

THIS PRINT COVERS CALENDAR ITEM NO.: 10.3

**SAN FRANCISCO
MUNICIPAL TRANSPORTATION AGENCY**

DIVISION: Transit

BRIEF DESCRIPTION:

Approving the elimination of 83X Mid-Market Express service in order to better allocate resources, and the SFMTA's Title VI Service Equity Analysis for this service change.

SUMMARY:

- Originally created in 2012 to provide a quick and direct connection between the Mid-Market area and Caltrain, the 83X Mid-Market Express Muni line was implemented to complement an economic development strategy developed by the Mayor's Office of Economic and Workforce Development to revitalize the Mid-Market area.
- Although the economic development strategy was a success, ridership on the route has stayed flat since operations began in June 2012, serving on average 300 daily riders making it one of the lowest ridership lines in the system.
- Due to a number of system-wide constraints including increased traffic congestion, crowding and an operator shortage, the SFMTA must make critical decisions that maximize the use of resources.
- Through analysis of operator platform hours per passenger and capacity on redundant service between the 4th and Townsend Caltrain Station and the Mid-Market area, the SFMTA is proposing to eliminate the 83X Mid-Market Express transit service.
- The required Title VI Service Equity Analysis was conducted and determined that the proposed service elimination did not result in a disparate impact to minority communities or a disproportionate burden to low-income communities.
- The proposed action is the Approval Action as defined by the San Francisco Administrative Code Chapter 31.

ENCLOSURES:

1. SFMTA Board Resolution
2. Title VI Service Equity Analysis
3. CEQA Determination: <https://aca-ccsf.accela.com/ccsf/Cap/CapDetail.aspx?Module=Planning&TabName=Planning&capID1=20CAP&capID2=00000&capID3=001T8&agencyCode=CCSF>

APPROVALS:

DIRECTOR  _____

DATE

March 30, 2020

SECRETARY  _____

March 30, 2020

ASSIGNED SFMTAB CALENDAR DATE: April 7, 2020

PURPOSE

The San Francisco Municipal Transportation Agency (SFMTA) Board of Directors approves the elimination of the 83X Mid-Market Express in order to better allocate operator resources and approves the SFMTA's Title VI Service Equity Analysis of this service change.

STRATEGIC PLAN GOALS AND TRANSIT FIRST POLICY PRINCIPLES

This action supports the following SFMTA Strategic Plan Goals and Objectives:

Goal 2: Make transit and other sustainable modes of transportation the most attractive and preferred means of travel.

Objective 2.1: Improve transit service.

Objective 2.2: Enhance and expand use of the city's sustainable modes of transportation.

Goal 3: Improve the quality of life and environment in San Francisco and the region.

Objective 3.1: Use Agency programs and policies to advance San Francisco's commitment to equity.

Objective 3.2: Advance policies and decisions in support of sustainable transportation and land use principles.

This action supports the following Transit First Policy Principles:

2. Public transit, including taxis and vanpools, is an economically and environmentally sound alternative to transportation by individual automobiles. Within San Francisco, travel by public transit, by bicycle and on foot must be an attractive alternative to travel by private automobile.
3. Decisions regarding the use of limited public street and sidewalk space shall encourage the use of public rights of way by pedestrians, bicyclists, and public transit, and shall strive to reduce traffic and improve public health and safety.
9. The ability of the City and County to reduce traffic congestion depends on the adequacy of regional public transportation. The City and County shall promote the use of regional mass transit and the continued development of an integrated, reliable, regional public transportation system.

DESCRIPTION

Originally created in 2012 to provide a quick and direct connection between the Mid-Market area and Caltrain, the 83X Mid-Market Express Muni line was implemented to complement a comprehensive economic development strategy developed by the Mayor's Office of Economic and Workforce Development to revitalize the Mid-Market area. Although the economic development strategy is considered a success, ridership on the route has stayed flat since the month after operations began in June 2012, providing an average of 300 daily passenger trips.

Due to a number of system wide constraints including increased traffic congestion, crowding and an operator shortage, the SFMTA must make critical decisions that maximize the use of resources and minimize impact on transit riders. Through analysis of operator platform hours per passenger and capacity on redundant service between the 4th and Townsend Caltrain Station and the Mid-Market

area, the SFMTA is proposing to eliminate 83X Mid-Market Express transit service.

Pursuant to City Charter Sec. 8A.108(c), a "route abandonment" shall mean the permanent termination of service along a particular line or service corridor where no reasonably comparable substitute service is offered. Elimination of the 83X Mid-Market will not create a service gap for existing riders as there are multiple routes that run parallel service or provide similar connections. These include the 47 Van Ness, 19 Polk, N Judah and KT Third. As shown in the table below, these routes provide daily service at higher frequencies and cover longer service periods.

