



SFMTA

2019 Title VI Program Update

November 5, 2019

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, 2019

General Requirements

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

Notice to the Public

- SFMTA Website
- SFMTA Offices and Public Access Areas
- Vehicles and Transit Stations
- Public Information Materials

TITLE VI

The SFMTA, which runs Muni, does not discriminate on the basis of race, color or national origin. For more information or to file a complaint, visit SFMTA.com or contact 311.

La SFMTA, administradora de Muni, no discrimina por motivos de raza, color u origen nacional. Para más información o para presentar una queja, visite SFMTA.com o llame al 311.

Агентство SFMTA, управляющее работой транспортной системы Muni, не дискриминирует по признаку расы, цвета кожи или национального происхождения. Для получения дополнительной информации или подачи жалобы, посетите наш сайт SFMTA.com или позвоните по телефону 311.

三藩市公車局(SFMTA)負責營運Muni,不會基於種族、膚色或原國籍而產生歧視。欲了解更多資訊或提出投訴,請瀏覽網站SFMTA.com 或聯絡311。

Cơ quan Giao thông Vận tải Thành phố San Francisco (SFMTA), đơn vị điều hành dịch vụ Muni, không phân biệt đối xử dựa trên chủng tộc, màu da hoặc nguồn gốc quốc gia. Để biết thêm thông tin hoặc nộp đơn khiếu nại, hãy truy cập trang mạng SFMTA.com hoặc liên hệ tổng đài 311.

MUNI를 운행하는 SFMTA는 인종, 색깔 또는 국적에 기반하여 차별을 하지 않습니다. 더 많은 정보가 필요하시거나 불만을 접수하시려면, SFMTA.com을 방문하시거나 311에 연락을 주십시오.

L'office municipal des transports de San Francisco (SFMTA) qui gère Muni, ne fait aucune discrimination sur la base de la race, de la couleur ou de l'origine nationale. Pour plus d'informations ou pour déposer une plainte, visitez le site SFMTA.com ou contactez le 311.

Muniを運営するSFMTAは、人種や出身国で差別はしません。詳細情報または苦情についてはSFMTA.comまで問い合わせるか311までご連絡ください。

Ang SFMTA, na nagpapatatag ng Muni, ay hindi nagdidiskrimina batay sa lahi, kulay ng balat o bansang pinagmulan. Para sa higit pang impormasyon o upang maghain ng reklamo, bisitahin ang SFMTA.com o tumawag sa 311.

SFMTA ซึ่งเป็นผู้ให้บริการ Muni ไม่เลือกปฏิบัติบนพื้นฐานของเชื้อชาติ สีผิว หรือแหล่งกำเนิด สำหรับข้อมูลเพิ่มเติมหรือหากต้องการเป็นเรื่องร้องเรียน โปรดไปที่ SFMTA.COM หรือติดต่อ 311.

تتمتع هيئة النقل البلدية بمدينة سان فرانسيسكو - SFMTA - التي تدير وسائل النقل العام والشبكة الحضرية بالمدينة (Muni) على أساس العرق أو اللون أو الأصل القومي. لتزيد من المعلومات أو لتقديم شكوى، نفضل بزيارة SFMTA.com أو الاتصال برقم 311.

☎ 311 Free language assistance / 免費語言協助 / Ayuda gratis con el idioma / Assistência linguística gratuita / 無料の語学支援 / 無料 언어 지원 / Libreng tulong para sa wikang Filipino / gratisosadde para sa mga Filipino / مساعدة اللغوية على التوا / 311 免費語言協助



Transit 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 2017-2019
- 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">• Muni Metro, Rapid & Frequent Local Routes: Less than 14% of trips with a service gap• Grid, Circulator, Specialized, and Owl Routes: 85% on-time (schedule adherence)
Policy Headways	Scheduled headway should meet the defined policy headway minimum per route service category and time period <i>*Specialized Routes: Headways are based on service demand</i>
Service Coverage	All residential neighborhoods within 1/4 mile of Muni stop

