



SFMTA

2025 Title VI Program Update

SFMTA Citizens' Advisory Council
October 2, 2025

Overview

- As a public transit agency that receives federal funds from the U.S. Department of Transportation (DOT) through the Federal Transit Administration (FTA), the San Francisco Municipal Transportation Agency (SFMTA) is required to uphold Title VI of the Civil Rights Act of 1964.
- Under Title VI, federally funded agencies cannot deny the benefits of, or participation in, programs or activities that receive Federal financial assistance on the basis of race, color or national origin.
 - The SFMTA assesses the needs of its customers who have limited ability to read, speak, write or understand English to ensure our programs and services are accessible.
 - The effects of our programs on communities with limited income is also taken into account.

2025 Title VI Program Update

- Title VI compliance is monitored by the Federal Transit Administration (FTA)
- Program Updates are due every three years as required by FTA Circular 4702.1B
- Updates include both General Program and Transit-Specific Requirements, as detailed in the Circular
- The 2025 Title VI Program Update must be reviewed and approved by MTAB and submitted to the FTA by December 1, 2025

General Program Requirements

- Title VI Notice to the Public
- Title VI Complaint Procedures
- Public Participation Plan
- Language Assistance Plan
- Membership of Non-elected Committees and Councils

Notice to the Public and Title VI Complaint Procedures

- SFMTA Website
- SFMTA Offices and Public Access Areas
- Vehicles and Transit Stations
- Public Information Materials
- Foldable Transit Maps

TITLE VI

The SFMTA, which runs Muni, 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.

La SFMTA, administradora de Muni, no discrimina por motivos de raza, color u origen nacional. Para más información o para presentar una queja, visite SFMTA.com o llame al 311.

Агентство SFMTA, управляющее работой транспортной системы Muni, не дискриминирует по признаку расы, цвета кожи или национального происхождения. Для получения дополнительной информации или подачи жалобы, посетите наш сайт SFMTA.com или позвоните по телефону 311.

三藩市公車局(SFMTA)負責營運Muni, 不會基於種族、膚色或原
 國籍而產生歧視。欲了解更多資訊或提出投訴, 請瀏覽網站
 SFMTA.com 或聯絡311。

Cơ quan Giao thông Vận tải Thành phố San Francisco (SFMTA), đơn vị điều hành dịch vụ Muni, không phân biệt đối xử dựa trên chủng tộc, màu da hoặc nguồn gốc quốc gia. Để biết thêm thông tin hoặc nộp đơn khiếu nại, hãy truy cập trang mạng SFMTA.com hoặc liên hệ tổng đài 311.

MUNI를 운영하는 SFMTA는 인종, 색깔 또는 국적에 기반하여 차 별을 하지 않습니다. 더 많은 정보가 필요하시거나 불만을 접수하시 려면 SFMTA.com를 방문하시거나 311에 연락을 주십시오.

L'office municipal des transports de San Francisco (SFMTA) qui gère Muni, ne fait aucune discrimination sur la base de la race, de la couleur ou de l'origine nationale. Pour plus d'informations ou pour déposer une plainte, visitez le site SFMTA.com ou contactez le 311.

Muniを運営するSFMTAは、人種や出身国で差別はしません。詳細情報または苦情についてはSFMTA.comまで問い合わせるか311までご連絡ください。

Ang SFMTA, na nagpapakatako ng Muni, ay hindi nagdidis-
krimina batay sa lahi, kulay ng balat o bansang pinagmulan.
Para sa higit pang impormasyon o upang maghain ng
reklamo, bisitahin ang SFMTA.com o tumawag sa 311.

SFMTA ซึ่งเป็นผู้นำบริการ Muni ไม่เลือกปฏิบัติบนพื้นฐานของเชื้อชาติ ศิพภาพ หรือเพศสภาพ สำหรับข้อมูลเพิ่มเติม ติดต่อหรือหากต้องการเป็นเพื่อนร่วมเรียน โปรดไปที่ SFMTA.COM หรือโทร 311.