Route	Daily Time Span	Before 10 am	10am – 3pm	3pm – 7pm	After 7pm	Before 10 am	10am – 3pm	3pm – 7pm	After 7pm
83X Mid-Market Express	Express, Peak Only	20 min	No service	15 min	No service	<i>*No weekend service</i>			
47 Van Ness	18 hours	8 min	9 min	9 min	12-20 min	12 min	11 min	10 min	12 min
19 Polk	18 hours	15 min	15 min	15 min	20-30 min	20 min	18 min	15 min	20 min
N Judah	18 hours	7 min	9 min	9 min	15 min	12 min	12 min	12 min	15 min
T Third	18 hours	8 min	9 min	9 min	15-20 min	12 min	12 min	12 min	15 min

Analysis of existing passenger loads and capacity at peak hours for these routes show that they have the capacity to accommodate the current 83X ridership, particularly the 47 Van Ness.

In addition to these routes, several others connect the Caltrain area and Market Street, including the 30 Stockton, 45 Union Stockton, 10 Townsend, 81X Caltrain Express, and 82X Levi Plaza Express.

PUBLISHED NOTICE

Charter Section 16.112 requires published notice and a public hearing prior to any significant change in the operating schedule or route of a street railway, bus line, trolley bus line or cable car line. Pursuant to Charter Section 16.112, advertisements were placed in the City’s official newspaper for a five-day period, more than the minimum 72 hours required, that the Board of Directors would hold a public hearing on April 7, 2020, to consider elimination of the 83X Mid-Market Express transit service.

TITLE VI

Under the SFMTA’s Major Service Change Policy, the proposal to eliminate the 83X Mid-Market Express is considered a major service change:

- A schedule change on a route with 25 or more one-way trips per day resulting in:
 - Adding or eliminating a route

In accordance with FTA’s Title VI requirements and SFMTA’s Major Service Change policy, major service changes require a Title VI service equity analysis. Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color or national origin in programs and activities receiving Federal financial assistance. SFMTA performed a Title VI service equity analysis for this service proposal that is expected to be implemented within the timeframe of the FY20-21 & FY21-22 budget; no disparate impacts to minority communities or disproportionate burdens to low-income communities were found.

The SFMTA Board’s adopted disparate impact and disproportionate burden threshold is 8% when compared to citywide proportions. The full Title VI analysis is provided as Appendix A. Pursuant to FTA requirements, the SFMTA Board is required to approve the Title VI analysis. A summary table of the relevant findings is below:

Service Change	% of Minority Riders	% of Low-Income Riders
83X Mid-Market, <i>Route Elimination</i>	43%	16%
Citywide	57%	38%
Disparate Impact?	No	
Disproportionate Burden?		No

Source: 2017 On-Board Muni Customer Survey

STAKEHOLDER ENGAGEMENT

A range of methods were used to engage Muni customers and solicit feedback and public comment from the community. Outreach strategies included:

- Rider feedback: Collected 84 on-board feedback surveys
- Operator outreach: Spoke to 83X Mid-Market Express operators about stop and route issues
- Informational Posters: Posted 18 multilingual posters at 83X Mid-Market Express stops notifying riders of opportunities to comment on the proposal and included notice of free language assistance in ten languages
- Muni alert email to 83X Mid-Market Express riders
- Website: Posted 83X Mid-Market Express service elimination proposal on SFMTA budget website
- Email updates to more than 800 recipients
- Public meetings: Opportunities to provide public comment and feedback at two SFMTA Board of Directors meetings and an Online Budget Conversation with Jeff Tumlin

Feedback Surveys

A survey of 83X Mid-Market Express riders was administered in-person aboard Muni buses in January 2019. The survey received 84 total responses, representing 60% of riders, on a line that sees 140 inbound passengers and 162 outbound passengers for average daily ridership. Survey results identified passengers’ leading alternatives to the 83X which included riding a different Muni bus (39%), followed by walking (16%). Of passengers who reported which Muni bus or train they

would use instead, 61% said they would use the 47 Van Ness, 17% said they would use the 19 Polk, and 13% said they would either take the N Judah or the KT Ingleside-Third St. Additionally, feedback was received from operators assigned to the 83X line regarding stop and route issues.

