

San Francisco Bay Area Rapid Transit District

2150 Webster Street, P. O. Box 12688, Oakland, CA 94604-2688



COMMITTEE MEETING AGENDA

Wednesday, November 16, 2022

2:00 PM

via Teleconference Only. Zoom Link:

<https://us06web.zoom.us/j/81799517506>

Limited English Proficiency Advisory Committee

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
2150 Webster Street, Oakland, CA 94612

NOTICE OF JOINT MEETING AND AGENDA OFFICE OF CIVIL RIGHTS
TITLE VI / ENVIRONMENTAL JUSTICE ADVISORY COMMITTEE
&
LIMITED ENGLISH PROFICIENCY ADVISORY COMMITTEE
November 16, 2022
2:00 p.m. – 4:30 p.m.

TITLE VI/ENVIRONMENTAL JUSTICE COMMITTEE MEMBERS: Dwayne Aikens, Jr., Lobsan Barrera, Cedrita Claiborne, Denise Colman, Joel Flammand, David Franklin, Susan Ma, Fr. Paulson Mundanmani, Tunisia Owens, John Wright, and Jung You

LIMITED ENGLISH PROFICIENCY COMMITTEE MEMBERS: Anni Chung, Kalra Guerra, Anne Kwong, Cathie Lam, Vivian Liang, Helen Lim, Maria de Lourdes Richardson, and Diana Vount

A joint meeting of the Office of Civil Rights Title VI/Environmental Justice Advisory Committee and Limited English Proficiency Advisory Committee will be held on November 16, 2022, at 2:00 p.m.

Please note, pursuant to all necessary findings having been made by the Board of Directors of the San Francisco Bay Area Rapid Transit District (for itself as well as all subordinate legislative bodies) to continue remote public meetings in the manner contemplated under urgency legislation Assembly Bill No. 361, public participation for this meeting will be via teleconference only.

Presentation materials will be available via Legistar at <https://bart.legistar.com>

You may join the Joint Committee Meeting via Zoom by calling 833-548-0282 and entering access code 817 9951 7506 or typing the following Zoom link into your web browser:
<https://us06web.zoom.us/j/81799517506>

If you wish to make a public comment:

- 1) Submit written comments via email to sjohnso@bart.gov, using “public comment” as the subject line. Your comment will be provided to the Committees and will become a permanent part of the record. Please submit your comments at the earliest opportunity prior to the meeting. Emailed comments must be received before 9:00 a.m. on November 16, 2022, to be included in the record.
- 2) Call 833-548-0282, enter access code 817 9951 7506, dial *9 to raise your hand when you wish to speak, and dial *6 to unmute when you are requested to speak; log in to Zoom.com, enter access code 817 9951 7506, and use the raise feature; or join the Joint Committee Meeting via

the Zoom link (<https://us06web.zoom.us/j/81799517506>) and use the raise hand feature.

*Public comment is limited to two (2) minutes per person.

AGENDA

1. Call to Order

a) Roll Call

Javieree PruittHill, Manager, Title VI & Environmental Justice

2. Advisory Committee Member Introductions (For Discussion)

3. Triennial Program Update (For Discussion)

a) Title VI General Program Requirements

Javieree PruittHill, Manager, Title VI & Environmental Justice

b) Service Standards & Monitoring

Frances Foster, Principal Operations Planner, Operations Planning and Analysis

c) Language Assistance Plan

Jesse Schofield, Senior Analyst, Title VI & Environmental Justice

4. Station Area Planning Presentation (For Information)

a) Safe Routes to BART (Cycle 2) Rachel Factor, Principal Planner,
Station Area Planning

Attachments: [Station Area Planning \(Item 4\)](#) [Customer Dev Station Access \(Item 5\)](#)

5. Customer Development & Station Access

a) Parking Policy Update Title VI Outreach (For Information) Javieree
PruittHill, Manager, Title VI & Environmental Justice

Attachments: [Station Area Planning \(Item 4\)](#) [Customer Dev Station Access \(Item 5\)](#)

6. Public Comment

7. Next Committee Meeting Date

8. Adjournment.

BART provides service/accommodations upon request to persons with disabilities and individuals who are limited English proficient who wish to address Committee matters. A request must be made within (1) to (5) days prior to Board/Committee meetings, depending on the service requested. Please contact the Office of the District Secretary at (510) 464-6083 for information.

Title VI Triennial Program Update

Title VI / EJ & LEP Advisory Committees

November 16, 2022



▶ Call to Order



▶ Advisory Committee Member Introductions



► Triennial Program Update

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 2022 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 over 1 million LEP people estimated in the five-county BART service area (17.4%)
- 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

November 16, 2022

Peak Vehicle Loads

Line	Station Range	Minority	2020	2021	2022	3 year avg.	Rank
Green	Berryessa to Daly City	Yes	18.5	19.4	36.7	25.8	3
Orange	Richmond to Berryessa	Yes	14.2	13.8	20.7	16.6	5
Yellow	Antioch to SFO - Millbrae	No	22.2	38.0	70.5	45.4	1
Red	Richmond to SFO via Millbrae	No	17.3	23.2	38.4	27.8	2
Blue	Dublin / Pleasanton to Daly City	Yes	16.9	18.6	35.0	24.8	4
Minority Line			16.6	17.3	30.7	22.4	
Non-Minority Line			20.1	30.7	54.5	36.9	
Difference Minority vs. Non-Minority			-3.5	-13.4	-23.7	-14.5	
% Difference Minority vs. Non-Minority			-21.2%	-77.5%	-77.1%	-64.7%	

* BART aims to keep peak loads at or below 115 passengers per car.

Off-Peak Vehicle Loads

Line	Station Range	Minority	2020	2021	2022	3 year avg.	Rank
Green	Berryessa to Daly City	Yes	6.1	6.6	10.9	8.1	3
Orange	Richmond to Berryessa	Yes	6.2	7.1	10.1	8.1	3
Yellow	Antioch to SFO - Millbrae	No	8.8	10.8	18.2	13.3	1
Red	Richmond to SFO via Millbrae	No	7.8	9.1	14.1	10.8	2
Blue	Dublin / Pleasanton to Daly City	Yes	6.3	6.1	9.8	7.6	5
Minority Line			6.2	6.6	10.2	7.9	
Non-Minority Line			8.3	10.1	16.4	12.2	
Difference Minority vs. Non-Minority			-2.1	-3.5	-6.2	-4.2	
% Difference Minority vs. Non-Minority			-33.7%	-52.3%	-61.4%	-53.2%	

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

Headways

	Current Weekday Headways			Current Weekend Headways	
Line	Peak Period	Midday	Evening	Saturday (6am – 7pm) Sunday (8am – 7pm)	(7pm-12am)
Green	15	15	0	30	
Orange	15	15	30	30	30
Yellow	15	15	30	15 (Sa)/30 (Su)	30
Red	15	15	0	30	
Blue	15	15	30	30	30

Saturday Daytime Demand

Line	Avg Daily Passenger Flow (both directions)	Base Headways	Average Train Length	Average Passengers per Car	Average Passengers per Train	Rank
Green	6,199	30 min	10.0	13.4	534	5
Orange	7,447	30 min	8.1	16.9	548	2
Yellow	15,651	15 min	10.0	15.7	626	3
Red	8,976	30 min	10.0	18.7	745	1
Blue	7,525	30 min	9.6	14.4	551	4
Total	45,799		9.6	15.8	4,791	
Minority Lines	21,172		9.2	15.0	272	
Non-Minority Lines	24,627		10.0	16.7	332	
% Difference Minority vs Non-Minority			-0.8	-1.7	-59.9	

On-Time Performance

Fiscal Year	Customer on Time		Train on Time	
	Actual	Goal	Actual	Goal
2020	93.1	94%	89.0%	91%
2021	94.3%	94%	92.0%	91%
2022*	89.5%	94%	83.7%	91%

Train On-Time by Line	Fiscal Year 2020	Fiscal Year 2021	Fiscal Year 2022	Average	Rank
Green	87.2%	95.5%	88.3%	89.6%	1
Orange	86.6%	88.4%	80.7%	84.6%	4
Yellow	76.3%	85.6%	81.6%	80.5%	5
Red	86.9%	93.2%	86.3%	88.2%	2
Blue	86.6%	90.1%	84.6%	86.6%	3
Average	83.9%	89.2%	83.9%	85.2%	
Minority Lines	86.7%	90.6%	84.1%	86.6%	
Non-Minority Lines	80.2%	88.7%	83.5%	83.5%	
% Difference Minority vs Non-Minority	6.6%	2.0%	0.6%	3.1%	

* In 2022, trains that did not run began being counted as not on time.

% Trains scheduled with Fleet of the Future cars

Line	2020	2021	2022*	Average	Rank
Green	29%	33%	30%	30%	5
Orange	24%	47%	52%	41%	2
Yellow	21%	34%	59%	38%	3
Red	31%	21%	37%	31%	4
Blue	25%	55%	39%	43%	1
Average	25%	37%	44%	30%	
Minority Lines	26%	44%	40%	38%	
Non-Minority Lines	24%	28%	48%	34%	
% Difference Minority vs Non-Minority	2%	16%	-8%	4%	





