

This first of its kind survey will help San Francisco understand the needs of this rapidly growing segment in our City's population," said Mayor Ed Lee. "The survey



SFMTA
Municipal Transportation Agency

SFMTA's Transit Policies for Federal Civil Rights Title VI

07 | 16 | 2013

SAN FRANCISCO, CALIFORNIA



Presentation Overview

- Title VI Overview
- Service and Fare Change Process
- Proposed Major Service Change Definition
- Proposed Disparate Impact and Disproportionate Burden Policies
- Public Comment Opportunities



What is Title VI?

- **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; new circular issued October 1, 2012 provides guidance for transit agencies receiving federal funds



Why is Title VI Important?

- Ensures that public services, including transportation, are provided in a nondiscriminatory manner
- Requires opportunities for public participation in decision-making without regard to race, color, or national origin, including populations with Limited English Proficiency (LEP)
- Provides access to public services for LEP populations
- Non-compliance with Title VI can cause federal funding to be conditioned or withheld



FTA Title VI Circular New Requirements

Requires SFMTA Board of Directors to Adopt

- **Major Service Change Definition** - determines when equity analysis for service changes is needed
- **Disparate Impact, Disproportionate Burden Policies** - establishes thresholds to determine when proposed major service changes or fare changes would adversely affect minority and low-income populations and when alternatives need to be considered or impacts mitigated



Policy Development Approach

- Reviewed draft and final Title VI Circular
 - Submitted comments on draft document
- Participated in Title VI webinars and Regional Workshop
- Arranged for phone interviews with Peer Agencies and reviewed Peer processes
- Conducting Multilingual Public Outreach on proposed policies



Multilingual Public Outreach

- Presentations
 - CAC (6/6), MAAC (6/20), PAG (6/21), CAC (7/11)
- Public Workshops
 - Saturday, June 22 10:30 am-noon
 - Tuesday, June 25 6:30-8:00 pm
- Outreach to Community Based Organizations
- Website/Email/Phone Input
 - www.sfmta.com/TitleVIcomments
 - TitleVIcomments@sfmta.com
 - 311 Multilingual Customer Information Line



How Does the SFMTA Define...

