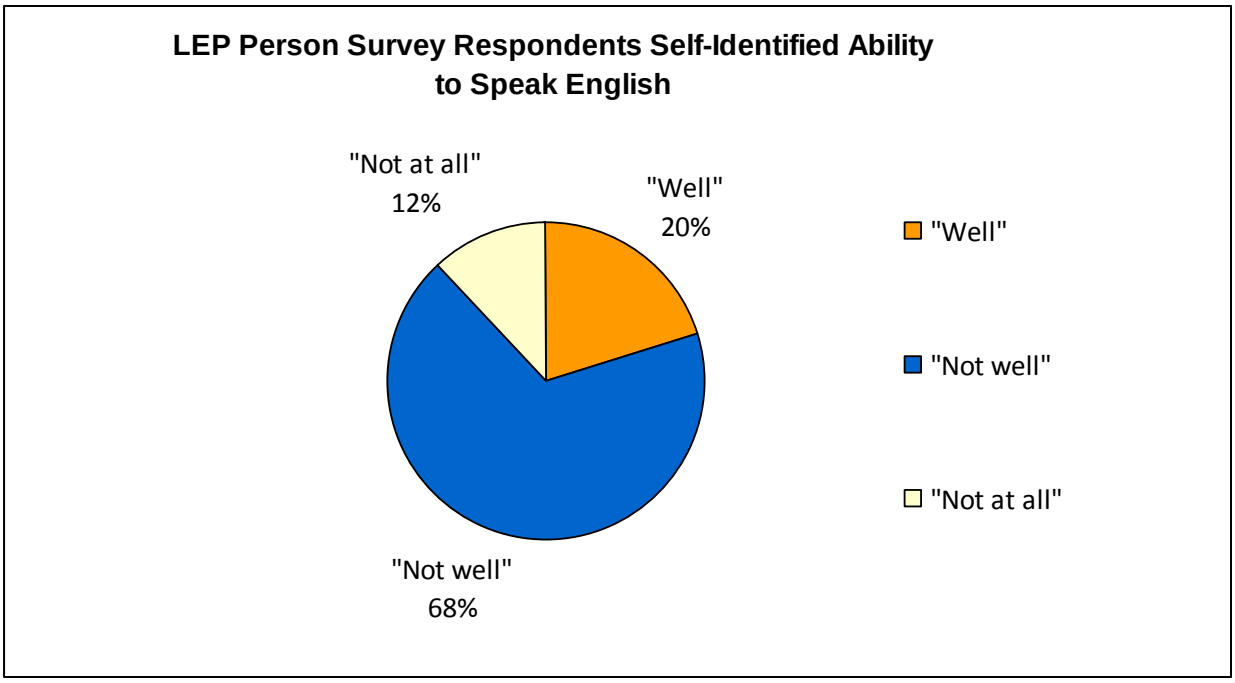
The LEP Person survey was translated into five languages — Spanish, Chinese, Vietnamese, Tagalog and Korean. An English version of the LEP Person survey also was distributed to allow

LEP persons of other linguistic populations (e.g., Cambodian, Russian, Amharic and Japanese) to provide input and feedback on the Language Assistance Plan.

The survey included 16 questions about the frequency of contact and importance of MTC programs to LEP populations. In addition, the survey inquired whether LEP persons were aware of the types of language assistance MTC provides, which of these are most beneficial, and what, if any, additional language assistance measures would be most beneficial. A copy of the LEP Person survey is included in Appendix H.

A total of 945 surveys were returned by LEP respondents from throughout the MTC service area, with large concentrations from the counties of Napa, Alameda, Santa Clara, San Mateo and San Francisco. Detailed results from the LEP Person survey are included in Appendix I. Of the 945 total survey respondents, 845 individuals indicated they speak English less than "very well." As MTC's goal in conducting the surveys was to collect input specifically from LEP persons, the data discussed in this report comprise only responses from the 845 individuals who indicated they speak English less than "very well." See Figure 1 for additional details.

Figure 1: LEP Person Survey Respondents Ability to Speak English



MTC conducted targeted outreach to collect input from geographically and linguistically diverse LEP populations. Figure 2 shows the language breakdown of LEP Person surveys collected.

Figure 2: LEP Person Surveys Collected by Language

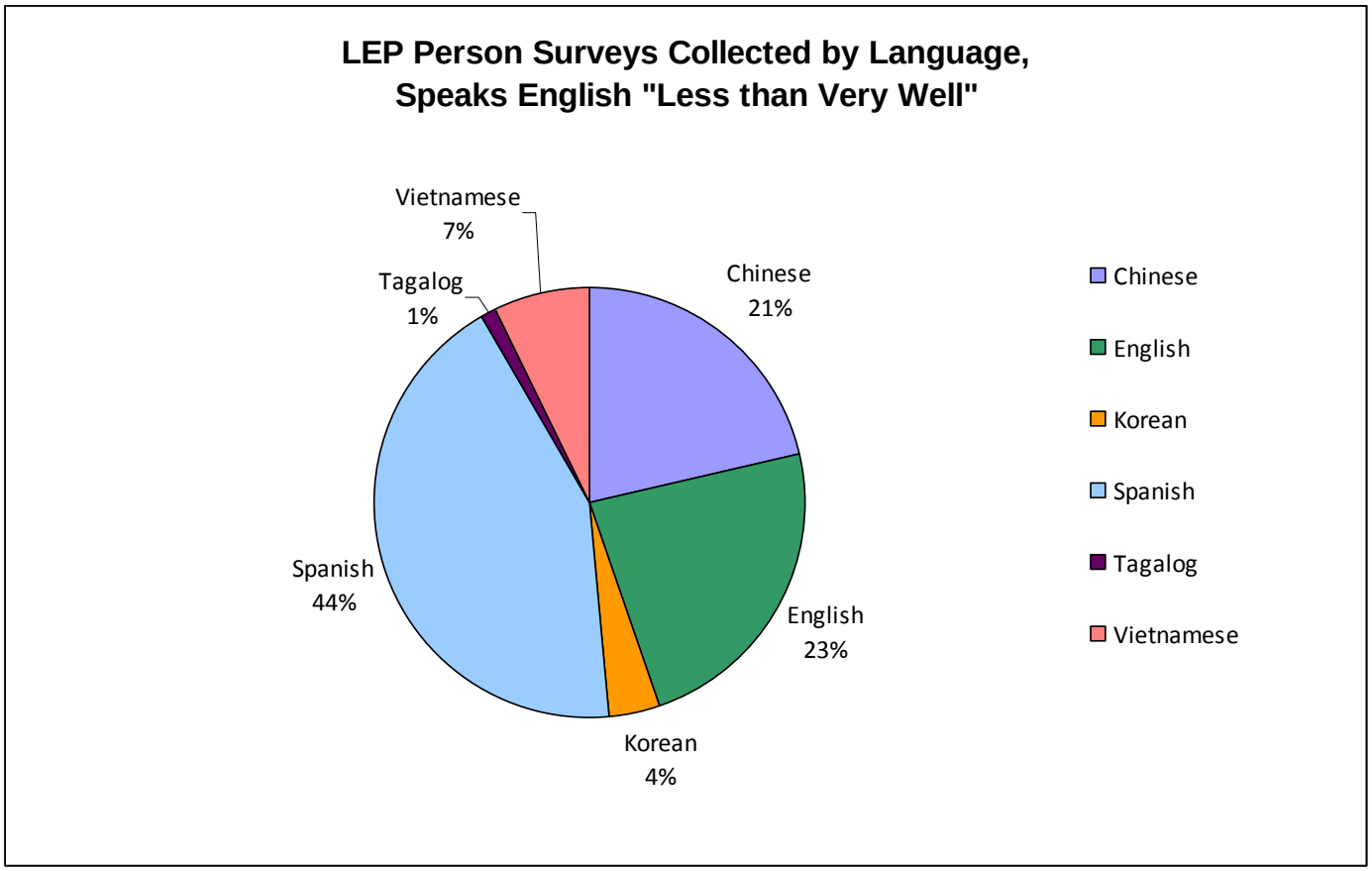
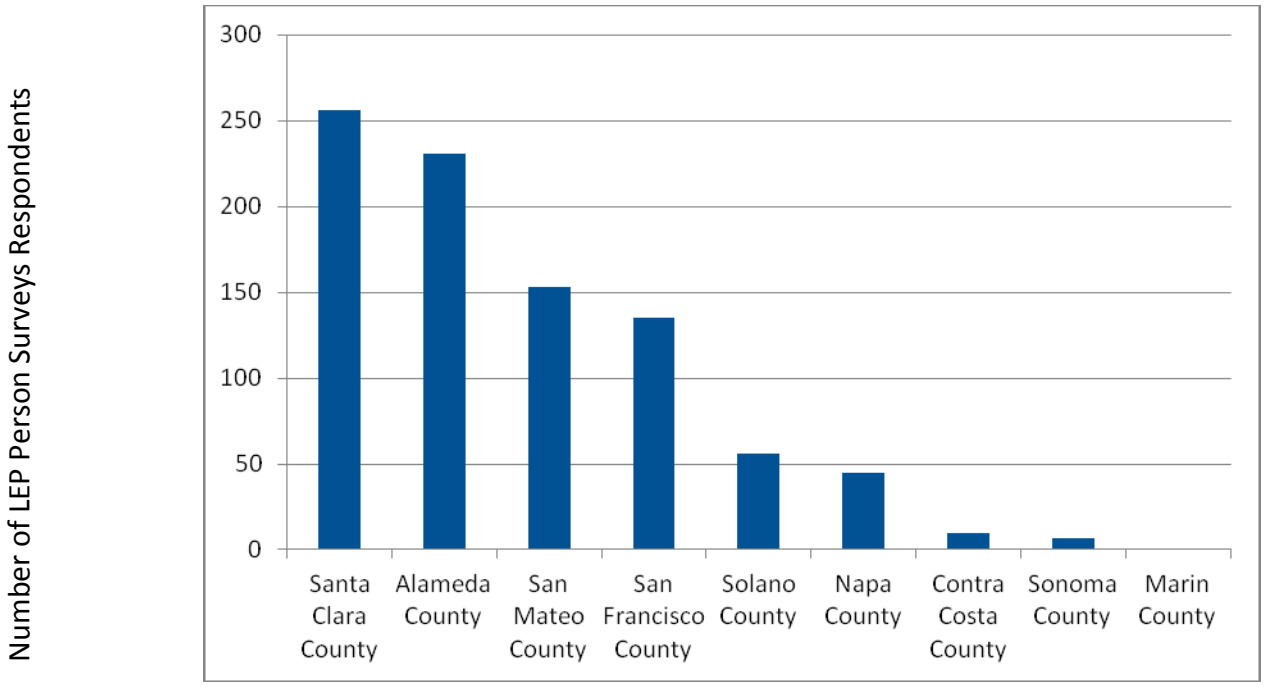


Figure 3 illustrates the number of LEP Person surveys received by county.

Figure 3: LEP Person Survey Respondents by County



Overall findings from the LEP Person survey are described below. Figure 4 illustrates LEP persons' frequency of contact with MTC programs, services and activities. Since respondents were not limited to one response, the percentages of each response selected add up to more than 100%, and the response count total is larger than the number of respondents to the question. Upon analyzing the data, the following key findings emerged:

LEP Person Profile

- Spanish-speaking LEP respondents accounted for 44% of the total surveys received; English[1] for 23%, Chinese for 21%, Vietnamese for 7%, Korean for 4% and Tagalog for 1% of respondents.
- The majority (64%) of these respondents indicated that a personal vehicle is their most frequently used mode of transportation.
- Thirty-six percent indicated they most often use the transit system (29% bus, 7% train), with another 12% walking or riding a bicycle.

[1] An English version of the LEP Person survey was distributed to allow LEP persons of other linguistic populations (e.g., Cambodian, Russian, Amharic and Japanese) to provide input and feedback on the Language Assistance Plan.

Frequency of Contact

- The majority (66%) of LEP survey respondents indicated they have not used MTC's services such as 511, the Clipper® Card, FasTrak®, Freeway Service Patrol (FSP) or Callboxes for Roadside Assistance.
- Of the services that respondents do utilize, Clipper® was the most frequently used (15%), followed by FasTrak® (12%), Freeway Service Patrol (6%), and both 511 and Callboxes for Roadside Assistance received 5% of the responses.
- None of the LEP survey respondents cited any contact with MTC's funding, policy, planning or administrative functions.

Figure 4: Frequency of Contact with MTC Programs and Services by LEP Person Survey Respondents

	Very Frequently	Frequently	Somewhat Frequently	Never
511	1.41%	3.59%	9.53%	85.47%
Clipper®	9.70%	5.01%	9.39%	75.90%
FasTrak®	5.92%	5.76%	11.68%	76.64%
Freeway Service Patrol	1.82%	1.82%	10.73%	85.64%
Roadside Call Boxes	2.30%	1.15%	8.39%	88.16%

Frequency of Language Assistance Use

- Sixty-three percent (63%) of respondents indicated they "have not used" MTC's language assistance services.
- Asked if they knew about the language assistance services provided by MTC, the majority of LEP survey respondents (ranging from 25 to 50 percent depending on the specific service) replied "no" or "not sure."
- Of the services provided, language line services had the greatest recognition factor – 33% of LEP survey respondents were aware of that service.
- Of those who have used MTC's language assistance services, approximately 8% were "very satisfied," 15% of respondents were "satisfied," 10% were "neutral," 3% were "dissatisfied," and only 1% were "very dissatisfied."

In general, the findings from the LEP Person surveys reveal that the majority of respondents have not used the services and programs offered by MTC. Of the services that respondents do utilize, Clipper® was the most frequently used service followed by FasTrak®. In addition, the majority of respondents indicated that they have not used MTC's language assistance services.

LEP PERSON FOCUS GROUPS

In compliance with the U.S. DOT guidelines, MTC made efforts to consult directly with LEP individuals through focus groups. The focus groups were held in communities with high LEP concentrations of LEP persons consistent with findings from the Factor 1 Analysis. Spanish accounts for the largest share (46%) of the San Francisco Bay Area region's LEP population, followed by Chinese (21%), Vietnamese (8%), Tagalog (6%) and Korean (2%).

MTC targeted the three most prevalent languages other than English— Spanish, Chinese and Vietnamese— in the nine-county service area for the LEP person focus groups. For the Four-Factor Analysis for MTC's current Plan for Special Language Services, MTC conducted two focus groups in July 2010. Of the 2010 focus groups, MTC conducted one meeting in Spanish and one meeting in Cantonese.

For the revision of MTC's current Plan for Special Language Services in 2012, MTC conducted two additional focus groups — one meeting in Vietnamese and one additional meeting in Spanish. Focus groups were conducted in native languages and all focus group materials were translated into the languages spoken by the LEP population. (See Table 12 for details.) Summarized responses from each focus group are available in Appendix J.

Table 12: Focus Group Schedule, 2010-2012

Language	CBO and Location	Date	Attendance
Cantonese	Chinatown Community Development Corporation: 1525 Grant Avenue, San Francisco, CA 94133	July 21st, 2010	18
Spanish #1	Spanish Speaking Citizens Foundation: 1470 Fruitvale Avenue, Oakland, CA 94601	July 24th, 2010	23
Vietnamese	Viet Voters of Northern California: 1430 Tully Road, San Jose, CA, 94080	December 15th, 2012	27
Spanish #2	Community Learning Center: 520 Tamarack Lane, South San Francisco, CA 94080	December 18th, 2012	18
		Total Attendance:	**86**

Key findings are discussed below:

- Many of the focus group participants were not familiar with MTC and lacked awareness of MTC's programs and services (e.g., 511 Traveler Information, Freeway Service Patrol).

