

# 2016 Title VI Program

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**San Francisco Municipal Transportation Agency (SFMTA)**

**December 2016**

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# 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. Across five modes of transit, Muni has approximately 725,000 weekday passenger boardings. Founded in 1912, Muni is one of the oldest transit systems in the world. It is the largest transit system in the Bay Area and serves more than 220 million customers each year. The Muni fleet is unique and includes historic streetcars, renewable diesel and electric hybrid buses and electric trolley coaches, light rail vehicles, paratransit cabs and vans, and the world-famous cable cars. Muni has 75 routes throughout the City and County San Francisco with all residents within a quarter mile of a transit stop. Muni provides service 24 hours a day, seven days a week. The SFMTA's mission is to "work together to plan, build, operate, regulate, and maintain the transportation network, with our partners, to connect communities". 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 the level of 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. 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 FTA's Regional Civil Rights Officer every three years. The SFMTA's 2016 Title VI Program provides an update to the SFMTA's 2013 Title VI Program and 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, and is due to the FTA by December 1, 2016.

## 2 GENERAL REQUIREMENTS

This chapter includes general requirements that must be fulfilled under the FTA Title VI program. Each of these requirements is discussed in the following sub-sections:

- 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 Non-elected Committees and Councils
- 2.7 Subrecipient Monitoring for Title VI Compliance
- 2.8 Title VI Equity Analysis for Facility Construction
- 2.9 Documentation of Title VI Program Approval by SFMTA Board of Directors

### 2.1 Title VI Notice to the Public

As required, SFMTA posts multilingual Title VI notices informing the public of SFMTA's compliance with Title VI, where to find further information and how to file a Title VI complaint form. The notices are located at [www.sfmta.com](http://www.sfmta.com), posted in SFMTA's offices with public access, in vehicles and at transit stations, 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 in foldable maps, which are available for purchase throughout the City. Please see Appendix A for SFMTA's Title VI notice, which states in Chinese, Spanish, Filipino, Vietnamese, Russian, Korean, Japanese, Thai, French and Arabic 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 recipient of federal dollars, the SFMTA is required to comply with Title IV of the Civil Rights Act of 1964 and ensure that services and benefits are provided in a non-discriminatory manner. As part of this requirement, SFMTA is required to develop and post a Title VI complaint form and complaint procedures that instruct the public on how to file a Title VI discrimination complaint. Any person who believes that he or she has been discriminated against on the basis of race, color, or national origin by the San Francisco Municipal Transportation Agency ("SFMTA") may file a Title VI complaint by completing and submitting the SFMTA's Title VI Complaint form.

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 person who believes that he or she, individually, or as a member of a specific group, has been subjected to discrimination on the basis of race, color or national origin, may file a written

complaint with the SFMTA and/or the Federal Transit Administration (FTA) within 180 calendar days of the alleged incident.

- Title VI Complaint Forms and information on how to file a Title VI complaint are available in English, Spanish, Chinese, Russian, Filipino (Tagalog), Vietnamese, Korean, Japanese, French and Thai on the SFMTA's website at [www.sfmta.com/feedback/title-vi-discrimination-complaints](http://www.sfmta.com/feedback/title-vi-discrimination-complaints). Based on recent Census data, Arabic is being added as a "Safe Harbor" language and a Title VI complaint form and instructions are being added in Arabic to the agency's website. (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 receives the complaint and will generally be completed within 60 days. If more information is needed to resolve the complaint, the SFMTA may contact the complainant to request additional information. Once the SFMTA has completed its investigation, the SFMTA will issue one of two letters indicating either that the complaint was found to be "valid" or "not valid." The complainant will have 14 calendar days from the date of the letter to appeal if the complaint is determined to be "not valid." Instructions and contact information for filing an appeal are included in the "not valid" letter. All appeals are decided by the Director of Transportation or his 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](mailto:TitleVIComplaints@sfmta.com)  
**Fax:** 415.701.4502
- 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:

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 actions taken or final findings related to 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 2016 Public Participation Plan (PPP) (Appendix D), which was recently updated, 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 stakeholders 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, schedule or location accommodations, in order to maximize their involvement in the identification of social, economic and environmental impacts of proposed transportation decisions. As required, please see Appendix E for a summary of major 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 benefits, services, information and other important portions of their programs and activities for individuals who are limited-English proficient (LEP). The SFMTA's Language Assistance Plan (LAP), which was recently updated, details its language access policies and methods and incorporates the DOT LEP Guidance as required for providing language assistance for LEP persons. 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 its services are safe, reliable, convenient and accessible to its LEP customers. Please see Appendix F for a copy of the SFMTA's 2016 Language Assistance Plan.

## 2.6 Membership of Non-Elected Committees and Councils

As part of its Title VI Program submission to the FTA, 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 membership. SFMTA has three transit-related, non-elected citizen committees for which it selects the full membership: the Central Subway Community Advisory Group (CAG); the Van Ness Bus Rapid Transit Community Advisory Committee (Van Ness BRT CAC); and, the Van Ness Business Advisory Committee (Van Ness BAC).

The purpose of the Central Subway CAG is to engage with the local community and to receive input and feedback at key milestones throughout the Central Subway project. The CAG consists of representatives from neighborhoods along the entire Third Street Light Rail Project alignment: Visitation Valley, Bayview/Hunters Point, Mission Bay/Potrero Hill, South of Market, Downtown, Union Square and Chinatown. The diverse membership brings to the table citywide, neighborhood, environmental, transportation, commuter, historical and planning interests.

Announcements for vacant positions are made at meetings, posted on the website, advertised through social media, emails and direct phone calls and announced in the project newsletter. Staff also partners with Community Based Organizations (CBOs) to recruit members and provides information and requests for applications via email contact lists. Current recruitment is underway to fill four committee member vacancies including outreach and recruitment efforts via the SFMTA's Central Subway Project email list, CBOs representing diverse communities, and other outreach efforts in order to achieve a diverse committee membership on the Central Subway CAG. If members of the public are interested in participating in the Central Subway CAG, they are asked to forward a letter of interest and background information or a resume to the Central Subway Project. Members of the CAG are recommended by Central Subway Project staff and forwarded to the SFMTA's Director of Transportation for appointment. Table 1 below illustrates the current membership of the Central Subway Community Advisory Group.

Two additional SFMTA transit-related, non-elected citizen committees for which it selects the full membership are the Van Ness Bus Rapid Transit Community Advisory Committee (Van Ness BRT CAC) and the Van Ness Business Advisory Committee (Van Ness BAC). Both are advisory committees for the Van Ness Improvement Project including the construction of Bus Rapid Transit on Van Ness Avenue.

The purpose of the Van Ness BRT CAC is to provide feedback and guide decisions related to the design, construction and implementation of the Van Ness Bus Rapid Transit. The Van Ness BRT CAC consists of representatives from neighborhoods along the entire project corridor. The diverse membership brings to the table citywide, neighborhood, environmental, transportation, commuter, advocacy, historical and planning interests.

The purpose of the Van Ness BAC is to provide recommendations and advice on how project staff can best work with local businesses during construction of the Van Ness Improvement Project. The Van Ness BAC is made up of representatives from a diverse cross-section of project corridor businesses including hospitality, retail, commercial management, arts and education.

Announcements for vacant positions for both committees are made at meetings, posted on the website, and advertised through social media, emails and direct phone calls. Staff also partners with Community Based Organizations (CBOs) to recruit members and requests for applications via email contact lists. Applications are chosen by a selection committee comprising project and non-project staff. Current recruitment is underway to fill the vacancy on the BRT CAC and every effort is being made to achieve further diversity.



The following table illustrates the current membership of the Van Ness BRT CAC and the members of the Van Ness BAC that are appointed the selection committees:

**Table 1 Depicting Membership of Committees, Broken Down by Race**

<b>Body</b>	<b>Caucasian</b>	<b>Latino</b>	<b>African American</b>	<b>Asian American</b>	<b>Native American</b>
<b>Population of City and County of San Francisco</b>	49.5%	15.3%	6%	33%	0.4%
<b>Central Subway Citizens Advisory Committee</b>	69.6%	0%	0%	13%	0%
<b>VN BRT CAC</b>	57.1%	7.1%	3.3%	26.7%	3.3%
<b>VN BAC</b>	50.0%	3.8%	7.7%	23.1%	0%

*Source: 2010-2014 Five-Year Estimates U.S. Census American Community Survey (ACS).*

## 2.7 Subrecipient Assistance and Monitoring

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. 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.

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, but at a minimum, all general reporting requirements; ; (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 for collecting and reviewing the subrecipient's Title VI Program and 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.

SFMTA had two subrecipients during the timeframe of this report: the Water Emergency Transportation Authority (WETA) and the Metropolitan Transportation Commission (MTC). However, both subrecipients are, and were, direct recipients of FTA funds throughout the timeframe of this report and therefore no monitoring by SFMTA for Title VI purposes was required.

## 2.8 Title VI Equity Analysis for Facility Construction

During the timeframe for the 2016 Title VI Program, no Title VI equity analyses for facility construction were required.

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

SFMTA's 2016 Title VI Program went to the SFMTA Board of Directors on November 1, 2016 for approval. Please see Appendix F 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 these assets, regardless of race, color, national origin or low-income status. 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.

### 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, KT, L, M, N, 5R, 7R, 9R, 14R and 28R.
- **Frequent Local:** These routes combine with Muni Metro and Rapid Bus routes to create the Rapid network. They provide premium, frequent service but with more stops along the route. Routes in this category include the 1, 7, 8, 9, 14, 22, 28, 30, 38, 47, 49.
- **Grid:** These citywide routes combine with the Rapid network 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 network and typically operate less frequently than Rapid Network routes. Routes in this category include the 2, 3, 5, 6, 10, 12, 18, 19, 21, 23, 24, 27, 29, 31, 33, 43, 44, 45, 48, 54, 55.

- **Circulator:** 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, 56, 57, 66, 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, owl service, and weekend-only service. Routes in this category include the 1AX/BX, 7X, 8AX/BX, 14X, 30X, 31AX/BX, 38AX/BX, 41, 81X, 82X, 83X, 88, F, NX.
- **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, E, California Cable Car, Powell/Hyde Cable Car, and Powell/Mason Cable Car.

### i. Service Standards

SFMTA’s service standards draw from a variety of sources including Proposition A 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). Updated standards were included in the 2014 SRTP update, which was approved by the SFMTA Board of Directors in June 2015. 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 bus stop or rail line stop.

#### b. On-Time Performance

On-time performance (OTP) is defined as schedule adherence for Grid, Circulator, Specialized and Owl routes. However, a service gap metric is used for the Rapid/Frequent routes, since customers rarely consult a schedule for service that comes every 10 minutes or better.

Table 2 On-Time Performance Standards by Service Category

Service Category	Definition	OTP Standard
Rapid & Frequent Local	<i>% of trips with a service gap of five minutes above the scheduled headway</i>	<i>Less than 14% of trips with a service gap.</i>
<i>Grid</i>	<i>% of time point served within one minute early to four minutes late of the scheduled time</i>	<i>85% on-time (schedule adherence)</i>
<i>Circulator</i>		
<i>Specialized</i>		
<i>Owl</i>		

**c. Service Span**

Muni service is planned to operate for the minimum number of hours by route type as listed below.

**Table 3 Service Span Standard by Service Category**

<b>Service Category</b>	<b>Service Span Standard</b>
Rapid & Frequent Local	18 hours
Grid	18 hours
Circulator	Based on demand
Specialized	Based on demand
Owl	Late night service, generally between 1:00 am – 5:00 am (minimum 30 minute headways)

**d. Policy Headways**

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

**Table 4 SFMTA’s Weekday Policy Headways**

<b>Service Category</b>	<b>Day</b>	<b>Evening</b>	<b>Late Night</b>
Rapid & Frequent Local	10	15	20*
Grid	20	20	30
Circulator	30	30	20
Specialized	based on demand		
Owl	30 min from 1:00 am – 5:00 am		

\*Rapid routes run as a local service during late night transit service.

**Table 5 SFMTA’s Weekend Policy Headways**

<b>Service Category</b>	<b>Day</b>	<b>Evening</b>	<b>Late Night</b>
Rapid & Frequent Local	12	15	20
Grid	20	20	30
Circulator	30	30	-

**e. Stop Spacing**

The following guidelines were developed so that they can be meaningfully applied to the diverse street grids and grades in San Francisco. The placement of transit stops will continue to be influenced by many factors, including the location of traffic controls to help people walking cross major streets, key transit transfer points, land uses, topography and major trip generators.

Table 6 SFMTA’s Stop Spacing Standards

Vehicle Type	Stop Spacing Standard
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%.  Rapid and Specialized stops to be spaced on a case-by-case basis
Surface Rail*	Approximately 900 to 1,500 feet

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

**f. Passenger Loads**

Muni service should be planned to operate such that the peak hour, peak direction load factor does not exceed 85 percent of the combined seating and standing planning capacity (established by vehicle type).

The load factor is calculated as follows:

$$\text{Load Factor} = \frac{\text{Number of passengers in vehicle}}{\text{Vehicle capacity}}$$

Where Vehicle capacity = combined seated and standing capacity. The vehicle capacities for different transit vehicles used in the SFMTA system are outlined below:

Table 7 SFMTA’s Planning Load Factors by Vehicle Type

Vehicle Type	Planning Capacity	85% Load Standard
30’ Motor Coach	45	38
40’ Motor Coach	63	54
60’ Motor Coach	94	80
40’ Trolley Coach	63	54
60’ Trolley Coach	94	80
Light Rail Vehicle	119	101
Streetcar	60	51
Cable Car	63	54

\*Crush load is approximately 125% of planning capacity

## 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 and is intended to ensure that older/dirtier vehicles are not concentrated in low-income or minority neighborhoods. The SFMTA has one of the largest zero emissions fleets in the country, as well as a growing hybrid motor coach fleet. Additionally, all motor coaches use a renewable diesel fuel.

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

**Table 8 Vehicle Types by Fleet Facility**

<b>Fleet Facility</b>	<b>Vehicle Type(s)</b>
Flynn/Islais Creek Division	60-foot Motor Coaches
Kirkland Division	30 & 40-foot Motor Coaches
Potrero Division	40-foot/60-foot Trolley Coaches
Presidio Division	40-foot Trolley Coaches
Woods Division	30-foot/40-foot Motor Coaches
Green Division	Light Rail Vehicles
Metro East Division	Light Rail Vehicles
Geneva Division	Historic Streetcars
Cable Car Division	Cable Cars

The SFMTA regularly operates vehicles that range in age from new vehicles to around 20 years old, excluding cable cars, historic streetcars and the motor coach reserve fleet.

