



SFMTA

# 2022 Title VI Program Update

SFMTA CAC

January 5, 2023

# 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
  - The SFMTA’s Title VI Program Update must be received by FTA by February 1, 2023

# 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 Service Monitoring

# General Requirements

- 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
- Foldable Transit Maps

## 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](http://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](http://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](http://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](http://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](http://SFMTA.com) hoặc liên hệ tổng đài 311.

MUNI를 운영하는 SFMTA는 인종, 색깔 또는 국적에 기반하여 차별을 하지 않습니다. 더 많은 정보가 필요하시거나 불만을 접수하시려면, [SFMTA.com](http://SFMTA.com)을 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](http://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 nagpapatakbo 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](http://SFMTA.com) o tumawag sa 311.

SFMTA ซึ่งเป็นผู้ให้บริการ Muni ไม่เลือกปฏิบัติบนพื้นฐานของเชื้อชาติ สีผิว หรือแหล่งกำเนิด สำหรับข้อมูลเพิ่มเติมหรือหากต้องการเป็นแจ้งเรื่องเรียน ไปที่ [SFMTA.COM](http://SFMTA.COM) หรือโทร 311.

تتمتع هيئة النقل البلدية بمدينة سان فرانسيسكو - SFMTA - بقرينة توري وسبل نقل العام والشبكة الحضرية بالحدودية (Muni) على أساس العرق أو اللون أو الأصل القومي. لتزيد من المعلومات أو لتقديم شكوى، نفضل بزيارة [SFMTA.com](http://SFMTA.com) أو التصل برقم 311.

☎ 311 Free language assistance / 免費語言協助 / Ayuda gratis con el idioma / Gewissenlos nouwekeperspreekwoud / Trợ giúp Thông dịch Miễn phí / Assistance linguistique gratuite / 免費的語言協助 / 免費的協助 / Librería tulong para sa wikang Filipino / 免費的協助 / 免費的協助 / 免費的協助



# 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 2019-2022
- Service Performance Monitoring



# FTA's Terminology

- **Minority Census Block Group/Route** = Census block group or route service area where proportion of residents who self-identify as any race/ethnicity other than white, not Hispanic or Latino is equal to or greater than the city-wide population of 60%
- **Low Income Census Block Group/Route** = Census block group or route service area where proportion of people who live in a household whose total income is below 200% of the federal poverty level is equal to or greater than the city-wide population of 20%

