

THIS PRINT COVERS CALENDAR ITEM NO.: 12

SAN FRANCISCO MUNICIPAL TRANSPORTATION AGENCY

DIVISION: Administration

BRIEF DESCRIPTION:

Approving the SFMTA's 2025 Title VI Program Update pursuant to the Federal Transit Administration's (FTA) Circular 4702.1B issued on October 1, 2012, which includes the results of the 2025 Service Monitoring Program conducted by the SFMTA's Transit Division.

SUMMARY:

- As a transit agency that receives federal funds through the Federal Transit Administration (FTA), the SFMTA must comply with Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color or national origin.
- To remain compliant with Title VI requirements contained in FTA Circular 4702.1B and to ensure continued federal funding, the SFMTA must submit an updated Title VI Program every three years to the FTA. Review and approval of this Program by the Board of Directors is required.
- The 2025 Title VI Program Update includes both General Requirements and Transit-Specific Requirements. For the purposes of this update, and as required, the SFMTA incorporates terminology contained in FTA C4702.1B.
- The FTA requires transit providers to monitor the performance of their transit system relative to their system-wide service standards and service policies not less than every three years.
- The 2025 Service Monitoring Program confirmed compliance with the Title VI Program requirements and did not identify any disparate impacts to communities of color or disproportionate burdens to people from low-income households.

ENCLOSURES:

1. SFMTAB Resolution
2. SFMTA's 2025 Title VI Program Update & Appendices

APPROVALS:

DATE

DIRECTOR		October 29, 2025
SECRETARY		October 29, 2025

ASSIGNED SFMTAB CALENDAR DATE: November 4, 2025

PAGE 2.

PURPOSE

Approving the SFMTA's 2025 Title VI Program Update pursuant to the Federal Transit Administration's (FTA) Circular 4702.1B issued on October 1, 2012, which includes the results of the 2025 Service Monitoring Program conducted by the SFMTA's Transit Division.

STRATEGIC PLAN GOALS AND TRANSIT FIRST POLICY PRINCIPLES

This action supports the following SFMTA Strategic Plan Goals:

- Goal 1: Identify and reduce disproportionate outcomes and resolve past harm towards marginalized communities.
- Goal 5: Deliver reliable and equitable transportation services.
- Goal 6: Eliminate pollution and greenhouse gas emissions by increasing use of transit, walking and bicycling.
- Goal 7: Build stronger relationships with stakeholders.

This item addresses the following San Francisco Transit-First Policy Principles:

1. To ensure quality of life and economic health in San Francisco, the primary objective of the transportation system must be the safe and efficient movement of people and goods.
2. Public transit, including taxis and vanpools, is an economically and environmentally sound alternative to transportation by individual automobiles. Within San Francisco, travel by public transit, by bicycle and on foot must be an attractive alternative to travel by private automobile.

DESCRIPTION

Title VI of the Civil Rights Act of 1964 addresses discrimination in almost all aspects of public services and programs administered or funded by the federal government in the United States. Title VI states that "no person in the United States shall, on the ground of race, color, or national origin, shall be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

SFMTA receives federal funds through the Federal Transit Administration (FTA) and is required to have in place a Title VI program that achieves, among other requirements, the following objectives:

- Ensure that the level and quality of public transportation service is provided in a nondiscriminatory manner;
- Promote full and fair participation in public transportation decision-making without regard to race, color, or national origin; and,
- Ensure meaningful access to transit-related programs and activities by persons with limited-English proficiency.

PAGE 3.

Pursuant to FTA Circular 4702.1B, dated October 1, 2012, the SFMTA, as a recipient of federal funds, is required to submit an updated Title VI Program to FTA every three years. Review and approval of the SFMTA's Program is required by the SFMTA Board of Directors prior to submission. As required, the SFMTA incorporates the terminology and definitions regarding race and income status contained in FTA C 4702.1B for the purposes of this update only and recognizes more commonly accepted terminology outside of the requirements. For the purposes of this update and as required, the SFMTA follows the terminology contained in FTA C4702.1B. This includes use of the terms "minority" defined in FTA C4702.1B as anyone who does not identify as white alone, as well as "non-minority," and requires a disparate impact analysis to determine if a policy or program disproportionately affects members of a group identified by race, color, or national origin; where the policy or practice lacks a substantial legitimate justification; and, where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color or national origin.

As part of the Title VI Program update, FTA requires transit providers to monitor the performance of their transit system relative to their system-wide service standards and service policies (e.g., vehicle load, vehicle assignment, transit amenities, etc.) not less than every three years in order to remain in compliance with Title VI requirements. SFMTA must submit the results of its monitoring program as well as documentation verifying the Board's approval of the monitoring results to the FTA as part of its Title VI Program.

The Title VI Program is one component of how the agency is advancing equity in transit service. In addition to the Title VI Program requirement the agency further enhances equity through the SFMTA's Muni Equity Strategy program, which serves as a complement to the Title VI Program and as a whole informs decision making in planning transit service.

The 2025 Title VI Program Update, an attachment to this calendar item, provides an update to the SFMTA's 2022 Title VI Program and addresses the following requirements, as applicable and relevant to the timeframe of this report, October 2022-September 2025:

General Requirements

- Title VI Notice to the Public, including a list of locations where the notice is posted
- Title VI Complaint Procedures, including notice of SFMTA's non-discrimination policy under Title VI and instructions to the public regarding how to file a Title VI discrimination complaint
- List of transit-related Title VI investigations, complaints, and lawsuits, as applicable
- Public Participation Plan, including information about outreach methods to engage minority and limited-English proficient populations (LEP), as well as a summary of outreach efforts made since the last Title VI Program submission
- Language Assistance Plan for providing language assistance to persons with limited-English proficiency (LEP)
- A table depicting the membership of non-elected committees and councils, the full membership of which is selected by the SFMTA, and a description of the process the agency uses to advertise and recruit for open positions

PAGE 4.

- A description of how the agency monitors subrecipients, if any, for compliance with Title VI
- Determination of site or location of facilities, if applicable, during the timeframe covered by the Program Update

Specific Requirements for Transit Providers

- System-wide Service Standards and Policies for vehicle load, on-time performance, vehicle headway, and service availability.
- Service policies for vehicle assignment and transit amenities.
- Demographic and service profile maps and charts
- Demographic ridership and travel patterns, collected by surveys
- Results of service monitoring program and report, including evidence that the Board of Directors considered, was aware of the results, and approved the analysis
- A description of the public engagement process for setting the “major service change policy,” disparate impact policy, and disproportionate burden policy
- Results of service and/or fare equity analyses conducted since the last Title VI Program submission, including evidence that the Board of Directors was aware of, and approved the results of the analysis

The results of the SFMTA’s Title VI Service Monitoring Program are also discussed below. Per FTA Circular 4702.1B, monitoring of the SFMTA’s systemwide service standards and policies is required, at a minimum, every three years.

SFMTA’s Service Standards and Policies Monitoring

The purpose of the service monitoring exercise is to confirm that performance on routes heavily used by minority populations and people who live in low-income households is comparable or better than other routes. Per the FTA Circular 4702.1B, relative performance was evaluated for vehicle load, on time performance, vehicle headway, and service availability. The SFMTA also evaluates how vehicles are assigned to each route and the equity of our transit amenity placement. The SFMTA’s service standards and policies were informed by a variety of sources including the City’s Charter and the Transit Effectiveness Project (TEP) and are documented in the Short-Range Transit Plan (SRTP). Full details and discussion of monitoring results are included in the attached 2025 Title VI Program Update.

For the Title VI required service monitoring exercises, the SFMTA classified transit routes using on-board customer survey data, which is the preferred method as noted in the FTA’s Title VI guidance when such information is available. The monitoring exercises in this program update rely on data gathered from the comprehensive 2025 Muni Onboard Survey. This effort was conducted between the spring of 2024 and the winter of 2025 and reached over 30,000 riders through multilingual surveys and outreach plan. In this survey (which was statistically significant to the systemwide and route levels), weekday Muni trips systemwide are on average composed of 68% minority-identified riders and 42% low-income riders. Designations of either minority or low-income were created by looking at route level demographics in comparison with the

systemwide averages. For example, the 14 Mission is on an average weekday composed of 87% minority-identified riders and 64% low-income riders. As these percentages are higher than the systemwide percentages for both minority and low-income riders, this is considered a minority and low-income designated route.

For each performance category (e.g., vehicle loads) we compared the performance of minority routes to non-minority routes and did the same for low-income and non-low-income routes. FTA Circular 4702.1B only requires that transit agencies evaluate the performance of minority routes; however, the SFMTA also conducted this analysis for low-income routes as a best practice. For the purposes of this comparison, routes were grouped into service categories to compare routes with similar roles in the network. The SFMTA currently operates over 60 routes which range from 24-hour frequent service routes to infrequent commuter express routes. The SFMTA uses the following framework to organize its transit service:

- **Muni Metro & Rapid Bus:** These heavily used bus and rail lines form the backbone of the Muni system, with vehicles arriving frequently and transit priority enhancements along the routes. The Rapid network delivers speed and reliability whether customers are heading across town, or simply traveling a few blocks. Routes in this category include the J, K, L, M, N, T, 5R, 9R, 14R, 28R and 38R.
- **Frequent:** These routes may overlap with rapid routes and provide premium, frequent service with more stops along the route. Routes in this category include the 1, 7, 8, 14, 22, 24, 28, 30, 38, and 49.
- **Grid:** These citywide routes combine with the Rapid and frequent routes to form an expansive core grid system that lets customers get to their destinations with no more than a short walk or a seamless transfer. These routes do not typically have the all-day heavy demand we see on the Rapid or Frequent networks and typically operate less frequently than Rapid Network routes. Routes in this category include the 2, 5, 6, 9, 12, 15, 18, 19, 21, 23, 27, 29, 31, 33, 43, 44, 45, 48, and 54.
- **Connector:** These bus routes predominantly circulate through San Francisco's hillside residential neighborhoods, filling in gaps in coverage and connecting customers to major transit hubs. Routes in this category include the 25, 35, 36, 37, 39, 52, 55, 56, 57, 58, 66 and 67.
- **Specialized:** These routes augment existing service during specific times of day to serve a specific need or serve travel demand related to special events. They include AM and PM commute service. Routes in this category include the 1X, 30X, 8AX and 8BX.
- **Historic:** These routes include our historic street cars and cable car routes. They have the added complexity of serving citywide residents, as well as high numbers of tourists. Routes in this category include the F, California Cable Car, Powell/Hyde Cable Car, and Powell/Mason Cable Car.
- **Owl:** These routes operate overnight between the hours of 12am and 5am and are made up of segments of daytime routes 5, 24, 44, 48 and full routes running owl service including 14, 22, 25, 38, L, and N. Special owl routes include the 90 Owl and 91 Owl.

Disparate Impact and Disproportionate Burden

Results of the service monitoring exercises were evaluated based on SFMTA's Title VI Policies for disparate impact and disproportionate burden. These policies were developed in response to Circular 4702.1B. After an extensive multilingual public outreach process, the SFMTA Board of Directors approved these policies on August 20, 2013.

- Disparate Impact Policy determines the point (threshold) when adverse effects of fare or service changes are borne disparately by minority populations. Under this policy, a fare change, or package of changes, or major service change, or package of changes, will be deemed to have a disparate impact on minority populations if the difference between the percentage of the minority population impacted by the changes and the percentage of the minority population system-wide is eight percentage points or more. Packages of major service changes across multiple routes will be evaluated cumulatively and packages of fare increases across multiple fare instruments will be evaluated cumulatively.
- Disproportionate Burden Policy determines the point when adverse effects of fare or service changes are borne disproportionately by low-income populations. Under this policy, a fare change, or package of changes, or major service change, or package of changes, will be deemed to have a disproportionate burden on low-income populations if the difference between the percentage of the low-income population impacted by the changes and the percentage of the low-income population system-wide is eight percentage points or more. Packages of major service changes across multiple routes will be evaluated cumulatively and packages of fare increases across multiple fare instruments will be evaluated cumulatively.

If the performance on a minority route was more than eight percent worse than the performance on a non-minority route in its same service category, a disparate impact finding would have been made. Likewise, if the performance on a low-income route in its same service category was more than eight percent worse than the performance on a non-low-income route than a disproportionate burden finding would have been made.

Monitoring Results

The overall results from the service monitoring were positive. No disparate impacts were found for minority populations and no disproportionate burdens were found for people who live in low-income households.

- **Vehicle Loads** — This standard evaluates whether or not we have enough scheduled service on our routes and is evaluated during the AM and PM peak periods. For most route service categories and classifications, minority and low-income routes generally performed slightly better than non-minority and non-low-income routes. The Muni Metro, Rapid and Frequent minority and low-income routes performed the same or better in the AM peak and PM peak compared to non-minority and non-low-income routes in

the same service category. Specialized minority and low-income routes performed significantly better in the AM peak compared to non-minority and non-low-income routes. Since the differences in the percentage of trips over capacity in the AM and PM peak is not 8% or more for each service category for both minority and low-income classified routes, no disparate impact or disproportionate burden was found.

- **On-Time Performance** — This standard was evaluated using service gaps for Muni Metro, Rapid, Frequent, Grid, Historic and Specialized routes and schedule adherence for Connector and Owl Routes. For Muni Metro, Rapid, Frequent, Grid and Specialized routes, on average minority and low-income classified routes in this category were closer to the standard of less than 14% gaps. For Connector and Owl routes, the average OTP regardless of route classification was well below the 85% standard. In the analysis, Muni Metro, Rapid, Frequent routes for low-income routes were identified as having relatively lower OTP compared to non-low-income routes. The agency will continue to monitor these findings to ensure equitable service. Since the difference in percentages for all other minority and non-minority and low income and non-low-income route classifications is 8% or less, no disparate impact or disproportionate burden was found.
- **Policy Headways** – Minimum headways are defined for specific times of day for each service category based on the SFMTA’s service standards. Minimum headways are intended to provide customers with a base level of service regardless of how heavily the route is used. Many routes have frequencies that exceed the minimum policy headways because demand warrants more service to avoid crowding. Different service categories have different minimum headways based on the role they play in the network. For example, routes that provide service in low density hilltop neighborhoods have less frequent minimum policy headways than routes that go through denser neighborhoods. The summer 2025 schedule (effective June 21, 2025) was used to analyze minimum headways during each of the time periods specified in the standards on weekdays and weekends per service category. For each time period of the day, each route was marked if it met or did not meet the standard for its category and time period. For both the minority and low-income classified route monitoring exercise, the total time periods that met the standards for each route by service category were added together to provide the percentage of time periods that met the standards for each service category and classification. Connector route headways met SFMTA’s standards for both route classifications. Muni Metro, Rapid and Frequent routes met the minimum headway about 93% of the time for minority routes compared to 85% for non-minority routes and 84% of the time for low-income routes compared to 90% for non-low-income routes. Grid minority routes met the minimum headways at a higher rate than non-minority routes and for a lower rate for low-income routes.
- **Service Coverage** – This metric evaluates how easy it is for residents to access Muni Service. All currently active transit stops (as of Summer 2025) in the City and County of San Francisco were mapped using Geographic Information Systems (GIS) software and a quarter mile buffer was added around each stop. The area covered by the buffer was

calculated in relation to the total area of San Francisco. The buffered area was also calculated in relation to the total residential area as defined by land use in San Francisco. The SFMTA currently operates over 60 routes which combined provide transit service within a convenient walking distance of most locations within San Francisco. Muni routes connect all of San Francisco's residential neighborhoods and commercial corridors. Overall, 92% of San Francisco is within a quarter of a mile of a Muni bus or rail stop and 100% of residential areas are within a quarter of a mile of a Muni bus or rail stop.

- **Vehicle Assignment** – The SFMTA policy is to assign vehicles in a neutral manner that considers technical criteria including peak load factors, route type, physical route characteristics such as street widths and grades, required headways, vehicle availability and transit operator availability. SFMTA vehicle assignment policy was developed to ensure that older vehicles are not concentrated in communities with a larger proportion of minority and low-income populations. Currently, the SFMTA's transit fleet is entirely fossil fuel free and low or no-emissions. However, this report continues to analyze average age of fleet for consistency with past reports. In order to determine distribution of vehicles by division each route was sorted by division and route classification. For both the minority and low income classified routes, the total number of routes in each classification category at the division was divided by the total number of routes at the division. The minority and low-income route distribution of each division was compared to the average fleet age at the division. Flynn, Islais Creek, and Green/MME Divisions have the highest proportion of minority routes of all the divisions. A total of 57% of the routes operating from Flynn, 60% of the routes operating from Islais Creek and 50% of the routes operating from Green/MME are minority routes. Kirkland, Potrero, and Islais Creek Divisions meanwhile have the highest share of low-income routes with 60%, 80%, and 80% of routes at those divisions being categorized as low-income, respectively. As previously mentioned, the SFMTA has the greenest fleet of any large transit agency in North America. For the rubber-tire fleet, the average age is roughly eight years except for the Woods and Islais Creek Divisions with an average age of more than nine years. Woods does have a high percentage of low-income routes, but the fleet age is due to this Division being the first targeted for replacement at the start of SFMTA's current fleet replacement cycle. Woods also has a mixed fleet, including a small number of 32-foot coaches that has almost been completely replaced. The light rail fleet is reducing in age with an average age of 21 years in 2016 to a current (September 2025) average age of less than 4 years. SFMTA has undergone a replacement of the entire LRV fleet, resulting in the substantial decrease in average vehicle age. The Cable Car and Geneva Divisions vehicle age varies due to the historic nature of the service and as a result, the average age is not valuable for comparison. No disparate impact or disproportionate burden was found with vehicle assignments.
- **Transit Amenities** – "Transit amenities" refer to items of comfort, convenience, and safety that are available to the general riding public and, for Title VI purposes, the siting of which is within the jurisdiction of the SFMTA. This metric evaluates how equitably

transit amenities are distributed throughout the system. To the extent location and distribution of a particular transit amenity are within the control of the SFMTA, it is agency policy that amenities are distributed throughout the transit system so that all customers have equal access to these amenities, without regard to race, color, national origin or income status. All transit amenities listed immediately below are within the control of the SFMTA and no disparate impacts or disproportionate burdens were found:

- **Stop IDs, Stop Markings, and Flags:** All transit stops regardless if they are in minority or low-income census block groups have a unique five digit stop identification number that can be used by customers to access real-time vehicle arrival predictions and information about planned service changes. Most stops also include a stop marking, such as a painted pole with the route number or a flag sign indicating stop location. The SFMTA has designed a new flag sign and is currently rolling out installation of them at all surface stops in the Muni system.
- **Amenities at Underground Metro Rail Stations:** All Metro Rail Stations are equipped with the following amenities regardless of minority or low-income routes:
 - Street-level and platform-level elevators and escalators
 - System maps
 - Real-time vehicle arrival time and destination information
 - Automated voice information system
 - Agents who can provide information and assistance to customers

The siting of transit shelters (and real-time vehicle arrival information displays, which are installed in shelters with power) is subject to an approval process controlled by San Francisco Public Works and therefore, pursuant to the FTA Circular, is not included in the above Title VI analysis. It should be noted that outside of Title VI requirements, the SFMTA's goal is to have shelters at all stops within the Muni system and prioritizes stops with more than 125 boardings per day.

