



**SFMTA**  
Municipal  
Transportation  
Agency

# **2016 Title VI Program Update**

November 1, 2016

# Title VI Overview

- 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 as recipients of Federal funds
- SFMTA’s Program Update is due every three years to FTA; next submission date is December 1, 2016



# Highlights of General Program Requirements

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

# Transit Provider Requirements

- Service Standards and Policies
- Demographic and Service Profile Maps and Charts, and Ridership Information
- Documentation of Public Engagement Process for Title VI Transit Policies
  - Disparate Impact, Disproportionate Burden, Major Service Change
- Fare and Service Equity Analyses from 2014-2016
- Service Performance Monitoring



# Service Performance Monitoring

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

# Service Standards

Standard Type	Service Standard
Vehicle Load	Vehicle load at Max Load Point during peak direction should not exceed 85% of vehicle's planning capacity
On-Time Performance	<ul style="list-style-type: none"><li>• <b>Muni Metro, Rapid &amp; Frequent Local Routes:</b> Less than 14% of trips with a service gap</li><li>• <b>Grid, Circulator, Specialized, and Owl Routes:</b> 85% on-time (schedule adherence)</li></ul>
Policy Headways	Scheduled headway should meet the defined policy headway minimum per route service category and time period <i>*Specialized Routes: Headways are based on service demand</i>
Service Coverage	All residential neighborhoods within ¼ mile of Muni stop

# Service Policies

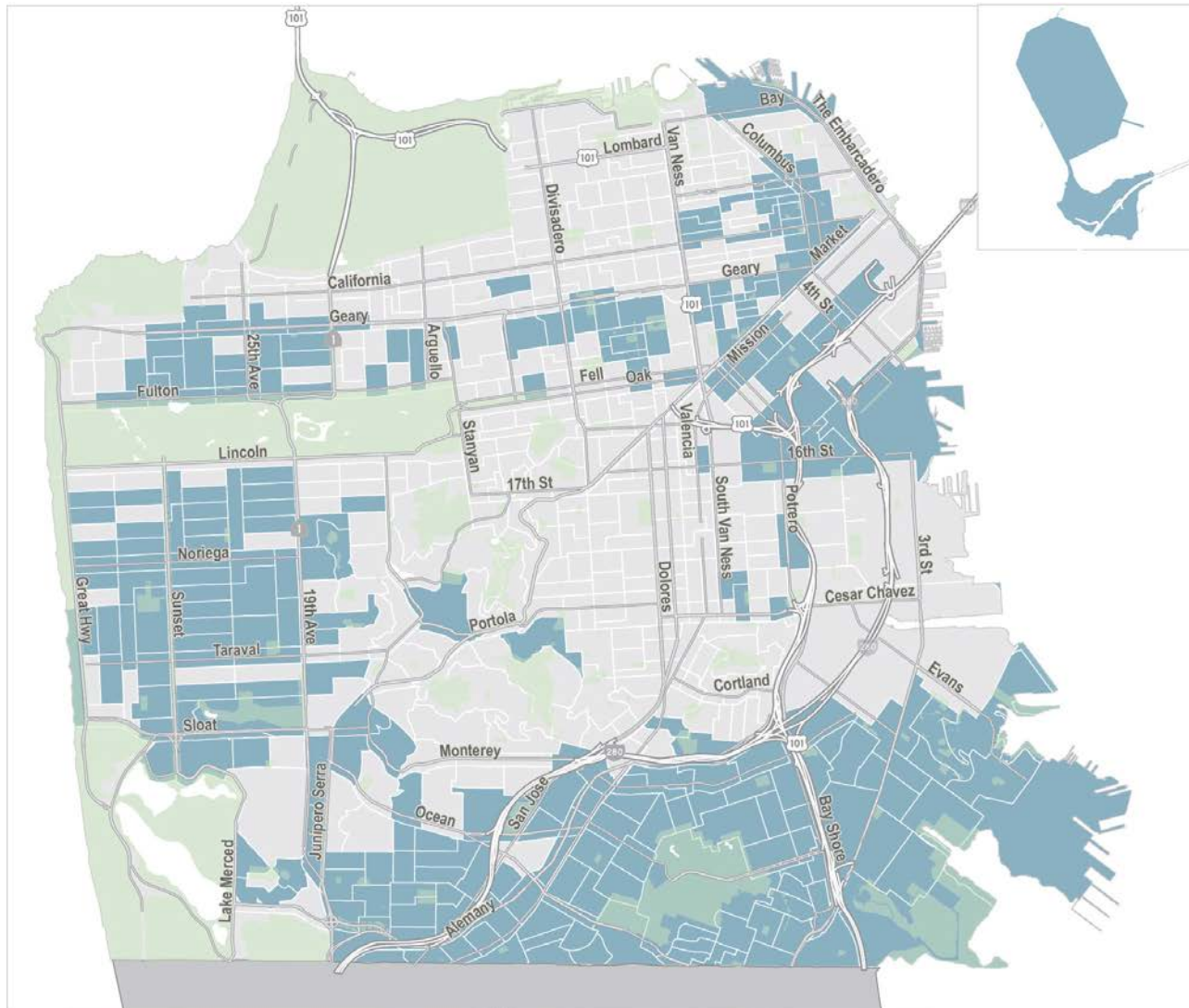
Policy Type	Policy Standard
Vehicle Assignment	Assign vehicles in a manner that prevents discrimination to minority and low-income communities and considers technical criteria
Transit Amenities	<ul style="list-style-type: none"><li>• <b>Stop Markings and Flags:</b> All Stops</li><li>• <b>Stop IDs:</b> All Stops</li><li>• <b>Shelters and System Maps:</b> Stops with 125 or more daily boardings</li><li>• <b>NextBus Display:</b> Stops with 125 or more daily boardings</li><li>• <b>Station:</b> Underground rail only</li></ul>



