

# Title VI Triennial Program Update

2025



# Triennial Program Update 2025



# Title VI General Program Requirements

- Notice to Beneficiaries
- Title VI Complaint Process
- Promotion of Inclusive Public Participation
- Provide Meaningful Access to Limited English Proficient (LEP)
- Minority Representation on Planning and Advisory Boards
- Assisting and Monitoring of Subrecipients
- Determination of Site or Location Facilities
- BART Board Approval of Title VI Program Update

# Title VI Requirements for Fixed Route Transit Providers

- System-wide Service Standards and Policies
- Collection and Reporting of Demographic Data
- Monitoring of Transit Service
- Major Service Change Policy
- Disparate Impact and Disproportionate Burden (DI/DB) Policy
- Equity Analysis of Service and Fare Changes no analysis this program



# General Requirements: Meaningful Access to LEP Persons

- There are nearly 1.05 million LEP people estimated in the five-county BART service area (17.6%)
- Predominant languages spoken in the service area by LEP people:
  - Spanish
  - Chinese
- On-going Language Assistance Measures
  - Translation and Interpretation Services Vendors
  - Translation of Ticket Vending Machines at new stations
  - Updated Language Assistance Plan



# ▶ Service Monitoring Update





# Peak Vehicle Loads

Line	Station Range	Minority	2023	2024	2025	3 year avg.	Rank
Green	Berryessa/North San José–Daly City	Yes	37.8	65.7	74.5	54.3	2
Orange	Berryessa/North San José–Richmond	Yes	20.1	34.7	37.7	28.9	5
Yellow	Antioch–SFO+Millbrae	No	65.5	61.3	69.2	65.2	1
Red	Richmond–Millbrae+SFO	No	38.7	53.4	74.5	51.5	4
Blue	Dublin/Pleasanton–Daly City	Yes	37.8	64.3	64.9	52.7	3
Minority Line			32.3	55.2	59.3	45.7	
Non-Minority Line			52.2	58.9	70.8	60.1	
Difference Minority vs. Non-Minority			-19.9	-3.8	-11.4	-14.5	
% Difference Minority vs. Non-Minority			-38%	-6%	-16%	-24%	

# Off-Peak Vehicle Loads

Line	Station Range	Minority	2023	2024	2025	3 year avg.	Rank
Green	Berryessa/North San José–Daly City		13.9	24.4	27.7	20.0	3
Orange	Berryessa/North San José–Richmond		11.9	18.3	19.0	15.7	5
Yellow	Antioch–SFO+Millbrae		24.1	23.9	26.9	25.0	1
Red	Richmond–Millbrae+SFO		18.4	24.5	37.3	24.7	2
Blue	Dublin/Pleasanton–Daly City		13.6	21.7	23.2	18.6	4
Minority Line			13.2	21.2	22.9	18.0	
Non-Minority Line			21.5	24.0	29.6	24.9	
Difference Minority vs. Non-Minority			-8.4	-2.8	-6.7	-6.9	
% Difference Minority vs. Non-Minority			-64%	-13%	-29%	-38%	

Three Year Summary of Off-Peak Vehicle Load Levels by Line  
Off-Peak Period Standard is 85 Passengers per Car

\* BART aims to keep off-peak loads at or below 80 passengers per car.



# Headways

Line	Route	FY23 (to 9/23)			Current (FY24 & Beyond)		
		M-F	Sat	Sun	M-F	Sat	Sun
Green	Berryessa / Daly City	4:30 am to 7 pm	6 am to 6:30 pm	8am to 6:30 pm	4:30 am to 7:30 pm	5:30 am to 7:30 pm	7:30 am to 7:30 pm
Orange	Richmond / Berryessa	5 am to 12:30 am	6 am to 12:30 am	8 am to 12:30 am	5 am to 12:30 am	6 am to 12:30 am	8 am to 12:30 am
Yellow	Antioch / SFO	4:30 am to 8:30 pm	5:30 am to 8:30 pm	7:30 am to 7 pm	4:30 am to midnight	6 am to midnight	7:30 am to midnig ht
Yellow	Antioch / Millbrae via SFO	8:30 pm to midnight	8:30 pm to midnight	7 pm to midnight	7:30 pm to midnight^	7:30 pm to midnight^	7:30 pm to midnig ht^
Red	Richmond / SFO via Millbrae	5 am to 8 pm	6 am to 7:30 pm	7:30 am to 7:30 pm	5 am to 9 pm	6 am to 9 pm	8 am to 9 pm
Blue	Dublin / Daly City	4:30 am to 12:30 am	5:30 am to 12:30 am	7 am to 12:30 am	5 am to 1:00 am	6 am to 1:00 am	8 am to 1:00 am
Shuttle^	SFO / Millbrae				9pm to midnight	9 pm to midnight	9 pm to midnig ht
OAC	Coliseum / OAK	5 am to midnight	6 am to midnight	8 am to midnight	5 am to midnight	6 am to midnight	8 am to midnig ht

