

# Title VI Program Update

January 25, 2023

# Overview

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- Title VI of the Civil Rights Act of 1964 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) Requirements
  - Monitors transit providers for Title VI Compliance as recipients of federal funds
- Title VI Program Update is due every three years to FTA; District’s submission was completed by due date of December 15, 2022

# Review Process

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1. Each section reviewed by appropriate staff to address updates, changes, or unimplemented goals
2. Review of other Title VI Programs from peer agencies to identify missing components/opportunities for improvement (e.g. AC Transit, Muni, VTA)
3. Feedback and information edited by Title VI Administrator, Civil Rights Manager, and Legal Counsel
4. Additional follow-up for questions

# 2022 Updates

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- **Title VI Notices:** Remain on fixed route buses, website, paratransit rider guides and in public places
  - Additional Translations in Chinese, Vietnamese, Russian, Korean and Tagalog
- Added lessons learned from Community-Based Organization partnerships
- Bilingual stipend for staff assisting with emergency translation
- Used updated American Community Survey (U.S. Census Bureau) data to define **minority and low-income routes**
- Updated **Route Categories** to reflect *Reimagine SamTrans*: Frequent, Local, Community, Express & Limited, School-Oriented, and Owl

# Transit Provider Reporting Requirements

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- Service Standards and Policies (headways, amenities, bus assignment, route designation, etc.); Monitoring of Performance under Standards and Policies
- Demographic and Ridership Service Profile
- Major Service Change, Disparate Impact and Disproportionate Burden Policies
- Fare and Service Equity Analyses between 2020-2022

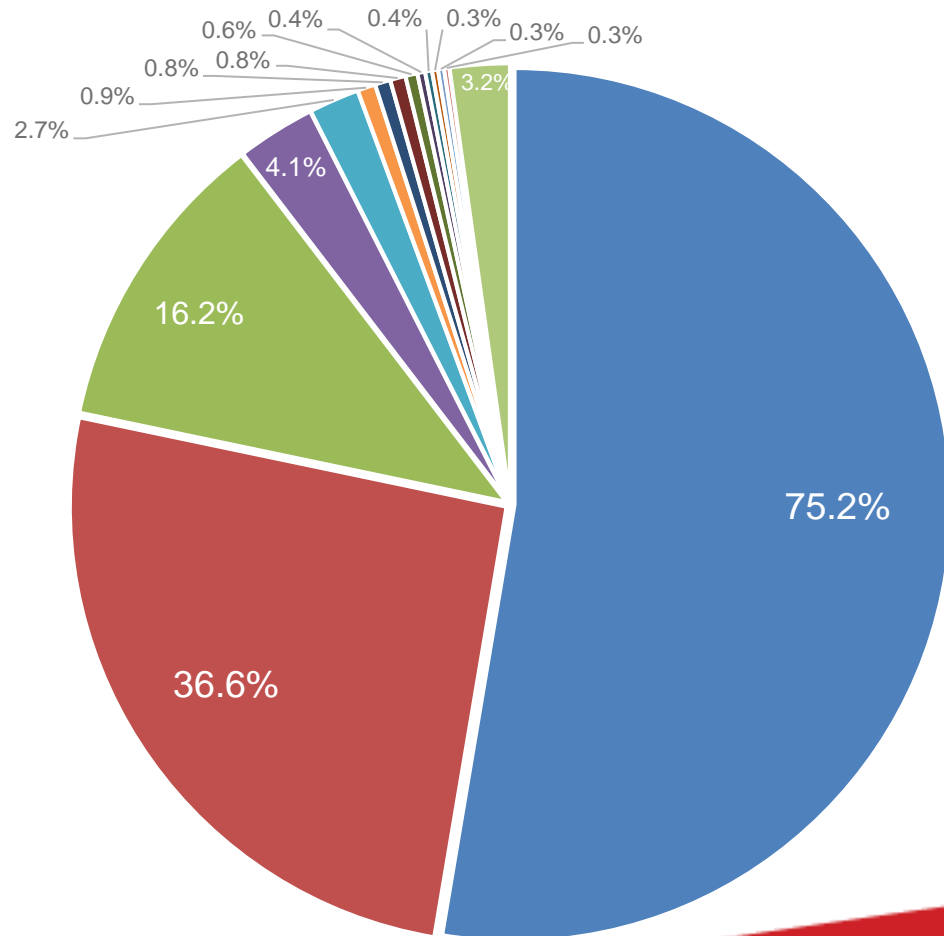
# Title VI Complaints

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- 7 Complaints: Complainants given and/or filed a Title VI Complaint Form
- Outcomes included:
  - Corrective Action Taken
  - Third Party Complaint
  - Not supported by evidence
  - Complainant no longer wishes to pursue complaint
  - Complainant did not respond to District's follow up call