STAKEHOLDER ENGAGEMENT

The SFMTA conducts extensive outreach to develop policies and procedures related to our Title VI program. For example, an extensive, multilingual outreach campaign was used to update the Public Participation Plan and Language Assistance Plan, two Title VI Program requirements, including in-language Community Conversations, CBO Leadership Interviews and administration of a multilingual (11-language) Public Participation and Language Assistance Survey. In addition, detailed outreach activities and incorporation of feedback received is described in fare and service equity analyses that were conducted from 2022-2025 and are attached to the 2025 Title VI Program Update. The CAC was briefed on the 2025 Title VI Program Update, as well as the monitoring results, at their October 2, 2025 meeting. The Muni Equity Working Group was briefed at their meeting on October 23, 2025.

PAGE 10.

ALTERNATIVES CONSIDERED

The approval of the Board of Directors of the SFMTA's 2025 Title VI Program Update is required by the FTA and therefore no other alternatives were considered.

FUNDING IMPACT

The 2025 Title VI Program and system-wide monitoring of service standards and policies have no funding impact.

ENVIRONMENTAL REVIEW

On October 10, 2025, the SFMTA, under authority delegated by the Planning Department, determined that the 2025 Title VI Program Update is not defined as a "project" under the California Environmental Quality Act (CEQA) pursuant to Title 14 of the California Code of Regulations Sections 15060(c) and 15378(b).

A copy of the CEQA determination is on file with the Secretary to the SFMTA Board of Directors and is incorporated herein by reference.

OTHER APPROVALS RECEIVED OR STILL REQUIRED

None. The City Attorney's Office has reviewed this report.

RECOMMENDATION

Approve the SFMTA's 2025 Title VI Program Update pursuant to the Federal Transit Administration's (FTA) Circular 4702.1B issued on October 1, 2012, which includes the results of the 2025 Service Monitoring Program conducted by the SFMTA's Transit Division where no findings of disparate impact or disproportionate burden were found.

SAN FRANCISCO
MUNICIPAL TRANSPORTATION AGENCY
BOARD OF DIRECTORS

RESOLUTION No. _____

WHEREAS, Title VI of the Civil Rights Act of 1964 addresses discrimination in almost all aspects of public services and programs administered or funded by the federal government in the United States, such as SFMTA's public transit service; and,

WHEREAS, The SFMTA receives federal funds through the Federal Transit Administration (FTA) and is required to have in place a Title VI program that ensures that the level and quality of public transportation service is provided in a nondiscriminatory manner, promotes full and fair participation in public transportation decision-making without regard to race, color, or national origin, and ensures meaningful access to transit-related programs and activities by persons with limited English proficiency; and,

WHEREAS, The FTA's updated Title VI Circular (FTA C 4702.1B), issued on October 1, 2012, requires that the SFMTA Board of Directors approve SFMTA's Title VI Program Update and Appendices and the results of the SFMTA's 2025 Service Monitoring Exercise Service Standards and Policies Monitoring Program; and,

WHEREAS, As part of FTA's Title VI Program requirements, SFMTA must submit the 2025 Title VI Program Update and Appendices, including the results of the Service Standards and Policies Monitoring Program to the FTA every three years; and,

WHEREAS, On October 10, 2025, the SFMTA, under authority delegated by the Planning Department, determined that the 2022 Title VI Program Update is not defined as a "project" under the California Environmental Quality Act (CEQA) pursuant to Title 14 of the California Code of Regulations Sections 15060(c) and 15378(b); and,

WHEREAS, A copy of the CEQA determination is on file with the Secretary to the SFMTA Board of Directors and is incorporated herein by reference; and,

WHEREAS, The Service Standards and Policies Monitoring Program compares the level of transit service and performance on routes heavily used by minority populations and people who live in low-income households compared to routes with lower usage by minority populations and people who live in low-income households to ensure service equity; and

WHEREAS, If a disparate impact or disproportionate burden is found, SFMTA shall consider alternatives to avoid, minimize, or mitigate the impact in order to take corrective action to remedy the disparity to the greatest extent possible and shall discuss the identified impacts and proposed actions in the 2025 Title VI Program Update; and,

WHEREAS, The 2025 Service Monitoring Exercise evaluated Muni's service standards for vehicle load, on-time performance, policy headway, and service coverage and did not identify any

disparate impacts or disproportionate burdens; and,

WHEREAS, The 2025 Service Monitoring Exercise evaluated Muni's service policies for vehicle assignment and transit amenities, the location of which SFMTA has control, and did not identify any disparate impacts or disproportionate burdens; now, therefore, be it

RESOLVED, That the San Francisco Municipal Transportation Agency Board of Directors approves the SFMTA's 2025 Title VI Program Update, and has considered and approved the results of the required system-wide monitoring of service standards and policies conducted by SFMTA's Transit Division.

I certify that the foregoing resolution was adopted by the San Francisco Municipal Transportation Agency Board of Directors at its meeting of November 4, 2025.

Secretary to the Board of Directors
San Francisco Municipal Transportation Agency

Title VI Program

2025 Title VI Program Update
San Francisco Municipal Transportation Agency
(SFMTA)

DECEMBER 2025



Table of Contents

1	INTRODUCTION	5
2	GENERAL REQUIREMENTS	6
2.1	<i>Title VI Notice to the Public.....</i>	<i>6</i>
2.2	<i>Title VI Complaint Procedures and Complaint Form</i>	<i>6</i>
2.3	<i>Summary of Title VI Investigations, Complaints, and Lawsuits.....</i>	<i>8</i>
2.4	<i>Public Participation Plan.....</i>	<i>8</i>
2.5	<i>Language Assistance Plan.....</i>	<i>9</i>
2.6	<i>Membership of Transit Related Non-Elected Committees and Councils.....</i>	<i>9</i>
2.7	<i>Subrecipient Assistance and Monitoring Procedures.....</i>	<i>12</i>
2.8	<i>Determining Site or Location of Facilities Equity Analyses.....</i>	<i>13</i>
2.9	<i>Documentation of Title VI Program Approval by SFMTA Board of Directors.....</i>	<i>14</i>
3	TRANSIT REQUIREMENTS	15
3.1	<i>System-wide Service Standards and Policies.....</i>	<i>15</i>
i.	<i>Service Standards.....</i>	<i>17</i>
ii.	<i>Service Policies.....</i>	<i>21</i>
3.2	<i>Demographic Analysis of Service Area</i>	<i>25</i>
3.3	<i>Customer Demographics and Travel Patterns.....</i>	<i>35</i>
3.4	<i>Major Service Change, Disparate Impact, and Disproportionate Burden Policies.....</i>	<i>35</i>
i.	<i>Major Service Change Policy.....</i>	<i>35</i>
ii.	<i>Disparate Impact Policy.....</i>	<i>36</i>
iii.	<i>Disproportionate Burden Policy.....</i>	<i>37</i>
iv.	<i>Adverse Effect</i>	<i>37</i>
v.	<i>Public Outreach Process.....</i>	<i>38</i>
vi.	<i>Board Resolution.....</i>	<i>39</i>
3.5	<i>Service Monitoring.....</i>	<i>39</i>
i.	<i>Service Standards.....</i>	<i>43</i>
ii.	<i>Service Policies.....</i>	<i>51</i>
iii.	<i>Equity Evaluation: Fare and Service Change Equity Analyses.....</i>	<i>54</i>
	<i>Appendices.....</i>	<i>56</i>



Tables

Table 1: Demographic Breakdown of Transit-Related, Non-Elected Committees and Councils Membership	12
Table 2 On-Time Performance Standards by Service Category	17
Table 3 Service Span Standard by Service Category	18
Table 4 SFMTA's Weekday Policy Headways.....	18
Table 5 SFMTA's Weekend Policy Headways	18
Table 6 SFMTA's Stop Spacing Standards.....	19
Table 7 Passenger Load Standards – Bus	20
Table 8 Load Factors by Vehicle Type – Rail	21
Table 9 Vehicle Types by Fleet Facility.....	21
Table 10 Distribution of Transit Amenities	24
Table 11 2023 Federal Poverty Guidelines by Household Size	26
Table 12 Route Classifications Based on 2025 Muni Onboard Survey	40
Table 13 Weekday Trips Over Capacity per AM Peak (6-9am) for Minority v. Non-Minority Routes	44
Table 14 Weekday Trips Over Capacity per PM Peak (4-7pm) for Minority v. Non-Minority Routes.....	44
Table 15 Weekday Trips Over Capacity per AM Peak (6-9am) for Low-Income v. Non-Low-Income Routes	44
Table 16 Weekday Trips Over Capacity per PM Peak (4-7pm) for Low-Income v. Non-Low-Income Routes	44
Table 17 On-Time Performance for Minority v. Non-Minority Routes.....	45
Table 18 On-Time Performance for Low-Income v. Non-Low-Income Routes	46
Table 19 Policy Headway Compliance for Minority v. Non-Minority Routes	47
Table 20 Policy Headway Compliance for Low-Income v. Non-Low-Income Routes.....	47
Table 21 Service Coverage.....	48
Table 22 Vehicle Type and Age for Minority Routes	52
Table 23 Vehicle Type and Age for Low-Income Routes	52
Table 24 Transit Shelters in Minority and Low-Income Census Block Groups	53
Table 25 Real Time Displays at Minority and Low-Income Stops	54

Maps

Map 1 SFMTA Transit Services and Location of Facilities	27
Map 2 Basemap of Service Area	28
Map 3 Minority Census Block Groups in Service Area.....	29
Map 4 Transit Access to Minority Census Block Groups.....	30
Map 5 Low-Income Census Block Groups in Service Area	31
Map 6 Transit Access to Low-Income Census Block Group	32
Map 7 SFMTA's 5-Year Plan Projects and Minority Census Block Groups	33
Map 8 SFMTA's 5-Year Plan Projects and Low-Income Census Block Groups.....	34
Map 9 Service Availability	50



APPENDICES

Appendix A	Title VI Public Notice
Appendix B	Title VI Complaint Form
Appendix C	Summary of Title VI Complaints
Appendix D	Public Participation Plan
Appendix E	Summary of Major Public Participation Activities
Appendix F	Language Assistance Plan
Appendix G	SFMTA Board of Directors Resolution for 2025 Title VI Program Approval
Appendix H	SFMTA Board of Directors Resolution Accepting Major Service Changes, Disproportionate Burden, And Disparate Impact Policies (August 20, 2013)
Appendix I	Fare and Major Service Change Equity Analyses
Appendix J	Service Monitoring – Vehicle Loads
Appendix K	Service Monitoring – On-Time & Headway Performance
Appendix L	Service Monitoring – Policy Headways

1 INTRODUCTION

Established by voter proposition in 1999, the SFMTA, a department of the City and County of San Francisco, operates the Municipal Railway (Muni), parking, traffic, bicycling, walking and taxis within the City and County of San Francisco. Founded in 1912, Muni is one of the oldest transit systems in the world and across five modes of transit, Muni is the largest transit system in the Bay Area. Prior to the pandemic, Muni provided 78 routes throughout the City and County of San Francisco, which served over 700,000 weekday daily rides and over 220 million rides per year. In early 2020, the COVID-19 pandemic significantly impacted ridership and transit services were reduced due to operational resources. Since then, the SFMTA has restored almost all routes and is serving more than 160 million rides per year, including approximately 500,000 on the average weekday. Weekend ridership is consistently more than 90% recovered, with 350,000 daily rides on a typical weekend day. The Muni fleet is unique and includes historic streetcars, renewable diesel electric hybrid buses and electric trolley coaches, light rail vehicles, paratransit cabs and vans, and the world-famous cable cars.

The SFMTA's mission is to connect San Francisco through a safe, equitable, and sustainable transportation system. This mission statement complements the goals and mandates of Title VI of the Civil Rights Act of 1964. Section 601 of Title VI mandates that "no person in the United States shall, on the base 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 Assistance from the Federal Transit Administration (FTA)."

Through its policies and programs, the SFMTA is committed to providing quality transit service for all customers, regardless of race, color, or national origin. Proof of this commitment is evident in coverage of service (the majority of San Francisco residents live within a short walk of a Muni stop), frequency of service and transit amenities that SFMTA customers enjoy. The SFMTA also has several measures in place to provide language accessibility to its programs and services for its limited-English proficient customers.

As a recipient of federal funds, the SFMTA is required to submit an updated Title VI Program to the Federal Transit Administration (FTA) every three years. The SFMTA's 2025 Title VI Program is due to the FTA by December 1, 2025, and provides an update to the SFMTA's 2022 Title VI Program. The program update details the SFMTA's compliance with both the "General Requirements" (Section 1) and "Program-Specific Requirements" (Section 2), as required by FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients." As required, the SFMTA incorporates the terminology and definitions regarding race and income status contained in FTA C 4702.1B for the purposes of this update and recognizes more commonly accepted terminology outside of these requirements.

2 GENERAL REQUIREMENTS

This chapter includes the following general requirements that must be fulfilled under the FTA Title VI program:

- 2.1 Title VI Notice to the Public
- 2.2 Title VI Complaint Procedures and Complaint Form
- 2.3 Summary of Title VI Investigations, Complaints and Lawsuits
- 2.4 Public Participation Plan
- 2.5 Language Assistance Plan
- 2.6 Membership of Transit Related Non-Elected Committees and Councils
- 2.7 Subrecipient Assistance and Monitoring
- 2.8 Determining Site or Location of Facilities Equity Analyses
- 2.9 Documentation of Title VI Program Approval by SFMTA Board of Directors

2.1 Title VI Notice to the Public

As required, the SFMTA posts Title VI notices in all required “Safe Harbor” languages, the languages spoken by 1,000 or more individuals in the City and County of SF based on ACS 2019-2023 Five-Year Survey data who report speaking English “less than very well” and includes information on non-discrimination on the basis of race, color or national origin. The notice also informs the public where to find further information, how to file a Title VI complaint and the availability of free language assistance. Based on the Five-Year survey data, the following languages meet the “Safe Harbor” threshold: Chinese, Spanish, Filipino, Russian, Vietnamese, Korean, Japanese, French and Arabic.

The notices are located at www.sfmta.com, posted in SFMTA’s offices with public access, at the paratransit broker’s office and in paratransit vans, and on public information materials, as appropriate and as space allows. Title VI language is also included on some of the agency’s maps, where space allows. Please see Appendix A for a copy of SFMTA’s multilingual Title VI notice, which includes the following language: “The SFMTA does not discriminate on the basis of race, color or national origin. For more information or to file a complaint, visit SFMTA.com or contact 311.”

2.2 Title VI Complaint Procedures and Complaint Form

As a general compliance requirement, the SFMTA is required to post a Title VI complaint form and complaint procedures that instruct the public on how to file a Title VI discrimination complaint, taking into account the language needs of its customers.

Below are SFMTA’s Title VI Complaint Procedures, which are consistent with guidelines found in the Federal Transit Administration’s Circular 4702.1B, dated October 1, 2012:

- The San Francisco Municipal Transportation Agency (SFMTA) is committed to operating its programs and services without regard to race, color or national origin in accordance with Title VI of the Civil Rights Act of 1964.
- Any customer who feels discriminated against as an individual or as a member of a specific group on the basis of race, color or national origin, may file a complaint with the SFMTA and/or the Federal Transit Administration (FTA) within 180 calendar days of the alleged incident. Free language assistance and further information on how to file a Title VI complaint is available 24 hours a day, seven days a week through San Francisco's multilingual 311 Telephone Customer Service Center.
- Title VI Complaint Forms and information on how to file a Title VI complaint are available in English and all languages that meet the Safe Harbor threshold of 1,000 or more LEP individuals within the service area for whom English is not their primary language and who have a limited ability to read, speak, write or understand English on the SFMTA's website at <https://www.sfmta.com/about-us/contact-us/title-vi-discrimination-and-complaints>. Complaint forms in the appropriate language, along with instructions, are also mailed or emailed to customers alleging discrimination on the basis of Title VI. (Please see Appendix B for SFMTA's Title VI Complaint Form)
- Once a complaint is received, the SFMTA will review it to determine if the agency has jurisdiction. If the SFMTA does not have jurisdiction, the complainant will be notified.
- An investigation will begin on the day the SFMTA Title VI Complaints Manager receives the complaint and will generally be completed within 60 days. If more information is needed to resolve the complaint, the SFMTA will contact the complainant to request additional information if contact information is provided. Once the SFMTA has completed its investigation, the SFMTA will issue letters depending on the outcome of the investigation. For complaints found to have merit, the complainant will receive a letter indicating that appropriate action was taken. If the complaint was found to be without merit, a letter is issued stating that no violation was found based on Title VI. Complainants are advised how to contact the SFMTA if they have questions or further information to provide, as well as how to appeal the decision. If the SFMTA employee is unable to be identified, the complainant is notified and advised to provide any additional information. The complainant will have 14 calendar days from the date of the letter to appeal if the complaint is determined to be without merit. Instructions and contact information for filing an appeal are included in the letter. All appeals are decided by the Director of Transportation or his/her designee.