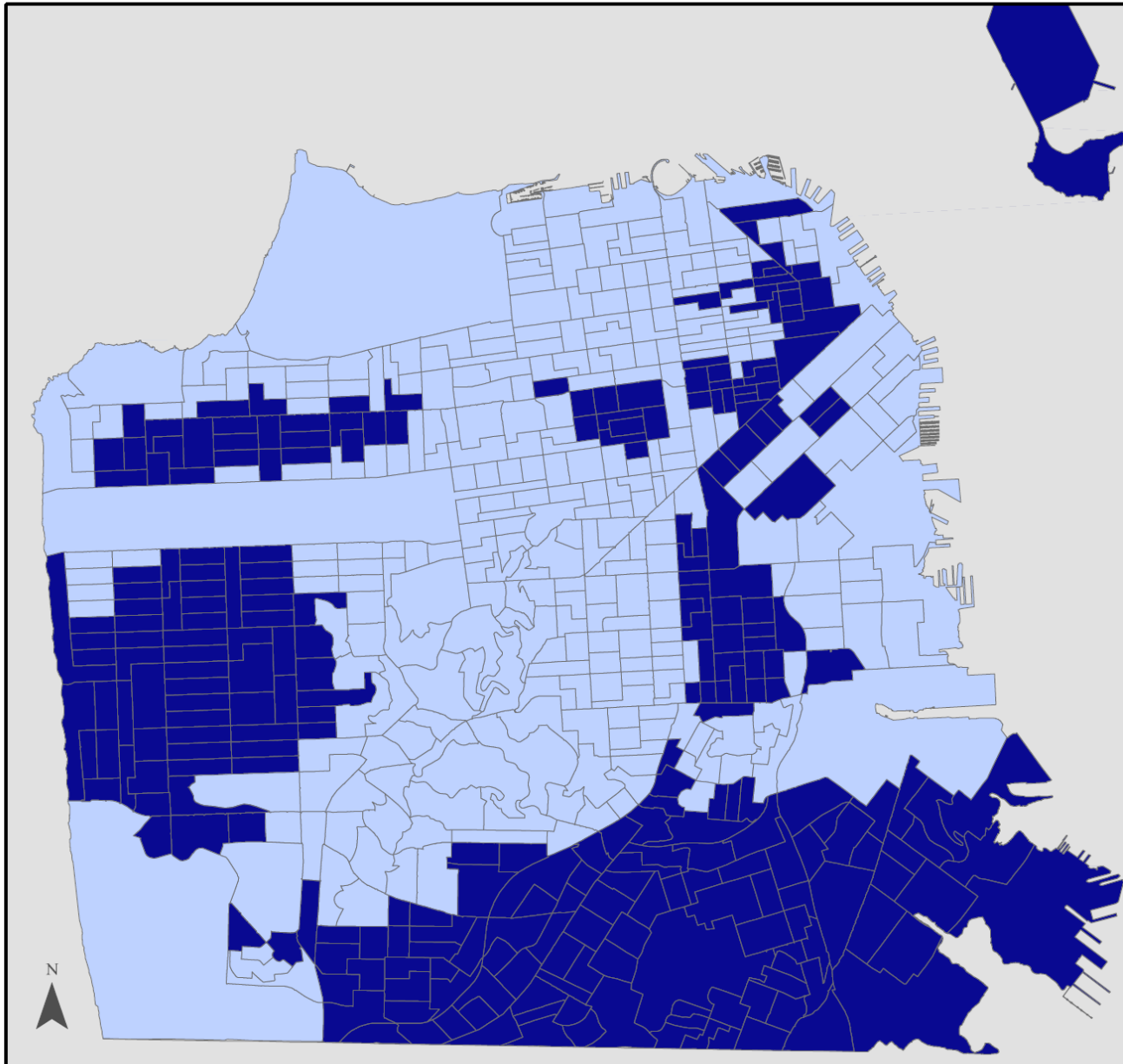
- **Minority Population**
 - Census block group with minority residents at or above the Citywide average of 58%
- **Low Income Population**
 - Defined as 200% of the Federal poverty level (consistent with criteria for lifeline transit pass)
 - Census tract with low-income households at or above the Citywide average of 31%
- **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



