

GOLDEN EMPIRE TRANSIT DISTRICT TITLE VI PROGRAM UPDATE JUNE 1, 2022 – MAY 31, 2025



1830 Golden State Avenue
Bakersfield, CA 93301
getbus.org

APPROVED MARCH 2022

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We make life better by connecting people to places one ride at a time.

A five-member Board of Directors governs Golden Empire Transit District. Two members are appointed by the Bakersfield City Council, two members are appointed by the Kern County Board of Supervisors, and one member is appointed at-large by the four other Board members. GET coordinates with City of Bakersfield, the County of Kern, and the Kern Council of Governments.

March 2022

Golden Empire Transit District Title VI Update June 1, 2022 – May 31, 2022

Introduction

The United States has a long history of unjust treatment towards people of color. Although we have come a long way over the past few centuries, we still see disparities throughout society along the lines of race and ethnicity – even in cases where decisions are made with the best intentions.

The Civil Rights Movement of the mid-1950's and 60's brought the issues of segregation and racial injustice to the forefront of our national consciousness. The movement resulted in the historic passage of the Civil Rights Act of 1964, which included eleven "Titles" outlawing several types of race-based discrimination. One of these "Titles" – Title VI – included the following provision:

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

The intent of the Title VI to remove barriers and conditions that prevent minority, low-income, and persons with limited English proficiency (LEP) from equal access to public goods and services. In effect, Title VI promotes fairness and equity in federally assisted programs and activities. Title VI is rooted in the Constitutional guarantee that all human beings are entitled to equal protection of the law, and specifically addresses involvement of impacted persons in the decision-making process.

There are many forms of unlawful discrimination based on race, color, or national origin that can limit the opportunity of underrepresented communities to gain equal access to services and programs. In operating a federally assisted program, a recipient cannot, on the basis of race, color, or national origin, either directly or through contractual means:

- Deny program services, aids or benefits;
- Provide a different service, aid, or benefit or provide them in a manner different than provided to others;
- Omit participation and access by limited English proficient persons; or
- Segregate or separately treat individuals in any matter related to the receipt of any service, aid or benefit.

Golden Empire Transit District is the primary recipient. There are no sub recipients and therefore monitoring of sub recipients is not applicable. No facilities have been constructed and therefore no equity analyses for new facilities is required. The GET Board of Director's must also approve the agency's Title VI program prior to its submittal to FTA.

I. Title VI Notice to the Public

Below is a copy of the District's Title VI notice to the public. The notice is in both English and Spanish and includes instructions on how to file a Title VI discrimination complaint. The notice is posted at the following locations:

- Golden Empire Transit Administration Building Main Lobby
- Golden Empire Transit Board of Directors Meeting Room
- Golden Empire Transit Pocket Guides
- The District's Website: www.getbus.org

Title VI Public Notification

Golden Empire Transit is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended (*Title VI*) and by the Americans with Disabilities Act (ADA) of 1990, as amended.

In order to request additional information on the District's nondiscrimination obligations, please call Golden Empire Transit at 661-324-9874 or write to: 1830 Golden State Avenue, Bakersfield, CA 93301.

If you believe you have been subjected to discrimination under Title VI or the ADA, you may file a written complaint. Please address your complaint to:

Chief Executive Officer
Golden Empire Transit
1830 Golden State Avenue
Bakersfield, CA 93301

If you are unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the Chief Executive Officer at 661-324-9874. Web site: www.getbus.org

Notificación pública del Título VI

Golden Empire Transit es cometido a asegurar que no persona es excluida de la participación en, ni negado los beneficios de sus servicios por la raza, color ni el origen nacional como protegido por el Título VI del Acto Civil de Derechos de 1964, como enmendado (*el Título VI*) y por el Acto de Americanos con Discapacidades (ADA) de 1990, como enmendado.

Para solicitar información adicional en las obligaciones de no discriminación de Distrito, por favor llame al 661-324-9874 o escriba a: 1830 Golden State Avenue, Bakersfield, CA 93301.

Si usted cree que usted ha sido sujeto a la discriminación bajo el Título VI o el Acto ADA, usted puede archivar una queja escrita. Diriga por favor su queja a:

Chief Executive Officer
Golden Empire Transit
1830 Golden State Avenue
Bakersfield, CA 93301

Si usted no puede proporcionar una declaración escrita, una queja verbal de la discriminación puede ser hecha al Chief Executive Officer en 661-324-9874.
sitio web: www.getbus.org

II. Title VI Complain Form and Procedures

Below is a description of the complaint procedure for instructions to members of the public and internal investigation procedures.

A. Filing Discrimination Complaints (Instructions for the public)

1. Complainants should submit written complaints to the District's Chief Executive Officer
2. In cases where complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to GET's Chief Executive Officer's designated representative. If necessary, the GET representative will assist the complainant in converting verbal complaints to writing.

B. Complaint Format (Instructions for the public)

1. All complaints must be in writing and signed by complainant or their representative before action can be taken. Complaints shall state, as fully as possible, all relevant facts related to the alleged discrimination.
2. Within ten (10) working days, GET will provide complainant written notification that the complaint has been received

C. Complaint Investigation (Internal Procedure)

1. The Chief executive Officer's designated representative shall thoroughly investigate all complaints. If necessary, GET's representative may request additional information from complainant, including an interview with complainant.
2. GET's representative shall prepare a written report to be submitted to GET's Chief Executive Officer. The report shall indicate whether or not the complaint is valid. If the representative determines that the complaint is valid, the report shall prescribe corrective actions.

D. Disposition (Internal Procedure)

1. GET's Chief Executive Officer shall approve or disapprove the findings and recommendations made by the investigator.
2. The complainant shall be notified of the disposition of the complaint and the supporting rationale, in writing, within ten (10) working days.
3. If the complainant is not satisfied with the disposition of the complaint, he/she will be notified of the right to request reconsideration within thirty (30) days or the file the complaint with the FTA Office of Civil Rights.

E. Corrective Action (Internal Procedure)

1. If the complaint is determined to be valid, Get's Chief Executive Officer shall act in a timely manner to take action to correct the discrimination.

The following is a copy of the District's Title VI complaint form, printed in both English and Spanish. The complaint form and procedures are available on the District's website: www.getbus.org.

**Golden Empire Transit District
Title VI and ADA Complaint Form**



Electronic Report # _____

Name: _____

Home Street: _____ City: _____ State: _____ Zip: _____

Home Telephone: _____ Work Telephone: _____

E-Mail Address: _____

Person Discriminated Against (If other than complainant): _____

Home Street: _____ City: _____ State: _____ Zip: _____

Home Telephone: _____ Work Telephone: _____

Specific Basis of Discrimination (Check all that apply): Race Color National Origin Disability

Mobility Aid (if one is used): _____

Date of Alleged Discrimination: Month: _____ Day: _____ Year: _____

Describe why you believe you were discriminated against. What happened and who was responsible?

If more space is needed, please use the back of this form.

Have you filed this complaint with any other federal, state, or local agency or with a federal or state court?

Yes No

If yes, check all that apply:

Federal Agency Federal Court State Agency

State Court Local Agency

Provide contact person information for the additional agency or court :

Name: _____

Street: _____ City: _____ State: _____ Zip: _____

Telephone: _____

Sign in the space below. Attach any supporting documents.

Signature: _____ Date: _____

Please submit signed complaint form to:

Golden Empire Transit District
ATTN: Chief Executive Officer
1830 Golden State Avenue
Bakersfield, CA 93301
TEL: 661-324-9874

Golden Empire Transit District
Formulario de Quejas del Título VI y ADA



Informe electrónico # _____

Nombre de la persona que presenta la queja: _____

Domicilio particular calle: _____ Ciudad: _____ Estado: _____ Código postal: _____

Teléfono de la casa: _____ Teléfono del trabajo: _____

Dirección de correo electrónico: _____

Persona discriminada (si no es la misma que presenta la queja): _____

Domicilio particular calle: _____ Ciudad: _____ Estado: _____ Código postal: _____

Teléfono de la casa: _____ Teléfono del trabajo: _____

Fundamento específico de la discriminación (Marque los casilleros que correspondan): Raza Color Nacionalidad Discapacidad

Dispositivo de movilidad (si se utiliza): _____

Fecha del presunto acto o actos de discriminación: Mes: _____ Día: _____ Año: _____

Describa por qué usted cree que fue discriminado(a). ¿Qué sucedió y quiénes fueron responsables?
Si necesita más espacio, utilice el otro lado de esta forma.

¿Presentó esta queja ante otra agencia federal, estatal, o federal o ante un tribunal estatal o federal?

Sí No

Si la respuesta es sí, marque todo que aplica.

Agencia federal Tribunal federal Agencia estatal

Tribunal estatal Agencia local

Proporcione información de contacto de un representante del organismo adicional (agencia o tribunal).

Nombre: _____

Calle: _____ Ciudad: _____ Estado: _____ Código postal: _____

Teléfono: _____

Firme en el espacio abajo. Adjunte todo documento de respaldo.

Firma: _____ Fecha: _____

Por favor enviar el formulario de queja firmado a:

Golden Empire Transit District
ATTN: Chief Executive Officer
1830 Golden State Avenue
Bakersfield, CA 93301

TEL: 661-324-9874

III. List of Title VI Investigations, Complaints and Lawsuits

Since the last report submittal in 2019, there has been no public transportation-related Title VI or civil rights investigations, complaints, or lawsuits filed against GCTD on the basis of race, color, and/or national origin in transit-related activities and programs.

IV. Public Participation Plan

Public Participation

Public participation is the process through which stakeholders can partake directly in agency decision making, and express their concerns, desires, and values. GET'S planning process includes public participation and ensures the public has sufficient access to information and can provide meaningful input into decisions made regarding the future of transit service. This document will discuss the strategies used to attain feedback from the public. This plan is used when GET embarks upon service planning activities or other undertakings wherein public participation plays a critical role in a successful outcome.

One critical concern addressed by Title VI is the language barrier that Limited English Proficiency (LEP) persons face with respect to accessing information about and using transit service. Transit operators must ensure this group has adequate access to the agency's programs and activities, meaning that public participation opportunities should also be accessible to those who have a limited understanding of English (spoken and/or written).

Strategies, Procedures, and Desired Outcomes

In designing outreach and public strategies, GET uses traditional and social media, and other tools, including the following:

- Local media- Radio, Television, newspapers (includes English and Spanish speaking and minority-related media.)
- The District's web site and social media such as Facebook and Twitter
- On-board information on buses (Includes public hearing notices)
- Customer Service (The public can call in and Spanish speaking representatives are available.)
- Printed Materials (Flyers, newsletters, direct mail)
- Surveys (Including on-board, internet, focus groups) Provided in English and Spanish
- Stakeholder Interviews
- Public meetings and workshops (An open house format allows participants to receive information at their own pace, with no strict time period in which they have to arrive at and leave from the location. Information stations can include table top displays, maps, photographs, visualizations, and more. Staff is on hand to respond to questions and comments.)
- Public hearings (Held prior to any fare changes and major service changes)

Public outreach is held in both minority and non-minority areas. Information is available in both English and Spanish. Pocket Guides are also distributed at various locations, such as school, Homeless Center, senior centers, health centers, Human Services center, and stores.

The preceding strategies and procedures are implemented with the desired outcome which affords the opportunity to stakeholders so that they can partake directly in agency decision-making, and express their concerns, desires, and values.

GET has participated at various events during the past three years, including the following:

- Tejon Outlets Outreach
- Rideshare Events
- Senior Housing Health Fairs
- Veterans Event
- Safe Halloween
- Bakersfield City Christmas Parade
- Bakersfield Burrito Project Event
- GET Food Distribution Event
- GET Customer Appreciation Days at Transit Centers
- Bakersfield Police Department Night Out Event
- Urgent Outreach Event Gleaners
- Homeless Center Outreach
- MLK CommUNITY Outreach Events
- Build Better Transit Study Mobile Feedback Units

There are typically over 60 other outreach events annually and most events, including those listed above, include significant numbers of minority and low income populations. During COVID 19, many of these events were shifted to virtual meetings, and opportunities were provided to present in that format. Participants had the option to join either online or by calling a dedicated phone line.

Four Factor Analysis

Factor 1: Number and Proportion of LEP persons in the GET Service Area

The U.S Census Bureau has a range of 4 classifications of how well people speak English. The classifications are 'very well,' 'well,' 'not well,' and 'not at all.' Consistent with federal guidance, this plan considers people who are reported by the Census to speak English 'not well' or 'not at all' as Limited English Proficient persons. The population of the GET service area is 554,569. Of this population 65.4% are minority. Analysis of demographic data from the 2015-2019 American Community Survey conducted by the U.S. Census Bureau shows that as much as 51.6% Hispanic or Latino.

The overall language distribution of Metro Bakersfield area is estimated at 53.8% of the reporting English as primary language and 35.8% Spanish (American Community Survey 2015-2019). An onboard survey was conducted in 2019, which showed that 33% of all riders are Latino. Therefore, Spanish-speaking persons are a significant group of LEP persons served, as shown in Census data, community and onboard surveys.

Data from the California Department of Education (CDE) annual surveys can help ascertain significant growth of changes in the LEP population since the 2010 Census. There are some limitations in using this data. The CDE data does not offer a lateral comparison to data from the U.S. Census. A different term entirely English Learner (EL) and the data from the CDE was provided by school district as a whole, not small Census tract level. Nonetheless, this data is useful as a first step in identifying any differences

or trends during the past few years from the 2010 Census. Using this source, GET has determined that XX.X% of the approximately XX,XXX student LEPs identified in the California Department of Education year 2020-21 language group speak Spanish; Punjabi speaking represent XX.X% and Arabic speaking represent XX.% of the total LEPs with the service area. These LEP populations may be growing. GET is able to annual review the CDE website to monitor the shift in language needs.

Factor 2: Frequency of Contact with GCTD Services

All contacts with GET are made through its administrative offices and its customer service offices located in Bakersfield, CA. GET serves LEP persons daily via our fixed route and demand response services.

Since the 2019 onboard survey showed that 33% of all riders are Latino, it can be concluded that a significant number of LEP persons com into contact with the transit system services. Data from onboard surveys reveal that a significant number of Latino riders account for fare payment methods and categories as follows:

RACIAL BREAKDOWN BY PAYMENT METHOD

Payment Method	Latino	Black	White	Asian/Pacific Islander	American Indian	Other	Total	Minority %	% of minorities paying this fare	% of non-minorities paying this fare
Cash Fare	37%	23%	31%	1%	4%	5%	37%	69%	39%	33%
Day Pass	30%	27%	32%	2%	4%	6%	19%	68%	20%	17%
15-Day Pass	29%	19%	38%	5%	5%	5%	4%	62%	4%	4%
31-Day Pass	31%	18%	39%	2%	5%	5%	41%	61%	38%	46%
Total	33%	22%	35%	2%	4%	5%	N=1058			

RACIAL BREAKDOWN BY FARE CATEGORY

Fare Category	Latino	Black	White	Asian/Pacific Islander	American Indian	Other	Total	Minority %	% of minorities paying this fare	% of non-minorities paying this fare
Regular Fare	37%	22%	31%	1%	4%	4%	76%	69%	81%	66%
Senior/Disabled/Medicare	19%	20%	48%	2%	4%	6%	24%	52%	19%	34%
Total	33%	21%	35%	2%	4%	5%	N=1059			

RACE BY PAYMENT METHOD	White	Latino	Black	Asian/Pacific Islander	Native American	Other	% Minority	% of minorities paying this fare	% of non-minorities paying this fare
Cash Fare									
2017 % of total	27%	42%	17%	1%	3%	10%	73%	38%	35%
2019 % of total	31%	37%	23%	1%	4%	5%	69%	39%	33%
Day Pass									
2017 % of total	32%	30%	20%	1%	3%	15%	68%	16%	19%
2019 % of total	32%	30%	27%	2%	4%	6%	68%	20%	17%
15-Day Pass									
2017 % of total	20%	39%	20%	0%	0%	22%	80%	4%	3%
2019 % of total	29%	19%	38%	5%	5%	5%	62%	4%	4%
31-Day Pass									
2017 % of total	29%	34%	15%	3%	3%	15%	71%	42%	44%
2019 % of total	39%	31%	18%	2%	5%	5%	61%	38%	46%

Factor 3: The Nature and Importance of Transit Services Provided by GET

“An LEP persons 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)). Nearly 46% of community survey respondents indicated they would use the District’s fixed route or demand response services if their typical travel mode were not available, suggesting that GET services provide a valuable transportation safety net for survey respondents, both English-speaking as well as LET persons.

GET’s ridership has a low percentage of choice riders. GET public transportation services are very much the “go to” in their access to employment, healthcare and social services.

Factor 4: Current Resources Available and the Costs to Provide Language Assistance

GET has experience staff, fluent in Spanish that provide language assistance on a regular basis when an LEP person contacts the transit system. Information brochures and posters are printed in English and Spanish, including Notices of Public Meetings and other events.

Since the Punjabi language group is the next likely to be present in the service area, GET staff works with local community organizations to ensure maximum reach of information.