# 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



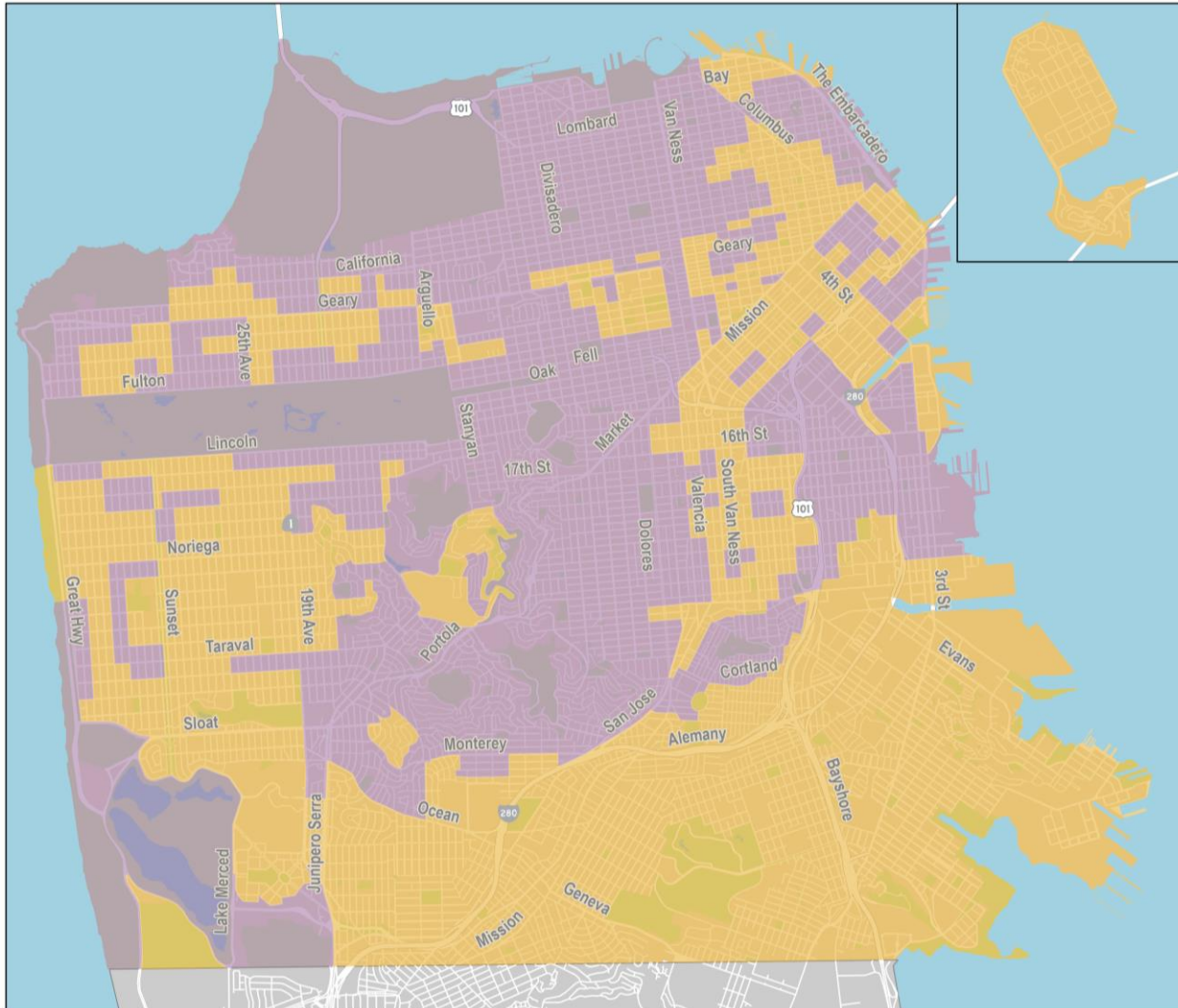
# Service Standards

Standard Type	Service Standard
Vehicle Load	Vehicle load at Max Load Point should not exceed planning capacity or average maximum load standards
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 1/4 mile of Muni stop

# Service Policies

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

# Demographics of Service Area



## Minority Block Groups

October 2022

In the 2020 American Community Survey, 60% of San Francisco residents self-identified as Black, Indigenous or Other People of Color (BIPOC). This map highlights census-defined block groups where the proportion of the BIPOC population is greater than 60%.

Source: ACS 2016-2020 Five-Year Estimates (Dataset B03002)