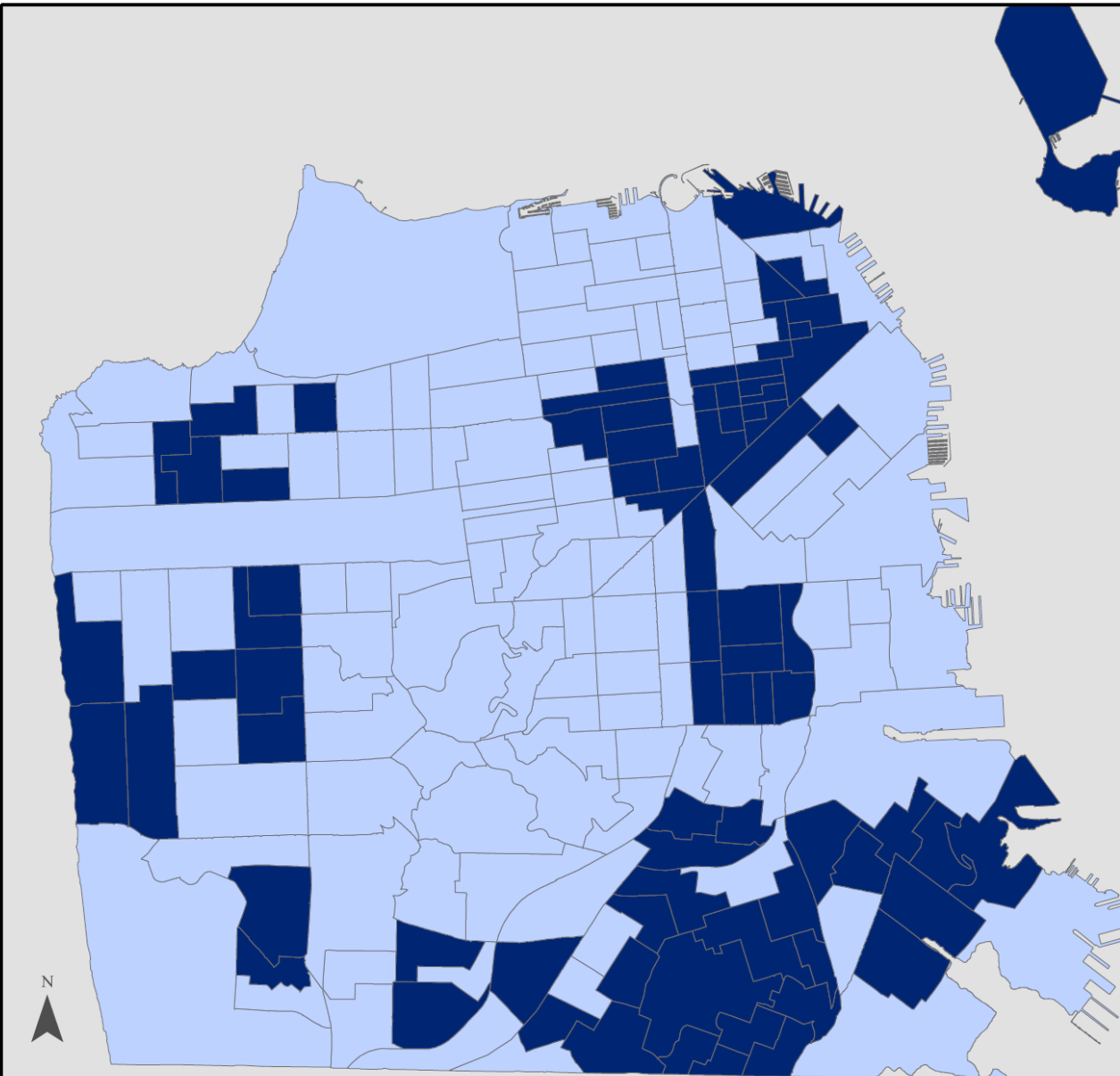


Low Income Census Tracts in San Francisco

Based on 200% of
the Federal poverty line

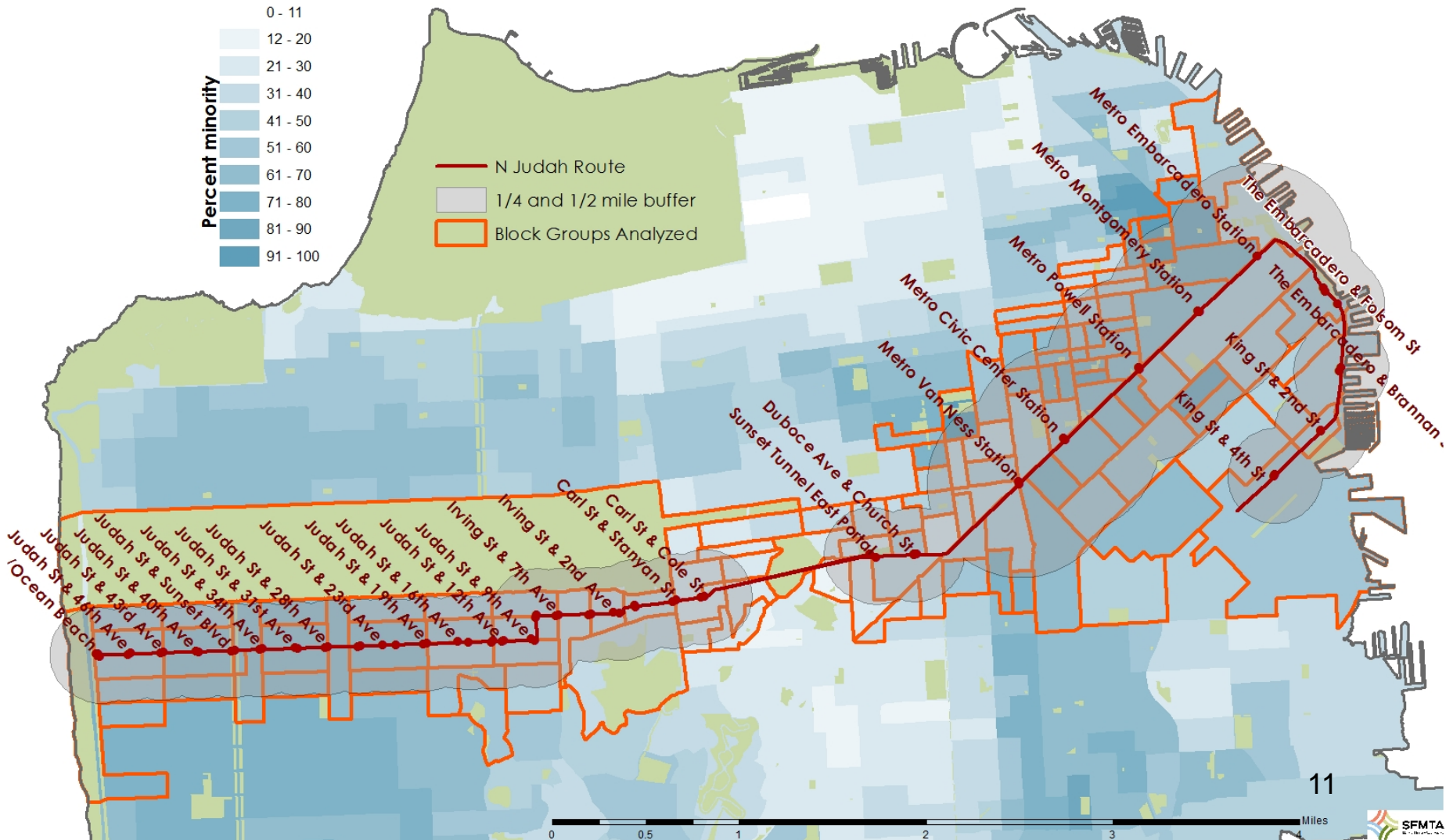
