



SFMTA
Municipal Transportation Agency

A photograph of a San Francisco cable car at Pier 39, overlaid with a semi-transparent red filter. The cable car is white with black accents and has "PIER 39" and "ENTER AT REAR" signs. A sign on the front of the car reads "MUNICIPAL BY FISHMANS WHARF 102".

Title VI Service Monitoring Program

11 | 5 | 2013

SAN FRANCISCO, CALIFORNIA



Title VI Overview

- **Title VI of the Civil Rights Act of 1964 addressed discrimination in most areas of public life in the U.S.**
- **Title VI states:**
 - “No person in the United States shall, on the ground 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.”
- **Federal Transit Administration (FTA)**
 - Monitors transit providers for Title VI compliance; updated circular issued October 1, 2012 (FTA C 402.1B) provides guidance for transit agencies receiving federal funds



Monitoring Program

- As part of Title VI program requirements, SFMTA is required to monitor performance of minority routes compared to non-minority routes compared to service standards
- Required to perform service monitoring at least every three years; SFMTA will perform annually as a best practice
- Performed on all routes
- Required to monitor from a random sample:
 - On-Time Performance
 - Headways
 - Passenger loads
 - Coverage
 - Amenities
 - Fleet Assignment



How Does the SFMTA Define...

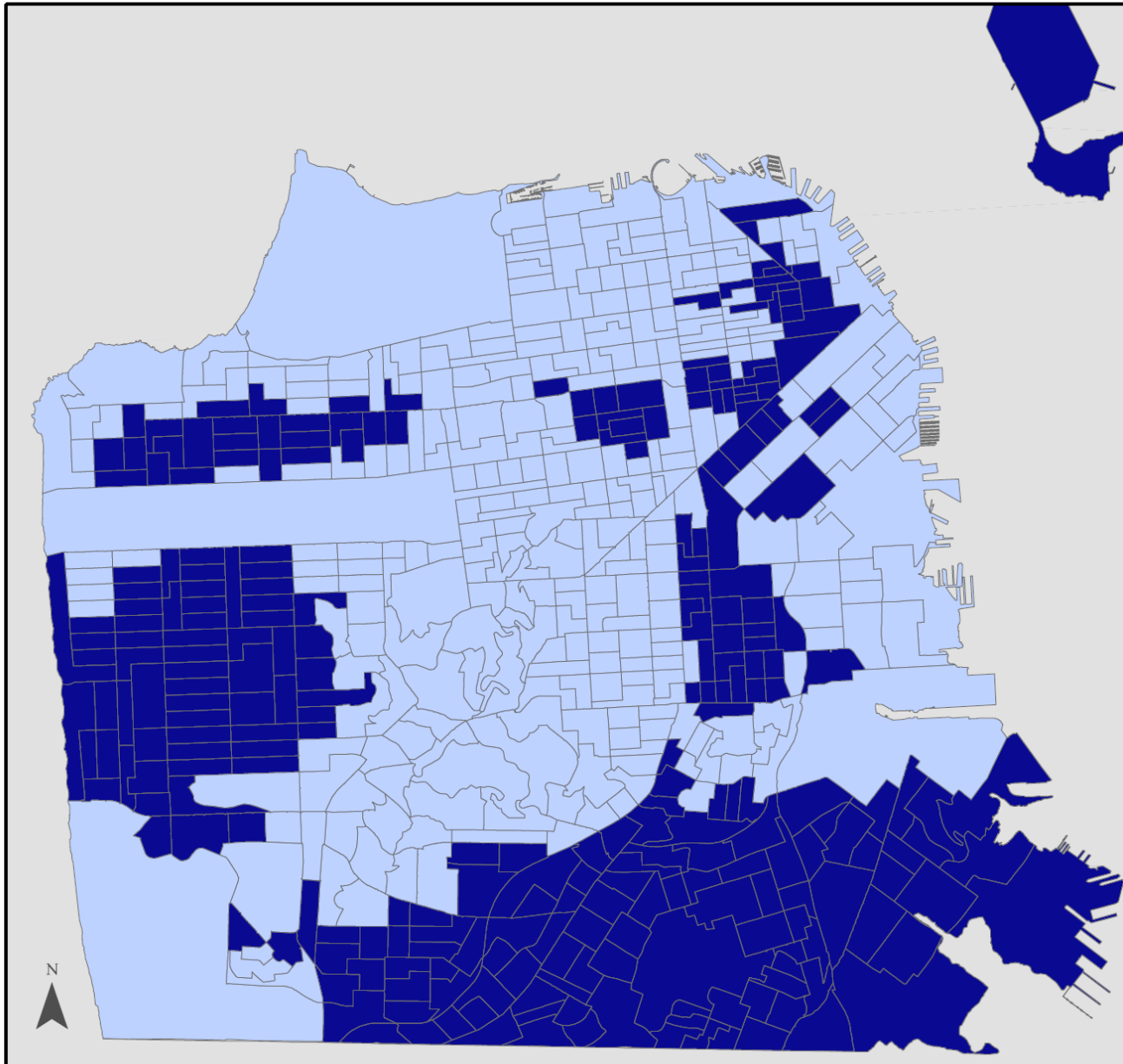
- **Minority Population**
 - Census block group with minority residents at or above the Citywide average of 58%
- **On-board passenger survey underway to supplement geographic information (will not be available for 2013 Title VI program update)**