Informational Communications

Multilingual posters, with information in English, Spanish, Chinese and Filipino, were placed at 83X Mid-Market Express stops. These informed passengers of the proposal to discontinue service, displayed primary alternative Muni routes, and listed opportunities to provide feedback. Notice of free language assistance and staff contact information was included in 10 languages other than English. Additionally, an email alert was sent to 83X riders detailing the proposal and how to provide feedback. As a transit service change included in the proposed SFMTA FY 2021-2022 Operating Budget, information regarding the elimination of the 83X Mid-Market Express was also listed on the SFMTA budget website (www.SFMTA.com/Budget). Public input was solicited on the proposed Muni service change through a variety of communications channels including informational advertisements on Muni buses and trains, newspaper ads (including ethnic media), digital ads on Facebook, and email updates to more than 800 recipients.

ALTERNATIVES CONSIDERED

Staff considered not pursuing the proposed elimination of the 83X Mid-Market Express but given the amount of redundant service between the 4th and Townsend/Caltrain Station area and the Mid-Market area, and the need for additional resources to cover issues like increased traffic congestion, crowding and an operator shortage, staff opted to pursue the route elimination to support the redistribution of resources.

FUNDING IMPACT

This service change is funding neutral and will allow SFMTA to redirect financial resources to other Muni lines.

ENVIRONMENTAL REVIEW

The proposed service realignments noted above are subject to the California Environmental Quality Act (CEQA). CEQA provides a categorical exemption from environmental review for minor alterations to existing public facilities as defined in Title 14 of the California Code of Regulations Section 15301.

On February 19, 2020, the Planning Department determined (Case Number 2020-002348ENV) that the proposed Withdrawal of Service for the 83X-Mid Market Express is categorically exempt from CEQA as defined in Title 14 of the California Code of Regulations Section 15301.

The proposed action is the Approval Action as defined by the S.F. Administrative Code Chapter 31.

A copy of the CEQA determination is on file with the Secretary to the SFMTA Board of Directors, and may be found in the records of the Planning Department at 1650 Mission Street in San Francisco, and is incorporated herein by reference.

OTHER APPROVALS RECEIVED OR STILL REQUIRED

The City Attorney's Office has reviewed this calendar item.

RECOMMENDATION

Staff recommends approving the elimination of the 83X Mid-Market Express in order to better allocate transit resources and approve the SFMTA's Title VI Service Equity Analysis for this service change.

SAN FRANCISCO
MUNICIPAL TRANSPORTATION AGENCY
BOARD OF DIRECTORS

RESOLUTION No. _____

WHEREAS, The 83X Mid-Market Express was created in 2012 to provide a quick and direct connection between the Mid-Market area and Caltrain as part of a comprehensive economic development strategy developed by the Mayor's Office of Economic and Workforce Development to revitalize the Mid-Market area; and,

WHEREAS, Although the economic development strategy was successful, ridership on the route has stayed flat since the month after operations began in June 2012, providing an average of 300 daily passenger trips; and,

WHEREAS, A number of system-wide constraints, including increased traffic congestion, crowding and an operator shortage requires the SFMTA to make critical decisions that maximize the use of resources and minimize impact on transit riders; and,

WHEREAS, Through analysis of operator platform hours per passenger and capacity on redundant service between the 4th and Townsend Caltrain Station and the Mid-Market area, the SFMTA is proposing to eliminate 83X Mid-Market Express transit service; and,

WHEREAS, Elimination of the 83X Mid-Market Express does not constitute a "route abandonment" for purposes of San Francisco Charter section 8A.108(c) since alternative Muni service is already offered along the 83X service corridor, and will not result in a service gap for existing riders as there are multiple Muni routes that run parallel service or provide similar connections such as the 47 Van Ness, 19 Polk, N Judah and KT Third, which provide daily service at higher frequencies and cover longer service periods; and,

WHEREAS, Pursuant to the requirements contained in the Federal Transit Administration's (FTA) Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," the SFMTA analyzed the impacts of the proposed service change on minority and low-income riders and has determined that the elimination of 83X Mid-Market Express transit service would not result in a disparate impact to minority communities or a disproportionate burden to low-income communities under Title VI; and,

WHEREAS, The proposed service realignments noted above are subject to the California Environmental Quality Act (CEQA); CEQA provides a categorical exemption from environmental review for minor alterations to existing public facilities as defined in Title 14 of the California Code of Regulations Section 15301; and,

WHEREAS, On February 19, 2020, the Planning Department determined (Case Number 2020-002348ENV) that the proposed Withdrawal of Service for the 83X-Mid Market Express is categorically exempt from CEQA as defined in Title 14 of the California Code of Regulations Section 15301; and,

WHEREAS, The proposed action is the Approval Action as defined by the S. F. Administrative Code Chapter 31; and,