تتبع هيئة النقل البلدية بمدينة سان فرانسيسكو SFMTA - التي تدير وسائل النقل العام والسكك الحديدية بالبلدية (Muni)، التمييز على أساس العرق أو اللون أو الأصل القومي. لمزيد من المعلومات أو لتقديم شكوى، فضل زيارة SFMTA.com أو اتصل برقم 311.

311 Free language assistance / 免費語言協助 / Ayuda gratis con el idioma / Бесплатная помощь с языком / Trợ giúp thông dịch miễn phí / Assistance linguistique gratuite / 無料の通訳支援 / 무료 언어 지원 / Libreng tulong para sa wikang Filipino / libreng tulong para sa Filipino / 無料のフィリピン語の支援 / 311-111-1111



Language Access and Public Participation

Language Assistance Plan (LAP)

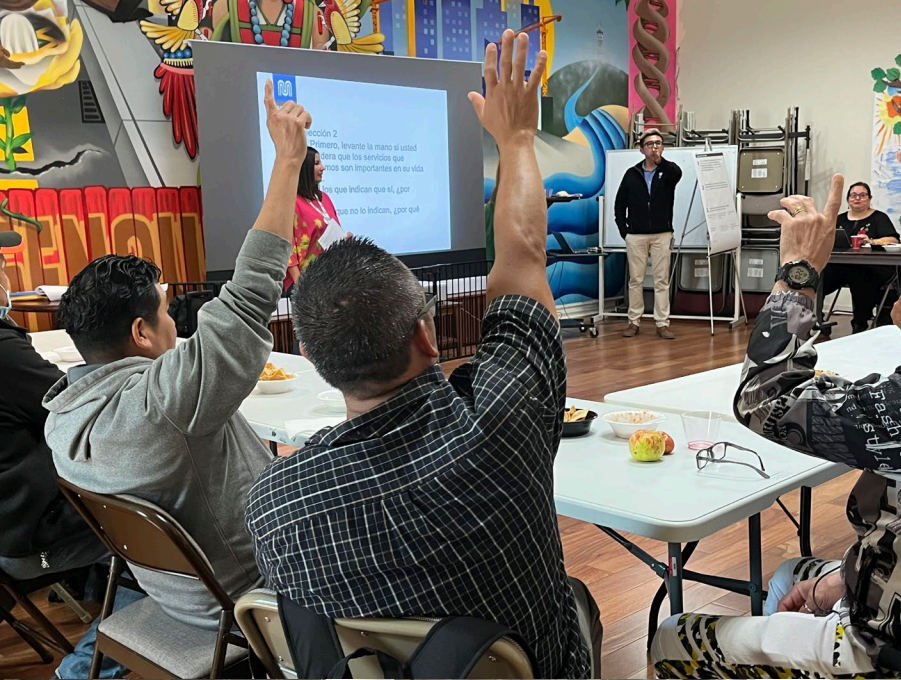
- How we assess and meet the needs of our limited-English proficient (LEP) communities within our service area and what language access tools are preferred for communication
- Limited English Proficient (LEP) persons refers to those for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. **It includes people who reported to the U.S. Census that they speak English less than very well, not well, or not at all.**

Public Participation Plan (PPP)

- Details the tools and methodologies we use to engage community partners and riders early and continuously in our decision-making processes, preferred meeting topics and venues and how participants prefer to provide feedback

PPP and LAP Data Collection Efforts

- Public Engagement and Language Assistance Survey in 10 languages (over 7,300 collected)
 - Promoted via SFMTA.com, text and email blasts, CBO partnerships, Community Conversations, social media, intercept surveys
- CBO Leadership Interviews (35)
- Community Conversations (9)
 - Includes sessions conducted in Spanish, Cantonese, Filipino and Vietnamese
- Other data sources: analysis of Language Line data, Census and school data, paratransit application information