Title VI Complaint Forms can be submitted as follows:

U.S. Mail:

San Francisco Municipal Transportation Agency (SFMTA)
ATTN: Title VI Complaints
One South Van Ness Avenue, 7th Floor
San Francisco, CA 94103
Email: TitleVIComplaints@sfmta.com

Complaints can also be submitted directly to the FTA at the following address:

Federal Transit Administration
Office of Civil Rights
1200 New Jersey Avenue SE
Washington, D.C. 20590

Customers can contact San Francisco’s multilingual Telephone Customer Service Center, which is open 24 hours a day/7 days a week/365 days a year, for more information and free language assistance in over 100 languages:

Voice within San Francisco: 311
Voice, outside San Francisco: 415.701.2311
TTY: 415.701.2323

2.3 Summary of Title VI Investigations, Complaints, and Lawsuits

For the timeframe of this Program Update, there were no Title VI lawsuits. Pursuant to FTA guidance, Appendix C includes a summary of complaints received during the timeframe of this report, including the date the complaint was received, a summary of the allegation(s), the status of the complaint and outcome of the investigation.

2.4 Public Participation Plan

As part of its overall Title VI Program, the SFMTA is required to have an established public participation plan (or process) that explicitly describes the proactive strategies, procedures and desired outcomes of its public participation activities. The purpose of the SFMTA’s 2025 Public Participation Plan (PPP) (Appendix D) is to provide a framework of options and strategies from which to guide a customized, systematic and strategic public involvement approach that seeks out and considers the viewpoints of the general public and other community members in the course of conducting public outreach and involvement activities. Of particular importance are those methodologies that specifically address linguistic, institutional, cultural, economic, historical or other barriers that may be preventing minority, low-income and limited-English proficient (LEP) populations from participating effectively in the SFMTA’s decision-making process. The PPP also reflects and reinforces the primary goal of the SFMTA’s public involvement activities: to offer early and continuous opportunities for the public to learn about a particular project or initiative while meeting the

particular needs of the groups being presented to, such as language assistance, schedule or location accommodations, in order to maximize their involvement in the identification of social and economic and impacts of proposed transportation decisions. The PPP was informed by an extensive data collection effort, which included a multilingual (11-language) Public Participation and Language Assistance Survey, Community-Based Organization Leader interviews and both English and in-language Community Conversations held throughout San Francisco. As required, please see Appendix E for summary examples of public participation outreach and engagement activities conducted during the timeframe of this report.

2.5 Language Assistance Plan

Pursuant to FTA guidance, the SFMTA must take reasonable steps to ensure meaningful access to the benefits, services, information and other important portions of its programs and activities for individuals who are limited-English proficient (LEP). The SFMTA's 2025 Language Assistance Plan (LAP) provides the results of the required Four-Factor Analysis and details its language access policies and methods. The goal of the LAP is to provide language assistance to persons with limited-English proficiency in a competent and effective manner, to help ensure that SFMTA's services are safe, reliable, convenient and accessible to LEP customers. Please see Appendix F for a copy of the SFMTA's 2025 Language Assistance Plan, which was informed by in-language Community Conversations in English, Spanish, Chinese, Filipino and Vietnamese, the results of a multilingual Public Participation and Language Assistance Survey that received over 7300 responses, Community-Based Organization leadership interviews and federal, state and local data.

2.6 Membership of Transit Related Non-Elected Committees and Councils

As part of its Title VI Program submission to the FTA, the SFMTA must provide a table depicting the racial breakdown of the membership of any transit-related, non-elected planning boards, advisory councils or committees for which SFMTA selects the full membership. During the timeframe of this report, the SFMTA had the following transit-related, non-elected citizen committees for which it selected the full membership: the Youth Transportation Advisory Board (YTAB), the Geary Community Advisory Committee and the Muni Equity Strategy Working Group. Please see descriptions below of each advisory group and Table 1 below for the required membership specifics.

SFMTA Youth Transportation Advisory Board (YTAB)

The purpose of the Youth Transportation Advisory Board (YTAB) is to elevate the lived experiences of young people from across the city of San Francisco to better inform the SFMTA's policies and practices. Duties and functions include identifying the unmet needs of San Francisco's children and youth through examining the existing services, practices, and budgets of the SFMTA; design and conduct outreach to youth and their communities on SFMTA services and projects to learn from underrepresented groups and begin addressing gaps in dialogue; and to develop and deliver recommendations to staff and the Director of Transportation to support or improve SFMTA services. Youth Transportation Advisory Board (YTAB) members are chosen annually with the process starting in early Spring to the end of Summer.

In March outreach to schools and community-based organizations begins as flyers are distributed as well and in person resource fairs and other outreach events are attended. From this outreach, high school aged youth who either live in or attend school in San Francisco are encouraged to apply. Application deadline is typically aligned with the end of the San Francisco Unified School District's (SFUSD) academic year.

Applications to the program are scored by at least two SFMTA staff based on the applicant's future goals in public service and alignment with the SFMTA's organizational values. The rubric for the application changes yearly. The top 50% of applicants will be asked to interview. The interviewees are then scored based on their interest in public service, interest in public transportation, equity, community service experience, and teamwork skills. There are at least three SFMTA staff interviewers per applicant and an average score is created for each interviewee. The members are chosen by taking the highest scoring applicants. The new cohort starts in the early part of SFUSD's academic year.

Geary Community Advisory Committee

The purpose of the Geary Community Advisory Committee (CAC) is to provide feedback and guide decisions related to the design, construction and implementation of the two Geary BRT projects (both Phase 1, the Geary Rapid Project, and Phase 2, the Geary Boulevard Improvement Project). The Committee also serves as a conduit to the communities they represent, sharing information with and collecting feedback from their communities. The Geary CAC consists of representatives from neighborhoods along the entire project corridor: Inner Richmond, Western Addition/Pacific Heights, Fillmore/Japantown, Nob Hill/Chinatown, Tenderloin, and Union Square. The diverse membership brings to the table, citywide, neighborhood, business, transportation, commuter, advocacy and planning interests.

Announcements for vacant positions are posted on the website, advertised through social media, email contact lists, phone calls, and shared with Community Based Organizations (CBOs) to recruit members. The initial member recruitment also included print announcements posted along the Geary corridor. If members of the public are interested in participating in the Geary CAC, they are asked to forward a letter of interest and background information or a resume to the project team. Applications are chosen by a selection committee comprising project and non-project staff.

Muni Equity Working Group

The Muni Equity Working Group was established in 2014 and re-established in 2023 to inform and guide the SFMTA Muni Service Equity Strategy. The Muni Service Equity Strategy focuses on improving Muni performance in San Francisco neighborhoods with high percentages of households with low incomes and people of color. The neighborhoods were selected based on the percentage of households with low incomes compared to the city as a whole; neighborhoods that had lower private vehicle ownership than the city average; and race and ethnicity demographics that identified a higher percentage of minority residents than the citywide average. As part of the analysis, SFMTA staff also identified the top 15 routes heavily used by seniors and people with disabilities by reviewing customer boarding data from Senior and Regional Transit Connection (RTC) Clipper Cards and public comments marked as "ADA" complaints from

San Francisco's non-emergency service provider, 311, to narrow down the transit lines that had high ridership.

The Muni Equity Working Group comprises up to 20 seats appointed by SFMTA staff. Invitations are extended to key subject matter experts to participate in each cohort to inform the discussion space and potential solutions. The membership of the Working Group reflects the diverse communities that make up San Francisco and its transportation system, as well as the agency's values. The membership includes those who have personal or professional experience in the neighborhoods identified in the Muni Service Equity Strategy based on the demographic data described above. Currently, these Equity neighborhoods are:

- Bayview
- Chinatown
- Mission
- Oceanview/Ingleside
- Outer Mission/Excelsior
- Tenderloin/SOMA
- Treasure Island
- Visitacion Valley
- Western Addition

The membership also includes individuals familiar with the experience of the transportation system through the perspective of:

- Youth
- Seniors
- People with disabilities
- Safety working group
- Off-peak or late-night travelers

As required by the FTA Circular, Table 1 below depicts the current composition of these groups, including full membership and number of vacancies as of September 30, 2025.

Table 1: Demographic Breakdown of Transit-Related, Non-Elected Committees and Councils Membership

Body	White	Hispanic or Latino	Black or African American	Asian American	American Indian and Alaska Native	Ethnically ambiguous/ two or more ethnicities
Population of City and County of San Francisco	44.6%	15.9%	5.7%	41.3%	0.4%	
Youth	4 members of 15 seats	0 members of 15 seats	1 member of 15 seats	8 members of 15 seats	0 members of 15 seats	2 members of 15 seats
Transportation Advisory Board						
Geary CAC	8 members out of 15 seats	0 members out of 15 seats	1 member out of 15 seats	6 members out of 15 seats	0 members out of 15 seats	
Muni Equity Strategy Working Group	2 members of 20 seats	4 members of 20 seats	3 members of 20 seats	4 members of 20 seats	1 member of 20 seats	

Source: 2019-2023 Five-Year Estimates U.S. Census American Community Survey (ACS).

2.7 Subrecipient Assistance and Monitoring Procedures

In accordance with 49 CFR 21.9(b), the San Francisco Municipal Transportation Agency (SFMTA) must provide assistance to, and monitor, their subrecipients to ensure that subrecipients are in compliance with the DOT Title VI regulations, as well as having in place monitoring procedures, which are detailed below. A “subrecipient” is an entity that receives Federal financial assistance from the FTA through a primary recipient, such as the SFMTA. As provided in FTA Circular 4702.1B, effective October 1, 2012, oversight responsibilities do not apply to subrecipients who are direct recipients of FTA funds, in which case the subrecipient/direct recipient reports directly to FTA.

SFMTA assists subrecipients in complying with DOT’s Title VI regulations, including the general reporting requirements, by providing:

- Sample notices to the public informing beneficiaries of their rights under DOT’s Title VI regulations, procedures on how to file a Title VI complaint, and the SFMTA’s Title VI complaint form;
- Sample procedures for tracking and investigating Title VI complaints filed with a subrecipient, and when the SFMTA expects the subrecipient to notify the SFMTA of complaints received by the subrecipient;
- Demographic information on the race and English proficiency of residents served by the subrecipient in order to assist the subrecipient in assessing the level and quality of service it provides to communities within its service area and in assessing the need for language assistance; and,
- Any other recipient-generated or obtained data, such as travel patterns, surveys, etc., that will assist subrecipients in complying with Title VI.

Subrecipient Monitoring Procedures:

In order to ensure that the SFMTA and its subrecipient are in compliance with Title VI requirements, the SFMTA will undertake any or all of the following monitoring activities, based on circumstances and as required: (1) conducting an initial meeting with the subrecipient to review the relevant portions of FTA Circular 4702.1B, including general and transit-specific reporting requirements, as applicable; (2) providing samples of SFMTA’s required notices, procedures and information that may be relevant to the subrecipient; (3) reviewing the subrecipient’s required documents, notices and other information for compliance with the requirements in FTA C 4702.1B; and (4) conducting regular meetings, phone calls, email check-ins and site visits, as necessary and as required once the subrecipient’s Title VI Program has been established to ensure continued compliance. The SFMTA will also establish a date/timeframe for collecting and reviewing for compliance purposes the subrecipient’s Title VI Program and will maintain a copy in electronic storage.

In addition, at the request of the FTA, in response to a complaint of discrimination, or as otherwise deemed necessary by the SFMTA, the SFMTA shall request that subrecipients who provide transportation services verify that their level and quality of service is provided on an equitable basis. Subrecipients that are fixed route transit providers are responsible for reporting as outlined in Chapter IV of FTA Circular 4702.1B. The SFMTA had no subrecipients during the timeframe of this report.

2.8 Determining Site or Location of Facilities Equity Analyses

As a recipient of federal funds and within the Title VI requirements, the SFMTA, in determining the site or location of facilities, must not make selections with the purpose or effect of excluding persons from, denying them the benefits of, or subjecting them to discrimination under any program to which this regulation applies, on the grounds of race, color, or national origin; or with the purpose or effect of defeating or substantially impairing the accomplishment of the objectives of the Act or this part.” Title 49 CFR part 21, Appendix C, Section (3)(iv) provides, “The location of projects requiring land acquisition and the displacement of persons from their residences and businesses may not be determined on the basis of race, color, or national origin.” Facilities included in this provision include, but are not limited to, storage facilities,

maintenance facilities, operations centers, etc.

In order for SFMTA to comply fully with the regulations, it must complete a Title VI equity analysis during the planning stages with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin. We must also engage in outreach to persons potentially impacted by the siting of facilities, utilizing as many of the outreach and feedback methods and strategies listed in the SFMTA's 2025 Public Participation Plan as are appropriate depending on project circumstances, which can include community meetings with appropriate language assistance; multilingual signage; posted information in the appropriate languages for the neighborhood/location/audience at SFMTA.com, accessible channels for collecting feedback, among other tools and communication channels as needed.

During the timeframe for the 2025 Title VI Program, no equity analyses for siting or location of facilities were required.

2.9 Documentation of Title VI Program Approval by SFMTA Board of Directors

SFMTA's 2025 Title VI Program Update was presented to the SFMTA Board of Directors on November 4, 2025 for review and approval. Please see Appendix G for a copy of the Board Resolution.

3 TRANSIT REQUIREMENTS

This chapter includes program-specific requirements that must be submitted by SFMTA as a fixed route transit provider that operates 50 or more fixed route vehicles in peak service and is located in an Urbanized Area (UZA) of 200,000 or more people. SFMTA's Title VI program includes the following content:

- System-wide Service Standards and Policies
- Demographic Analysis of Service Area (including Maps and Charts)
- Customer Demographics and Travel Patterns
- Major Service Change, Disparate Impact, and Disproportionate Burden Policies
- Service Monitoring Results:
 - Vehicle Load
 - On-time Performance
 - Policy Headways
 - Service Availability
 - Vehicle Assignment
 - Transit Amenities
- Equity Evaluation: Fare and Service Changes

3.1 System-wide Service Standards and Policies

Background

As a recipient of funds administered by the U.S. Department of Transportation through the Federal Transportation Administration (FTA), it is the policy of the San Francisco Municipal Transportation Agency (SFMTA) to effectuate Title VI of the Civil Rights Act of 1964 as amended by Title 49 CFR Section 21.5. It requires that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination in any program or activity which is federally funded. Prohibited practices include but are not limited to:

- Denying a person any service or benefit because of race, color, or national origin.
- Providing a different service or benefit or providing services or benefits in a different manner.
- Locating facilities in any way that would limit or impede access to a federally funded service or benefit.

As part of Title VI compliance and pursuant to FTA Circular 4702.1B, transit providers are required to set service standards and policies for the specific modes of service they provide. These standards and policies must address how service is distributed across the transit system and must ensure that the manner of the distribution affords all users access to assets, regardless of race, color or national origin. The SFMTA's monitoring program also takes into account income status, as included in FTA Circular 4702.1B. In order to comply with Title VI, the San Francisco Municipal Transportation Agency (SFMTA) has in place quantitative

system-wide service standards to guard against service design or operations decisions having disparate impacts. The SFMTA also has in place system-wide service policies to ensure service design and operations practices do not result in discrimination on the basis of race, color or national origin. Service policies differ from service standards in that they are not necessarily based on a quantitative threshold.

As stated earlier in this update and as required, the SFMTA incorporates the terminology and definitions regarding race and income status contained in FTA C 4702.1B for the purposes of this update and recognizes and utilizes more commonly accepted terminology outside of these requirements.

System-wide Service Categories

The SFMTA uses the following framework to organize its transit service:

- **Muni Metro & Rapid Bus:** These heavily used bus and rail lines form the backbone of the Muni system, with vehicles arriving frequently and transit priority enhancements along the routes. The Rapid network delivers speed and reliability whether customers are heading across town, or simply traveling a few blocks. Routes in this category include the J, K, L, M, N, T, 5R, 9R, 14R, 28R and 38R.
- **Frequent:** These routes may overlap with rapid routes and provide premium, frequent service with more stops along the route. Routes in this category include the 1, 7, 8, 14, 22, 24, 28, 30, 38, and 49.
- **Grid:** These citywide routes combine with the Rapid and frequent routes to form an expansive core grid system that lets customers get to their destinations with no more than a short walk or a seamless transfer. These routes do not typically have the all-day heavy demand we see on the Rapid or Frequent networks and typically operate less frequently than Rapid Network routes. Routes in this category include the 2, 5, 6, 9, 12, 15, 18, 19, 21, 23, 27, 29, 31, 33, 43, 44, 45, 48, and 54.
- **Connector:** These bus routes predominantly circulate through San Francisco's hillside residential neighborhoods, filling in gaps in coverage and connecting customers to major transit hubs. Routes in this category include the 25, 35, 36, 37, 39, 52, 55, 56, 57, 58, 66 and 67.
- **Specialized:** These routes augment existing service during specific times of day to serve a specific need or serve travel demand related to special events. They include AM and PM commute service. Routes in this category include the 1X, 30X, 8AX and 8BX.
- **Historic:** These routes include our historic street cars and cable car routes. They have the added complexity of serving citywide residents, as well as high numbers of tourists. Routes in

this category include the F, California Cable Car, Powell/Hyde Cable Car, and Powell/Mason Cable Car.