Language Assistance Plan

Identification of LEP individuals

As indicated in the analyses provided in Factors One and Two in the previous section, there is a substantial evidence that there is significant LEP population within GET's service area. This population makes up a considerable portion of GET's customers. The demographic analysis suggests that Spanish-speaking persons are the most significant group of LEP persons served, followed by Punjabi-speaking persons.

Provision of Service

GET is committed to providing meaningful access to information on and services provided to its LEP customers. Currently GET's language assistance tools include and are not limited to: information brochures and posters printed in Spanish and Spanish-speaking employees play a key role in Customer Information Center as well as the following strategies:

- Spanish-speaking employees are available to interpret at public hearings.
- Service/Fare changes and detour notices are printed in English & Spanish
- Public notices are printed in local Spanish language newspapers
- Telephone assistance is available in both English & Spanish
- Establish partnerships and work closely with community organizations that serve LEP populations
- Provide information via Spanish language media, including television/radio.

GET also translates the following vital documents:

- Title VI Complaint Form
- Title VI Public Notice
- Title VI Complaint Procedure

Process for Improving Accessibility to LEP individuals

All public information and printed materials are available in both English and Spanish to ensure meaningful access to benefits, services and information, and other important portions of operations and activities for individuals who are limited-English proficient (LEP). GET provides Spanish language assistance at all public participation activities and meetings to assure meaningful access. A large portion of customer service staff is bilingual. GET staff also works with local community groups to ensure maximum reach of information as needed.

As additional language groups are identified in the GET service area, get will collaborate with community organizations that work directly with target populations in order to provide information in a method and language that they understand.

GET will continually consider other ways to expand reasonable access so that information dissemination is completed as much as possible. GET will monitor on an ongoing basis activities and information that require LEP accessibility. Monitoring methods include:

- Assess new customer information documents prior to production to determine what level of translation is needed.
- Assess and analyze outreach efforts pertaining to LEP populations
- Analyze newly available demographic data from the U.S. Census, the American Community Survey (ACS), and customer surveys.

V. Minority Representation on Committees and Councils

GET Board of Directors

The GET Board of Directors is a non-elected five-member board and is the District’s governing body. The board includes two members appointed by the Bakersfield City Council, two members appointed by the Kern County Board of Supervisors and a fifth appointed at-large by the four members. **The Marketing Department makes efforts to encourage minority participation via its outreach activities.**

Table V-1. GET Board of Director’s Membership Breakdown by Race

Body	White Non-Hispanic	Hispanic	African American	Asian American	Native American	Vacant
GET Board of Directors	50%	50%	0%	0%	0%	20%

Community Transit Advisory Group

GET’S Community Transit Advisory Group (CTAG) is made up of members of the public from across the District’s area of operation. The Advisory Group represents the public’s voice and guides GET on the matters most important to the Bakersfield Community and its transit needs. Their thoughts, perspectives, and values inform GET’s activities and influence how our transit system will move forward into the future. The CTAG reviews transportation issues pertaining to the District’s area of operation, advising and providing recommendations to GET staff and the Board of Directors on how GET should move forward into the future to better the transit service. Selected advisory members either ride GET regularly, have knowledge of transit, or possess specialized expertise as representatives of community-based organizations, businesses or educational institutions.

The CTAG will provide a citizen’s perspective, participation and involvement in the District’s service development and implementation.

Composition of the CTAG

The CTAG is composed of eighteen (18) community representatives. GET Staff will conduct outreach and meetings with prospective members to the CTAG. Staff will present a list of potential CTAG members to GET’s Board of Directors for appointment. Potential CTAG members will be invited to apply for the position on the CTAG and GET’s Board will appoint members on the recommendation of GET Staff.

The breakdown of the CTAG is as follows:

- Five members represent communities of color and issues affecting low-income communities or environmental justice. Of these, two members represent communities of color and two members represent environmental justice/low-income issues; the fifth member may be selected from either category.
- Five members represent issues related to transportation for seniors and persons with disabilities. Two members represent seniors and two members represent people with disabilities; the fifth member may be selected from either category.
- Four members will represent communities served by community-based organizations e.g. Department of Human Services, Behavioral Health, and Homeless Shelter.
- Four members will be from our educational and/or business community ex. high school and college campuses.

Table V-2. CTAG Membership Breakdown by Race

Body	White Non-Hispanic	Hispanic	African American	Asian American	Native American	Declined or vacant
Community Transit Advisory Group	56%	28%	17%	0%	0%	0%

VI. System –wide Service Standards and Policies

GET's Mission Statement

"We make life better by connecting people to places one ride at a time."

In addition to the Mission Statement, the following are planning guidelines:

- Services should be designed in a manner which maximizes the seamless connectivity between all routes, modes and systems. In this context, seamless means that the passenger should not be discouraged from making a trip because of perceived barriers related to: a) physical connections, b) timed transfers, c) fare payment, or 4) information services
- The system-wide transit operating speed (as measured by total Annual Revenue Miles divided by Total Annual Revenue Hours) should increase each year or at the very least should never drop below the 2010 baseline.
- Transit service should be designed in a manner that allows it to have meaningful impact on regional air quality and support achievement toward greenhouse gas-reduction targets
- Transit should be designed in a manner that supports healthy lifestyles by fostering a pedestrian and bicycle-friendly environment
- Transit service should be financially sustainable over all time periods
- Transit planning should be conducted in collaboration with cities and the County in order to integrate transit and land use planning decisions.

Description of How Standards and Policies Do Not Discriminate

As a public transportation provider and mobility manager for the Bakersfield area, the Golden Empire Transit District's goal is to provide service in an efficient, effective and equitable manner. To accomplish this goal, the District establishes standards and policies relating to the design and allocation of services to develop a marketable and well-used transit system. Service design should be continually examined to ensure that service is allocated equitably, in accordance with stated objectives. Standards and policies are adopted to ensure that there is no discrimination:

- Standards and policies apply to the entire general service area. No specific neighborhoods are chosen for a specific standard or policy.
- All standards and policies are available for public review in the Short Range Transit Plan
- All standards are evaluated with consideration of the Minority Disparate Impact Policy and the Low Income Disproportionate Burden Policy.

Description of Standards and Policies

Below is a list of service standards and policies used by the District, which relate to service considerations covered by Title VI. These standards are part of the District's short-range transit planning efforts and are used to evaluate the system's performance during each fiscal year. The process used to develop the standards included research of comparable-size systems and use of industry wide indicators. These standards are reviewed annually to ensure the most appropriate measure of the system's performance. The District's Board of Directors is provided with regular reports regarding the system's performance. An analysis of the standards that are required to be monitored under Title VI is discussed in Section 9.

Route Coverage (Service Availability): One mile spacing is required in built-up areas. This allows for 1/2 mile distance to a route. Spacing of more than one mile are acceptable for routes that serve less densely populated suburban areas.

Bus Stop Spacing (service Availability): Bus stops shall be placed at an average of two-thirds of a mile apart for rapid routes; one-sixth to one-quarter of a mile apart (850 to 1,300 feet) for crosstown routes; one-quarter of a mile apart for circulator routes and circulator/express routes; one-quarter to one-third of a mile apart (1,300 to 1,750 feet) in circulator segments; and only at major destinations in Express segments

Directness of Travel: Routes should be designed to provide direct travel where possible. Deviations, branches, and one-way loops should be avoided if possible. An exception is for any future checkpoint deviation routes where the nature of this service is to deviate.

Headways: Sixty minutes (weekdays) shall be the maximum amount of time between buses on all routes with the exception of express service.

Loading Standard: The maximum load factor shall not exceed 140 % of vehicle seating capacity. For express service, the maximum load factor shall not exceed 100% at all times. Since the load factor is an average, individual trips may exceed the average during a particular operating period. Load factors greater than 100% on particular trips should not be tolerated for more than 20 minutes. When more than two consecutive trips on a route consistently exceed a seated load, service should be adjusted to reduce passenger crowding. Adjustments include adding a trip, adjusting trip times, or using larger or additional buses, depending on District resources.

On-Time Performance: Eighty-five percent of all trips on each route shall run zero minutes early to five minutes late. Under no circumstances shall buses run ahead of schedule.

Missed Trips: At least 99.25% of all scheduled trips should be completed.

Passengers per Revenue Vehicle Hour: Each route shall perform at no less than 100% of the system average for rapid and express routes, 80% for crosstown routes, and 60% for circulator and circulator/express routes.

Vehicle Assignment Procedure: Fixed route coaches in the active fleet are rotated on a monthly basis.

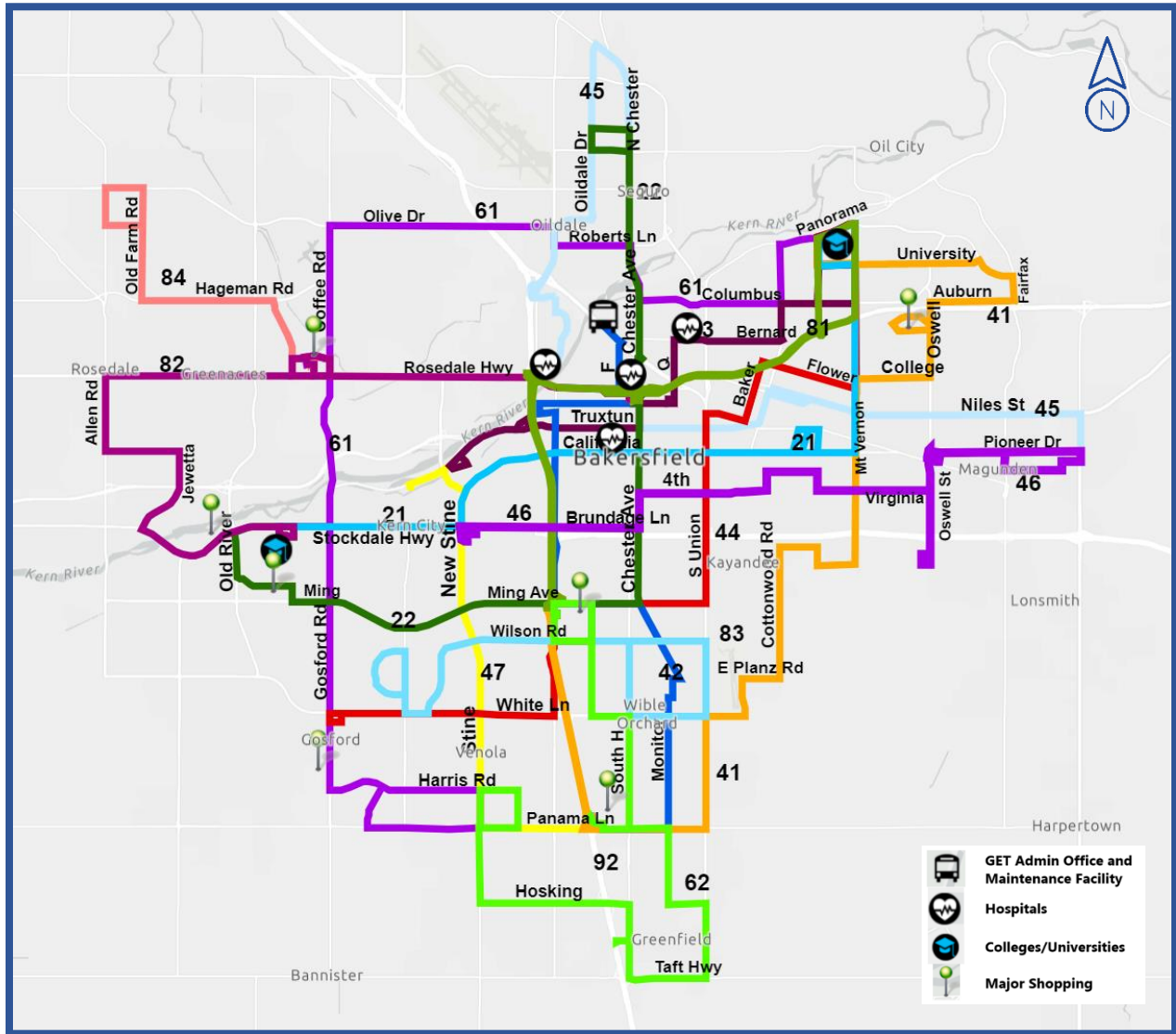
Transit Amenities Distribution Procedure: Transit amenities shall be distributed throughout the GET service area in a manner that provides access to the largest number of transit users. GET shall make every reasonable attempt to distribute amenities equally throughout its service area given transit demand and space constraints. Shelters are installed at stop locations where: 1.) passenger volumes exceed 40 boardings per day, 2.) bus stops are located at major transfer points, or 3.) bus stops are located adjacent to schools, shopping, medical facilities, senior citizen housing, community and recreation centers, and disabled residents. Benches are provided at bus stops where 20 or more passengers board per day or where 10 or more senior citizens or disabled persons board per day.

VII. Demographic Analysis of Service Area

The following are shown below:

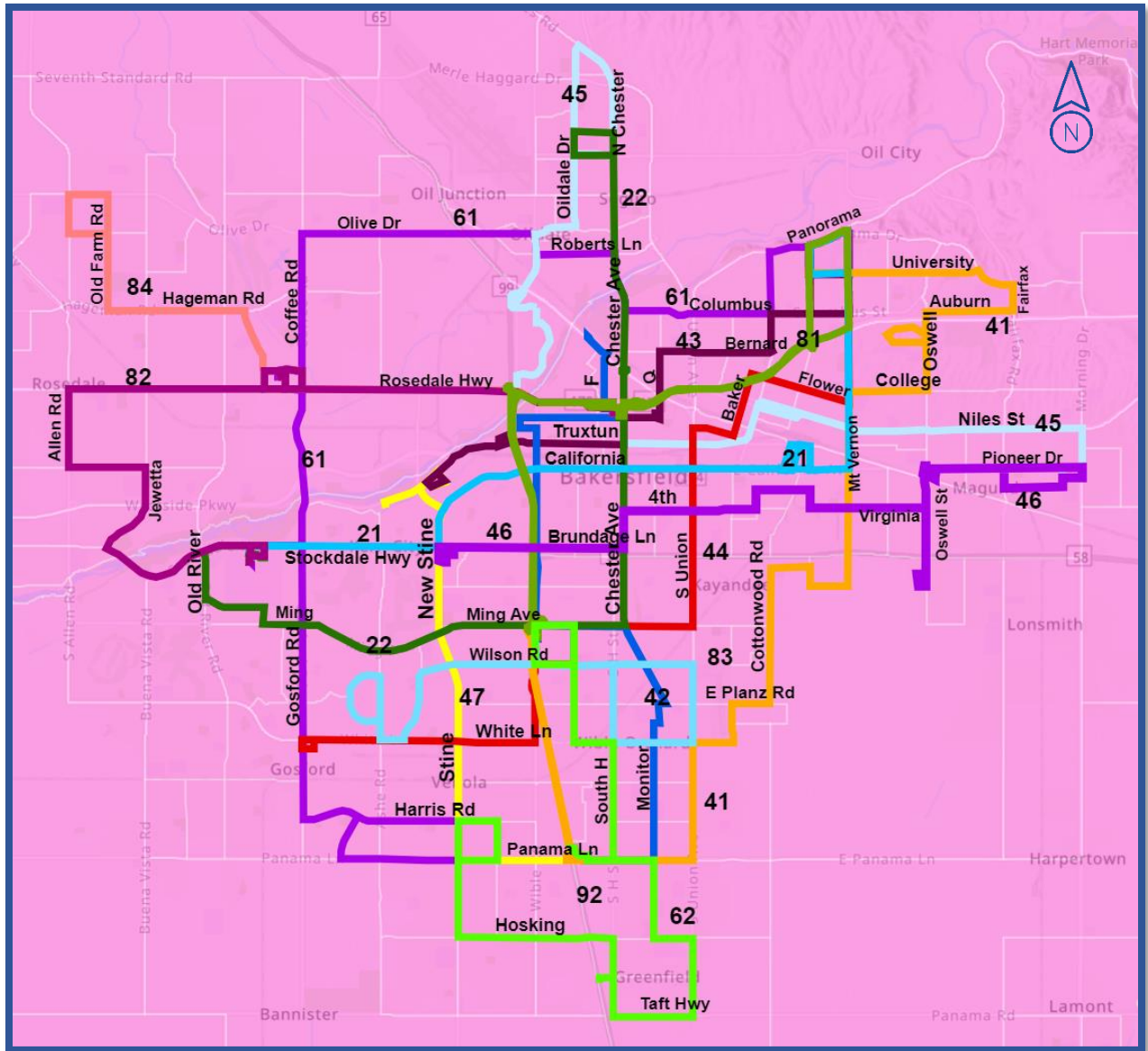
1. Base map showing fixed transit facilities and major activity centers, census tract map showing route coverage.
2. Maps showing the District's alignment for fixed routes and demographic information. All routes, except for two routes are local. The District operates an express route and a limited route.
3. Minority population maps. (Data on the maps from ACS 2014-2019 5-year estimates or newer).
4. Population/Racial Distribution Chart showing actual numbers and percentages for each minority group with each census tract. (2015-2019 ACS). Minority groups are the majority (65.4%) of the District's population and are widely distributed throughout the service area, with the highest concentrations in east and southeast Bakersfield. Median Household Income and Commute to Work data are also displayed by census tract.