The SFMTA policy is to assign vehicles in a manner that prevents discrimination to minority and low-income communities and 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 30-foot motor coaches are typically assigned to circulator 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. SFMTA’s 148 hybrid vehicles are deployed throughout the City from the Woods Division, which has a high concentration of minority and low-income routes.

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 overloading (i.e., the load factor exceeds the standard maximum during several 15-minute periods).

### ***b. Transit Amenities***

Transit amenities refer to items of comfort and convenience available to the general riding public. SFMTA transit amenities range from basic stop markings, which are provided at all transit stops to underground transit stations, which are part of the Muni Metro light rail system. 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, national origin or income status. SFMTA applies neutral standards such as boarding activity, geographical limitations, etc. in deciding the location of transit amenities and applies these standards to both rail and bus routes. The primary types of stop amenities currently provided include basic informational amenities (generally 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). SFMTA does not provide trash receptacles, public restrooms, or timetables at transit stops or park-and-ride facilities.

Below is a description of amenities and the SFMTA's standards for distributing said amenities system-wide.

- **Stop Markings and Flags** - There are nearly 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. SFMTA recently completed the design of a new flag sign "Landors" that will provide hours of operation in addition to the route number. SFMTA will install Landors at all surface transit stops in the Muni system.
- **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 regions 511 automated transit information line, the City's 311 multilingual customer information line or accessing the information on line via the NextBus website.
- **Transit Shelters and System Maps** - The SFMTA has approximately 1,100 transit shelters distributed at transit stops throughout the service area. In addition to providing weather protection, most transit shelters include lighting and transit system maps. Shelters that are not located on boarding islands also include seating. Transit shelters are installed and maintained through a contract with Clear Channel Outdoor, Inc. The shelters are inspected and cleaned at

least twice weekly, and more frequently along Market Street, where there is very high customer activity.

To the extent possible, the SFMTA endeavors to provide transit shelters in as many locations as possible system-wide to ensure that all customers benefit equally from their placement. Our goal is to have shelters at all stops with more than 125 boardings per day. SFMTA staff both responds to requests from customers for specific new shelter locations and seeks to find additional sites in locations throughout the City. However, it is important to note that while the SFMTA can initiate the process to request new transit shelters, including providing all of the supporting information, final approval resides with the Department of Public Works, which must issue an encroachment permit before a shelter can be installed. DPW takes into account physical constraints, such as sidewalks that are too narrow to allow the access required by Federal and State law (sidewalks are not equally wide throughout the City—downtown sidewalks tend to be wider than neighborhood sidewalks) and sidewalk obstacles such as trees, fire hydrants and sub-sidewalk basements that can impact the location 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.

- **Real-Time Arrival Predictions** – Through the stop ID program, customers can access real-time arrival predictions at all stops by calling 511, 311 or accessing predictions on-line. Additionally, over 900 locations have electronic informational displays that provide real-time vehicle arrival information to waiting customers. The new 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.

**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 9 Distribution of Transit Amenities

Route Type	Stop Markings and Flags*	Stop IDs	Shelters and System Maps**	NextBus	Station
Muni Metro	All stops	All stops	> 125 boarding's per day	At shelters where electricity is available	Underground rail only
Rapid & Local Frequent	All stops	All stops	> 125 boarding's per day	At shelters where electricity is available	n/a
Grid	All stops	All stops	> 125 boarding's per day	At shelters where electricity is available	n/a
Connector	All stops	All stops	> 125 boarding's per day	At shelters where electricity is available	n/a
Specialized	All stops	All stops	> 125 boarding's per day	At shelters where electricity is available	n/a
Owl	All stops	All stops	> 125 boarding's per day	At shelters where electricity is available	n/a

\* SFMTA has designed a new flag sign that will be installed at every transit stop system-wide. Installation will begin in 2017.

\*\* 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 includes the entire City and County of San Francisco. Short segments of a few Muni routes operate within San Mateo County, and one Muni route operates in Marin County on weekends and holidays. 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 2014 American Community Survey Census Data, 5 years estimate (2009-2014).

### Minority Census Block Groups Definition

The City and County of San Francisco's minority population comprises 51% of its residents. As a result, census block groups where the proportion of non-white population to the total population is greater than the proportion for the service area (51%) are categorized as minority census block groups. This is a reduction from the 2010 U.S. Census, which reported that The City and County of San Francisco's minority population comprised 58% of its residents.

### Low Income Census Block Groups Definition

SFMTA defines low income households as households whose total income is below 200% of the 2015 federal poverty level per household size. The City and County of San Francisco's low income population comprises 28% of its residents. As a result, census block groups where the proportion of the low income population to the total population is greater than the proportion for the service area (28%) are categorized as low income census block groups.

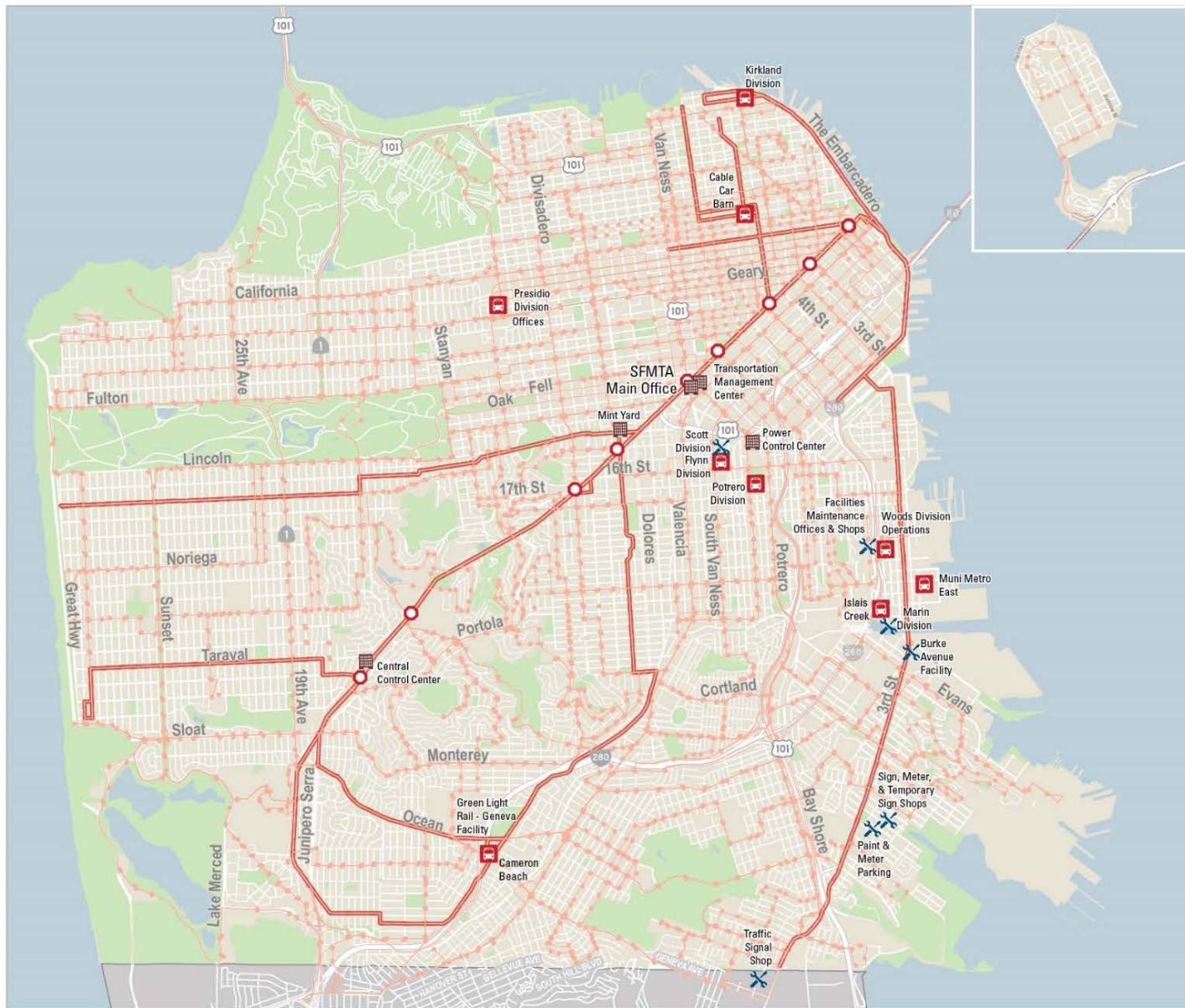
**Table 10 2015 Federal Poverty Guidelines**

Household Size	Poverty Guideline	200% of Poverty Guideline*
1	\$11,770	\$23,540
2	\$15,930	\$31,860
3	\$20,090	\$40,180
4	\$24,250	\$48,500
5	\$28,410	\$56,820
6	\$32,570	\$65,140
7	\$36,730	\$73,460
8	\$40,890	\$81,780

### 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.

Figure 1 Map of SFMTA Transit Services and Location of Facilities



## Transit Service & Facilities

2016 Title VI Program Update

### LEGEND

-  Administrative Buildings
-  Maintenance and Shop Facilities Only
-  Depots  
(Division: Maintenance and Operations)
-  Stations
-  Fixed Guideways (Rail)
-  Stops
-  Routes