WHEREAS, A copy of the CEQA determination is on file with the Secretary to the SFMTA Board of Directors, and may be found in the records of the Planning Department at 1650 Mission Street in San Francisco, and is incorporated herein by reference; and,

WHEREAS, Pursuant to Charter Section 16.112, advertisements were placed in the City's official newspaper for a five-day period, more than the minimum 72 hours required, that the Board of Directors would hold a public hearing on April 7, 2020, to consider elimination of the 83X Mid-Market Express; therefore be it

RESOLVED, That the SFMTA Board approves the elimination of the 83X Mid-Market Express in order to better allocate transit resources where they are needed most; and be it further

RESOLVED, That the SFMTA Board approves the Title VI Service Equity Analysis of the impacts of eliminating the 83X Mid-Market Express Service, which determined that there were no disparate impacts or disproportionate burdens on minority or low-income riders under Title VI.

I certify that the foregoing resolution was adopted by the San Francisco Municipal Transportation Agency Board of Directors at its meeting of April 7, 2020.

Secretary to the Board of Directors
San Francisco Municipal Transportation Agency

**TITLE VI
SERVICE EQUITY
ANALYSIS
Proposed 83X Transit Service
Change**

April 7, 2020

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I. Background

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (42 U.S.C. Section 2000d). This draft analysis, to be forwarded to the Board of Directors of the San Francisco Municipal Transportation Agency (SFMTA) for preliminary review and public comment on April 7, 2020, responds to the reporting requirements contained in the Federal Transit Administration's (FTA) Circular 4702.1B, "Title VI and Title VI-Dependent Guidelines," which provides guidance to transit agencies serving large urbanized areas and requires that these agencies "shall evaluate significant system-wide service and fare changes and proposed improvements at the planning and programming stages to determine whether these changes have a discriminatory impact." (Circular 4702.1B, Chapter IV-10).

The FTA requires that transit providers evaluate the effects of service and fare changes on minority and low-income populations. Once finalized, SFMTA is required to submit the analysis to the SFMTA Board of Directors for its final consideration, awareness and approval and will provide a copy of the Board resolution to the FTA as documentation. SFMTA is in the process of conducting a multilingual outreach campaign in order to gather public comment on the proposed service changes, which may impact the final analysis presented to the Board.

The San Francisco Municipal Transportation Agency (SFMTA), a department of the City and County of San Francisco, was established by voter proposition in 1999. One of the SFMTA's primary responsibilities is running the San Francisco Municipal Railway, known universally as "Muni." Muni is the largest transit system in the Bay Area with over 700,000 passenger boardings per day and serving over 220 million customers a year. The Muni fleet includes: historic streetcars, renewable biodiesel and electric hybrid buses and electric trolley coaches, light rail vehicles, paratransit cabs and vans and the world-famous cable cars. Muni provides one of the highest levels of service per capita with 63 bus routes, seven light rail lines, two historic streetcar lines, and three cable car lines and provides regional connections to other Bay Area public transit systems such as BART, AC Transit, Golden Gate Transit and Ferries, SamTrans, and Caltrain.

This Title VI document includes:

- SFMTA's Board-approved disparate impact and disproportionate burden policies;
- A description of the proposed service changes and background on why the changes are being proposed;
- A summary analysis based on the 2017 On-Board Muni Customer Survey to determine the number and percent of minority and low-income riders impacted by the route elimination;
- A summary of public outreach and engagement efforts to seek public comment.

II. SFMTA's Title VI-related Policies and Definitions

On October 1, 2012, FTA issued updated Circular 4702.1B, which requires a transit agency's governing board to adopt the following policies related to fare and service changes:

- Major Service Change Definition – establishes a definition for a major service change, which provides the basis for determining when a service equity analysis needs to be conducted.
- Disparate Impact and Disproportionate Burden Policies – establishes thresholds to determine when proposed major service changes or fare changes would adversely affect minority and/or low-income populations and when alternatives need to be considered or impacts mitigated.

In response to Circular 4702.1B, SFMTA developed the following Major Service Change, Disparate Impact and Disproportionate Burden Policies, which were approved by the SFMTA Board of Directors on August 20, 2013, after an extensive multilingual public outreach process. Outreach included two public workshops, five presentations to the SFMTA Board and committees, and outreach to approximately 30 community based organizations and transportation advocates with broad perspective among low-income and minority communities. The following are SFMTA's Major Service Change Policy, Disparate Impact Policy, and Disproportionate Burden Policy:

Major Service Change Policy

SFMTA has developed a policy that 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 result in any of the following:

- A schedule change (or series of changes) resulting in a system-wide change in annual revenue hours of five percent or more proposed 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.