Base Map



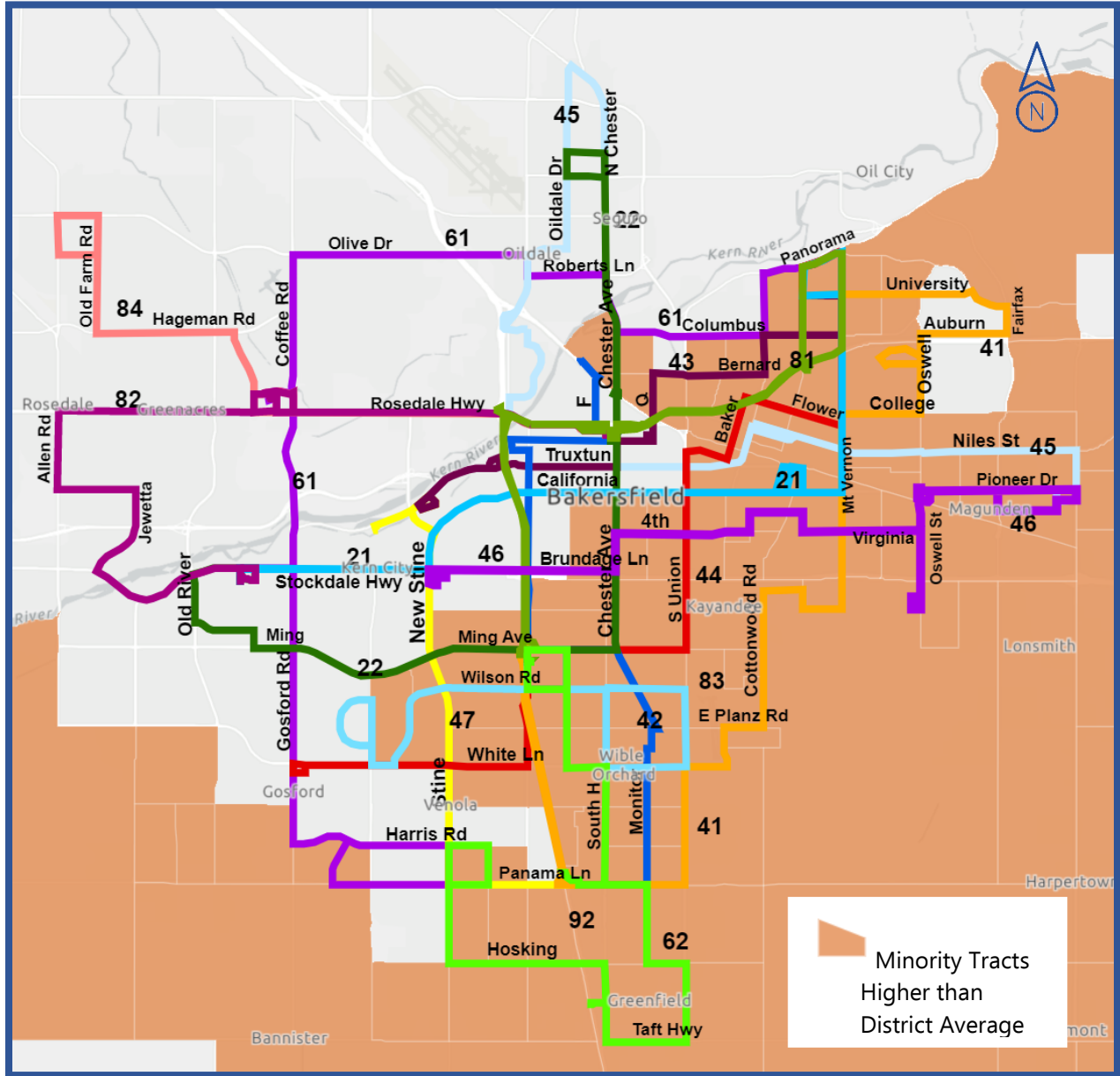
Map Link: <https://arcg.is/1508zu>

Census Tract Boundaries



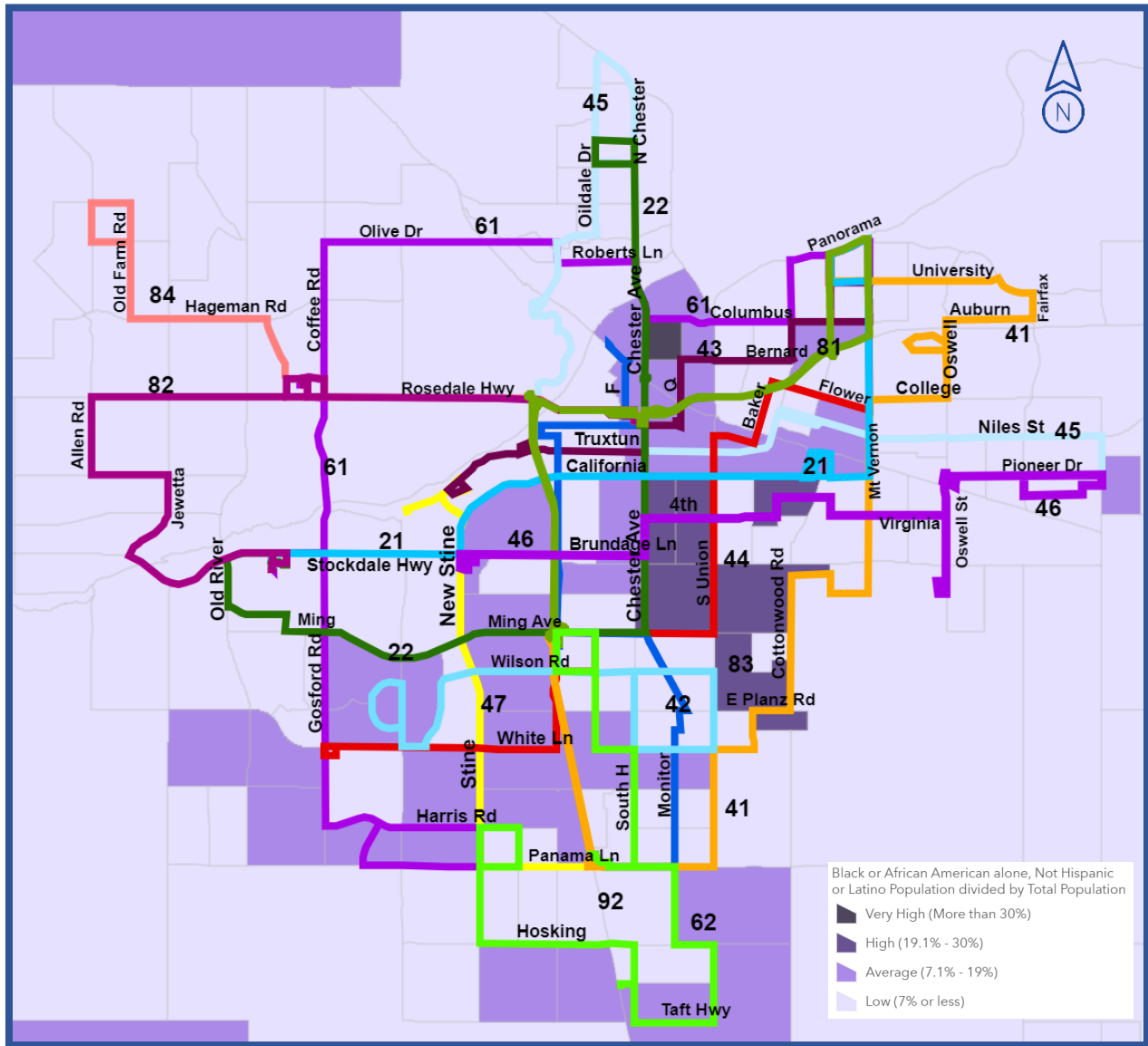
Map Link: <https://arcg.is/1KuHqf1>

Minority Tracts Higher Than Average



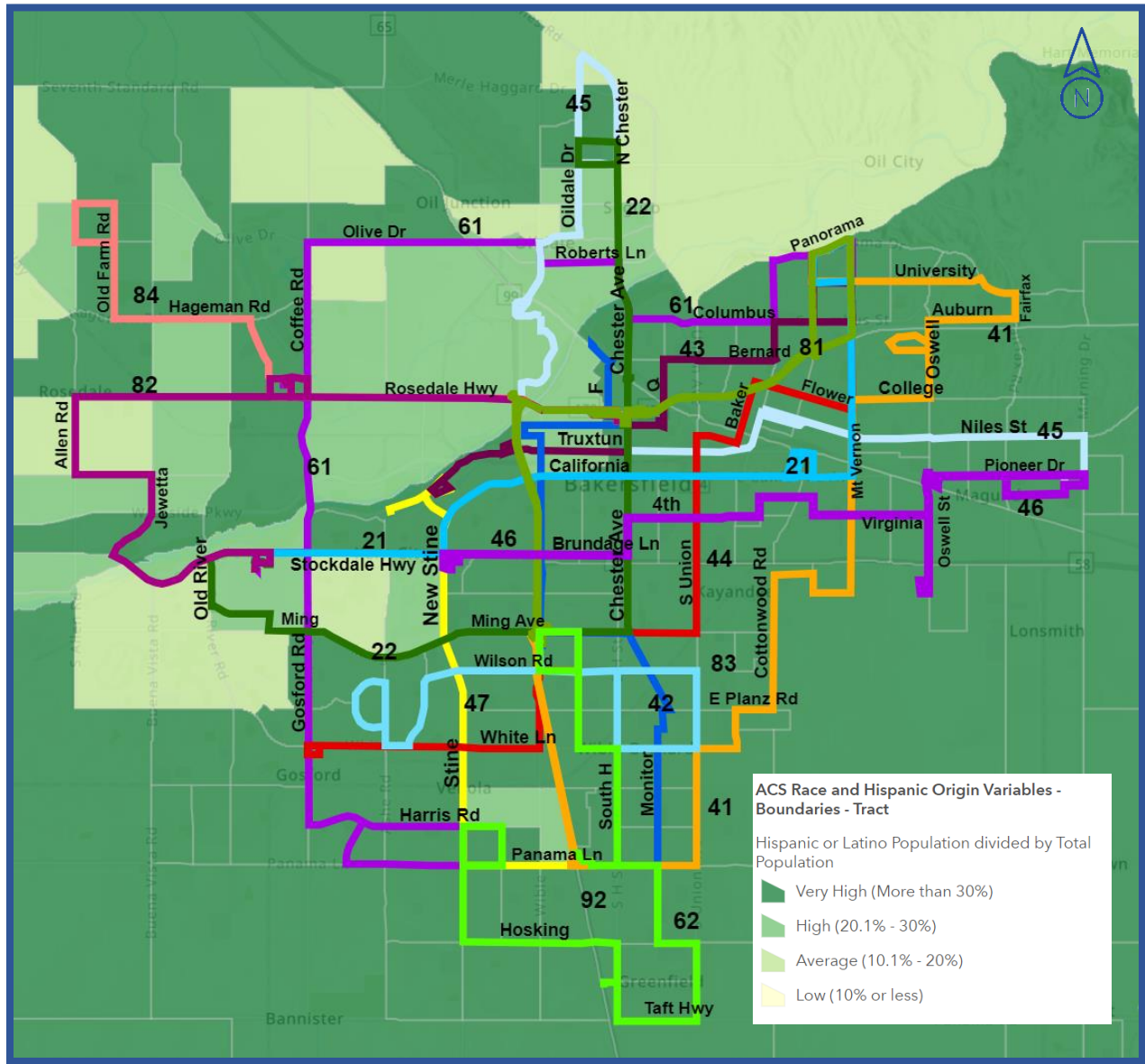
Map Link: <https://arcg.is/1uO1bz>

Black Population and Route Coverage



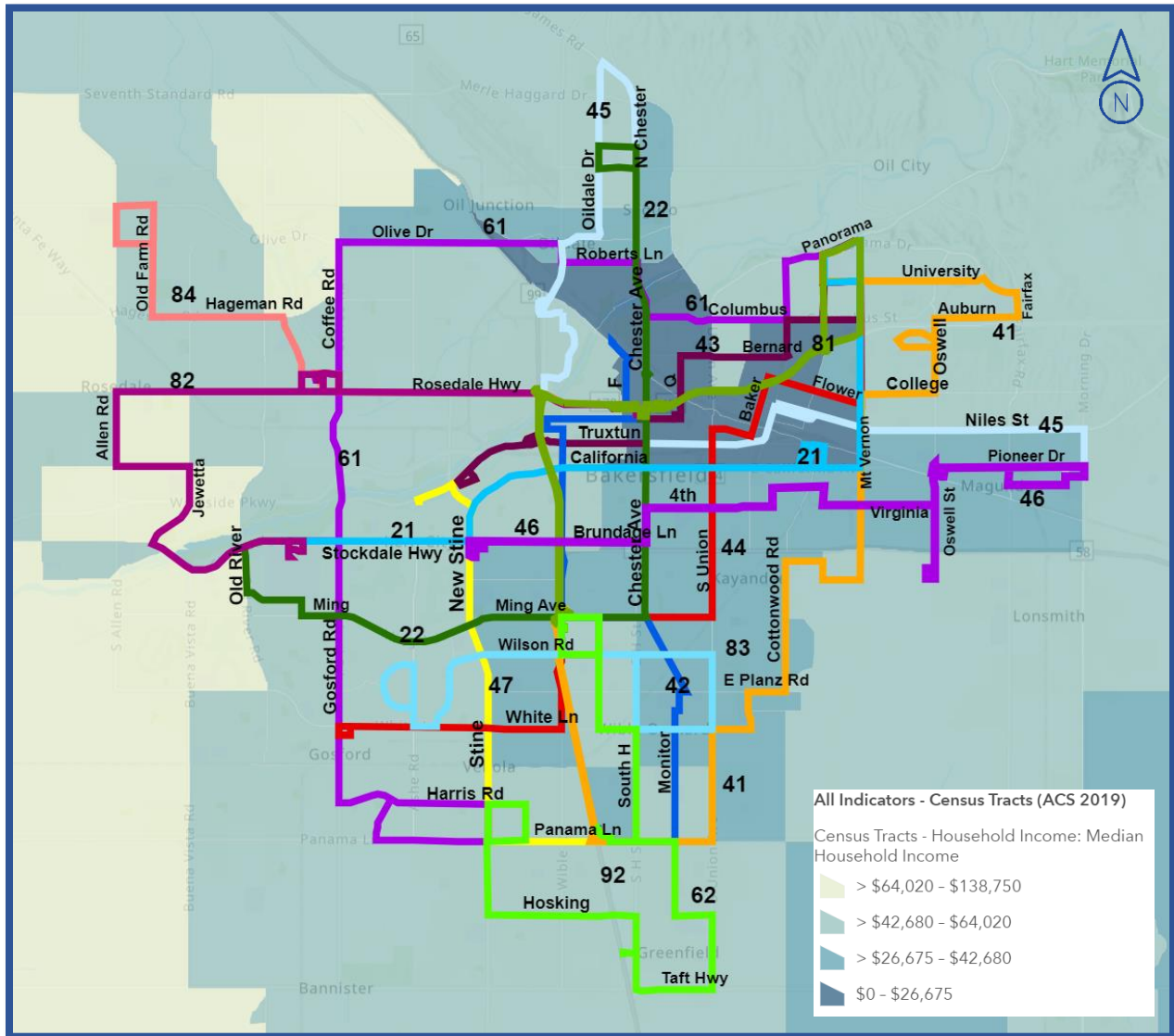
Map Link: <https://arcg.is/11byaD>

Hispanic Population and Route Coverage



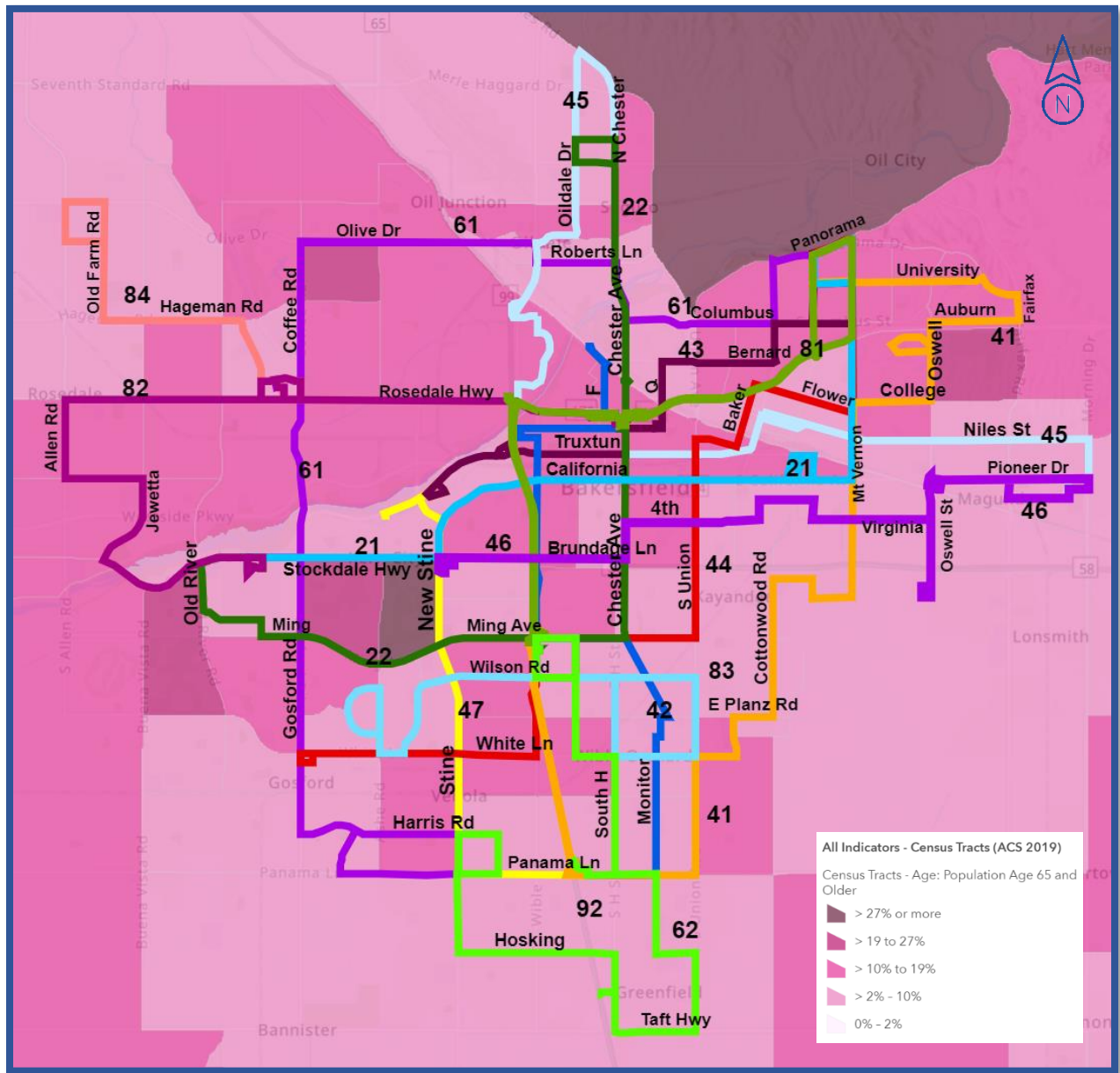
Maps Link: <https://arcg.is/0Pn8yf>

Median Household Income and Route Coverage



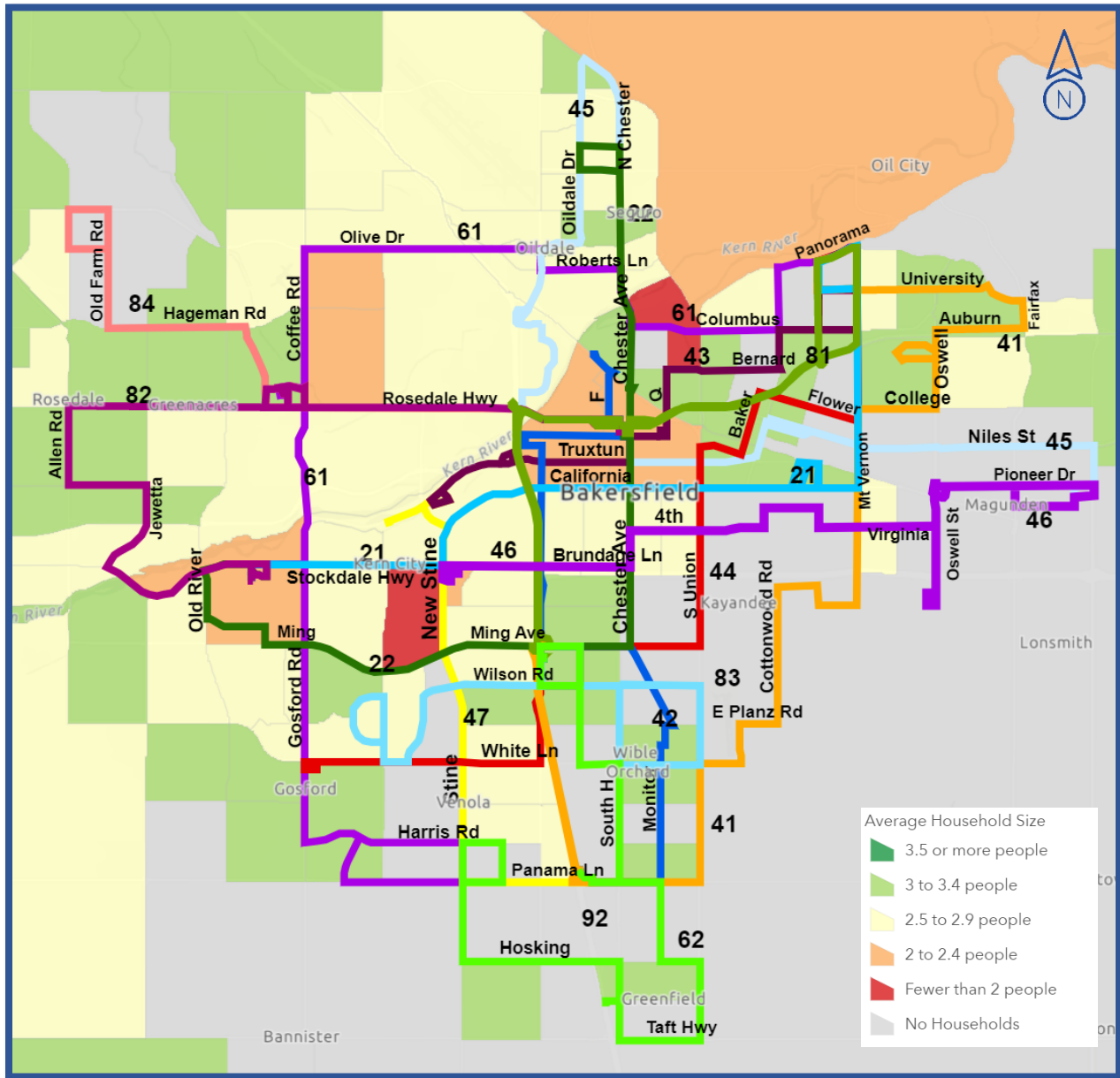
Map Link: <https://arcg.is/zufSX>

Population Over Age 64 and Route Coverage



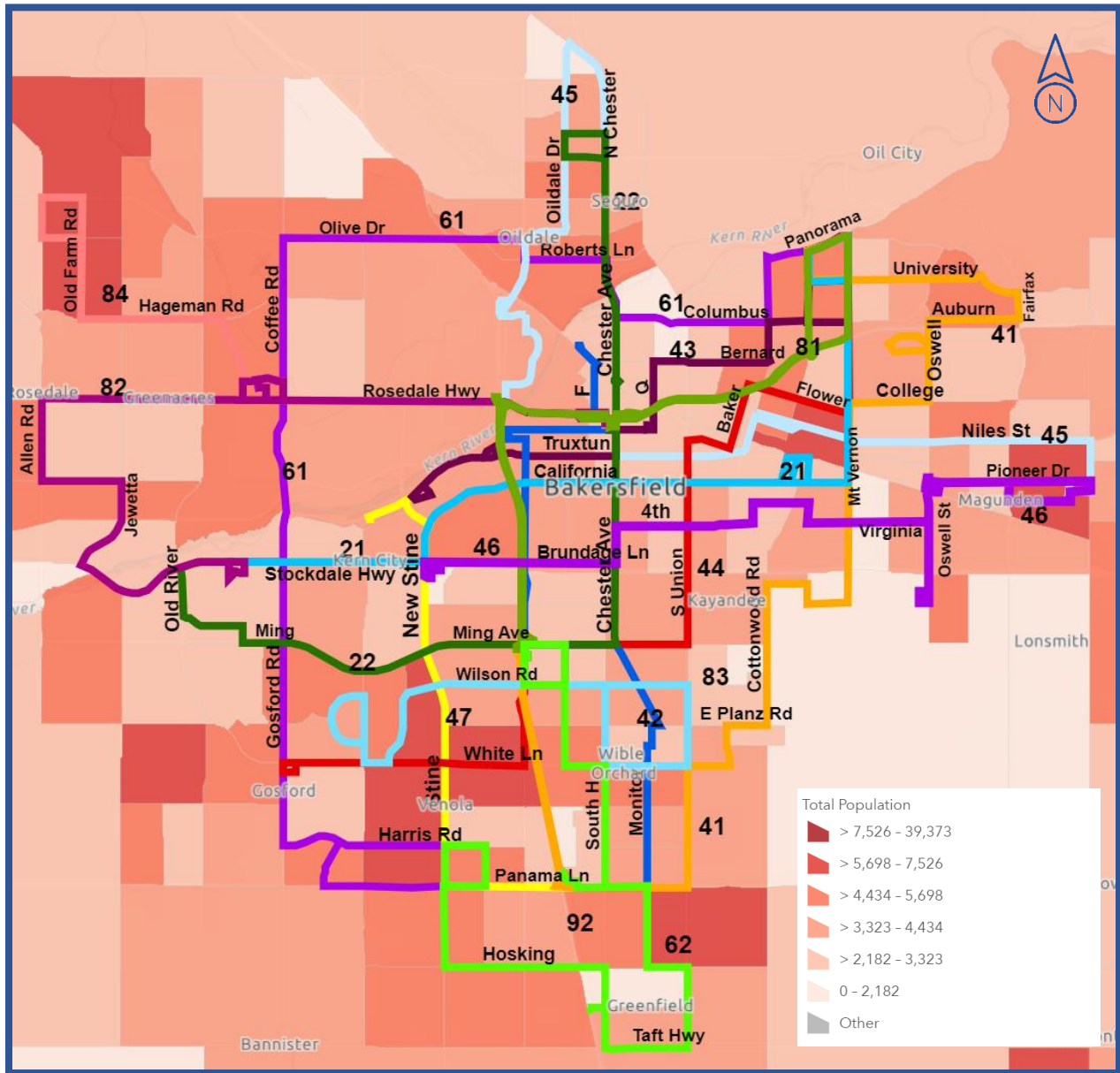
Map Link: <https://arcg.is/1myKiT0>

Average Household Size



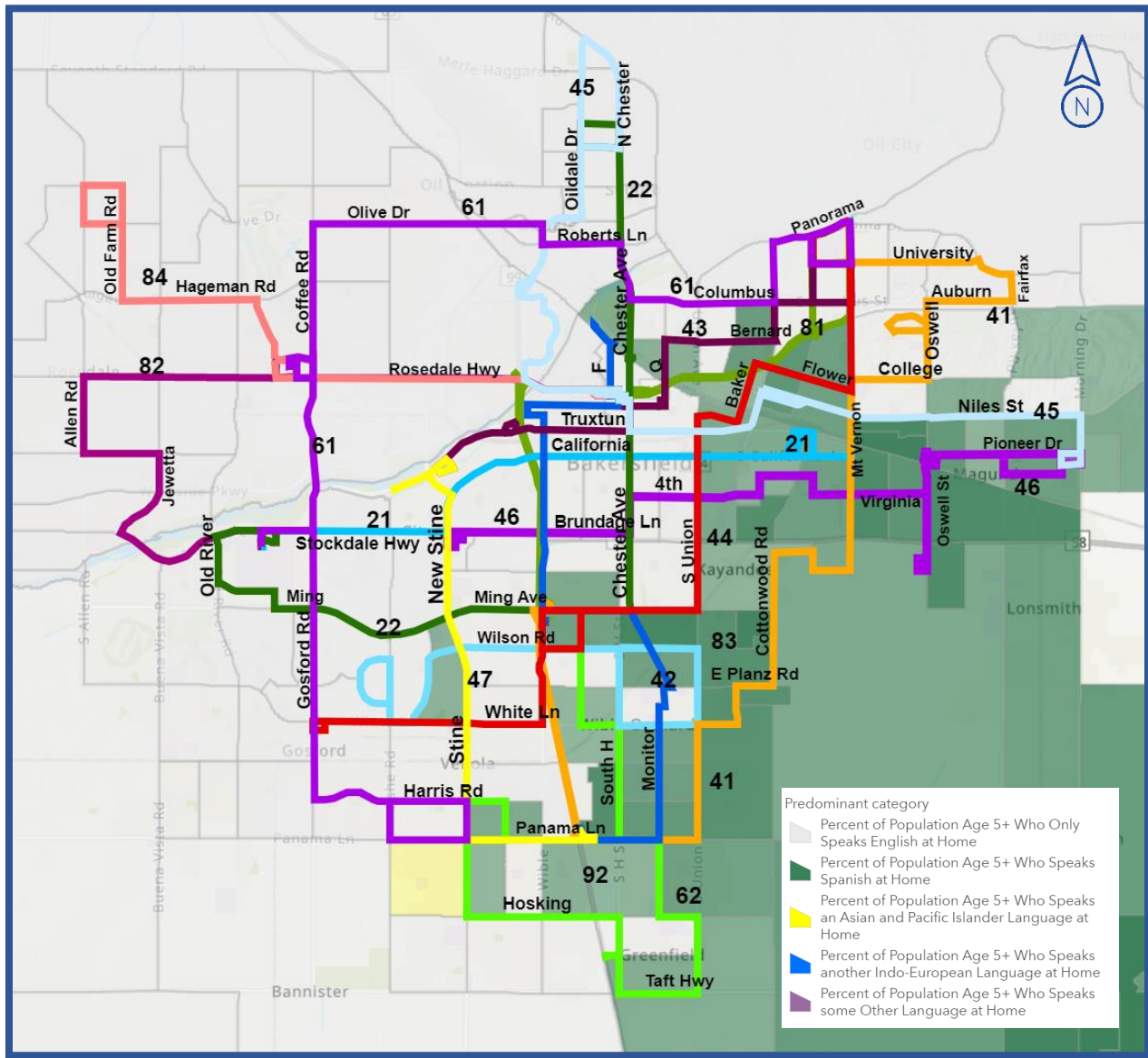
Map Link: <https://arcg.is/0qbPqy>

Population Density and Route Coverage



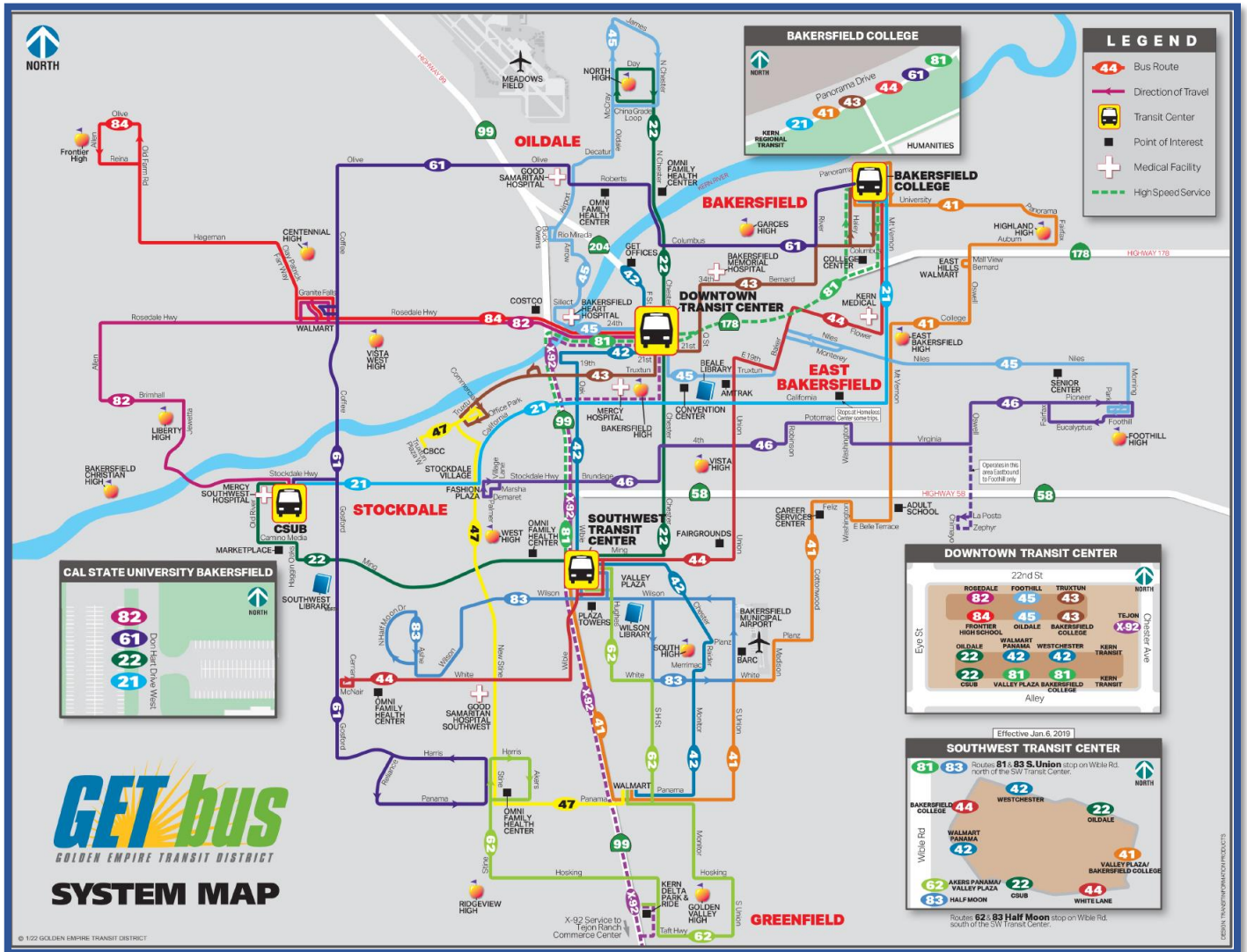
Map Link: <https://arcg.is/0m9SLO>

Language Spoken At Home



Map Link: <https://arcg.is/85CnO>

GET System Map



POPULATION/RACIAL DISTRIBUTION CHART

Data Source: 2015-2019 American Community Survey

Census Tract No.	Total Population Number (#)	White		Black		American Indian and Alaska Native		Asian		Native Hawaiian and Other Pacific Islander		Some Other Race		Two or More Races		Hispanic or Latino		Total Minority Population*	
		#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
1.01	12,972	8,387	64.7%	178	1.4%	177	1.4%	53	0.4%	0	0.0%	0	0.0%	652	5.0%	3,525	27.2%	4,585	35.3%
1.02	3,349	2,881	86.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	61	1.8%	407	12.2%	468	14.0%
2	7,448	5,414	72.7%	199	2.7%	63	0.8%	91	1.2%	0	0.0%	16	0.2%	177	2.4%	1,488	20.0%	2,034	27.3%
3	5,322	3,153	59.2%	0	0.0%	5	0.1%	69	1.3%	0	0.0%	0	0.0%	543	10.2%	1,552	29.2%	2,169	40.8%
4	4,300	2,999	69.7%	114	2.7%	16	0.4%	84	2.0%	0	0.0%	0	0.0%	209	4.9%	878	20.4%	1,301	30.3%
5.03	8,331	5,904	70.9%	112	1.3%	51	0.6%	269	3.2%	0	0.0%	0	0.0%	46	0.6%	1,949	23.4%	2,427	29.1%
5.04	4,977	3,010	60.5%	42	0.8%	169	3.4%	95	1.9%	0	0.0%	0	0.0%	81	1.6%	1,580	31.7%	1,967	39.5%
5.05	3,806	2,815	74.0%	0	0.0%	0	0.0%	115	3.0%	28	0.7%	0	0.0%	138	3.6%	710	18.7%	991	26.0%
5.06	2,371	1,381	58.2%	68	2.9%	38	1.6%	177	7.5%	0	0.0%	16	0.7%	79	3.3%	612	25.8%	990	41.8%
5.07	3,736	2,436	65.2%	4	0.1%	25	0.7%	31	0.8%	0	0.0%	0	0.0%	12	0.3%	1,228	32.9%	1,300	34.8%
6	7,491	1,701	22.7%	1,441	19.2%	1	0.0%	132	1.8%	0	0.0%	0	0.0%	399	5.3%	3,817	51.0%	5,790	77.3%
7	5,562	2,591	46.6%	0	0.0%	0	0.0%	17	0.3%	0	0.0%	0	0.0%	103	1.9%	2,851	51.3%	2,971	53.4%
8	5,451	1,415	26.0%	191	3.5%	0	0.0%	78	1.4%	0	0.0%	0	0.0%	102	1.9%	3,665	67.2%	4,036	74.0%
9.02	3,411	849	24.9%	124	3.6%	0	0.0%	85	2.5%	0	0.0%	0	0.0%	9	0.3%	2,344	68.7%	2,562	75.1%
9.03	4,046	1,223	30.2%	122	3.0%	10	0.2%	32	0.8%	0	0.0%	0	0.0%	49	1.2%	2,610	64.5%	2,823	69.8%
9.04	4,667	1,595	34.2%	59	1.3%	0	0.0%	191	4.1%	0	0.0%	0	0.0%	68	1.5%	2,754	59.0%	3,072	65.8%
9.05	2,721	535	19.7%	28	1.0%	0	0.0%	37	1.4%	0	0.0%	0	0.0%	38	1.4%	2,083	76.6%	2,186	80.3%
9.06	4,518	1,011	22.4%	88	1.9%	0	0.0%	53	1.2%	23	0.5%	0	0.0%	31	0.7%	3,312	73.3%	3,507	77.6%
9.07	2,521	577	22.9%	98	3.9%	10	0.4%	4	0.2%	24	1.0%	111	4.4%	0	0.0%	1,697	67.3%	1,944	77.1%
9.08	5,104	2,221	43.5%	303	5.9%	30	0.6%	8	0.2%	0	0.0%	0	0.0%	68	1.3%	2,474	48.5%	2,883	56.5%
9.09	2,728	1,535	56.3%	20	0.7%	11	0.4%	46	1.7%	0	0.0%	27	1.0%	81	3.0%	1,008	37.0%	1,193	43.7%
9.10	11,403	4,880	42.8%	331	2.9%	69	0.6%	670	5.9%	16	0.1%	12	0.1%	312	2.7%	5,113	44.8%	6,523	57.2%