- Of the services that focus group participants do utilize, Clipper® was the most frequently used service followed by FasTrak®.
- The majority of focus group participants have never used any of MTC's language assistance services.

FACTOR 2 CONCLUSION

The combined results from the review of MTC programs, MTC staff and contractor surveys, LEP Person surveys and LEP Person focus groups indicate that LEP persons' frequency of contact with MTC programs, activities and services varies depending on the program or activity. Overall, MTC determined that LEP persons that do utilize MTC's services are in regular contact with certain programs and services, specifically Clipper® and FasTrak®. LEP persons are far less likely to request information or assistance accessing MTC's policy or financial documents, such as the Regional Transportation Plan or the Transportation Improvement Program.

Moreover, MTC contractor staff and third party service providers are in more frequent contact with LEP persons than MTC staff. A large majority of the LEP persons encountered by MTC staff and MTC contractors speak Spanish, followed by Chinese.

Factor 3 Analysis
The Nature and Importance of the Program, Activity, or Service Provided by the Recipient to People's Lives

DOT Guidance

The U.S. DOT "Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons" (U.S. DOT 2005) advises that:

> *"The more important the activity, information, service, or program, or the greater the possible consequences of the contact to the LEP individuals, the more likely language services are needed (emphasis added). The obligations to communicate rights to an LEP person who needs public transportation differ, for example, from those to provide recreational programming. A recipient needs to determine whether denial or delay of access to services or information could have serious or even life-threatening implications for the LEP individual…" (Department of Transportation (DOT) LEP Guidance Section V (3)).*
>
> *"…providing public transportation access to LEP persons is crucial. An LEP person's inability to utilize effectively public transportation may adversely affect his or her ability to obtain health care, education, or access to employment*." *(DOT LEP Guidance Section V (4)).*

Following U.S. DOT guidelines, MTC reviewed various data sources and incorporated findings from the Factor 2 Analysis to determine the nature and importance of the programs provided by MTC to LEP individuals' lives. MTC identified the critical services to LEP persons by reviewing the following data sources:

- MTC Staff Surveys
- MTC Contractor Surveys
- LEP Person Surveys

DETERMINATION OF CRITICAL SERVICES

MTC staff findings, including surveys and reviews of relevant programs, were utilized in determining critical services. MTC also consulted results from an LEP Person survey to inform the Factor 3 Analysis. Findings suggest that access to MTC programs and services are important for LEP persons. Language barriers could prevent LEP individuals from accessing these programs and services.

MTC STAFF AND CONTRACTOR SURVEYS

To determine the nature and importance of MTC services and programs to LEP persons, MTC conducted an online survey of its staff members, as well as the agency's third-party contractor staff. MTC contractor staff provides direct customer service or are likely to come into contact with LEP individuals through MTC programs such as FasTrak®, Clipper® and FSP. The findings from both surveys are described in this section.

MTC Staff Survey

MTC administered an online, agency-wide survey of its employees to assess the frequency of contact and importance of MTC programs to LEP persons. Detailed results from the MTC staff survey are available in Appendix D. The following key findings emerged related to Factor 3:

Importance to LEP Persons

- 20% of MTC staff indicated their department's services are "extremely important" to LEP persons.
- 36% of MTC staff considers their department's services "important" to LEP persons.
- Approximately 27% of respondents described their department's services as "somewhat important" to LEP persons.
- 17% of MTC staff considered their department's services "not important" to LEP individuals.

MTC Contractor Survey

In addition to MTC staff, surveys were conducted for MTC's third-party, contract service providers. These third-party service operators include front-line customer service staff who are likely to come into contact with LEP individuals through MTC programs. The survey was distributed to MTC contract service providers in the following program divisions:

- 511 Traveler Information
- Clipper®
- FSP
- FasTrak®
- Motorist-Aid Call Boxes

Detailed results from the MTC contractor staff survey are available in Appendix F. The following key findings emerged related to Factor 3 based on the survey data analysis:

Importance to LEP Persons

- The majority (64%) of contractor staff consider their services "extremely important" to LEP persons.
- 25% of contractor staff considers their services "important" to LEP individuals.
- Approximately 10% of respondents consider their services "somewhat important" to LEP persons.
- Only 1% of survey respondents indicated that their services were "not important" to LEP persons.

LEP PERSON SURVEY

As described in the Factor 2 Analysis, surveys were circulated throughout MTC's service area through community-based organizations. Surveys were also distributed during LEP person focus groups conducted in Spanish and Vietnamese. Approximately 945 surveys were submitted in response from all over the nine-county service area. The data below comprises responses related to Factor 3 from the 845 surveys submitted by those characterized as LEP persons (defined as those who "speak English less than well"). Detailed results from the LEP Person survey are available in Appendix I.

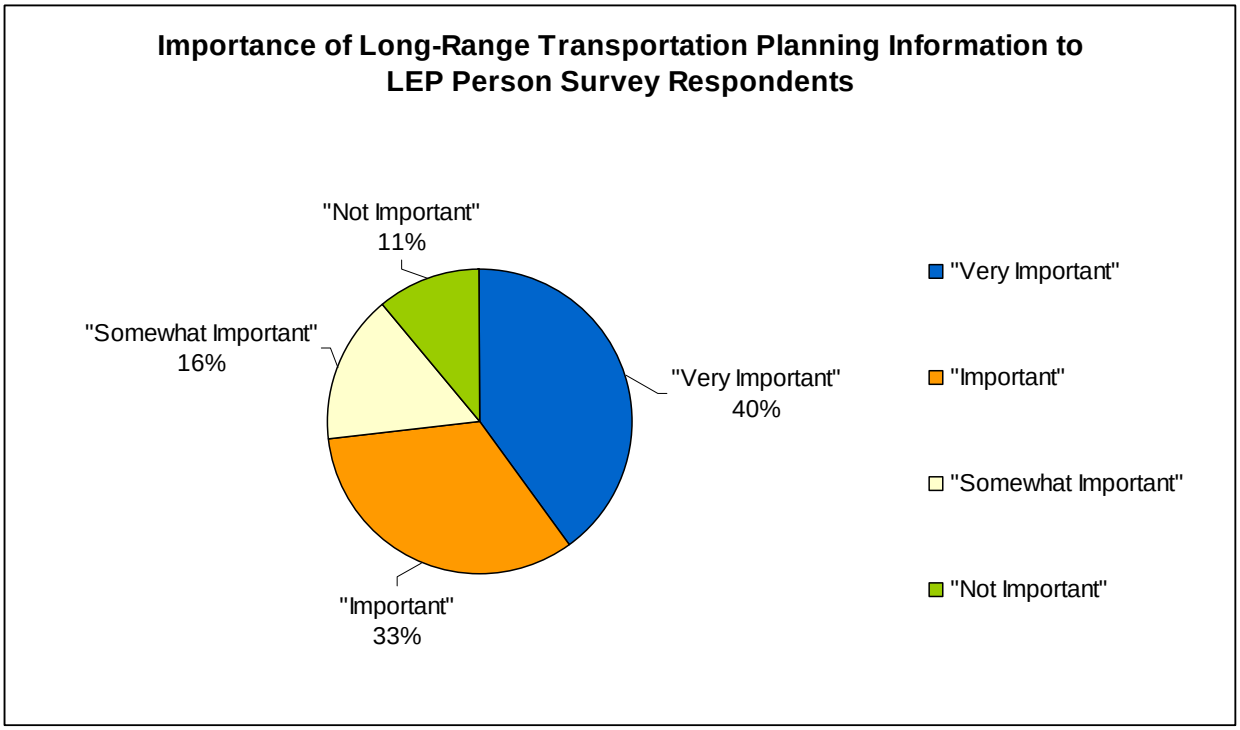
Importance to LEP Persons

LEP survey responses indicated that MTC services are important to the majority of respondents. The majority of survey respondents reported that 511, Clipper®, FasTrak®, FSP and Callboxes for Roadside Assistance are "very important." Figure 5 and Figure 6 provide additional information on the importance of MTC programs and services to the lives of LEP persons.

Figure 5: Importance of MTC Programs and Services by LEP Person Survey Respondents

	Very Important	Important	Somewhat Important	Not Important
511	28.67%	29.52%	17.58%	24.23%
Clipper®	23.40%	30.32%	17.20%	29.08%
FasTrak®	22.70%	28.83%	18.38%	30.09%
Freeway Service Patrol	40.50%	25.33%	13.83%	20.33%
Roadside Call Boxes	40.23%	24.50%	15.07%	20.20%

Figure 6: Importance of Long-Range Transportation Planning Information to LEP Person Survey Respondents



FACTOR 3 CONCLUSION

The findings of this Factor 3 Analysis describe the nature and importance of MTC programs and services to LEP communities. Following a thorough review and analysis of staff surveys and LEP person surveys, the results indicated that MTC's programs, services and activities are important to LEP populations.

MTC plays an important role in comprehensive planning and transportation funding activities throughout the San Francisco Bay Area. Regarding the importance of MTC's programs and activities to LEP persons, access to the planning process, in general, will affect residents in the long-term and not in an immediate manner. As a transportation planning agency, MTC identifies future investments and long-range strategies to maintain, manage and improve transportation throughout the region.

Although 73% of LEP survey respondents reported that long-range transportation planning is "important" or "very important" to them, a review of interpretation and translation requests (see Tables 9 and 10) for MTC's policy and long-range transportation planning documents indicates that LEP persons rarely request these documents. It is worth noting that there has not been a significant demand from LEP residents to participate in policy-oriented discussions.

Despite MTC's critical role and unique position throughout the San Francisco Bay Area region, the general public lacks awareness and understanding of MTC's planning and funding activities. Furthermore, many of the programs and services operated by MTC have their own individual names and branding (e.g., Clipper® and FasTrak®); therefore, the general public often does not associate MTC programs with the agency itself.

Some of MTC's programs have a larger reach, including the Clipper® , the 511 traveler information system, the regional transit hub signage program, motorist-aid call boxes, freeway service patrols and FasTrak® (an electronic toll collection system for the region's high-occupancy toll lanes and state-owned toll bridges). These multiple programs and services — operated by MTC — were found to be of critical importance to LEP populations.

Factor 4 Analysis
The Resources Available to the Recipient and Costs

DOT Guidance

The U.S. DOT "Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons" (U.S. DOT 2005) advises that:

> *"A recipient's level of resources and the costs imposed may have an impact on the nature of the steps it should take in providing meaningful access for LEP persons. (emphasis added). Smaller recipients with more limited budgets are not expected to provide the same level of language services as larger recipients with larger budgets. In addition, ``reasonable steps'' may cease to be reasonable where the costs imposed substantially exceed the benefits. Recipients should carefully explore the most cost-effective means of delivering competent and accurate language services before limiting services due to resource concerns.*
>
> *Resource and cost issues, however, can often be reduced by technological advances, reasonable business practices, and the sharing of language assistance materials and services among and between recipients, advocacy groups, affected populations, and Federal agencies." (Section V (4)).*
>
> *"Large entities and those entities serving a significant number or proportion of LEP persons should ensure that their resource limitations are well substantiated before using this factor as a reason to limit language assistance. Such recipients may find it useful to be able to articulate, through documentation or in some other reasonable manner, their process for determining what language services would be limited based on resources or costs."* (Section V (4)).

Methodology

This Factor 4 Analysis will help MTC plan future investments to provide the most needed assistance to the greatest number of LEP persons within the limits of agency resources. In accordance with U.S. DOT guidelines, MTC incorporated findings from the previous three factors and from a series of interviews with CBOs. The interviews with CBOs provided information regarding the most effective ways to communicate with LEP persons, which in turn, will assist MTC in developing cost-effective language assistance measures.

The following sections in the Factor 4 Analysis include 1) an analysis of the CBO interviews, 2) a review of MTC's current language assistance measures, and 3) suggestions for future language assistance measures.

COMMUNITY- BASED ORGANIZATION INTERVIEWS

In January 2013, MTC conducted interviews with staff of CBOs to assess the effectiveness of the agency's current language assistance services. MTC developed a prioritized list of potential CBO interviewees. The criteria for selecting CBO interviewees was based on three goals: 1) leveraging existing MTC relationships with CBOs; 2) identifying CBOs that work in communities with high concentrations of LEP persons; and 3) reflecting the geographic and linguistic diversity across the nine-county San Francisco Bay Area region.

Staff members of four CBOs were interviewed. A complete list of the CBOs interviewed and languages served is included in Appendix K. Collectively, the CBOs interviewed serve close to 11,200 residents in over 13 languages. The selected CBOs work at various scales including the neighborhood, city and county levels. These CBOs serve LEP populations in South San Francisco, San Francisco, Hayward, Union City, Oakland and Santa Clara County. All interviews were conducted via phone.

During the phone interviews, the CBO staff were asked a series of recommended questions from the FTA handbook "Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons" (FTA 2007b). The questions were regarding the populations they serve, their transportation needs, the preferred method of communication for their LEP population and other pertinent questions. The complete list of interview questions is included in Appendix L. Summary responses from each CBO interview conducted are available in Appendix M.

These interviews provided information regarding low-literacy considerations for language assistance and suggestions for language assistance resources. Further key findings are listed below:

Language Assistance Considerations

- Clear and concise instructions on how to use and access MTC's services and programs are vital to LEP persons (e.g., how to purchase a Clipper® Card).
- Most of the LEP persons served by the interviewed CBOs have limited literacy in their native languages and are not literate in other languages.
- Many LEP persons served by the CBOs have limited educational attainment with the majority having an elementary school education.
- Due to the functional illiteracy of many LEP persons, CBO staff suggested that MTC use color-coded transit maps, images and other visual cues to orient LEP persons to the transportation network.
- CBOs suggested tailoring translation of critical transportation documents at a county-by-county level to reflect the unique LEP population in each county.

Promotion of Language Assistance Services

- CBO staff lacked awareness of language assistance measures offered by MTC.
- CBO staff recommended promoting language assistance services to LEP populations through established networks (e.g., schools) and trusted CBO partners.

CURRENT LANGUAGE ASSISTANCE MEASURES

As part of MTC's evaluation of its prior experiences with LEP persons, the agency developed an inventory of language assistance services currently being provided. A complete review of MTC's programs, activities and services and the current LEP component can found in Table 2.

MTC uses a number of techniques or practices to provide meaningful, early and continuous opportunities for all interested San Francisco Bay Area residents to participate in the dialogue that informs key decisions, regardless of language barriers. However, all of the LEP components outlined in Table 2 have fixed costs associated with them. The majority of these costs involve document translation. A breakdown of internal translation costs is included in Appendix N. Appendix N does not include translation costs from third-party contracts who operate MTC's programs such as 511, Clipper®, FasTrak®, Motorist-Aid Call Boxes and Freeway Service Patrol (FSP).

Providing translation services to allow LEP populations to participate in the development of MTC's core planning and investment policies is a routine practice for MTC. For example, MTC translates press releases and places display ads and legal notices in ethnic media outlets to inform and engage LEP populations. It is worth noting, however, that there has not been a significant demand from LEP residents to participate in policy-oriented discussions.

MTC located records of translated press releases from 2004 - 2012, which are available in Appendix O. MTC noted an increase in translated press releases in 2012, particularly for Spanish and Chinese. In addition, MTC collected records for translated display ads and legal notices from December 2011- August 2012. These records can be viewed in Appendix P. The decisions to translate certain news releases, to purchase display ads in community newspapers or to translate legal notices were made by MTC's Public Information Department to accommodate anticipated language access needs. The number of interpreter requests from LEP individuals (see Table 9) has not grown significantly as a result.