# How Does the SFMTA Define...

- **Minority**
  - Population: Census block group with minority population over city-wide population of 51%
  - Route: Minority ridership more than 58% of ridership on that route
- **Low Income**
  - Population: Census block group with low income population over city-wide population of 28%
  - Route: Low income ridership more than 51% of ridership on that route

# Demographics of Service Area-Minority Population



## Minority Population

2016 Title VI Program Update

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

### LEGEND

-  Freeways
-  Arterials

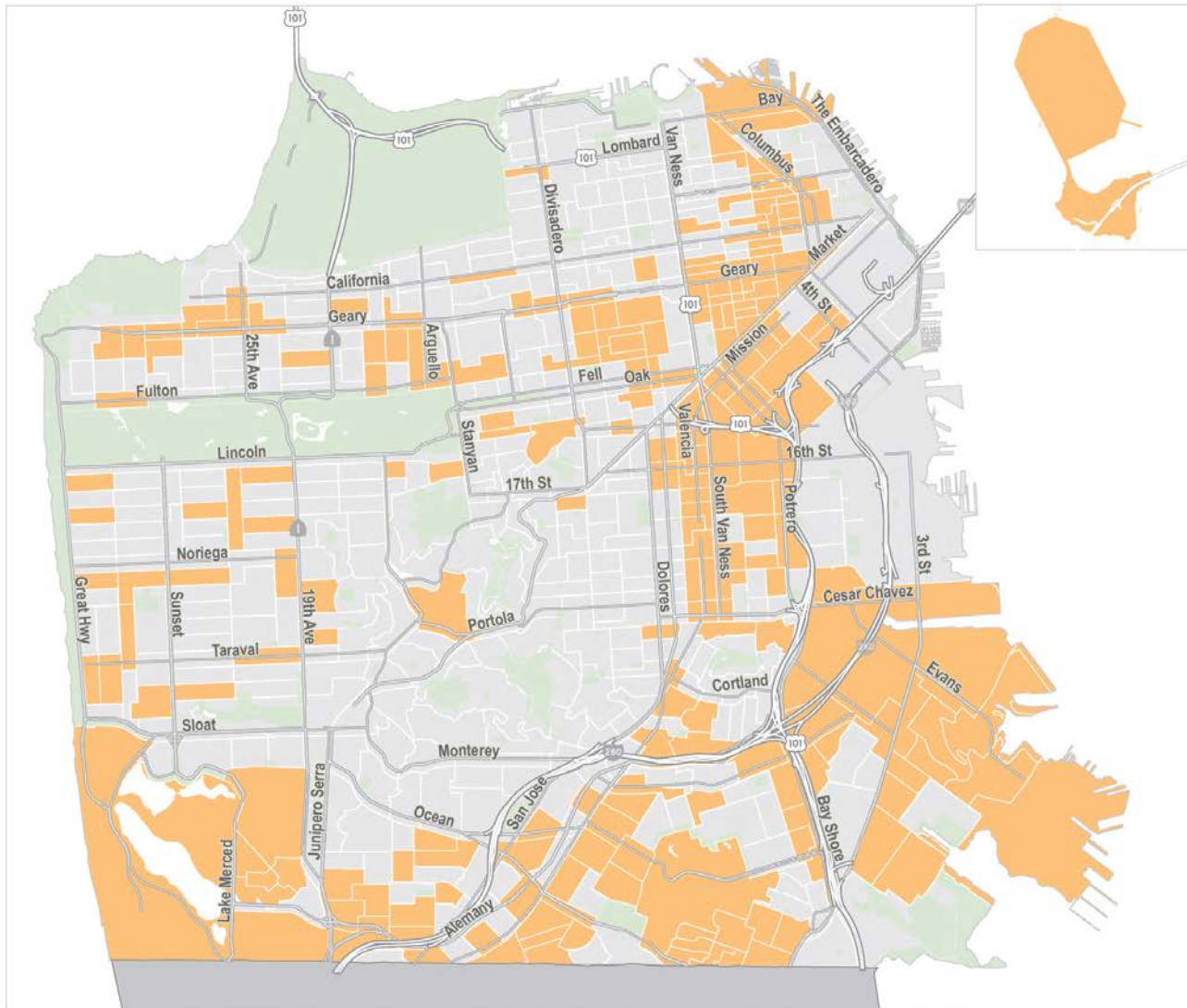
 Minority Block Groups

 1 miles

Scale 1:50,000



# Demographics of Service Area- Low Income Population



## Low Income Population

2016 Title VI Program Update

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

### LEGEND

- Freeways
- Arterials

Low Income Block Groups