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.

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.

Title VI also requires that positive changes, such as fare reductions and major service improvements, be evaluated for their effect on minority and low-income communities. SFMTA will evaluate positive impact proposals together and negative impact proposals together.

Adverse Effect

In addition to defining policies relating to Major Service Changes, Disparate Impact, and Disproportionate Burden, SFMTA also must define when an adverse effect may be found. 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.” For this Title VI analysis, an adverse effect may be deemed significant in accordance with SFMTA’s Major Service Change definition and must negatively impact minority and low-income populations.

An adverse effect may be found if any one of the following occur:

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

And

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

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

Definition of Minority

For the purpose of the Title VI analysis, “minority” is defined as a person who self-identifies as any race/ethnicity other than white. Minority includes those self-identifying as multi-racial including white.

Definition of Low-income

SFMTA defines low-income as a person self-reporting their household income at below 200% of the Federal poverty level. The table below shows the 2019 household income levels meeting the 200% Federal poverty level threshold. This definition of low-income matches SFMTA’s criteria for Lifeline Muni passes for low-income households in San Francisco.

Household Size	Poverty Guideline	200% of Poverty Guideline
1	\$12,490	\$24,980
2	\$16,910	\$33,820
3	\$21,330	\$42,660
4	\$25,750	\$51,500
5	\$30,170	\$60,340
6	\$34,590	\$69,180
7+ add for each additional household member	+\$4,420	+\$8,840

III. Proposed Route Elimination – 83X Mid-Market Express

Originally created in 2012 to provide a quick and direct connection between the Mid-Market area and Caltrain, the 83X Mid-Market Express Muni line was part of a comprehensive economic development strategy by the Mayor’s Office of Economic and Workforce Development to revitalize the Mid-Market area. Although the economic development strategy was successful, ridership on the route has stayed flat since the month after operations began in June 2012, providing an average of 300 daily passenger trips.

Due to a number of system wide constraints including increased traffic congestion, crowding and an operator shortage, the SFMTA must make critical decisions that maximize the use of resources and minimize impact on transit riders. Through analysis of operator platform hours per passenger and of capacity on redundant service between the 4th and Townsend Caltrain Station and the Mid-Market area, the SFMTA is proposing to eliminate the 83X Mid-Market Express transit service.

Below is a summary of the existing daily service that is being proposed for elimination.

83X Mid-Market Express Frequency and Span

The 83X line operates at a 20 minute frequency from approximately 7AM to 10AM and 4PM to 7PM.

Direction	Trips 7 AM – 10 AM	Trips 4 PM – 7PM
Inbound to Market St.	13	12
Outbound to Caltrain	11	14

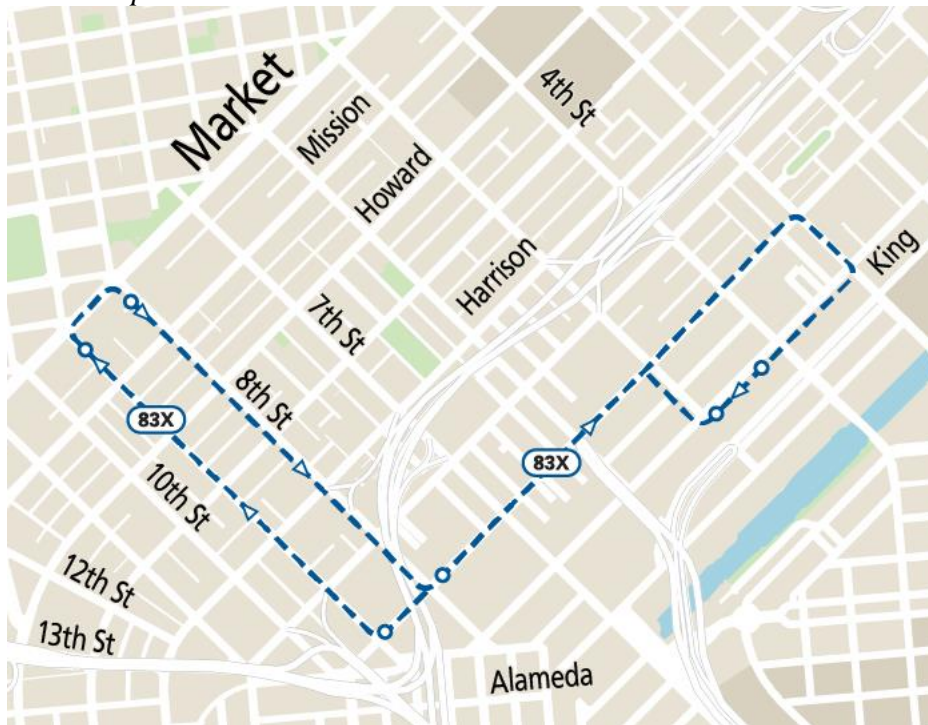
83X Mid-Market Express Routing

The 83X line operates between the Caltrain Station on 4th and Market Street, providing inbound service on Townsend, 3rd, Brannan, 9th Streets, then continuing onto outbound service on Market, then 8th, Brannan, and 5th Streets to Townsend.