To assist staff in determining the critical information and documents for translation, MTC has developed "Vital Documents Guidelines." Classification of a document as "Vital" depends upon the importance of the program, information, service, or encounter involved, and the consequence to the LEP person if the information in question is not provided accurately or in a timely manner. The Vital Documents Guidelines are included in Appendix Q.

In addition to the translation costs, MTC considered other factors such as the number of staff and percentage of staff time that is associated with providing language assistance. Moreover, findings from CBO interviews revealed that some LEP persons are illiterate in their native languages, and by extension, translating documents may not be the most helpful form of language assistance.

For MTC's programs that more directly serve San Francisco Bay Area residents (e.g., Clipper®, 511 Traveler Information, Motorist-Aid Call Boxes, Freeway Service Patrol and FasTrak®), measures have been incorporated to provide access for LEP populations. MTC offers a wide range of tools for LEP populations, including written and oral language assistance, as well as community outreach and local media engagement. These language assistance tools and strategies are detailed below:

Written Language Assistance

- Translate select printed materials for the various traveler services provided by MTC (e.g., Clipper®, FasTrak®, Freeway Service Patrol, Call Boxes) into Spanish and Chinese as a matter of routine and other languages as requested
- Translate news releases, brochures, fact sheets and portions of long-range transportation planning documents into Spanish and Chinese, and other languages as requested
- Utilize third-party, multi-lingual website translation services (e.g., Google Translate) to translate online content for various MTC programs and services
- Optimize Chinese and Spanish third-party website translation services by manually correcting translated text
- Advertise notices of availability of multi-lingual translation for MTC meetings and events
- Advertise key opportunities for public participation in Chinese and Spanish community newspapers
- Avoid overly complex or technical terms and write in clear, compelling language in a style appropriate to the intended audience

Oral Language Assistance

- Operate Language Line services to provide oral language assistance for various MTC programs and services
- Employ multi-lingual MTC staff and customer service personnel
- Contract with a language translation firm for on-call assistance on an "as needed" basis (e.g., interpreters for public meetings)
- Contract with a language translation firm for on-the-spot interpreter assistance on an "as needed" basis (e.g., to assist callers who speak languages other than Chinese and Spanish)
- Evaluate competency of translators
- Use audio recording devices to obtain oral comments at key public workshops and meetings

- Utilize bilingual staff to interpret information on an “as needed” basis

Community Outreach

- Provide bilingual staff at community outreach events in LEP communities
- Provide interpreters at community meetings as needed
- Develop meaningful partnerships with advocates of LEP persons
- Consult with MTC’s Policy Advisory Council, which includes appointed representatives from communities of color and low-income communities (populations that frequently include LEP persons)
- Partner with community non-profits that can assist in tailoring presentations, meeting materials and meeting announcements to meet the language needs of local LEP participants
- Provide financial assistance (in response to competitive requests for proposals) to community-based organizations that work with LEP persons for such activities as co-hosting and conducting meetings in multiple languages and assistance with identifying LEP individuals for participation in community focus groups or public meetings

Media and Public Relations

- Request public service announcements in non-English language community newspapers, radio stations or television stations to announce public meetings for the long-range regional transportation plan, major corridor studies, or to announce other important transportation news
- Purchase display ads in non-English language community newspapers to announce important opportunities for public participation
- Work with non-English language media outlets (print or electronic media) to place articles or public service announcements about MTC’s work or announce participation opportunities

FUTURE LANGUAGE ASSISTANCE MEASURES

MTC has identified additional language assistance services that may be implemented to further provide meaningful access to LEP persons. These suggestions for future language assistance services are based on MTC staff surveys, interviews with community-based organizations, LEP person focus groups and LEP person surveys. Moreover, these suggestions take into account limited agency resources and staff time.

For future outreach efforts to LEP populations, MTC staff should consider the following suggestions:

- Utilize the Vital Documents Guidelines to determine translation needs and appropriate languages (see Appendix Q)
- Conduct outreach to LEP populations to inform them of MTC's language assistance services
- Tailor county-based public participation activities to reflect the unique LEP population in each county
- Create mechanisms for MTC staff to document LEP participation at MTC meetings and events (e.g., sign-in sheets and surveys)
- Expand staff awareness of language assistance guidelines detailing agency protocol on how to interact and provide services to LEP populations
- Increase staff awareness of the availability of translated materials
- Use robust visualization techniques including pictographs, maps, charts and images to illustrate instructions (e.g., Clipper®) and transit system info (e.g., regional transit hub signage program)
- Develop a regional glossary of commonly used transportation terms and translate those terms

These language assistance suggestions, in addition to the practices MTC already has in place, are designed to help MTC streamline its LEP efforts and determine the right mix of services.

BUDGET ANALYSIS

As part of MTC's assessment of total resources available, the agency identified the total breakdown of translation costs. These costs include written and oral translation services, simultaneous interpreting equipment rates and American Sign Language (ASL) interpreter services. The aforementioned breakdown of translation service costs is included in Appendix M.

The rates in Appendix N are for a two-year period for internal translation services only. Appendix N does not include translation costs from third-party contractors who operate MTC's programs such as 511, Clipper®, FasTrak®, Motorist-Aid Call Boxes and FSP. MTC assumes the following annual rates of escalation: 5% increase for years 3, 4, and 5. Knowledge of the associated translation costs can assist project managers as they include budgets for LEP efforts into their respective projects.

The centralization of interpreter and translator services helps MTC to achieve economies of scale. MTC's current translation service contractor, International Effectiveness Center, is under agreement for a total maximum compensation of $65,537 for fiscal year 2012-2013. This figure can be used to estimate future contracts for internal translation service contractors.

However, the figure represents only a portion of their costs and does not include language assistance costs from third-party contractors who operate MTC's programs such as FasTrak®

and FSP. In addition, the cost does not reflect hours devoted to translation services by MTC staff, which MTC estimates to currently be $78,498.

FACTOR 4 CONCLUSION

The Factor 4 Analysis considers the resources available to MTC and the costs for translation services, which impact MTC's ability to translate documents into multiple languages on a routine basis rather than on an "as-requested" basis and the CBO interview findings, which indicated that some LEP persons are illiterate in their native languages, and translating documents may not be the most helpful form of language assistance. .

Currently, MTC offers an array of tools for LEP populations to access programs, services and activities. Through the information gathering efforts required for the Four-Factor LEP needs assessment, MTC determined that LEP persons and other stakeholders are satisfied with the agency's current language assistance measures.

Four-Factor Analysis Conclusion

MTC is committed to full compliance with Title VI and Executive Order 13166 to provide meaningful access and reduce barriers to benefits, services and information for persons with limited English proficiency.

Based on the analysis conducted under Factor 1, the findings indicated that there are thirty-one (31) languages with more than 1,000 estimated LEP persons. According to the Four-Factor Analysis findings related to 1) the number and proportion of LEP persons in the MTC service area, 2) the frequency of contact with LEP persons, 3) the importance of MTC programs and services to LEP individuals' lives and 4) the resources available to MTC, the agency concluded that providing language assistance in Spanish and Chinese would give population groups who are identified as speaking English less than "very well" and who represent greater than five percent of the nine-county San Francisco Bay Area's population access to information and services in their language spoken at home.

Accordingly, MTC has determined that translation of vital documents and access to services should be provided in Spanish and Chinese languages as a matter of course. Upon request and subject to available resources, MTC will provide translation into other languages.

MTC will use the data and information collected and analyzed in this Four-Factor LEP needs assessment to develop its "Plan for Special Language Services to LEP Populations."

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Final Revised Plan for Special Language Services to Limited English Proficient (LEP) Populations

May 2013

Also available in Chinese and Spanish

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TABLE OF CONTENTS

EXECUTIVE SUMMARY 1

1.0 INTRODUCTION 3

1.1 Authority and Guidance 3

2.0 FOUR-FACTOR ANALYSIS 5

2.1 Factor 1 Analysis: The number or proportion of LEP persons eligible to be served or likely to be encountered in the eligible service population 5

2.2 Factor 2 Analysis: The frequency with which LEP persons come in contact with MTC's programs, activities or services. 7

2.3 Factor 3 Analysis: The nature and importance of MTC's programs, activities and services to LEP persons' lives. 14

2.4 Factor 4 Analysis: The resources available to MTC and overall cost to provide language assistance. 16

2.5 Four-Factor Analysis Conclusion 17

3.0 LANGUAGE ASSISTANCE MEASURES 18

3.1 Current Language Assistance Measures 18

3.2 Future Language Assistance Measures 20

4.0 VITAL DOCUMENTS GUIDELINES 21

4.1 Language Translation Threshold 21

4.2 Categories of Vital Documents 22

5.0 STAFF TRAINING 24

6.0 NOTIFICATION TO LEP PERSONS 25

7.0 PLAN MONITORING AND UPDATING 26

8.0 REFERENCES 27

LIST OF TABLES

Table 1: Languages Spoken at Home by Ability to Speak English, ... 6
Table 2: MTC Programs, Activities and Services to LEP Persons 8
Table 3: Calls to Clipper® Language Line Services, January 2012 – December 2012 11
Table 4: Clipper® Automated Phone Services (Interactive Voice Response (IVR) Selections), January 2012 – December 2012 11
Table 5: Average Monthly FasTrak® Customer Service Center Language Line Calls, ... 11
Table 6: MTC Website Translated Pageviews, 2009-2013..... 12
Table 7: Requests for Interpretation, 2009-2012 15
Table 8: Requests for Translation, 2009-2012 16

LIST OF FIGURES

Figure 1: LEP Person Survey Respondents by County 13
Figure 2: Frequency of Contact with MTC Programs and Services by LEP Person Survey Respondents 14
Figure 3: Importance of MTC Programs and Services by LEP Person Survey Respondents 15

LIST OF APPENDICES

Appendix A: Languages Spoken at Home by Ability to Speak English, 2007-2011..... 28
Appendix B: Maps of Limited English Proficient Distribution 30
Appendix B - 1: Total Limited English Proficient (LEP) Distribution Map 31
Appendix B - 2: Spanish Limited English Proficient (LEP) Distribution Map 32
Appendix B - 3: Chinese Limited English Proficient (LEP) Distribution Map..... 33
Appendix B - 4: Vietnamese Limited English Proficient (LEP) Distribution Map 34
Appendix B - 5: Tagalog Limited English Proficient (LEP) Distribution Map 35
Appendix B - 6: Korean Limited English Proficient (LEP) Distribution Map 36

ACRONYMS AND ABBREVIATIONS

ACS	American Community Survey
BATA	Bay Area Toll Authority
CBO	Community-Based Organization
CSC	Customer Service Center
FTA	Federal Transit Administration
IVR	Interactive Voice Response
LEP	Limited English Proficient
MPO	Metropolitan Planning Organization
MTC	Metropolitan Transportation Commission
U.S. DOT	United States Department of Transportation

EXECUTIVE SUMMARY

The Metropolitan Transportation Commission (MTC) is the transportation planning, coordinating and financing agency for the nine-county San Francisco Bay Area. MTC also is the region's federally designated metropolitan planning organization (MPO). As such, it supports the goals of the U.S. Department of Transportation's (U.S. DOT) Limited English Proficiency Guidance to provide meaningful access to its services, programs and activities to persons with limited English proficiency. Individuals for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English are limited English proficient, or ''LEP." This Plan for Special Language Services to LEP Populations is intended to ensure that MTC's language assistance measures reflect the needs of LEP persons across the nine-county San Francisco Bay Area region.

U.S. DOT LEP Guidance requires a Four-Factor Analysis or LEP needs assessment to determine what reasonable steps should be taken by recipients to ensure meaningful access by LEP persons. This Four-Factor Analysis considers the following:

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered in the eligible service population.
Factor 2: The frequency with which LEP persons come in contact with MTC's programs, activities or services.
Factor 3: The nature and importance to LEP persons' lives of MTC's programs, activities and services.
Factor 4: The resources available to MTC and overall cost to provide language assistance.

Following U.S. DOT guidelines, MTC explored multiple data sources and conducted targeted outreach to develop the Four-Factor Analysis. MTC analyzed U.S. Census American Community Survey data to identify the San Francisco Bay Area's LEP population. Additionally, the data collection and outreach included surveys of MTC staff and third-party contractors, interviews with community-based organizations (CBO), LEP person focus groups and LEP person surveys. MTC reviewed and analyzed past interactions with LEP persons including call center and language line data, website data, and requests for both interpretation and translation by LEP persons. The key findings from the Four-Factor Analysis shaped the development of MTC's Plan for Special Language Services to LEP Populations.

Based on U.S. Census American Community Survey data (2007-2011), the Factor 1 Analysis identified 1,197,125 individuals over the age of five who speak English less than "very well." This figure accounts for 18 percent of the San Francisco Bay Area population. MTC identified thirty-one (31) languages that are spoken by more than 1,000 estimated LEP persons. Across the San Francisco Bay Area, the five most frequently spoken languages other than English are Spanish (8.1% of the San Francisco Bay Area Population), Chinese (3.9%), Vietnamese (1.4%), Tagalog (1.2%) and Korean (0.5%).

According to the Four-Factor Analysis findings, described in detail in this report, MTC concluded that documents identified as Tier 1 Vital Documents will be translated into Spanish and Chinese without a request. Providing language assistance in Spanish and Chinese would give the two largest population groups who are identified as speaking English less than "very well," access to information and services in their language spoken at home. Subject to available resources and/or upon request, MTC will provide translation of Vital Documents or other documents into languages other than Chinese and Spanish.

As part of its commitment to ensuring that LEP persons receive reasonable access to necessary language assistance, MTC established guidelines for the translation of vital written materials or Vital Documents. These Vital Documents are either critical for obtaining services or benefits or required by law. The three-tier system for identifying and translating Vital Documents is detailed in Section 4.0, Vital Documents Guidelines.

Furthermore, MTC offers a wide range of tools for LEP populations, including written and oral language assistance, community outreach and local media engagement. As part of MTC's evaluation of its prior experiences with LEP persons, the agency developed an inventory of language assistance services currently being provided and also identified additional language assistance services that may be implemented — depending on budget availability — to further provide meaningful access to LEP persons (see Section 2.4, Factor 4 Analysis, and Section 3.0, Language Assistance Measures).

MTC works to ensure that its staff and third-party contractors are aware of and sensitive to the needs of LEP persons. MTC developed a variety of materials and guidelines to ensure that staff is trained on procedures for accommodating LEP populations. Specific training elements are discussed in this report (see Section 5.0, Staff Training).

MTC provides notice to LEP persons of language assistance through various practices which are outlined in this report (see Section 3.0, Language Assistance Measures).

MTC will monitor and update its Plan for Special Language Services to ensure meaningful access to its programs and services by LEP persons, using a combination of qualitative and quantitative approaches to monitor whether the Plan for Special Language Services effectively meets the needs of LEP persons across the nine-county San Francisco Bay Area region. On a triennial basis, MTC will review demographic data of San Francisco Bay Area LEP populations and solicit feedback from MTC staff, LEP persons and CBO's serving LEP individuals. MTC will also evaluate its methods of notification to LEP persons as the agency updates its Plan for Special Language Services.

1.0 INTRODUCTION

The Metropolitan Transportation Commission (MTC) is the transportation planning, coordinating and financing agency for the nine-county San Francisco Bay Area. MTC functions as both the regional transportation planning agency — a state designation – and, for federal purposes, as the region's metropolitan planning organization (MPO).