Language Assistance Plan Update

November 16, 2022

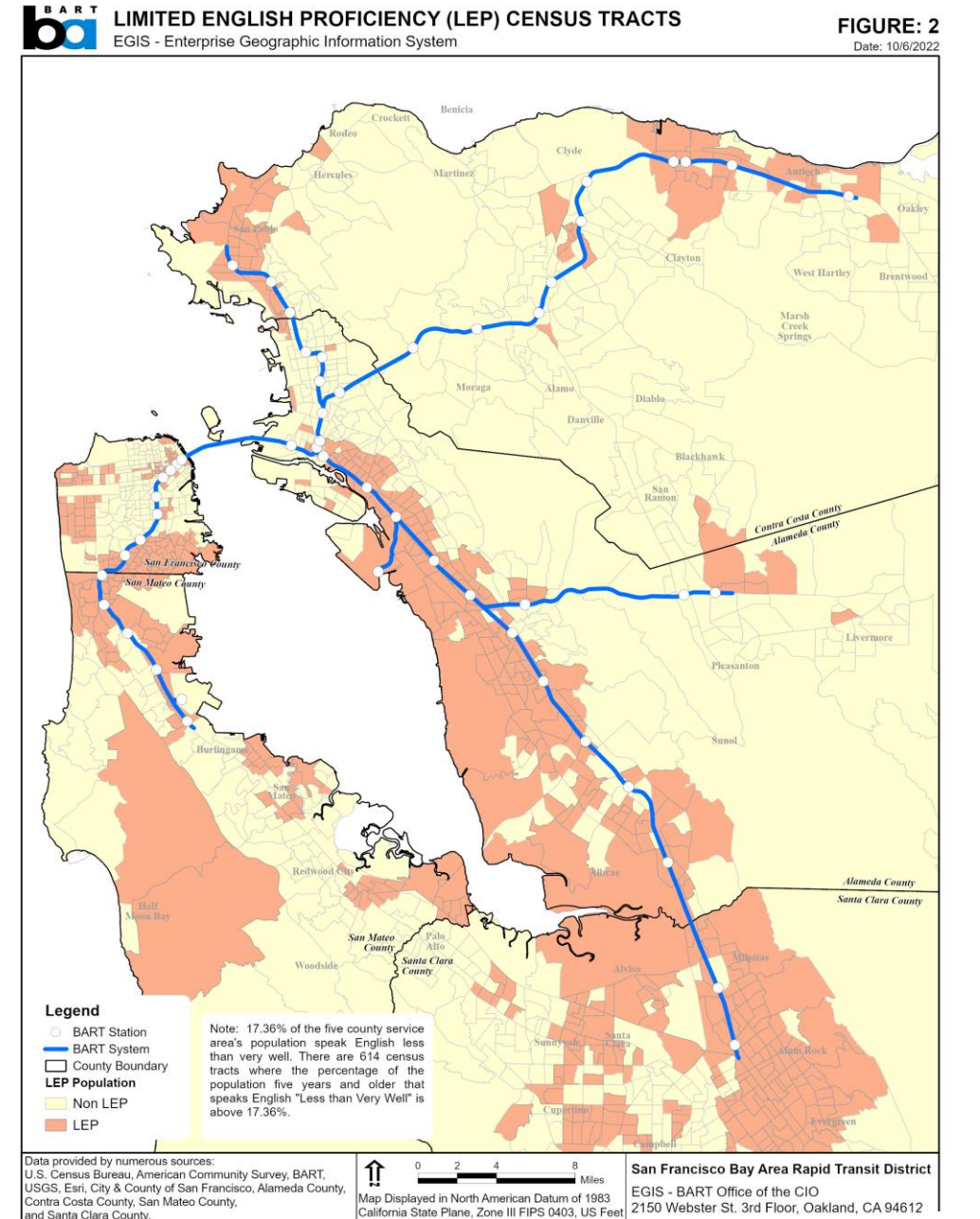
Limited English Proficiency Four-Factor Analysis

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

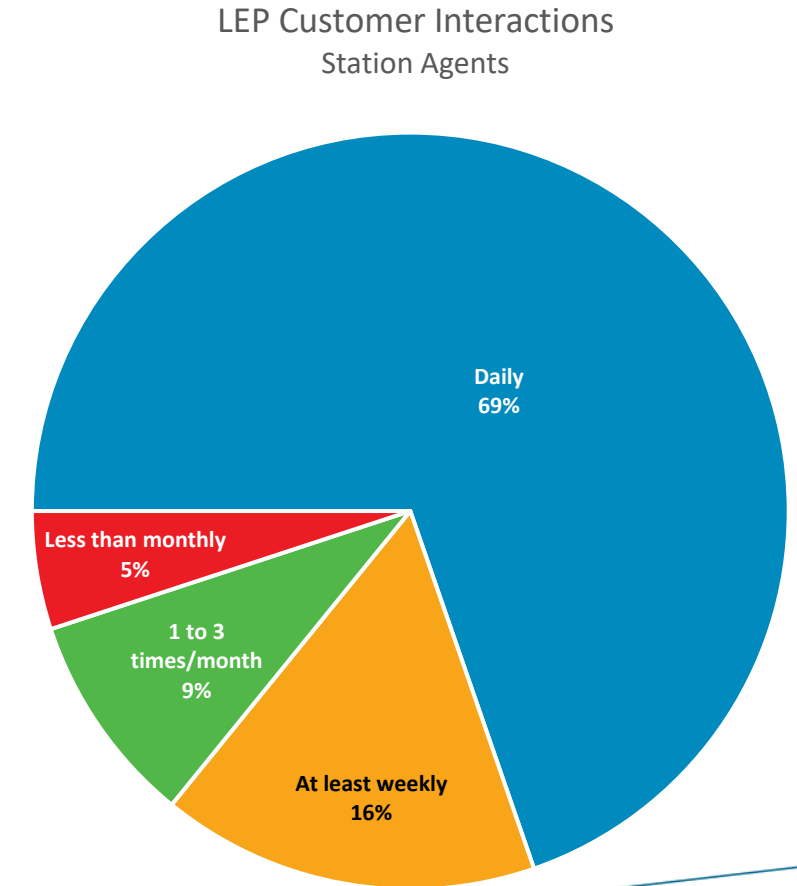
Factor 1: LEP by the Numbers

- In the BART service area, the LEP population is estimated to be 1,044,000 people, a little more than 17% of the total population.
- Approximately 480,000 LEP persons live within a one-mile radius of the BART system.
- Top six LEP language groups are:
 - **Spanish**
 - **Chinese** (all dialects)
 - **Tagalog** (including Filipino)
 - **Vietnamese**
 - **Russian**
 - **Korean**
- Data Sources
 - U.S. Census Bureau American Community Survey (2016-2020)
 - California Department of Education (2021-22)



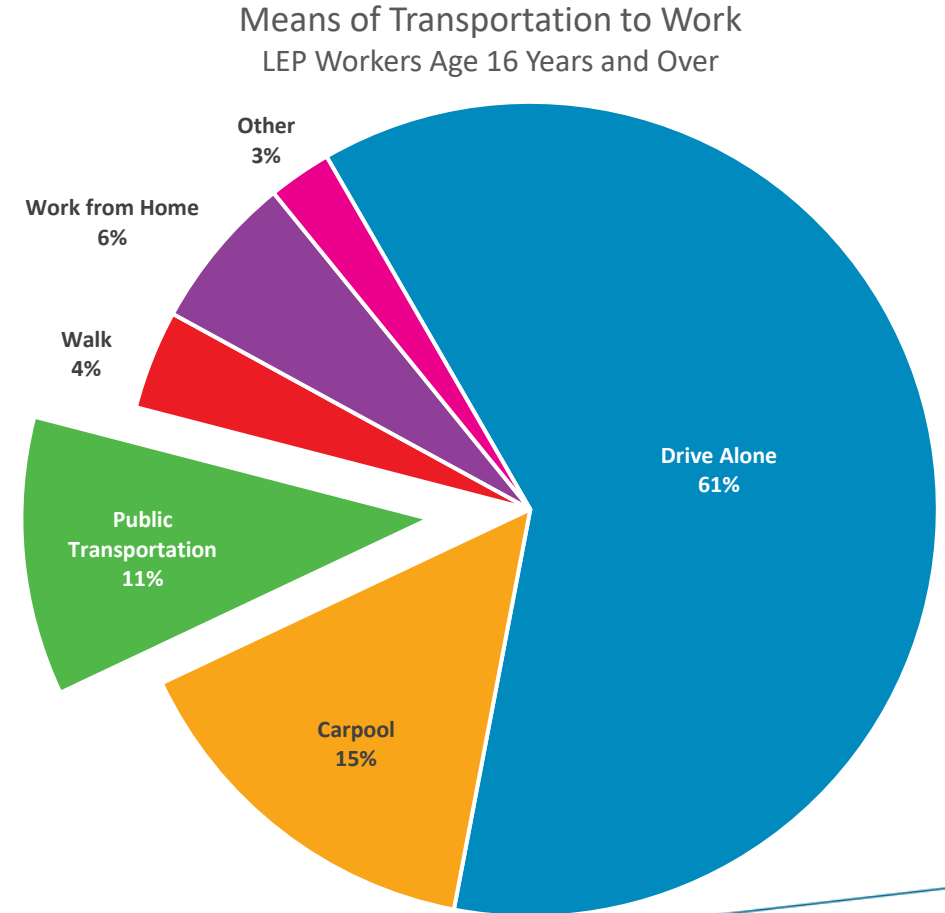
Factor 2: LEP Contact Frequency

- Since January 2020,
 - 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.
- October 2022 BART employee LEP survey provides more qualitative data.
- Primarily **Spanish**, **Cantonese**, and **Mandarin**.
- Data Sources
 - BART LEP Language Specific Counter 2020-2022
 - Language Line 2020-2022
 - BART Website Translated Page Views 2020-2022
 - BART Districtwide Staff LEP Survey 2022



Factor 3: Importance for LEP Population

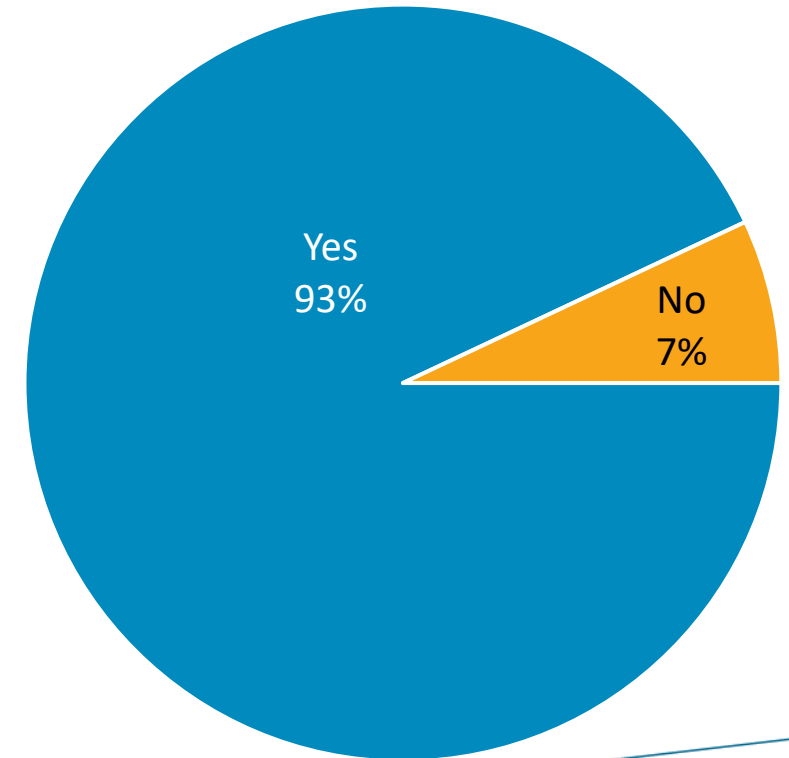
- 46% of the LEP population lives within one mile of BART. 11% of the LEP workers rely on public transportation for work commutes.
- Advisory Committee LEP Survey Results Highlights
 - Other languages: Lao, Russian, Hindi, Arabic
 - Difficult transit trips: Anywhere beyond SF and Oakland
 - Best ways 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 2016-2020
 - BART Language Assistance Questionnaire 2022



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 2022

Awareness of BART LEP Resources
Employees other than Station Agents



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: <input type="text"/>	Shift: <input type="text"/>	Location: <input type="text"/>
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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

- An online survey was offered to BART employees using a list provided by the Office of Civil Rights. This list did not include Station Agents.
 - The list from OCR included employees in a wide range of departments throughout the District.
 - Approximately 800 emails were sent, leading to approximately 200 completed surveys.
 - Of those completing the survey, 126 claimed to work with LEP customers.
- A second survey was also sent to Station Agents via the Station Agent portal which led to about 75 completed surveys among Station Agents.
- A final email was sent to all 11 Transportation Information Center employees on October 13 in order to get additional data from this important group with the goal of getting a response from all 11 people.
- The surveys were open from approximately September 30 – October 19, 2022.