10	10,642	2,827	26.6%	56	0.5%	0	0.0%	268	2.5%	43	0.4%	0	0.0%	63	0.6%	7,385	69.4%	7,815	73.4%
11.01	6,282	746	11.9%	105	1.7%	0	0.0%	14	0.2%	5	0.1%	0	0.0%	12	0.2%	5,400	86.0%	5,536	88.1%
11.02	6,840	602	8.8%	0	0.0%	10	0.1%	35	0.5%	0	0.0%	26	0.4%	0	0.0%	6,167	90.2%	6,238	91.2%
11.03	5,400	237	4.4%	158	2.9%	0	0.0%	94	1.7%	16	0.3%	0	0.0%	121	2.2%	4,774	88.4%	5,163	95.6%
12.01	2,936	437	14.9%	168	5.7%	0	0.0%	6	0.2%	0	0.0%	0	0.0%	29	1.0%	2,296	78.2%	2,499	85.1%
12.02	6,049	657	10.9%	621	10.3%	31	0.5%	0	0.0%	0	0.0%	0	0.0%	32	0.5%	4,708	77.8%	5,392	89.1%
13	7,114	486	6.8%	463	6.5%	0	0.0%	120	1.7%	0	0.0%	0	0.0%	97	1.4%	5,948	83.6%	6,628	93.2%
14	8,000	798	10.0%	671	8.4%	69	0.9%	249	3.1%	0	0.0%	0	0.0%	141	1.8%	6,072	75.9%	7,202	90.0%
15	2,586	228	8.8%	195	7.5%	0	0.0%	10	0.4%	0	0.0%	0	0.0%	15	0.6%	2,138	82.7%	2,358	91.2%
16	1,967	501	25.5%	400	20.3%	17	0.9%	58	2.9%	0	0.0%	0	0.0%	72	3.7%	919	46.7%	1,466	74.5%
17	3,739	2,328	62.3%	128	3.4%	0	0.0%	84	2.2%	0	0.0%	0	0.0%	126	3.4%	1,073	28.7%	1,411	37.7%
18.01	5,614	2,398	42.7%	510	9.1%	0	0.0%	310	5.5%	0	0.0%	0	0.0%	199	3.5%	2,197	39.1%	3,216	57.3%
18.02	5,613	2,763	49.2%	474	8.4%	0	0.0%	261	4.6%	26	0.5%	0	0.0%	252	4.5%	1,837	32.7%	2,850	50.8%
19.01	3,697	1,517	41.0%	319	8.6%	10	0.3%	36	1.0%	9	0.2%	0	0.0%	17	0.5%	1,789	48.4%	2,180	59.0%
19.02	4,595	1,258	27.4%	562	12.2%	0	0.0%	75	1.6%	0	0.0%	13	0.3%	75	1.6%	2,612	56.8%	3,337	72.6%
20	6,941	414	6.0%	2,263	32.6%	13	0.2%	243	3.5%	16	0.2%	0	0.0%	66	1.0%	3,926	56.6%	6,527	94.0%
21	3,190	198	6.2%	180	5.6%	0	0.0%	4	0.1%	0	0.0%	0	0.0%	3	0.1%	2,805	87.9%	2,992	93.8%
22	5,633	101	1.8%	947	16.8%	50	0.9%	23	0.4%	60	1.1%	0	0.0%	13	0.2%	4,439	78.8%	5,532	98.2%
23.01	10,772	696	6.5%	508	4.7%	196	1.8%	140	1.3%	0	0.0%	0	0.0%	1	0.0%	9,231	85.7%	10,076	93.5%
23.02	3,803	46	1.2%	0	0.0%	0	0.0%	5	0.1%	10	0.3%	0	0.0%	0	0.0%	3,742	98.4%	3,757	98.8%
24	8,384	1,243	14.8%	159	1.9%	33	0.4%	60	0.7%	0	0.0%	0	0.0%	12	0.1%	6,877	82.0%	7,141	85.2%
25	9,052	601	6.6%	1,402	15.5%	0	0.0%	90	1.0%	0	0.0%	0	0.0%	138	1.5%	6,821	75.4%	8,451	93.4%
26	3,477	430	12.4%	488	14.0%	41	1.2%	42	1.2%	0	0.0%	28	0.8%	0	0.0%	2,448	70.4%	3,047	87.6%
27	5,903	1,080	18.3%	664	11.2%	25	0.4%	126	2.1%	0	0.0%	0	0.0%	0	0.0%	4,008	67.9%	4,823	81.7%
28.04	2,510	1,826	72.7%	23	0.9%	0	0.0%	27	1.1%	0	0.0%	0	0.0%	83	3.3%	551	22.0%	684	27.3%

POPULATION/RACIAL DISTRIBUTION CHART

Data Source: 2015-2019 American Community Survey

Census Tract No.	Total Population Number (#)	White		Black		American Indian and Alaska Native		Asian		Native Hawaiian and Other Pacific Islander		Some Other Race		Two or More Races		Hispanic or Latino		Total Minority Population*	
		#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
28.06	2,112	1,141	54.0%	191	9.0%	0	0.0%	236	11.2%	0	0.0%	0	0.0%	72	3.4%	472	22.3%	971	46.0%
28.07	3,713	2,921	78.7%	114	3.1%	0	0.0%	134	3.6%	0	0.0%	0	0.0%	16	0.4%	528	14.2%	792	21.3%
28.08	7,110	3,456	48.6%	292	4.1%	75	1.1%	947	13.3%	0	0.0%	14	0.2%	236	3.3%	2,090	29.4%	3,654	51.4%
28.11	3,437	1,980	57.6%	0	0.0%	0	0.0%	615	17.9%	0	0.0%	15	0.4%	69	2.0%	758	22.1%	1,457	42.4%
28.12	5,021	1,382	27.5%	535	10.7%	48	1.0%	63	1.3%	0	0.0%	0	0.0%	257	5.1%	2,736	54.5%	3,639	72.5%
28.13	4,412	1,031	23.4%	538	12.2%	0	0.0%	427	9.7%	6	0.1%	28	0.6%	52	1.2%	2,330	52.8%	3,381	76.6%
28.14	4,038	1,325	32.8%	513	12.7%	0	0.0%	220	5.4%	0	0.0%	0	0.0%	45	1.1%	1,935	47.9%	2,713	67.2%
28.15	4,006	1,165	29.1%	735	18.3%	0	0.0%	112	2.8%	0	0.0%	0	0.0%	34	0.8%	1,960	48.9%	2,841	70.9%