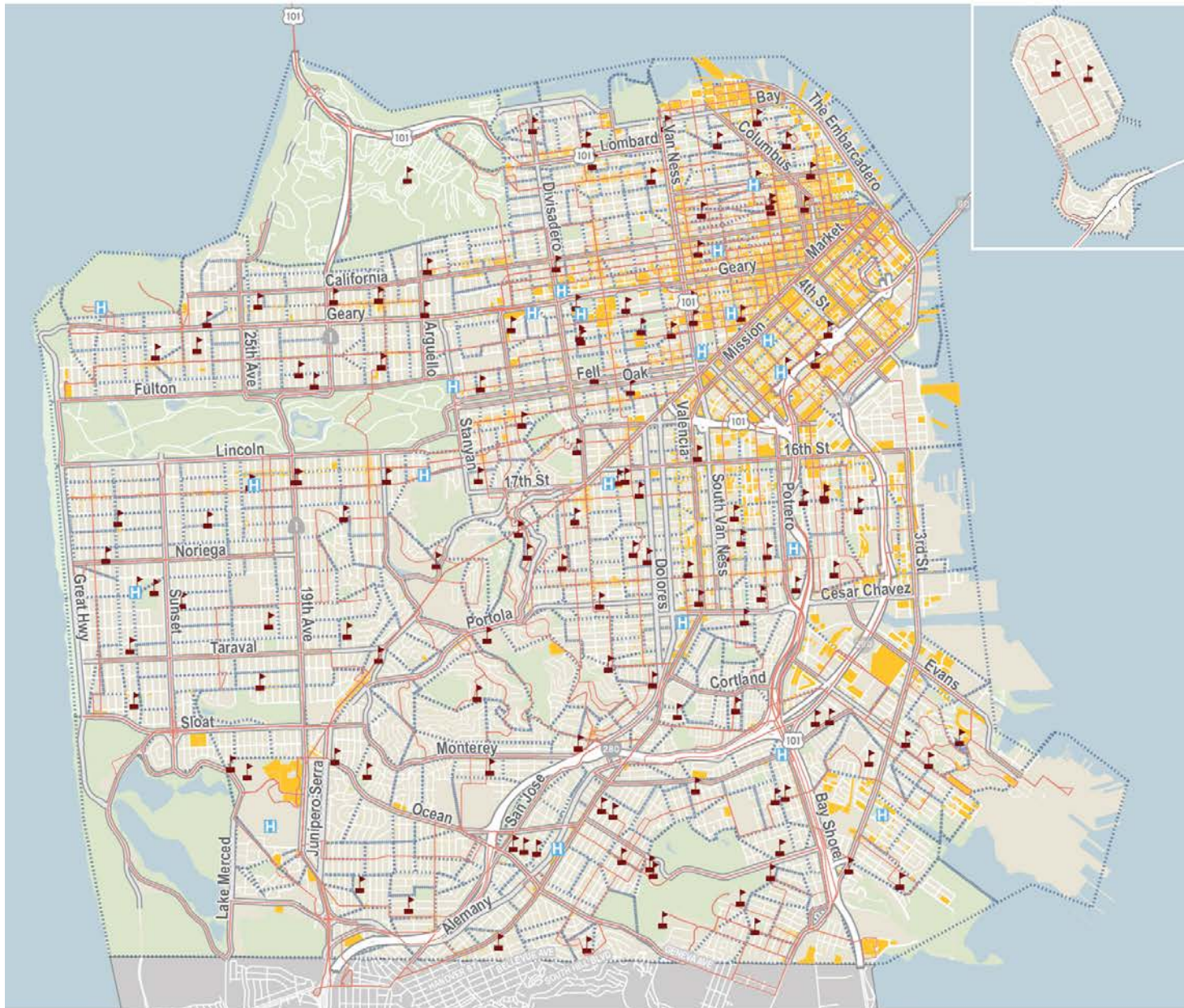


Scale 1:50,000





Figure 2 Basemap of Service Area



## Basemap of Service Area

2016 Title VI Program Update

### LEGEND

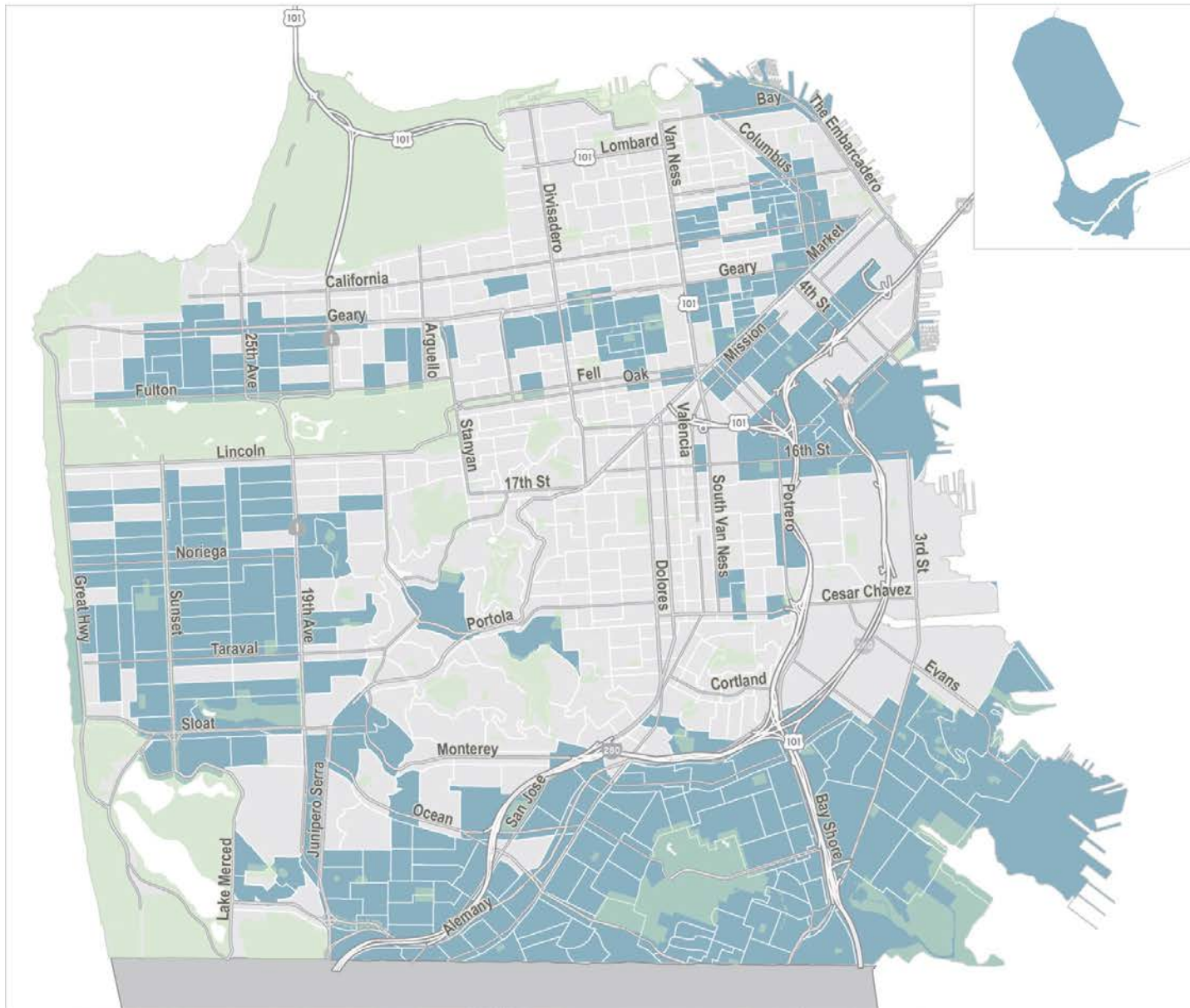
-  Public Schools (PreK-12)
-  Hospitals/Medical Centers
-  Routes
-  Freeways
-  Arterials
-  TAZs
-  Major Activity Centers

  1 miles

Scale 1:50,000



Figure 3 Map of Minority Census Block Groups in Service Area






## Minority Population

2016 Title VI Program Update

Census block groups with a minority population higher than the citywide population of 51%.

Source:  
U.S. Census Bureau American Community Survey 5-year estimates (2010-2014)

### LEGEND

-  Freeways
-  Arterials
-  Minority Block Groups

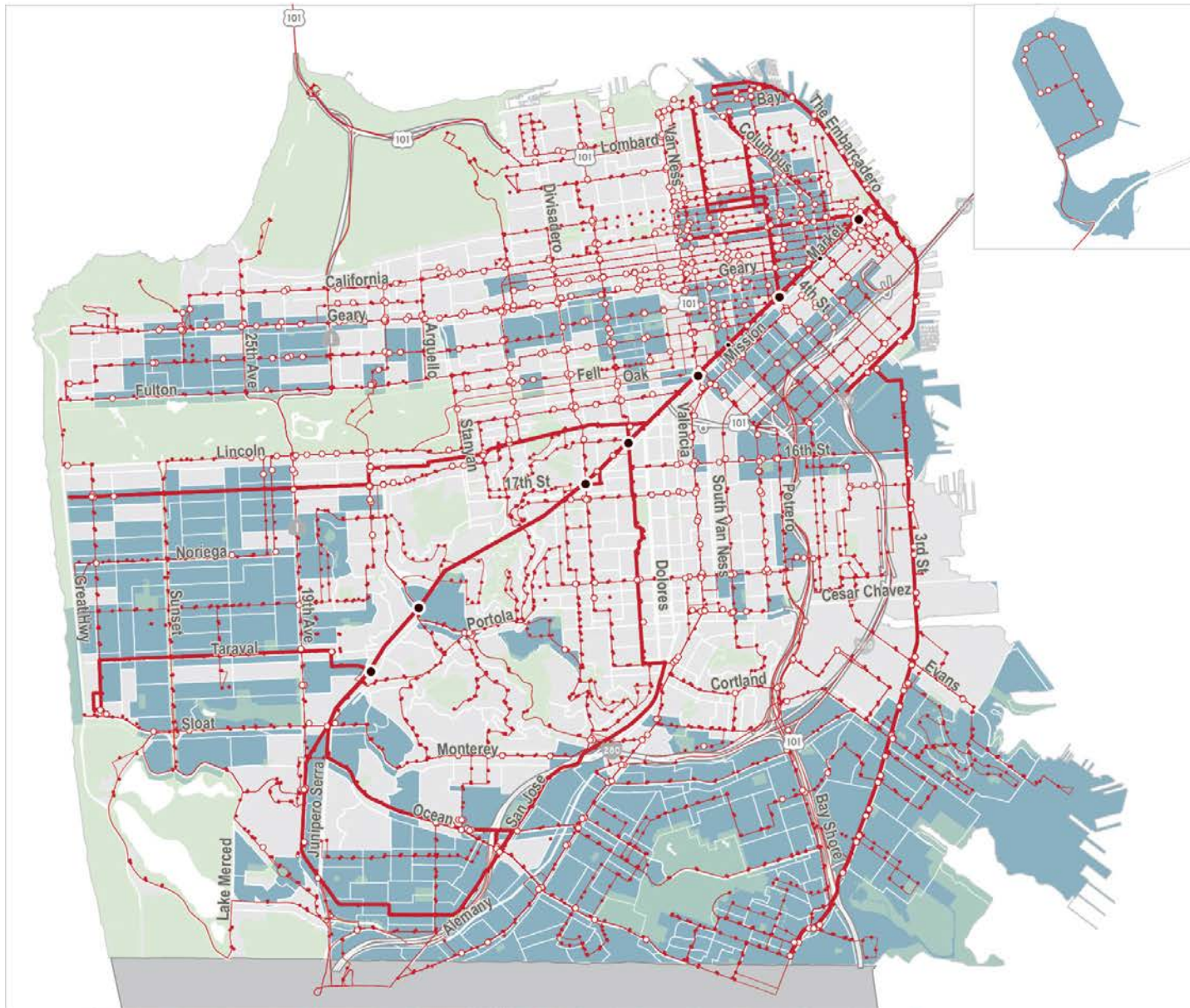
 1 miles

Scale 1:50,000





Figure 4 Map of Transit Access to Minority Census Block Groups



## Transit Access to Minority Populations

2016 Title VI Program Update

Census block groups with a minority population higher than the citywide population of 51%.

Source:  
U.S. Census Bureau American Community Survey 5-year estimates (2010-2014)

### LEGEND

- Transit Stops
- Stops with Bus Shelters
- Routes
- Transit Stations
- Fixed Guideways (Rail)
- Minority Block Groups
- Parkland

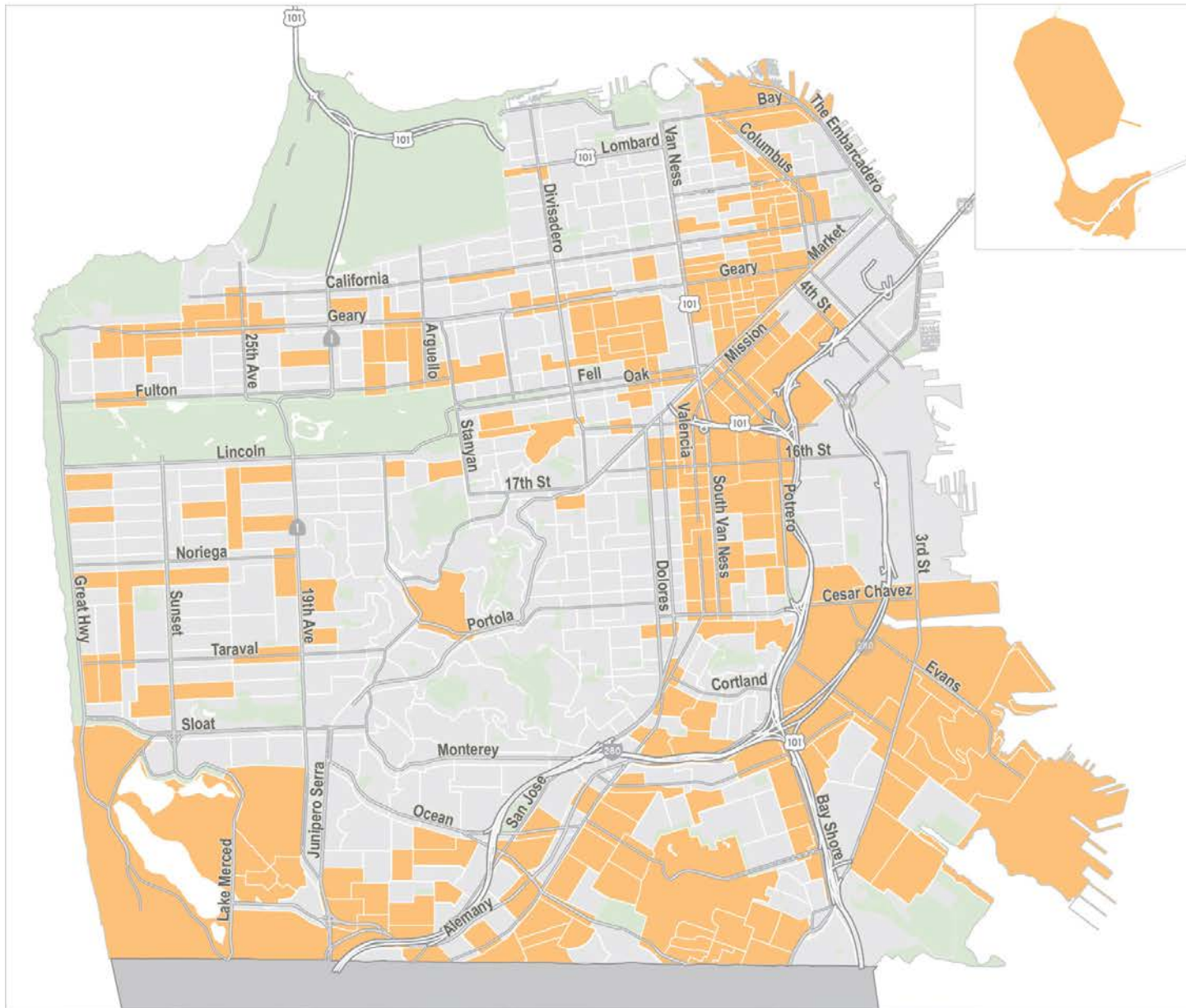
↑ 1 miles

Scale 1:50,000





Figure 5 Map of Low Income Census Block Groups in Service Area



## Low Income Population

2016 Title VI Program Update

Census block groups with a low income population higher than the citywide population of 28%.

Source:  
U.S. Census Bureau American Community Survey 5-year estimates (2010-2014)

### LEGEND

— Freeways

— Arterials

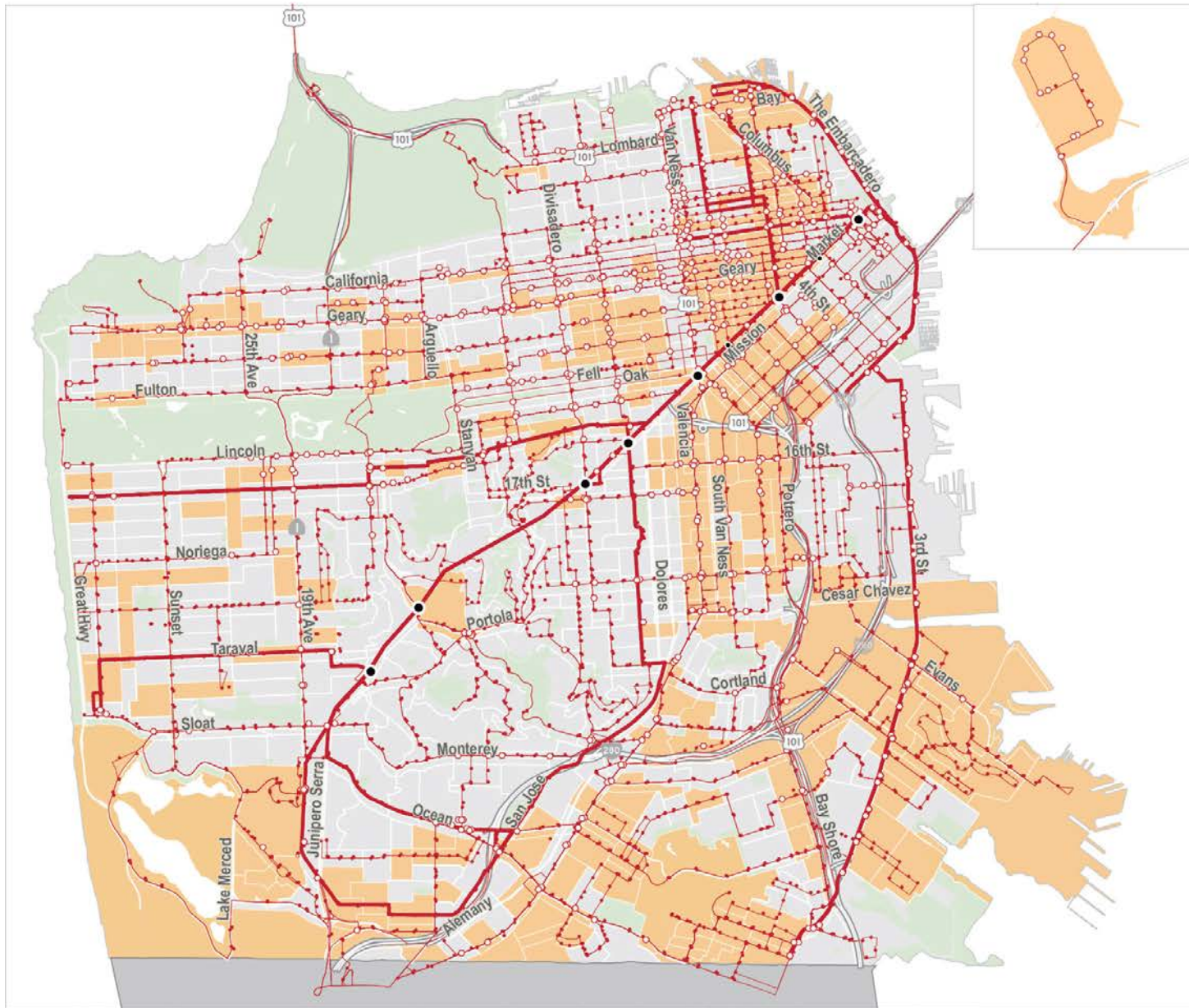


↑ 1 miles

Scale 1:50,000



Figure 6 Map of Transit Access to Low Income Census Block Groups



## Transit Access to Low Income Populations

2016 Title VI Program Update

Census block groups with a low income population higher than the citywide population of 28%.