Survey Summary

- About 99% of Station Agents and 70% of all other BART employees claimed to work with LEP customers in their roles at BART.
 - Almost 70% of Station Agents report encountering LEP customers daily or many times a day versus only 30% 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.
 - Among employees that only speak English that number is over 60%.
 - Only about 30% of BART employees have taken the BART LEP training in the past year.
- 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 60% of those who work with LEP customers less often than monthly haven't used any of the District resources in the past year.

Survey Summary

- Spanish is, by far, the language encountered by the most employees with Cantonese and Mandarin being distant second and third, respectively.
- About 40% of BART employees claimed to speak at least 1 language other than English.
 - Among Station Agents, 44% claim to speak at least one other language versus 38% for all other employees.
- 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?



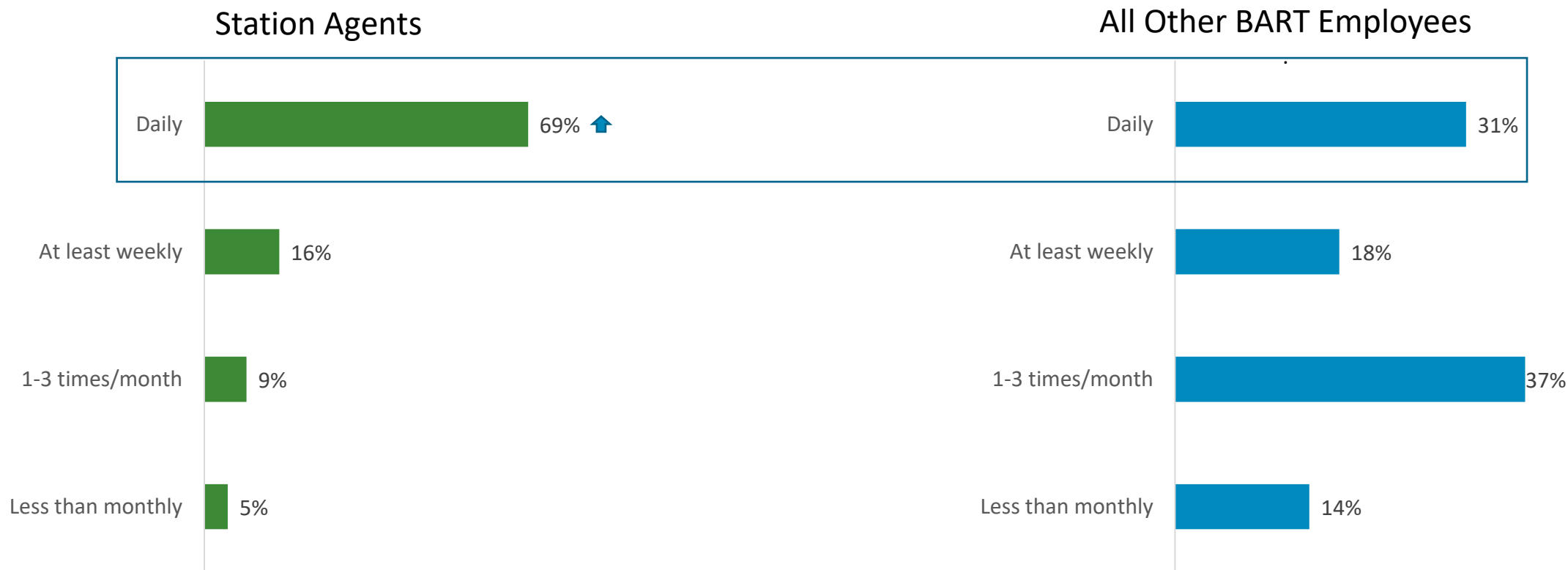
“All Other BART Employees” means those from the OCR-provided list which did not include Station Agents.

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

Please select one only. Among employees that claimed to work with customers. Base: “All Other BART Employees” (n=173); “Station Agents” (n=75)

And because they are often the face of BART for riders, about 70% say they work with LEP customers at least daily.

Frequency of Working with LEP Customers



↑ = Station Agents significantly higher than All Other BART Employees at 95% confidence level.

“All Other BART Employees” means those from the OCR-provided list which did not include Station Agents.

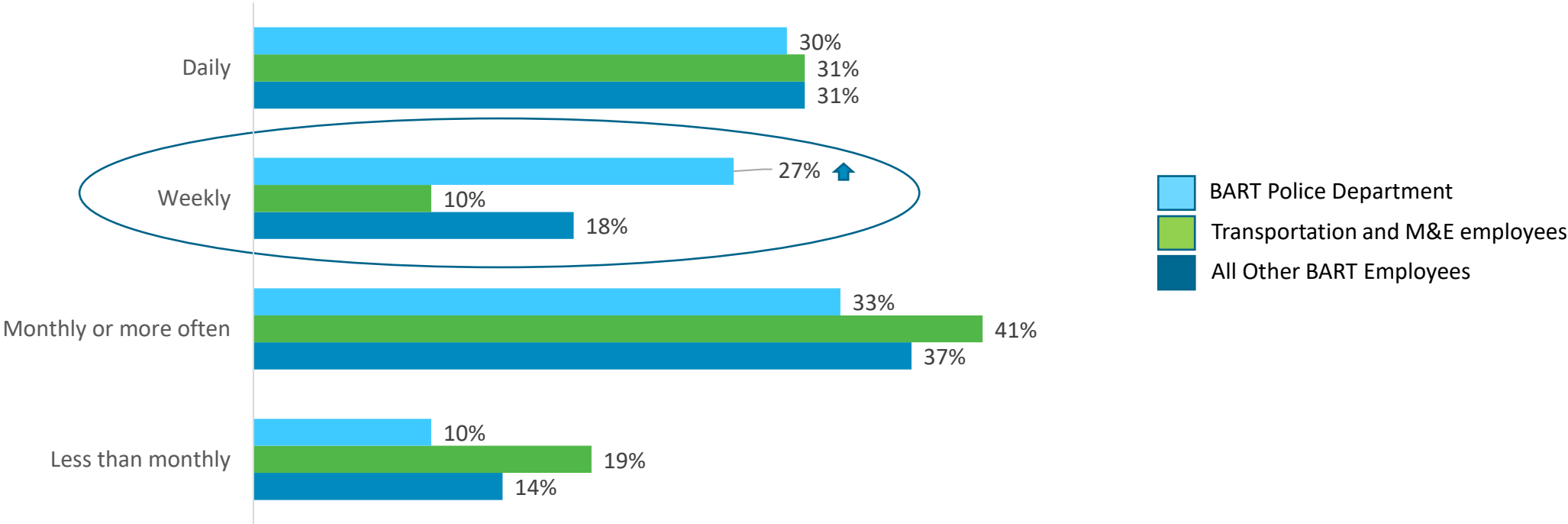
Q: How often do you typically encounter customers seeking language assistance (persons unable to communicate well in English)?

At least weekly means 1 or more times per week but not daily. At least monthly means 1-3 times per month

Please select one only. Among employees that claimed to work with customers. Base: All Other BART Employees (n=126); Station Agents (n=74).

After Station Agents, more BART police work with LEP customers at least weekly versus other employees.

Frequency of Working with LEP Customers
All Other BART Employees (Not including Station Agents)



↑ = BART Police is significantly higher than Transportation + M&E at 95% confidence level.

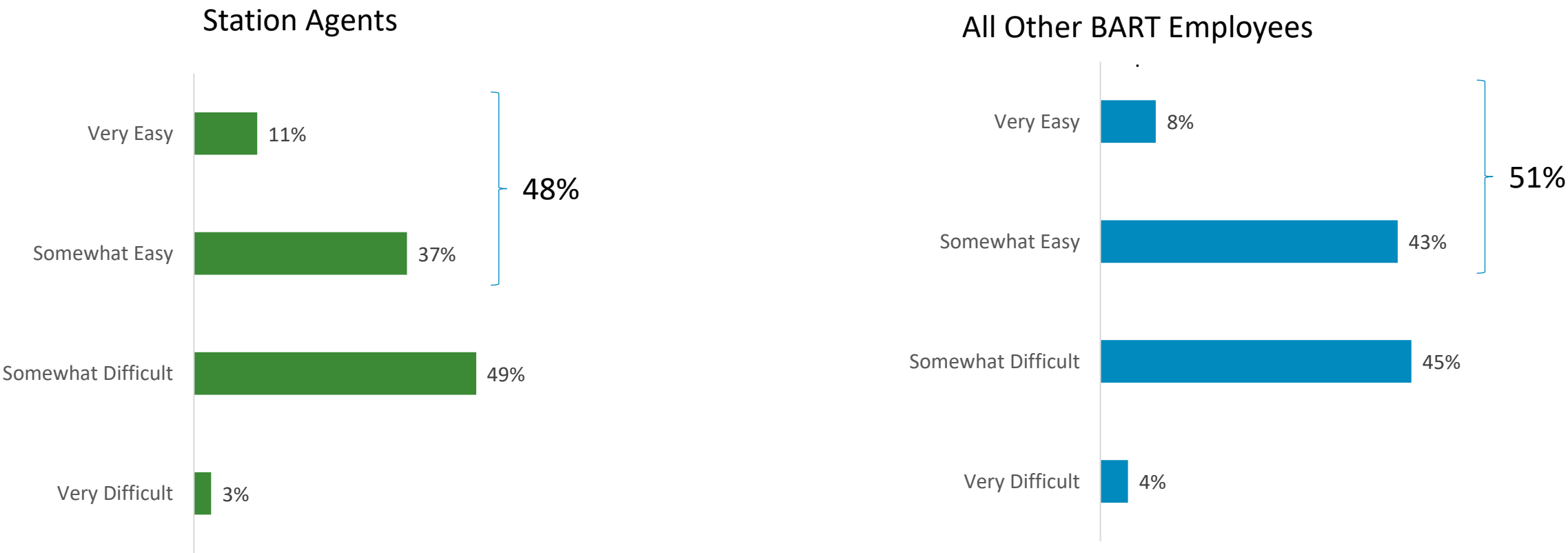
“All Other BART Employees” means those from the OCR-provided list which did not include Station Agents.