### Minority Census Block Groups

- Non-Minority
- Minority



Scale 1:50,000

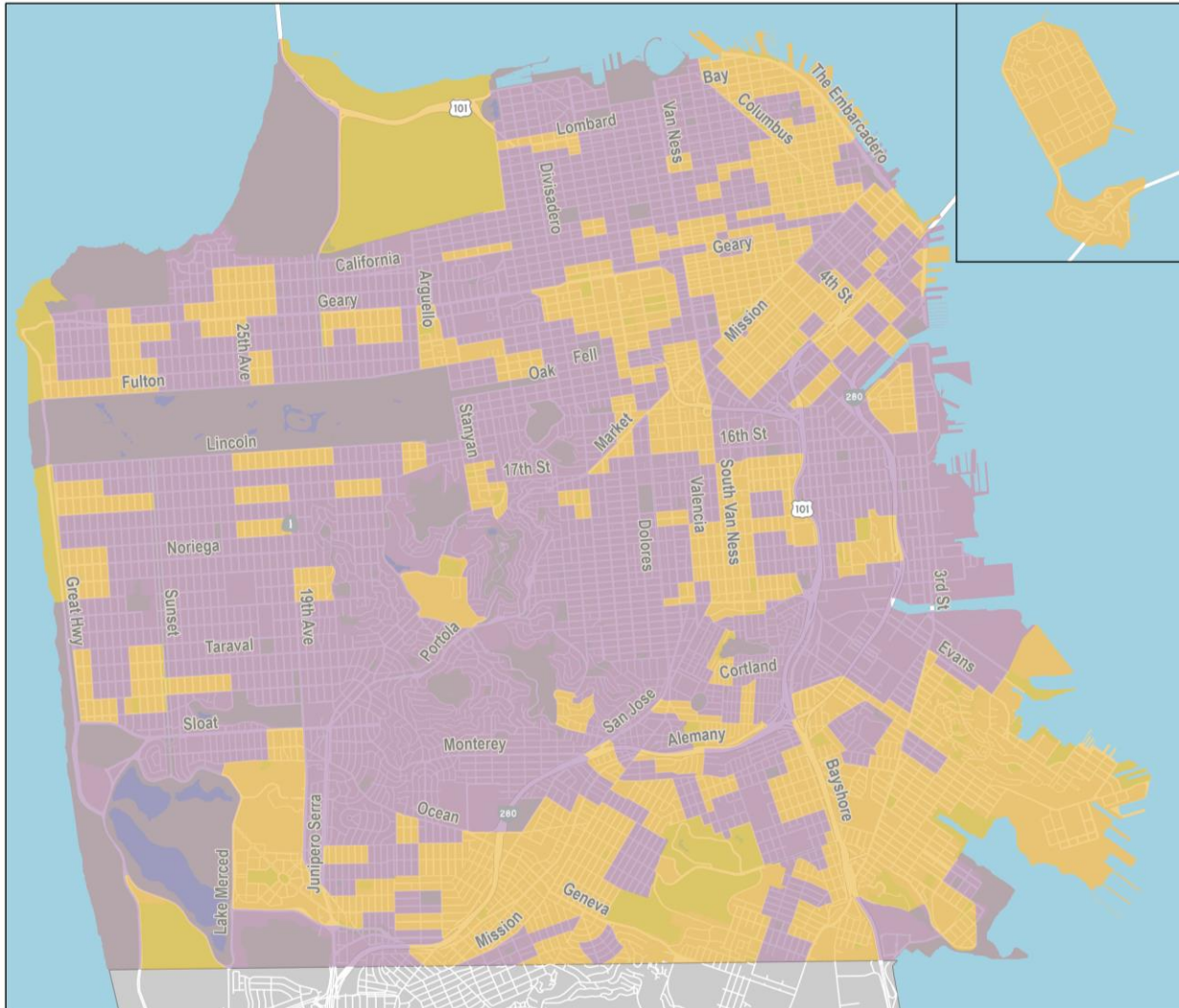
Date Saved: 12/29/2022

For reference contact: [TellMuni@sfmta.com](mailto:TellMuni@sfmta.com)

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# Demographics of Service Area



## Low-Income Block Groups

October 2022

In the 2020 American Community Survey, 20% of San Francisco residents self-identified as living in a low-income household, defined as living on less than 200% of the federal poverty level. This map highlights census-defined block groups where the proportion of low-income households is greater than 20%.

Source: ACS 2016-2020 Five-Year Estimates (Dataset C17002)

### Low-Income Block Groups

- Non-Low-Income
- Low-Income



Scale 1:50,000

Date Saved: 10/20/2022

For reference contact: [TellMuni@sfmta.com](mailto:TellMuni@sfmta.com)

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# 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

# Questions?