28.16	5,837	1,440	24.7%	338	5.8%	10	0.2%	157	2.7%	0	0.0%	10	0.2%	331	5.7%	3,551	60.8%	4,397	75.3%
28.17	5,373	1,555	28.9%	853	15.9%	7	0.1%	151	2.8%	0	0.0%	0	0.0%	80	1.5%	2,727	50.8%	3,818	71.1%
28.18	4,050	2,096	51.8%	270	6.7%	0	0.0%	77	1.9%	6	0.1%	0	0.0%	69	1.7%	1,532	37.8%	1,954	48.2%
28.19	4,782	1,834	38.4%	522	10.9%	0	0.0%	285	6.0%	0	0.0%	0	0.0%	111	2.3%	2,030	42.5%	2,948	61.6%
28.20	6,506	2,190	33.7%	568	8.7%	36	0.6%	795	12.2%	36	0.6%	19	0.3%	172	2.6%	2,690	41.3%	4,316	66.3%
28.21	4,850	2,024	41.7%	450	9.3%	9	0.2%	432	8.9%	0	0.0%	0	0.0%	58	1.2%	1,877	38.7%	2,826	58.3%
29	7,424	1,636	22.0%	517	7.0%	0	0.0%	277	3.7%	0	0.0%	0	0.0%	54	0.7%	4,940	66.5%	5,788	78.0%
30	7,552	796	10.5%	279	3.7%	0	0.0%	67	0.9%	0	0.0%	14	0.2%	161	2.1%	6,235	82.6%	6,756	89.5%
31.03	4,084	659	16.1%	20	0.5%	20	0.5%	0	0.0%	0	0.0%	0	0.0%	13	0.3%	3,372	82.6%	3,425	83.9%
31.12	5,221	1,217	23.3%	610	11.7%	26	0.5%	210	4.0%	2	0.0%	50	1.0%	143	2.7%	2,963	56.8%	4,004	76.7%
31.13	4,993	981	19.6%	753	15.1%	0	0.0%	233	4.7%	35	0.7%	0	0.0%	47	0.9%	2,944	59.0%	4,012	80.4%
31.14	7,835	2,115	27.0%	437	5.6%	0	0.0%	273	3.5%	0	0.0%	65	0.8%	296	3.8%	4,649	59.3%	5,720	73.0%
31.15	4,816	847	17.6%	291	6.0%	9	0.2%	158	3.3%	4	0.1%	58	1.2%	54	1.1%	3,395	70.5%	3,969	82.4%
31.21	8,339	696	8.3%	1,048	12.6%	101	1.2%	266	3.2%	0	0.0%	95	1.1%	41	0.5%	6,092	73.1%	7,643	91.7%
31.22	7,970	607	7.6%	621	7.8%	19	0.2%	45	0.6%	0	0.0%	0	0.0%	64	0.8%	6,614	83.0%	7,363	92.4%
31.23	18,877	5,760	30.5%	979	5.2%	20	0.1%	3,062	16.2%	0	0.0%	36	0.2%	573	3.0%	8,447	44.7%	13,117	69.5%
31.24	6,123	1,753	28.6%	454	7.4%	0	0.0%	773	12.6%	7	0.1%	0	0.0%	108	1.8%	3,028	49.5%	4,370	71.4%
32.02	18,784	2,888	15.4%	858	4.6%	10	0.1%	1,164	6.2%	83	0.4%	0	0.0%	110	0.6%	13,671	72.8%	15,896	84.6%
32.03	2,260	1,515	67.0%	0	0.0%	19	0.8%	112	5.0%	0	0.0%	0	0.0%	56	2.5%	558	24.7%	745	33.0%
32.04	11,455	4,432	38.7%	410	3.6%	27	0.2%	2,939	25.7%	0	0.0%	0	0.0%	210	1.8%	3,437	30.0%	7,023	61.3%
32.05	10,285	1,389	13.5%	462	4.5%	20	0.2%	1,109	10.8%	0	0.0%	0	0.0%	479	4.7%	6,826	66.4%	8,896	86.5%
32.06	21,438	4,831	22.5%	942	4.4%	62	0.3%	3,799	17.7%	102	0.5%	33	0.2%	418	1.9%	11,251	52.5%	16,607	77.5%
38.03	8,602	5,759	66.9%	65	0.8%	224	2.6%	373	4.3%	19	0.2%	0	0.0%	216	2.5%	1,946	22.6%	2,843	33.1%
38.04	16,789	8,733	52.0%	523	3.1%	0	0.0%	1,048	6.2%	0	0.0%	0	0.0%	577	3.4%	5,908	35.2%	8,056	48.0%
38.05	9,244	5,207	56.3%	431	4.7%	0	0.0%	554	6.0%	0	0.0%	0	0.0%	230	2.5%	2,822	30.5%	4,037	43.7%
38.06	5,167	2,774	53.7%	179	3.5%	15	0.3%	682	13.2%	0	0.0%	0	0.0%	97	1.9%	1,420	27.5%	2,393	46.3%
38.07	3,745	3,029	80.9%	10	0.3%	19	0.5%	10	0.3%	0	0.0%	0	0.0%	57	1.5%	620	16.6%	716	19.1%
38.08	4,495	2,152	47.9%	229	5.1%	0	0.0%	367	8.2%	0	0.0%	0	0.0%	341	7.6%	1,406	31.3%	2,343	52.1%
38.09	12,184	7,496	61.5%	246	2.0%	197	1.6%	858	7.0%	65	0.5%	15	0.1%	307	2.5%	3,000	24.6%	4,688	38.5%
38.10	2,811	1,996	71.0%	78	2.8%	0	0.0%	150	5.3%	0	0.0%	0	0.0%	30	1.1%	557	19.8%	815	29.0%
38.11	2,723	1,822	66.9%	33	1.2%	73	2.7%	84	3.1%	5	0.2%	4	0.1%	46	1.7%	656	24.1%	901	33.1%
38.12	4,405	2,607	59.2%	41	0.9%	0	0.0%	394	8.9%	48	1.1%	0	0.0%	80	1.8%	1,235	28.0%	1,798	40.8%
38.13	8,070	4,341	53.8%	180	2.2%	168	2.1%	790	9.8%	114	1.4%	0	0.0%	191	2.4%	2,286	28.3%	3,729	46.2%
51.03	2,437	2,097	86.0%	10	0.4%	0	0.0%	21	0.9%	0	0.0%	0	0.0%	74	3.0%	235	9.6%	340	14.0%
51.04	4,220	3,091	73.2%	58	1.4%	16	0.4%	239	5.7%	32	0.8%	0	0.0%	157	3.7%	627	14.9%	1,129	26.8%
Totals	554,569	191,697	34.6%	31,669	5.7%	2,400	0.4%	29,425	5.3%	840	0.2%	705	0.1%	11,657	2.1%	286,176	51.6%	362,872	65.4%