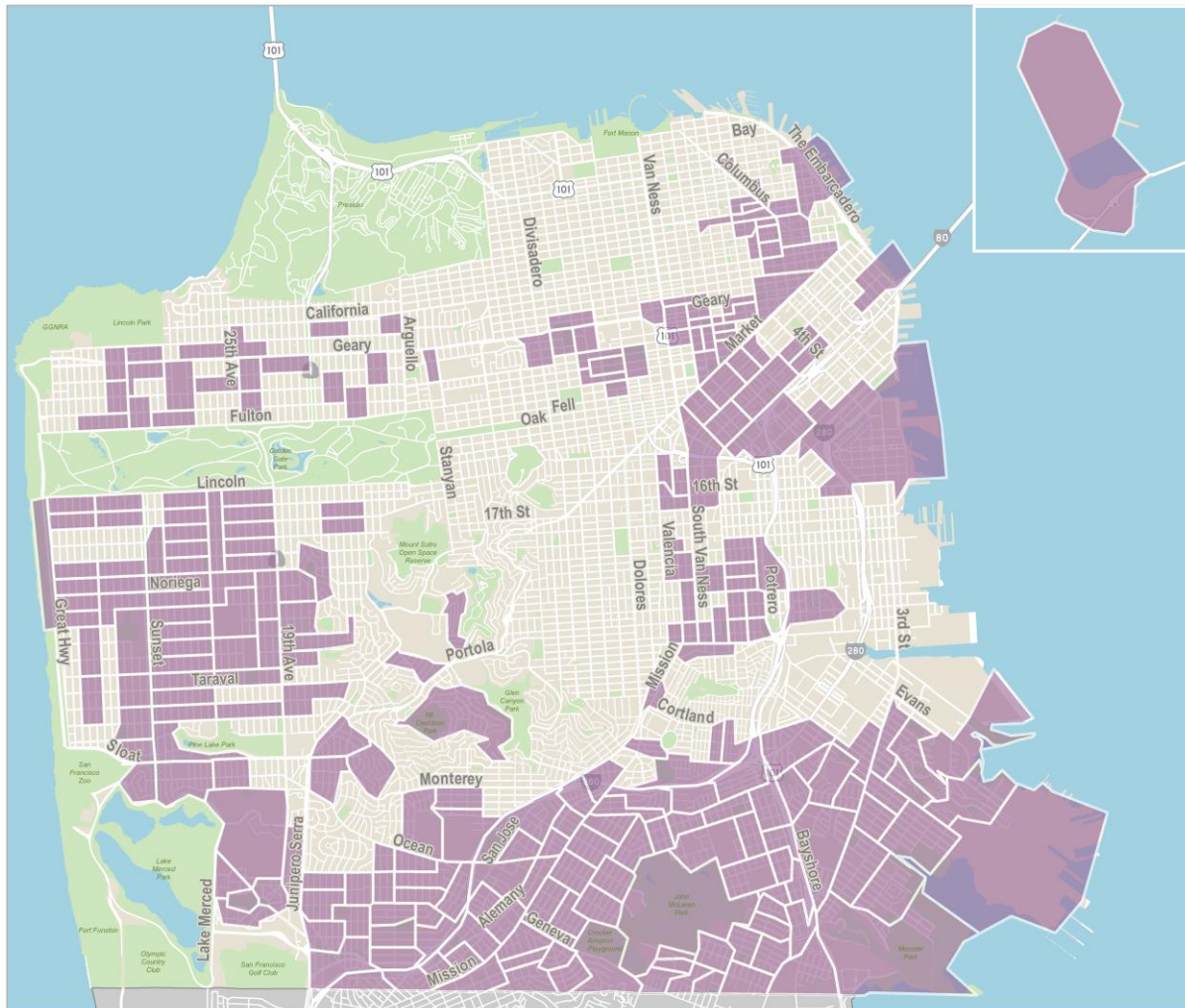
Service Policies

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">• Stop Markings and Flags• Stop IDs• Shelters and System Maps*• NextBus Display*• Station- Underground rail only <p><i>*SFMTA does not have decision making authority over siting and location. Monitoring is to track progress of SFMTA's goals.</i></p>

How Does the SFMTA Define...