MTC serves a region unique in its diversity. There are twenty-five public transit operators, which together carry nearly 500 million passengers per year. The Bay Area covers the nine counties that touch San Francisco Bay (Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, Santa Clara, Solano and Sonoma) and includes 101 municipalities. More than 7 million people reside within the region's 7,000 square miles, with over ninety (90) languages other than English spoken within its boundaries.

As a recipient of federal funds, MTC follows the United States Department of Transportation Policy Guidance (U.S. DOT 2005) concerning recipients' responsibilities to limited English proficient (LEP) persons. Individuals for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English are limited English proficient, or ''LEP." MTC's *Plan for Special Language Services to Limited English Proficient (LEP) Populations* is intended to guide the agency in the provision of meaningful access to its services, programs and activities by LEP persons.

In addition to this Plan for Special Language Services to LEP Populations, a separate, related document, MTC's *Public Participation Plan for the San Francisco Bay Area*, describes opportunities for the public to get involved in the transportation planning process. Copies of the Public Participation Plan can be found in English, Spanish and Chinese on MTC's website at: www.mtc.ca.gov/get_involved/participation_plan.htm.

1.1 Authority and Guidance

Federal regulations require that recipients of federal funds take reasonable steps to ensure meaningful access to benefits, services, information and other important portions of their programs and activities for individuals with limited English proficiency. Title VI of the Civil Rights Act of 1964 and its implementing regulations state that 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 that receives federal financial assistance.

A Presidential Executive Order was issued to federal agencies in August 2000 relative to LEP populations. , Executive Order 13166 — Improving Access to Services for Persons with Limited

English Proficiency — indicates that differing treatment based upon a person's ability to speak, read, write or understand English is a form of national origin discrimination.

In 2007, the FTA's Office of Civil Rights released a handbook — Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons — to provide recipients with technical assistance to implement federal guidelines. The U.S. DOT LEP Guidance notes that effective implementation plans typically include the following five elements:

1. Identifying LEP individuals who need language assistance
2. Providing language assistance measures
3. Training staff
4. Providing notice to LEP persons
5. Monitoring and updating the plan

The Federal Transit Administration updated the Title VI Circular to 4702.1B — Title VI and Title VI-Dependent Guidelines for FTA Recipients — in October 2012. This revised circular provides guidance to grantees on how to comply with Title VI regulations and specifies recommended steps to ensure grantees provide meaningful language access to persons who are limited English proficient.

MTC has developed this plan to address the needs of LEP populations in the nine-county San Francisco Bay Area region per the U.S. DOT guidance to provide meaningful assistance to LEP persons. The aforementioned resources were used to guide the development of the Four-Factor Analysis and this Plan for Special Language Services to LEP Populations.

2.0 FOUR-FACTOR ANALYSIS

In order to prepare this Plan for Special Language Services to LEP Populations, MTC completed the U.S. DOT's Four-Factor Analysis to determine what reasonable steps should be taken to ensure meaningful access by LEP persons. The four factors consider the following:

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered in the eligible service population.
Factor 2: The frequency with which LEP persons come in contact with MTC's programs, activities or services.
Factor 3: The nature and importance of MTC's programs, activities and services to LEP persons' lives.
Factor 4: The resources available to MTC and overall cost to provide language assistance.

Following U.S. DOT guidelines, MTC explored multiple data sources and conducted targeted outreach to develop the Four-Factor Analysis. The data collection and outreach included surveys of MTC staff and third-party contractors; interviews with staff members from four CBO's serving LEP populations; four LEP person focus groups conducted in native languages; and 945 LEP person surveys. MTC also reviewed and analyzed past interactions with LEP persons including call center and language line data, website data, and requests for both interpretation and translation by LEP persons.

This chapter highlights the methodology and key findings from the Four-Factor Analysis that shaped the development of MTC's Plan for Special Language Services. The complete Four-Factor Analysis report is available upon request.

2.1 Factor 1 Analysis: The number or proportion of LEP persons eligible to be served or likely to be encountered in the eligible service population.

For the Factor 1 Analysis, MTC analyzed the U.S. Census American Community Survey (ACS) data from 2007-2011 to identify the San Francisco Bay Area region's LEP population. The ACS is a continuous nationwide survey of addresses conducted monthly by the U.S. Census Bureau. It is intended to measure changing socioeconomic characteristics and conditions of the population on a recurring basis.

ACS reports data based on the four categories of English-speaking ability: "very well," "well," "not well," and "not at all." MTC defined the LEP population as individuals who speak English less than "very well," which is consistent with U.S. DOT guidelines.

Factor 1 Analysis findings indicate that 18 percent of the San Francisco Bay Area population speaks English less than “very well.” The ACS data identified thirty-one (31) languages with 1,000 or more residents who speak that language and who speak English less than “very well” and would be considered LEP persons. The five most frequently spoken languages other than English are Spanish, Chinese, Vietnamese, Tagalog and Korean.(see Table 1 below for details).

Table 1: Languages Spoken at Home by Ability to Speak English, Persons Age 5 Years and Over, 2007-2011
Speaks English Less than "Very Well"*

County	Spanish	Chinese	Vietnamese	Tagalog	Korean	Other Languages	Total Speaking English Less than "Very Well"	Speaks English "Very Well"	Total
Alameda	113,945	66,243	15,354	15,904	8,563	46,892	266,901	1,129,926	1,396,827
	8.2%	4.7%	1.1%	1.1%	0.6%	3.4%	19.1%	80.9%	100.0%
Contra Costa	78,185	13,914	3,254	7,758	3,430	24,642	131,183	839,679	970,862
	8.1%	1.4%	0.3%	0.8%	0.4%	2.5%	13.5%	86.5%	100.0%
Marin	15,363	908	633	446	430	3,963	21,743	214,852	236,595
	6.5%	0.4%	0.3%	0.2%	0.2%	1.7%	9.2%	90.8%	100.0%
Napa	17,810	280	143	1,324	194	1,205	20,956	106,332	127,288
	14.0%	0.2%	0.1%	1.0%	0.2%	0.9%	16.5%	83.5%	100.0%
San Francisco	39,628	94,696	6,471	10,507	3,701	24,872	179,875	582,813	762,688
	5.2%	12.4%	0.8%	1.4%	0.5%	3.3%	23.6%	76.4%	100.0%
San Mateo	65,028	21,794	1,570	13,999	2,038	21,246	125,675	539,685	665,360
	9.8%	3.3%	0.2%	2.1%	0.3%	3.2%	18.9%	81.1%	100.0%
Santa Clara	140,809	59,770	65,464	18,855	12,278	58,781	355,957	1,281,949	1,637,906
	8.6%	3.6%	4.0%	1.2%	0.7%	3.6%	21.7%	78.3%	100.0%
Solano	27,500	1,580	1,231	8,321	713	5,702	45,047	339,606	384,653
	7.1%	0.4%	0.3%	2.2%	0.2%	1.5%	11.7%	88.3%	100.0%
Sonoma	40,753	1,069	1,448	892	537	5,089	49,788	400,692	450,480
	9.0%	0.2%	0.3%	0.2%	0.1%	1.1%	11.1%	88.9%	100.0%
Bay Area	539,021	260,254	95,568	78,006	31,884	192,392	1,197,125	5,435,534	6,632,659
	8.1%	3.9%	1.4%	1.2%	0.5%	2.9%	18.0%	82.0%	100.0%

Source: U.S. Census, American Community Survey 2007-2011.

* MTC used ACS data for LEP persons that speak English less than "very well" for the Factor 1 Analysis, as per the definition of LEP provided in FTA Circular 4702.1B.

Within the nine-county MTC service area, Spanish accounts for the largest share of the LEP population with 8.1 percent, followed by Chinese with 3.9 percent. Vietnamese LEP persons represent 1.4 percent of the LEP population, Tagalog 1.2 percent, and Korean 0.5 percent. A

complete breakdown of the languages spoken at home by ability to speak English is available in Appendix A.

MTC created GIS maps to show concentrations of LEP persons who speak the five most frequently spoken languages other than English within the MTC service area (shown in Appendix B). The GIS maps illustrate the geographic distribution of the LEP populations in the San Francisco Bay Area.

In compliance with U.S. DOT guidelines, MTC also incorporated the Safe Harbor Provision into its Factor 1 Analysis. The Safe Harbor Provision of the FTA Title VI Circular (4702.1B) states that:

> *"DOT has adopted DOJ's Safe Harbor Provision, which outlines circumstances that can provide a "safe harbor" for recipients regarding translation of written materials for LEP populations. The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations. Translation of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%) trigger, the recipient is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost."*

Based on the analysis conducted under Factor 1, the findings indicate that within MTC's nine-county service area, there are thirty-one (31) languages that are spoken by more than 1,000 estimated LEP persons. Based on the complete Four-Factor Analysis, MTC concluded that providing regular language assistance in Spanish and Chinese would give population groups who are identified as speaking English less than "very well" access to MTC's services, programs and activities.

2.2 Factor 2 Analysis: The frequency with which LEP persons come in contact with MTC's programs, activities or services.

For the second step of the Four-Factor LEP needs assessment, MTC analyzed several data sources to assess how frequently Limited English Proficient (LEP) individuals come into contact with MTC programs and services. In accordance with U.S. DOT guidelines, MTC collected data and analyzed findings from the following sources:

- Call Center Data for MTC Services and Programs
- Website Data for MTC Services and Programs
- Interpretation Requests for MTC Services and Programs

- Translation Requests for MTC Services and Programs
- MTC Staff Surveys
- MTC Contractor Staff Surveys
- LEP Person Surveys
- LEP Person Focus Groups

For the three different surveys, frequency was measured based on four categories of interaction: "very frequently," "frequently," "somewhat frequently," and "never." These categories do not have specific time intervals associated with them, such as daily, weekly or monthly frequency. However, MTC explored a broad array of data sources to develop a comprehensive understanding of the overall contact with LEP persons that included call center data, website data, interpretation requests, translation requests and LEP person focus groups. Collectively, these data sources helped MTC assess the frequency with which LEP persons come into contact with MTC's services and programs. As MTC updates its Plan for Special Language Services, the agency will refine future data collection protocol to determine precise estimates of frequency of contact.

Following U.S. DOT guidance, MTC conducted a thorough review of its programs, activities and services. Table 2 identifies the services and programs that MTC provides for LEP individuals.

Table 2: MTC Programs, Activities and Services to LEP Persons

Program, Activity or Service	LEP Component
MTC Meetings, Key Planning and Funding Activities	• Key planning documents include, but are not limited to, the Regional Transportation Plan and the Transportation Improvement Program. • MTC contracts with a firm to translate key documents (or summaries of documents) and/or provide in-person interpretation assistance as needed upon request. • Flyers for major community workshops and similar meetings include instructions on how to request translation services. Major public participation opportunities are advertised in community papers in appropriate languages. • MTC's website includes Spanish and Chinese language content, including translated versions or summaries of selected documents. • Public participation plans for MTC's long-range plan include seeking out views of LEP populations by, for example, conducting meetings in other languages and designing the content to be sensitive to the needs of low literacy populations. • Meeting notices include multi-lingual notification on how to request translation services.
Motorist-Aid Call Boxes	• Instructions on call boxes in English and Spanish; English- and Spanish-speaking dispatchers are available at all times through the toll-free dispatch center. • For other languages, dispatchers connect speakers to a translation service for assistance (available at all times).

Table 2: MTC Programs, Activities and Services to LEP Persons	
Program, Activity or Service	**LEP Component**
Freeway Service Patrol (FSP)	• Tow truck drivers have a card available in multiple languages (Spanish, Chinese, Vietnamese and Tagalog). • Translation service is available to assist via telephone through dispatch center.
FasTrak®	• Applications are available in Spanish and Chinese on website. • Brochure is available in Spanish and Chinese on website. • FAQs are available in Spanish and Chinese on website. • Customer Handbook is available in Spanish and Chinese on website. • License Agreement is available in Spanish and Chinese on website. • Privacy policy is available in Spanish and Chinese on website. • Advertising and news releases are done in Spanish and Chinese on website. • Bilingual Staff are available at the FasTrak® Customer Service Center.
Clipper® Universal Transit Card	• The program is available in English, Spanish and Chinese. Materials are printed in these three languages (separate versions in each language). Likewise, advertising is trilingual (separate versions in each language), telephone service (automated service) is available in these three languages; for self-serve "add value" machines, customers can select their language preference when they begin a transaction. • Website is in English with short program overviews in both Spanish and Chinese. • Customer service center's live support can connect with a translation service. • Card readers themselves are English-only due to limited capacity and a small display screen.
511 Traveler Information	• 511.org homepage – Google translator drop-down menu, options for Chinese and Spanish translations. • Traffic page – Google translator drop-down menu, options for Chinese and Spanish translations. • Transit page – includes professionally translated summary of Transit site services in Chinese and Spanish as well as Google translator for Chinese and Spanish. • Rideshare page – includes professionally translated summary of Rideshare program services in Chinese and Spanish from the "Rideshare Home" navigation. Links from these two translated pages direct visitors to Google translated 511 RMS registration pages. Google translator for Chinese and Spanish is on each page footer. • Bicycling page – Google translator links for Chinese and Spanish. • Language Disclaimer – All websites include language disclaimer stating that machine translation is imperfect. • 511 Phone – Rideshare and Bicycling menus have prompts in Spanish. When transferred to a live operator, customers can speak to rideshare/bicycling operators who use a third party language translation service. The other phone menu selections do not include prompts in other languages. • 511 RideMatch Service – Google's "Select Language" drop down menu feature has been installed, offering Spanish and Chinese. • 511 SchoolPool – Google's "Select Language" drop down menu feature has been installed with a choice of 65 languages. On the home page, print/downloadable flyers are provided in Chinese, Spanish, Korean, Vietnamese and Tagalog.

Table 2: MTC Programs, Activities and Services to LEP Persons	
Program, Activity or Service	**LEP Component**
Regional Transit Hub Signage Program	• Way-finding and transit information signs rely on universal icons/pictographs to bridge language barriers. • Limited space for text on signs precludes use of languages other than English in most cases.

MTC provides the operating programs identified in Table 2, through third-party contractors. The two largest operating programs are Clipper® and FasTrak®. MTC surveyed third-party contractor staff who provide direct customer service at the Clipper® and FasTrak® Customer Service Centers (CSC's) on behalf of MTC or are likely to come into contact with LEP individuals. Surveyed personnel included customer service representatives, service operators and program managers who provide services for MTC throughout the region.

To determine the frequency of contact with LEP individuals, MTC used various methods including a review of call center requests for Language Line services and website data for the number of translated website pageviews for MTC programs and services.

Clipper® Universal Transit Card

Clipper® is an all-in-one transit card that keeps track of passes, discount tickets, ride books and cash value loaded onto it, while recognizing and applying all applicable fares, discounts and transfer rules. Clipper® has been implemented at the seven largest San Francisco Bay Area transit agencies, and the reach of the Clipper® program continues to expand as additional transit agencies within the nine-county MTC service area participate in the program. MTC oversees the Clipper® transit card and the operation of the Clipper® CSC.

Table 3 shows the number of language line calls for MTC's Clipper® Card program. Spanish and Chinese language line calls for the Clipper® Card program make up only four percent of the total calls.

Table 4 shows the number of Interactive Voice Response (IVR) selections for Clipper® language line calls. IVR is a technology that allows a computer to interact with humans through the use of voice and tonal input via telephone keypads. Spanish and Chinese IVR selections for the Clipper® Card program make up approximately four percent of the total IVR selections.