- **Owl:** These routes operate overnight between the hours of 12am and 5am and are made up of segments of daytime routes 5, 24, 44, 48 and full routes running owl service including 14, 22, 25, 38, L, and N. Special owl routes include the 90 Owl and 91 Owl.

i. Service Standards

SFMTA’s service standards draw from a variety of sources including the City Charter and the Transit Effectiveness Project (TEP), which was a comprehensive operational analysis that evaluated both the service design and the network role of each route. The SFMTA publishes its service standards in the Short-Range Transit Plan (SRTP), which is updated and issued every four years. Due to the pandemic, the 2022 SRTP prepared by the SFMTA followed a different format than previous years which did not include updated service standards. Service standards were last published in the 2020 SRTP. These standards address service coverage, on-time performance, service span, and policy headways for each route type and passenger loads for each vehicle size.

a. Service Availability

All residential neighborhoods in San Francisco should be within a quarter of a mile of a Muni stop.

b. On-Time Performance

Since 2020, the SFMTA has adopted a new way to manage service prioritizing headways instead of managing service to a fixed schedule. More frequent routes are managed by minimizing gaps in service since customers rarely consult a schedule for these services. Less frequent routes are still managed using a fixed schedule. These changes are reflected in how route performance is reported. On-time performance (OTP) is defined as schedule adherence for Connector and Owl routes. A service gap metric is used for the Muni Metro, Rapid, Frequent, Grid, Historic and Specialized routes with some exceptions. The F Market & Wharves is currently managed using a fixed schedule for operational reasons.

Table 2 On-Time Performance Standards by Service Category

OTP Metric	Service Category	OTP Method	OTP Standard
Service Gaps	Muni Metro*, Rapid, Frequent, Grid, Connector, Historic*, Specialized	% of observations with a service gap of five minutes above the scheduled headway	Less than 14% of observations with a service gap (headway adherence)

OTP Metric	Service Category	OTP Method	OTP Standard
Schedule Adherence	Connector, Owl	% of time points served within one minute early to four minutes late of the scheduled time	85% on-time (schedule adherence)

**The F Market & Wharves (Historic) is currently managed using a fixed schedule for operational reasons.*

c. Service Span

Muni service is planned to operate for the minimum number of hours based on the service category.

Table 3 Service Span Standard by Service Category

Service Category	Service Span Standard
Muni Metro, Rapid & Frequent Local	18 hours*
Grid	18 hours
Connector	Based on demand
Specialized	Based on demand
Historic	Based on demand
Owl	Late night service, generally between 12:00 am – 5:00 am (minimum 30-minute headways)

**Some rapid routes are replaced by local service during weekday late night service and on weekends.*

d. Policy Headways

The following are the minimum weekday and weekend headways for transit service established by service category. However, frequencies of individual routes may be higher based on demand.

Table 4 SFMTA’s Weekday Policy Headways

Service Category	Day	Evening	Late Night
Muni Metro, Rapid & Frequent Local	10	15	20
Grid	20	20	30
Connector	30	30	-
Specialized	Based on demand		
Historic	Based on demand		
Owl	30 min from 12:00 am – 5:00 am		

**Some rapid routes are replaced by local service during late night transit service.*

Table 5 SFMTA’s Weekend Policy Headways

Service Category	Day	Evening	Late Night
Muni Metro, Rapid & Frequent Local	12	15	20

Service Category	Day	Evening	Late Night
Grid	20	20	30
Connector	30	30	-
Specialized	Based on demand		
Historic	Based on demand		
Owl	30 min from 12:00 am – 5:00 am		

e. Stop Spacing

Guidelines for distances between stops were developed based on the different block lengths and grades on San Francisco streets. Placement of stops is based on a range of factors, including adjacent land uses, transfer opportunities, transit operations and site constraints.

Table 6 SFMTA's Stop Spacing Standards

Vehicle Type	Stop Spacing Standard
Rail (surface)*	Approximately 900 to 1,500 feet
Rapid Bus	Case-by-case, based on transfer points, adjacent land uses and usage
Local Bus	Approximately 800 to 1,360 feet on grades less than or equal to 10%; stops may be as close as 500 feet on grades over 10%.
Specialized	Case-by-case

* Rail technology limits operation to grades under 10 percent. Not applicable to Cable Car.

f. Passenger Loads

The SFMTA looks at the number of crowded trips when evaluating passenger loads. For the rail fleet, since most of the rail fleet is designed for mostly standing passengers, the agency considers higher load factors to be more acceptable.

Rubber-Tire Fleet Load Standards

In 2017 the SFMTA updated the rubber-tire load methodology to better align with industry standards and vehicle layouts. The updated methodology also takes into consideration San Francisco's dense urban area with relatively short trip lengths and all-door boardings. The average maximum load is calculated using 4.5 square feet per standing passenger and the crowding capacity is calculated assuming 3.0 square feet per standing passenger.



Table 7 Passenger Load Standards – Bus

Vehicle Type	Average Maximum Load		Crowding Capacity	
	Total Passengers	Load Factor	Total Passengers	Load Factor
32' Bus	33	1.40	38	1.60
40' Bus	44	1.45	51	1.65
60' Bus	69	1.55	81	1.85

Rail Load Standards

In 2019 the SFMTA revised the guidelines for evaluating passenger loads on rail vehicles. The planning capacity is calculated using 3.7 square feet per standing passenger and the crowding capacity is calculated assuming 2.7 square feet per standing passenger.

Table 8 Load Factors by Vehicle Type – Rail

Vehicle Type	Planning Capacity		Crowding Capacity	
	Total Passengers	Load Factor	Total Passengers	Load Factor
Light Rail Vehicle	139	2.3	168	2.8
Streetcar	69	2.1	82	2.5
Cable Car (Powell)	52	1.7	55	1.8
Cable Car (California)	60	1.7	63	1.8

ii. Service Policies

Service Policies have been developed for vehicle assignment and transit amenities.

a. Vehicle Assignment

Vehicle assignment refers to the process by which transit vehicles are placed into service throughout the SFMTA's system.

Prior to the pandemic, Muni provided transportation to about 700,000 passengers on an average weekday while generating less than 1% of citywide emissions. SFMTA's fleet is one of the greenest of any large transit agency in North America. Additionally, the fleet of rail and bus vehicles is among the most diverse in the world, with light rail vehicles, cable cars, historic streetcars, electric trolley coaches and hybrid electric motor coaches. Muni has modernized its rubber-tire fleet and is currently testing out battery electric vehicles to replace all hybrid-electric vehicles in the future, which includes planning facility upgrades with battery electric infrastructure. Muni has also recently completed an upgrade to its light rail fleet, increasing reliability, enhancing capacity and reducing emissions.

The SFMTA has five bus facilities, three rail facilities, and one cable car facility. The facilities are as follows:

Table 9 Vehicle Types by Fleet Facility

Fleet Facility	Vehicle Type(s)
Flynn Division	60-foot Motor Coaches (all hybrid-electric renewable diesel)
Islais Creek Division	60-foot Motor Coaches (all hybrid-electric renewable diesel)
Kirkland Division	40-foot Motor Coaches (all hybrid-electric renewable diesel)
Potrero Division	40-foot/60-foot Trolley Coaches (zero emissions)
Presidio Division	40-foot Trolley Coaches (zero emissions)

Fleet Facility	Vehicle Type(s)
Woods Division	32-foot/40-foot Motor Coaches (95% hybrid, 5% electric)
Green Division	Light Rail Vehicles (zero emissions)
Metro East Division	Light Rail Vehicles (zero emissions)
Beach Division	Historic Streetcars (zero emissions)
Cable Car Division	Cable Cars (zero emissions)

The SFMTA policy is to assign vehicles in a neutral manner that considers technical criteria including peak load factors, route type, physical route characteristics such as street widths and grades, required headways, vehicle availability and transit operator availability. Smaller 32-foot motor coaches are typically assigned to Connector routes that serve neighborhoods with steep grades, tighter turning radii and narrower clearances, as well as lighter passenger loads. The largest buses (60-foot articulated motor and trolley coaches) are typically assigned to routes serving major corridors carrying high passenger loads.

The SFMTA has both articulated motor coaches and trolley coaches available for service and has established the following evaluation criteria for determining whether articulated coaches should be assigned to a route:

- Articulated coaches will be deployed on routes if they can meet demand at equal or lower operating costs as compared to standard coaches
- Articulated coaches will be considered for routes that experience consistent crowding (i.e., the load factor exceeds the standard maximum during several 15-minute periods)
- Articulated trolley coaches are restricted to routes with grades that do not exceed 10 percent.

b. Transit Amenities

Transit amenities refer to items of comfort, convenience, and safety that are available to the general riding public. Pursuant to FTA C 4702.1B, Chapter IV-6(b)(1), fixed route transit providers must set a policy to ensure equitable distribution of transit amenities across the system and may have different policies for the different modes of service that are provided. Policies in this area address how these amenities are distributed within a transit system, and the manner of their distribution determines whether transit users have equal access to these amenities.

To the extent location and distribution of a particular transit amenity is within the control of the SFMTA, it is agency policy that amenities are distributed throughout the transit system so that all customers have equal access to these amenities, without regard to race, color, or national origin. As noted previously, although not an FTA requirement, the SFMTA also considers income status when assessing equal access. The primary types of stop amenities currently provided include basic informational amenities (which typically refers to signs or painted markings indicating the location of stops and providing information about lines serving stops) and amenities that enhance the waiting environment (such as transit shelters,

real-time vehicle arrival information displays and expanded boarding or seating areas). The SFMTA has decision-making authority over the siting of the above-named transit amenities with the exception of transit shelters (and real-time vehicle arrival information displays, which are installed in shelters with power), as siting of shelters is subject to an approval process controlled by the City's Department of Public Works. Below is a description of amenities and the SFMTA's standards for distributing said amenities system-wide.

Stop Markings and Flags - There are approximately 3,500 transit stops in the Muni service area. Every Muni transit stop should have a marking or sign indicating the route(s) that serve the stop. Stops may be marked by one or more of the following: painted on-street bus zones; painted red curbs along sidewalk bulb-outs; painted markings on street poles; painted markings on street surfaces; flag signage with the route information and hours of service; transit shelters with system maps and route information. In 2017 the SFMTA designed a new flag sign and is currently rolling out the installation of the new signs at every surface transit stop in the Muni system. The new designs include route number, hours of operation, destination and accessibility information.

Stop IDs - All transit stops have a unique five-digit stop identification number to be used by customers to access real-time vehicle arrival predictions and information about planned service changes. Real-time vehicle arrival predictions can be easily accessed by using the stop ID number and calling the City's 311 multilingual customer information line or accessing the information online via the NextBus website.

Transit Shelters and System Maps - The SFMTA has approximately 1,200 transit shelters distributed at transit stops throughout the Muni service area. In addition to providing weather protection, transit shelters include seating, transit system maps and lighting where power is available. Transit shelters are installed and maintained through a contract with Clear Channel Outdoor, Inc.

While the SFMTA can initiate the process to request new shelters, including providing supporting information, final siting approval resides with the City's Department of Public Works (DPW), which must issue an encroachment permit for installation. DPW takes into account environment constraints, such as, sidewalks that are too narrow to allow access required by Federal and State law, and sidewalk obstacles such as trees, fire escapes and hydrants and sub-sidewalk basements that can impact the installation of a shelter. In addition, the permit process requires either a public hearing or the consent of all fronting property owners within 100 feet of the proposed site. Objections can trigger denial of the permit.

Because it lacks decision-making authority over the siting of shelters, the SFMTA is not required to have a siting policy in place or to include them in their service monitoring exercise, but to the extent possible, the SFMTA strives to provide transit shelters in as many locations as possible system-wide to ensure that all customers benefit equally from their placement, with a goal of prioritizing shelters at all stops with more than 125 boardings per day.

Real-Time Arrival Predictions – Through the stop ID program, customers can access real-time arrival predictions at all stops by calling 311 or accessing predictions on-line. Additionally, over 700 locations have electronic informational displays that provide real-time vehicle arrival information to waiting customers. The shelters also include a Push-to-Talk system to read the real-time arrival information for those who are visually impaired. The light rail stations also have electronic informational displays that display real-time vehicle arrival information. Audio announcements are also made to accommodate the needs of customers with visual impairments. SFMTA’s goal is to install real-time displays at all stops with shelters but distribution is subject to availability of power at those locations.

Amenities at Underground Metro Rail Stations - It is policy that all of the SFMTA’s underground stations provide access between platforms, main station areas and streets via elevators and escalators. This provides access to persons with disabilities and others who may have difficulty using stairs. System maps and real-time vehicle-arrival time and destination information is provided by digital displays and an automated-voice information system. SFMTA underground stations are staffed by agents who can provide information and assistance to customers.

Table 10 Distribution of Transit Amenities

Route Type	Stop Markings and Flags	Stop IDs	Shelters and System Maps*	NextBus	Station
Muni Metro	All stops	All stops	Located throughout transit system with priority locations of a minimum of 125 boardings per day	At shelters where electricity is available	Underground rail only
Rapid & Local Frequent	All stops	All stops	Located throughout transit system with priority locations of a minimum of 125 boardings per day	At shelters where electricity is available	n/a
Grid	All stops	All stops	Located throughout transit system with priority locations of a minimum of 125 boardings per day	At shelters where electricity is available	n/a

Route Type	Stop Markings and Flags	Stop IDs	Shelters and System Maps*	NextBus	Station
Connector	All stops	All stops	Located throughout transit system with priority locations of a minimum of 125 boardings per day	At shelters where electricity is available	n/a
Specialized	All stops	All stops	Located throughout transit system with priority locations of a minimum of 125 boardings per day	At shelters where electricity is available	n/a
Owl	All stops	All stops	Located throughout transit system with priority locations of a minimum of 125 boardings per day	At shelters where electricity is available	n/a

* Due to space constraints, shelters on boarding islands typically do not include seating; most other SFMTA shelters do include seating. SFMTA does not typically provide standalone benches at transit stops.

3.2 Demographic Analysis of Service Area

The Muni service area comprises the City and County of San Francisco. Short segments of a few Muni routes operate within San Mateo County. For the purpose of this analysis, the service area consists of all census block groups in the City and County of San Francisco. Demographic information was gathered by census block group from the five-year estimated 2019-2023 American Community Survey Census Data (5-Year 2023 ACS).

Minority Census Block Groups Definition

As required, the SFMTA incorporates the terminology and definitions regarding race and income status contained in FTA C 4702.1B for the purposes of this update only and recognizes more commonly accepted terminology outside of the requirements. For the purposes of this program update, the SFMTA follows the terminology contained in the FTA Circular, which includes the term “minority” defined as anyone who does not identify as white alone. The City and County of San Francisco’s minority population comprises 62% of its residents. As a result, census block groups where the proportion of residents who self-identify as minority is equal to or greater than the proportion for the service area (62%) are categorized as minority census block groups.

Low Income Census Block Groups Definition

SFMTA defines low-income households as households whose total income is below 200% of the federal poverty level per household size. The City and County of San Francisco’s low-income population comprises 21% of its total residents. As a result, census block groups where the proportion of the low-income population is equal to or greater than the proportion for the service area (21%) are categorized as low-income census block groups.

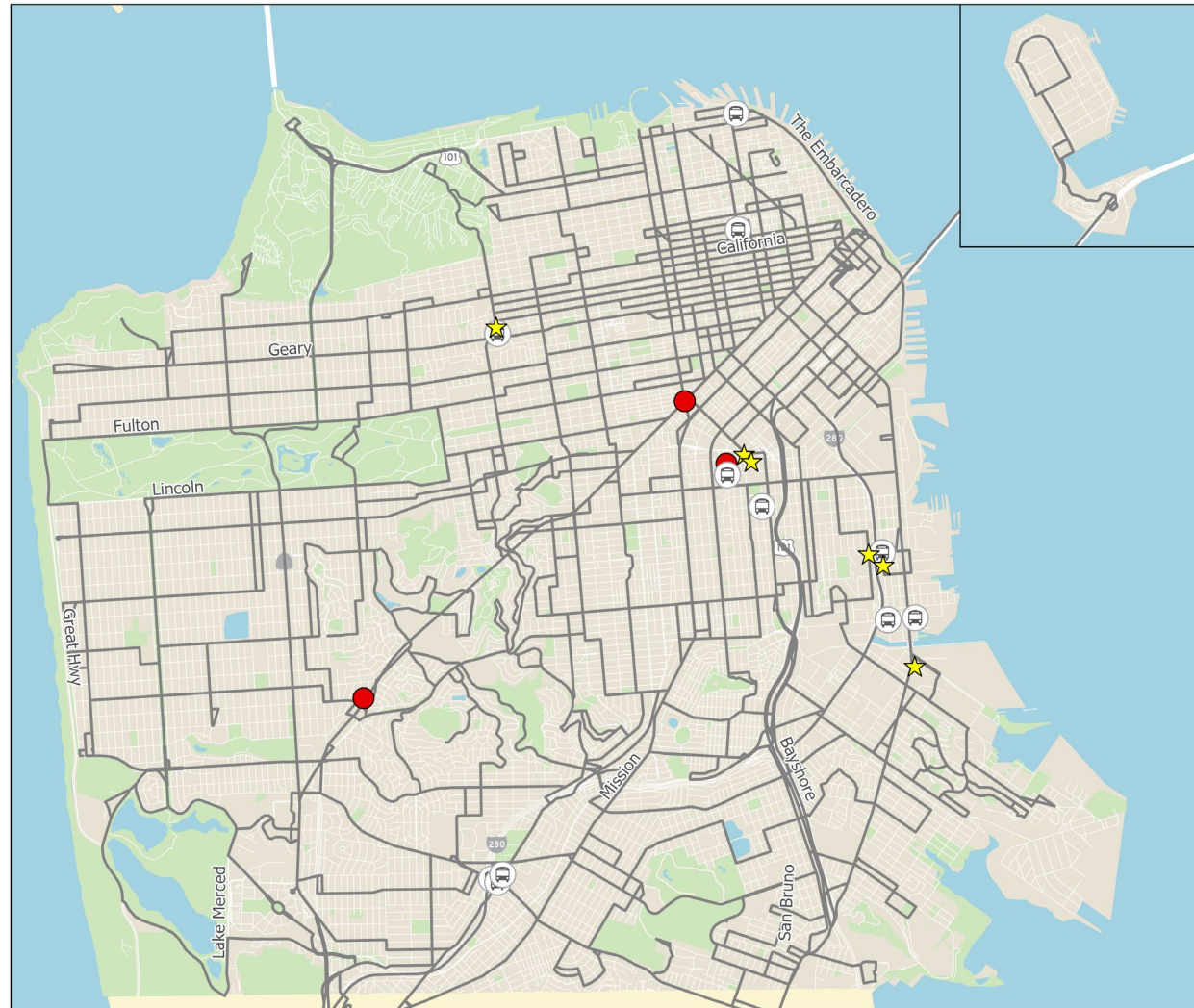
Table 11 2023 Federal Poverty Guidelines by Household Size

Persons in Family/Household	2023 Federal Poverty Guidelines	200% of 2023 Federal Poverty Guidelines
1	\$14,580	\$29,160
2	\$19,720	\$39,440
3	\$24,860	\$49,720
4	\$30,000	\$60,000
5	\$35,140	\$70,280
6	\$40,280	\$80,560
7	\$45,420	\$90,840
8	\$50,560	\$101,120
9	\$55,700	\$111,400
10	\$60,840	\$121,680

Demographic and Service Profile Maps

The following maps show SFMTA’s general service area with transit services, facilities, major activity centers, and planned projects with demographic information.