Source:  
U.S. Census Bureau American Community Survey 5-year estimates (2010-2014)

### LEGEND

- Transit Stops
- Stops with Bus Shelters
- Routes
- Transit Stations
- Fixed Guideways (Rail)
- Low Income Block Groups
- Parklands

1 miles

Scale 1:50,000





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

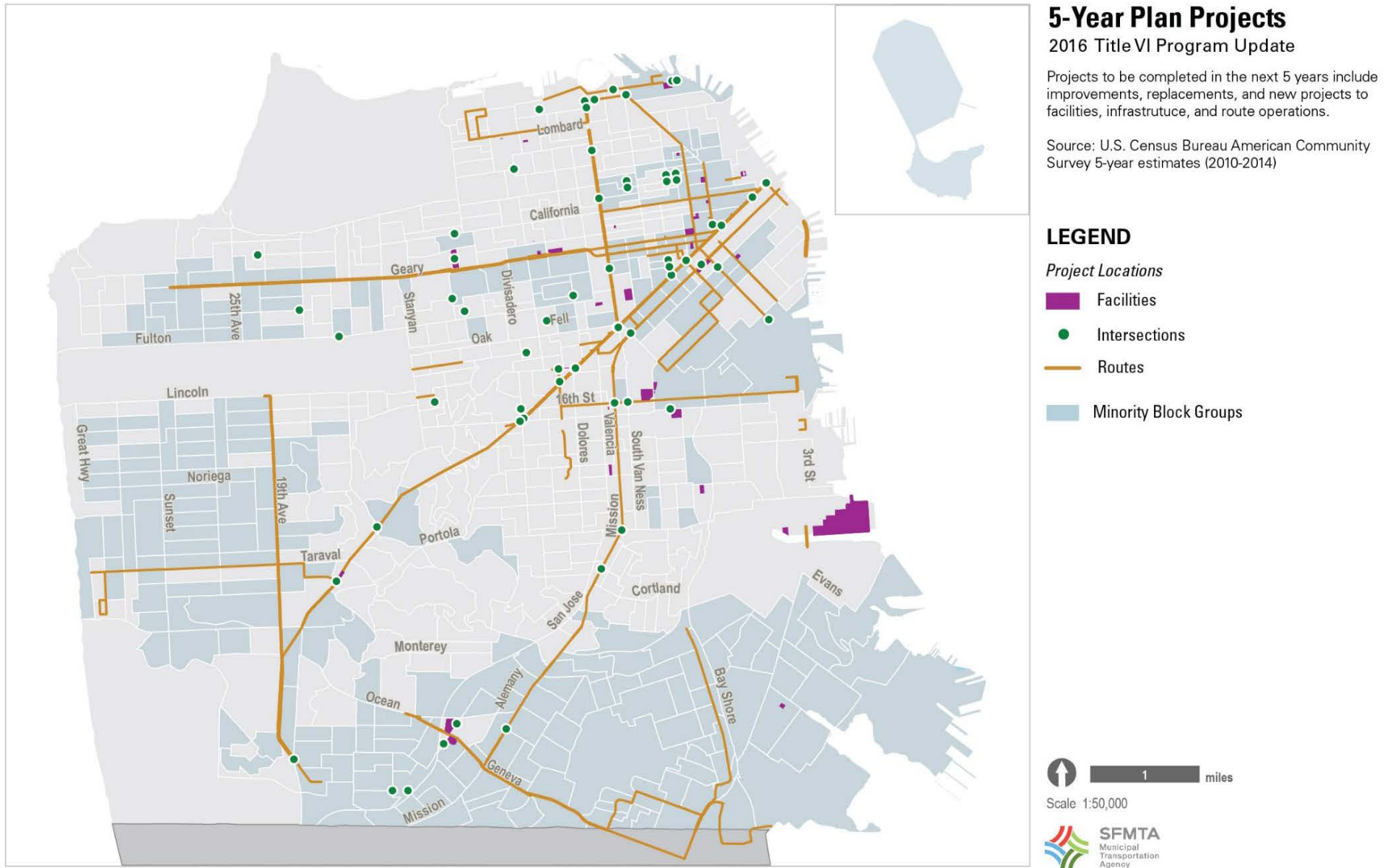
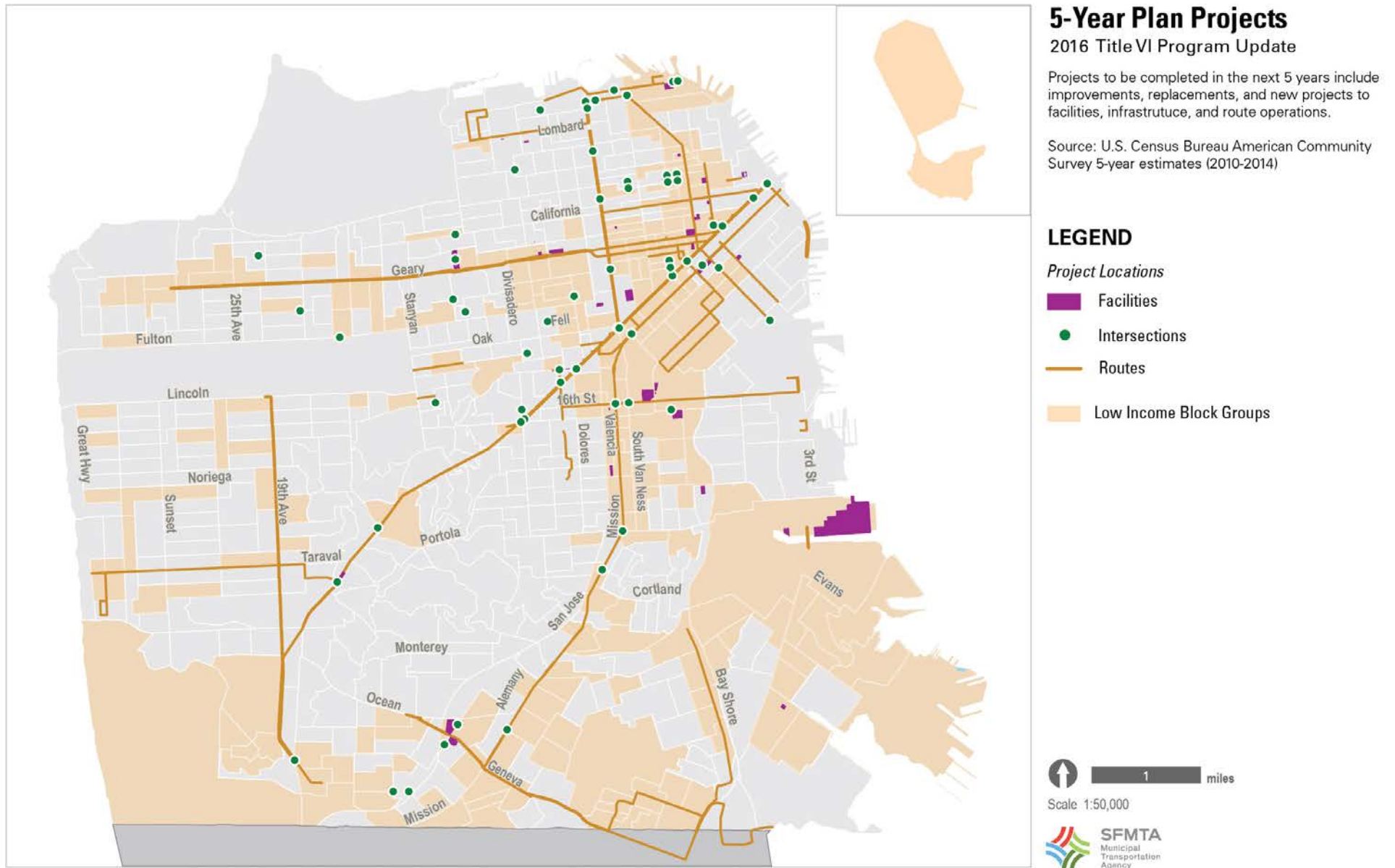


Figure 8 Map of SFMTA's 5-Year Plan Projects and Low Income Census Block Groups



### 3.3 Customer Demographics and Travel Patterns

During the Spring and Summer of 2013, SFMTA conducted a system-wide, on-board customer survey. The purpose of the survey was to collect customer demographic information such as race/ethnicity, English proficiency, gender, income and travel information such as payment type usage, frequency of transit usage, trip purpose, and mode of transit access. The survey was performed to be statistically significant to the route and time of day including weekend and Owl service.

For new and increased service routes since 2013, such as the 55-Mission Bay, E-Embarcadero, and 76X-Marin Express (weekends only), survey data was collected fall of 2016. This data was used to supplement 2013 On-board Customer Survey data for the service monitoring exercises.

Although customer survey data is only required by the FTA to be updated every 5 years, the SFMTA is currently in the process of updating the system-wide on-board customer survey and has begun collecting data in the fall of 2016. Data collection will be completed in Spring 2017 and results are expected in Fall 2017.

The survey instrument used in the 2013 on-board survey and the one that will be used in the upcoming survey is provided in Appendix H.

#### Minority and Low Income Routes Definition

For the Title VI service standards and policies monitoring exercises, the SFMTA classified transit routes using on-board customer survey data rather than census data. This data is found to be more representative of each route's ridership demographics. The surrounding geographic area of a route is not always reflective of the ridership demographics of that routes. Data from the on-board survey is the best available data for a more effective analysis and was used in classifying routes.

The 2013 On-board Survey determined that 58% of systemwide riders identified as minority, compared to the Census average of 51%. Additionally, 51% of systemwide riders indicated that they were from low-income households, which is significantly higher than the Census average of 28%. Routes with more customers who self-identify as minority than the system wide average of 58% were classified as minority transit routes. Routes with more customers who self-identify as low income than the system wide average of 51% were classified as low income transit routes.

## 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 impacts 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 defining the Agency's major service change, disparate impact, and disproportionate burden policies is attached as Appendix I.

## 3.5 Service 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. Per the Circular, the monitoring exercise also evaluated how vehicles are assigned to each route and the equity of transit amenity placement. 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.

### Monitoring of System-wide Service Standards

Performance of minority and low income classified routes were 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. Therefore 2014 ACS Census data was used at the block group level to determine the stop-level demographic profile. Stops located in census block groups whose proportion of non-white population exceeded the non-white population of the service area (51%) were considered minority stops. Stops located in census block groups whose proportion of low income population exceeded the non-low income population of the service area (28%) were considered low income stops.

SFMTA operates 75 routes, which range from 24-hour frequent service routes, to infrequent commuter express 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 11 Route Classifications Based on 2013 On-Board Customer Survey

Route	Route Name	Service Category	Minority	Non-Minority	Minority Classification	Low Income	Non-Low Income	Low Income Classification
1	1 California	Rapid & Local Frequent	43.5%	56.5%	Non-Minority	36.2%	63.8%	Non Low Income
2	2 Clement	Grid	44.4%	55.6%	Non-Minority	28.7%	71.3%	Non Low Income
3	3 Jackson	Grid	48.1%	51.9%	Non-Minority	34.6%	65.4%	Non Low Income
5	5 Fulton	Grid	49.7%	50.3%	Non-Minority	51.4%	48.6%	Low Income
6	6 Parnassus	Grid	37.7%	62.3%	Non-Minority	37.6%	62.4%	Non Low Income
7	7 Haight/Noriega	Rapid & Local Frequent	47.5%	52.5%	Non-Minority	53.7%	46.3%	Low Income
8	8X Bayshore Express	Rapid & Local Frequent	83.9%	16.1%	Minority	71.0%	29.0%	Low Income
9	9 San Bruno	Rapid & Local Frequent	76.8%	23.2%	Minority	75.3%	24.7%	Low Income
10	10 Townsend	Grid	43.3%	56.7%	Non-Minority	25.4%	74.6%	Non Low Income
12	12 Folsom/Pacific	Grid	56.0%	44.0%	Non-Minority	39.8%	60.2%	Non Low Income
14	14 Mission	Rapid & Local Frequent	75.6%	24.4%	Minority	78.0%	22.0%	Low Income
18	18 46th Avenue	Grid	60.1%	39.9%	Minority	61.8%	38.2%	Low Income
19	19 Polk	Grid	59.3%	40.7%	Minority	61.2%	38.8%	Low Income
21	21 Hayes	Grid	45.4%	54.6%	Non-Minority	42.2%	57.8%	Non Low Income
22	22 Fillmore	Rapid & Local Frequent	52.0%	48.0%	Non-Minority	47.3%	52.7%	Non Low Income
23	23 Monterey	Grid	70.2%	29.8%	Minority	57.1%	42.9%	Low Income
24	24 Divisadero	Grid	50.8%	49.2%	Non-Minority	51.1%	48.9%	Low Income
25	25 Treasure Island	Circulator	69.8%	30.2%	Minority	75.3%	24.7%	Low Income
27	27 Bryant	Grid	60.4%	39.6%	Minority	54.2%	45.8%	Low Income
28	28 19th Avenue	Rapid & Local Frequent	61.7%	38.3%	Minority	62.5%	37.5%	Low Income