Additional Service Area Characteristics

Data Source: 2019 ACS

Census Tract No.	Median Household Income \$ Dollars	Percent Population Age 65 and Older %	Percent Population with a Disability %	Percent of Households with Limited English Proficiency %	Percent of Households without a Vehicle %
1.01	47,884	8.6%	15.0%	2.2%	4.5%
1.02	40,132	13.2%	18.9%	0.0%	6.6%
2	29,099	10.4%	23.3%	1.8%	17.9%
3	33,563	9.2%	19.8%	0.0%	19.3%
4	20,791	7.5%	21.2%	1.1%	24.6%
5.03	121,102	10.4%	7.5%	0.0%	1.0%
5.04	40,788	15.9%	14.8%	3.4%	18.3%
5.05	80,680	20.5%	15.8%	1.0%	2.2%
5.06	66,250	12.1%	11.5%	5.6%	3.0%
5.07	69,361	16.8%	17.9%	3.4%	6.0%
6	23,039	9.0%	17.6%	4.7%	21.5%
7	54,750	10.6%	8.5%	3.6%	2.1%
8	55,147	14.1%	14.1%	2.3%	4.9%
9.02	43,162	13.4%	12.4%	8.5%	0.0%
9.03	60,587	11.8%	11.8%	6.6%	6.5%
9.04	52,254	15.1%	12.6%	3.8%	3.4%
9.05	65,938	10.9%	8.2%	6.8%	2.5%
9.06	53,187	8.5%	10.4%	8.7%	7.7%
9.07	44,625	7.7%	9.1%	4.8%	3.4%
9.08	70,192	10.0%	10.6%	0.4%	4.3%
9.09	96,964	23.8%	12.0%	0.5%	1.4%
9.10	63,141	15.6%	10.3%	1.0%	3.5%
10	64,722	7.8%	10.4%	8.3%	6.7%
11.01	32,292	6.6%	14.2%	24.6%	3.3%
11.02	37,083	6.5%	10.3%	22.9%	7.1%
11.03	30,364	3.7%	10.4%	29.5%	14.7%
12.01	33,750	8.0%	8.5%	14.2%	13.7%
12.02	23,096	4.9%	12.6%	19.7%	34.1%
13	21,641	5.4%	15.8%	20.7%	17.8%
14	26,030	13.2%	12.1%	6.7%	12.2%
15	24,946	10.4%	19.9%	23.6%	24.2%
16	22,250	11.4%	18.7%	5.5%	29.2%
17	65,833	16.4%	16.7%	0.0%	5.5%
18.01	47,676	13.4%	13.6%	8.2%	9.2%
18.02	60,660	9.5%	8.5%	0.8%	1.9%
19.01	55,942	12.0%	11.6%	4.3%	8.3%
19.02	38,134	9.3%	19.1%	4.3%	12.8%
20	30,728	11.6%	15.1%	17.9%	24.3%
21	28,462	9.4%	12.8%	26.2%	18.9%
22	29,250	6.3%	12.1%	29.5%	14.6%
23.01	35,813	8.8%	12.3%	14.0%	5.3%
23.02	31,900	8.0%	10.1%	21.9%	12.5%
24	43,967	7.5%	7.1%	12.8%	5.7%
25	30,851	7.6%	11.8%	18.6%	13.0%
26	33,750	9.5%	16.7%	9.2%	7.7%
27	37,043	10.3%	16.0%	12.7%	4.4%
28.04	55,880	51.6%	22.6%	1.8%	9.3%
28.06	62,188	9.7%	7.0%	1.4%	4.2%
28.07	104,550	22.4%	9.9%	1.2%	1.4%
28.08	101,372	16.1%	10.8%	3.0%	6.2%
28.11	128,406	26.5%	12.6%	2.9%	0.4%
28.12	37,636	6.7%	11.7%	3.1%	8.4%
28.13	41,094	6.9%	5.7%	7.4%	9.5%
28.14	35,530	13.2%	12.4%	7.0%	23.2%
28.15	38,571	10.2%	10.6%	7.2%	7.8%
28.16	50,122	7.7%	9.6%	3.8%	4.9%
28.17	43,464	8.4%	13.4%	2.1%	9.8%
28.18	79,688	13.2%	9.1%	2.3%	2.2%
28.19	71,601	7.6%	7.3%	2.5%	2.0%
28.20	86,649	9.3%	7.5%	0.2%	0.0%
28.21	77,900	7.8%	9.0%	1.8%	2.5%
29	45,703	8.8%	6.8%	18.3%	10.8%
30	33,958	7.4%	11.0%	23.1%	8.1%

Additional Service Area Characteristics

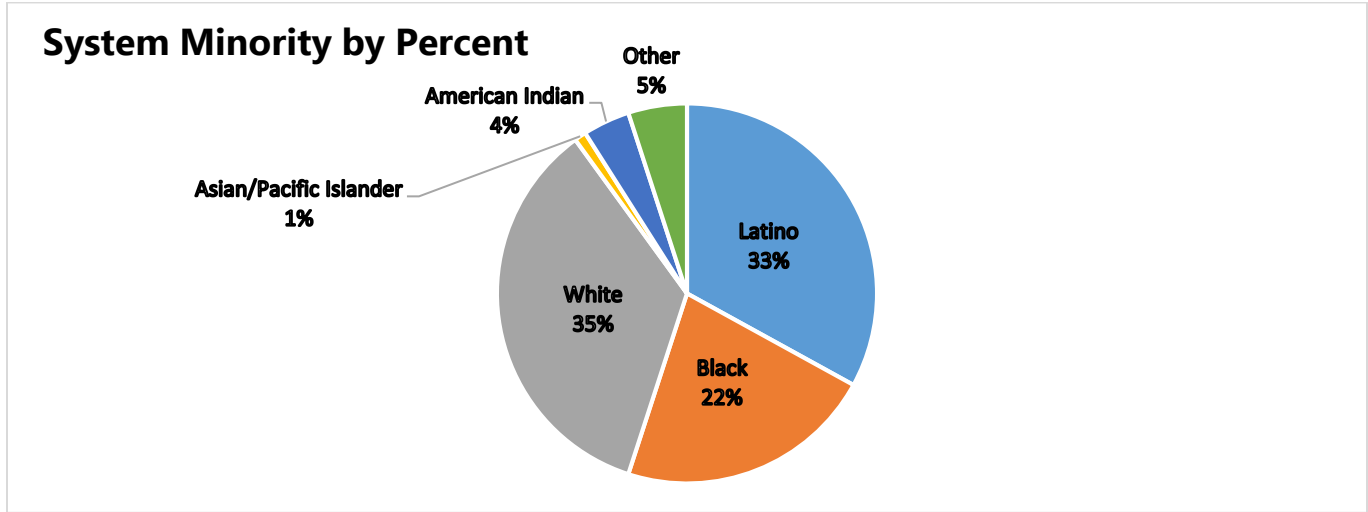
Data Source: 2019 ACS

Census Tract No.	Median Household Income \$ Dollars	Percent Population Age 65 and Older %	Percent Population with a Disability %	Percent of Households with Limited English Proficiency %	Percent of Households without a Vehicle %
31.03	41,346	11.3%	13.8%	22.2%	13.7%
31.12	41,722	12.0%		13.0%	14.2%
31.13	48,470	11.6%		13.2%	5.6%
31.14	60,047	9.1%		7.9%	6.6%
31.15	41,737	8.2%		13.2%	17.2%
31.21	39,809	7.0%		11.4%	8.9%
31.22	46,659	7.5%		8.7%	17.4%
31.23	86,638	8.0%		9.2%	5.0%
31.24	74,786	10.0%		12.9%	3.6%
32.02	55,028	6.3%		6.2%	5.4%
32.03	103,438	14.0%		14.9%	0.0%
32.04	124,211	11.0%		7.5%	4.2%
32.05	79,441	7.5%		7.5%	7.3%
32.06	82,218	7.1%		7.9%	9.2%
38.03	131,522	6.1%		4.8%	0.4%
38.04	98,023	6.4%		6.9%	3.8%
38.05	103,375	8.4%		9.2%	0.3%
38.06	116,591	12.9%		12.3%	5.5%
38.07	86,566	14.8%		10.2%	0.0%
38.08	80,000	8.8%		10.8%	3.2%
38.09	104,710	12.8%		8.5%	4.9%
38.10	138,750	15.8%		6.3%	0.4%
38.11	70,924	13.5%		12.3%	2.8%
38.12	71,964	17.2%		13.5%	2.7%
38.13	111,354	13.2%		4.8%	0.9%
51.03	53,506	27.9%		29.3%	1.3%
51.04	86,458	30.2%		10.5%	4.3%

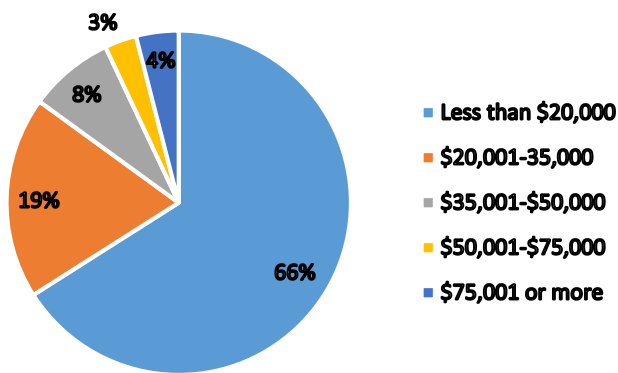
VIII. Customer Demographics and Travel Patterns

As previously discussed in Section 4, an onboard passenger survey was conducted in 2019. By analyzing the most frequently cited responses, a profile of the typical Golden Empire Transit customer was developed. This profile does not reflect any single customer, but is representative of the responses provided by all GET riders during the survey period.

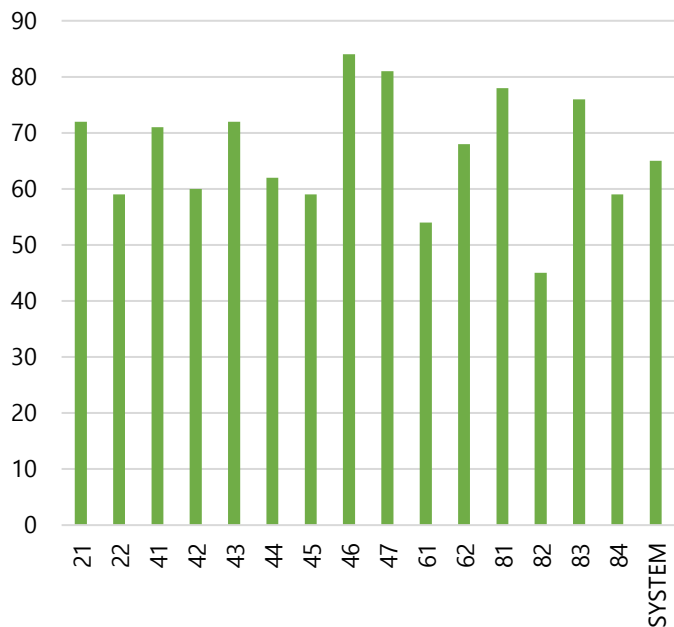
The following tables and graphs collected from the survey will be used in service and fare equity analyses.



System Ridership Income by Percent



Percent Minority by Route



RACIAL BREAKDOWN BY ROUTE (%)

Route	Latino	Black	White	Asian/Pacific Islander	American Indian	Other	% Minority
21	40	18	28	2	9	4	72
22	25	23	41	1	5	6	59
41	31	27	29	2	7	4	71
42	23	23	40	1	9	3	60
43	42	19	28	0	4	7	72
44	37	21	38	0	1	2	62
45	29	21	41	0	4	6	59
46	45	32	16	0	3	3	84
47	25	50	19	0	0	6	81
61	32	13	46	2	3	4	54
62	25	25	32	4	2	7	68
81	45	20	22	5	3	5	78
82	27	9	55	0	5	5	45
83	29	33	24	7	2	5	76
84	41	18	41	0	0	0	59
SYSTEM	33	22	35	1	4	5	65

INCOME BREAKDOWN BY ROUTE (%)

Route	Less than \$20,000	\$20,001- 35,000	\$35,001- 50,000	\$50,001- 75,000	\$75,001 or more
21	58	21	11	8	3
22	65	24	4	2	5
41	66	9	19	3	3
42	74	10	11	5	0
43	67	21	5	3	3
44	61	26	4	3	7
45	74	10	11	5	0
46	69	16	9	3	2
47	76	14	0	10	0
61	67	21	5	3	3
62	74	11	5	5	5
81	60	17	14	3	6
82	75	13	6	0	6
83	76	18	6	0	0
84	55	27	9	0	9
SYSTEM	66	19	8	3	4

INCOME BREAKDOWN BY PAYMENT METHOD

Payment Method	Less than \$20,000	\$20,001-35,000	\$35,001-50,000	\$50,001-75,000	\$75,001 or more	Total
Cash Fare	67%	18%	8%	4%	4%	39%
Day Pass	67%	20%	8%	4%	1%	18%
15-Day Pass	53%	35%	9%	0%	3%	5%
31-Day Pass	65%	19%	8%	3%	5%	43%
Total	66%	19%	8%	3%	4%	N=743

INCOME BREAKDOWN BY FARE CATEGORY

Payment Method	Less than \$20,000	\$20,001-35,000	\$35,001-50,000	\$50,001-75,000	\$75,001 or more	Total
Regular Fare	64%	20%	8%	3%	5%	73%
Senior/Disabled/Medicare	71%	18%	6%	4%	1%	27%
Total	66%	19%	8%	3%	4%	N=778

RACIAL BREAKDOWN BY PAYMENT METHOD

Payment Method	Latino	Black	White	Asian/Pacific Islander	American Indian	Other	Total	% Minority	% of minorities paying this fare	% of non-minorities paying this fare
Cash Fare	37%	23%	31%	1%	4%	5%	37%	69%	39%	33%
Day Pass	30%	27%	32%	2%	4%	6%	19%	68%	20%	17%
15-Day Pass	29%	19%	38%	5%	5%	5%	4%	62%	4%	4%
31-Day Pass	31%	18%	39%	2%	5%	5%	41%	61%	38%	46%
Total	33%	22%	35%	2%	4%	5%	N=1058			

RACIAL BREAKDOWN BY FARE CATEGORY

Fare Category	Latino	Black	White	Asian/Pacific Islander	American Indian	Other	Total	% Minority	% of minorities paying this fare	% of non-minorities paying this fare
Regular Fare	37%	22%	31%	1%	4%	4%	76%	69%	81%	66%
Senior/Disabled/Medicare	19%	20%	48%	2%	4%	6%	24%	52%	19%	34%
Total	33%	21%	35%	2%	4%	5%	N=1059			

Comparison from 2017 & 2019 Surveys

RACE	White	Latino	Black	Asian/Pacific Islander	Native American	Other	Two or More Races	% Minority
2017 Survey	29%	37%	17%	1%	3%	5%	8%	71%
2019 Survey	35%	33%	22%	0%	4%	5%		65%

INCOME	Less than \$20,000	\$20,001-\$35,000	\$35,001-\$50,000	\$50,001 or more
2017 Survey	77%	13%	5%	5%
2019 Survey	66%	19%	8%	7%

INCOME BY PAYMENT METHOD	Less than \$20,000	\$20,001-\$35,000	\$35,001-\$50,000	\$50,001 or more
Cash Fare				
2017 % of total	77%	12%	6%	6%
2019 % of total	67%	18%	8%	8%
Day Pass				
2017 % of total	77%	16%	5%	2%
2019 % of total	67%	20%	8%	5%
15-Day Pass				
2017 % of total	63%	27%	3%	6%
2019 % of total	53%	35%	9%	3%
31-Day Pass				
2017 % of total	79%	12%	5%	4%
2019 % of total	65%	19%	8%	8%

RACE BY PAYMENT METHOD	White	Latino	Black	Asian/Pacific Islander	Native American	Other	% Minority	% of minorities paying this fare	% of non-minorities paying this fare
Cash Fare									
2017 % of total	27%	42%	17%	1%	3%	10%	73%	38%	35%
2019 % of total	31%	37%	23%	1%	4%	5%	69%	39%	33%
Day Pass									
2017 % of total	32%	30%	20%	1%	3%	15%	68%	16%	19%
2019 % of total	32%	30%	27%	2%	4%	6%	68%	20%	17%
15-Day Pass									
2017 % of total	20%	39%	20%	0%	0%	22%	80%	4%	3%
2019 % of total	29%	19%	38%	5%	5%	5%	62%	4%	4%
31-Day Pass									
2017 % of total	29%	34%	15%	3%	3%	15%	71%	42%	44%
2019 % of total	39%	31%	18%	2%	5%	5%	61%	38%	46%

IX. Monitoring of Service Standards and Policies

The following actions are used monitor compliance with Title VI:

1. Standards are annually updated and reviewed to be consistent with the Title VI objectives. This procedure ensures that local standards are maintained for Title VI compliance.
2. System wide service changes and proposed improvements are evaluated at the planning and programming stages to ensure that overall benefits and costs are not discriminatory. A public hearing is advertised and conducted before the formal adoption of significant service changes.
3. Monthly and quarterly performance reports are used to monitor standards.