^Millbrae-SFO Shuttle integrated into Red Line for all trips starting 3/21. After Red Line service, Yellow Line provided service between Millbrae and SFO until 1/25 when shuttle service was reinstated to allow for construction.

# On-Time Performance

Line	Fiscal Year 2023	Fiscal Year 2024	Fiscal Year 2025	Average	Rank
Green	67%	77%	69%	71%	3
Orange	68%	76%	69%	71%	3
Yellow	59%	71%	69%	67%	5
Red	73%	80%	71%	74%	2
Blue	71%	77%	76%	75%	1
Average	67%	76%	70%	71%	
Minority Lines	69%	77%	71%	72%	
Non-Minority Lines	65%	74%	69%	70%	
% Difference Minority vs Non-Minority	4%	2%	2%	3%	



# ► Language Assistance Plan Update





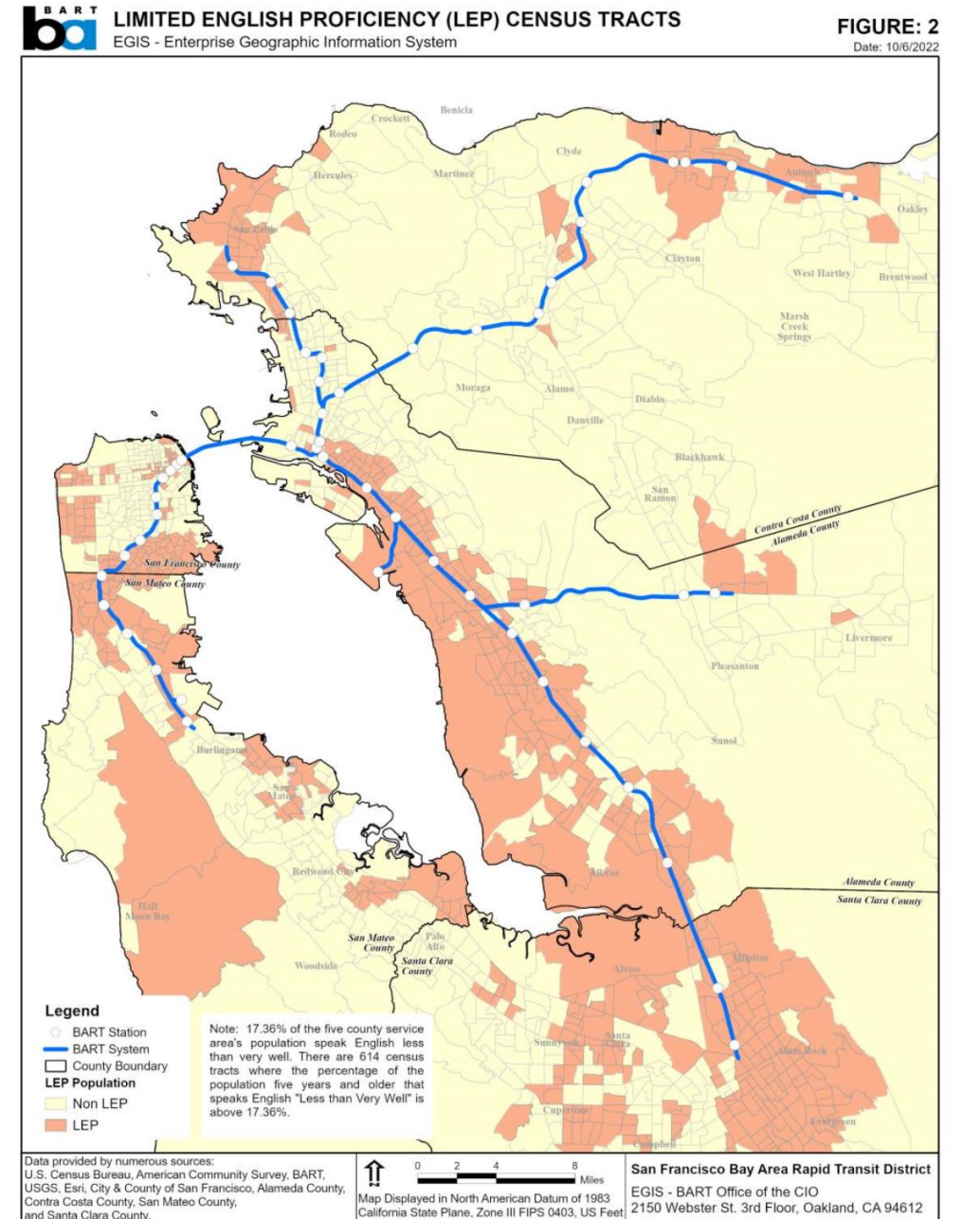
# Limited English Proficiency Four-Factor Analysis