Map 1 SFMTA Transit Services and Location of Facilities



Muni Facilities

LEGEND

- Administrative Building
- 🚌 Transit Depot
- ★ Maintenance Facility
- Transit Routes

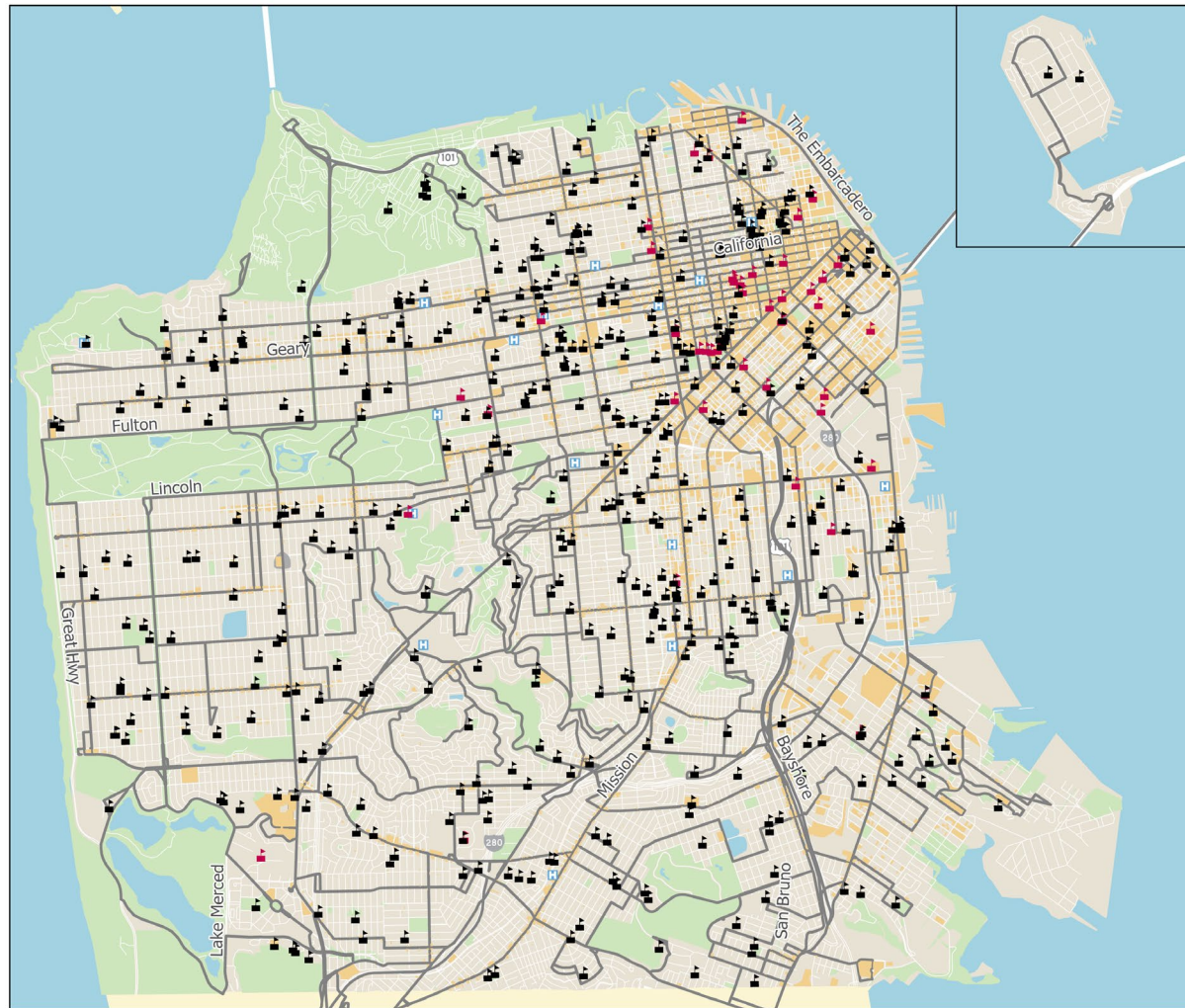
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Map 2 Basemap of Service Area



Muni Service Area

LEGEND

-  Transit Routes
-  Business Districts
-  Colleges
-  Hospitals
-  Schools

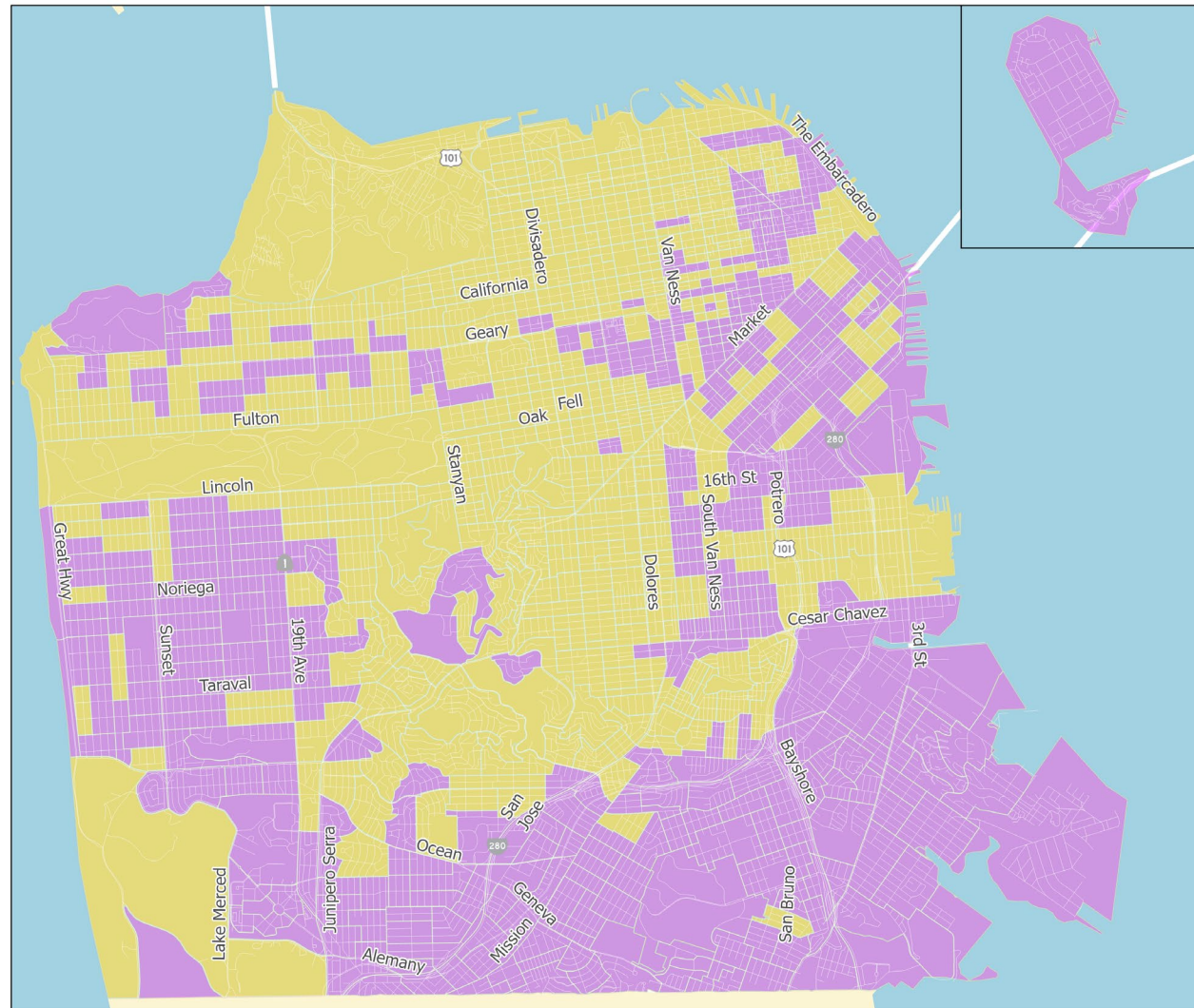
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Map 3 Minority Census Block Groups in Service Area



Minority Block Groups

LEGEND

- Minority
- Non-Minority

In the 2023 American Community Survey (Five-Year Estimates), 62% of San Francisco residents self-identified as a minority (defined as anyone who does not identify as white alone). This map highlights Census-defined block groups where the proportion of the minority population is greater than 62%.

Source: ACS 2019-2023 Five-Year Estimates (Table B03002)

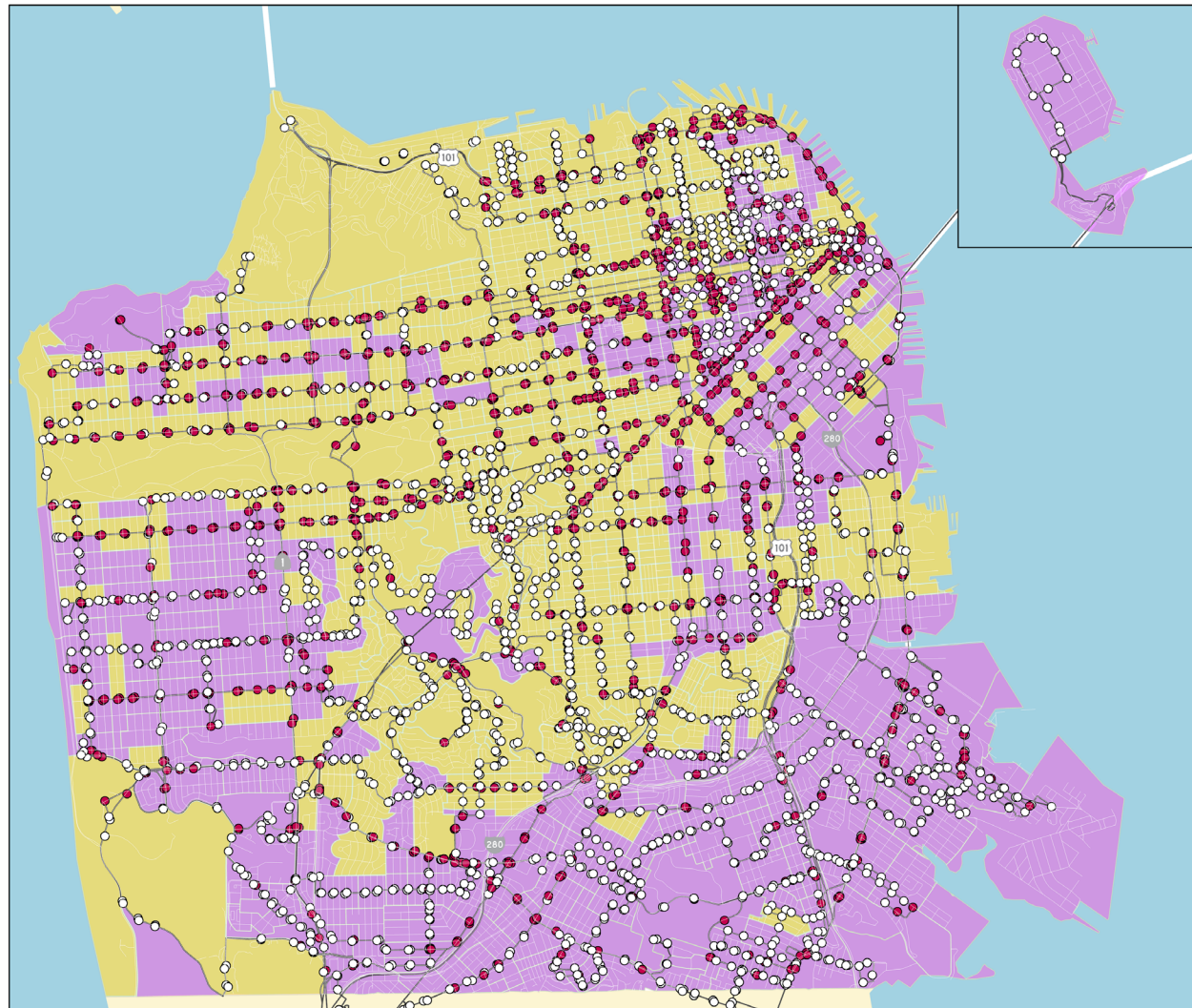
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Map 4 Transit Access to Minority Census Block Groups



Muni Service Area

Routes, Stops, and Minority Census Block Groups

LEGEND

- Minority
- Non-Minority
- Muni Routes
- Stops with Shelters
- Stops without Shelters

In the 2023 American Community Survey (Five-Year Estimates), 62% of San Francisco residents self-identified as a minority (defined as anyone who does not identify as white alone). This map highlights Census-defined block groups where the proportion of the minority population is greater than 62%.

Source: ACS 2019-2023 Five-Year Estimates (Table B03002)

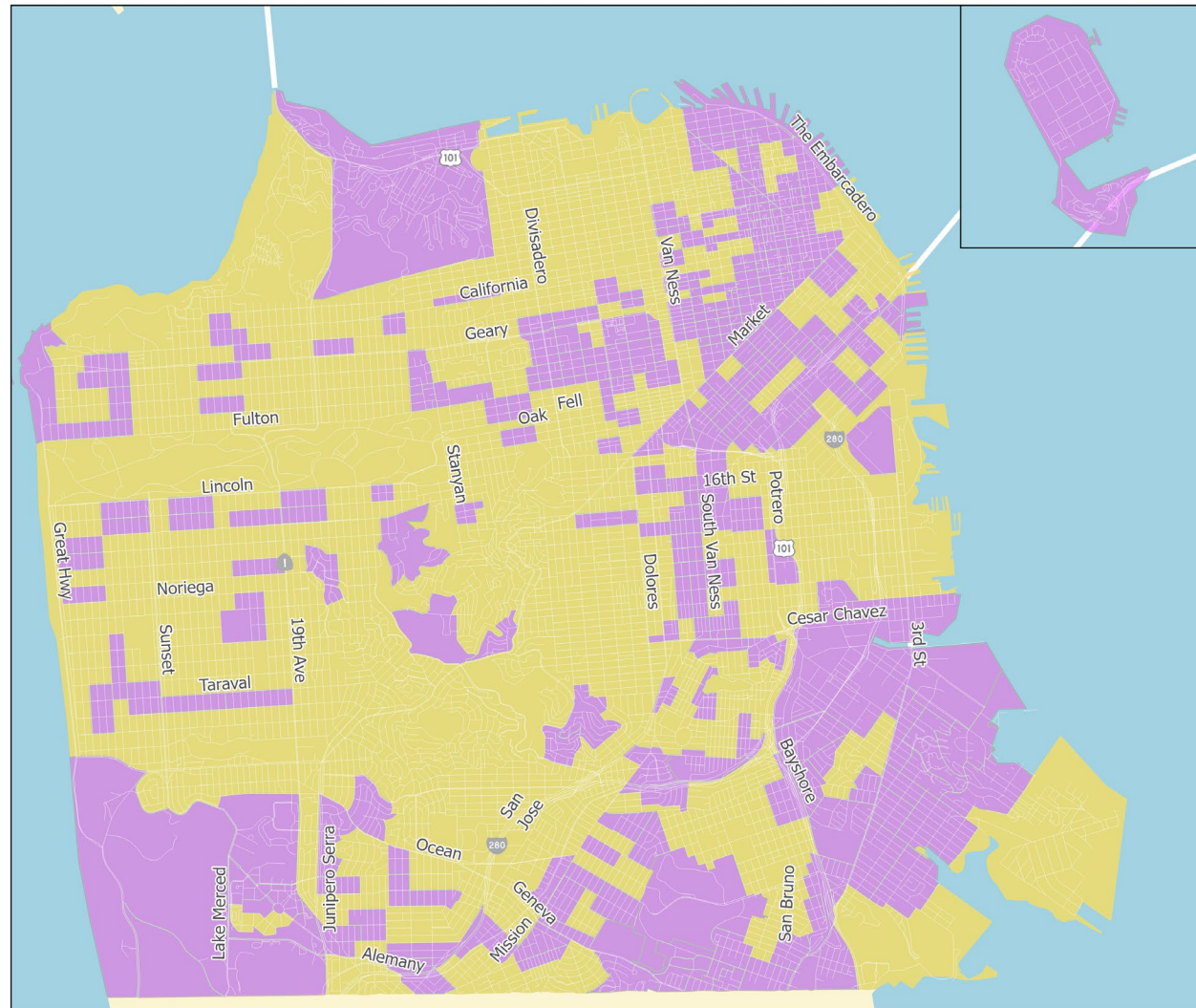
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Map 5 Low-Income Census Block Groups in Service Area



Low-Income Block Groups

LEGEND

- Low-Income
- Non-Low-Income

In the 2023 American Community Survey (Five-Year Estimates), 21% of San Francisco residents qualified as living in a low-income household, defined by living on less than 200% of the federal poverty level. This map highlights Census-identified block groups where the proportion of low-income individuals is greater than 21%.