Route	Route Name	Service Category	Minority	Non-Minority	Minority Classification	Low Income	Non-Low Income	Low Income Classification
29	29 Sunset	Grid	74.4%	25.6%	Minority	70.8%	29.2%	Low Income
30	30 Stockton	Rapid & Local Frequent	51.4%	48.6%	Non-Minority	46.6%	53.4%	Non Low Income
31	31 Balboa	Grid	65.2%	34.8%	Minority	63.5%	36.5%	Low Income
33	33 Stanyan	Grid	53.8%	46.2%	Non-Minority	51.2%	48.8%	Low Income
35	35 Eureka	Circulator	44.0%	56.0%	Non-Minority	36.3%	63.8%	Non Low Income
36	36 Teresita	Circulator	50.4%	49.6%	Non-Minority	36.1%	63.9%	Non Low Income
37	37 Corbett	Circulator	37.3%	62.7%	Non-Minority	26.1%	73.9%	Non Low Income
38	38 Geary	Rapid & Local Frequent	58.0%	42.0%	Minority	57.4%	42.6%	Low Income
39	39 Coit	Circulator	35.8%	64.2%	Non-Minority	30.4%	69.6%	Non Low Income
41	41 Union	Specialized	30.5%	69.5%	Non-Minority	11.6%	88.4%	Non Low Income
43	43 Masonic	Grid	54.4%	45.6%	Non-Minority	50.6%	49.4%	Non Low Income
44	44 O'Shaughnessy	Grid	75.1%	24.9%	Minority	63.9%	36.1%	Low Income
45	45 Union/Stockton	Grid	46.2%	53.8%	Non-Minority	33.6%	66.4%	Non Low Income
47	47 Van Ness	Rapid & Local Frequent	50.1%	49.9%	Non-Minority	43.2%	56.8%	Non Low Income
48	48 Quintara/24th Street	Grid	63.3%	36.7%	Minority	57.9%	42.1%	Low Income
49	49 Mission/Van Ness	Rapid & Local Frequent	56.0%	44.0%	Non-Minority	60.5%	39.5%	Low Income
52	52 Excelsior	Circulator	62.8%	37.2%	Minority	54.3%	45.7%	Low Income
54	54 Felton	Grid	92.3%	7.7%	Minority	79.2%	20.8%	Low Income
55	55 Mission Bay	Grid	55.0%	45.0%	Minority	43.5%	56.5%	Non Low Income

Route	Route Name	Service Category	Minority	Non-Minority	Minority Classification	Low Income	Non-Low Income	Low Income Classification
56	56 Rutland	Circulator	93.6%	6.4%	Minority	86.6%	13.4%	Low Income
57	57 Parkmerced	Circulator	68.0%	32.0%	Minority	62.6%	37.4%	Low Income
59	Powell/Mason Cable Car Line	Historic	36.1%	63.9%	Non-Minority	25.6%	74.4%	Non Low Income
60	Powell/Hyde Cable Car Line	Historic	31.4%	68.6%	Non-Minority	21.5%	78.5%	Non Low Income
61	California Cable Car Line	Historic	29.4%	70.6%	Non-Minority	16.7%	83.3%	Non Low Income
66	66 Quintara	Circulator	64.3%	35.7%	Minority	62.7%	37.3%	Low Income
67	67 Bernal Heights	Circulator	66.0%	34.0%	Minority	57.2%	42.8%	Low Income
88	88 BART Shuttle	Specialized	93.3%	6.7%	Minority	66.7%	33.3%	Low Income
90	90 San Bruno Owl	Specialized	76.5%	23.5%	Minority	81.3%	18.8%	Low Income
91	91 Owl	Specialized	84.2%	15.8%	Minority	80.0%	20.0%	Low Income
14R	14R Mission Rapid	Rapid & Local Frequent	91.3%	8.7%	Minority	83.3%	16.7%	Low Income
14X	14X Mission Express	Specialized	90.0%	10.0%	Minority	77.8%	22.2%	Low Income
1AX	1AX California 'A' Express	Specialized	36.2%	63.8%	Non-Minority	6.7%	93.3%	Non Low Income
1BX	1BX California 'B' Express	Specialized	21.7%	78.3%	Non-Minority	5.8%	94.2%	Non Low Income
28R	28R 19th Avenue Rapid	Rapid & Local Frequent	55.0%	45.0%	Non-Minority	70.5%	29.5%	Low Income
30X	30X Marina Express	Specialized	18.6%	81.4%	Non-Minority	3.4%	96.6%	Non Low Income
31AX	31AX Balboa 'A' Express	Specialized	56.6%	43.4%	Non-Minority	14.3%	85.7%	Non Low Income
31BX	31BX Balboa 'B' Express	Specialized	42.3%	57.7%	Non-Minority	8.6%	91.4%	Non Low Income
38AX	38AX Geary 'A' Express	Specialized	57.0%	43.0%	Non-Minority	19.4%	80.6%	Non Low Income

Route	Route Name	Service Category	Minority	Non-Minority	Minority Classification	Low Income	Non-Low Income	Low Income Classification
38BX	38BX Geary 'B' Express	Specialized	47.4%	52.6%	Non-Minority	12.1%	87.9%	Non Low Income
38R	38R Geary Rapid	Rapid & Local Frequent	55.9%	44.1%	Non-Minority	43.3%	56.7%	Non Low Income
5R	5R Fulton Rapid	Rapid & Local Frequent	49.7%	50.3%	Non-Minority	51.4%	48.6%	Low Income
76X	76X Marin Express	Specialized	46.0%	54.0%	Non-Minority	35.3%	64.7%	Non Low Income
7R	7R Haight/Noriega Rapid	Rapid & Local Frequent	34.3%	65.7%	Non-Minority	20.6%	79.4%	Non Low Income
7X	7X Noriega Express	Specialized	74.9%	25.1%	Minority	36.3%	63.7%	Non Low Income
81X	81X Caltrain Express	Specialized	50.7%	49.3%	Non-Minority	3.0%	97.0%	Non Low Income
82X	82X Levi Plaza Express	Specialized	54.6%	45.4%	Non-Minority	5.8%	94.2%	Non Low Income
83X	83X Mid-Market Express	Specialized	52.3%	47.7%	Non-Minority	10.5%	89.5%	Non Low Income
8AX	8AX Bayshore 'A' Express	Specialized	93.3%	6.7%	Minority	84.6%	15.4%	Low Income
8BX	8BX Bayshore 'B' Express	Specialized	86.2%	13.8%	Minority	82.3%	17.7%	Low Income
9R	9R San Bruno Rapid	Rapid & Local Frequent	82.4%	17.6%	Minority	73.3%	26.7%	Low Income
E	E Embarcadero	Historic	34.5%	65.5%	Non-Minority	33.2%	66.8%	Non Low Income
F	F Market & Wharves	Historic	47.6%	52.4%	Non-Minority	38.2%	61.8%	Non Low Income
J	J Church	Rapid & Local Frequent	49.1%	50.9%	Non-Minority	38.5%	61.5%	Non Low Income
K	K Ingleside	Rapid & Local Frequent	59.0%	41.0%	Minority	47.7%	52.3%	Non Low Income

Route	Route Name	Service Category	Minority	Non-Minority	Minority Classification	Low Income	Non-Low Income	Low Income Classification
L	L Taraval	Rapid & Local Frequent	58.4%	41.6%	Minority	45.2%	54.8%	Non Low Income
L-Owl	L Taraval Owl	Specialized	42.5%	57.5%	Non-Minority	68.4%	31.6%	Low Income
M	M Oceanview	Rapid & Local Frequent	55.9%	44.1%	Non-Minority	55.8%	44.2%	Low Income
N	N Judah	Rapid & Local Frequent	47.7%	52.3%	Non-Minority	36.3%	63.7%	Non Low Income
N-Owl	N Judah Owl	Specialized	65.2%	34.8%	Minority	54.8%	45.2%	Low Income
NX	NX N Express	Specialized	62.9%	37.1%	Minority	20.5%	79.5%	Non Low Income
T	T Third Street	Rapid & Local Frequent	68.2%	31.8%	Minority	48.7%	51.3%	Non Low Income

## i. Service Standards

### a. Vehicle Load

**Methodology:** The SFMTA uses two methods to measure vehicle passenger loads. On Muni's rubber tire fleet, automatic passenger counter (APC) devices are installed on over 30% of the fleet. These APC equipped vehicles are rotated daily to ensure multiple samples per trip per month. These APC devices calculate the maximum load during the trip wherever it occurs.

Muni's rail fleet is not yet equipped with APC devices so manual point checks are conducted at or near each route's historical maximum load point. Because of the labor intensive nature of these rail point checks, the 1,300 number of samples collected for rail vehicles is far fewer than the 98,000 trip samples obtained from APC equipped rubber tired vehicles. Rail data is collected in accordance with SFMTA's National Transit Database (NTD) approved sampling methodology.

Vehicle load data was collected at the maximum load point during the AM and PM peak for each route. The capacity utilization was then calculated per route by dividing the maximum load by the vehicle's planning capacity. All routes with a capacity utilization over 85% were considered routes that are over the vehicle load standard. The results were then evaluated by route category and classification for comparison.

For the monitoring exercise, APC data was used for rubber tire lines from and manual counts were used for rail lines from fall 2015.

**Results:** For each route service category and classification, minority and low income routes generally performed better than non-minority and non-low income routes. The Rapid and Local Frequent minority routes performed significantly better in the AM peak but performed worse in the PM peak compared to non-minority routes. The low income routes performed the same. Since the difference in the percentage over capacity in the PM peak is less than 8% for both minority and low income routes, no disparate impact or disproportionate burden was found.

**Table 12 Passenger Loads per AM Peak (6-9am) for Minority v. Non-Minority Routes**

<b>Service Category</b>	<b>Minority</b>	<b>Non-Minority</b>	<i>Difference</i>
Rapid & Local Frequent	20%	31%	11%
Grid	0%	9%	9%
Circulator	0%	0%	0%
Specialized	0%	17%	17%

*Source: Fall 2015 APC and Manual Counts*



Table 13 Passenger Loads per PM Peak (4-7pm) for Minority v. Non-Minority Routes

Service Category	Minority	Non-Minority	Difference
Rapid & Local Frequent	30%	23%	-7%
Grid	0%	0%	0%
Circulator	0%	0%	0%
Specialized	0%	8%	8%

Source: Fall 2015 APC and Manual Counts

Table 14 Passenger Loads per AM Peak (6-9am) for Low Income v. Non-Low Income Routes

Service Category	Low Income	Non-Low Income	Difference
Rapid & Local Frequent	17%	36%	29%
Grid	0%	11%	11%
Circulator	0%	0%	0%
Specialized	0%	14%	14%

Source: Fall 2015 APC and Manual Counts

Table 15 Passenger Loads per PM Peak (4-7pm) for Low Income v. Non-Low Income Routes

Service Category	Low Income	Non-Low Income	Difference
Rapid & Local Frequent	17%	36%	19%
Grid	0%	0%	0%
Circulator	0%	0%	0%
Specialized	0%	7%	7%

Source: Fall 2015 APC and Manual Counts

Line by line vehicle load performance is presented in Appendix K.

SFMTA has significantly reduced crowding over the past two years, by implementing a 10% service increase. However, several routes are still crowded, including LRV service. In order to reduce crowding the SFMTA has implemented projects to reduce crowding on our heaviest load routes. Projects such as rehabilitating rail vehicles increases the number of trains that are available for service each day and helps to reduce crowding on some of our most congested routes. Other rail service improvements include reconfiguring seating to allow for more passenger capacity and putting new shuttle trains into service that relieve congestion along segments of the route with the highest ridership. The rail and rubber tire fleets are also in stages of expansion which will help increase scheduled service. The SFMTA has also placed higher capacity vehicles such as, articulated coaches, on more congested rubber tire routes.

**b. On-time Performance (OTP)**

Methodology:

**Rapid & Local Frequent OTP-** On-time performance for Rapid and Local Frequent routes is evaluated based on service gaps, since customers rarely consult a schedule for service that comes every 10 minutes or better. A vehicle is counted as on-time when the arrival time is less than five minutes above the scheduled headway. The number of on-time arrival times divided by the total number of arrival time times is the service gap percentage per route.

**Grid, Circulator, and Specialized OTP-** On-time performance for the Grid, Circulator and Specialized routes is measured using schedule adherence of the vehicle. A vehicle is counted as on-time when the arrival time of a 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 route monitoring exercise, each route is separated into service categories and averaged together to arrive at the route classification average per service category and classification.

NextBus automatic vehicle locator (AVL) data was used for this monitoring exercise from fall 2015.

Results: For the Rapid & Local Frequent service category about a quarter of the routes in this service category met the service gap standard of less than 14%. For minority and non-minority routes, minority routes performed worse than non-minority routes while low income routes performed better than non-low income routes. Since the difference in percentages for both route classifications are less than 8%, no disparate impact or disproportionate burden was found.

For the other service categories, Grid, Circulator, and Specialized, none of these routes met the more than 85% on-time schedule adherence standard except for the 90-Owl service route, which had 86.5% of its trips on-time. Grid minority and low income routes performed about 2-5% worse than non-minority and non-low income routes. However, Circulator and Specialized routes performed about the same or better than non-minority and non-low income routes in the same service categories. Since the difference in percentages of both route classifications in Grid routes was less than 8%, no disparate impact or disproportionate burden was found.

**Table 16 On-Time Performance for Minority v. Non-Minority Routes**

Service Category	OTP Method	Minority	Non-Minority	Difference
Rapid & Local Frequent	% of Trips with Service Gaps (Standard=less than 14%)	25%	18%	-7%
Grid	% of Trips On-Time (Standard=more than 85%)	60%	65%	-5%
Circulator	% of Trips On-Time (Standard=more than 85%)	64%	63%	1%

Service Category	OTP Method	Minority	Non-Minority	Difference
Specialized	<b>% of Trips On-Time</b> (Standard=more than 85%)	61%	53%	7%

Source: Fall 2015 AVL Data

Table 17 On-Time Performance for Low Income v. Non-Low Income Routes

Service Category	OTP Method	Low Income	Non-Low Income	Difference
Rapid & Local Frequent	<b>% of Trips with Service Gaps</b> (Standard=less than 14%)	17%	24%	7%
Grid	<b>% of Trips On-Time</b> (Standard=more than 85%)	62%	64%	-2%
Circulator	<b>% of Trips On-Time</b> (Standard=more than 85%)	64%	63%	1%
Specialized	<b>% of Trips On-Time</b> (Standard=more than 85%)	64%	53%	10%

Source: Fall 2015 AVL Data

Line by line on-time performance is presented in Appendix L.

Overall, improving on-time performance is one of the highest priorities of the SFMTA. The SFMTA is working to improve on-time performance through implementing Muni Forward projects including vehicle replacements, transit priority roadway projects and systemwide transit signal priority, implementing a regular review of schedules, and focusing supervision resources on low performing lines.

### **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 2016 Spring schedule 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. All the time periods for each route that met the standard were added together to provide the percentage of time periods the route met the standards. For both the minority classified and low income classified

route monitoring exercise, the percentages were then averaged by service category for each classification.