Preliminary Insights from CBO Leadership Interviews and Community Conversations

- Muni continues to be the primary mode of transportation for LEP clients and community
- Traditional information sources such as signage and information at bus stations and stops maintain significant relevance
- Aim to communicate at a 5th-grade reading level (city standard) or below to accommodate literacy rates of LEP populations
- LEP individuals rely on trusted interpersonal networks and community organizations for Muni information
- Consider increasing communications that include audio announcements, simple visual elements and icons, QR codes linking to audio or translated content and culturally adapted materials beyond direct translation
- Continue working with CBOs to improve Muni safety and increase service outreach



Transit Provider Requirements

- Service Standards and Policies
- Demographic and Service Profile Maps and Charts, and Ridership Information
- Documentation of Public Engagement Process for Title VI Transit Policies
 - Disparate Impact, Disproportionate Burden, Major Service Change
- Fare and Service Equity Analyses from 2022-2025
- Service Performance Monitoring



FTA Circular 4702.1B Definitions

- As required, the SFMTA incorporates the terminology and definitions contained in FTA Circular 4702.1B
- **Minority Census Block Group** = Census block group where proportion of residents who self-identify as any race/ethnicity other than white, not Hispanic or Latino is equal to or greater than the city-wide population of 62%.
- **Minority Route** = Routes where ridership consists of trips made by individuals who self-identify as any race/ethnicity other than white, not Hispanic or Latino at a rate higher than the systemwide average of 68%.
- **Low Income Census Block Group** = Census block group where proportion of people who live in a household whose total income is below 200% of the federal poverty level is equal to or greater than the city-wide population of 21%.
- **Low-Income Route** = Routes where ridership consists of trips made by individuals who live in a household whose total income is below 200% of the federal poverty level at a rate higher than the systemwide average of 42%.

Notes on source data:

- Minority Census Block Group: Uses ACS 2019-2023 Five-Year Estimates
- Minority Route: Uses 2025 Muni Onboard Survey Data
- Low Income Census Block Group: Uses ACS 2019 – 2023 Five Year Estimates and defines “low-income” as 200% of 2023 Federal Poverty Guidelines.
- Low-Income Route: Uses 2025 Muni Onboard Survey Data. Note “low-income” designation is calculated against 200% of 2023 Federal Poverty Guidelines as the survey asked total household income in 2023.

Service Performance Monitoring

- As part of Title VI program requirements, SFMTA is required to monitor service performance of:
 - Minority routes compared to Non-Minority routes
 - Low-income routes compared to Non-Low-Income routes
- Disparate impact or disproportionate burden is found if the results between the route classifications is greater than 8%
- Monitoring based on SFMTA's Service Standards and Policies