Source: ACS 2019-2023 Five-Year Estimates (Table B03002)

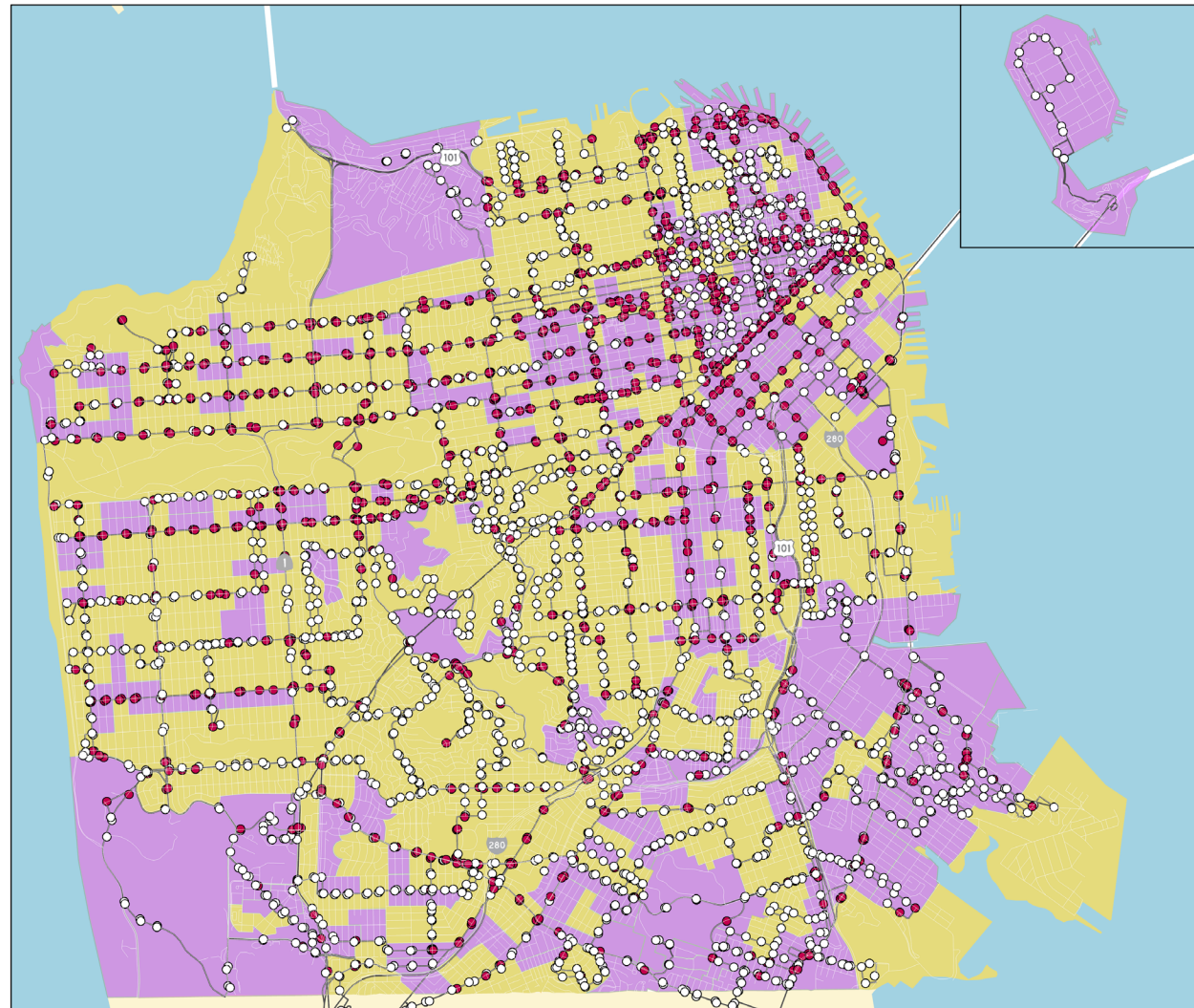
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Map 6 Transit Access to Low-Income Census Block Group



Muni Service Area

Routes, Stops, and Low-Income Census Block Groups

LEGEND

- Low-Income
- Non-Low-Income
- Muni Routes
- Stops with Shelters
- Stops without Shelters

In the 2023 American Community Survey (Five-Year Estimates), 21% of San Francisco residents qualified as living in a low-income household, defined by living on less than 200% of the federal poverty level. This map highlights Census-identified block groups where the proportion of low-income individuals is greater than 21%.

Source: ACS 2019-2023 Five-Year Estimates (Table B03002)

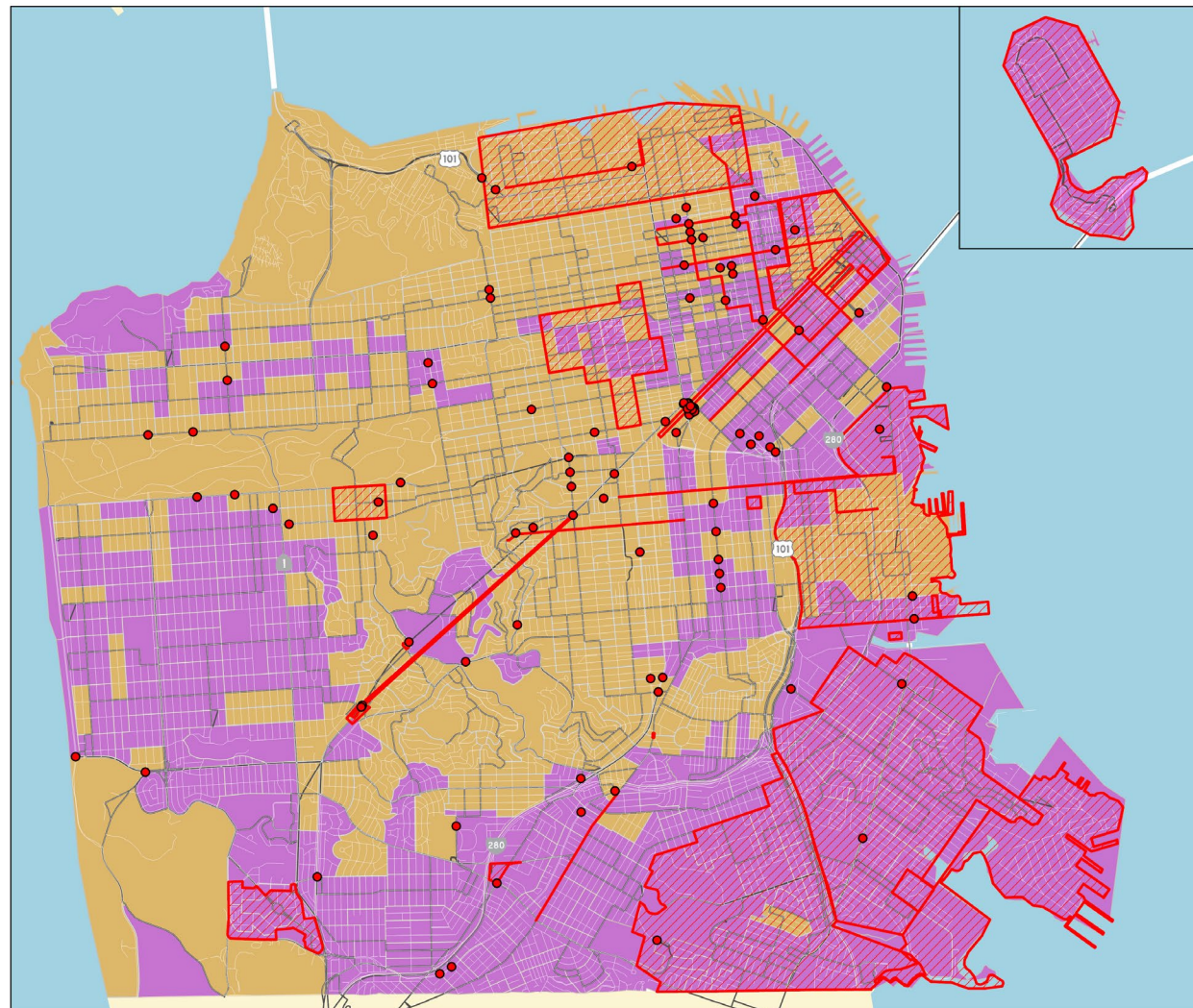
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Map 7 SFMTA's 5-Year Plan Projects and Minority Census Block Groups



Planned Projects

Transit Projects and Minority Block Groups

LEGEND

- Spot Improvements
- Corridor and Route Improvements
- ▨ Project Study Areas
- Transit Routes
- Minority
- Non-Minority

In the 2023 American Community Survey (Five-Year Estimates), 62% of San Francisco residents self-identified as a minority (defined as anyone who does not identify as white alone). This map highlights Census-defined block groups where the proportion of the minority population is greater than 62%.

Source: ACS 2019-2023 Five-Year Estimates (Table B03002)

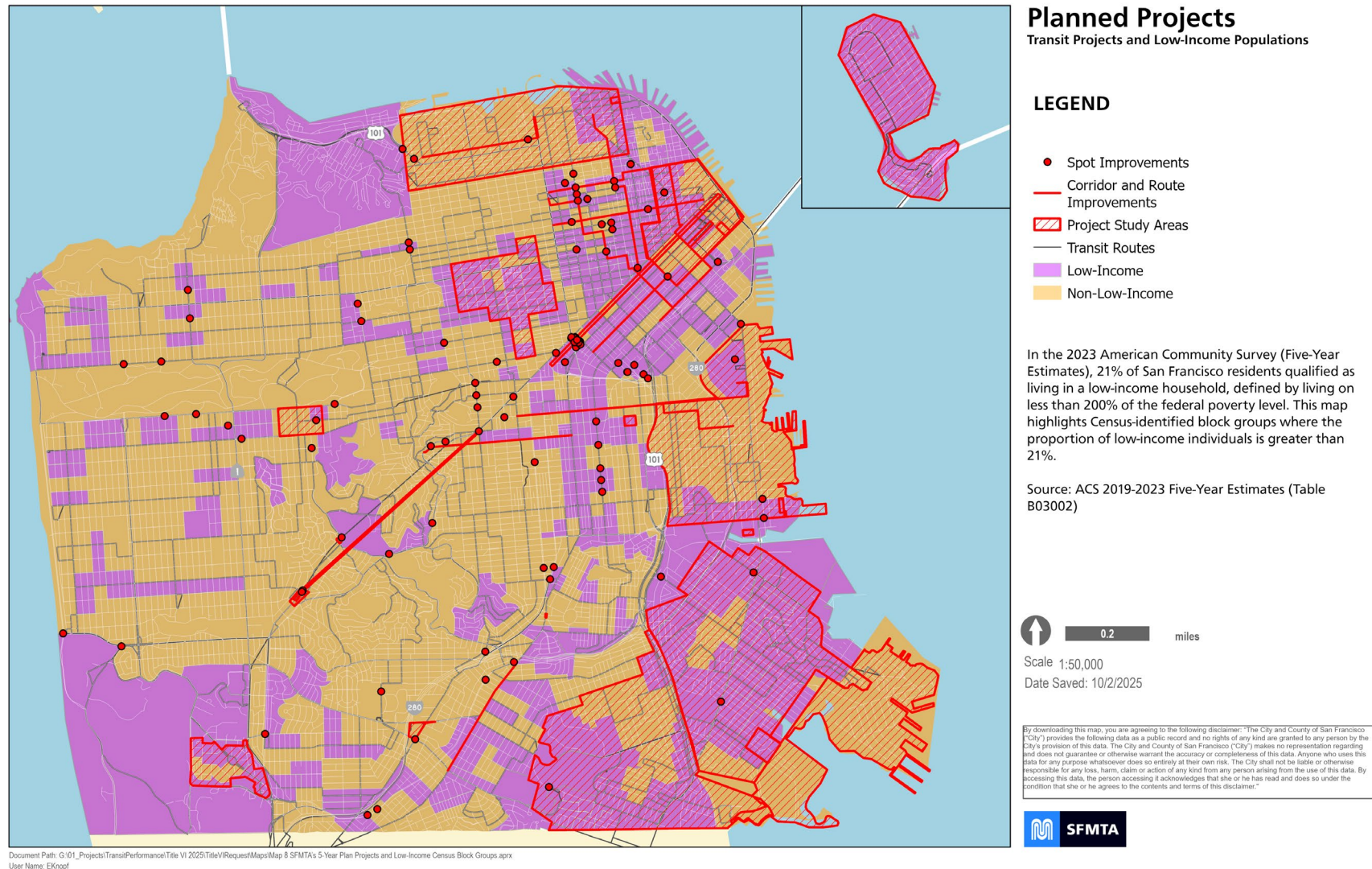
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Map 8 SFMTA's 5-Year Plan Projects and Low-Income Census Block Groups



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3.3 Customer Demographics and Travel Patterns

For the Title VI service standards and policies monitoring exercises, the SFMTA has historically classified transit routes using on-board customer survey data when available rather than Census data. The monitoring exercises in this program update rely on data gathered from the comprehensive 2025 Muni Onboard Survey. This effort was conducted between the spring of 2024 and the winter of 2025 and returned over 30,000 surveys which were available to riders in multiple languages and methods. In this survey (which was statistically significant to the systemwide and route levels), weekday Muni trips systemwide composed of 68% minority riders and 42% low-income riders.

Minority and Low-Income Route Classifications

Muni routes are designated as minority or low-income routes based on data from the 2025 Muni Onboard Survey. In this survey, weekday Muni trips systemwide composed of 68% minority riders and 42% low-income riders. Designations of either minority or low-income routes were created by looking at route level demographics in comparison with the systemwide averages. For example, the 14 Mission on an average weekday composed of trips made by 87% minority riders and 64% low-income riders. As this is higher than the systemwide minority and low-income riders, this is considered a minority and low-income classified route.

3.4 Major Service Change, Disparate Impact, and Disproportionate Burden Policies

On August 20, 2013, the SFMTA Board reviewed and approved the Agency's major service change, disparate impact and disproportionate burden policies (MTAB Resolution 13-192) after extensive public outreach, in accordance with FTA Circular 4702.1B, issued on October 1, 2012.

All major changes in transit service are subject to a Title VI Equity Analysis prior to SFMTA Board approval of the service change.

i. Major Service Change Policy

The SFMTA defines a major service change as a change in transit service that would be in effect for more than a 12-month period and that would consist of any of the following criteria:

- A schedule change (or series of changes) resulting in a system-wide change in annual revenue hours of five percent or more implemented at one time or over a rolling 24-month period;
- A schedule change on a route with 25 or more one-way trips per day resulting in:
 - Adding or eliminating a route;
 - A change in annual revenue hours on the route of 25 percent or more;
 - A change in the daily span of service on the route of three hours or more; or

- A change in route-miles of 25 percent or more, where the route moves more than a quarter mile.
- Corridors served by multiple routes will be evaluated based on combined revenue hours, daily span of service, and/or route-miles.
- The implementation of a New Start, Small Start, or other new fixed guideway capital project, regardless of whether the proposed changes to existing service meet any of the criteria for a service change described above

ii. Disparate Impact Policy

This policy establishes a threshold for determining whether a facially neutral policy or practice has a disparate impact on minority populations. Per FTA Circular 4702.1B:

Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin...

The policy shall establish a threshold for determining when adverse effects of [fare/] service changes are borne disproportionately by minority populations. The disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations. The disparate impact threshold must be applied uniformly... and cannot be altered until the next Title VI Program submission.

After an extensive multilingual public outreach process, the SFMTA Board of Directors approved the following Disparate Impact Policy:

Disparate Impact Policy determines the point ("threshold") when adverse effects of fare or service changes are borne disparately by minority populations. Under this policy, a fare change, or package of changes, or major service change, or package of changes, will be deemed to have a disparate impact on minority populations if the difference between the percentage of the minority population impacted by the changes and the percentage of the minority population system-wide is eight percentage points or more. Packages of major service changes across multiple routes will be evaluated cumulatively and packages of fare increases across multiple fare instruments will be evaluated cumulatively.

iii. Disproportionate Burden Policy

This policy establishes a threshold for determining whether a facially neutral policy or practice has a disproportionate burden on low-income populations versus non-low-income populations. Per FTA Circular 4702.1B:

The policy shall establish a threshold for determining when adverse effects of [fare/] service changes are borne disproportionately by low-income populations. The disproportionate burden threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by low-income populations as compared to impacts born by non-low-income populations.... The disproportionate burden threshold must be applied uniformly... and cannot be altered until the next [Title VI] program submission.... At the conclusion of the analysis, if the transit provider finds that low-income populations will bear a disproportionate burden of the proposed fare[/service] change, the transit provider should take steps to avoid, minimize, or mitigate impacts where practicable. The transit provider should describe alternatives available to low-income populations affected by the fare[/service] changes.