Table 3: Calls to Clipper® Language Line Services, January 2012 – December 2012		
Language	**Number of Language Line Calls**	**Percentage**
Spanish	10,575	3%
Chinese	4,722	1%
English	334,738	96%
Total	350,035	100%

Table 4: Clipper® Automated Phone Services (Interactive Voice Response (IVR) Selections), January 2012 – December 2012		
Language	**Interactive Voice Response (IVR) Selections**	**Percentage**
Spanish	14,165	3%
Cantonese	6,537	1%
English	488,352	96%
Total	509,054	100%

FasTrak®

The FasTrak® electronic toll collection system allows customers to pay bridge tolls electronically to avoid stopping at toll plazas. FasTrak® has been operational on all seven of the state-owned toll bridges in the San Francisco Bay Area, as well as the Golden Gate Bridge, since December 2000, with at least one electronic toll collection -dedicated toll booth on each bridge to ease traffic congestion and speed travel. The San Francisco Bay Area Toll Authority (BATA) oversees the FasTrak® electronic toll collection system and operation of the FasTrak® CSC. Note that although FasTrak® does not receive any federal funds, MTC included FasTrak® data in the Four-Factor Analysis because it is an important customer-oriented service used by LEP populations.

Table 5 shows the number of average monthly language line calls for MTC's FasTrak®program. Non-English language line calls for FasTrak® make up less than one percent of the total calls.

Table 5: Average Monthly FasTrak® Customer Service Center Language Line Calls, January 2012 – December 2012		
Language	**Average Monthly Language Line Calls**	**Percentage**
Non-English CSC Calls	60	0.05%
English Only CSC Calls	69,455	56.33%
English Only Interactive Voice Response (IVR) Calls	53,794	43.63%
Total	123,309	100%

MTC Website

MTC examined available website data to estimate the number of non-English pageviews for its various programs and services. The MTC website — www.mtc.ca.gov — provides information on the services, programs and activities of the agency. The website provides individual web pages in Spanish and Chinese with summaries of key information and important announcements.

Table 6 shows the total number of pageviews that MTC's website received each year for the past four years (and the corresponding percentage) plus pageviews for the Spanish and Chinese translated pages. The combined number of pageviews for the Spanish and Chinese pages represent less than one percent of the total number of pageviews to the MTC site.

Table 6: MTC Website Translated Pageviews, 2009-2013

Year	Language	Page Views	Percentage
2013 (January – February)	Total Pageviews*	158,367	100%
	Chinese Translated Pageviews	162	0.0010%
	Spanish Translated Pageviews	52	0.0003%
2012	Total Pageviews*	1,133,602	100%
	Chinese Translated Pageviews	1174	0.0010%
	Spanish Translated Pageviews	504	0.0004%
2011	Total Pageviews*	1,104,660	100%
	Chinese Translated Pageviews	1257	0.0011%
	Spanish Translated Pageviews	663	0.0006%
2010	Total Pageviews*	1,294,300	100%
	Chinese Translated Pageviews	2053	0.0016%
	Spanish Translated Pageviews	946	0.0007%
2009	Total Pageviews*	1,069,553	100%
	Chinese Translated Pageviews	645	0.0006%
	Spanish Translated Pageviews	224	0.0002%
Total	Total Pageviews*	6,502,519	100%
	Chinese Translated Pageviews	7073	0.0011%
	Spanish Translated Pageviews	2961	0.0005%

*Total pageviews includes English, Spanish, and Chinese pageviews.

Surveys

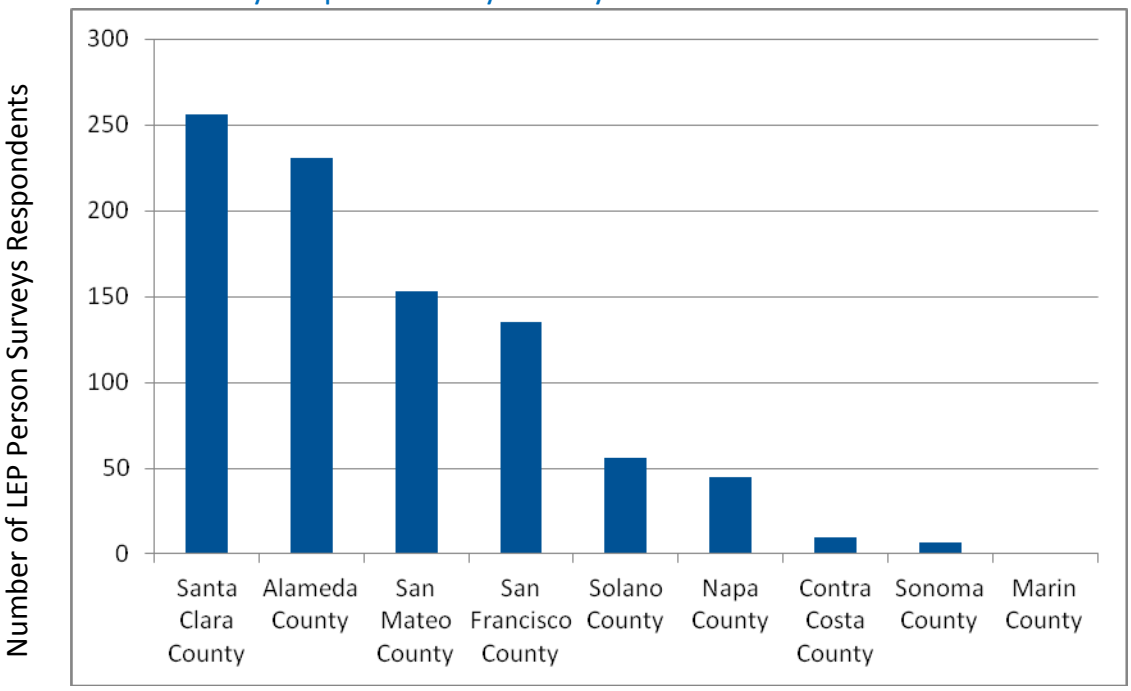
Additionally, MTC conducted an agency-wide staff survey to determine the frequency and importance of contact with LEP individuals across all MTC departments. MTC provides most of its operating programs, such as those identified in Table 2, through third-party contractors. Third-party contractors include customer service representatives, service operators and program managers who provide services for MTC across the region through programs such as Clipper®, FasTrak® and Freeway Service Patrol. MTC surveyed third-party contractor staff who

provide direct customer service on behalf of MTC or are likely to come into contact with LEP individuals.

MTC also partnered with CBOs that work directly with LEP communities to distribute and administer a survey to LEP persons. In addition to English, the LEP Person survey was translated into five languages (Spanish, Chinese, Vietnamese, Tagalog, and Korean) and distributed to over twenty-one CBOs across the nine-county MTC region. An English version of the LEP Person survey was distributed to allow LEP persons of other linguistic populations (e.g., Cambodian, French, Russian, Amharic and Japanese) to provide input and feedback on the Plan for Special Language Services.

MTC conducted targeted LEP survey outreach to collect input from geographically and linguistically diverse LEP populations. A total of 945 surveys were returned by LEP respondents from throughout the nine-county San Francisco Bay Area. Figure 1 is an illustration of the number of LEP person survey respondents by county. Figure 2 illustrates LEP persons' rate of contact with MTC programs, services and activities. In an effort to consult directly with LEP individuals, MTC also held four focus groups with LEP persons to evaluate current language assistance measures.

Figure 1: LEP Person Survey Respondents by County



Based on the Factor 2 Analysis, MTC determined that Spanish- and Chinese-speaking LEP individuals are in most contact with MTC's programs and services. However, the combined results from the various data sources indicate that LEP persons' frequency of contact with MTC programs, activities and services varies depending on the program or activity. MTC determined that LEP persons that do utilize MTC's services are in more contact with certain programs and

services, specifically Clipper® and FasTrak®. Overall, LEP persons are far less likely to request information or assistance accessing MTC's policy or financial documents, such as the Regional Transportation Plan or the Transportation Improvement Program.

Figure 2: Frequency of Contact with MTC Programs and Services by LEP Person Survey Respondents				
	Very Frequently	**Frequently**	**Somewhat Frequently**	**Never**
511	1.41%	3.59%	9.53%	85.47%
Clipper® Card	9.70%	5.01%	9.39%	75.90%
FasTrak®	5.92%	5.76%	11.68%	76.64%
Freeway Service Patrol	1.82%	1.82%	10.73%	85.64%
Roadside Call Boxes	2.30%	1.15%	8.39%	88.16%

A large majority of the LEP persons encountered by MTC staff and MTC contractors speak Spanish, followed by Chinese. Depending on the data source, the language groups with the most contact were Spanish and Chinese (Cantonese and Mandarin), followed by Vietnamese, Tagalog and Korean.

2.3 Factor 3 Analysis: The nature and importance of MTC's programs, activities and services to LEP persons' lives.

Following U.S. DOT guidelines, MTC reviewed various data sources and incorporated findings from the Factor 2 Analysis to determine the nature and importance of the programs provided by MTC to LEP individuals' lives. MTC identified the critical services to LEP persons by reviewing the following data sources:

- MTC Staff Surveys
- MTC Contractor Surveys
- LEP Person Surveys
- LEP Person Focus Groups

The findings of this Factor 3 Analysis, included in Figure 3, describe the nature and importance of MTC programs and services to LEP communities. Following a thorough review and analysis of staff surveys and LEP person surveys, the results indicated that MTC's programs, services and activities are important to LEP populations.

Figure 3: Importance of MTC Programs and Services by LEP Person Survey Respondents				
	Very Important	**Important**	**Somewhat Important**	**Not Important**
511	28.67%	29.52%	17.58%	24.23%
Clipper® Card	23.40%	30.32%	17.20%	29.08%
FasTrak®	22.70%	28.83%	18.38%	30.09%
Freeway Service Patrol	40.50%	25.33%	13.83%	20.33%
Roadside Call Boxes	40.23%	24.50%	15.07%	20.20%

As a transportation planning agency, MTC plays a vital role identifying and implementing future investments and long-range strategies to maintain, manage and improve transportation throughout the region. Regarding the importance of MTC's programs and activities to LEP persons, access to the planning process, in general, will affect residents in the long-term and not in an immediate manner.

Although the majority of LEP survey respondents reported that long-range transportation planning is "important" or "very important" to them, a review of interpretation and translation requests for MTC's policy and long-range transportation planning documents indicates that LEP persons rarely request these documents. It is worth noting that there has not been a significant demand from LEP residents to participate in policy-oriented discussions.

MTC reviewed the available records from the agency's various programs regarding interpretation and translation requests from 2009 – 2012 and found that requests by LEP persons have been minimal. Table 7 shows the requests for interpretation services from LEP persons. A total of four requests for interpretation have been made, including two in Spanish and two in Chinese (Mandarin and Cantonese).

Table 7: Requests for Interpretation, 2009-2012			
Date	**Requestor**	**Meeting/Host**	**Language**
7/10/2012	LEP Individual	July 11 Programming & Allocations Committee Meeting	Cantonese
5/7/2011	LEP Individual	FTA Title VI Information Session	Spanish
5/5/2011	LEP Individual	Alameda County Plan Bay Area Public Workshop	Spanish
3/8/2011	LEP Individual	San Francisco County Transportation Authority (SFCTA) Meeting	Mandarin

Table 8 shows the requests for translation services from LEP persons. To date, only one translation request (for Spanish) has been made by an LEP person.

Table 8: Requests for Translation, 2009-2012			
Date	**Requestor**	**Document(s) Requested**	**Language**
7/21/2010	LEP Individual	• Public Participation Plan • Plan for Special Language Services to Limited English Proficient Populations	Spanish

MTC's Public Information Department also initiates interpretation and translation requests in order to accommodate anticipated language access needs. As a result, interpreters were present at additional meetings than those listed above; the majority of those meetings were in conjunction with public participation activities related to MTC's long-range transportation plan.

Despite MTC's critical role and unique position throughout the San Francisco Bay Area region, the general public lacks awareness of MTC's planning and funding activities. The results from the LEP person focus groups indicated that many of the focus group participants were not familiar with MTC or many of the agency's programs and services (e.g., 511 Traveler Information, Freeway Service Patrol).

Some of MTC's programs have a larger reach, including the Clipper® Card, the 511 traveler information system, the regional transit hub signage program, motorist-aid call boxes, freeway service patrols and FasTrak® . Based on the LEP person surveys, these programs and services — operated by MTC — were found to be of critical importance to LEP populations. However, because many of the programs and services operated by MTC have their own individual names and branding (e.g., Clipper® and FasTrak®), the general public often does not associate them with MTC itself.

2.4 Factor 4 Analysis: The resources available to MTC and overall cost to provide language assistance.

In accordance with U.S. DOT guidelines, MTC incorporated findings from the first three factors and from a series of interviews with CBOs. The interviews with CBOs provided information about the most effective ways to communicate with LEP persons, which in turn, will assist MTC in developing cost-effective language assistance measures.

The Factor 4 Analysis considers the resources available to MTC and the costs for translation services. These financial resources and costs impact MTC's ability to translate documents into multiple languages. In addition to the translation costs, MTC considered other factors such as the number of staff and percentage of staff time that is associated with providing language assistance.

Additionally, it is important to note that the CBO interview findings indicated that some LEP persons have low-literacy levels in their native languages, and by extension, translating documents may not be the most helpful form of language assistance.

Currently, MTC offers an array of tools for LEP populations to access programs, services and activities, included in Section 3.1. Through the information gathering efforts required for the Four-Factor LEP needs assessment, MTC determined that LEP persons and other stakeholders are satisfied with the agency's current language assistance measures. However, with each update of the Plan for Special Language Services to LEP Populations, MTC will continue to identify strategies to strengthen and improve its language assistance efforts.

2.5 Four-Factor Analysis Conclusion

MTC determined that translation of Vital Documents and access to services should be provided in Spanish and Chinese languages as a matter of course. Upon request and subject to available resources, MTC will provide translation into other languages. Based on the Four-Factor Analysis findings, MTC also developed "Vital Documents Guidelines" to advise staff on agency protocol for document translation (see Section 4.0, Vital Documents Guidelines).

3.0 LANGUAGE ASSISTANCE MEASURES

MTC uses a number of techniques and practices to provide meaningful, early and continuous opportunities for all interested San Francisco Bay Area residents to participate in the dialogue that informs key decisions, regardless of language barriers. The following sections in this chapter include a review of MTC's current language assistance measures and suggestions for future language assistance measures.

3.1 Current Language Assistance Measures

As part of MTC's evaluation of its prior experiences with LEP persons, the agency developed an inventory of language assistance services currently being provided. A complete review of MTC's programs, activities and services and the current LEP component can found in Table 2.