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

Please select one only. Among employees that claimed to work with customers. Base: “All Other BART Employees” (n=126); BART PD (n=60); Transportation plus M&E (n=42). BHQ and other employees not shown- base sizes are often too small to look at individual departments.

Employees are split almost exactly 50-50 on how easy it is to work with LEP customers, indicating lots of room for improvement.

Ease of Working with LEP Customers



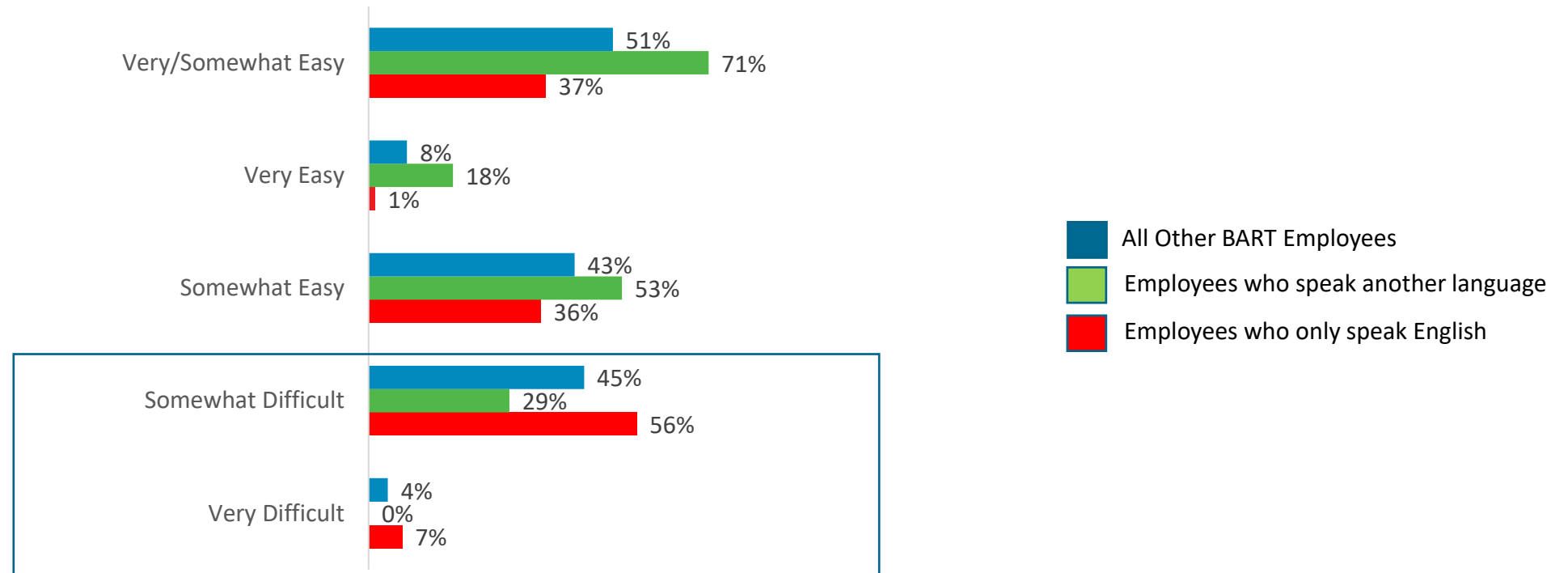
“All Other BART Employees” means those from the OCR-provided list which did not include Station Agents.

Q: In general, how would you describe your experience(s) communicating with Limited English Proficient (LEP) customers? Please select one only.

Among employees that did not choose “rarely/never” when asked how often they worked with LEP customers. Base: All Other BART Employees (n=126); Station Agents (n=74).

The greatest opportunity lies with employees who do not speak a language other than English.

Ease of Working with LEP Customers All Other BART Employees

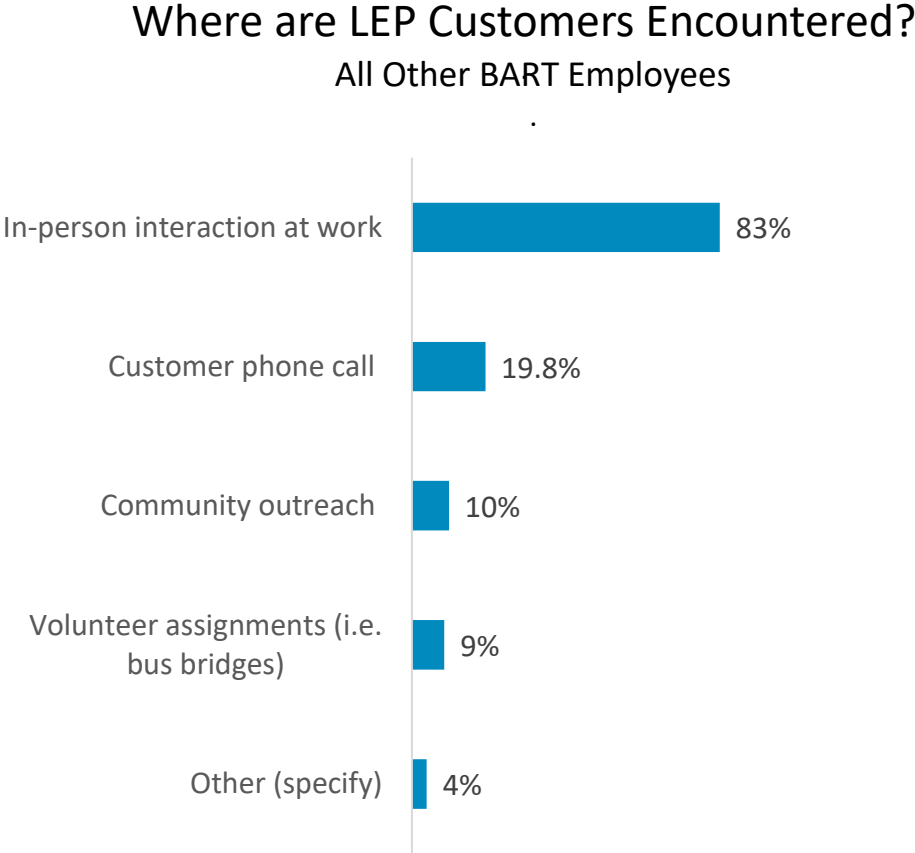


“All Other BART Employees” means those from the OCR-provided list which did not include Station Agents.

Q: In general, how would you describe your experience(s) communicating with Limited English Proficient (LEP) customers? Please select one only.

Among employees that did not choose “rarely/never” when asked how often they worked with LEP customers. Base: All Other BART Employees (n=126); Employees who speak another language (n=51); Employees who only speak English (n=75).

About 80% of BART employees (not including Station Agents) work with LEP customers in-person.

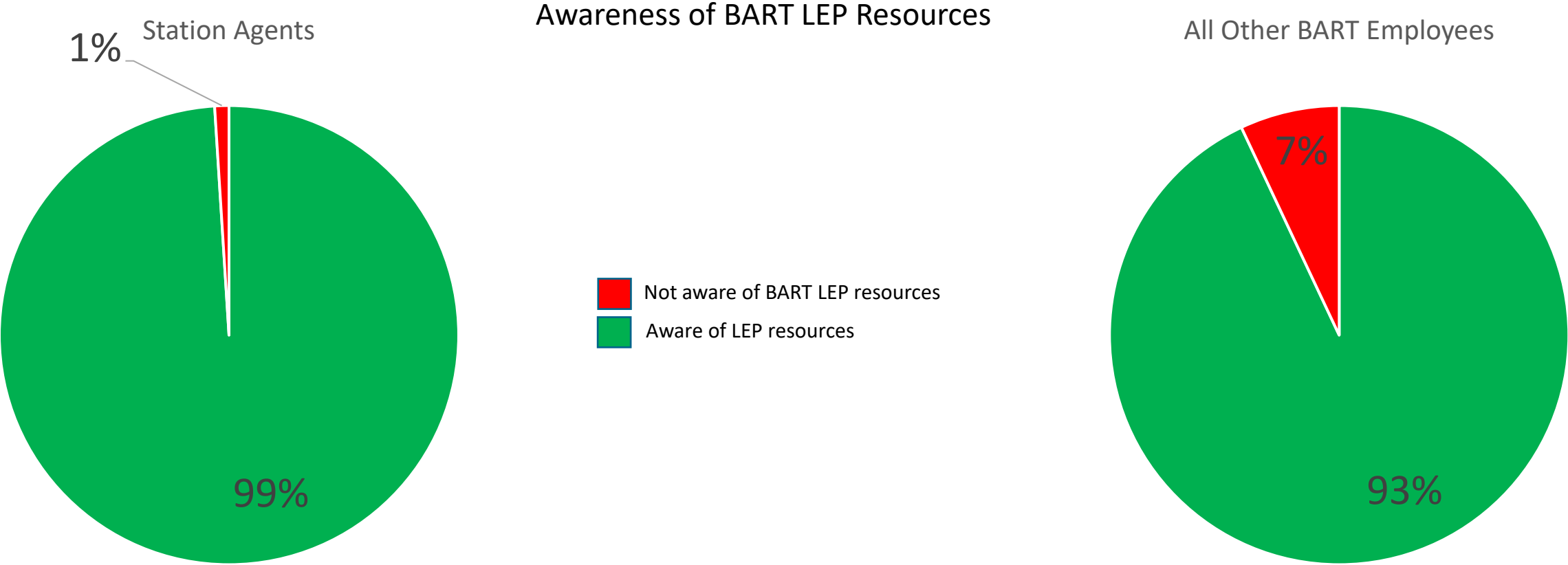


“All Other BART Employees” means those from the OCR-provided list which did not include Station Agents.