Scale 1:50,000



# Service Performance Monitoring Findings

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



# 2013 Disparate Impact Finding Follow-up

## Headways

- 2013 Finding Addressed
- TEP made changes to headways to better reflect service categories

## Transit Amenities: Shelters

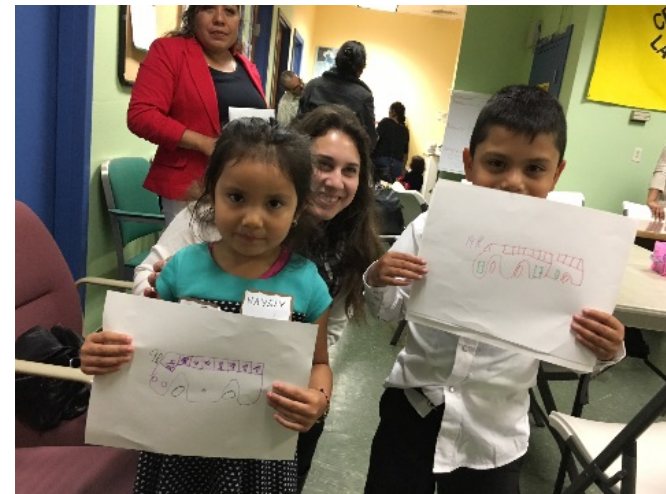

- 2013 Finding Addressed
- # of stops with shelters in minority census block groups increased from 58% to 62%
- New shelters are prioritized at minority and low income stops where possible



# Public Participation Plan

Public Participation Plan

September 2016



# Updating the Public Participation Plan (PPP)

- **13 interviews** with leaders of Community-Based Organizations
- **9 community input session** conducted with residents and customers across San Francisco
- **4,723 customer outreach surveys** received from customers in 11 languages