Following the same multilingual public outreach process cited above, the SFMTA Board of Directors approved the following Disproportionate Burden Policy:

Disproportionate Burden Policy determines the point when adverse effects of fare or service changes are borne disproportionately by low-income populations. Under this policy, a fare change, or package of changes, or major service change, or package of changes, will be deemed to have a disproportionate burden on low-income populations if the difference between the percentage of the low-income population impacted by the changes and the percentage of the low-income population system-wide is eight percentage points or more. Packages of major service changes across multiple routes will be evaluated cumulatively and packages of fare increases across multiple fare instruments will be evaluated cumulatively

iv. Adverse Effect

Based on the SFMTA Board approved policies of Major Service Changes, Disparate Impact, and Disproportionate Burden, staff used these policies to define the definition of an adverse effect. According to the Title VI Circular, "an adverse effect is measured by the change between the existing and proposed service levels that would be deemed significant."

The SFMTA has determined that an adverse effect is found if any one of the following occur:

- A system-wide change (or series of changes) in annual revenue hours of five percent or more proposed at one time or over a rolling 24-month period;
- A route is added or eliminated;
- Annual revenue hours on a route are changed by 25 percent or more;
- The daily span of service on the route is changed three hours or more; or
- Route-miles are changed 25 percent or more, where the route moves more than a quarter mile.

And

- The proposed changes negatively impact minority and low-income populations.

Corridors served by multiple routes will be evaluated based on combined revenue hours, daily span of service, and/or route-miles.

v. Public Outreach Process

As part of the SFMTA's process to develop the above policies, SFMTA conducted a multilingual stakeholder outreach campaign to receive input on the proposed policies and engage the public in the decision-making process for adoption of these policies by the SFMTA Board. This effort included presentations to the SFMTA Citizens Advisory Council (CAC) and Muni Accessible Advisory Committee (MAAC), as well as two public workshops. The workshops were promoted through email, telephone calls to community groups and in nine languages on the SFMTA website. Outreach was also targeted to approximately 30 Community Based Organizations and transportation advocates with broad representation among low-income and minority communities. Staff also offered to meet with some community groups if they were unable to attend the public workshops.

These workshops and presentations were held at the following dates and times:

Public Workshops

- Saturday, June 22, 2013 from 10:30 AM to 12:00 PM at 1 South Van Ness Avenue
- Tuesday, June 25, 2013 from 6:30 PM to 8:00 PM at 1 South Van Ness Avenue

Presentations

- Citizen's Advisory Council, Thursday, June 6 and Thursday, July 11, 2013
- Muni Accessible Advisory Committee, Thursday, June 20, 2013
- Policy and Governance Committee, Friday, June 21, 2013

In addition, staff presented the Title VI recommendations at the SFMTA Board of Directors meeting on Tuesday, July 16, 2013. At that meeting the Board continued the item, in part to allow staff time to meet with stakeholders who had submitted written comments. After additional outreach was performed, the SFMTA Board of Directors approved the Title VI recommendations on August 20, 2013 as Resolution 13-192.

vi. Board Resolution

SFMTA Board of Directors Resolution 13-192 approving the Agency's major service change, disparate impact, and disproportionate burden policies is attached as Appendix H.

3.5 Service Monitoring

The purpose of the service monitoring exercises is to confirm that performance on routes heavily used by minority riders is comparable or better than other routes. The FTA Circular 4702.1B only requires that transit agencies evaluate the performance of minority routes; however, SFMTA also conducted this analysis for low-income routes as a best practice. Relative performance was evaluated for vehicle load, on-time performance, vehicle headway, and service availability. Per the Circular, the monitoring exercise also evaluated how vehicles are assigned to each route and the equity of transit amenity placement.

Monitoring of System-wide Service Standards

Performance of minority and low-income classified routes was compared to the performance of non-minority and non-low-income classified routes based on the SFMTA's service standards detailed in Section 3.1. The differences in performance were evaluated to determine if a disparate impact or disproportionate burden exists for minority or low-income classified routes based on each of the following service standards:

- Vehicle Load
- On-Time Performance
- Policy Headways
- Service Availability

Monitoring of System-wide Service Policies

Minority and Low-Income routes and stops were compared to Non-Minority and Non-Low-Income routes and stops based on the SFMTA's service policies detailed in Section 3.1. For each of the following policies, all routes and stops were analyzed based on the following service policies:

- Vehicle Assignment
- Transit Amenities

For transit amenities, the monitoring exercise evaluated amenities by stop rather than route. 2023 ACS census data was used at the block group level to determine the stop-level demographic profile. Stops located in census block groups where the proportion of the minority population is equal to or greater than the service area (62%) were considered minority stops. Stops located in census block groups where the proportion of the low-income population is equal to or greater than the service area (21%) were considered low-income stops.

SFMTA currently operates over 60 routes, which range from 24-hour frequent service routes, to infrequent community routes. For the purposes of the service monitoring, routes were grouped into

service categories, as defined in Section 3.1, in order to compare routes with similar roles in the network.

Table 12 Route Classifications Based on 2025 Muni Onboard Survey

Route Name	Service Category	% Minority Riders	Minority Route Classification	% Low-Income Riders	Low-Income Route Categorization
1 California	Frequent	57%	Non-Minority	26%	Non-Low-Income
2 Sutter	Grid	54%	Non-Minority	15%	Non-Low-Income
5 Fulton	Grid	58%	Non-Minority	38%	Non-Low-Income
6 Parnassus	Grid	58%	Non-Minority	38%	Non-Low-Income
7 Haight-Noriega	Frequent	66%	Non-Minority	46%	Low-Income
8 Bayshore	Frequent	85%	Minority	54%	Low-Income
9 San Bruno	Grid	76%	Minority	64%	Low-Income
12 Folsom-Pacific	Grid	68%	Non-Minority	38%	Non-Low-Income
14 Mission	Frequent	87%	Minority	64%	Low-Income
15 Bayview Hunters Point Express	Grid	80%	Minority	58%	Low-Income
18 46th Ave	Grid	48%	Non-Minority	36%	Non-Low-Income
19 Polk	Grid	68%	Non-Minority	51%	Low-Income
21 Hayes	Grid	58%	Non-Minority	27%	Non-Low-Income
22 Fillmore	Frequent	64%	Non-Minority	44%	Low-Income
23 Monterey	Grid	58%	Non-Minority	54%	Low-Income
24 Divisadero	Frequent	67%	Non-Minority	35%	Non-Low-Income
25 Treasure Island	Connector	58%	Non-Minority	50%	Low-Income
27 Bryant	Grid	80%	Minority	57%	Low-Income
28 19th Ave	Frequent	57%	Non-Minority	41%	Non-Low-Income
29 Sunset	Grid	80%	Minority	54%	Low-Income



Route Name	Service Category	% Minority Riders	Minority Route Classification	% Low-Income Riders	Low-Income Route Categorization
30 Stockton	Frequent	64%	Non-Minority	37%	Non-Low-Income
31 Balboa	Grid	67%	Non-Minority	55%	Low-Income
33 Ashbury-18th St	Grid	61%	Non-Minority	34%	Non-Low-Income
35 Eureka	Connector	58%	Non-Minority	25%	Non-Low-Income
36 Teresita	Connector	77%	Minority	52%	Low-Income
37 Corbett	Connector	53%	Non-Minority	21%	Non-Low-Income
38 Geary	Frequent	61%	Non-Minority	36%	Non-Low-Income
39 Coit	Connector	24%	Non-Minority	0%	Non-Low-Income
43 Masonic	Grid	57%	Non-Minority	46%	Low-Income
44 O'Shaughnessy	Grid	76%	Minority	60%	Low-Income
45 Union-Stockton	Grid	60%	Non-Minority	26%	Non-Low-Income
48 Quintara-24th St	Grid	73%	Minority	55%	Low-Income
49 Van Ness-Mission	Frequent	69%	Minority	51%	Low-Income
52 Excelsior	Connector	75%	Minority	45%	Low-Income
54 Felton	Grid	90%	Minority	59%	Low-Income
55 Dogpatch	Connector	58%	Non-Minority	26%	Non-Low-Income
56 Rutland	Connector	72%	Minority	81%	Low-Income
57 Parkmerced	Connector	76%	Minority	60%	Low-Income
58 Lake Merced	Connector	56%	Non-Minority	45%	Low-Income
66 Quintara	Connector	62%	Non-Minority	38%	Non-Low-Income
67 Bernal Heights	Connector	67%	Non-Minority	43%	Low-Income
90 San Bruno Owl	Owl	73%	Minority	34%	Non-Low-Income



Route Name	Service Category	% Minority Riders	Minority Route Classification	% Low-Income Riders	Low-Income Route Categorization
91 3rd St/19th Ave	Owl	56%	Non-Minority	58%	Low-Income
14R Mission Rapid	Rapid	88%	Minority	65%	Low-Income
1X California Express	Specialized	55%	Non-Minority	22%	Non-Low-Income
28R 19th Ave Rapid	Rapid	86%	Minority	57%	Low-Income
38R Geary Rapid	Rapid	64%	Non-Minority	37%	Non-Low-Income
5R Fulton Rapid	Rapid	66%	Non-Minority	44%	Low-Income
8AX Bayshore Express	Specialized	92%	Minority	58%	Low-Income
8BX Bayshore Express	Specialized	85%	Minority	55%	Low-Income
9R San Bruno Rapid	Rapid	80%	Minority	66%	Low-Income
61 C California Street Cable Car	Historic	35%	Non-Minority	18%	Non-Low-Income
F Market & Wharves	Historic	63%	Non-Minority	43%	Low-Income
J Church	Muni Metro	59%	Non-Minority	32%	Non-Low-Income
K Ingleside	Muni Metro	70%	Minority	31%	Non-Low-Income
L Taraval	Muni Metro	49%	Non-Minority	20%	Non-Low-Income
M Ocean View	Muni Metro	73%	Minority	31%	Non-Low-Income
N Judah	Muni Metro	56%	Non-Minority	28%	Non-Low-Income
T Third	Muni Metro	84%	Minority	32%	Non-Low-Income

Route Name	Service Category	% Minority Riders	Minority Route Classification	% Low-Income Riders	Low-Income Route Categorization
60 PH Powell-Hyde Cable Car	Historic	45%	Non-Minority	21%	Non-Low-Income
59 PM Powell-Mason Cable Car	Historic	37%	Non-Minority	32%	Non-Low-Income

i. Service Standards

a. Vehicle Load

Methodology: The SFMTA collects vehicle passenger load data in the peak direction during the AM (6am-9am) and PM (4pm-7pm) peak periods and evaluates crowding by calculating the number of trips that exceed our crowding thresholds per vehicle type. On SFMTA’s rubber tire and rail fleet, automatic passenger counter (APC) devices are installed and calculate all trip loads. SFMTA measures crowding as the percent of trips where bus loads exceed the crowding metric. The results were then evaluated by route and averaged by service category and classification for comparison.

For the monitoring exercise, weekday APC data was used for rubber tire and rail lines from March 1st to May 31st of 2025.

Results: For most route service categories and classifications, minority and low-income routes generally performed better than non-minority and non-low-income routes. The Muni Metro, Rapid and Frequent minority and low-income routes performed consistently better in the AM peak and PM peak compared to non-minority and non-low-income routes in the same service category. Specialized minority and low-income routes performed significantly better in the AM peak compared to non-minority and non-low-income routes.

Since the differences in the percentage of trips over capacity in the AM and PM peak is not 8% or more for each service category for both minority and low-income classified routes, no disparate impact or disproportionate burden was found.

Table 13 Weekday Trips Over Capacity per AM Peak (6-9am) for Minority v. Non-Minority Routes

Service Category	Minority Routes	Non-Minority Routes	Difference
Muni Metro, Rapid, Frequent	8%	11%	-3%
Connector	0%	0%	0%
Grid	9%	8%	1%
Specialized	4%	19%	-15%

Source: Spring 2025 APC

Table 14 Weekday Trips Over Capacity per PM Peak (4-7pm) for Minority v. Non-Minority Routes

Service Category	Minority Routes	Non-Minority Routes	Difference
Muni Metro, Rapid, Frequent	6%	16%	-11%
Connector	0%	0%	0%
Grid	7%	6%	1%
Specialized	8%	4%	4%

Source: Spring 2025 APC

Table 15 Weekday Trips Over Capacity per AM Peak (6-9am) for Low-Income v. Non-Low-Income Routes

Service Category	Low -Income Routes	Non-Low-Income Routes	Difference
Muni Metro, Rapid, Frequent	9%	11%	-2%
Connector	0%	0%	0%
Grid	7%	9%	-2%
Specialized	4%	19%	-15%

Source: Spring 2025 APC

Table 16 Weekday Trips Over Capacity per PM Peak (4-7pm) for Low-Income v. Non-Low-Income Routes

Service Category	Low Income	Non-Low-Income	Difference
Muni Metro, Rapid, Frequent	8%	17%	-9%
Connector	0%	0%	0%
Grid	6%	8%	-2%
Specialized	8%	4%	4%

Source: Spring 2025 APC

Route by route vehicle load performance is presented in Appendix J.

b. On-time Performance (OTP)

Methodology:

Muni Metro, Rapid, Frequent, Grid, Connector, Historic, Specialized OTP - On-time performance for Muni Metro, Rapid, Frequent, Grid, Historic and Specialized routes is evaluated based on service gaps, since these routes are not managed based on a traditional time-point schedule, but are instead managed to maintain consistent headways. A vehicle is counted as on-time when the arrival time is less than five minutes above the scheduled headway. The number of arrivals that occur more than five minutes above the scheduled headway divided by the total number of arrivals is the service gap percentage per route. There is one route that falls into these service categories but is not evaluated using service gaps. The F Market & Wharves (Historic) is currently managed using a fixed schedule for operational reasons. For this analysis it was evaluated using schedule adherence.

Connector, Grid, Specialized, and Owl OTP - On-time performance for certain Connector, Grid, and Specialized, and all Owl routes is measured using the schedule adherence of the vehicle. A vehicle is counted as on-time when the arrival time of the vehicle is between 1 minute before and 4 minutes after the scheduled arrival time. The number of on-time arrival times divided by the total number of arrival times is the on-time percentage per route.

For both the minority classified and low-income classified routes monitoring exercise, each route is separated by their respective OTP standard and the relevant metric was assessed at the level of total observations by each category to arrive at the route classification average per OTP standard and classification.

Automatic vehicle locator (AVL) data from Muni's OrbCAD system was used for this monitoring exercise from March 1st to May 31st of 2025.

Results:

For Muni Metro, Rapid, Frequent, Grid and Specialized routes, on average minority and low-income classified routes in this category were closer to the standard of less than 14% gaps. For Connector and Owl routes, the average OTP regardless of route classification was well below the 85% standard.

In the analysis, Muni Metro, Rapid, Frequent routes for low-income routes were identified as having relatively lower OTP compared to non-low-income routes. The agency will continue to monitor these findings to ensure equitable service. Since the difference in percentages for all other minority and non-minority and low income and non-low-income route classifications is 8% or less, no disparate impact or disproportionate burden was found.

Table 17 On-Time Performance for Minority v. Non-Minority Routes

OTP Metric	OTP Method	Minority Routes	Non-Minority Routes	Difference
Service Gaps	% of Trips with Service Gaps	15%	15%	0%

OTP Metric	OTP Method	Minority Routes	Non-Minority Routes	Difference
	(Standard=less than 14%)			
Schedule Adherence	% of Trips On-Time (Standard=more than 85%)	56%	60%	-4%

Source: Spring 2025 OrbCAD data

Table 18 On-Time Performance for Low-Income v. Non-Low-Income Routes

OTP Metric	OTP Method	Low-Income Routes	Non-Low-Income Routes	Difference
Service Gaps	% of Trips with Service Gaps (Standard=less than 14%)	16%	14%	2%
Schedule Adherence	% of Trips On-Time (Standard=more than 85%)	56%	63%	-7%

Source: Spring 2025 OrbCAD data

Route by route on-time performance is presented in Appendix K.

c. Policy Headways

Methodology:

Minimum headways are defined for specific times of day for each service category based on the SFMTA's service standards. Minimum headways are intended to provide customers with a base level of service regardless of how heavily the route is used. Many routes have frequencies that exceed the minimum policy headways because demand warrants more service to avoid crowding. Different service categories have different minimum headways based on the role they play in the network. For example, routes that provide service in low density hilltop neighborhoods have less frequent minimum policy headways than routes that go through denser neighborhoods.

The Summer 2025 schedule (effective June 21, 2025) was used to analyze minimum headways during each of the time periods specified in the standards on weekdays and weekends per service category. For each time period of the day, each route was marked if it met or did not meet the standard for its category and time period. For both the minority and low-income classified route monitoring exercise, the total time periods that met the standards for each route by service category were added together to provide the percentage of time periods that met the standards for each service category and classification.

Results:

Connector route headways met SFMTA’s standards for both route classifications. Muni Metro, Rapid and Frequent routes met the minimum headway about 93% of the time for minority routes compared to 85% for non-minority routes and 84% of the time for low-income routes compared to 90% for non-low-income routes. Grid minority routes met the minimum headways at a higher rate than non-minority routes and at a lower rate for low-income routes.