For MTC's programs that more directly serve San Francisco Bay Area residents (e.g., Clipper®, 511 Traveler Information and FasTrak®), measures have been incorporated to provide access for LEP populations. MTC conducts periodic checks of translated materials to ensure that they are interpreted correctly and requires translators and interpreters to meet its competency standards. MTC currently offers a wide range of tools for LEP populations, including written and oral language assistance, as well as community outreach and local media engagement. These language assistance tools and strategies are detailed below:

Written Language Assistance

- Translate select printed materials for the various traveler services provided by MTC (e.g., Clipper®, FasTrak®, Freeway Service Patrol, Call Boxes) into Spanish and Chinese as a matter of routine and other languages as requested
- Translate news releases, brochures, fact sheets and portions of long-range transportation planning documents into Spanish and Chinese, and other languages as requested
- Utilize third-party, multi-lingual website translation services (e.g., Google Translate) to translate online content for various MTC programs and services
- Optimize Chinese and Spanish third-party website translation services by manually correcting translated text
- Advertise notices of availability of multi-lingual translation for MTC meetings and events
- Advertise key opportunities for public participation in Chinese and Spanish community newspapers
- Avoid overly complex or technical terms and write in clear, compelling language in a style appropriate to the intended audience

Oral Language Assistance

- Operate Language Line services to provide oral language assistance for various MTC programs and services
- Employ multi-lingual MTC staff and customer service personnel
- Contract with a language translation firm for on-call assistance on an "as needed" basis (e.g., interpreters for public meetings)
- Contract with a language translation firm for on-the-spot interpreter assistance on an "as needed" basis (e.g., to assist callers who speak languages other than Chinese and Spanish)
- Evaluate competency of translators
- Use audio recording devices to obtain oral comments at key public workshops and meetings
- Utilize bilingual staff to interpret information on an "as needed" basis

Community Outreach

- Provide bilingual staff at community outreach events in LEP communities
- Provide interpreters at community meetings as needed
- Develop meaningful partnerships with advocates of LEP persons
- Consult with MTC's Policy Advisory Council, which includes appointed representatives from communities of color and low-income communities (populations that frequently include LEP persons)
- Partner with community non-profits that can assist in tailoring presentations, meeting materials and meeting announcements to meet the language needs of local LEP participants
- Provide financial assistance (in response to competitive requests for proposals) to community-based organizations that work with LEP persons for such activities as co-hosting and conducting meetings in multiple languages and assistance with identifying LEP individuals for participation in community focus groups or public meetings

Media and Public Relations

- Request public service announcements in non-English language community newspapers, radio stations or television stations to announce public meetings for the long-range regional transportation plan, major corridor studies, or to announce other important transportation news
- Purchase display ads in non-English language community newspapers to announce important opportunities for public participation
- Work with non-English language media outlets (print or electronic media) to place articles or public service announcements about MTC's work or announce participation opportunities

3.2 Future Language Assistance Measures

MTC has identified additional language assistance services that may be implemented to further provide meaningful access to LEP persons. These suggestions for future language assistance services are based on MTC staff and contractor surveys, interviews with community-based organizations, LEP person focus groups and LEP person surveys. Moreover, these suggestions take into account agency resources and staff time.

Future outreach efforts to LEP populations that MTC will consider include the following:

- Utilize the "Vital Documents Guidelines" to determine translation needs and appropriate languages (see Chapter 4.0)
- Conduct outreach to LEP populations to inform them of MTC's language assistance services
- Create mechanisms for MTC staff to document LEP participation at MTC meetings and events (e.g., sign-in sheets and surveys)
- Expand staff awareness of language assistance guidelines detailing agency protocol on how to interact and provide services to LEP populations
- Increase staff awareness of the availability of translated materials
- Use robust visualization techniques including pictographs, maps, charts and images to illustrate instructions (e.g., Clipper® fare payment) and transit system info (e.g., regional transit hub signage program)
- Develop a regional glossary of commonly used transportation terms and translate those terms

These language assistance suggestions, in addition to the practices MTC already has in place, are designed to help MTC streamline its LEP efforts and determine the right mix of language assistance services.

4.0 VITAL DOCUMENTS GUIDELINES

MTC is committed to full compliance with Title VI and Executive Order 13166 to provide meaningful access and reduce barriers to services and benefits for persons with limited English proficiency (LEP). In accordance with the U.S. DOT guidelines, MTC must determine which "Vital Documents" should be translated into the languages that meet MTC's translation threshold.

To assist staff in determining the critical information and documents for translation, MTC has developed "Vital Documents Guidelines." Classification of a document as Vital depends upon the importance of the program, information, service, or encounter involved, and the consequence to the LEP person if the information in question is not provided accurately or in a timely manner.

4.1 Language Translation Threshold

The Factor 1 Analysis, described in Section 2.1, identified 1,197,125 individuals over the age of five who speak English less than "very well" (U.S. Census Bureau, 2007-2011 American Community Survey). This figure accounts for 18 percent of the San Francisco Bay Area population. Using American Community Survey data, MTC identified thirty-one (31) languages that are spoken by more than 1,000 estimated LEP persons (see Appendix A).

Spanish-speaking LEP persons represent 8.1 percent of the total LEP population. Chinese-speaking LEP individuals represent 3.9 percent of the San Francisco Bay Area's limited English speakers. Within the remaining six percent of other LEP languages in the San Francisco Bay Area, there is no language that exceeds two percent of the LEP population share. Based on the Four-Factor Analysis related to 1) the number and proportion of LEP persons in the MTC service area, 2) the frequency of contact with LEP persons, 3) the importance of MTC programs and services to LEP individuals' lives and 4) the resources available to MTC, the agency has determined that only Spanish and Chinese meet the Language Translation Threshold.

MTC concluded that providing language assistance in Spanish and Chinese would give the two largest population groups who are identified as speaking English less than "very well," access to information and services in their language spoken at home. Documents determined as Vital will be translated into Spanish and Chinese without a specific request for translation.

4.2 Categories of Vital Documents

MTC's Vital Documents have been defined as follows:

1. Any document that is critical for obtaining services and benefits. Classification of a document as Vital depends upon the importance of the program, information, service, or encounter involved, and the consequence to the LEP person if the information in question is not provided accurately or in a timely manner.

2. Any document that is required by law.

The importance of MTC documents to LEP persons varies depending on multiple factors including time-sensitivity and impact on legal rights. MTC has ranked Vital Documents into three tiers, according to the definition above. MTC will re-evaluate these tiers on an on-going basis as language assistance demands and needs evolve.

Although a document may be classified as Vital, MTC is not required to provide a word-for-word translation. Instead, a summary of relevant information may be sufficient. The decision to translate Vital Documents will be weighed against available resources and staff capacity. MTC will continue to revise these guidelines as the agency updates its Plan for Special Language Services.

Tier 1: Critical documents

Tier 1 documents are the agency's highest priority. MTC will translate Tier 1 Vital Documents without request. Tier 1 documents include:

- Documents that, without translation, would seriously impede access by LEP persons to MTC services or programs.
- Documents which, without translation, would deprive LEP persons of an awareness of their legal rights, particularly rights to language assistance.

Tier 1 documents include Title VI information, legal and public hearing notices and select information for MTC services such as:

- Notification to beneficiaries of protection under Title VI
- Title VI complaint form
- Documents which would have life-threatening consequences, if not translated, such as information on construction projects that include information on construction safety and impacts

- Fare and service change notices related to the Clipper® program

Tier 2: Documents that will enhance access to MTC services and programs

Tier 2 documents include information that will enhance or facilitate the customer experience for LEP individuals. MTC will translate any Tier 2 Vital Document upon request, though some Tier 2 Vital Documents, at MTC's discretion, subject to available resources will be translated without request. These documents could include the following:

- General MTC information
- Meeting announcements, agenda packets and other information for MTC Commissioners, Committee Meetings and Policy Advisory Council
- Promotional events that offer benefits to MTC customers (e.g., free or discounted Clipper® cards)

Tier 3: Documents that will enhance and support participation of LEP persons in transportation decision-making

Tier 3 includes documents that encourage LEP persons to participate in MTC transportation planning efforts. MTC will translate any Tier 3 Vital Document upon request, though some Tier 3 Vital Documents, at MTC's discretion, subject to available resources will be translated without request. These documents may include the following:

- Information regarding long-range, regional transportation planning
- Long-term plans regarding transportation funding investments
- Environmental Impact Reports
- Legal notices published in newspapers announcing public comment periods on various documents or for other planning-related programs

5.0 STAFF TRAINING

MTC works to instill its staff and third-party contractors with an awareness of and sensitivity to the needs of LEP persons. MTC provides its operating programs, such as those identified in Table 2, through third-party contract service providers.
Both MTC staff and third-party contractors — staff who provide direct customer service on behalf of MTC or are likely to come into contact with LEP individuals through programs such as Clipper®, FasTrak® and Freeway Service Patrol — are trained on procedures for accommodating LEP populations. MTC uses various approaches to provide staff with LEP training, which are described below.

Training Materials

MTC developed a webinar training to inform staff of how to comply with Title VI regulations and guidelines. Some of the items covered in the training include information on how to provide meaningful access to persons with limited English proficiency and how to notify the public of their Title VI rights. The webinar expands staff awareness of MTC's language assistance guidelines by detailing agency procedures for assisting LEP individuals both in person and/or by telephone. The training also outlines the protocol for providing document translation and interpretation services to LEP populations.

MTC will continue to develop and revise training materials for staff who interact with LEP populations. These materials will include instructions on how to respond to phone inquiries and written communications from LEP persons. Training materials will also include instructions on how to arrange for translation services and how to utilize the "Vital Documents Guidelines."

Special Projects

As public participation or public information campaigns are developed, MTC provides staff training about the need to be alert to and anticipate the needs of low-literacy participants. For example, planning staff who attend public workshops to answer questions and get feedback are trained to look for ways to draw out participants who seem to be reluctant to speak due to language barriers. When display boards are used, planners are taught to be mindful of participants who might be struggling to read complex materials and converse with them, if appropriate, as they view the materials rather than assume they are able to read all the materials.

"Brown Bag" Lunch Sessions

MTC conducts "brown bag" sessions to provide staff with a quick orientation on a number of issues. Periodically, a session will focus on special issues of diversity, including sensitivity to the needs of LEP populations.

6.0 NOTIFICATION TO LEP PERSONS

In accordance with Title VI regulations, the public must be informed of their rights. MTC provides notice to LEP persons through various practices including:

- Notice of the availability of language assistance and translation services on MTC's website
- Notification at MTC's Library, which is open to the public
- Documents (e.g., flyers, press releases and brochures) that describe an LEP person's right to access MTC's services, translated into other languages
- Routine use of language on printed or electronic announcements for public workshops on key planning efforts that alert interested individuals on how to request translation services
- Display advertisements in ethnic media outlets to promote the availability of language assistance services
- Partnerships with community-based organizations that serve LEP populations to disseminate notices of availability of language assistance services
- Public service announcements to promote language assistance

Additionally, MTC notifies LEP persons that language assistance services are available free of charge.

7.0 PLAN MONITORING AND UPDATING

MTC will monitor and update its Plan for Special Language Services, as needed, to ensure meaningful access to its programs and services by LEP persons. MTC will use a combination of qualitative and quantitative approaches to monitor whether the Plan for Special Language Services effectively meets the needs of LEP persons across the nine-county San Francisco Bay Area region. On a triennial basis, MTC will review demographic data of San Francisco Bay Area LEP populations and solicit feedback from MTC staff, LEP persons and community-based organizations serving LEP individuals to evaluate the effectiveness of its Plan for Special Language Services.

By establishing an evaluative review of the Plan for Special Language Services, MTC can assess whether its language assistance services are effective and have impacted relations with LEP communities. MTC will monitor its implementation plan by soliciting regular feedback from MTC staff and third-party contractors, community-based organizations and LEP persons.

In compliance with U.S. DOT guidelines, MTC will monitor and evaluate its Plan for Special Language Services by reviewing the following information:

- Changes in the number and proportion of LEP persons in the MTC service area
- New demographic data from U.S. Census and American Community Survey
- Changes in the frequency of contact with LEP language groups (e.g., language line usage and translated website pageviews)
- Nature and importance of programs, services and activities to LEP persons
- Expansion of services and programs (e.g., Clipper® program expansion)
- Changes in the availability of resources, including technological advances and/or identification of additional financial resources
- The effectiveness of current language assistance measures in meeting the needs of LEP persons
- Feedback from LEP persons on the effectiveness of current language assistance services
- Staff knowledge and understanding of the Plan for Special Language Services and how to implement the plan
- The effectiveness of staff LEP trainings and agency-wide language assistance protocol (e.g., “Vital Documents Guidelines”)

8.0 REFERENCES

Federal Transit Administration. Circular 4702.1B: *Title VI and Title VI-Dependent Guidelines for Federal Transit Administration Recipients* (October 2012).

Federal Transit Administration, Office of Civil Rights. *Implementing the Department of Transportation's Policy Guidance Concerning Recipients Responsibilities to Limited English Proficient (LEP) Persons: A Handbook for Public Transportation Providers*. (April 2007).

Metropolitan Transportation Commission. *Four-Factor Analysis: Limited English Proficient Needs Assessment* (March 2013).

The White House, Office of the Press Secretary. Executive Order 13166: Improving *Access to Services for Persons with Limited English Proficiency*. (August 2000).

U.S. Census Bureau, American Community Survey (2007-2011).

U.S. Department of Transportation. *Policy Guidance Concerning Recipients Responsibilities to Limited English Proficient Persons*. (December 2005).

Appendix A: Languages Spoken at Home by Ability to Speak English, 2007-2011

Languages Spoken at Home by the Ability to Speak English, Persons Age 5 Years and Over, 2007 – 2011 Speaks English Less than "Very Well"*										
	Alameda	Contra Costa	Marin	Napa	San Francisco	San Mateo	Santa Clara	Solano	Sonoma	Bay Area
African languages:	2,676	789	30	27	242	188	1,991	224	303	6,470
Arabic:	2,001	1,176	54	17	977	2,577	1,440	259	135	8,636
Armenian:	292	190	155	8	240	291	586	13	6	1,781
Chinese:	66,243	13,914	908	280	94,696	21,794	59,770	1,580	1,069	260,254
French (incl. Patois, Cajun):	983	467	289	162	1,408	309	1,681	76	331	5,706
French Creole:	44	109	59	0	0	9	5	0	70	296
German:	428	540	242	29	382	481	960	193	191	3,446
Greek:	305	167	42	38	62	284	377	76	0	1,351
Gujarati:	1,578	194	46	16	167	250	1,237	80	108	3,676
Hebrew:	169	68	16	60	118	32	860	0	0	1,323
Hindi:	4,295	1,118	59	59	415	1,235	3,701	718	134	11,734
Hmong:	283	65	0	11	31	49	174	121	76	810
Hungarian:	201	66	5	19	45	99	169	55	14	673
Italian:	708	557	189	44	876	891	1,166	67	246	4,744
Japanese:	3,345	948	413	139	2,773	2,323	5,974	383	198	16,496
Korean:	8,563	3,430	430	194	3,701	2,038	12,278	713	537	31,884
Laotian:	911	921	4	18	117	31	763	39	437	3,241
Mon-Khmer, Cambodian:	2,067	544	81	19	743	83	2,381	26	346	6,290
Navajo:	18	0	0	0	0	0	10	0	0	28
Persian:	4,364	3,625	625	42	467	1,061	5,311	218	243	15,956
Polish:	465	319	0	0	342	198	476	28	64	1,892
Portuguese or Portuguese Creole:	1,775	1,651	461	22	602	934	3,110	171	367	9,093
Russian:	2,136	2,858	385	24	8,762	1,968	4,836	88	272	21,329
Scandinavian languages:	98	136	103	0	96	117	205	0	49	804