**Results:** Circulator route headways meet SFMTA’s standards for both route classifications. Rapid, Local Frequent and Grid routes met the minimum headways over 90% of the time. For both minority and non-minority routes, Rapid and Local Frequent routes similarly met minimum headways 95% of the time periods. Non-low income routes met the minimum headways more than low income routes in this service category by 6%. For Grid routes, minority routes met the minimum headway 92% of the time periods compared to non-minority routes at 97% of the time periods. Non-low income routes also met the minimum headways more than low income routes by 3%. Since the differences across the route classifications are less than 8%, no disparate impact or disproportionate burden was found.

**Table 18 Policy Headway Compliance for Minority v. Non-Minority Routes**

<b>Service Category</b>	<b>Minority</b>	<b>Non-Minority</b>	<i>Difference</i>
Rapid & Local Frequent	95%	95%	0%
Grid	92%	97%	-5%
Circulator	100%	100%	0%
Specialized	n/a	n/a	n/a

*\*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 19 Policy Headway Compliance for Low Income v. Non-Low Income Routes

Service Category	Low Income	Non-Low Income	Difference
Rapid & Local Frequent	92%	98%	-6%
Grid	93%	96%	-3%
Circulator	100%	100%	0%
Specialized	n/a	n/a	n/a

*\*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.*

Route by route headway performance is presented in Appendix M.

#### 2013 Disparate Impact Finding Follow-up

In the 2013 Title VI Program update, the service monitoring exercise for policy headways found a disparate impact on minority routes. As indicated above, this finding has been addressed and almost all routes currently meet the minimum policy headway for their service category. Since then the SFMTA has completed the TEP (Transit Effectiveness Project), which evaluated policy headways and made changes to better reflect route service categories. These changes are reflected in the improvement of policy headway compliance.

There are still a few routes that do not yet meet the minimum policy headways. The 9-San Bruno and 28R-28<sup>th</sup> Ave Rapid are both minority and low income routes. The 9-San Bruno did not meet the minimum headway during the day on the weekday but this route is also served by the 9R-San Bruno Rapid route. This route stops less frequent but travels on the same route at a headway of 8 minutes compared to the policy minimum of 10 minutes during this time period. The 28R-19<sup>th</sup> Ave Rapid did not meet the minimum headway in the evening on the weekday or weekend. This is a new all-day service as of April 2015 and is being rolled out slowly to allow an opportunity for demand to build.

The 7 Haight Noriega is a low income route that did not meet the minimum standard in the day and evening on weekdays and the evening on weekends. This is longer cross city route that is served by an express and rapid route in the AM and PM peak periods. Both of these routes make less frequent stops but travel the same route. The SFMTA has future plans to convert the 7 route to an all-day rapid and increase service frequency.

#### ***d. Service Coverage***

Methodology: All current 2016 transit stops 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 operates 74 routes which together provide transit service to within convenient walking distance of most locations within San Francisco. Muni routes connect all of San Francisco’s residential neighborhoods and commercial corridors. Overall, 90% 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 20 Service Coverage**

	<b>Total Acres</b>	<b>Covered Acres</b>	<b>% Covered</b>
Service Area	22,639	20,285	90%
Residential Area	10,412	10,384	~100% (99.7%)

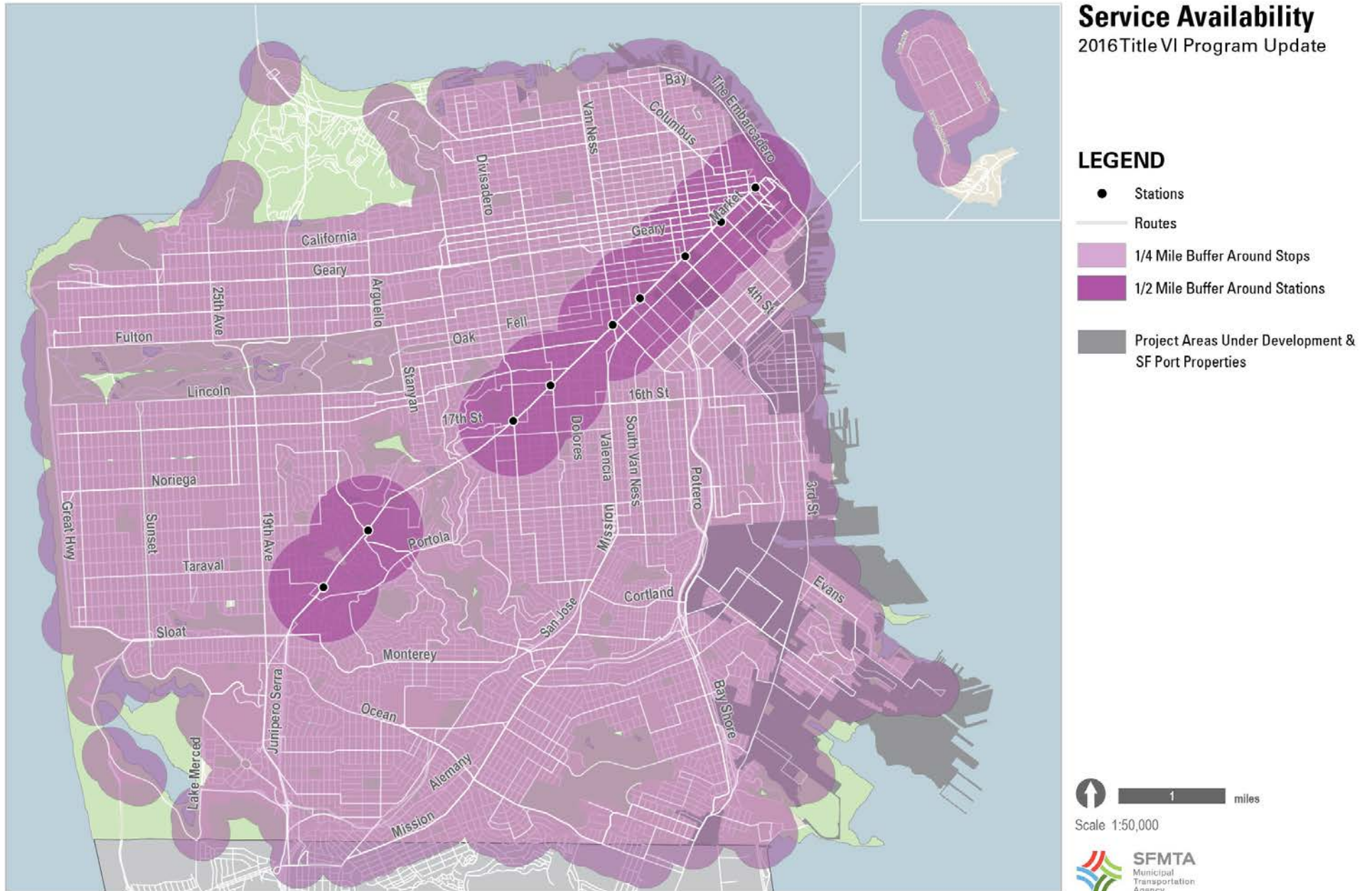
In addition to geographic coverage, all Rapid, Local Frequent, and Grid routes operate for at least 18 hours per day from approximately 5:00 a.m. until 12:00 a.m. For service past these hours the Muni’s Owl Network operations every day from approximately 12:00am to 5:00 a.m. This network consists of 12 routes total, 10 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 many 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.



Figure 9 Map of Service Coverage



## ii. Service Policies

### a. Vehicle Assignment

**Methodology:** The SFMTA policy is to assign vehicles in a manner that prevents discrimination to minority and low-income communities and 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. In order to determine distribution of vehicles by division each route was sorted by division and route classification. For both the minority classified 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 distribution of each division was compared to the average fleet age at the division.

**Results:** Flynn/Islais Creek and Woods Divisions have the highest proportion of minority routes and have the lowest average fleet age of the motor coach divisions. A total of 62% of the routes operating from Woods Division and a total of 54% of the routes operating from Flynn are minority routes with both having an average fleet age of 5-6 years old. Woods, Flynn/Islais Creek, and Potrero have the highest share of low income routes with over 50% of their routes being low income. The average fleet age at these divisions ranges from 6-9 years old. Potrero and Presidio are both trolley coach divisions and Kirkland is a motor coach division. Green/MME serve as LRV Divisions. SFMTA's LRV vehicles were purchased at the same time making the average age 21 years old. 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.

The divisions with the highest proportion of minority routes and low income routes have the lowest average fleet ages therefore no disparate impact or disproportionate burden was found with vehicle assignments.

**Table 21 Vehicle Type and Age for Minority Routes**

Division	Mode	Average Age	% Minority
Woods	30' and 40' Motor Coach	5	62%
Flynn/Islais Creek	60' Motor Coach	6	54%
Potrero	40' & 60' Trolley Coaches	9	18%
Presidio	40' Trolley Coach	12	11%
Kirkland	40' Motor Coach	15	13%
Green/MME	LRV	21	40%
Cable Car	Historic Cable Car	n/a	
Geneva	Historic Street Car	n/a	

Source: State of Fleet as of October 2016



Table 22 Vehicle Type and Age for Low Income Routes

Division	Mode	Average Age	% Low Income
Woods	30' and 40' Motor Coach	6	59%
Flynn/Islais Creek	60' Motor Coach	6	62%
Potrero	40' & 60' Trolley Coaches	9	55%
Presidio	40' Trolley Coach	12	33%
Kirkland	40' Motor Coach	15	19%
Green/MME	LRV	21	20%
Cable Car	Historic Cable Car	n/a	
Geneva	Historic Street Car	n/a	

Source: State of Fleet as of October 2016

Systemwide, average fleet age will continue to decline as SFMTA continues its fleet replacement program, including the replacement of all 40 and 60 ft rubber tire vehicles by spring 2018. In addition, the SFMTA is in the process of procuring new LRV vehicles that are planned to begin entering service in late 2016. The first 64 vehicles will expand the existing fleet and provide more reliable and schedule service. As vehicles are received and enter service they will eventually replace the entire fleet.

**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 at transit stops throughout the Muni service area based on the daily boarding activity. To compare equitable distribution of these amenities, shelters and real times displays were mapped using Geographic Information Systems (GIS) software and overlaid with stops with 125 or more boardings per day. Boarding data was gathered using APCs for the rubber tire lines and using manual traffic checker counts for the rail lines. The number of shelters and real time displays at stops with 125 or more boardings in minority and low income census block groups were then compared to those in non-minority and non-low income census block groups.

Results:

**Stop IDs, Stop Markings, and Flags** - All transit stops regardless of their minority or low income census block group location 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 “Landor” indicating stop location. The SFMTA has designed a new “Landor” and will begin installing them at all transit stop locations in 2017. Stop IDs and Landors are planned to be standard for all transit stop locations 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. Of the stop locations with 125 or more boardings per day, 62% have shelters in minority census block groups and 67% have shelters in non-minority census

block groups. For stops in low income census block groups, 63% have shelters compared to 65% in non-low income census block groups.

Since the difference in the percentage is less than 8% for both minority and low income stops with shelters, no disparate impact or disproportionate burden is found.

**Table 23 Transit Shelters at Minority and Low Income Stops**

Stops	Total Number of Stops	Total Number of Stops 125+ Boardings	Total Number of Stops 125+ Boardings w/ shelter	% with Shelters
Minority Stops	1,961	697	430	62%
Non-Minority Stops	1,524	404	271	67%
Low Income Stops	1,853	718	452	63%
Non-Low Income Stops	1,632	383	249	65%

2013 Disparate Impact Finding Follow-up

The percentage of minority stops with shelters has increased since the 2013 Title VI Program Update from 58% to 62% of stops having shelters and the current difference in minority and low income stops and non-minority and non-low income stops with shelters is within the 8% threshold. Additionally, the SFMTA is continuing to work towards further closing this gap. New shelters are prioritized at minority and low income stops when possible. There are constraints to installing shelters such as available right of way, but where applicable this monitoring exercise is being used as a tool for selecting new shelter installation locations.

**Real Time Displays-** Of the stop locations with 125 or more boardings per day, 41% have real time displays in minority census block groups and 45% have real time displays in non-minority census block groups. For stops in low income and non-low income census block groups, the percentage with real time displays is the same at 43% of stops.

**Table 24 Real Time Displays at Minority and Low Income Stops**

Stops	Total Number of Stops	Total Number of Stops 125+ Boardings	Total Number of Stops 125+ Boardings w/ Real Time Display	% with Real Time Display
Minority Stops	1,961	697	289	41%
Non-Minority Stops	1,524	404	181	45%
Low Income Stops	1,853	718	306	43%
Non-Low Income Stops	1,632	383	164	43%

Since the difference in the percentages is less than 8% for both minority and low income stops with real time displays, no disparate impact or disproportionate burden is found.

**Amenities at Underground Metro Rail Stations** - All Metro Rail Stations are equipped with the following amenities regardless of minority or non-minority 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

Overall no disparate impact or disproportionate burden was found in the distribution of Transit Amenities.

### iii. Equity Evaluation: Fare and Service Changes

Since the SFMTA submitted its last Title VI Program Update in December 2013, a Title VI equity analysis was completed for each of the following fare and service changes:

- Fare Changes:
  - FY 15 and FY 16 Fare Changes
  - Revisions to Title VI FY15 and FY16 Fare Changes
  - FY17 and FY 18 Fare Changes
  - Free Muni for Youth
- Service Changes:
  - TEP (Transit Effectiveness Project) Service Changes
  - 55-16<sup>th</sup> Street-New Route
  - 44-O'Shaughnessy and 48-24<sup>th</sup> Street New Owl Service

The analyses were performed under our current major fare and service change definition.

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.

All prior equity analyses since December 2013 are included in the Appendix J.