Q: How do you typically encounter customers seeking language assistance?

Select all that apply. Among employees that did not choose “rarely/never” for working with LEP customers. Base: All Other BART Employees (n=126)

Almost all employees claim to know that BART offers LEP resources.

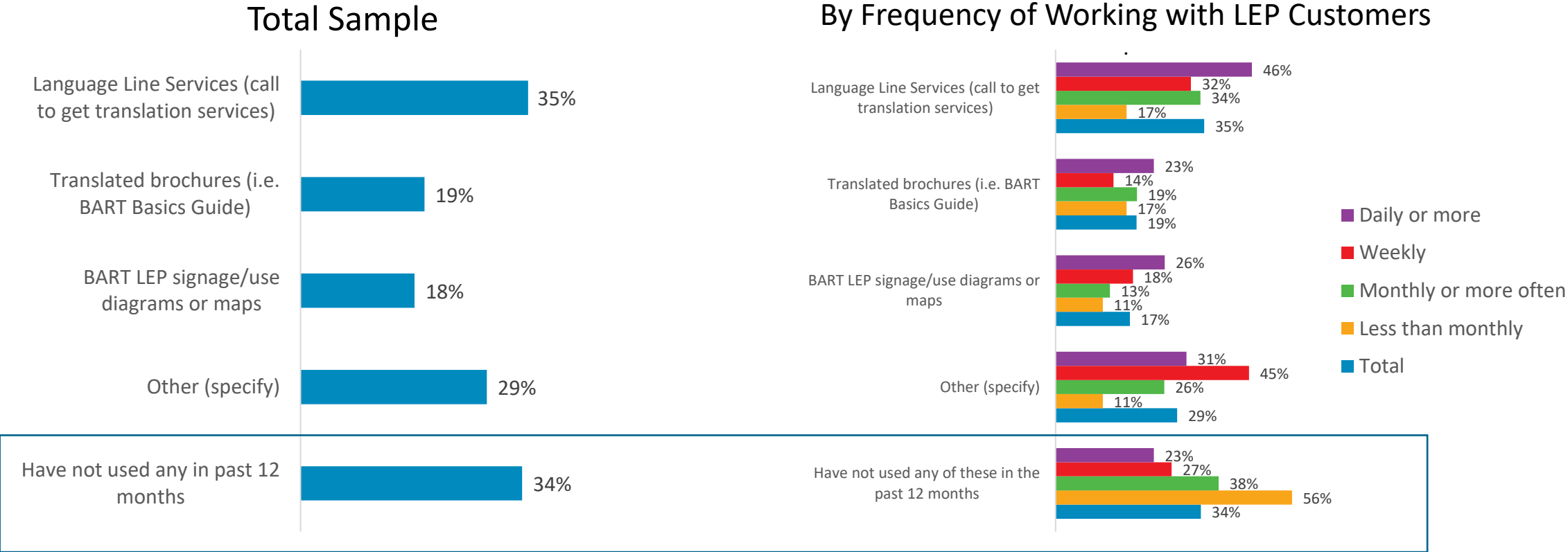


“All Other BART Employees” means those from the OCR-provided list which did not include Station Agents.

Q: Are you aware of any materials, services, or tools that BART uses to communicate with Limited English Proficient (LEP) customers? Please select one only. Among employees that did not indicate they rarely/never work with LEP customers. Base: “All Other BART Employees” (n=124); “Station Agents” (n=75).

The language line is the resource used by the most employees, though many aren't using any resources offered by BART

Usage of BART LEP Resources in Past 12 Months



“All Other BART Employees” means those from the OCR-provided list which did not include Station Agents.

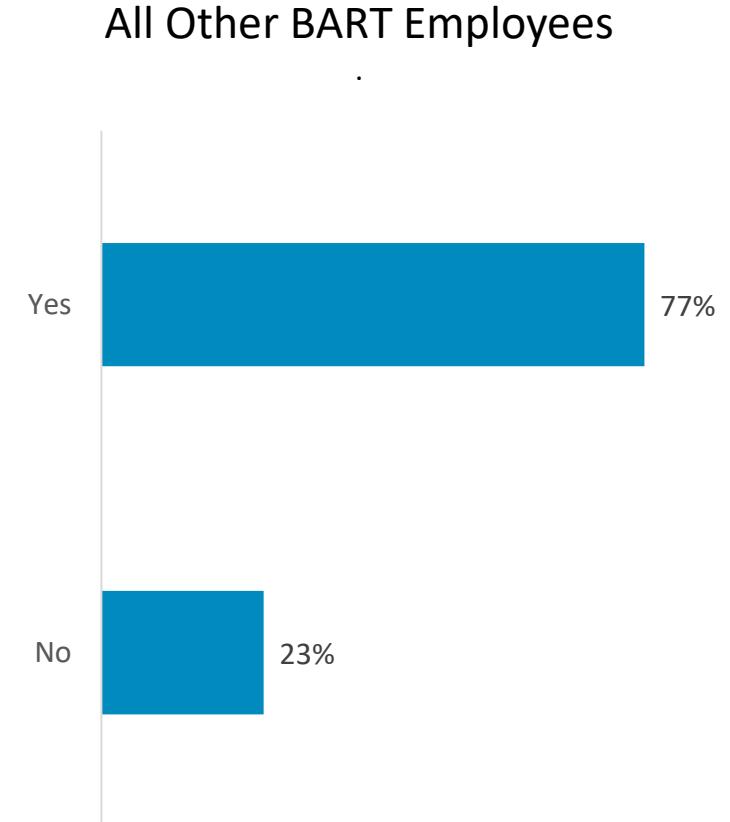
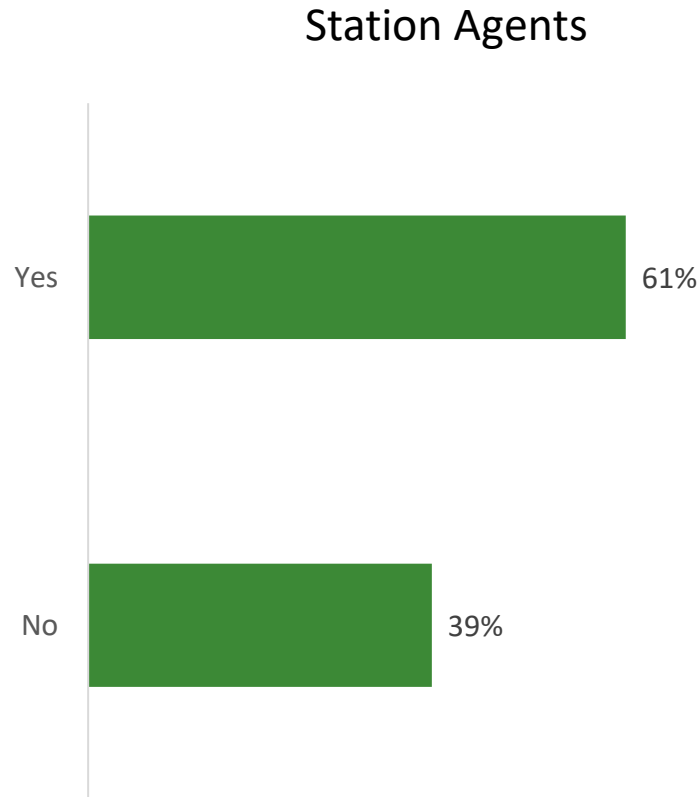
Q: Which of the following, if any, have you used in the past 12 months when communicating with Limited English Proficient customers?

Please select all that apply. Among employees that claimed to work with LEP customers. Base: All Other BART Employees (n=126).

Daily or more (n=39); Weekly (but not daily) (n=22); Monthly or more often (n=47); Less than monthly (n=18).

Employees who have an opinion about BART LEP signage feel it is effective – but most don't have an opinion on the topic.

Are BART LEP Signs Effective
Results Shown Among Those With an Opinion
(Only 40-50% of respondents had an opinion)

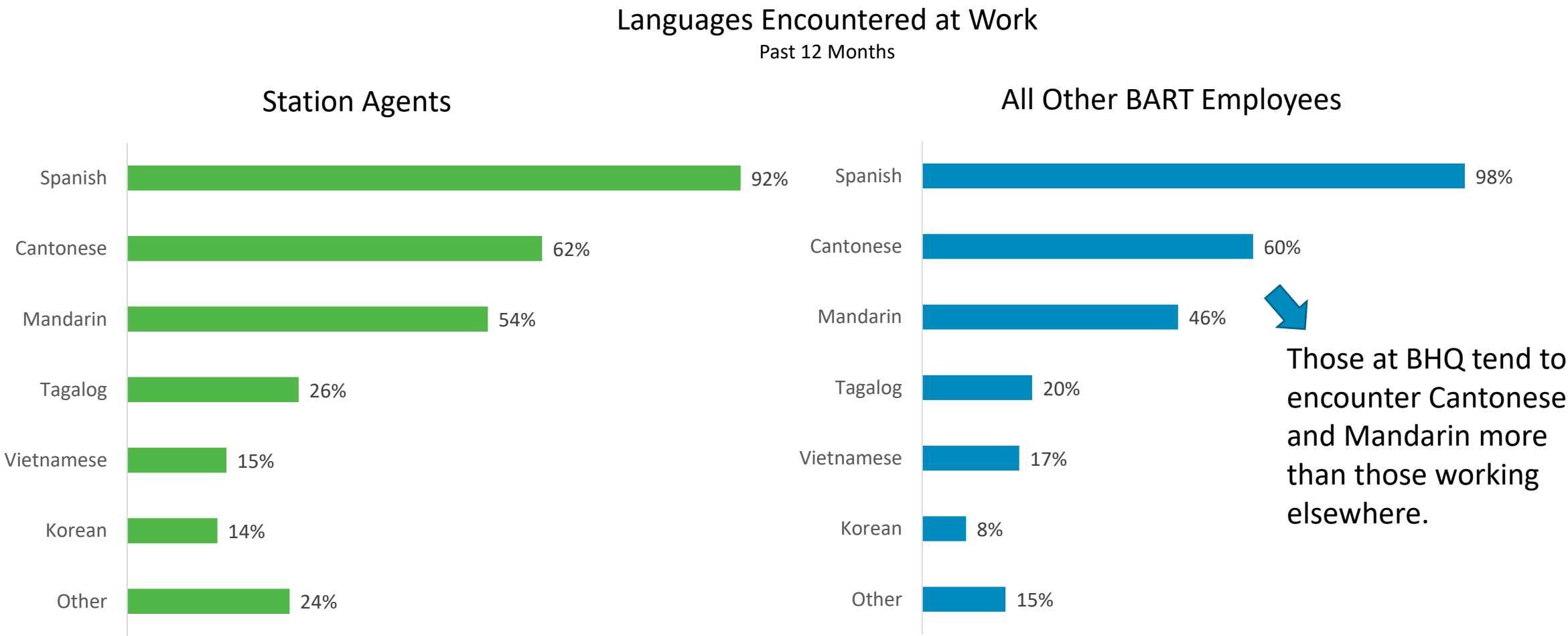


“All Other BART Employees” means those from the OCR-provided list which did not include Station Agents.