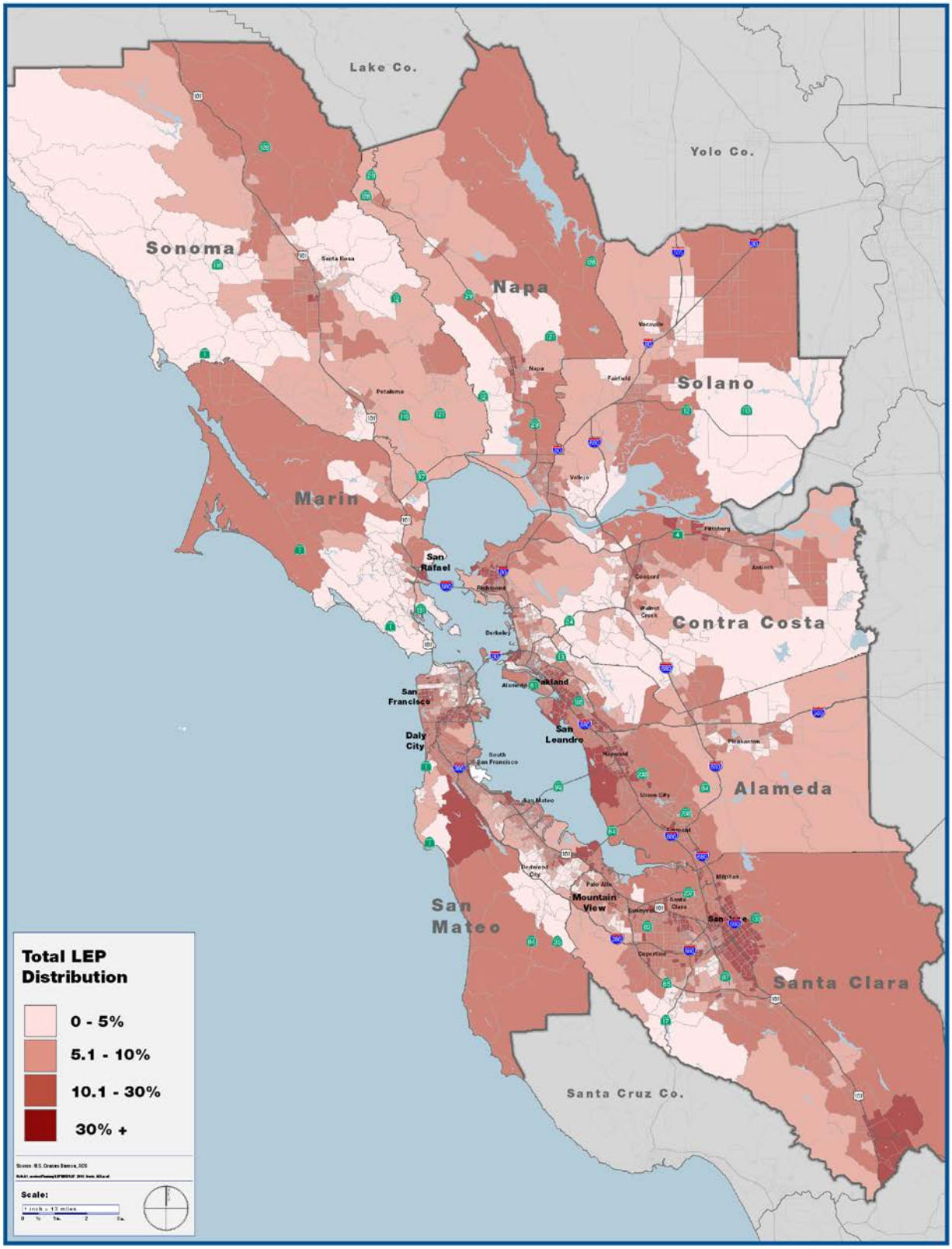
Languages Spoken at Home by the Ability to Speak English, Persons Age 5 Years and Over, 2007 – 2011 Speaks English Less than "Very Well"*										
	Alameda	**Contra Costa**	**Marin**	**Napa**	**San Francisco**	**San Mateo**	**Santa Clara**	**Solano**	**Sonoma**	**Bay Area**
Serbo-Croatian:	333	166	40	15	303	192	1,283	10	0	2,342
Spanish or Spanish Creole:	113,945	78,185	15,363	17,810	39,628	65,028	140,809	27,500	40,753	539,021
Tagalog:	15,904	7,758	446	1,324	10,507	13,999	18,855	8,321	892	78,006
Thai:	892	396	116	0	1,210	435	604	183	341	4,177
Urdu:	1,178	310	26	75	182	110	958	128	28	2,995
Vietnamese:	15,354	3,254	633	143	6,471	1,570	65,464	1,231	1,448	95,568
Yiddish:	7	0	0	41	73	0	38	14	0	173
Other Asian languages:	5,832	2,730	139	14	1,665	2,800	5,883	491	202	19,756
Other Indic languages:	5,742	2,602	0	88	557	1,290	6,843	1,064	164	18,350
Other Indo-European languages:	769	227	218	0	276	235	446	60	94	2,325
Other Native North American languages:	1	8	0	0	0	38	70	13	95	225
Other Pacific Island languages:	2,584	1,328	87	218	1,263	2,309	3,250	829	288	12,156
Other Slavic languages:	116	208	36	0	330	303	588	15	98	1,694
Other West Germanic languages:	149	87	0	0	72	53	238	31	124	754
Other and unspecified languages:	147	72	43	0	76	71	1,167	29	65	1,670

Source: U.S. Census, American Community Survey 2007-2011.

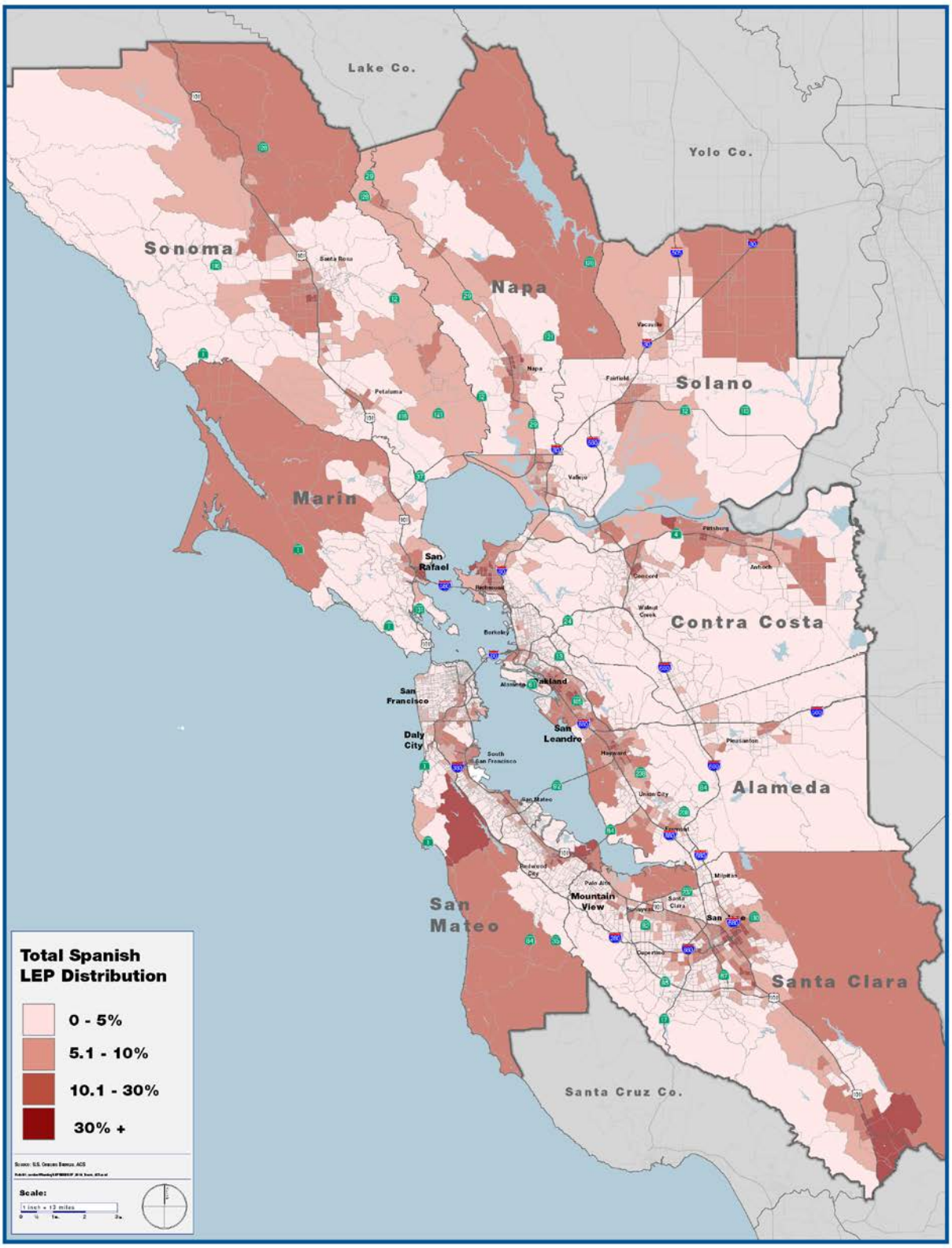
* MTC used ACS data for LEP persons that speak English less than "very well" for the Factor 1 Analysis, as per the definition of LEP provided by FTA Circular 4702.1B.

Appendix B: Maps of Limited English Proficient Distribution

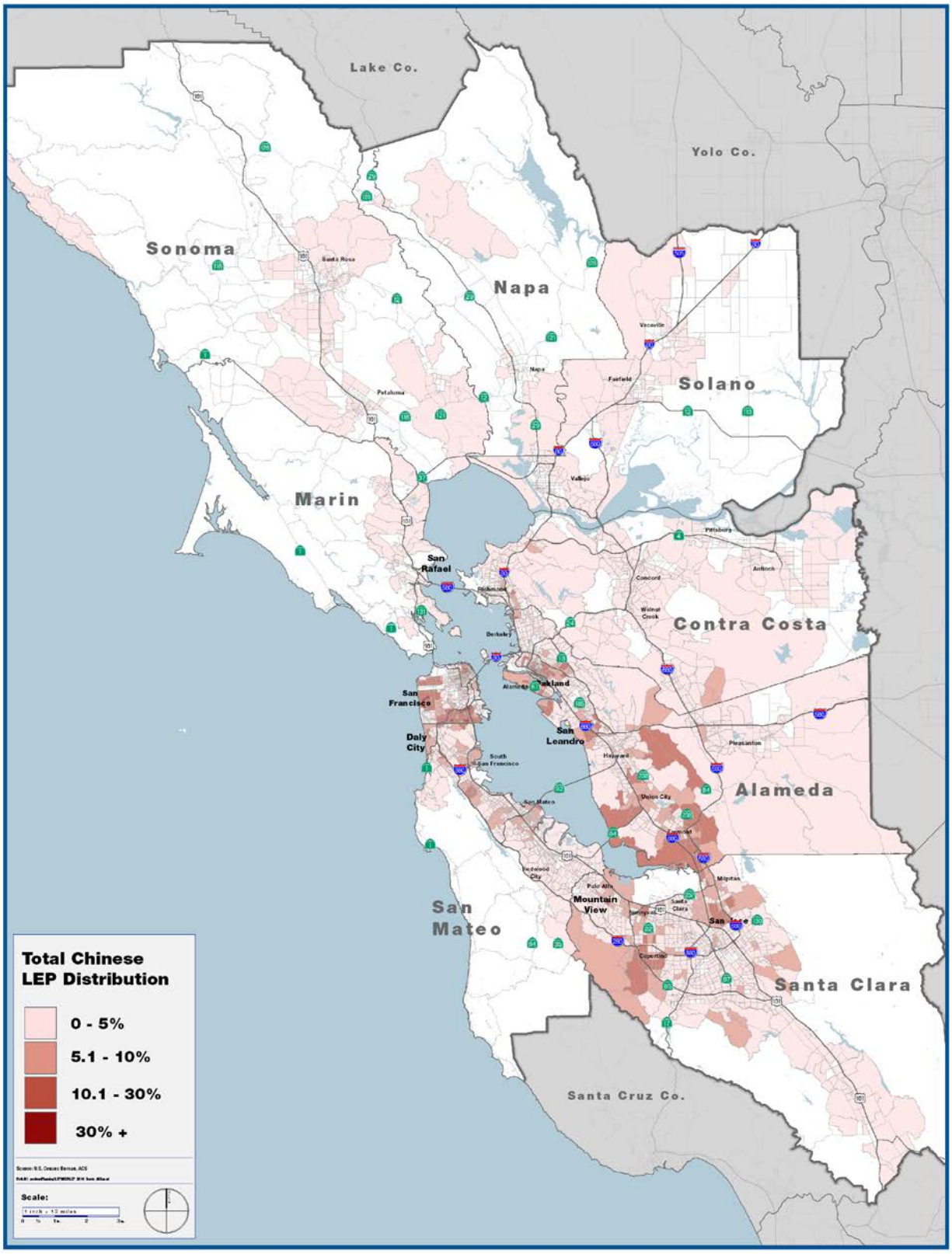
Appendix C - 1: Total Limited English Proficient (LEP) Distribution Map



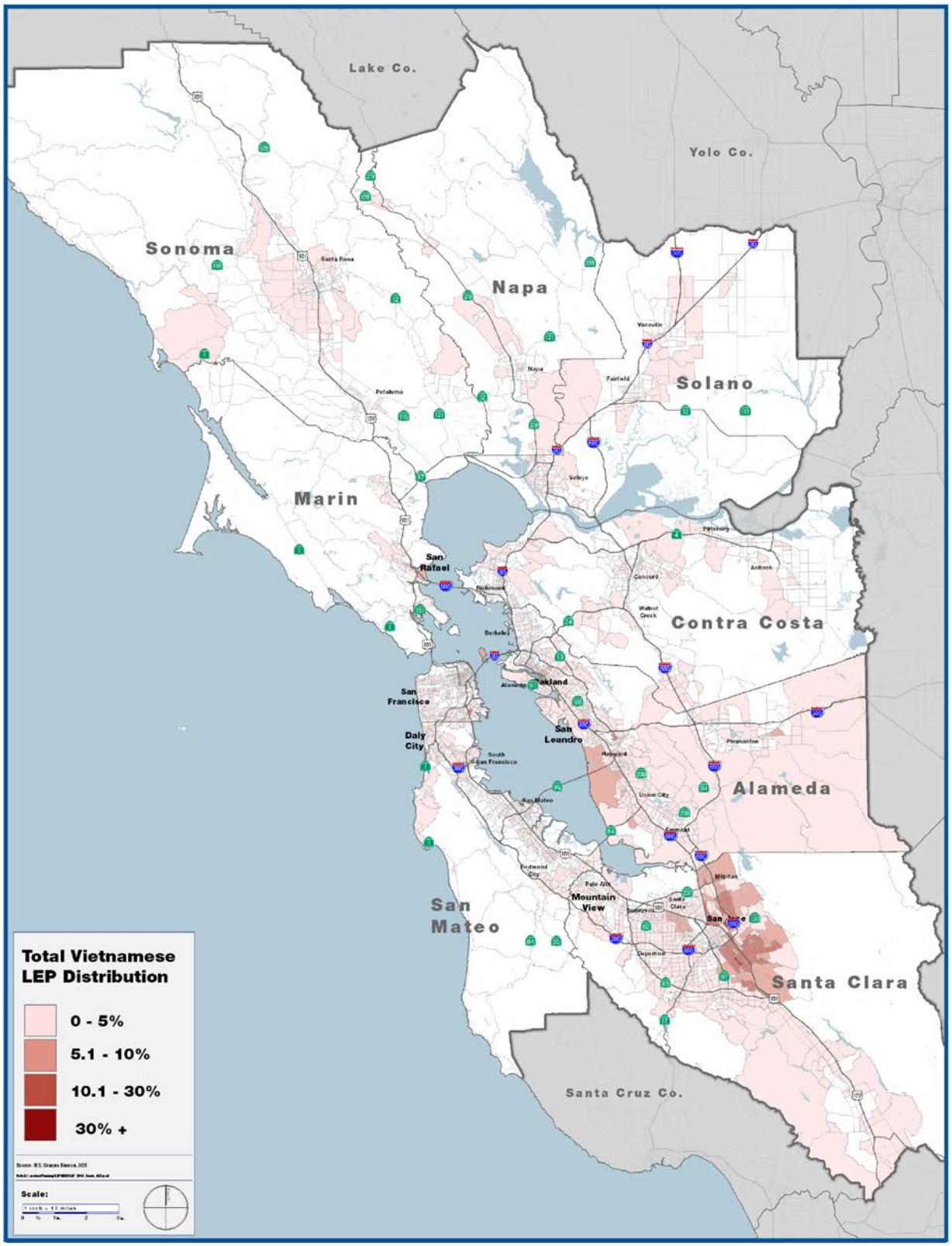
Appendix D - 2: Spanish Limited English Proficient (LEP) Distribution Map