Detailed route-by-route data presented and evaluated in the District's annual *Route and System Performance Report FY 2020-21*.

Vehicle Load Monitoring Section

Seated and standing capacity= 38 seats plus 15 standing (53 average maximum capacity for regular fixed routes) and 38 average maximum capacity for express routes. The table below shows average loads. No route exceeds the standard.

AVERAGE LOAD PER TRIP		7/1/21 - 1/31/22		
Route	Minority Route	Weekdays	Saturdays	Sundays
21	Yes	7.2	7.3	6.4
22	Yes	8.3	10.5	9.0
41	Yes	7.6	6.9	6.3
42	Yes	5.8	5.1	4.5
43	Yes	7.0	5.1	4.5
44	Yes	8.9	9.5	9.7
45	Yes	7.6	6.3	5.5
46	Yes	5.2	4.6	4.3
47	Yes	3.6	3.2	2.8
61	No	7.4	7.0	6.3
62	Yes	5.9	5.4	4.9
81	Yes	4.2	2.6	2.6
82	No	4.9	4.3	3.9
83	Yes	3.2	2.7	2.6
84	No	3.6	3.1	2.9
92	Yes	3.3		
System		5.9	5.6	5.1
Minority Routes		6.0	5.8	5.3
Non-Minority Routes		5.3	4.8	4.4

Vehicle Headway Monitoring

The tables and graphs below show the average headway in minutes for minority and non-minority routes for weekday daytime, weeknights, Saturday and Sunday. The average span of service in hours is shown for minority and non-minority routes for weekdays, Saturdays, and Sundays.

WEEKDAY

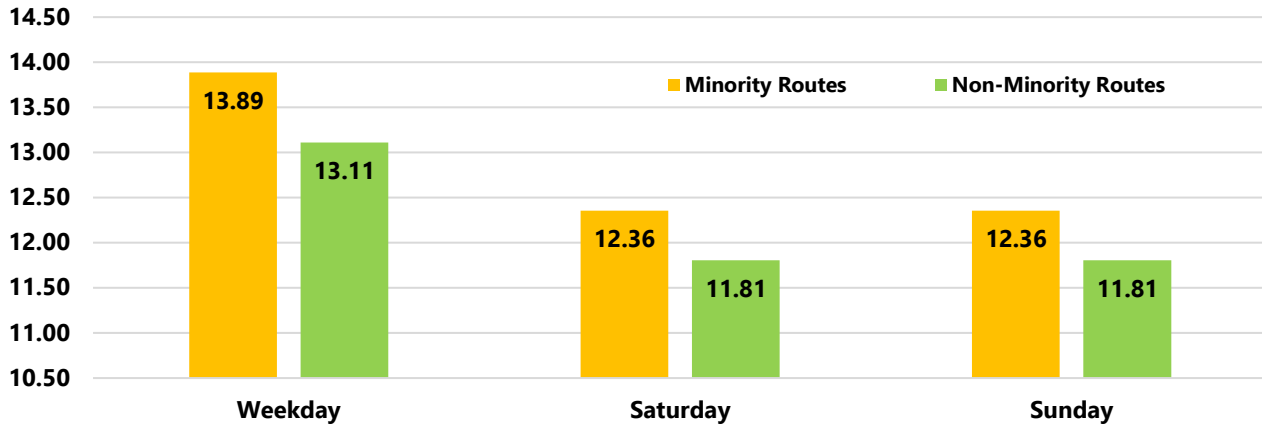
Route	Minority Route	Service Begins	Service Ends	Span (Hours)	Daytime Headway	Evening Headway	
21	Yes	6:38	23:55	17.3	15	30	
22	Yes	6:30	23:13	16.7	15	30	
41	Yes	6:57	19:23	12.4	30		
42	Yes	6:56	19:02	12.1	30		
43	Yes	6:50	19:05	12.3	30		
44	Yes	6:30	23:28	17.0	30	60	
45	Yes	6:50	19:08	12.3	30		
46	Yes	7:03	18:58	11.9	30		
47	Yes	7:00	19:00	12.0	90		
61	No	6:47	23:00	16.2	60	60	
62	Yes	6:55	18:55	12.0	60		
81	Yes	7:00	19:00	12.0	60		
82	No	7:00	18:55	11.9	60		
83	Yes	6:30	18:45	12.3	60		
84	No	7:58	19:10	11.2	90		
92	Yes	3:50	24:10	20.3	120		
				Minority:	13.89	46.15	40.00
				Non-Minority:	13.11	70.00	60.00

SATURDAY/SUNDAY*

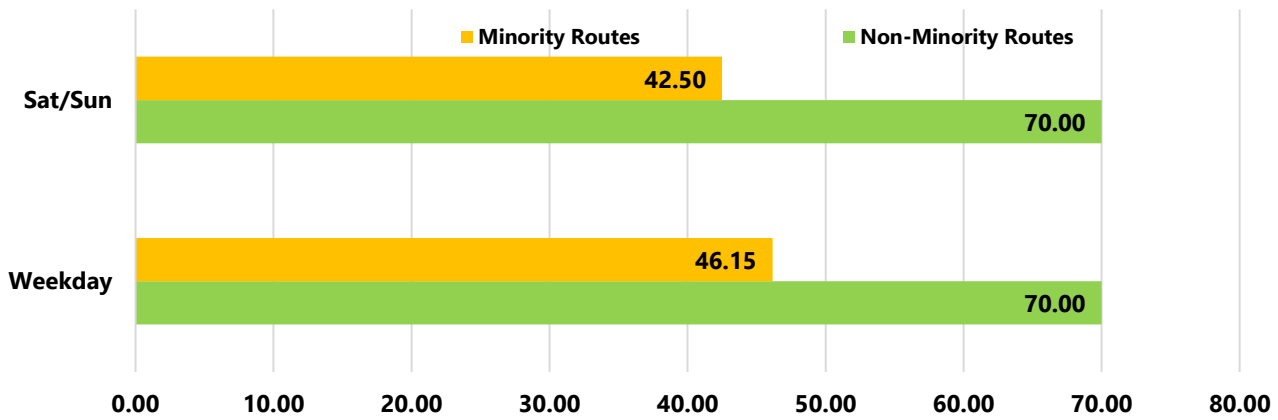
Route	Minority Route	Service Begins	Service Ends	Span (Hours)	Daytime Headway	Evening Headway
21	Yes	6:38	19:26	12.80	30	
22	Yes	6:30	19:40	13.17	30	
41	Yes	6:57	19:23	12.57	30	
42	Yes	6:56	19:02	12.10	30	
43	Yes	6:50	19:05	12.25	30	
44	Yes	6:30	19:25	12.92	30	
45	Yes	6:50	19:08	12.30	30	
46	Yes	7:03	18:58	11.92	30	
47	Yes	7:00	19:00	12.00	90	
61	No	6:47	19:05	12.30	60	
62	Yes	6:55	18:55	12.00	60	
81	Yes	7:00	19:00	12.00	60	
82	No	7:00	18:55	11.92	60	
83	Yes	6:30	18:45	12.25	60	
84	No	7:58	19:10	11.20	90	
92	Yes	No Sat/Sun Service				
				Minority:	12.36	42.50
				Non-Minority:	11.81	70.00

*The District operates the identical schedules on Saturday and Sunday; however, services are monitored and proposed changes evaluated separately.

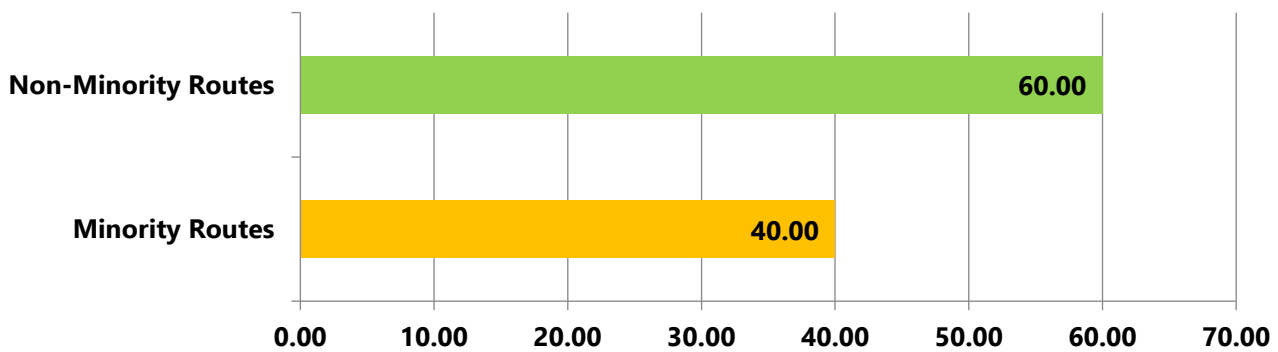
Average Service Span (Hours) by Service Day



Average Daytime Headway (Minutes)



Average Weeknight Headway (Minutes)



On-Time Performance Monitoring

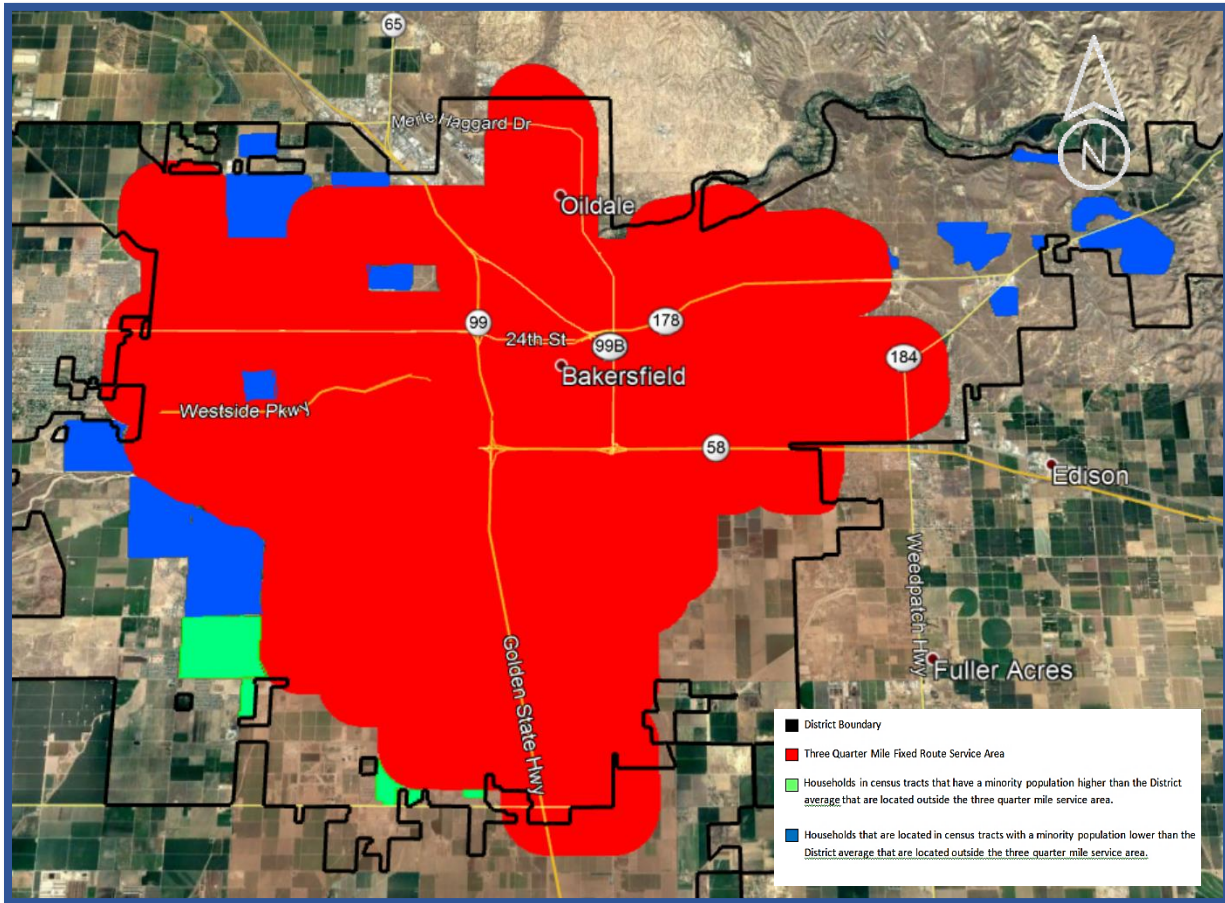
The table below shows on-time performance for weekdays, Saturdays, and Sundays. The average for both minority and non-minority routes is relatively close to the standard of at least 85% on time. This is common during periods of street construction projects.

ON-TIME PERFORMANCE 7/1/21 - 12/31/21				
Route	Minority Route	Weekdays % On Time	Saturdays % On Time	Sundays % On Time
21	Yes	86%	82%	83%
22	Yes	85%	85%	89%
41	Yes	89%	83%	84%
42	Yes	83%	82%	84%
43	Yes	89%	87%	87%
44	Yes	84%	87%	88%
45	Yes	84%	82%	83%
46	Yes	93%	90%	91%
47	Yes	77%	80%	79%
61	No	82%	83%	85%
62	Yes	83%	85%	85%
81	Yes	93%	94%	95%
82	No	85%	79%	81%
83	Yes	86%	88%	87%
84	No	82%	88%	88%
92	Yes	63%		
System		84%	85%	86%
Minority Routes		84%	85%	86%
Non-Minority Routes		83%	83%	85%

It should be noted that, during periods of construction when streets are closed, the District makes every attempt to utilize available resources to communicate with all GET riders about potential delays. The District also makes efforts to avoid pass ups during these by utilizing ADA-compliant vehicles driven by Route Supervisors. A picture of the type of vehicles is shown below.

Service Accessibility Monitoring

The map below shows that only a few neighborhoods located in census tracts that have minority population higher than the District average are outside the three quarter mile fixed route service area. There are more neighborhoods located in census tracts that have a minority population lower than the District average that are outside the service area.



The following list includes census tracts that have a minority population that is equal to or above the total percentage of all minorities within the fixed route service area. An inventory of the transit service provided in each zone is shown by route identification number.

Tracts having a higher minority population percentage than the average for the service area (65.4%) are highlighted. All census tracts that have a minority population percentage higher than the District average are served. Only three census tracts within the District legal boundary are served and all three tracts have a minority population percentage lower than the District average.