APPENDIX A: NOTICE TO THE PUBLIC

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 TITLE VI PROGRAM APPROVAL

APPENDIX H: SFMTA CUSTOMER SURVEY

APPENDIX I: SFMTA BOARD OF DIRECTORS RESOLUTION ACCEPTING MAJOR SERVICE CHANGE,  
DISPROPORTIONATE BURDEN, AND DISPARATE IMPACT POLICIES

APPENDIX J: FARE AND MAJOR SERVICE CHANGE EQUITY ANALYSES



**APPENDIX K: SERVICE MONITORING – VEHICLE LOADS**

<b>Route Number</b>	<b>Route Name</b>	<b>Service Category</b>	<b>AM Peak Hour Capacity Utilization</b>	<b>PM Peak Hour Capacity Utilization</b>	<b>Minority Classification</b>	<b>Low Income Classification</b>
1	1 California	Rapid & Local Frequent	74%	81%	Non-Minority	Non Low Income
2	2 Clement	Grid	68%	64%	Non-Minority	Non Low Income
3	3 Jackson	Grid	61%	51%	Non-Minority	Non Low Income
5	5 Fulton	Grid	80%	73%	Non-Minority	Low Income
6	6 Haight-Parnassus	Grid	86%	75%	Non-Minority	Non Low Income
7	7 Haight-Noriega	Rapid & Local Frequent	74%	67%	Non-Minority	Low Income
8	8 Bayshore	Rapid & Local Frequent	n/a*	n/a*	Minority	Low Income
9	9 San Bruno	Rapid & Local Frequent	54%	61%	Minority	Low Income
10	10 Townsend	Grid	67%	65%	Non-Minority	Non Low Income
12	12 Folsom-Pacific	Grid	64%	52%	Non-Minority	Non Low Income
14	14 Mission	Rapid & Local Frequent	52%	38%	Minority	Low Income
18	18 46th Ave	Grid	75%	46%	Minority	Low Income
19	19 Polk	Grid	62%	50%	Minority	Low Income
21	21 Hayes	Grid	56%	67%	Non-Minority	Non Low Income
22	22 Fillmore	Rapid & Local Frequent	62%	60%	Non-Minority	Non Low Income
23	23 Monterey	Grid	46%	47%	Minority	Low Income
24	24 Divisadero	Grid	60%	59%	Non-Minority	Low Income
25	25 Treasure Island	Circulator	50%	40%	Minority	Low Income
27	27 Bryant	Grid	63%	42%	Minority	Low Income
28	28 19th Avenue	Rapid & Local Frequent	62%	74%	Minority	Low Income
29	29 Sunset	Grid	67%	69%	Minority	Low Income
30	30 Stockton	Rapid & Local Frequent	67%	55%	Non-Minority	Non Low Income
31	31 Balboa	Grid	64%	70%	Minority	Low Income
33	33 Ashby-18th	Grid	52%	44%	Non-Minority	Low Income
35	35 Eureka	Circulator	50%	60%	Non-Minority	Non Low Income

Route Number	Route Name	Service Category	AM Peak Hour Capacity Utilization	PM Peak Hour Capacity Utilization	Minority Classification	Low Income Classification
36	36 Tereista	Circulator	45%	34%	Non-Minority	Non Low Income
37	37 Corbett	Circulator	81%	78%	Non-Minority	Non Low Income
38	38 Geary	Rapid & Local Frequent	64%	56%	Minority	Low Income
39	39 Coit Tower	Circulator	n/a*	20%	Non-Minority	Non Low Income
41	41 Union	Specialized	44%	74%	Non-Minority	Non Low Income
43	43 Masonic	Grid	83%	66%	Non-Minority	Non Low Income
44	44 O'Shaughnessy	Grid	69%	71%	Minority	Low Income
45	45 Union - Stockton	Grid	67%	78%	Non-Minority	Non Low Income
47	47 Van Ness	Rapid & Local Frequent	76%	50%	Non-Minority	Non Low Income
48	48 Quintara - 24th Street	Grid	75%	60%	Minority	Low Income
49	49 Van Ness - Mission	Rapid & Local Frequent	46%	45%	Non-Minority	Low Income
52	52 Excelsior	Circulator	41%	45%	Minority	Low Income
54	54 Felton	Grid	67%	68%	Minority	Low Income
55	55 16th Street	Grid	10%	19%	Minority	Non Low Income
56	56 Rutland	Circulator	48%	11%	Minority	Low Income
57	57 Parkmerced	Circulator	22%	32%	Minority	Low Income
66	66 Quintara	Circulator	39%	31%	Minority	Low Income
67	67 Bernal Heights	Circulator	50%	44%	Minority	Low Income
88	88 BART Shuttle	Specialized	55%	30%	Minority	Low Income
14R	14R Mission Rapid	Rapid & Local Frequent	74%	68%	Minority	Low Income
14X	14X Mission Express	Specialized	59%	44%	Minority	Low Income
1AX	1AX California "A" Express	Specialized	100%	84%	Non-Minority	Non Low Income
1BX	1BX California "B" Express	Specialized	75%	66%	Non-Minority	Non Low Income
28R	28R 19th Avenue Rapid	Rapid & Local Frequent	60%	32%	Non-Minority	Low Income
30X	30X Marina Express	Specialized	76%	77%	Non-Minority	Non Low Income
31AX	31AX Balboa "A" Express	Specialized	74%	68%	Non-Minority	Non Low Income
31BX	31BX Balboa "B" Express	Specialized	68%	59%	Non-Minority	Non Low Income

Route Number	Route Name	Service Category	AM Peak Hour Capacity Utilization	PM Peak Hour Capacity Utilization	Minority Classification	Low Income Classification
38AX	38AX Geary "A" Express	Specialized	62%	69%	Non-Minority	Non Low Income
38BX	38BX Geary "B" Express	Specialized	82%	74%	Non-Minority	Non Low Income
38R	38R Geary Rapid	Rapid & Local Frequent	79%	75%	Non-Minority	Non Low Income
5R	5R Fulton Rapid	Rapid & Local Frequent	86%	86%	Non-Minority	Low Income
7R	7R Haight Noriega Rapid	Rapid & Local Frequent	80%	70%	Non-Minority	Non Low Income
7X	7X Noriega Express	Specialized	50%	45%	Minority	Non Low Income
81X	81X Caltrain Express	Specialized	40%	0%	Non-Minority	Non Low Income
82X	82X Levi Plaza Express	Specialized	71%	29%	Non-Minority	Non Low Income
83X	83X Midtown Express	Specialized	12%	17%	Non-Minority	Non Low Income
8AX	8AX Bayshore Express	Specialized	65%	63%	Minority	Low Income
8BX	8BX Bayshore Express	Specialized	70%	61%	Minority	Low Income
9R	9R San Bruno Rapid	Rapid & Local Frequent	68%	68%	Minority	Low Income
F	F Market & Wharves	Specialized	94%	131%	Non-Minority	Non Low Income
J	J Church	Rapid & Local Frequent	90%	85%	Non-Minority	Non Low Income
K	K Ingleside (K/T)	Rapid & Local Frequent	104%	119%	Minority	Non Low Income
L	L Taraval	Rapid & Local Frequent	112%	104%	Minority	Non Low Income
M	M Oceanside	Rapid & Local Frequent	110%	116%	Non-Minority	Low Income
N	N Judah	Rapid & Local Frequent	125%	99%	Non-Minority	Non Low Income
NX	NX Judah Express	Specialized	63%	51%	Minority	Non Low Income
T	T Third (K/T)	Rapid & Local Frequent	65%	96%	Minority	Non Low Income

*n/a\*=The 8 Bayshore has split service in the peak direction during both the AM/PM peak. The service is split into the 8AX and 8BX. The 39 Coit starts service outside of the AM peak window.*

**APPENDIX L: SERVICE MONITORING – ON-TIME PERFORMANCE**

*Service Gaps (less than 14%=OTP Standard)*

<b>Route</b>	<b>Route Name</b>	<b>Service Category</b>	<b>% On-Time</b>	<b>Minority Classification</b>	<b>Low Income Classification</b>
1	1 California	Rapid & Local Frequent	11%	Non-Minority	Non Low Income
5R	5R Fulton	Rapid & Local Frequent	9%	Non-Minority	Low Income
7	7 Haight/Noriega	Rapid & Local Frequent	21%	Non-Minority	Low Income
7R	7R Haight/Noriega Rapid	Rapid & Local Frequent	25%	Non-Minority	Non Low Income
8	8 Bayshore Express	Rapid & Local Frequent	16%	Minority	Low Income
9	9 San Bruno	Rapid & Local Frequent	18%	Minority	Low Income
9R	9R San Bruno Limited	Rapid & Local Frequent	19%	Minority	Low Income
14	14 Mission	Rapid & Local Frequent	16%	Minority	Low Income
14R	14R Mission Rapid	Rapid & Local Frequent	16%	Minority	Low Income
22	22 Fillmore	Rapid & Local Frequent	12%	Non-Minority	Non Low Income
28	28 19th Avenue	Rapid & Local Frequent	15%	Minority	Low Income
28R	28R 19th Avenue Rapid	Rapid & Local Frequent	12%	Non-Minority	Low Income
30	30 Stockton	Rapid & Local Frequent	11%	Non-Minority	Non Low Income
38	38 Geary	Rapid & Local Frequent	18%	Minority	Low Income
38R	38R Geary Rapid	Rapid & Local Frequent	12%	Non-Minority	Non Low Income
47	47 Van Ness	Rapid & Local Frequent	19%	Non-Minority	Non Low Income
49	49 Mission/Van Ness	Rapid & Local Frequent	16%	Non-Minority	Low Income
J	J Church	Rapid & Local Frequent	28%	Non-Minority	Non Low Income
K	K Ingleside	Rapid & Local Frequent	27%	Minority	Non Low Income
L	L Taraval	Rapid & Local Frequent	22%	Minority	Non Low Income
M	M Oceanview	Rapid & Local Frequent	31%	Non-Minority	Low Income
N	N Judah	Rapid & Local Frequent	21%	Non-Minority	Non Low Income
T	T Third Street	Rapid & Local Frequent	81%	Minority	Non Low Income

*Schedule Adherence (more than 85%=OTP Standard)*

<b>Route</b>	<b>Route Name</b>	<b>Service Category</b>	<b>% On-Time</b>	<b>Minority Classification</b>	<b>Low Income Classification</b>
2	2 Clement	Grid	62%	Non-Minority	Non Low Income
3	3 Jackson	Grid	59%	Non-Minority	Non Low Income
5	5 Fulton	Grid	66%	Non-Minority	Low Income
6	6 Parnassus	Grid	70%	Non-Minority	Non Low Income
10	10 Townsend	Grid	62%	Non-Minority	Non Low Income
12	12 Folsom/Pacific	Grid	60%	Non-Minority	Non Low Income
18	18 46th Avenue	Grid	70%	Minority	Low Income
19	19 Polk	Grid	57%	Minority	Low Income
21	21 Hayes	Grid	71%	Non-Minority	Non Low Income
23	23 Monterey	Grid	56%	Minority	Low Income
24	24 Divisadero	Grid	67%	Non-Minority	Low Income
25	108 Treasure Island	Circulator	58%	Minority	Low Income
27	27 Bryant	Grid	54%	Minority	Low Income
29	29 Sunset	Grid	55%	Minority	Low Income
31	31 Balboa	Grid	65%	Minority	Low Income
33	33 Stanyan	Grid	69%	Non-Minority	Low Income
35	35 Eureka	Circulator	62%	Non-Minority	Non Low Income
36	36 Teresita	Circulator	65%	Non-Minority	Non Low Income
37	37 Corbett	Circulator	63%	Non-Minority	Non Low Income
39	39 Coit	Circulator	63%	Non-Minority	Non Low Income
41	41 Union	Specialized	64%	Non-Minority	Non Low Income
43	43 Masonic	Grid	62%	Non-Minority	Non Low Income
44	44 O'Shaughnessy	Grid	64%	Minority	Low Income
45	45 Union/Stockton	Grid	71%	Non-Minority	Non Low Income
48	48 Quintara/24th Street	Grid	60%	Minority	Low Income
52	52 Excelsior	Circulator	61%	Minority	Low Income
54	54 Felton	Grid	60%	Minority	Low Income

Route	Route Name	Service Category	% On-Time	Minority Classification	Low Income Classification
55	55 Mission Bay	Grid	60%	Minority	Non Low Income
56	56 Rutland	Circulator	70%	Minority	Low Income
57	17 Parkmerced	Circulator	63%	Minority	Low Income
59	Powell/Mason Cable Car Line	Specialized	11%	Non-Minority	Non Low Income
60	Powell/Hyde Cable Car Line	Specialized	12%	Non-Minority	Non Low Income
61	California Cable Car Line	Specialized	14%	Non-Minority	Non Low Income
66	66 Quintara	Circulator	64%	Minority	Low Income
67	67 Bernal Heights	Circulator	69%	Minority	Low Income
88	88 BART Shuttle	Specialized	72%	Minority	Low Income
90	90 San Bruno Owl	Specialized	87%	Minority	Low Income
91	91 Owl	Specialized	47%	Minority	Low Income
14X	14X Mission Express	Specialized	64%	Minority	Low Income
1AX	1AX California 'A' Express	Specialized	67%	Non-Minority	Non Low Income
1BX	1BX California 'B' Express	Specialized	64%	Non-Minority	Non Low Income
30X	30X Marina Express	Specialized	74%	Non-Minority	Non Low Income
31AX	31AX Balboa 'A' Express	Specialized	78%	Non-Minority	Non Low Income
31BX	31BX Balboa 'B' Express	Specialized	68%	Non-Minority	Non Low Income
38AX	38AX Geary 'A' Express	Specialized	79%	Non-Minority	Non Low Income
38BX	38BX Geary 'B' Express	Specialized	69%	Non-Minority	Non Low Income
76X	76X Marin Express	Specialized	57%	Non-Minority	Non Low Income
7X	7X Noriega Express	Specialized	44%	Minority	Non Low Income
81X	81X Caltrain Express	Specialized	47%	Non-Minority	Non Low Income
82X	82X Levi Plaza Express	Specialized	47%	Non-Minority	Non Low Income
83X	83X Mid-Market Express	Specialized	72%	Non-Minority	Non Low Income
8AX	8AX Bayshore 'A' Express	Specialized	54%	Minority	Low Income
8BX	8BX Bayshore 'B' Express	Specialized	59%	Minority	Low Income
E	E Embarcadero	Specialized	31%	Non-Minority	Non Low Income
F	F Market & Wharves	Specialized	53%	Non-Minority	Non Low Income
NX	NX N Express	Specialized	60%	Minority	Non Low Income