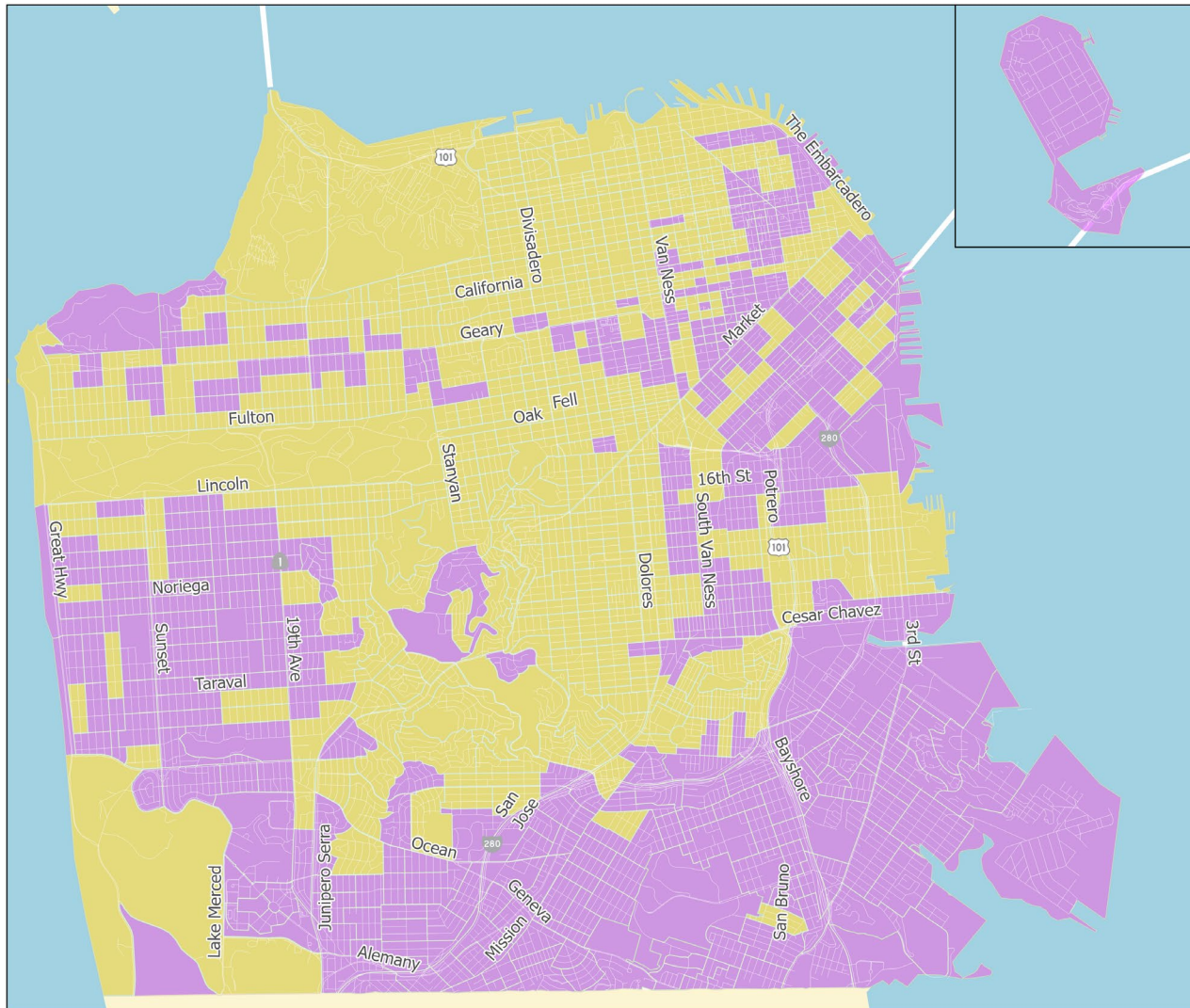
Service Standards

Standard Type	Service Standard
Vehicle Load	Vehicle load at Max Load Point should not exceed planning capacity
On-Time Performance	<ul style="list-style-type: none">• Muni Metro, Rapid & Frequent Local Routes: Less than 14% of trips with a service gap• Grid, Circulator, Specialized, and Owl Routes: 85% on-time (schedule adherence)
Policy Headways	Scheduled headway should meet the defined policy headway minimum per route service category and time period <i>*Specialized Routes: Headways are based on service demand</i>
Service Coverage	All residential neighborhoods within 1/4 mile of Muni stop

Service Policies

Policy Type	Policy Standard
Vehicle Assignment	Assign vehicles in a manner that prevents discrimination to BIPOC and low-income communities and considers technical criteria
Transit Amenities	<ul style="list-style-type: none">• Stop Markings and Flags• Stop IDs• Shelters and System Maps• NextBus Display• Station- Underground rail only

Demographics of 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 Black, Indigenous, or Other People of Color (BIPOC). This map highlights Census-defined block groups where the proportion of the BIPOC population is greater than 62%.

