

SamTrans Title VI Program Update

December 4, 2019
Strategic Planning, Development, and
Sustainability Committee
Item #3

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) Requirements
 - Monitors transit providers for Title VI Compliance as recipients of federal funds
- SamTrans Title VI Program Update is due every three years to FTA; next submission is January 7, 2020.

Review Process

1. Each section reviewed by appropriate staff to address updates, changes, or unimplemented goals.
2. Review of other Title VI Programs from AC Transit and SFMTA for key missing components.
3. Feedback and information edited by Title VI Administrator.
4. Reviewed by appropriate staff one more time.

2019 Updates

- Title VI Notices: Remain on fixed route buses, website, paratransit rider guides and in public places.
- Procedure to request interpreters and translations for public hearings/ public meeting through Title VI Administrator
- Included more online strategies for public participation
- Used updated ACS data to define minority and low income routes
- Route Categories: Coastside, Community, Local, and Multi-City, removed Mainline designation.

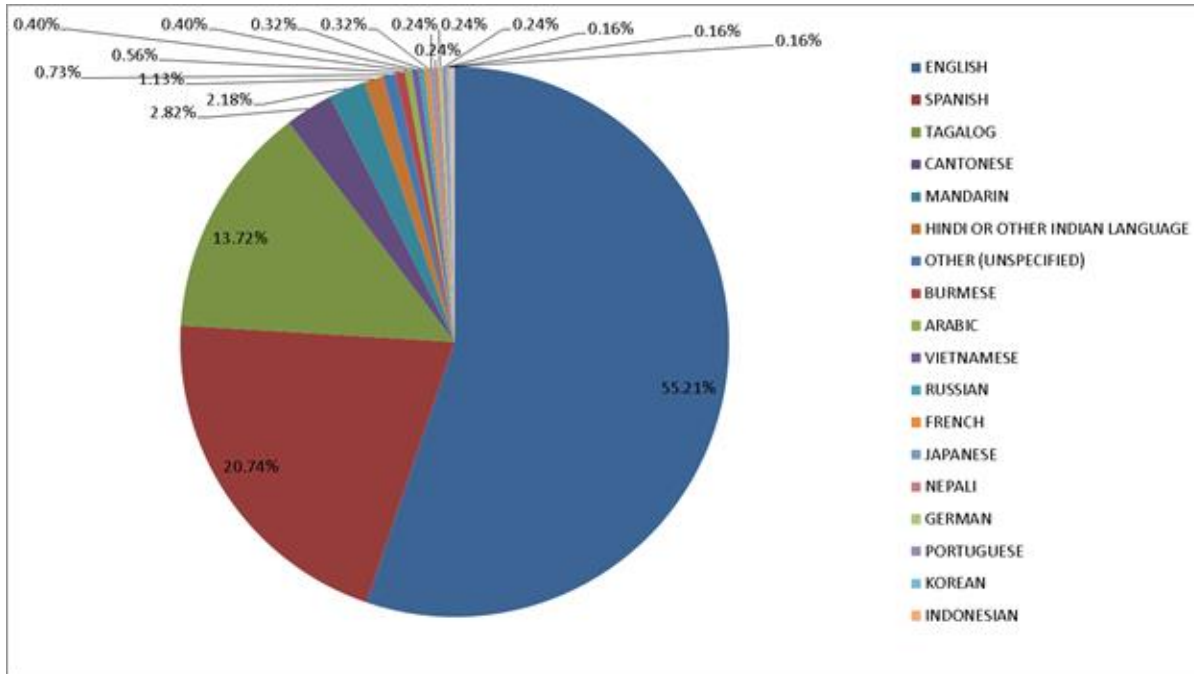
Transit Provider Reporting Requirements

- Service Standards and Policies (headways, amenities, bus assignment, route designation, etc.)
- Demographic and Ridership Service Profile
- Major Service Change Policies
- Fare and Equity Analyses between 2017-2019
- Service Performance Monitoring

Title VI Complaints

- 7 Complaints: Complainants filed a Title VI Complaint Form.
 - Non-discriminatory reasons
 - Corrective Action
 - Video does not show incident
 - Not supported by evidence
 - Complainant no longer wishes to pursue complaint