Q: Do you believe the current BART LEP signage in stations is effective? Please select one only.

Among employees that did not choose “rarely/never” when asked how often they worked with LEP customers. Base: All Other BART Employees (n=66); Station Agents (n=49).

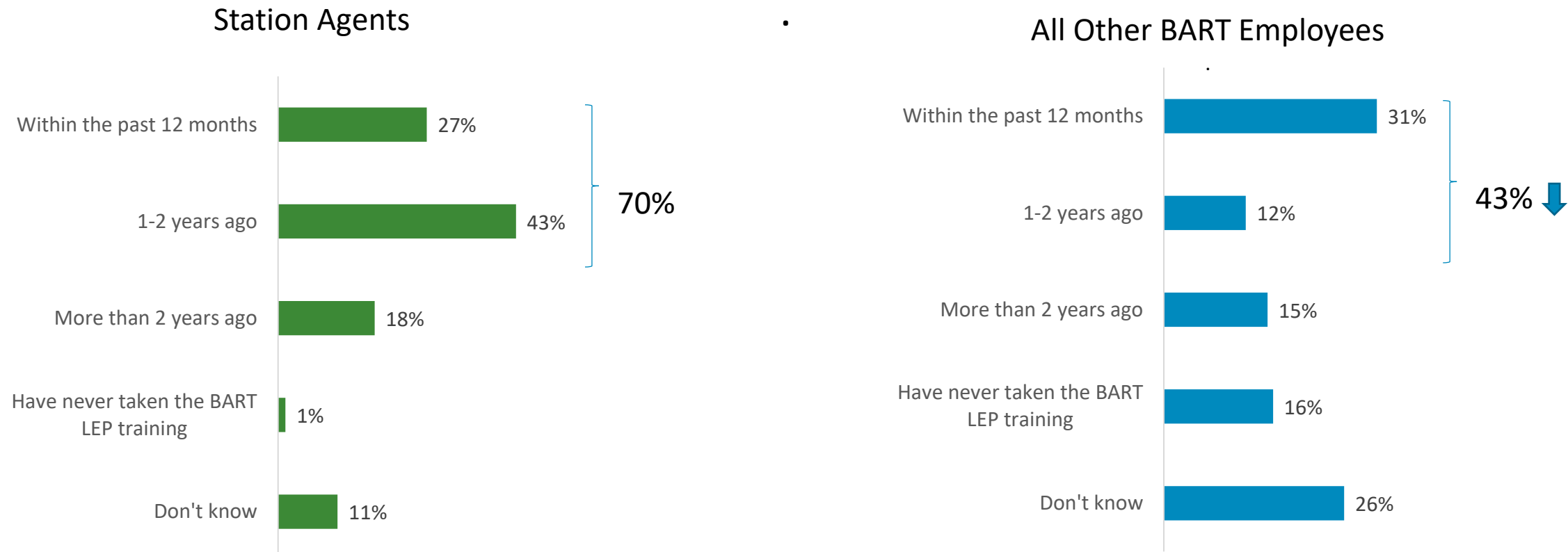
The range of languages encountered by BART employees is relatively consistent across groups.



“All Other BART Employees” means those from the OCR-provided list which did not include Station Agents.

Far more Station Agents than other employees have taken the BART LEP training in the last 2 years.

Last Time They Took BART LEP Training

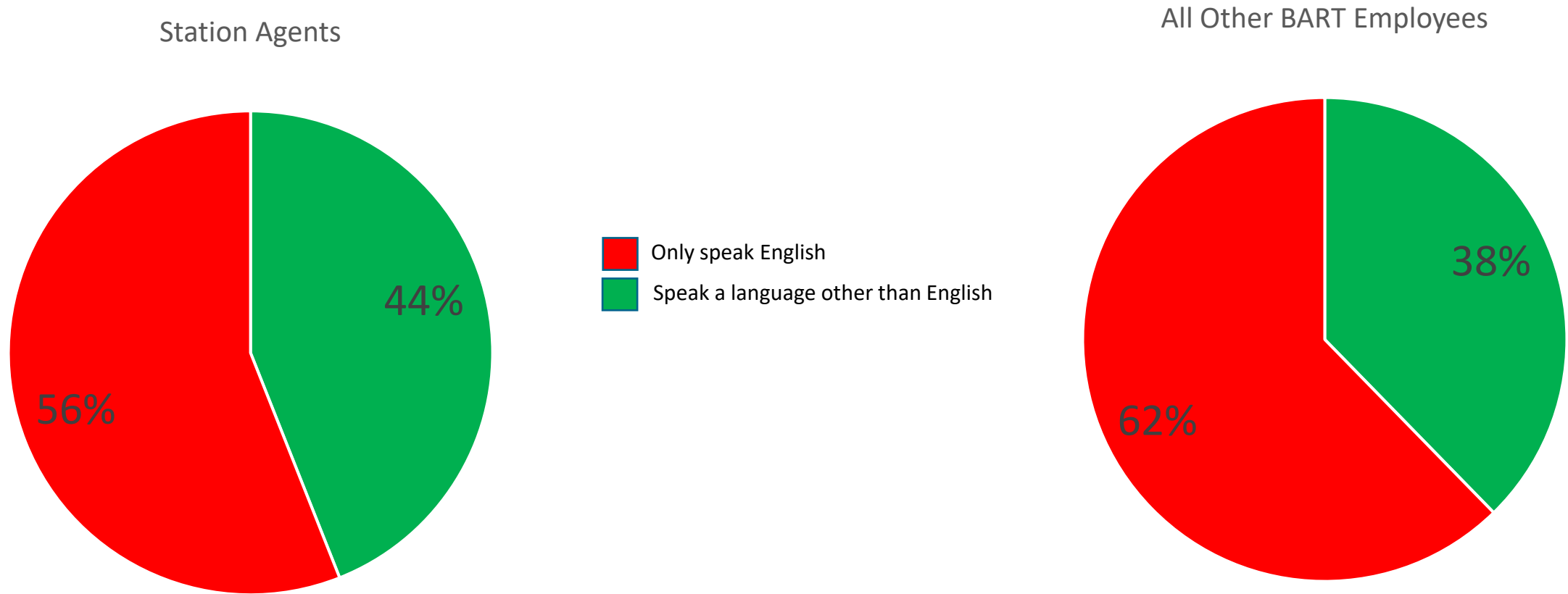


↓ = "All Other BART Employees" is significantly lower than "Station Agents" at 95% confidence level

"All Other BART Employees" means those from the OCR-provided list which did not include Station Agents.
Q: When did you last take the BART LEP training? Please select one only. Among employees did not choose they "rarely/never" work with LEP customers.
Base: All Other BART Employees (n=126); Station Agents (n=74).

About 40% of employees claim to speak at least one other language besides English.

BART Employees that Speak Other Languages

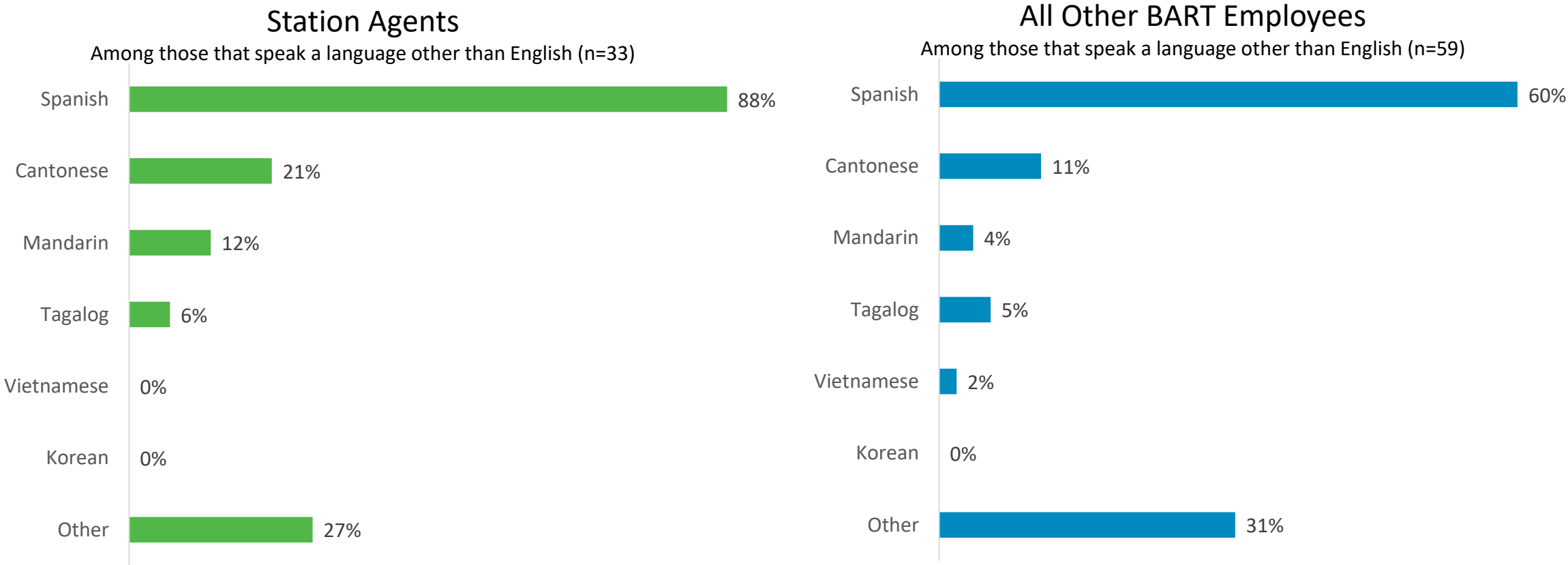


“All Other BART Employees” means those from the OCR-provided list which did not include Station Agents.