83X Mid-Market Express Stops

Inbound to Civic Center	Outbound to Caltrain
Townsend St & 4th St	9th St & Market St
Brannan St & 9th St	8th St & Market St
9th St & Market St	Brannan St & 8th St
	Townsend St & 5th St

Route Map



Alternative Service for 83X Mid- Market Express Riders

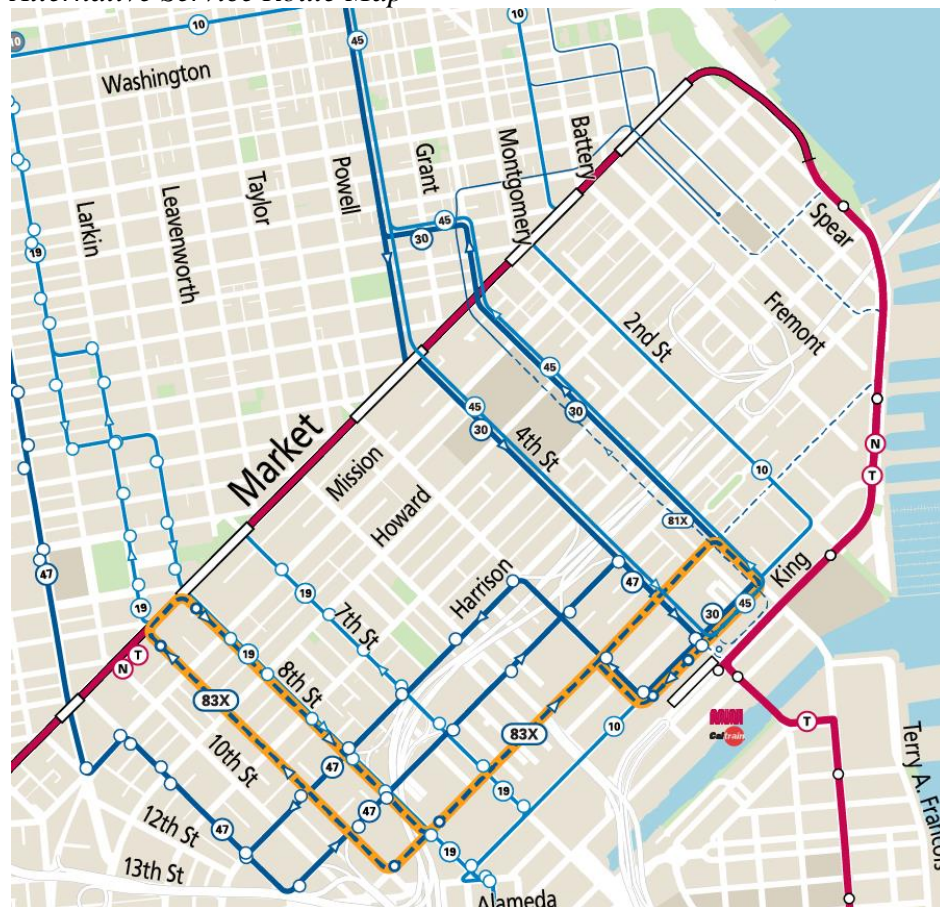
Although the 83X Mid-Market is being proposed to be eliminated this will not create a service gap for existing riders. There are many other routes that run parallel service or provide similar connections. These include the 47 Van Ness, 19 Polk, N Judah and KT Third. As shown in the below table, these routes provide daily service at higher frequencies and cover longer service periods.

Route	Daily Time Span	Before 10 am	10am – 3pm	3pm – 7pm	After 7pm	Before 10 am	10am – 3pm	3pm – 7pm	After 7pm
83X Mid-Market Express	Express, Peak Only	20 min	No service	15 min	No service	<i>*No weekend service</i>			
47 Van Ness	18 hours	8 min	9 min	9 min	12-20 min	12 min	11 min	10 min	12 min
19 Polk	18 hours	15 min	15 service	15 min	20-30 min	20 min	18 min	15 min	20 min
N Judah	18 hours	7 min	9 min	9 min	15 min	12 min	12 min	12 min	15 min
T Third	18 hours	8 min	9 min	9 min	15-20 min	12 min	12 min	12 min	15 min

Analysis of passenger loads and capacity at peak hours for these routes show that they have capacity to accommodate the current 83X ridership, particularly the 47 Van Ness.