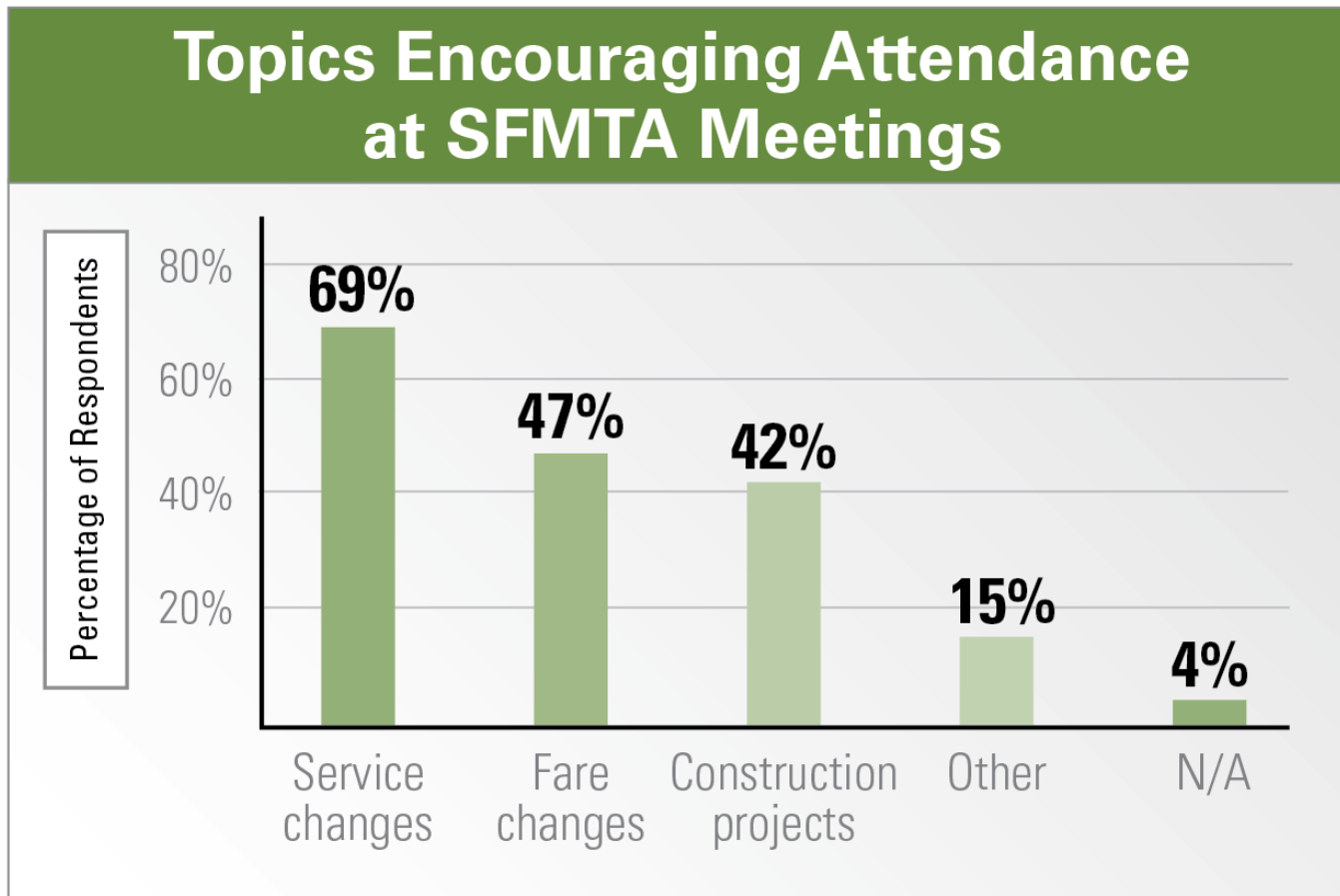
# PPP Learnings and Insights

- **SFMTA website** is a critical resource for stakeholders
- **Service changes and fare changes** continue to be important to stakeholders
- **Time of day and proximity** to transit are key for meeting attendance