CENSUS TRACTS SERVICED BY GET

Service Area Minority = 65.4%

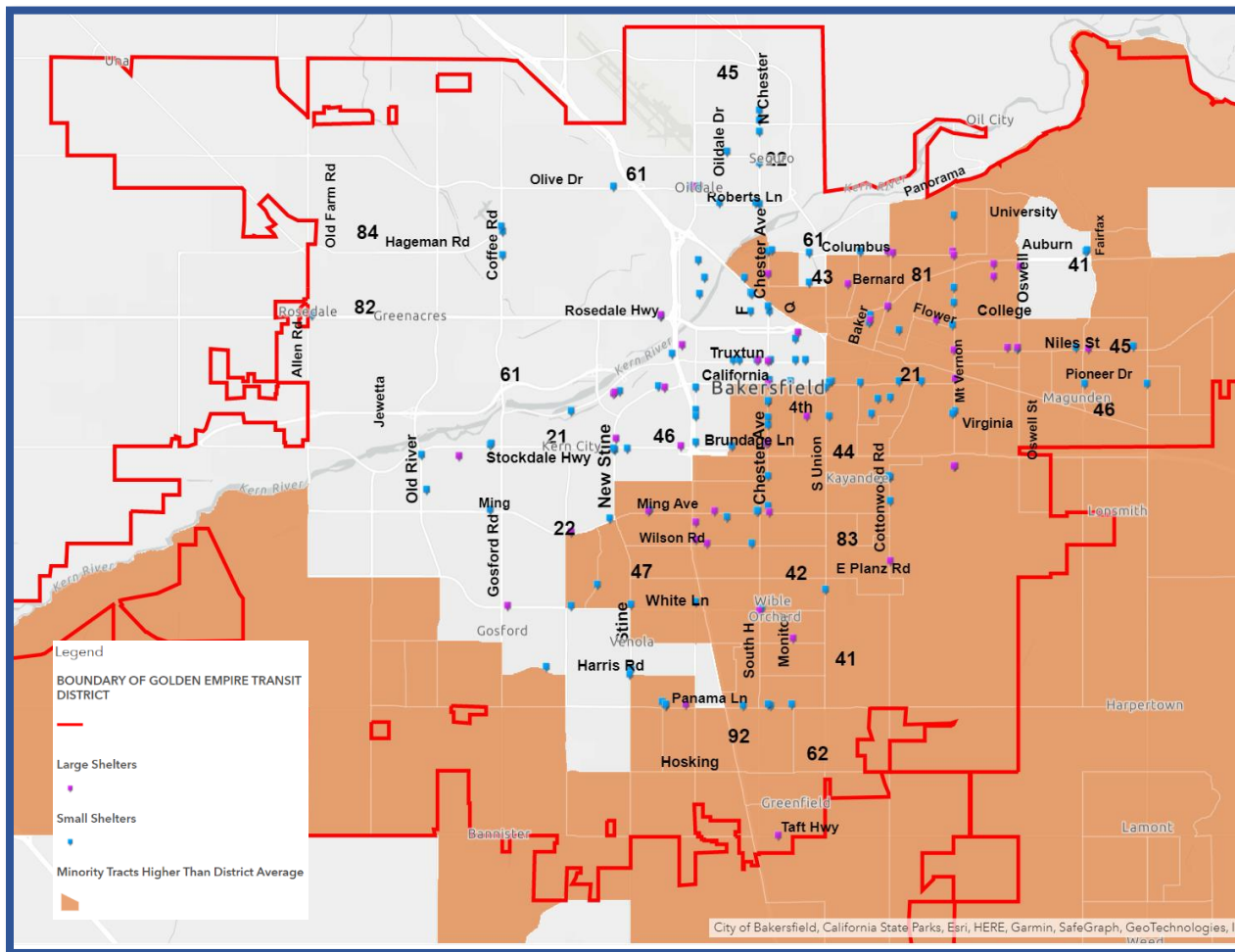
Census Tract	% Minority	Transit Route(s)	Census Tract	% Minority	Transit Route(s)	Census Tract	% Minority	Transit Route(s)
1.01	35.3%	21 22	15	91.2%	21 41 44 45	28.21	58.3%	44 61
1.02	14.0%	21 22	16	74.5%	21 22 42 43 44 45 81 82 83 84	29	78.0%	22 41 42 44 62 81 83
2	27.3%	45 61	17	37.7%	42 43 45 82 84	30	89.5%	22 42 44
3	40.8%	21 45 61	18.01	57.3%	21 46 47	31.03	83.9%	41
4	30.3%	21 45 61	18.02	50.8%	21 43 46 47	31.12	76.7%	44 47 62
5.03	29.1%	0	19.01	59.0%	21 42 46	31.13	80.4%	62
5.04	39.5%	61	19.02	72.6%	21 22 46	31.14	73.0%	41 47 61 62
5.05	26.0%	61	20	94.0%	21 22 44 46	31.15	82.4%	41 42 46 61 62
5.06	41.8%	61 82 84	21	93.8%	21 44 46	31.21	91.7%	41 42 62
5.07	34.8%	45 82 84	22	98.2%	21 46	31.22	92.4%	41 42 62
6	77.3%	21 42 43 61	23.01	93.5%	41 46	31.23	69.5%	61
7	53.4%	43 61	23.02	98.8%	21 41 46	31.24	71.4%	44 47 61 62 83
8	74.0%	21 41 43 44 61 81	24	85.2%	41 46	32.02	84.6%	41 42 46 61 62
9.02	75.1%	21 41 43 44 61 81	25	93.4%	41 44	32.03	33.0%	82
9.03	69.8%	41	26	87.6%	22 44	32.04	61.3%	82
9.04	65.8%	41 43 44	27	81.7%	22 41 42 44 62 81 83	32.05	86.5%	41 47 61 62
9.05	80.3%	21 41 44 45	28.04	27.3%	21 22 46 47	32.06	77.5%	62
9.06	77.6%	41 45	28.06	46.0%	21 22 61 82 84	38.03	33.1%	84
9.07	77.1%	45	28.07	21.3%	21 22 61	38.04	48.0%	84
9.08	56.5%	41	28.08	51.4%	22 61	38.05	43.7%	84
9.09	43.7%	41	28.11	42.4%	22 82	38.06	46.3%	61 84
9.10	57.2%	41	28.12	72.5%	42 46 47	38.07	19.1%	82 84
10	73.4%	45 46	28.13	76.6%	22 42 47	38.08	52.1%	61 82 84
11.01	88.1%	45 46	28.14	67.2%	22 41 47 83	38.09	38.5%	82
11.02	91.2%	45 46	28.15	70.9%	41 44 47 83	38.10	29.0%	82
11.03	95.6%	21 41 45 46	28.16	75.3%	44 47 83	38.11	33.1%	82
12.01	85.1%	21 41 44	28.17	71.1%	22 44 83	38.12	40.8%	61 82 84
12.02	89.1%	21 41 44 45	28.18	48.2%	22 61 83	38.13	46.2%	82
13	93.2%	44 45	28.19	61.6%	44 61 83	51.03	14.0%	45
14	90.0%	43 44 61	28.20	66.3%	0	51.04	26.8%	0

Vehicle Assignment Monitoring

All of the District's buses are continuously rotated on the active fleet list each month so that older as well as newer buses are operated throughout the system. Due to the length of most routes, buses travel through neighborhoods ranging from minority to non-minority as well as low income to upper income all within the alignment of the same route. Therefore, there are no discrepancies related to age of buses.

Transit Amenities Monitoring

A large majority of GET's shelters, benches and solar lighting are located in minority areas that are above the system minority average. Shelter locations are shown in the following map. Minority population areas higher than the system average are shown in shaded areas.



X. Equity Analyses for Previous Service And Fare Changes

Service Changes

The following table provides a description of the service changes implemented in response to COVID-19. Per Title VI guidelines, temporary services that lasted longer than a 12-month period were reviewed using the definitions and parameters found in the previous Title VI program.

RT	Description of Route	Description of Change	Major Service Change?	Potential Minority Disparate Impact?	Potential Low-Income Disproportionate Burden?
41	BC/COTTONWOOD/VALLEY PLAZA	Operate Saturday service span on weekdays	Yes	No	No
47	TRUXTUN/PANAMA LANE	Reduce weekday frequency to 90 mins	Yes	No	No
61	BC/STINE HARRIS	Reduce weekday frequency to 60 mins; operate Saturday service span	Yes	No	No
62	VALLEY PLAZA/GREENFIELD/RIDGEVIEW	Operate Saturday service span	Yes	No	Yes
81	BC/DOWNTOWN/VALLEY PLAZA	Reduce weekday frequency to 60 mins; operate Saturday service span	Yes	No	No
84	DOWNTOWN/NORTHWEST	Reduce weekday frequency to 90 mins; Consider replacing with microtransit	Yes	No	No

Transit Alternatives Available for Riders Impacted by the Service Changes

The Golden Empire Transit District is the only public transit operator in the City of Bakersfield area and adjacent unincorporated areas, and thus there are no other transit modes. However, the District's demand-response service On-Demand Paratransit (formerly GET-A-Lift) is available for ADA-eligible riders who cannot access the fixed route transit system. In addition to this service, seniors and disabled persons may also use the Consolidated Transportation Service Agency (CTSA) demand-response service.

Measures to avoid, minimize, or mitigate adverse effects

The On-Demand Paratransit and CTSA services are available as a mitigation measure for any adverse effects on disabled and elderly riders. When operationally feasible, routes and schedules are revised from original proposals following public input in an effort to minimize adverse effects and the revisions addressed key issues that the public notes, such as essential service to various trip generators and neighborhoods. Service enhancements include additional bus shelters and bus stop accessibility improvements (passenger waiting pads, sidewalks, ramps, etc.).

Analysis of any disproportionate effects on minority/low income populations

A comparison of minority and non-minority areas was completed. The results of this comparison show that transit services and benefits are provided in a non-discriminatory manner. Therefore, no disparities exist in which action would be required.

Public Information and Outreach

A description of public information and outreach activities appears in Section 4.

Information Dissemination to Limited English Proficient Persons

Strategies outlined earlier in this report were used.

Fare Changes

Since the last Title VI program submission in 2019, there have been no fare increases to fixed route fares. Therefore, no fare change equity analysis has been needed since the last program submission.

XI. Equity Policies for Major Service Changes and Fare Changes

These policies were adopted using public outreach, including the Community Advisory Council meeting and a public meeting to receive input. The GET Board Operations and Service Development Committee reviewed the proposal and determined that not changes were submitted. Below is a description of the adopted major service change definition and equity policies. A copy of the Board Resolution follows this description.

Definition of Major Service Change

The following is considered a **major service change** (unless otherwise noted under Exemptions), and will be evaluated in accordance with the regulatory requirements set forth in FTA Circular 4702.1B:

1. New Routes: the establishment of a new transit route, or
2. Route Length: increases or decreases of more than 25 percent in the length (in directional miles) of an existing transit route, or
3. Revenue Vehicle Miles: increases or decreases of more than 25 percent in transit revenue vehicle miles per weekday, Saturday or Sunday operated on a route, or
4. Revenue Vehicle Hours: increases or decreases of more than 25 percent in the number of revenue vehicle hours per weekday, Saturday, or Sunday scheduled on a route.

"Major service changes" shall exclude any changes to service which are caused by:

1. Temporary Services: the discontinuance of a temporary or demonstration service change which has been in effect for less than 12 months, or
2. New Line "Break-In" Period: an adjustment to service levels for new transit lines which have been in revenue service for less than 1 year (allowing GET to respond to actual ridership levels observed on those new transit lines), or
3. Forces of Nature: forces of nature such as earthquakes, or
4. Competing Infrastructure Failures: failures of competing infrastructure like bridges, tunnels, or highways, or ,
5. Overlapping Services: a reduction in transit revenue vehicle miles on one line which is offset equally by an increase in transit revenue vehicle miles on the overlapping section of another line where there is a timed-transfer at the intersection point of the two lines.

Minority Disparate Impact Policy (Service Equity Analysis)

An **adverse effect** related to a major service change that may result in a disparate impact is defined as:

1. Elimination of a route, or
2. Shortline a route, or
3. Reroute an existing route, or
4. Increase in headways of a route, or
5. Span of service changes, or
6. Additions to service that comes at the expense of reductions in service on other routes.

When conducting a service change equity analysis, the following thresholds will be used to determine when a service change would have a disparate impact on minority populations:

A disparate impact occurs when the minority population adversely affected by a major service change is greater than ten percentage points more than the average minority population of the GET service area.

Low-Income Disproportionate Burden Policy (Service Equity Analysis)

When conducting a service change equity analysis, the following thresholds will be used to determine when a service change would have disproportionate burden on low-income populations:

A disproportionate burden occurs when the low-income population adversely affected by a major service change is greater than ten percentage points more than the average low-income population of the GET service area.

If GET finds a potential impact, the District will take steps to avoid, minimize, or mitigate impacts and then reanalyze the modified service plan to determine whether the impacts were removed. If GET chooses not to alter the proposed changes, the District may implement the service change if there is substantial legitimate justification for the change AND the District can show that there are no alternatives that would have less of an impact on the minority population and would still accomplish the Districts' legitimate program goals.

Minority Disparate Impact Policy (Fare Equity Analysis)

A disparate impact occurs when the minority population adversely affected by a fare change is greater than ten percentage points more than the average minority population of the Golden Empire Transit District service area.

If Golden Empire Transit District finds a potential impact, the agency will take steps to avoid, minimize, or mitigate impacts and then reanalyze the modified service plan to determine whether the impacts were removed. If Golden Empire Transit District chooses not to alter the proposed changes, the agency may implement the fare change if there is substantial legitimate justification for the change AND the agency can show that there are no alternatives that would have less of an impact on the minority population and would still accomplish the agency's legitimate program goals.

Low-Income Disproportionate Burden Policy (Fare Equity Analysis)

A disproportionate burden occurs when the low-income population adversely affected by a fare change is greater than ten percentage points more than the average low-income population of the Golden Empire Transit District service area.

If Golden Empire Transit District finds a potential disproportionate burden, the agency will take steps to avoid, minimize, or mitigate impacts and then reanalyze the modified service plan to determine whether the impacts were removed. If Golden Empire Transit District chooses not to alter the proposed changes, the agency may implement the fare change if there is substantial legitimate justification for the change AND the agency can show that there are no alternatives that would have less of an impact on low-income population and would still accomplish the agency's legitimate program goals.

Equity Analysis Data Sources

Equity analysis sources are listed in the following table.

Category	→ Action	→ Evaluation Data
Fare	→ Adjustment	→ Passenger survey data of affected fare category
Service Span	→ Reduction or Expansion	→ Passenger survey data of affected route
Service Headway	→ Reduction or Expansion	→ Passenger survey data of affected route
Route Length	→ Reduction → Expansion	→ Passenger survey data → Census Data
Route Alignment	→ Eliminate Segment(s) → Segment(s) to new areas	→ Passenger survey data → Census Data
New Route	→ New Route	→ Census Data

Public Participation Procedures

For all proposed major service changes, Golden Empire Transit District will hold at least one public hearing, with a public notice prior to the hearing in order to receive public comments on the potential service changes. The meeting notice will occur at least 30 days prior to the scheduled hearing date. Public materials will be produced in English and Spanish (the metropolitan area's two primary languages), in order to ensure Limited English Proficient (LEP) populations within the transit service area are informed of the proposed service changes and can participate in community discussions. Golden Empire Transit District will conduct a service/fare equity analysis prior to any public hearings associated with the proposed service changes.

XII. Facility Site Equity Analysis and Subrecipients

No facility sites or construction during the three-year period. There are no sub recipients.

XIII. Boarding Resolution Approval of the Title VI Program

The GET Board of Directors approved the Golden Empire Transit Title VI Program and its policies at its March 15, 2022 meeting. The Board resolution appears on the following pages.



**BEFORE THE BOARD OF DIRECTORS
OF THE GOLDEN EMPIRE TRANSIT DISTRICT**

RESOLUTION 2022-07

IN THE MATTER OF:

**ADOPTING GOLDEN EMPIRE TRANSIT DISTRICT
FY 2022-2025 TITLE VI PROGRAM UPDATE**

WHEREAS, the Golden Empire Transit District operates Fixed Route and Demand Response services; and

WHEREAS, the Golden Empire Transit District (GET), as the recipient of federal funds from the Federal Transit Administration (FTA), must comply with all applicable federal regulations including Title VI, Civil Rights program, 49 CFR, and FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients"; and

WHEREAS, the Federal Transit Administration requires that GET provide a Title VI Program update every three years that ensures that no person or group of persons on the basis of race, color, or national origin is subjected to discrimination in the level and quality of transit services and benefits, and that steps are taken to ensure that persons with Limited English Proficiency are provided these rights; and

WHEREAS, per FTA regulations, the GET Board of Directors must approve the Title VI Program before it can be submitted to the FTA; and

WHEREAS, GET staff has prepared and approved GET's FY 2022-2025 Title VI Program Update, and submitted it for approval by the Board of Directors as an agenda item at the Board's March 15, 2022 meeting; and

WHEREAS, GET's Board of Directors wishes to approve GET's FY 2022-2025 Title VI Program Update and direct its submission to the FTA.

NOW, THEREFORE, BE IT RESOLVED that the GET Board of Directors approves the GET FY 2022-2025 Title VI Program Update.

All the foregoing, being on motion of Director Engel, seconded by Director Bello, and authorized by the following roll call vote:

AYES: Bello, Engel, and Parra
NOES: None
ABSENT: Dixon
ABSTAIN: None

CERTIFICATION

The undersigned duly qualified Secretary of the Board of Directors of the Golden Empire Transit District certifies that the foregoing is a true and correct copy of the resolution adopted at a legally convened meeting of the Board of Directors of the Golden Empire Transit District held March 15, 2022.


Secretary of the Board of Directors