# Four-Factor Analysis

- BART collects and analyzes data on Limited English Proficiency (LEP) in the five-county service area of Alameda, Contra Costa, San Francisco, San Mateo, and Santa Clara counties.
- Every three years, BART conducts a four-factor analysis of LEP data following Federal Title VI reporting guidelines.
  - **Factor 1:** LEP by the Numbers
  - **Factor 2:** LEP Contact Frequency
  - **Factor 3:** Importance for LEP Population
  - **Factor 4:** Resources to Support LEP Customers

# Factor 1: LEP by the Numbers

- In the BART service area, the LEP population is estimated to be 1,049,150 people, 17.6% of the total population.
- Approximately 256,637 LEP persons live within a one-mile radius of the BART system.
- Top six LEP language groups are:
  - **Spanish**
  - **Chinese** (Mandarin & Cantonese)
  - **Tagalog**
  - **Vietnamese**
  - **Russian**
  - **Korean**
- Data Sources
  - U.S. Census Bureau American Community Survey (2019-2023)





# Factor 2: LEP Contact Frequency

- Since January 2022,
  - BART logged over 10,000 encounters with LEP persons.
  - BART contacted the Language Line more than 750 times.
  - bart.gov was translated over 260,000 times.
- 2025 BART employee LEP survey provides more qualitative data.
- Primarily **Spanish**, **Cantonese**, and **Mandarin**.
- Data Sources
  - BART LEP Language Specific Counter 2020-2022
  - Language Line 2022 - 2025
  - BART Website Translated Page Views 2022-2025
  - BART Districtwide Staff LEP Survey 2025

# Factor 3: Importance for LEP Population

- 46% of the LEP population lives within one mile of BART. 11% of the LEP workers rely on public transportation for work commutes.
- Advisory Committee LEP Survey Results Highlights
  - Other languages: Lao, Russian, Hindi, Arabic
  - Difficult transit trips: Anywhere beyond SF and Oakland
  - Best ways to get input from LEP customers:
    - Surveys and questionnaires
    - Focus groups
    - Incentivized participation in public meetings
  - What BART can do better for LEP customers:
    - Improve safety
    - Multilingual announcements, signs, staff
    - Simplify how lines are described
- Data Sources
  - U.S. Census Bureau American Community Survey 2019-2023
  - BART Language Assistance Questionnaire 2025

# Factor 4: Language Assistance Resources

- Language Line Services
- BART Website and App
  - Translated BART basics info
- BART Staff
  - Dedicated workgroup for Title VI
  - Multilingual staff speak primarily **Spanish** and **Cantonese**
  - LEP training for all staff
- Contracted Translation and Interpretation Services
- Data Sources
  - BART Districtwide Staff LEP Survey 2025



# Vital Documents

## Tier 1 – Critical documents

Without translation, critical documents would:

- Have life-threatening consequences;
- Seriously impede access to BART transit service; or,
- Deprive customers of an awareness of their legal rights, including right to language assistance.