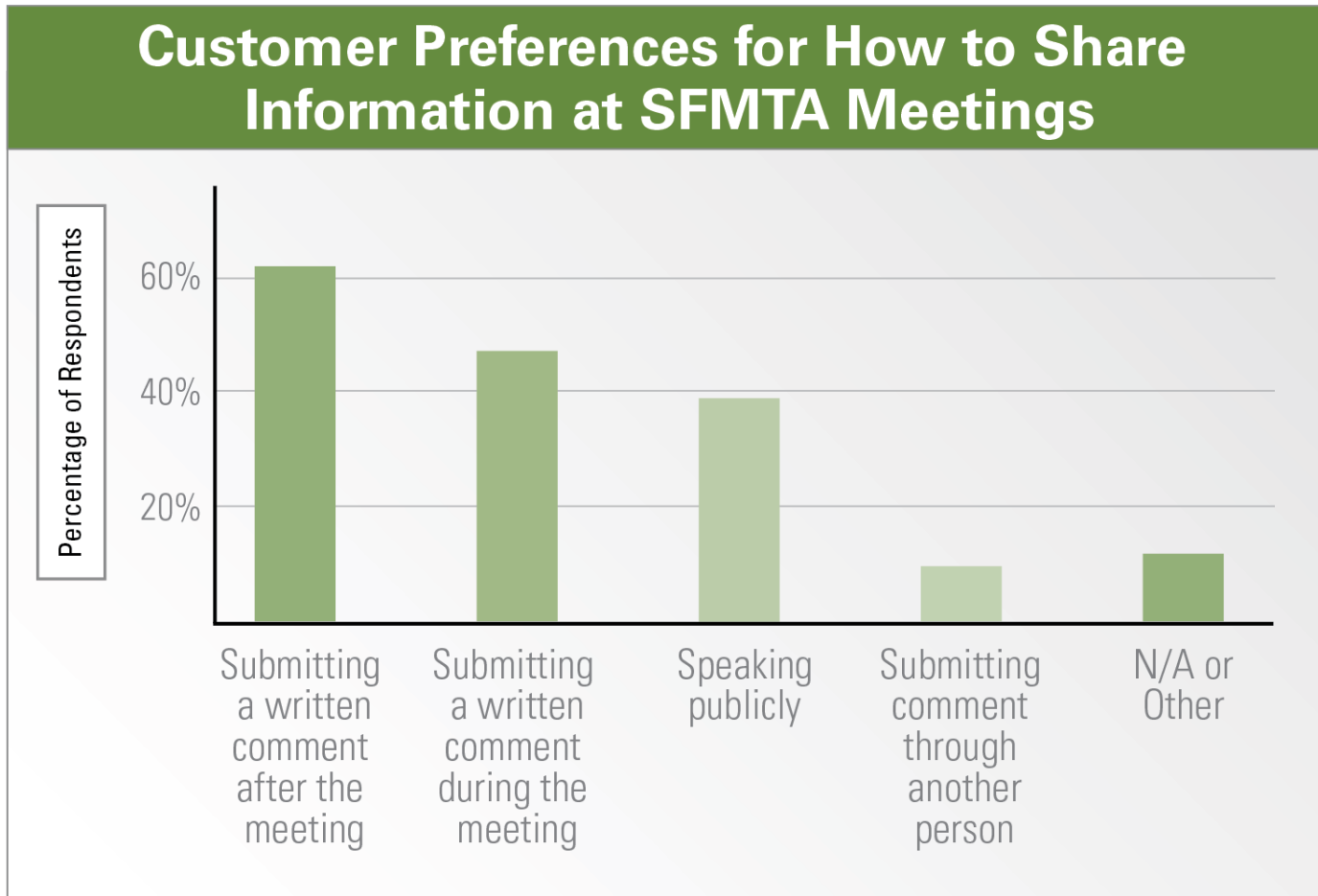


# What We Found: PPP



SOURCE: SFMTA PUBLIC PARTICIPATION SURVEY, 2016.

# What We Found: PPP



SOURCE: SFMTA PUBLIC PARTICIPATION SURVEY, 2016.

# Key Insights for Public Participation

- SFMTA should **effectively communicate important information** to LEP stakeholders
- SFMTA should **promote existing language assistance tools**
- SFMTA should offer **additional training** for SFMTA staff around how best to communicate information customers
- SFMTA's outreach and public engagement should **reflect each community**
- **SFMTA Board of Directors** should hold meetings in community
- SFMTA should improve how it **acknowledges stakeholder feedback** that has been received

# Language Assistance Plan (LAP)



Language Assistance Plan

September 2016



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# Updating SFMTA's LAP

- **19 interviews** with leaders of Community-Based Organizations
- **7 focus groups** conducted with LEP residents and customers in 5 languages
- **325 customer outreach surveys** received from LEP customers in 10 languages
- **416 staff surveys** received from SFMTA public contact employees from 11 different divisions