**APPENDIX M: SERVICE MONITORING – HEADWAY PERFORMANCE**

*Weekday*

<b>Route</b>	<b>Route Name</b>	<b>Service Category</b>	<b>Day</b>	<b>Evening</b>	<b>Late Night</b>	<b>Minority Classification</b>	<b>Low Income Classification</b>
1	1 California	Rapid & Local Frequent	5	10	20	Non-Minority	Non Low Income
2	2 Clement	Grid	20	-	-	Non-Minority	Non Low Income
3	3 Jackson	Grid	20	20	30	Non-Minority	Non Low Income
5	5 Fulton	Grid	10	15	20	Non-Minority	Low Income
6	6 Parnassus	Grid	12	20	20	Non-Minority	Non Low Income
7	7 Haight/Noriega	Rapid & Local Frequent	12	20	20	Non-Minority	Low Income
8	8X Bayshore Express	Rapid & Local Frequent	8	15	15	Minority	Low Income
9	9 San Bruno	Rapid & Local Frequent	12	15	20	Minority	Low Income
10	10 Townsend	Grid	15	20	30	Non-Minority	Non Low Income
12	12 Folsom/Pacific	Grid	15	20	30	Non-Minority	Non Low Income
14	14 Mission	Rapid & Local Frequent	9	10	12	Minority	Low Income
18	18 46th Avenue	Grid	20	20	30	Minority	Low Income
19	19 Polk	Grid	15	20	30	Minority	Low Income
21	21 Hayes	Grid	12	20	30	Non-Minority	Non Low Income
22	22 Fillmore	Rapid & Local Frequent	9	15	15	Non-Minority	Non Low Income
23	23 Monterey	Grid	20	30	30	Minority	Low Income
24	24 Divisadero	Grid	9	15	20	Non-Minority	Low Income
25	108 Treasure Island	Circulator	20	20	20	Minority	Low Income
27	27 Bryant	Grid	15	20	30	Minority	Low Income
28	28 19th Avenue	Rapid & Local Frequent	10	20	20	Minority	Low Income



Route	Route Name	Service Category	Day	Evening	Late Night	Minority Classification	Low Income Classification
29	29 Sunset	Grid	12	20	20	Minority	Low Income
30	30 Stockton	Rapid & Local Frequent	4	15	20	Non-Minority	Non Low Income
31	31 Balboa	Grid	15	20	20	Minority	Low Income
33	33 Stanyan	Grid	15	20	30	Non-Minority	Low Income
35	35 Eureka	Circulator	25	25	25	Non-Minority	Non Low Income
36	36 Teresita	Circulator	30	30	30	Non-Minority	Non Low Income
37	37 Corbett	Circulator	20	30	30	Non-Minority	Non Low Income
38	38 Geary	Rapid & Local Frequent	8	8	8	Minority	Low Income
39	39 Coit	Circulator	20	-	-	Non-Minority	Non Low Income
41	41 Union	Specialized	-	-	-	Non-Minority	Non Low Income
43	43 Masonic	Grid	12	20	20	Non-Minority	Non Low Income
44	44 O'Shaughnessy	Grid	12	15	20	Minority	Low Income
45	45 Union/Stockton	Grid	12	15	20	Non-Minority	Non Low Income
47	47 Van Ness	Rapid & Local Frequent	9	12	20	Non-Minority	Non Low Income
48	48 Quintara/24th Street	Grid	15	20	30	Minority	Low Income
49	49 Mission/Van Ness	Rapid & Local Frequent	9	12	20	Non-Minority	Low Income
52	52 Excelsior	Circulator	30	30	30	Minority	Low Income
54	54 Felton	Grid	20	30	30	Minority	Low Income
55	55 Mission Bay	Grid	15	20	20	Minority	Non Low Income
56	56 Rutland	Circulator	30	30	-	Minority	Low Income
57	17 Parkmerced	Circulator	20	20	20	Minority	Low Income
59	Powell/Mason Cable Car Line	Specialized	8	8	8	Non-Minority	Non Low Income
60	Powell/Hyde Cable Car Line	Specialized	8	8	8	Non-Minority	Non Low Income

Route	Route Name	Service Category	Day	Evening	Late Night	Minority Classification	Low Income Classification
61	California Cable Car Line	Specialized	8	12	12	Non-Minority	Non Low Income
66	66 Quintara	Circulator	20	30	30	Minority	Low Income
67	67 Bernal Heights	Circulator	20	20	20	Minority	Low Income
88	88 BART Shuttle	Specialized	-	-	-	Minority	Low Income
90	90 San Bruno Owl	Specialized	-	-	30	Minority	Low Income
91	91 Owl	Specialized	-	-	30	Minority	Low Income
14R	14R Mission Rapid	Rapid & Local Frequent	8	-	-	Minority	Low Income
14X	14X Mission Express	Specialized	-	-	-	Minority	Low Income
1AX	1AX California 'A' Express	Specialized	-	-	-	Non-Minority	Non Low Income
1BX	1BX California 'B' Express	Specialized	-	-	-	Non-Minority	Non Low Income
28R	28R 19th Avenue Rapid	Rapid & Local Frequent	10	-	-	Non-Minority	Low Income
30X	30X Marina Express	Specialized	-	-	-	Non-Minority	Non Low Income
31AX	31AX Balboa 'A' Express	Specialized	-	-	-	Non-Minority	Non Low Income
31BX	31BX Balboa 'B' Express	Specialized	-	-	-	Non-Minority	Non Low Income
38AX	38AX Geary 'A' Express	Specialized	-	-	-	Non-Minority	Non Low Income
38BX	38BX Geary 'B' Express	Specialized	-	-	-	Non-Minority	Non Low Income
38R	38R Geary Rapid	Rapid & Local Frequent	6	-	-	Non-Minority	Non Low Income
5R	5 Fulton Rapid	Rapid & Local Frequent	8	-	-	Non-Minority	Low Income
76X	76X Marin Express	Specialized	0	0	0	Non-Minority	Non Low Income
7R	7R Haight/Noriega Rapid	Rapid & Local Frequent	-	-	-	Non-Minority	Non Low Income
7X	7X Noriega Express	Specialized	-	-	-	Minority	Non Low Income
81X	81X Caltrain Express	Specialized	0	0	0	Non-Minority	Non Low Income
82X	82X Levi Plaza Express	Specialized	-	-	-	Non-Minority	Non Low Income
83X	83X Mid-Market Express	Specialized	-	-	-	Non-Minority	Non Low Income

Route	Route Name	Service Category	Day	Evening	Late Night	Minority Classification	Low Income Classification
8AX	8AX Bayshore 'A' Express	Specialized	-	-	-	Minority	Low Income
8BX	8BX Bayshore 'B' Express	Specialized	-	-	-	Minority	Low Income
9R	9R San Bruno Rapid	Rapid & Local Frequent	8	-	-	Minority	Low Income
E	E Embarcadero	Specialized	20	-	-	Non-Minority	Non Low Income
F	F Market & Wharves	Specialized	7	10	15	Non-Minority	Non Low Income
J	J Church	Rapid & Local Frequent	10	15	20	Non-Minority	Non Low Income
K	K Ingleside	Rapid & Local Frequent	10	15	20	Minority	Non Low Income
L	L Taraval	Rapid & Local Frequent	10	15	20	Minority	Non Low Income
M	M Oceanview	Rapid & Local Frequent	10	15	20	Non-Minority	Low Income
N	N Judah	Rapid & Local Frequent	10	15	15	Non-Minority	Non Low Income
NX	NX N Express	Specialized	-	-	-	Minority	Non Low Income
T	T Third Street	Rapid & Local Frequent	10	15	20	Minority	Non Low Income

*Weekend*

Route	Route Name	Service Category	Day	Evening	Late Night	Minority Classification	Low Income Classification
1	1 California	Rapid & Local Frequent	8	20	20	Non-Minority	Non Low Income
2	2 Clement	Grid	20	-	-	Non-Minority	Non Low Income
3	3 Jackson	Grid	20	20	30	Non-Minority	Non Low Income
5	5 Fulton	Grid	8	15	20	Non-Minority	Low Income
6	6 Parnassus	Grid	12	20	20	Non-Minority	Non Low Income

Route	Route Name	Service Category	Day	Evening	Late Night	Minority Classification	Low Income Classification
7	7 Haight/Noriega	Rapid & Local Frequent	12	20	20	Non-Minority	Low Income
8	8X Bayshore Express	Rapid & Local Frequent	8	15	15	Minority	Low Income
9	9 San Bruno	Rapid & Local Frequent	12	15	20	Minority	Low Income
10	10 Townsend	Grid	20	30	30	Non-Minority	Non Low Income
12	12 Folsom/Pacific	Grid	20	30	30	Non-Minority	Non Low Income
14	14 Mission	Rapid & Local Frequent	10	12	12	Minority	Low Income
18	18 46th Avenue	Grid	20	20	30	Minority	Low Income
19	19 Polk	Grid	15	20	30	Minority	Low Income
21	21 Hayes	Grid	15	20	30	Non-Minority	Non Low Income
22	22 Fillmore	Rapid & Local Frequent	10	15	15	Non-Minority	Non Low Income
23	23 Monterey	Grid	30	30	30	Minority	Low Income
24	24 Divisadero	Grid	15	15	20	Non-Minority	Low Income
25	108 Treasure Island	Circulator	20	20	30	Minority	Low Income
27	27 Bryant	Grid	20	20	30	Minority	Low Income
28	28 19th Avenue	Rapid & Local Frequent	12	20	20	Minority	Low Income
29	29 Sunset	Grid	15	20	20	Minority	Low Income
30	30 Stockton	Rapid & Local Frequent	4	15	20	Non-Minority	Non Low Income
31	31 Balboa	Grid	20	20	20	Minority	Low Income
33	33 Stanyan	Grid	20	20	30	Non-Minority	Low Income
35	35 Eureka	Circulator	25	25	25	Non-Minority	Non Low Income
36	36 Teresita	Circulator	30	30	30	Non-Minority	Non Low Income
37	37 Corbett	Circulator	30	30	30	Non-Minority	Non Low Income

Route	Route Name	Service Category	Day	Evening	Late Night	Minority Classification	Low Income Classification
38	38 Geary	Rapid & Local Frequent	8	10	20	Minority	Low Income
39	39 Coit	Circulator	20	-	-	Non-Minority	Non Low Income
41	41 Union	Specialized	0	-	-	Non-Minority	Non Low Income
43	43 Masonic	Grid	15	20	20	Non-Minority	Non Low Income
44	44 O'Shaughnessy	Grid	15	20	20	Minority	Low Income
45	45 Union/Stockton	Grid	9	15	20	Non-Minority	Non Low Income
47	47 Van Ness	Rapid & Local Frequent	10	12	20	Non-Minority	Non Low Income
48	48 Quintara/24th Street	Grid	20	20	30	Minority	Low Income
49	49 Mission/Van Ness	Rapid & Local Frequent	10	12	20	Non-Minority	Low Income
52	52 Excelsior	Circulator	30	30	30	Minority	Low Income
54	54 Felton	Grid	20	30	30	Minority	Low Income
55	55 Mission Bay	Grid	20	20	20	Minority	Non Low Income
56	56 Rutland	Circulator	30	30	-	Minority	Low Income
57	17 Parkmerced	Circulator	20	20	20	Minority	Low Income
59	Powell/Mason Cable Car Line	Specialized	8	8	8	Non-Minority	Non Low Income
60	Powell/Hyde Cable Car Line	Specialized	8	8	8	Non-Minority	Non Low Income
61	California Cable Car Line	Specialized	10	10	15	Non-Minority	Non Low Income
66	66 Quintara	Circulator	30	30	30	Minority	Low Income
67	67 Bernal Heights	Circulator	20	20	20	Minority	Low Income
88	88 BART Shuttle	Specialized	-	-	-	Minority	Low Income
90	90 San Bruno Owl	Specialized	-	-	30	Minority	Low Income
91	91 Owl	Specialized	-	-	30	Minority	Low Income
14R	14R Mission Rapid	Rapid & Local Frequent	12	-	-	Minority	Low Income

Route	Route Name	Service Category	Day	Evening	Late Night	Minority Classification	Low Income Classification
14X	14X Mission Express	Specialized	0	0	0	Minority	Low Income
1AX	1AX California 'A' Express	Specialized	0	0	0	Non-Minority	Non Low Income
1BX	1BX California 'B' Express	Specialized	0	0	0	Non-Minority	Non Low Income
28R	28R 19th Avenue Rapid	Rapid & Local Frequent	-	-	-	Non-Minority	Low Income
30X	30X Marina Express	Specialized	0	0	0	Non-Minority	Non Low Income
31AX	31AX Balboa 'A' Express	Specialized	0	0	0	Non-Minority	Non Low Income
31BX	31BX Balboa 'B' Express	Specialized	0	0	0	Non-Minority	Non Low Income
38AX	38AX Geary 'A' Express	Specialized	0	-	-	Non-Minority	Non Low Income
38BX	38BX Geary 'B' Express	Specialized	0	-	-	Non-Minority	Non Low Income
38R	38R Geary Rapid	Rapid & Local Frequent	8	-	-	Non-Minority	Non Low Income
5R	5 Fulton	Rapid & Local Frequent	-	-	-	Non-Minority	Low Income
76X	76X Marin Express	Specialized	-	-	-	Non-Minority	Non Low Income
7R	7R Haight/Noriega Rapid	Rapid & Local Frequent	0	0	0	Non-Minority	Non Low Income
7X	7X Noriega Express	Specialized	0	0	0	Minority	Non Low Income
81X	81X Caltrain Express	Specialized	-	-	-	Non-Minority	Non Low Income
82X	82X Levi Plaza Express	Specialized	-	-	-	Non-Minority	Non Low Income
83X	83X Mid-Market Express	Specialized	-	-	-	Non-Minority	Non Low Income
8AX	8AX Bayshore 'A' Express	Specialized	0	0	0	Minority	Low Income
8BX	8BX Bayshore 'B' Express	Specialized	0	0	0	Minority	Low Income
9R	9R San Bruno Rapid	Rapid & Local Frequent	-	-	-	Minority	Low Income
E	E Embarcadero	Specialized	20	-	-	Non-Minority	Non Low Income
F	F Market & Wharves	Specialized	7	15	15	Non-Minority	Non Low Income
J	J Church	Rapid & Local Frequent	12	15	20	Non-Minority	Non Low Income

<b>Route</b>	<b>Route Name</b>	<b>Service Category</b>	<b>Day</b>	<b>Evening</b>	<b>Late Night</b>	<b>Minority Classification</b>	<b>Low Income Classification</b>
K	K Ingleside	Rapid & Local Frequent	12	15	20	Minority	Non Low Income
L	L Taraval	Rapid & Local Frequent	12	15	20	Minority	Non Low Income
M	M Oceanview	Rapid & Local Frequent	12	15	20	Non-Minority	Low Income
N	N Judah	Rapid & Local Frequent	12	15	20	Non-Minority	Non Low Income
NX	NX N Express	Specialized	0	0	0	Minority	Non Low Income
T	T Third Street	Rapid & Local Frequent	12	15	20	Minority	Non Low Income