Minority Census Block Groups in San Francisco

Based on census block groups whose percentage of persons of self-identified minority is greater than the service area average. The average in the Muni service area is 58%.

-  Non-minority Block Group
-  Minority Block Group





On-Time Performance

- Standard: Proposition E on-time performance standard is 85%
- Performance: No minority or non-minority lines met the standard and no disparate impact found
- Minority routes out performed non-minority routes in radial bus and crosstown route types

Route Type	Minority Route Average	Non-Minority Route Average
Radial Rail	42%	46%
Radial Bus	62%	60%
Crosstown	63%	61%
Feeder/Community	64%	68%
Radial Express	71%	73%



Vehicle Headways

- Service standards for headways (route frequency):

Route Type	Weekday				Weekend		
	Peak	Base	Evening	Owl	Base	Evening	Owl
Radial	10	15	20	30	15	20	30
Cross-town	15	15	20	30	20	30	30
Feeder/Community	20	30	30	--	30	30	--
Express	10	--	--	--	--	--	--

- Performance: Minority lines met the service standard more often than non-minority lines in all categories except for “crosstown”. Disparate impact found on “crosstown” routes.

Route Type	Minority Route Average	Non-Minority Route Average
Radial Rail	100%	100%
Radial Bus	74%	63%
Crosstown	63%	97%
Feeder/Community	94%	88%
Radial Express	81%	80%