Based on census tracts whose percentage of households in poverty are at or above the service area average percentage. The average percentage of households in the Muni service area below 200% of the Federal poverty line as defined HHS is 31%.

- Non Low Income Tract
- Low Income Tract





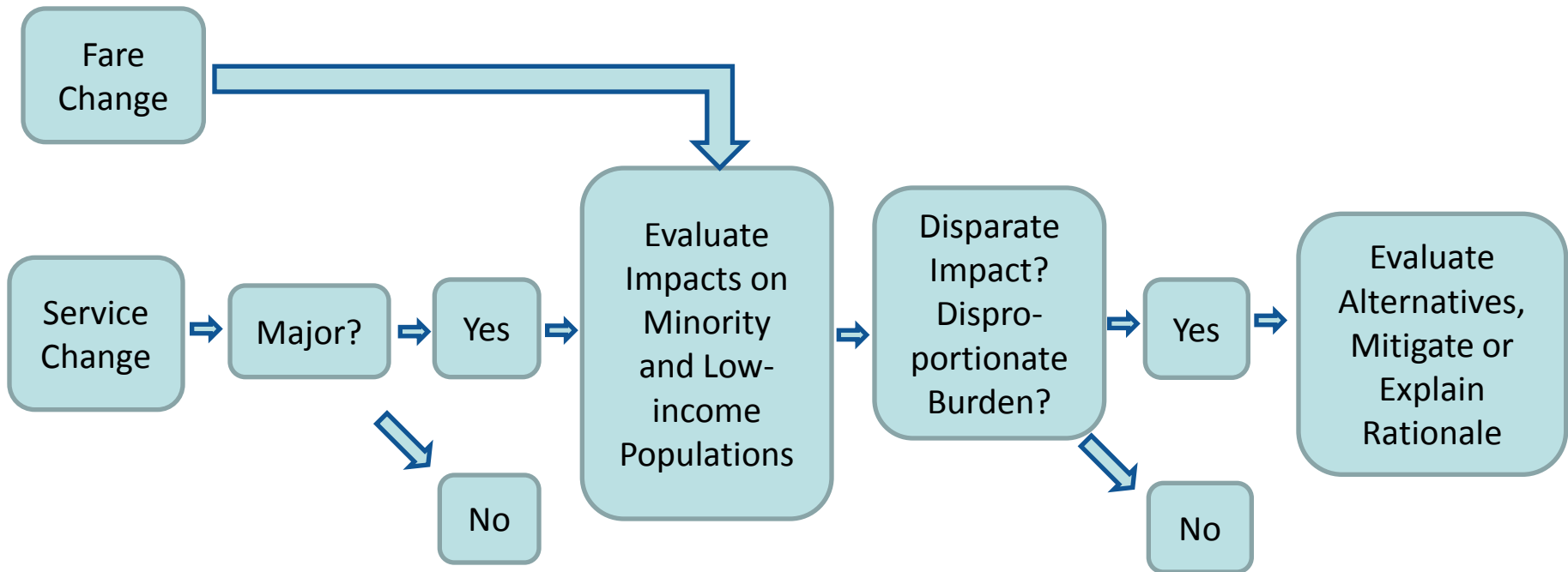
Methodology for selecting affected population