Q: Are you aware of any materials, services, or tools that BART uses to communicate with Limited English Proficient (LEP) customers? Please select one only. Among employees that did not indicate they rarely/never work with LEP customers. Base: “All Other BART Employees” (n=126); “Station Agents” (n=74).

The range of languages spoken by BART employees is relatively consistent with the *most common* languages encountered by BART employees (e.g., Spanish is the clear leader, followed by Cantonese).

Languages Spoken by BART Employees



“All Other BART Employees” means those from the OCR-provided list which did not include Station Agents.





▶ Station Area Planning Presentation



▶ Safe Routes to BART (SR2B) Grant Program Cycle 2 Update




BART Title VI / EJ Advisory Committee Meeting
November 16, 2022



Agenda

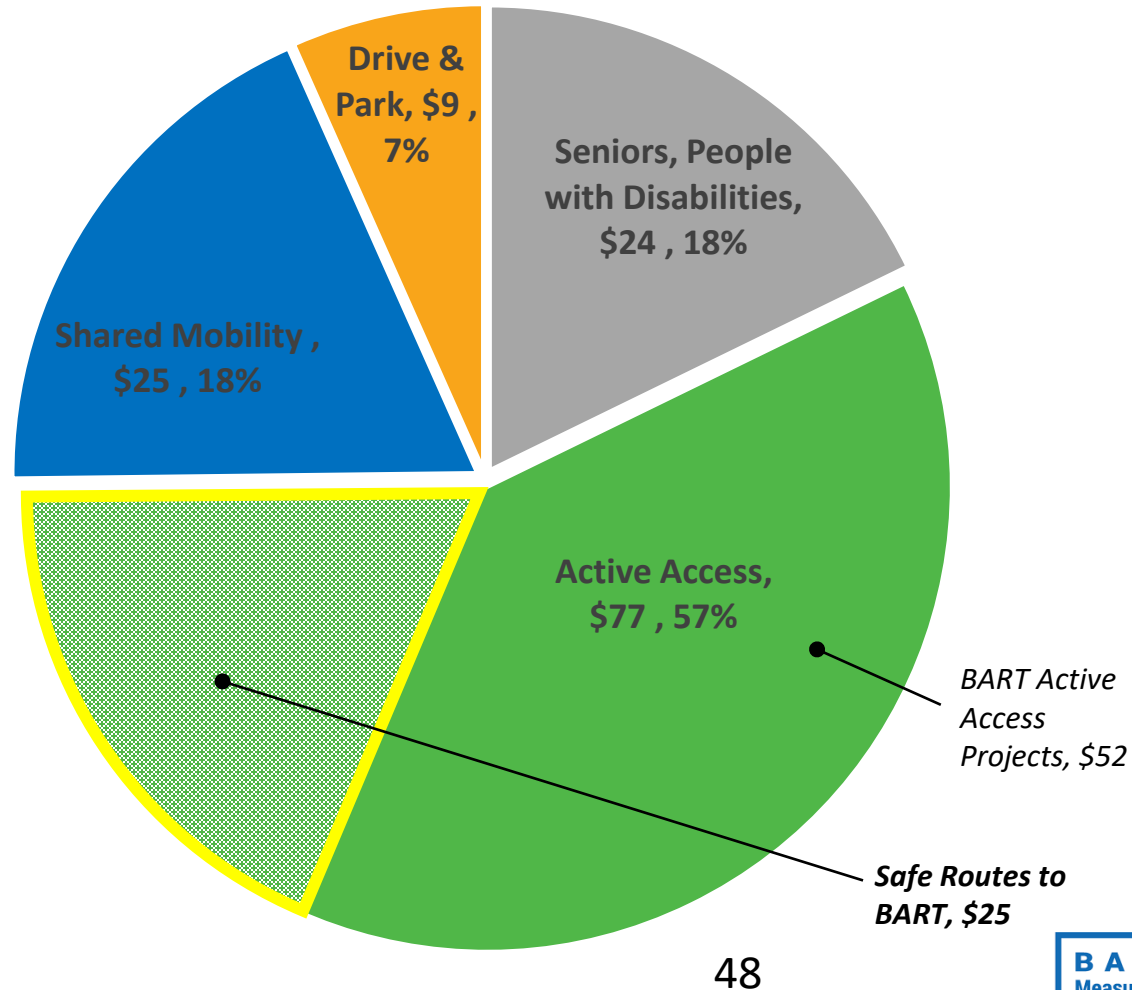
- Background
- Safe Routes to BART
 - Cycle 1 (in progress)
 - Cycle 2 (planned launch in December 2022)
- Questions / Comments

Measure RR

Revised Draft Summary of Investments	\$ Millions	% of Total Bond	Benefits		
			 Safety	 Reliability	 Crowding +Traffic Relief
REPAIR AND REPLACE CRITICAL SAFETY INFRASTRUCTURE	\$3,165	90%	✓	✓	✓
Renew track	\$625	18%	✓	✓	
Renew power infrastructure	\$1,225	35%	✓	✓	
Repair tunnels and structures	\$570	16%	✓	✓	
Renew mechanical infrastructure	\$135	4%	✓	✓	
Renew stations	\$210	6%	✓	✓	✓
Replace train control and other major system infrastructure to increase peak period capacity	\$400	12%	✓	✓	✓
RELIEVE CROWDING, REDUCE TRAFFIC CONGESTION AND EXPAND OPPORTUNITIES TO SAFELY ACCESS STATIONS	\$335	10%	✓	✓	✓
Design and engineer future projects to relieve crowding, increase system redundancy and reduce traffic congestion	\$200	6%		✓	✓
Expand opportunities to safely access stations	\$135	4%	✓	✓	✓
TOTAL	\$3,500	100%			

Intended Allocation by Mode (\$135 M)

- Access program is 4% of \$3.5 B Measure RR funds
- Invest to meet BART-Board-adopted 2016 Access Policy objectives
 - Safer, Healthier Greener
 - More Riders
 - More Productive and Efficient
 - Better Experience
 - Equitable Services
 - Innovation and Partnerships
- Invest to meet mode share targets
 - Increase active access from 44% to 52%
 - Decrease parking access from 27% to 16%



Funding and Partnership

- **Leverage**

- County Sales Tax Measures (Measure J, Measure BB, Prop K, etc.)
- MTC Lifeline, Regional Measure 2 & 3 One Bay Area Grant (OBAG), Active Transportation Program (ATP), etc.
- Regional/County Transportation Fund for Clean Air Regional Fund (TFCA) funds
- California Cap-and-Trade (SB1)
- Affordable Housing + Sustainable Communities Program (AHSC)

- **Local Partnerships**

- With cities, counties and state
- Funding Match
- Land use control
- Project Delivery

Safe Routes to BART Program (SR2B)

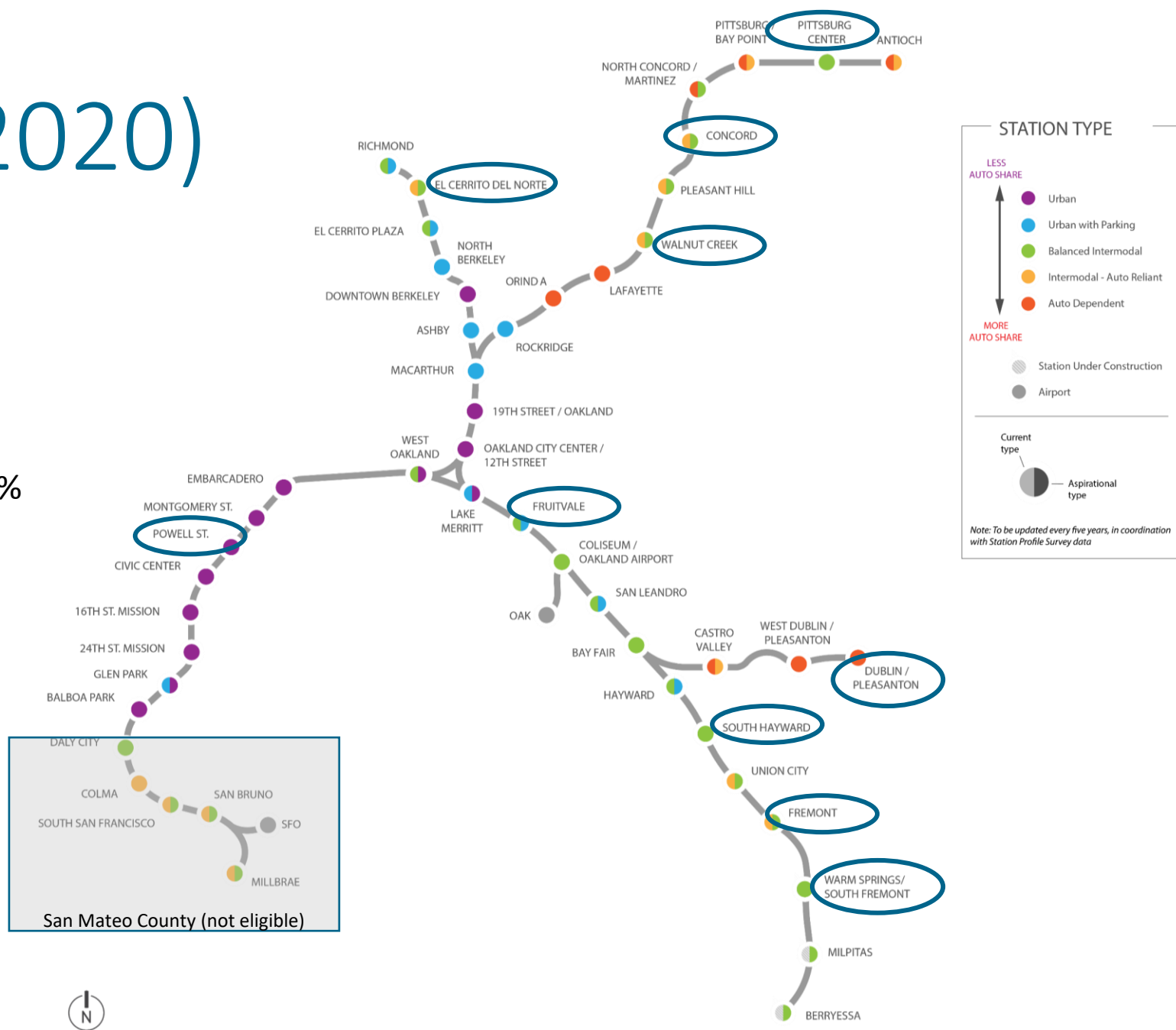
Overview: Help partner agencies implement active transportation capital projects off BART property to support BART's Access Policy, expand station access choices and make it safer and easier for all riders to use the system.