In addition to these routes, several others connect the Caltrain area and Market Street, including the 30 Stockton, 45 Union Stockton, 10 Townsend, 81X Caltrain Express, and 82X Levi Plaza Express. These alternative routes are shown in the map below.

Alternative Service Route Map



IV. Major Service Change Title VI Analysis

The proposal to eliminate the 83X Mid-Market Express is a major service change which requires a Title VI Analysis under the SFMTA's Major Service Change Policy:

- A schedule change on a route with 25 or more one-way trips per day resulting in:
 - Adding or eliminating a route

Methodology

In order to make an appropriate assessment of disparate impact or disproportionate burden in regard to service changes, the SFMTA must compare rider data and show the number and percentage of minority riders and low-income riders using a route, in order to establish whether minority and/or low-income riders are disproportionately more likely to use the route. (Circular 4702.1B, Chapter IV-12). For this Title VI Analysis on-board survey data was used to represent rider data as it is more reflective of the demographics on the 83X Mid-Market route than Census data.

2017 On-Board Muni Customer Survey

This comprehensive survey was conducted in Fall 2016 through Summer 2017. The survey asked demographic questions for race/ethnicity, English proficiency, gender, income and travel information such as payment type, trip purpose, origin and destination and mode to transit access. Consultants collected over 41,000 survey responses, of which over 39,000 were weekday responses, providing a statistically significant snapshot of ridership patterns. This provides the basis for determining the potential impacts of service changes on our customers. A copy of the survey is available upon request.

As noted above, the SFMTA Board approved a methodology for analyzing Title VI impacts. In the case of service changes, this methodology relies on comparing the percentage of protected customers using routes to their representation systemwide.

When Title VI-protected customers' usage of said route, exceeds their systemwide average by eight percent or more then a finding of disparate impact (minority populations) and/or disproportionate burden (low-income populations) is found.

Respondents who declined to answer questions about income or race/ethnicity are excluded from the analysis. The overall system-wide averages were determined from National Transit Database and Automatic Passenger Counter (APC) data weighted by the weekly ridership share by line.

For the systemwide ridership demographics, 57% of Muni customers self-identified as minority and 38% of residents reported that they live in a low-income household (making less than 200% of the Federal poverty level).

Muni Systemwide Ridership

Demographic	Systemwide Percentage
Minority Ridership	57%
Low-Income Ridership	38%

Impacted Ridership Analysis

On average, the 83X Mid-Market Express serves about 300 daily riders who will be impacted by the proposed route elimination. The 2017 On-Board Muni Customer Survey conducted in the fall of 2016 and spring 2017 collected 51 rider surveys on-board the route to represent the demographics of ridership.

A disparate impact or disproportionate burden is found if the difference in the proportion of minority or low-income households affected is more than 8 percent of the proportion systemwide. For increases, a difference of more than 8 percent would mean a higher benefit to minority and low-income household population riders. For decreases, a difference of more than 8 percent would mean a higher disadvantage to minority and low-income household riders.

Impacted Minority and Low-income Riders

Based on the 2017 On-Board Muni Customer Survey, an estimated 43% of 83X Mid-Market riders self-identify as minority.

Impacted Minority Riders

Service Change	Riders Who Reported Race/Ethnicity ¹	Minority Riders	Non-Minority Riders	% Minority	% Non-Minority
83X Mid-Market Express <i>Route Elimination</i>	321	137	184	43%	57%
Total	321	137	184	43%	57%
Systemwide				57%	43%
Disparate Impact?	No				

Source: 2017 On-Board Muni Customer Survey

1. Includes responses who reported race/ethnicity

Additionally, based on the 2017 On-Board Muni Customer Survey, an estimated 16% of 83X Mid-Market riders reported living in low-income households.

Impacted Low-income Riders

Service Change	Riders who Reported Income ¹	Low-income Riders	Non-Low-income Riders	% Low-income	% Non-Low-income
83X Mid-Market Express <i>Route Elimination</i>	313	49	264	16%	84%
Total	313	49	264	16%	84%
Systemwide				38%	62%
Disproportionate Burden?	No				

Source: 2017 On-Board Muni Customer Survey

1. Includes responses who reported income

The proposed route elimination has less of an impact on minority riders in comparison to the systemwide proportion since the percentage of minority riders impacted by the change is less than the systemwide percentage of minorities, therefore no disparate impact is found.