Service and Fare Change Process

The chart below illustrates the Title VI Equity Analysis process:





Types of Service Changes

- Route Change – changing the path of a route by adding and/or eliminating all or a segment of a route
- Frequency Change – modifying how often the bus arrives to pick up customers
- Span of Service Change – changing the hours of operation of a route



Draft Major Service Change Policy

A change in transit service that is in effect for more than a 12-month period and any of the following criteria are met:

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



Draft Disparate Impact Policy

Disparate Impact Policy determines the point (“threshold”) when adverse effects of fare or service changes are borne disparately by minority populations.

- 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 minority population impacted by the changes and the percentage of minority population system-wide is eight percentage points or more.



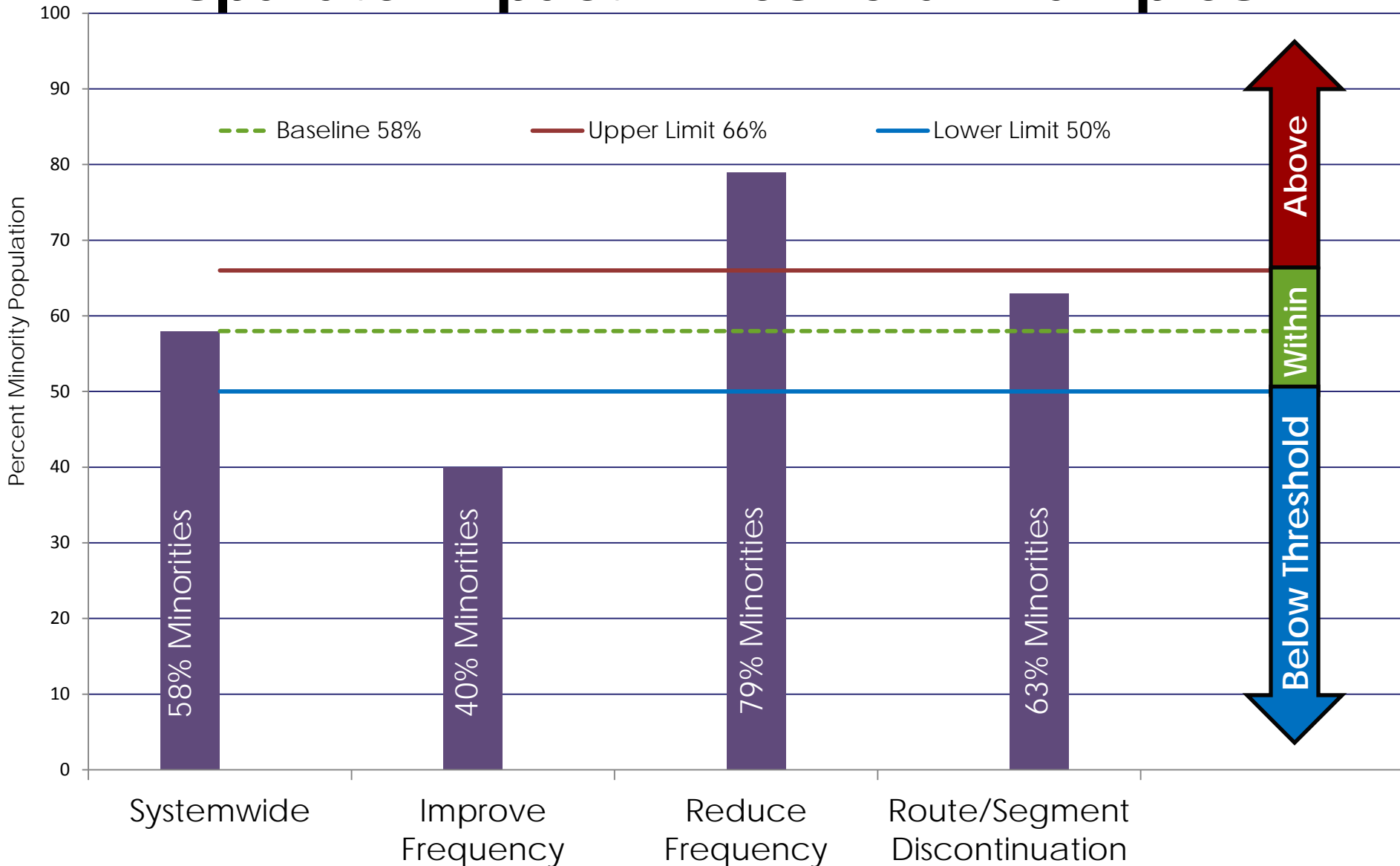
Draft Disproportionate Burden Policy

Disproportionate Burden Policy determines the point when adverse effects of a fare or service change are borne disproportionately by low-income populations.

- 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 low-income population impacted by the changes and the percentage of low-income population system-wide is eight percentage points or more.