Vehicle Loads

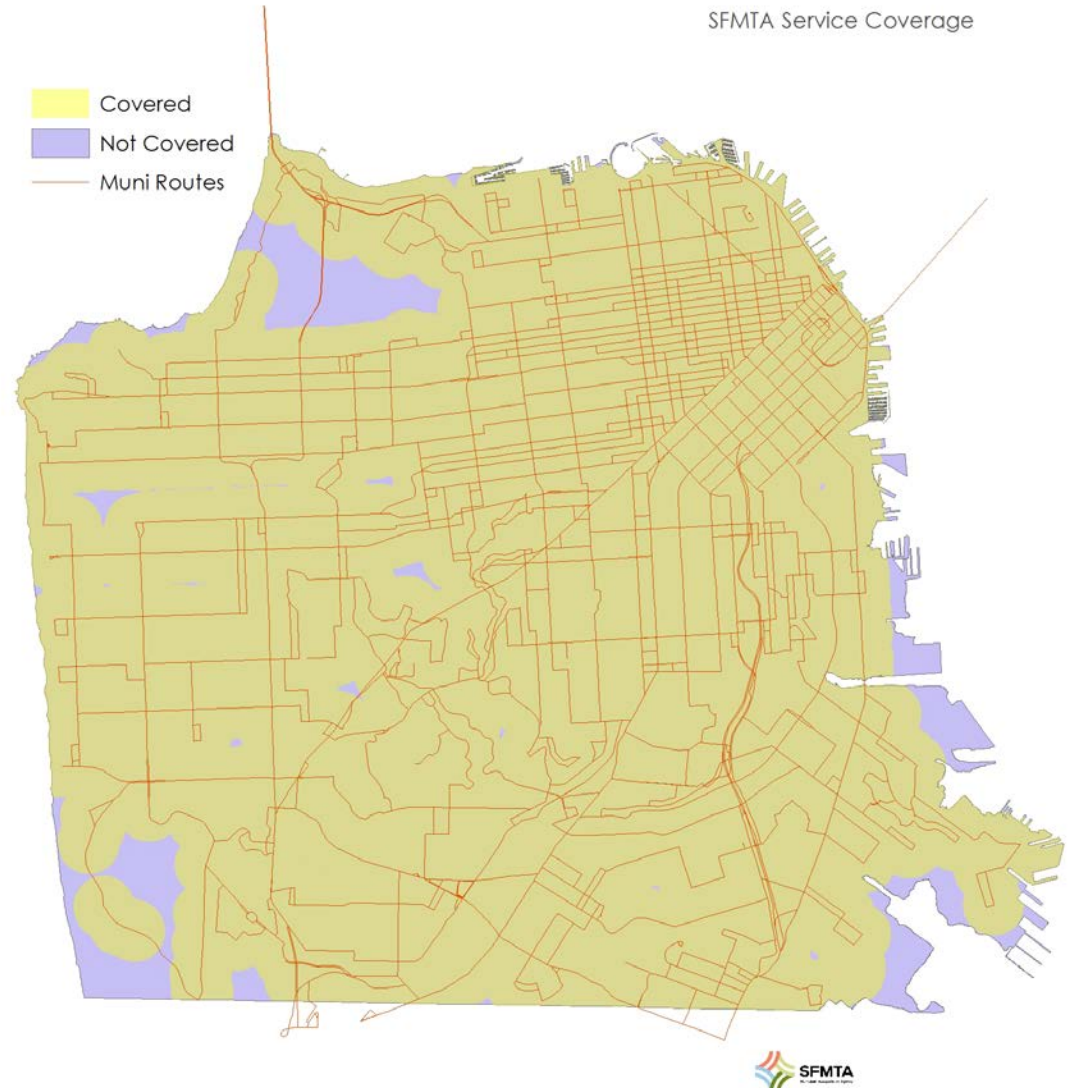
- Standard: No more than 4% of peak period trips experiencing a load factor of 125% during the morning and evening peak
- Performance: All below standard except for non-minority radial rail routes. Minority routes performed better or similarly to non-minority routes. No disparate impact found.

Route Type	AM Peak (6-9AM)		PM Peak (4-7PM)	
	Minority	Non-Minority	Minority	Non-Minority
Radial Rail	0.00%	5.7%	0.0%	9.6%
Radial Bus	0.04%	0.2%	0.3%	0.4%
Crosstown	0.6%	0.2%	0.36%	0.28%
Feeder/Community	0.1%	0.2%	0.0%	0.0%
Radial Express	0.1%	0.0%	0.0%	0.0%



Service Availability

- All residential areas are within a quarter mile of a bus stop
- Areas further than a quarter mile are located in the Presidio, Lake Merced, Hunter's Point Shipyard, and Candlestick Point





Transit Amenities

- Standards:
 - All stops have a stop ID and are marked
 - Stops with more than 125 daily boardings have a shelter within environmental constraints
 - Powered and sheltered stops should get real-time arrival displays
- Performance: Disparate impact found. Non-minority stops were more likely to have shelters and real time displays. We are prioritizing shelter installations in minority areas. Seven of the last nine new shelters have been in minority areas.

	Stops with 125 or More Boardings	Percent with Shelters	Percent with Real-Time Displays
Stops in Minority Census Block Groups	480	58%	41%
Stops in Non-Minority Census Block Groups	597	66%	48%



Vehicle Assignment

- Vehicles assigned to divisions based on maintenance capabilities and capacity
- Assigned to routes randomly based on division
- Performance: No disparate impact. Newest buses at divisions with highest proportion of minority routes.

Division	Mode	Average Age (Years)	Percentage of Lines that are Minority at Division
Green	Light Rail	18	17%
Metro East	Light Rail	18	17%
Flynn	Articulated Motor Coach	11	71%
Kirkland	Forty Foot Motor Coach	12	13%
Woods	Thirty and Forty Foot Motor Coach	8	62%
Potrero	Forty Foot and Articulated Trolley Coach	11	14%
Presidio	Forty Foot Trolley Coach	13	14%
Geneva	Historic Streetcar	Varies - Historic	0%
Cable Car	Cable Car	Varies - Historic	67%



Next Steps

- Met with the Citizens Advisory Committee on October 3rd
- Present to the SFMTA Board of Directors – November 5th
- Submit to FTA by December 1st