Additionally, the proposed elimination has less of a burden on low-income riders in comparison to the systemwide proportion since the percentage of low-income riders burdened by the change is less than the systemwide percentage of low-income riders, therefore no disproportionate burden is found.

Summary Analysis and Findings

Based on on-board survey data, the analysis of this route elimination shows that the minority and low-income proportions of the riders is less than the systemwide proportions.

Service Change	% Minority	% Low-income
83X Mid-Market, <i>Route Elimination</i>	43%	16%
Citywide	57%	38%
Disparate Impact?	No	
Disproportionate Burden?		No

Source: 2017 On-Board Muni Customer Survey

Since the percentages are less than the systemwide proportions, no disparate impact or disproportionate burden is found.

V. Outreach Summary

Pursuant to Title VI of the Civil Rights Act of 1964 and its implementing regulations, as well as state and local laws, the SFMTA takes responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of SFMTA’s programs and activities for low-income, minority, and Limited-English Proficient individuals and regardless of race, color or national origin. Given the diversity of San Francisco and of Muni’s ridership, the SFMTA is strongly committed to disseminating information on both service changes and fare increases that is accessible to Limited English Proficient (LEP) persons.

A range of methods was used to engage Muni customers and solicit feedback and public comment from the community about the proposed service change. Outreach strategies included:

- Rider feedback: Collected 84 on-board feedback surveys from 83X Mid-Market riders
- Operator outreach: Spoke to 83X Mid-Market Express operators about stop and route issues
- Informational Posters: Posted 18 multilingual posters at 83X Mid-Market Express stops notifying riders of opportunities to comment on the proposal and free language assistance availability

- Muni alert email to 83X Mid-Market Express riders
- Website: Posted 83X Mid-Market Express proposal on SFMTA budget website
- Collateral on Muni vehicles publicizing budget feedback opportunities, including proposed service changes and notice of free language assistance:
 - 1,300 infocards posted in all vehicles, buses and Breda LRVs
 - 60 ads posted on LRV4s
 - 3,000 ads posted on buses
- Newspaper Ads in 13 newspapers, including ethnic media, publicizing budget feedback opportunities
- Social Media: Facebook ads publicizing budget feedback opportunities that reached more than 23,000 people
- Email updates to more than 20 community organizations publicizing budget feedback opportunities
- Email updates to more than 800 recipients
- Public meetings: Opportunities to provide public comment and feedback at two SFMTA Board of Directors meetings and an Online Budget Conversation with Jeff Tumlin

Feedback Surveys

A survey of 83X Mid-Market Express riders was administered in-person aboard Muni buses in January 2019. The survey received 84 total responses, or 60% of riders, on a line that sees 140 inbound passengers and 162 outbound passengers for average daily ridership. Survey results identified passengers' leading alternatives to the 83X which included riding a different Muni bus (39%), followed by walking (16%). Of passengers who reported which Muni bus or train they would use instead, 61% said they would use the 47 Van Ness, 17% said they would use the 19 Polk, and 13% said they would either take the N Judah or the KT Ingleside-Third St. Additionally, feedback was received from operators assigned to the 83X line regarding stop and route issues.

Informational Communications

Multilingual posters, with information in English, Spanish, Chinese and Filipino, were placed at 83X Mid-Market Express stops and included notice of free language assistance in 10 languages. These informed passengers of the proposal to discontinue the route, displayed primary alternative routes and listed opportunities to provide feedback. Additionally, an email alert was sent to 83X riders detailing the proposal and how to provide feedback. As a transit service change included the proposed SFMTA Fiscal Year 2021-2022 Budget, information regarding the elimination of the 83X Mid-Market Express was also listed on the SFMTA budget website (SFMTA.com/Budget). Public input was solicited on proposed budget service changes through a variety of communications channels including informational advertisements on Muni buses and trains, newspaper ads, digital ads on Facebook, and email updates to more than 800 recipients.

Public Meetings

Action	Date
SFMTA Board Workshop	January 28, 2020

SFMTA Open House at 1 South Van Ness	TBD
SFMTA Board Public Hearing	March 17, 2020
2 nd FAC Meeting	March 18, 2020
2 nd CAC Meeting	April 2, 2020
SFMTA Board Adoption (first opportunity)	April 7, 2020
SFMTA Board Adoption (second opportunity, if needed)	April 21, 2020

VI. Summary

Based on the Title VI Service Equity Analysis conducted, the proposed 83X Mid-Market Express route elimination does not disparately impact minority riders or disproportionately burden low-income riders.