Table 19 Policy Headway Compliance for Minority v. Non-Minority Routes

Service Category	Minority Routes	Non-Minority Routes	Difference
Muni Metro, Rapid & Frequent	93%	85%	8%
Connector	100%	100%	0%
Grid	97%	94%	3%
Specialized*	Based on demand		

**There are no SFMTA standards for routes under the Specialized service category. These route headways are set based on customer service demand and may vary depending on service needs.*

Table 20 Policy Headway Compliance for Low-Income v. Non-Low-Income Routes

Service Category	Low-Income Routes	Non-Low-Income Routes	Difference
Muni Metro, Rapid & Frequent	84%	90%	-6%
Connector	100%	100%	0%
Grid	93%	100%	-7%
Specialized*	Based on demand		

**There are no SFMTA standards for routes under the Specialized service category. These route headways are set based on customer service demand and may vary depending on service needs.*

Below are the routes that do not currently meet the minimum headway relative to the time of day.

Route	Route Classification	Time Period Not Met
7 Haight-Noriega	Low Income	Weekdays – Day & Late Night Weekends – Evening & Late Night
9R San Bruno Rapid	Minority Route Low Income Route	Weekdays - Day
23 Monterey	Low Income Route	Weekdays – Evening Weekends – Day & Evening
28 19th Ave Rapid	Minority Route Low Income Route	Weekdays – Day
54 Felton	Minority Route Low Income Route	Weekdays - Evening
M Ocean View	Minority Route	Weekends - Evening

Note: The 14R Mission Rapid, 30 Stockton and 38 Geary have long line and short line patterns, where the short line covers a portion of the route to increase frequencies where demand is highest. Although the segments covered by the long line patterns do not meet the minimum headways, the segments covered by the short line pattern do.

Since the difference in percentages is 8% or less between minority and non-minority classified routes and low income and non-low-income classified routes, no disparate impact or disproportionate burden was found.

Route by route headway compliance is presented in Appendix K.

d. Service Coverage

Methodology: All currently active transit stops (as of Summer 2025) in the City and County of San Francisco were mapped using Geographic Information Systems (GIS) software and a quarter mile buffer was added around each stop. The area covered by the buffer was calculated in relation to the total area of San Francisco. The buffered area was also calculated in relation to the total residential area as defined by land use in San Francisco.

Results: The SFMTA currently operates over 60 routes which combined provide transit service within a convenient walking distance of most locations within San Francisco. Muni routes connect all of San Francisco’s residential neighborhoods and commercial corridors. Overall, 92% of San Francisco is within a quarter of a mile of a Muni bus or rail stop and 100% of residential areas are within a quarter of a mile of a Muni bus or rail stop.

Table 21 Service Coverage

	Total Acres	Covered Acres	% Covered
Service Area	29,996	27,661	92%
Residential Area	8,191	8,165	100%

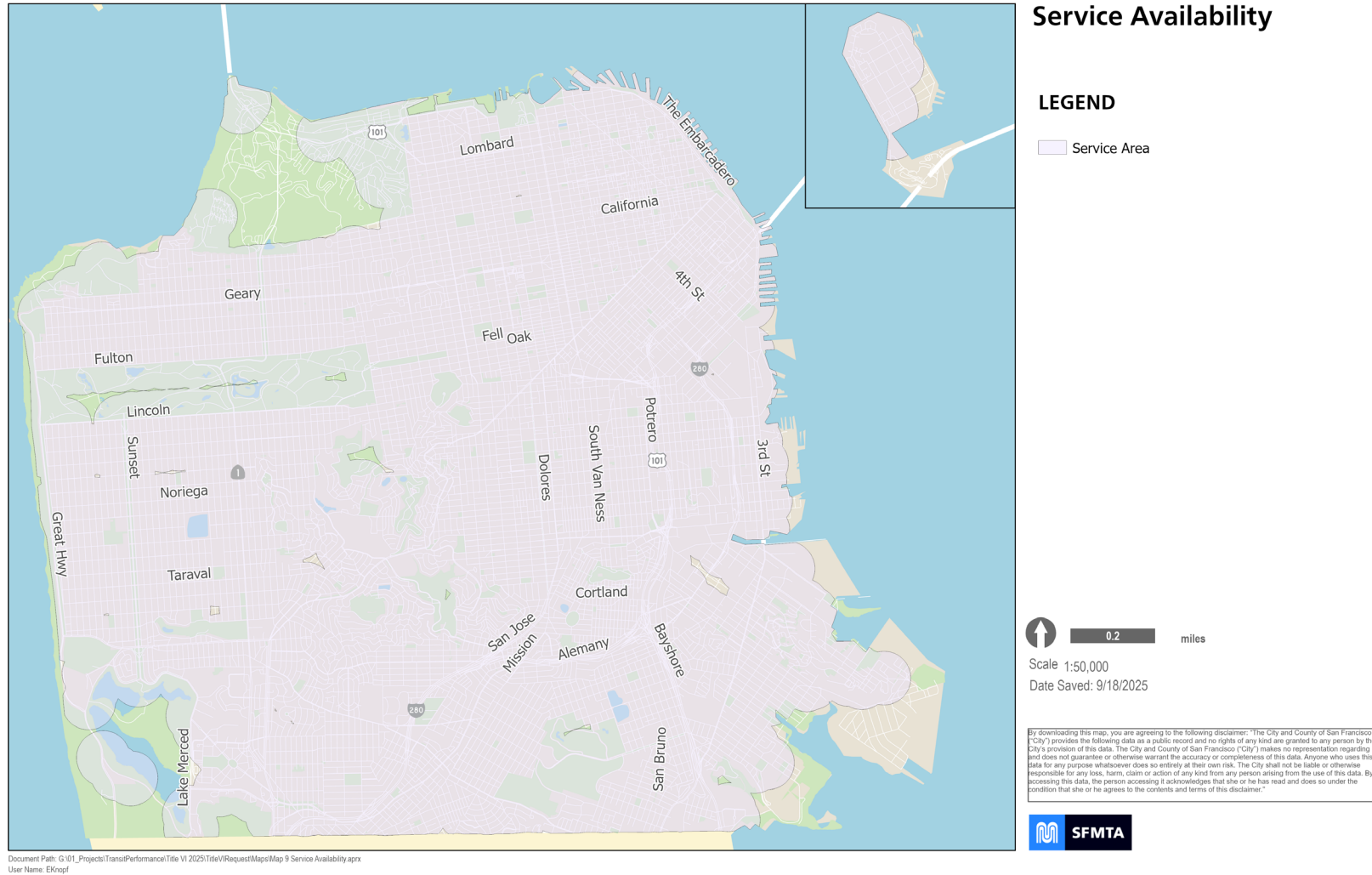
In addition to geographic coverage, all Muni Metro, Rapid and Frequent routes operate for at least 18 hours per day from approximately 5:00 a.m. until 12:00 a.m.

For service past midnight, Muni’s Owl Network operates every day from approximately 12:00am to 5:00am. This network consists of 12 routes total, 6 regular service routes, 4 shortened regular service routes and 2 owl-only cross city routes. Service hour coverage of the Muni network means all residents are within ¼ of a mile of a transit stop during regular service hours and most residents are within ½ mile of a transit stop during owl service hours.

Based on the distribution of geographic and operational service, no disparate impact or disproportionate burden was found. The following map shows the areas within a quarter mile of a transit stop. The only areas not within a quarter of a mile of a transit stop are parklands such as the

Presidio, Golden Gate Park, around Lake Merced and in heavily industrial areas such as the eastern edges of the inactive Hunter's Point Shipyard and San Francisco Port properties. Golden Gate Park and Presidio do operate free transit service in the parks which provide additional coverage.

Map 9 Service Availability



ii. Service Policies

a. Vehicle Assignment

Methodology: The SFMTA policy is to assign vehicles in a neutral manner that considers technical criteria including peak load factors, route type, physical route characteristics such as street widths and grades, required headways, vehicle availability and transit operator availability. SFMTA vehicle assignment policy was developed to ensure that older vehicles are not concentrated in communities with a larger proportion of minority and low-income populations. Currently, the SFMTA's transit fleet is entirely fossil fuel free and low or no-emissions. However, this report continues to analyze average age of fleet for consistency with past reports.

In order to determine distribution of vehicles by division each route was sorted by division and route classification. For both the minority and low income classified routes, the total number of routes in each classification category at the division was divided by the total number of routes at the division. The minority and low-income route distribution of each division was compared to the average fleet age at the division.

Results: Flynn, Islais Creek, and Green/MME Divisions have the highest proportion of minority routes of all the divisions. A total of 57% of the routes operating from Flynn, 60% of the routes operating from Islais Creek and 50% of the routes operating from Green/MME are minority routes. Kirkland, Potrero, and Islais Creek Divisions meanwhile have the highest share of low-income routes with 60%, 80%, and 80% of routes at those divisions being categorized as low-income, respectively.

As previously mentioned, the SFMTA has one of the greenest fleets of any large transit agency in North America. For the rubber-tire fleet, the average age is roughly 8 years except for the Woods and Islais Creek Divisions with an average age of more than 9 years. Woods does have a high percentage of low-income routes, but the fleet age is due to this Division being the first targeted for replacement at the start of SFMTA's current fleet replacement cycle. Woods also has a mixed fleet, including a small number of 32-foot coaches that has almost been completely replaced.

The light rail fleet has reduced in age from an average age of 21 years in 2016 to the current average age of less than 4 years. SFMTA has undergone a replacement of the entire LRV fleet, resulting in the substantial decrease in average vehicle age.

The Cable Car and Geneva Divisions vehicle age varies due to the historic nature of the service and as a result, the average age is not valuable for comparison.

No disparate impact or disproportionate burden was found with vehicle assignments.

Table 22 Vehicle Type and Age for Minority Routes

Division	Vehicle Type(s)	Average Age	% Minority Routes
Presidio	40' Trolley Coach	6.42	0%
Flynn	60' Motor Coach	8.05	57%
Islais Creek	60' Motor Coach	9.68	60%
Kirkland	40' Motor Coach	7.26	20%
Potrero	40' & 60' Trolley Coaches	8.30	40%
Woods	32' and 40' Motor Coach	9.31	38%
Green/MME	LRV	3.70	50%
Cable Car	Historic Cable Car	n/a	
Geneva	Historic Street Car	n/a	

Source: SFMTA Transit Maintenance Records 2025.

Table 23 Vehicle Type and Age for Low-Income Routes

Division	Vehicle Type(s)	Average Age	% Low Income Routes
Presidio	40' Trolley Coach	6.42	14%
Flynn	60' Motor Coach	8.05	57%
Islais Creek	60' Motor Coach	9.68	80%
Kirkland	40' Motor Coach	7.26	60%
Potrero	40' & 60' Trolley Coaches	8.30	80%
Woods	32' and 40' Motor Coach	9.31	50%
Green/MME	LRV	3.70	0%
Cable Car	Historic Cable Car	n/a	

Source: SFMTA Transit Maintenance Records 2025.

b. Distribution of Transit Amenities

Methodology: Transit amenities such as stop IDs and markings are required and installed at all stops in the Muni system. Others such as transit shelters and real time displays are distributed to the extent possible at transit stops throughout the Muni service area. As previously stated, the SFMTA is not required to have a policy in place for transit shelters as it does not have decision-making authority over siting and location, but still includes them to monitor for future shelter requests and to monitor progress in reaching its goals. To compare equitable distribution of these amenities, shelters and real times displays were mapped using Geographic Information Systems (GIS) software and linked to Muni stops in minority and low-income census block groups. The number of shelters and real time displays at stops in minority and low-income census block groups were then compared to those in non-minority and non-low-income census block groups. Stops with shelters or real time displays within 150

feet of a minority and/or low-income block group were considered part of that minority and/or low-income block group for this exercise.

Shelter location data as of June 2025 and real time display location data as of August 2025 was used for this monitoring exercise.

Results:

Stop IDs, Stop Markings, and Flags - All transit stops regardless if they are in minority or low-income census block groups have a unique five digit stop identification number that can be used by customers to access real-time vehicle arrival predictions and information about planned service changes. Most stops also include a stop marking, such as a painted pole with the route number or a flag sign indicating stop location. The SFMTA has designed a new flag sign and is currently rolling out installation of them at all surface stops in the Muni system.

Transit Shelters and System Maps- All stops with shelters contain the latest version of the Muni system map for customer information and navigation. For minority Census block groups, 32% of stops have shelters compared to 38% in non-minority block groups. For stops in low-income Census block groups, 36% have shelters compared to 34% in non-low-income census block groups.

Table 24 Transit Shelters in Minority and Low-Income Census Block Groups

	Minority Block Groups	Non- Minority Block Groups	Low-Income Block Groups	Non-Low- Income Block Groups
Total Number of Stops	1,559	1,684	1,314	1,929
Total Number of Stops w/ Shelter	500	638	475	663
Stops 125+ boardings w/ Shelter*	275	290	267	298
% Total Stops with Shelter	32%	38%	36%	34%

**Not used for Title VI purposes*

Real Time Displays- For stops in minority census block groups, 21% have real time displays while 27% have real time displays in non-minority census block groups. Similarly for stops in low-income census block groups, 24% have real time displays and 25% in non-low-income census blocks groups have real time displays.

Table 25 Real Time Displays at Minority and Low-Income Stops

	Minority Block Groups	Non- Minority Block Groups	Low-Income Block Groups	Non-Low- Income Block Groups
Total Number of Stops	1,559	1,684	1,314	1,929
Total Number of Stops w/ NextBus Display	329	462	313	478
Stops 125+ boardings w/ NextBus Display*	208	232	197	243
% Total Stops with NextBus Display	21%	27%	24%	25%

**Not used for Title VI purposes*

As previously mentioned, the SFMTA does not have decision-making authority over the siting of shelters (and real time displays installed in shelters with power). The above table assesses the location of all shelters with NextBus displays throughout the transit system including stops with a minimum of 125 daily boardings. This exercise assists the SFMTA in evaluating customer requests for new shelters and monitoring its progress towards its goals.

Amenities at Underground Metro Rail Stations - All Metro Rail Stations are equipped with the following amenities regardless of minority or low-income routes:

- Street level and platform level elevators and escalators
- System maps
- Real-time vehicle arrival time and destination information
- Automated-voice information system
- Agents who can provide information and assistance to customers

iii. Equity Evaluation: Fare and Service Changes

As stated in FTA C 4702.1B Chap.IV-11, transit providers that operate 50 or more fixed route vehicles in peak service and are located in a UZA of 200,000 or more in population are required to evaluate proposed fare and major service changes. To further ensure compliance with 49 CFR Section 21.5(b)(2), 49 CFR Section 21.5(b)(7), and Appendix C to 49 CFR part 21, all providers of public transportation to which this Section applies shall develop written procedures consistent with this Section to evaluate, prior to implementation, any and all service changes that meet the transit provider's major service change threshold, as well as all fare changes, to determine whether those changes will have a discriminatory impact based on race, color, or national origin. **The SFMTA also takes into account income status, as included in FTA Circular 4702.1B.** The written procedures and results of service and/or fare equity analyses shall be included in the transit provider's Title VI Program.

Service Change Equity Analysis:

Transit providers shall evaluate the impacts of their proposed service changes on minority and low-income populations as required under their definition and policies regarding major service changes. The SFMTA defines a major service change as a change in transit service that would be in effect for more than a 12-month period and that would consist of any of the following criteria:

- A schedule change (or series of changes) resulting in a system-wide change in annual revenue hours of five percent or more implemented at one time or over a rolling 24-month period;
- A schedule change on a route with 25 or more one-way trips per day resulting in:
 - Adding or eliminating a route;
 - A change in annual revenue hours on the route of 25 percent or more;
 - A change in the daily span of service on the route of three hours or more; or
 - A change in route-miles of 25 percent or more, where the route moves more than a quarter mile.

Corridors served by multiple routes will be evaluated based on combined revenue hours, daily span of service, and/or route-miles.

- The implementation of a New Start, Small Start, or other new fixed guideway capital project, regardless of whether the proposed changes to existing service meet any of the criteria for a service change described above.

Fare Equity Analysis:

FTA C 4702.1B Chap. IV-19 (b)(1) provides that the fare equity analysis requirement applies to all fare changes regardless of the amount of increase or decrease. As with the service equity analysis, the FTA Circular requires transit providers to evaluate the effects of fare changes on low-income populations in addition to Title VI-protected populations. Exceptions to the fare equity analysis include: (i) "Spare the air days" or other instances when a local municipality or transit agency has declared that all passengers ride free; (ii) Temporary fare reductions that are mitigating measures for other actions; and, (iii) Promotional or temporary fare reductions that last longer than six months.

Fare and Service Equity Analyses Completed:

For the timeframe of the 2025 Title VI Program Update (October 2022 – September 2025), a Title VI equity analysis was completed for each of the following fare and service changes:

- Fare Changes:
 - FY 24-25 and FY25-26 Operating Budget (April 12, 2024)
- Service Changes:
 - Summer 2025 Service Cuts (April 15, 2025)
 - Service Equity Analysis of Muni's Current Service as of January 2024 (April 2024)

All equity analyses for the timeframe of this program update are included in Appendix I.

Appendices

Appendix A	Title VI Public Notice
Appendix B	Title VI Complaint Form
Appendix C	Summary of Title VI Complaints
Appendix D	Public Participation Plan
Appendix E	Summary of Major Public Participation Activities
Appendix F	Language Assistance Plan
Appendix G	SFMTA Board of Directors Resolution for 2025 Title VI Program Approval
Appendix H	SFMTA Board of Directors Resolution Accepting Major Service Changes, Disproportionate Burden, And Disparate Impact Policies (August 20, 2013)
Appendix I	Fare and Major Service Change Equity Analyses
Appendix J	Service Monitoring – Vehicle Loads
Appendix K	Service Monitoring – On-Time & Headway Performance
Appendix L	Service Monitoring – Policy Headways