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



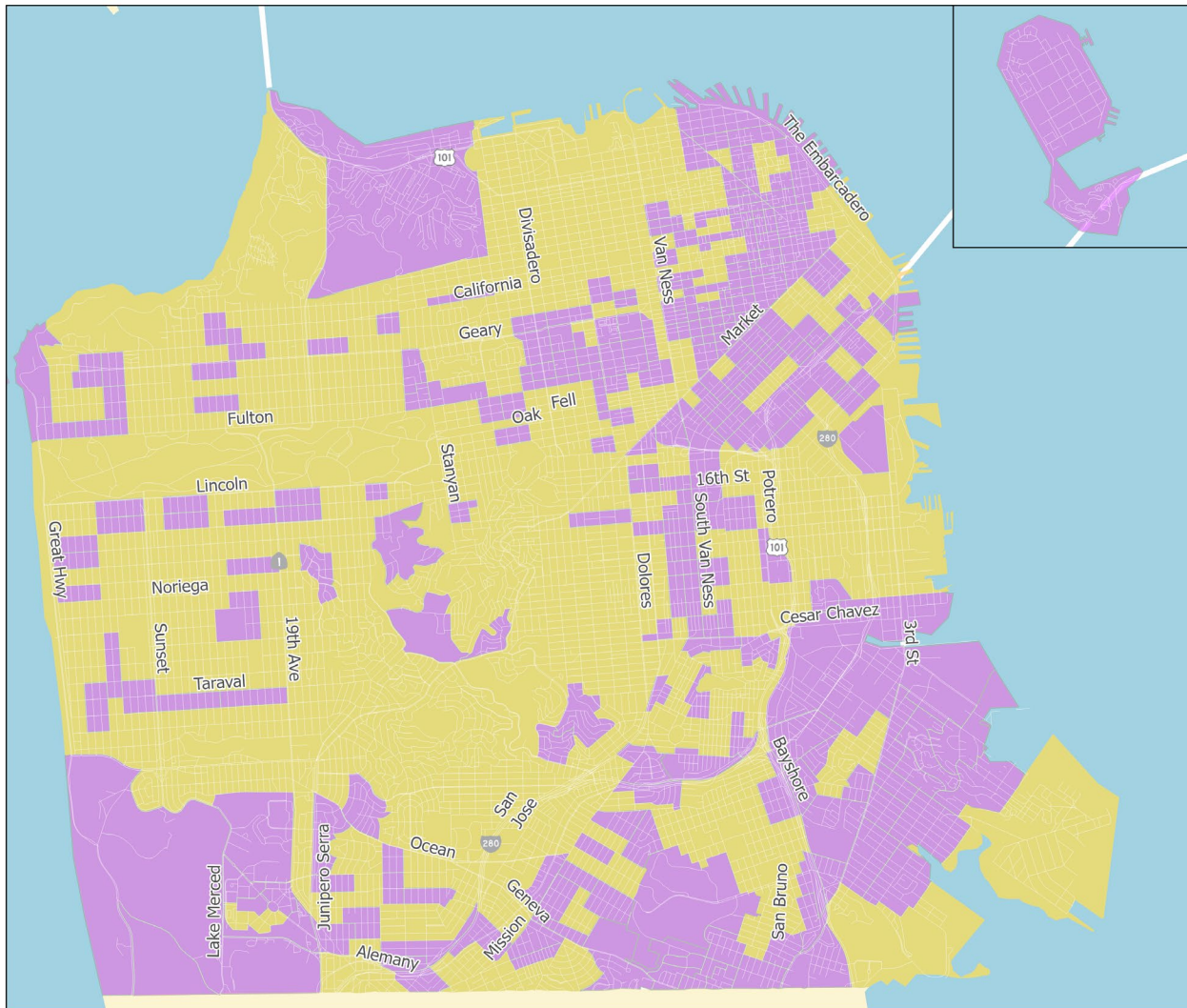
Scale 1:50,000

Date Saved: 9/25/2025

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Demographics of Service Area



Low-Income Block Groups

LEGEND

- Low-Income
- Non-Low-Income

In the 2023 American Community Survey (Five-Year), 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)



Scale 1:50,000

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Service Performance Monitoring Findings

Standard/Policy Type	Disparate Impact	Disproportionate Burden
Vehicle Load	No	No
On-Time Performance	No	No
Policy Headways	No	No
Service Coverage	No	No
Vehicle Assignment	No	No
Transit Amenities	No	No

Questions?