- **Minority**
 - Population: Census block group with minority population over city-wide population of 59%
 - Route: Minority ridership more than systemwide ridership on that route of 57%
- **Low Income**
 - Population: Census block group with low income population over city-wide population of 24%
 - Route: Low income ridership more than systemwide of ridership on that route of 38%

Demographics of Service Area- Minority Population



Minority Block Groups

2019 Title VI Program Update
October 2019

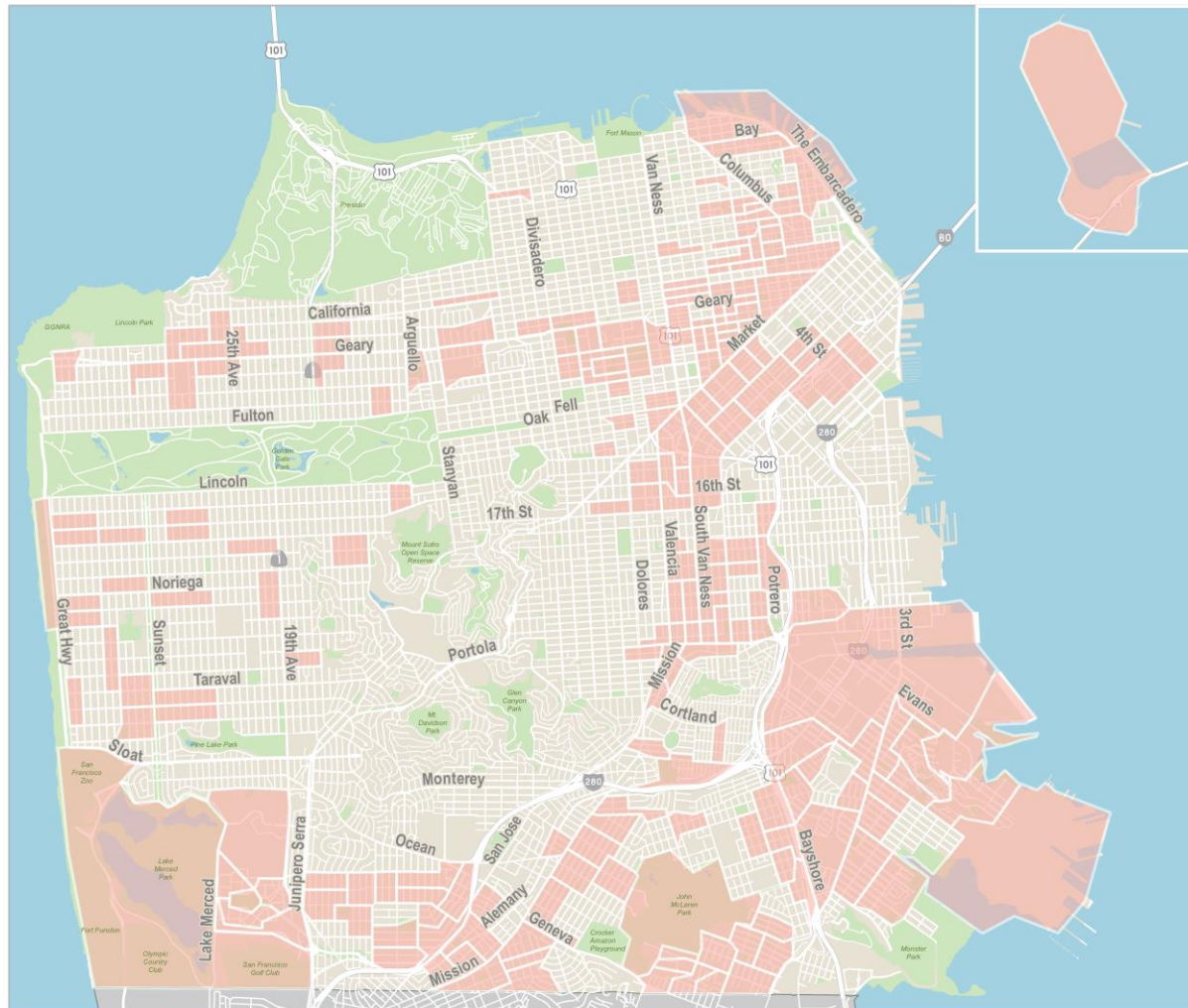
LEGEND

Minority Block Groups

0.95 miles
Scale 1:50,114



Demographics of Service Area- Low Income Population



Low Income Block Groups

2019 Title VI Program Update
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LEGEND

Low Income Block Groups

0.95 miles
Scale 1:50,114



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*

*n/a for Shelters & NextBus Displays

Questions?