# 搭乘公交？

Muni想徵求您的意見，  
以便改善與所有乘客的溝通。

三藩市公共交通局（SFMTA）正在更新語言協助計畫，以便更好地指導在全市各種社區針對「英語能力有限」客戶進行推廣活動。我們希望您的參與。

[ORGANIZATION NAME]正在協助SFMTA籌畫小組座談會，向以下成員徵求回饋資訊：

- 1) 三藩市居民
- 2) 英語能力有限者（意指英語不是他們的第一語言，而且英語閱讀、書寫、口語或理解能力有限）
- 3) 搭乘或熟悉Muni

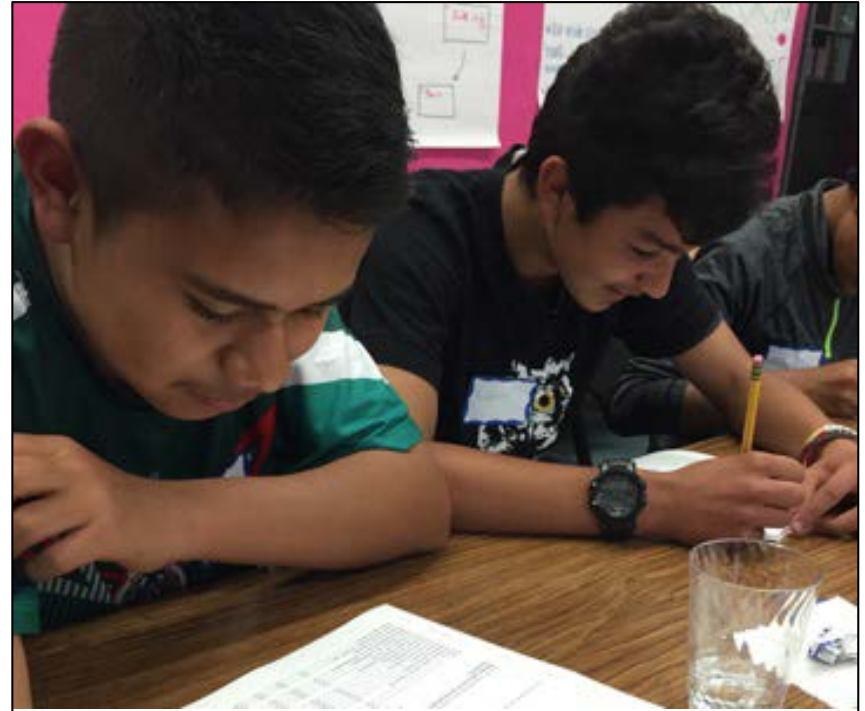
如果您符合這些條件，請考慮參加小組座談會，對於如何制定推廣活動以便服務您和我們的社區，提出寶貴意見。

小組座談會的時間表如下：

[DATE and TIME]  
[LOCATION]

[Optional]小組座談會的成員將獲得50美元獎勵，如果完成一項單獨的調查問卷，還可參加抽獎贏取50美元的Clipper卡。

如果有意參加，請聯繫[CONTACT INFO]。



For general information 24/7/365, dial 311 (415.701.2311 outside SF).

311 Free language assistance / 免費語言協助 / Ayuda gratis con el idioma / Бесплатная помощь переводчиком  
Trợ giúp thông dịch miễn phí / Assistance linguistique gratuite / 無料の言語支援 / 무료 언어 지원 / Libreng tulong para sa wikang Tagalog / การช่วยเหลือทางภาษาฟรี / 免費語言協助 / 311 免費語言協助 / 311 免費語言協助



# What We Found: LAP

- 174,893 residents (**22.15% of the population**), speak English “less than very well”
- San Francisco’s LEP individuals **regularly commute to work** on public transit and use Muni for other daily activities
- SFMTA’s programs, activities, and services are of **high importance** to LEP individuals
- **Eighty-three percent** of LEP User Survey respondents report being satisfied with Muni’s current service, with little variation among LEP customers by levels of English proficiency
- The reasons most commonly given by LEP customers surveyed as to why they may not ride Muni on any given day **did not have any connection to language access** or LEP status.
- SFMTA spends **\$275,000 annually** on document translation and production of multilingual materials

