

Title VI Program Update

SFMTA Board of Directors January 17, 2023

Title VI Overview

- <u>Title VI of the Civil Rights Act of 1964</u> prohibits discrimination on the basis of race, color or national origin (including the ability to read, speak, write or understand English) under any program or activity receiving federal financial assistance.
 - Impacts on low-income populations must also be considered based on a 1994 Executive Order
- Agency compliance is monitored by the Federal Transit Administration (FTA)
- The SFMTA's Title VI Program Update must be approved by the MTA Board of Directors and submitted to the FTA by February 1, 2023



General Program Requirements

- Applies to all recipients of federal funds
- Program Highlights:
 - Title VI Notice to the Public
 - Title VI Complaint Procedures
 - Public Participation Plan
 - Language Assistance Plan



Notice to the Public and Title VI Complaint Process

Title VI Notice

- Posted: SFMTA Website; SFMTA Offices and Public Access Areas; Vehicles and Transit Stations; Public Information Materials; Foldable Transit Maps
- Multilingual Free Language Assistance tagline: included on outreach materials, SFMTA.com, agency letterhead, etc.
- Title VI Complaint Process:
 - Title VI complaint forms are available in multiple languages at SFMTA.com and by calling 311.
 - Customer service agents are trained to identify Title VI complaints; complaints are flagged and forwarded to our Title VI Complaints Manager for further action.

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.

Агенство SFMTA, управляющее работой транспортной системы Милі, 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,廣色或原 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 或職給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 khiểu nại, hậy truy cập trang mạng SFMTA.com hoặc liên hệ tổng đài 311.

MUNI를 운행하는 SFMTA는 인종, 색깔 또는 국적에 기반하여 차 별을 하지 않습니다. 더 많은 경보가 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 dèposer 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 nagpapatakbo ng Muni, ay hindi nagdidiskrimina 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 ชึ่งเป็นผู้ให้บริการ Muni ไม่เลือกปฏิบัติบนพื้นฐานของเชื้อ ชาติ ดีผิว หรือแหล่งกำเนิก สำหรับป้อมูลเพิ่มเติมหรือหากข้องการปีน เรื่องร้องเรียน โปรกไปที่ SFMTA.COM หรือติกต่อ 311.

ا تمتع مؤذ اطاق الرابعة بعدينة حان فر السيسكر SFMTA ، التي تمور و سائل العلم و السلك المحيين مابقانية (Muni)، تصيير على أساني العرق أو الآون أو الأصل القومي. لتزيد من المطومات أو للتقيم الحكوم، تصل بزيراء SFMTA.com أو المحل بزغم 311.

[3] 311 Free language assistance / 完算形容が / Ayuda gritt con el kilorea / Exercisense noucean especipience / Tro glop Tolog doh Mile ph/ Austance Inguistique granute / 後下の 開設 決定 / 年 第 100 71日 / Ubreng tulong pars as witang Filipino / intritudes mediarambeladistrictifica 、 していたいので、





Language Assistance and Public Participation

Language Assistance Plan (LAP)

• How we identify, assess and meet the needs of, our limited-English proficient (LEP) communities within our service area, including preferred communication methods, vital topics of information and language assistance protocols

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; assesses preferred meeting topics and venues; and, how participants prefer to provide feedback

Data Collection

• Both plans were informed by an extensive data collection effort, beginning in July 2022 and included CBO leadership interviews, Community Conversations, in-language focus groups and a multilingual survey. Data was also collected via an internal employee survey and other data points, such as Language Line usage, Census and Department of Education data.



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 2019-2022
- Service Performance Monitoring





FTA's Terminology

- **Minority¹ Census Block Group/Route =** Census block group or route service area 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 60%
- Low Income Census Block Group/Route = Census block group or route service area 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 20%

 ¹ For the purposes of the 2022 Title VI Program Update, the SFMTA follows the terminology contained in FTA C4702.1B (e.g., minority) and incorporates the agency's preferred terms where contextually appropriate.

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 or average maximum load standards
On-Time Performance	 Muni Metro, Rapid, Frequent, Grid, Historic and Specialized Routes: Less than 14% of trips with a service gap (headway adherence) Connector 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 *Specialized Routes: Headways are based on service demand
Service Coverage	All residential neighborhoods within ¼ 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	 Stop Markings and Flags Stop IDs Shelters and System Maps NextBus Display Station- Underground rail only 	



Demographics of Service Area



Minority Block Groups

October 2022

In the 2020 American Community Survey, 60% 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 60%.

Source: ACS 2016-2020 Five-Year Estimates (Dataset B03002)

Minority Census Block Groups





Scale 1:50,000 Date Saved: 12/29/2022

For reference contact: TellMuni@sfmta.com

By downloading this map, you are agreeing to the following disclaims: "The City and County of San Fancioco ("City") provides the following data as a public record and no rights of any kind are granteel to any person by the City's provision of this data. The City and County of San Fancicoo ("City") makes the provide strangering and does not guarantee or otherwise warrant the accuracy or completeness of this data. Anyone who uses this data for any purpose whoteveer does so entitiely at their own cinks. The City shall not be lable or otherwise response to any points, harm, câm or action of any kind from any person anting from the use of this data. Anyone who uses the data for any purpose whoteveer does on the has stead and does so under the condition that who re lages to be contest and therms of this disclaimst."



Demographics of Service Area



Low-Income Block Groups

In the 2020 American Community Survey, 20% of San Francisco residents self-identified as living in a low-income household, defined at living on less than 200% of the federal poverty level. This map highlights census-defined block groups where the proportion of low-income households is greater than 20%.

Source: ACS 2016-2020 Five-Year Estimates (Dataset C17002)







Scale 1:50,000 Date Saved: 10/20/2022 For reference contact: TellMuni@sfmta.com

By downloading this map, you are appelleng to the following disclininer: "The CD and County of San Francisco ("CDy") provides the following data as a public record and no rights of any kind are granted to any person by the CDy's provision of this data. The CDy and County of San Francos ("CDy") makes no respectation regarding and does not guarantee or otherwise warrant the accuracy or completeness of this data. Anyone who uses this data for any purpose whatoever does enterling at there on visits. The CDy atlant to be lable or otherwise reprosible for any loss, harm, dann or action of any kind tion any person arising from the use of this data. By accessing this data, the person accessing it addrowideges that the har see and and beso sounder the condition that her or the graves to the contret and terms of this datamet."



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



Title VI & Other Equity Work