# Language Usage

2021 SamTrans Triennial Survey: Language Usage  
2,219 Respondents, 43 Languages



- English
- Tagalog
- Mandarin
- Arabic
- Burmese
- Russian
- Napali
- Other
- Spanish
- Cantonese
- Hindi / Other Indian
- Vietnamese
- French
- Japanese
- Portuguese

# SamTrans Service Area Language Usage

Languages Other than English Spoken at Home	# of People in County Who Speak Languages Other than English at Home	# Who Also Speak English "Very Well"	# Who Speak English Less Than "Very Well" (Limited English Proficient (LEP))	% of County Population Who (A) are LEP and (B) Speak Other Languages at Home
Spanish	129,498	77,316	52,182	7.22%
Chinese (Mandarin, Cantonese)	63,194	34,337	28,857	3.99%
Tagalog (Filipino)	47,781	31,553	16,228	2.25%
Other Asian/ Pacific Island languages	20,843	13,299	7,544	1.04%
Other Indo-European languages	30,759	24,080	6,679	0.92%
Russian, Polish, other Slavic languages	10,965	6,872	4,093	0.57%
Korean	4,943	3,144	1,799	0.25%
Arabic	4,967	3,586	1,381	0.19%
Vietnamese	3,547	2,275	1,272	0.18%
French, Haitian, Cajun	5,130	4,367	763	0.11%
Other	3,345	2,794	551	0.08%
German / West Germanic language	4,284	4,004	280	0.04%



# How SamTrans Defines...

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## Minority Transit Route

- Minority Census Tracts: Census tracts with higher percentage of non-white, non-Hispanic/Latinx population than countywide minority population (61%)
- Minority Route: More than half of a route's revenue miles serve minority census tracts as defined above
- 31 Minority Routes in SamTrans Service Area

# How SamTrans Defines...

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## Low-Income Transit Route

- Low-Income\* Census Tracts: Census tracts with higher percentage of low-income households than countywide low-income percentage

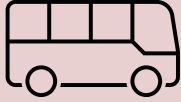



\*Low-income = Households with incomes below 200% of the federal poverty guideline (e.g., 1-person household in San Mateo County making under \$27,180)

- Low-Income Route: More than half of a route's revenue miles serve low-income census tracts as defined above
- 16 Low-Income Routes in SamTrans Service Area

# Service Standards

Standard Type	Service Standard & Monitoring
 Vehicle Load	All SamTrans route categories and respective routes are well below maximum vehicle load standards of <b>1.0</b> to <b>1.5</b> , regardless of demographics. Highest were among the Frequent routes (0.74)
 On-Time Performance	SamTrans Goal: <b>85%</b> <ul style="list-style-type: none"> <li>• Did not meet goal on all route categories, regardless of demographics</li> <li>• Community routes have the highest OTP (78%), while Express/Limited routes have the lowest OTP (67%)</li> </ul>
 Headways	All standards met across all routes, regardless of demographics – highest average was 15 minutes for Frequent routes and lowest average was 65 minutes for Express/Limited routes
 Service Coverage	Goal met regardless of demographics: <b>≥70%</b> of county residents live within 0.25 mile of a SamTrans bus stop

# Service Policies

Policy Type	Policy Standard
 <p>Vehicle Assignment</p>	<ul style="list-style-type: none"> <li>• SamTrans assigns vehicles in a manner that does not discriminate against low-income or minority populations</li> <li>• Assignment based on technical information such as vehicle load and route geography</li> </ul>
   <p>Amenities</p>	<p>Bus Shelters, Benches, Trash Cans:</p> <ul style="list-style-type: none"> <li>• Stops with <b>100</b> or more daily boardings (adjusted for pandemic ridership)</li> <li>• Inclusive of all funds, not just federal</li> <li>• Distributed equally throughout minority tracts</li> </ul> <p>In the future, the District will give greater consideration to other equity factors in addition to ridership to determine distribution of new amenities at bus stops</p>