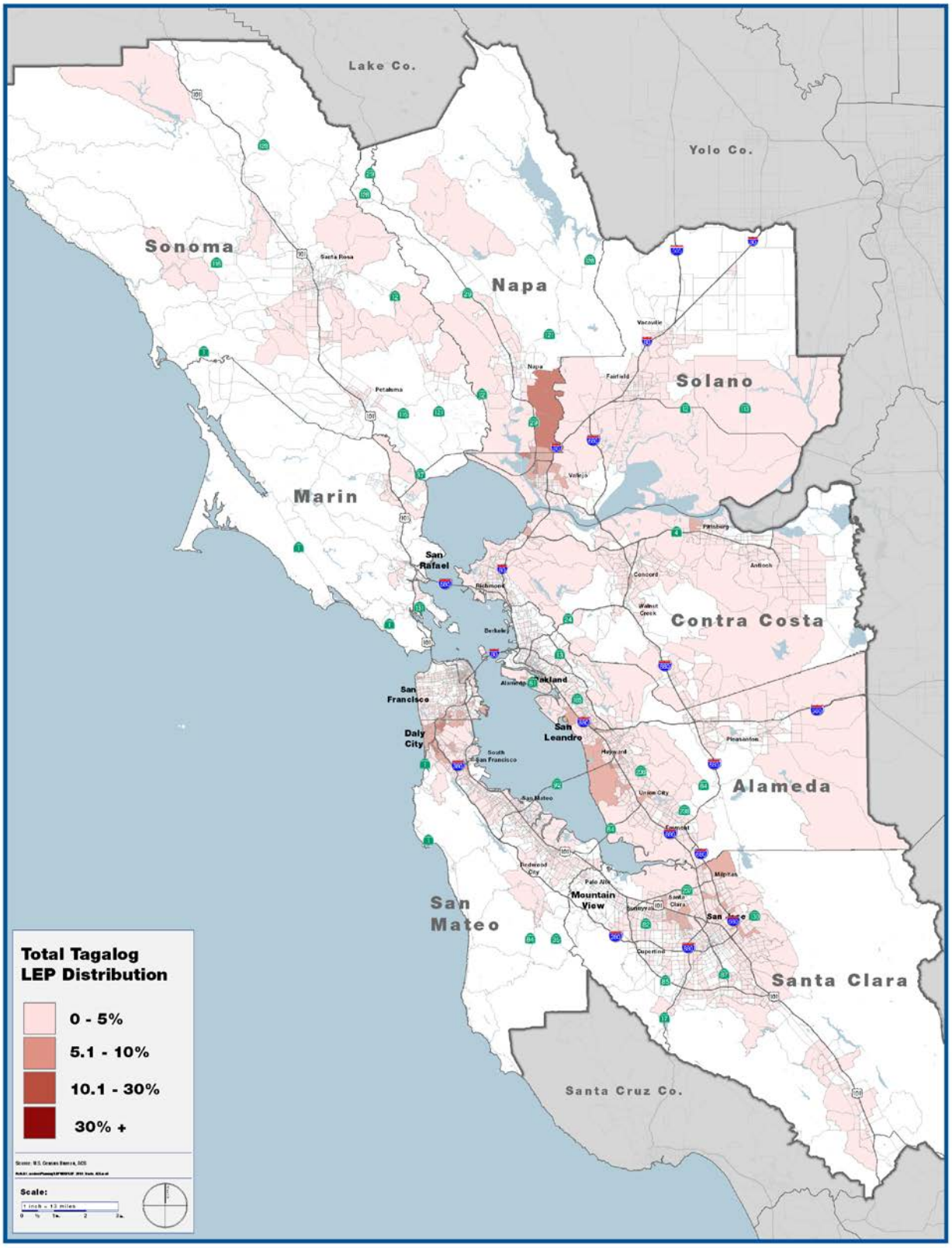
Appendix E - 3: Chinese Limited English Proficient (LEP) Distribution Map



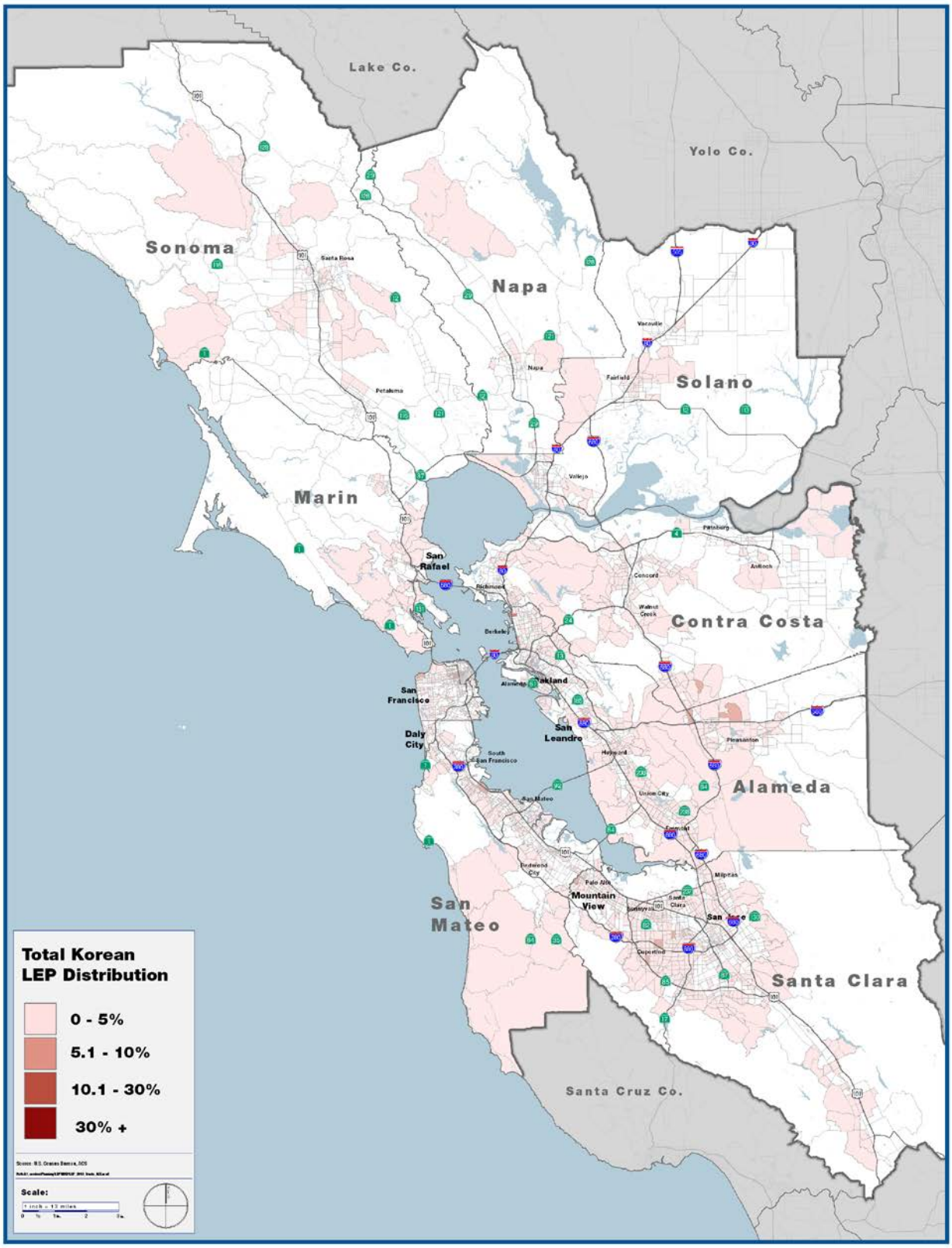
Appendix F - 4: Vietnamese Limited English Proficient (LEP) Distribution Map



Appendix G - 5: Tagalog Limited English Proficient (LEP) Distribution Map



Appendix H - 6: Korean Limited English Proficient (LEP) Distribution Map



Attachment B

CLIPPER® TITLE VI STATUS REPORT
June 12, 2013

Background

On June 12, 2012, MTC provided the Federal Transit Administration (FTA) with a response to the findings of the *Title VI Compliance Review of the Metropolitan Transportation Commission*. MTC's response to FTA included a commitment to provide updates on the Clipper® fare payment system every 90 days. This is the fourth such update. It covers the period from March 13 to June 12, 2013.

Key Actions Taken in the Past 90 Days

Using the planned activities identified by MTC in *Final Title VI Report: Clipper® Fare Media Transitions (Final Title VI Summary Report)* as a guideline, MTC has taken key actions over the last 90 days as follows:

1. Establish a process that enables youths (or their parents/guardians) and seniors to apply for Clipper cards by mail or email.

   MTC originally planned to implement this new process in the fall of 2012, but was delayed by the need to develop and execute a change order with the Clipper Contractor. The change order was successfully negotiated in May, 2013, and MTC now expects to have the new mail/email/fax application process for youth and senior Clipper cards completed by August 30, 2013.

2. Engage in partnership arrangements with community-based organizations (CBOs), through which the CBOs will provide Clipper cards and information to constituents.

   MTC launched this program in August 2012. As of June 12, 2013, 14 CBOs have ordered 1,090 cards. These CBOs serve neighborhoods with a concentration of individuals protected by Title VI: San Francisco's Chinatown and Mission neighborhoods, Berkeley, Fremont, Concord, San Jose, Richmond and Oakland. MTC staff has identified additional CBOs in neighborhoods considered to be high priorities for reaching individuals protected by Title VI – particularly in the Bayview-Hunter's Point area of San Francisco – and will conduct outreach to these groups in June and July, 2013.

3. Set a consistent $5 Clipper card and balance replacement fee that applies to all customers at all locations.

   This item is in progress. MTC has directed the Clipper Contractor to update the Clipper system software to standardize fees charged for card replacement and balance restoration. The Clipper Contractor is making the changes to the different components of Clipper system (website,

terminals located at the in-person customer service centers, etc.). MTC expects to complete this change by fall 2013.

4. Actively monitor the Clipper retailer network to ensure adequate and comprehensive geographic coverage, particularly for minority and low-income individuals.

   This item is ongoing. MTC continues to actively monitor the Clipper retailer network to ensure adequate and comprehensive geographic coverage. In the last 90 days, the Clipper retailer network has not lost any retailers in areas considered to be priorities for Title VI compliance.

5. Provide Clipper materials at MTC-sponsored public meetings.

   This item is ongoing. MTC continues to provide Clipper materials at MTC-sponsored public meetings.

Additional Activities

MTC is in the process of conducting a marketing/awareness campaign targeting low-income and limited English-proficient (LEP) transit riders. The campaign includes outreach events at transit stops and stations in neighborhoods with a concentration of individuals protected by Title VI. MTC also is scheduling outreach events at locations such as One-Stop Career Centers that cater to low-income and LEP individuals. At the events, staff distributes free adult and senior Clipper cards and accepts applications for youth cards. MTC has conducted 27 events and will conduct the remaining 19 before June 30, 2013, for a total of 46 events. To date, MTC has distributed 2,390 free adult Clipper cards and 46 free Senior Clipper cards through this effort. Please see Attachment A-1 for a listing of completed and upcoming outreach events.

Attachment B-1

Schedule for Clipper® Outreach Events

Low-Income/Limited English Proficiency Clipper® Campaign Outreach Events Held February through March 2013

Date	Event	City
Saturday, February 23	Chinese New Year Street Fair	San Francisco
Sunday, February 24	Chinese New Year Street Fair	San Francisco
Sunday, March 3	San Jose/Berryessa Flea Market	San Jose
Tuesday, March 5	BART West Oakland – AC Transit stops	West Oakland
Tuesday, March 5	BART Hayward Station	Hayward
Wednesday, March 6	SFMTA stop/station – Mission and Silver	San Francisco
Wednesday, March 6	SFMTA stop/station – Mission and Geneva	San Francisco
Wednesday, March 6	SFMTA stop/station – 3rd and Palou	San Francisco
Thursday, March 7	BART Richmond Station	Richmond
Thursday, March 7	BART Fruitvale Station	Oakland
Saturday, March 9	San Rafael Transit Center	San Rafael
Sunday, March 10	Oakland Swap Shop and Coliseum Public Market	Oakland
Monday, March 11	BART Daly City Station	Daly City
Monday, March 11	BART SSF Station	South San Francisco
Tuesday, March 12	VTA Valley Fair Transit Center	San Jose
Wednesday, March 13	SamTrans bus stop – Redwood City Transit Center,	Redwood City
Wednesday, March 13	SamTrans bus stop – Airport and Linden	So. San Francisco
Thursday, March 14	VTA Great Mall Transit Center	San Jose
Thursday, March 14	San Rafael Transit Center	San Rafael
Monday, March 18	BART Union City Station	Union City
Tuesday, March 19	AC Transit Uptown Transit Center	Oakland
Tuesday, March 19	Eastmont Transit Center	Oakland
Wednesday, March 20	SamTrans bus stop – Willow and Bay	Menlo Park
Thursday, March 21	VTA Eastridge Transit Center	San Jose
Friday, March 22	VTA Gilroy Transit Center	Gilroy
Tuesday, March 26	US Immigration naturalization ceremonies (BART 19th St. Station)	Oakland
Tuesday, April 2	Biblioteca	San Jose

Low-Income/Limited English Proficiency Clipper® Campaign
Upcoming Outreach Events

DATE	Event	City
To Be Determined (TBD)	Gilroy Library	Gilroy
TBD	King Library	San Jose
TBD	The Unity Council * Affiliate One-Stop	Oakland
TBD	Lao Family Community Development, Inc. *Affiliate One-Stop	Oakland
TBD	Marin Employment Connection (one-stop)	San Rafael
TBD	work2future (one-stop)	Gilroy
TBD	Campbell One Stop	Campbell
TBD	Visitacion Valley One Stop Career Link Center	San Francisco
TBD	Chinatown One Stop Career Link Center	San Francisco
TBD	Western Addition One Stop Career Link Center	San Francisco
TBD	EASTBAY *Works* One-Stop Career Center – San Pablo	San Pablo
TBD	RichmondWORKS	Richmond
TBD	Eden Area One-Stop Career Center	Hayward
TBD	Bayview Hunters Point Community Foundation	San Francisco - BVHP
TBD	Bayview Hunters Point YMCA African American Holistic Wellness Program	San Francisco - BVHP
TBD	San Francisco Food Bank #1	San Francisco
TBD	San Francisco Food Bank #2	San Francisco
TBD	Mt. Diablo USD ESL Classes	Concord
TBD	EPA CAN DO	East Palo Alto