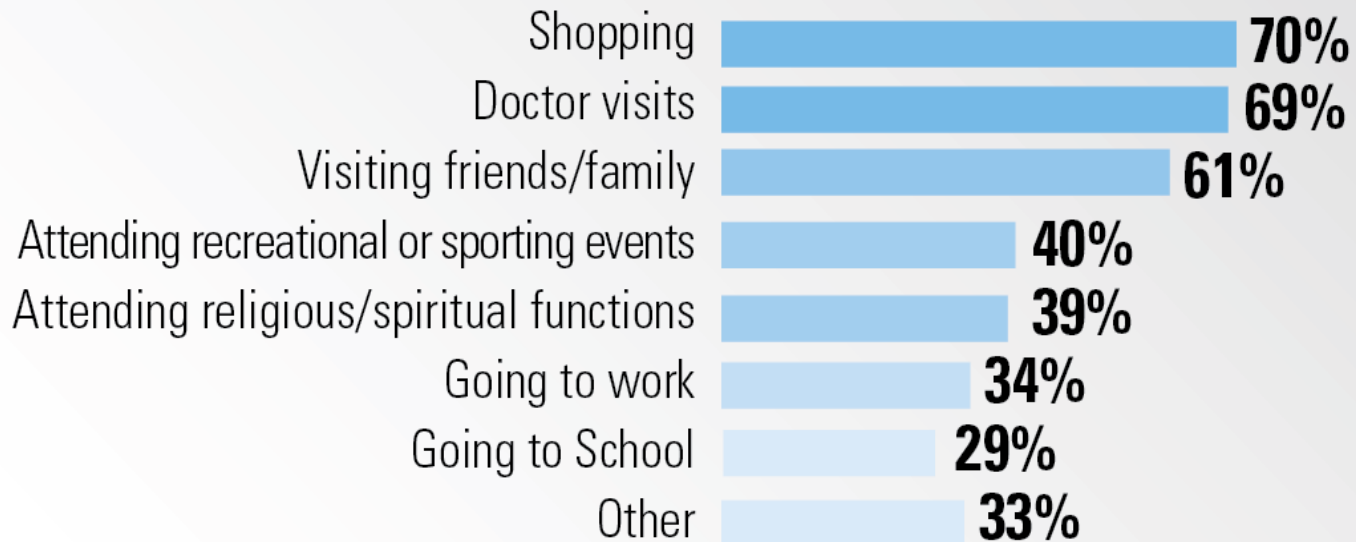
# What We Found: LAP

- SFMTA should **effectively communicate important information** to LEP stakeholders
- SFMTA should **promote existing language assistance tools**
- SFMTA should offer **additional training** for SFMTA staff around how best to communicate information customers
- Continuing to produce and potentially increasing the availability of multilingual information, particularly about service and route changes
- Continue the SFMTA's partnerships with Community Based Organizations serving LEP populations also would increase accessibility to SFMTA's programs and services for LEP customers.



# What We Found: LAP

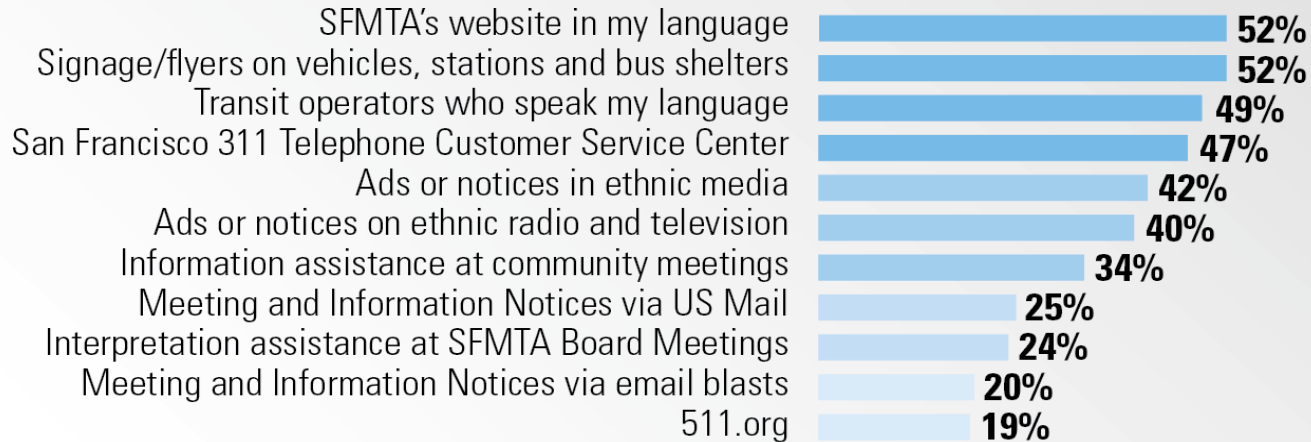
## Activity Reached by Muni



SOURCE: SFMTA LEP USER SURVEY, 2016.

# What We Found: LAP

## Language Assistance Tool Familiarity



SOURCE: SFMTA LEP USER SURVEY, 2016.

# What's Next for PPP and LAP?

- Integrate the research findings from PPP and LAP into the Public Outreach and Engagement Team Strategy (POETS)
- Create a system for circling back and letting the public know what feedback has been received and incorporated
- Consider and implement community feedback where feasible
- Complete website upgrades to include enhanced language translation capabilities

# Questions?