Language Usage



2018 Triennial Survey

Language	Total SM Area	Speak English "Very Well"	Speak English less than "Very Well"	% of total speaking English less than "Very Well"
Spanish:	136434	77559	58875	8.1%
Chinese (incl. Mandarin, Cantonese)	62244	33631	28613	3.9%
Tagalog (incl. Filipino):	49957	30822	19135	2.6%
Hindi:	14071	10607	3464	0.5%
Russian:	6771	4180	2591	0.4%
Korean:	6729	4513	2216	0.3%
Japanese:	4416	2463	1953	0.3%
Other languages of Asia:	3832	2236	1596	0.2%
Persian (incl. Farsi, Dari):	3577	2309	1268	0.2%
Vietnamese:	3302	2084	1218	0.2%
Arabic:	3398	2189	1209	0.2%
Portuguese:	3306	2170	1136	0.2%
Nepali, Marathi, or other Indic langu	2484	1450	1034	0.1%

San Mateo County 5 year ACS

Document	Languages	Examples	Vital Document?
Title VI Notices	All Safe Harbor Languages	Fixed Route Bus Ad Card	Yes
Safety and Security Information	All Safe Harbor Languages/ Icons and Symbols to reach as many LEP riders as possible, regardless of language spoken and literary levels.	Emergency Re Route	Depends on subject matter
Notice of Free Language Assistance	All Safe Harbor Languages		Yes
Legal Notices	All Safe Harbor Languages		Yes
Title VI Complaint Form and Procedures	All Safe Harbor Languages		Yes
Instructional or informational ridership brochures	Primary Secondary when requested	Take ones, Traveling Tips, Rider Guides	Yes
Applications to Participate in Programs, Benefits, and Services	Primary Secondary when requested	Paratransit Services, RTC Applications	Yes
Fare and Major Service Changes Notices	Primary Secondary when requested		Yes
Fare and Major Service Change Documentation/Analysis	Primary and Secondary as requested		No
Project Fact Sheets	Primary and Secondary as determined by location and/or as requested	Translated Fact Sheets/Summaries may be created in lieu of large document translations depending on the subject matter and cost.	Depends on Subject Matter
Public Hearings	Primary (Meeting Notices) and Secondary as requested	Formal Notices, protocols to submit comments, presentation materials	Yes
Public Outreach	Primary (Meeting Notices) Secondary languages as determined by location and as funding permits	Formal Notices, Documents that require public input, fact sheets, informational brochures with key information	Depends on Subject Matter
General Promotional Materials/ Promotional Events	Primary and Secondary languages as determined by location and as funding permits	Fliers, brochures,	No
Construction and Other Courtesy Notices	Primary and Secondary languages determined by location and as funding permits.	Service Disruptions, Retrofits, Reroutes due to Events	No
Surveys	Primary as determined by location and as funding permits. Oral interpretation by request.		No

How does SamTrans Define...

- **Minority Transit Line**

- Population: Census block group with minority population over city wide population
- Route: at least half of the revenue miles are located in a Census block where the minority population percentage is greater than the minority population in the service area (50%).
- 21 Routes

- **Low Income***

- Population: Census block group with a low income population over city wide population
- Route: at least half of the revenue miles are located in a Census block where the low income population percentage is greater than the minority population in the service area (10%).
- 29 Routes

* 200% of the federal poverty guideline (1 person under \$24,999 is considered below the poverty line).

Service Policies

Standard Type	Service Standard
Vehicle Load	All SamTrans route categories and respective routes far from maximum vehicle load standard - .83 on Community Routes as the highest vs 1.50 Standard
On Time Performance	Goal = 85% <ul style="list-style-type: none">- Did not meet goal on all route categories or route status- But the lack of on time performance is equitable distributed
Headways	All standards met – average of 60 minutes for Coastside and 25 minutes for multi-city
Service Coverage	Within .5 mile and .25 mile for minority and low income populations

Service Policies

Policy Type	Policy Standard
Vehicle Assignment	Assigns vehicles in a manner that does not discriminate against low-income and minority populations. Uses technical information such vehicle load and route geography
Amenities	Bus Shelters, Benches, Trash Cans: Stops with 200 or more daily boardings. <ul style="list-style-type: none">- Inclusive of all funds, not just federal- Distributed throughout minority tracts Next Bus Display: 1) Multi modal transit center, 2) Multiple SamTrans Routes; 3) High ridership, 4) Funding available and 5) Coordinated with other agencies

Questions?