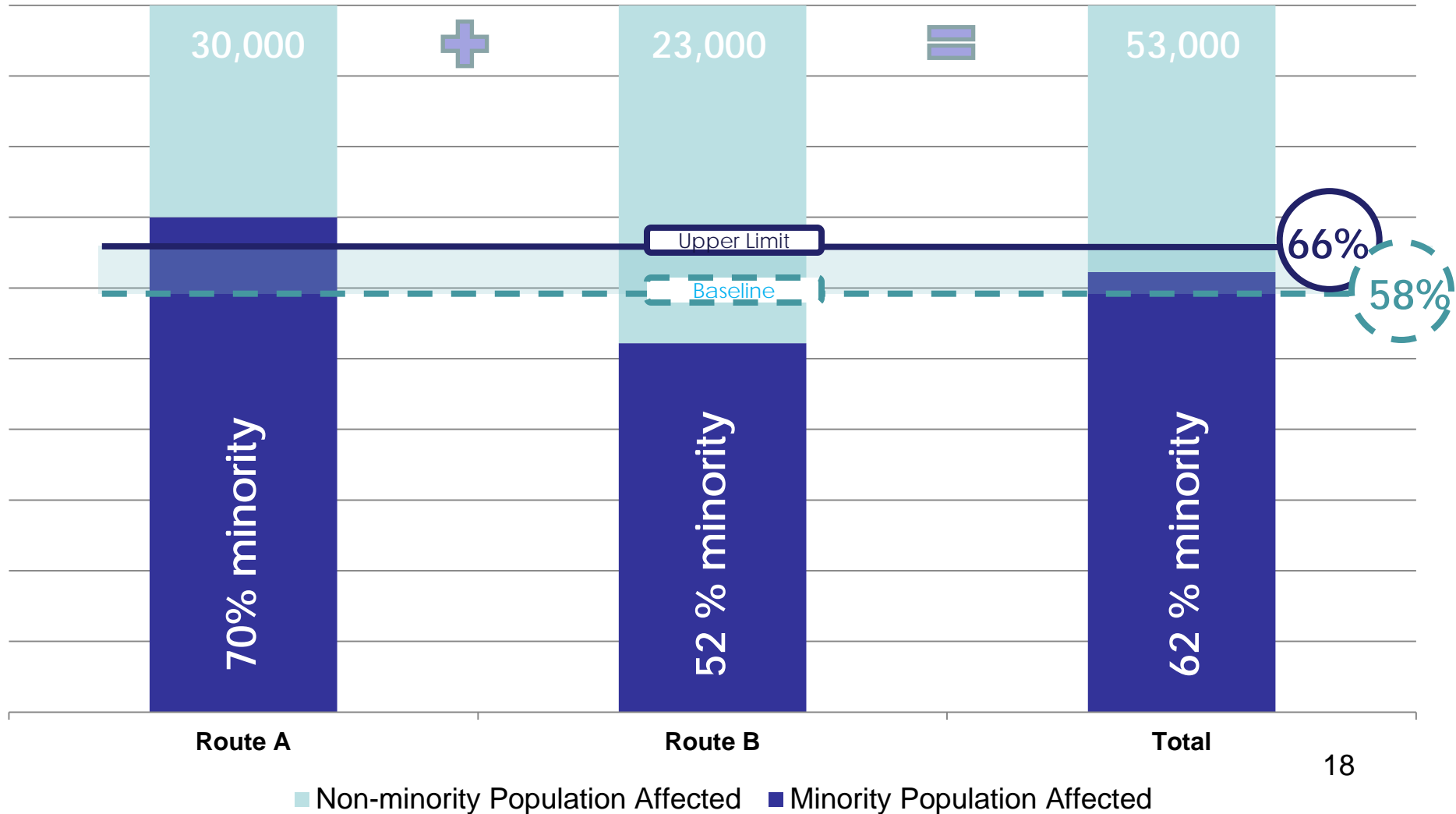


Disparate Impact Threshold Examples





Cumulative Service Change Example





Hypothetical Example of Fare Change Analysis

| Fare Media Proposed to Change | Number of Total Users* | Number of Minority Users* | Percent Minorities | System-wide Average | Difference in Percentage | Threshold | Disparate Impact |
|-------------------------------|------------------------|---------------------------|--------------------|---------------------|--------------------------|-----------|------------------|
| Cash | 250,000 | 160,000 | | | | | |
| Youth Pass | 80,000 | 60,000 | | | | | |
| Total | 330,000 | 220,000 | 66.7% | 58.1% | 8.6% | 8.0% | yes |

* The data presented above is not actual SFMTA data, but example data used to illustrate how a fare equity analysis would be evaluated.



Threshold Development

- The threshold should be sensitive enough to distinguish between minor and significant differences in service and fare impacts on minority and non-minority populations
- SFMTA ran statistical analysis of the percentage of minorities and low income residents along each route
- SFMTA identified routes that based on our knowledge carry significant number of minorities or low-income riders
- Initially recommended 15% thresholds, but lowered to 8% based on further review of the technical data
- Compared to peer agencies as a second check



Overview of Public Feedback

- Comments ranged from specific input on policies to more general comments on past service reductions and fare increases
- Major Service Change Definition modified to incorporate feedback:
 - System-wide changes modified to include a rolling 24 months
 - Span reduced from 4 to 3 hours
 - Individual route definition expanded to include all routes with at least 25 one-way trips; initially focused on routes with 10 consecutive hours of service
- Recommendation made to re-evaluate thresholds every three years as part of Title VI program.



Next Steps

- All future service changes that meet the major service change definition will have a service equity analysis consistent with the process defined above; and all fare changes proposed for more than six months will have a service equity analysis consistent with the process defined above
- All service and fare equity analyses will evaluate disparate impacts and disproportionate burdens based on a policy threshold of 8 percentage points
- SFMTA will compile its three year Title VI program update this fall, which will include all service and fare equity analyses completed over the past three years, as well as an evaluation of how the current service performances based on the Agency's service standards. The program update will be presented to the SFMTA BOD for approval.
- The demographic data from the recently conducted on-board survey will be used to supplement the U.S. Census data to better understand the actual ridership patterns of minority and low-income customers