### Examples:

- Emergency and safety information
- Fare and schedule information
- Title VI information on rights and how to file Title VI complaints

## Tier 2 – Enhancing BART service

Service-enhancing documents include information that would improve the customer experience.

### Examples:

- Service alerts
- Promotional events
- Survey questionnaires

Often for Tier 2 and Tier 3 documents, a translated summary of the document is provided. In some cases, notice of language assistance may be better than translation.

## Tier 3 – Enhancing BART planning

Decision-enhancing documents are generally complex, public documents that shape how BART delivers service.

### Examples:

- Environmental Impact Reports
- Long-term strategic plans

# BART Employee Survey on LEP Contacts and Resources

# Survey Background

- BART surveys staff on their experiences serving limited English proficient customers
- Qualitative and quantitative data
  - Frequency of LEP interactions
  - Ease of providing language assistance
  - Availability of resources for language assistance



[Bart.gov Website](#)

[Ride Voucher](#)

[AFC Status](#)

[Operations Support and Review](#)  
[Train Arrival](#)  
[WTIMS](#)

[Daily Reports](#)

[Lost and Found](#)

[Smart Card](#)  
[Parking](#)

[Ticket Tracker](#)  
[Generations](#)

[Maximo](#)

[Forms](#)

[Parking Validation](#)

[webBART](#)

[Monthly Newsletter](#)

[Richmond AFG Modification](#)



[Transportation and Station Intranet](#)

LEP Contact: [\[ Contact Summary \]](#) [\[ Report \]](#)

Department:

Contact Location:

LEP Survey: [Survey Form](#) | [Survey Summary](#)

## Limited English Proficiency (LEP) Customer Experience Survey

*The BART Office of Civil Rights wants your input to understand better how well we serve the Limited English Proficient (LEP) community.*

*Limited English Proficient (LEP) persons are individuals with limited ability to speak, read, write or understand English.*

Employee ID:  Shift:  Location:

1) In your job, how often do you typically interact with BART customers?

- ☐ Many times a day
- ☐ A few times a day
- ☐ A few times a week
- ☐ A few times a month
- ☐ Once or twice a month
- ☐ Less often than once a month
- ☐ Rarely / never

2) How often do you typically encounter customers seeking language assistance (persons unable to communicate well in English)?

- ☐ Many times a day
- ☐ A few times a day
- ☐ A few times a week
- ☐ A few times a month
- ☐ Once or twice a month
- ☐ Less often than once a month
- ☐ Rarely / never

3) How would you describe your experience(s) communicating with Limited English Proficient (LEP) customers?

- ☐ Very difficult
- ☐ Somewhat difficult
- ☐ Somewhat easy
- ☐ Very easy
- ☐ Not applicable

4) How do you typically encounter customers seeking language assistance?

**Select all that apply.**

- ☐ In-person interaction at work
- ☐ Customer phone call
- ☐ Community outreach
- ☐ Volunteer assignments (i.e. bus bridges)
- ☐ Other (specify)
- ☐ Not applicable

5) Are you aware of any materials, services, or tools that BART uses to communicate with Limited English Proficient (LEP) customers?

- ☐ Yes (please explain)
- ☐ No
- ☐ Don't know



# Survey Methodology

- The survey was provided online through a link and in person during the triennial review process.
- The data collected was from approximately September 1 – November 30, 2025.

# Survey Summary

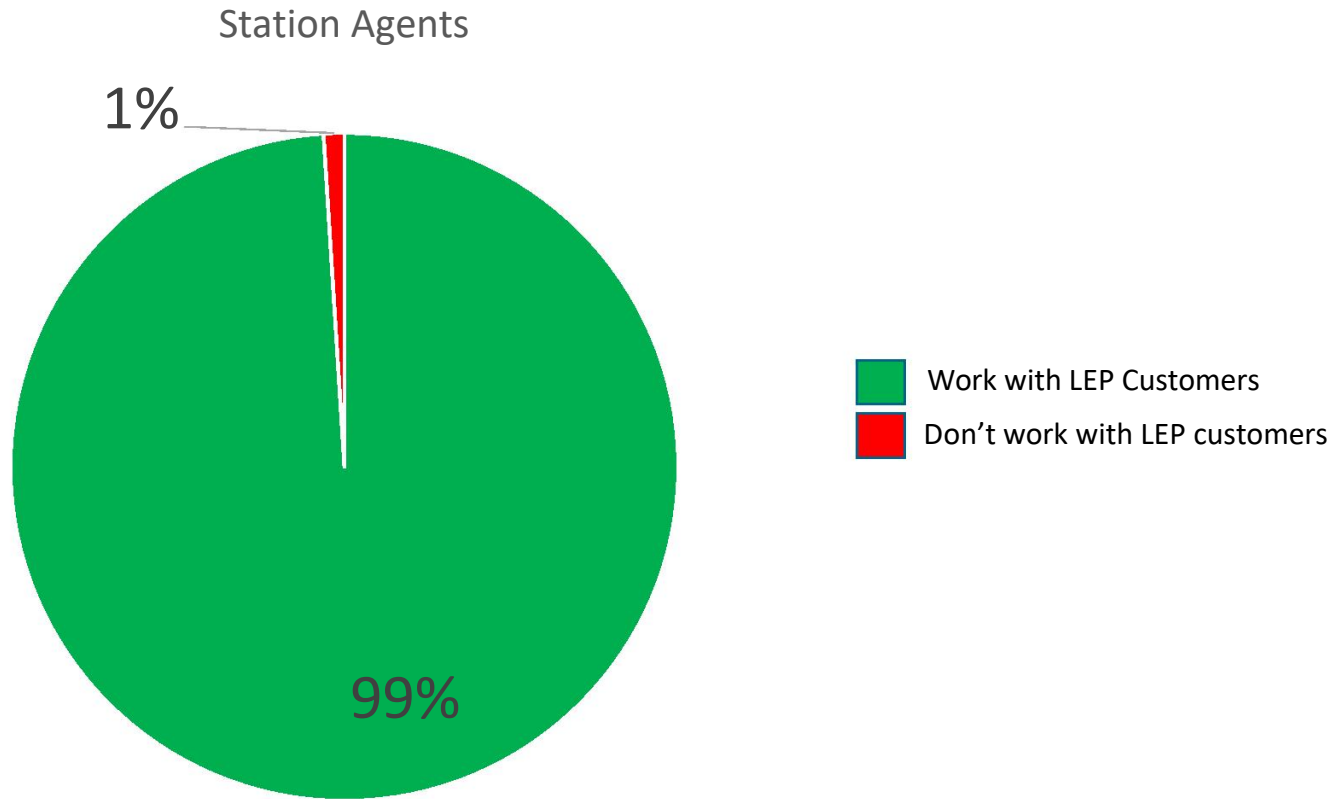
- About 99% of Station Agents
- Almost 90% of Station Agents report encountering LEP customers daily or many times a day versus only 10% of all other employees.
  - Police officers also regularly encounter LEP customers, but not as often as Station Agents.
  - As expected, most encounters happen in-person.
- There is a lot of opportunity to make LEP encounters easier for employees.
  - About half of BART employees feel encounters with LEP customers are at least somewhat difficult.
  - All new BART employees complete the Title VI/Environmental Justice training when joining BART and complete the certification every two years.
  - Almost all employees are aware of LEP resources, though usage varies widely based on how often they encounter LEP customers.
  - The language line is the most commonly used resource among all employees.
  - Almost 95% of those who work with LEP customers do not use the District language assistance resources.

# Survey Summary

- Spanish is, by far, the language encountered by the most employees with Cantonese and Mandarin being distant second and third, respectively.
- Other languages spoken by employees largely mirror the languages encountered among BART riders.
  - Spanish is the leading language spoken by BART employees followed by Cantonese and Mandarin, respectively.

It's probably no surprise that far more Station Agents work with LEP customers than is typical.

Do Employees Work with LEP Customers at  
Least 1x Per Month?





# Motions

1. The Board of Directors approve the District's Title VI Civil Rights Program 2022 Triennial Update.

Thank you