Program Goals:

1. **Project Readiness:** Deliver near-term, enduring active access improvements to real property that demonstrate a clear nexus to a BART station.
2. **Mode Shift:** Expand opportunities to access BART stations with potential to shift people from driving and parking to walking and biking.
3. **Stakeholder Support:** Collaborate with local partners to create more sustainable communities.
4. **Equitable:** Provide equitable access for disadvantaged communities.
5. **Safety:** Enhance personal safety and security; add to passenger comfort and sense of place.
6. **Complete communities:** Promote Transit-Oriented Development (TOD).
7. **Leverage:** Leverage other funding sources to deliver improvements.

SR2B – Cycle 1 (2020)

- Cycle 1 target: 3-5 agreements
- 10 applications received
- Total funding request of \$9.13M
 - Ranging from \$0.4M to \$1.5M
 - Funding matches ranging from 30% to 86%
- Diverse representation
 - Geographic
 - Station typology
 - Disadvantaged communities
- 4 SR2B funding awards



SR2B Cycle 1 Selected Projects - \$3.53M

- All projects are high priority evidenced by planning documents, support letters and levels of current investment
- 2 projects are in areas with high % of low-income households with the other 2 projects connecting to disadvantaged communities
- Projects represent a range of access typologies and current access mode share

Station (Applicant)	Project	Total Cost (M)	SR2B (M)	Non-BART Funding Match	Anticipated completion
Powell (SFMTA)	5 th Street Improvement Project	\$1.88	\$0.42	78%	Winter 2022
Fremont (Fremont)	Walnut Ave./Liberty St. Protected Intersection	\$1.83	\$0.92	50%	Fall 2023
Pittsburg Center (Pittsburg)	BART Ped/Bike Connectivity Project	\$5.52	\$0.70	87%	Winter 2023
Dublin/Pleasanton (Dublin)	Iron Horse Trail Bridge at Dublin Blvd	\$11.11	\$1.50	86%	Summer 2023
		\$20.34	\$3.53		

SR2B Cycle 2: Program Details

Tentative Launch:

- December 2022 with applications due in January 2023

Eligibility requirements

- Projects must be located 100% within the boundaries Alameda, Contra Costa, and San Francisco counties
- Funds for construction and construction management
- Project Sponsor(s) may submit the following for each funding cycle.
 - One application per BART station; OR
 - One application for systemic improvements at multiple BART stations (i.e., lighting, high visibility crosswalks, etc.)

Funding

- Total program: Up to \$25,000,000
- Second cycle: Roughly \$10,000,000 total
- Grant amounts: \$500,000 to \$1,500,000

Commitment from Project Sponsors:

- Minimum Match: 30%
- Minimum of 35% design complete
- Demonstrated support of governing body and/or executive staff
- Authority over right-of-way to implement project elements
- Funding and delivery plans required
- Project completion: Up to 3 years for design and construction or 1.5 years for construction

Eligible Improvements and Examples



Tentative Evaluation Process

Selection committee

- BART Staff
- External: Congestion Management Agencies, bike/ped advocacy groups, equity advocacy groups (1 representative per group per cycle)

Selection Criteria	Station Access Policy Goals
Project Readiness	C. More Productive & Efficient
Connectivity and Mode Shift	A. Safer, Healthier, Greener B. More riders D. Better Experience
Customer Experience, Safety and Security	D. Better Experience
Equitable Access	E. Equitable Services
Complete Communities	D. Better Experience B. More riders
Partnerships	F. Innovation & Partnerships
Leveraged Funding	C. More Productive & Efficient

Tentative Schedule (subject to change)

December 2022	Call for Projects released
December 2022	Q&A period / Pre-application webinar
January 2023	Deadline for Applications
Winter 2023	BART Board
Spring 2023	Notice of award
Summer 2023	Projects initiated

QUESTIONS??





Customer Development & Station Access

November 16, 2022

Parking Policy Update Title VI Outreach



BART wants to hear from you!

BART is considering changes to its parking policy, including parking rates and hours. Learn more and tell us what you think by taking the survey online November 28–December 16 at **bart.gov/parkingsurvey**.

You can enter a drawing to win a \$130 Clipper card at the end of the survey to thank you for your time. Surveys available in multiple languages online.

If you need language assistance services, please call (510) 464-6752. Si necesita servicios de asistencia de idiomas, llame al (510) 464-6752. 如需語言協助服務，請致電 (510) 464-6752。통역이 필요하신 분은, 510-464-6752 로 문의하십시오. Kung kailangan mo ang tulong ng mga serbisyo ng wika, paki tawagan ang (510) 464-6752. Nếu quý vị cần dịch vụ trợ giúp về ngôn ngữ, xin vui lòng gọi số (510) 464-6752.

Let's go. **BART**
ba



Thank you



Title VI Triennial Program Update Title VI / EJ & LEP Advisory Committees

November 16, 2022



▶ Call to Order



▶ Advisory Committee Member Introductions



► Triennial Program Update

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 2022 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 over 1 million LEP people estimated in the five-county BART service area (17.4%)
- 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

November 16, 2022

Peak Vehicle Loads

Line	Station Range	Minority	2020	2021	2022	3 year avg.	Rank
Green	Berryessa to Daly City	Yes	18.5	19.4	36.7	25.8	3
Orange	Richmond to Berryessa	Yes	14.2	13.8	20.7	16.6	5
Yellow	Antioch to SFO - Millbrae	No	22.2	38.0	70.5	45.4	1
Red	Richmond to SFO via Millbrae	No	17.3	23.2	38.4	27.8	2
Blue	Dublin / Pleasanton to Daly City	Yes	16.9	18.6	35.0	24.8	4
Minority Line			16.6	17.3	30.7	22.4	
Non-Minority Line			20.1	30.7	54.5	36.9	
Difference Minority vs. Non-Minority			-3.5	-13.4	-23.7	-14.5	
% Difference Minority vs. Non-Minority			-21.2%	-77.5%	-77.1%	-64.7%	

* BART aims to keep peak loads at or below 115 passengers per car.

Off-Peak Vehicle Loads

Line	Station Range	Minority	2020	2021	2022	3 year avg.	Rank
Green	Berryessa to Daly City	Yes	6.1	6.6	10.9	8.1	3
Orange	Richmond to Berryessa	Yes	6.2	7.1	10.1	8.1	3
Yellow	Antioch to SFO - Millbrae	No	8.8	10.8	18.2	13.3	1
Red	Richmond to SFO via Millbrae	No	7.8	9.1	14.1	10.8	2
Blue	Dublin / Pleasanton to Daly City	Yes	6.3	6.1	9.8	7.6	5
Minority Line			6.2	6.6	10.2	7.9	
Non-Minority Line			8.3	10.1	16.4	12.2	
Difference Minority vs. Non-Minority			-2.1	-3.5	-6.2	-4.2	
% Difference Minority vs. Non-Minority			-33.7%	-52.3%	-61.4%	-53.2%	

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

Headways

	Current Weekday Headways			Current Weekend Headways	
Line	Peak Period	Midday	Evening	Saturday (6am – 7pm) Sunday (8am – 7pm)	(7pm-12am)
Green	15	15	0	30	
Orange	15	15	30	30	30
Yellow	15	15	30	15 (Sa)/30 (Su)	30
Red	15	15	0	30	
Blue	15	15	30	30	30

Saturday Daytime Demand

Line	Avg Daily Passenger Flow (both directions)	Base Headways	Average Train Length	Average Passengers per Car	Average Passengers per Train	Rank
Green	6,199	30 min	10.0	13.4	534	5
Orange	7,447	30 min	8.1	16.9	548	2
Yellow	15,651	15 min	10.0	15.7	626	3
Red	8,976	30 min	10.0	18.7	745	1
Blue	7,525	30 min	9.6	14.4	551	4
Total	45,799		9.6	15.8	4,791	
Minority Lines	21,172		9.2	15.0	272	
Non-Minority Lines	24,627		10.0	16.7	332	
% Difference Minority vs Non-Minority			-0.8	-1.7	-59.9	

On-Time Performance

Fiscal Year	Customer on Time		Train on Time	
	Actual	Goal	Actual	Goal
2020	93.1	94%	89.0%	91%
2021	94.3%	94%	92.0%	91%
2022*	89.5%	94%	83.7%	91%

Train On-Time by Line	Fiscal Year 2020	Fiscal Year 2021	Fiscal Year 2022	Average	Rank
Green	87.2%	95.5%	88.3%	89.6%	1
Orange	86.6%	88.4%	80.7%	84.6%	4
Yellow	76.3%	85.6%	81.6%	80.5%	5
Red	86.9%	93.2%	86.3%	88.2%	2
Blue	86.6%	90.1%	84.6%	86.6%	3
Average	83.9%	89.2%	83.9%	85.2%	
Minority Lines	86.7%	90.6%	84.1%	86.6%	
Non-Minority Lines	80.2%	88.7%	83.5%	83.5%	
% Difference Minority vs Non-Minority	6.6%	2.0%	0.6%	3.1%	

* In 2022, trains that did not run began being counted as not on time.

% Trains scheduled with Fleet of the Future cars

Line	2020	2021	2022*	Average	Rank
Green	29%	33%	30%	30%	5
Orange	24%	47%	52%	41%	2
Yellow	21%	34%	59%	38%	3
Red	31%	21%	37%	31%	4
Blue	25%	55%	39%	43%	1
Average	25%	37%	44%	30%	
Minority Lines	26%	44%	40%	38%	
Non-Minority Lines	24%	28%	48%	34%	
% Difference Minority vs Non-Minority	2%	16%	-8%	4%	





Language Assistance Plan Update

November 16, 2022

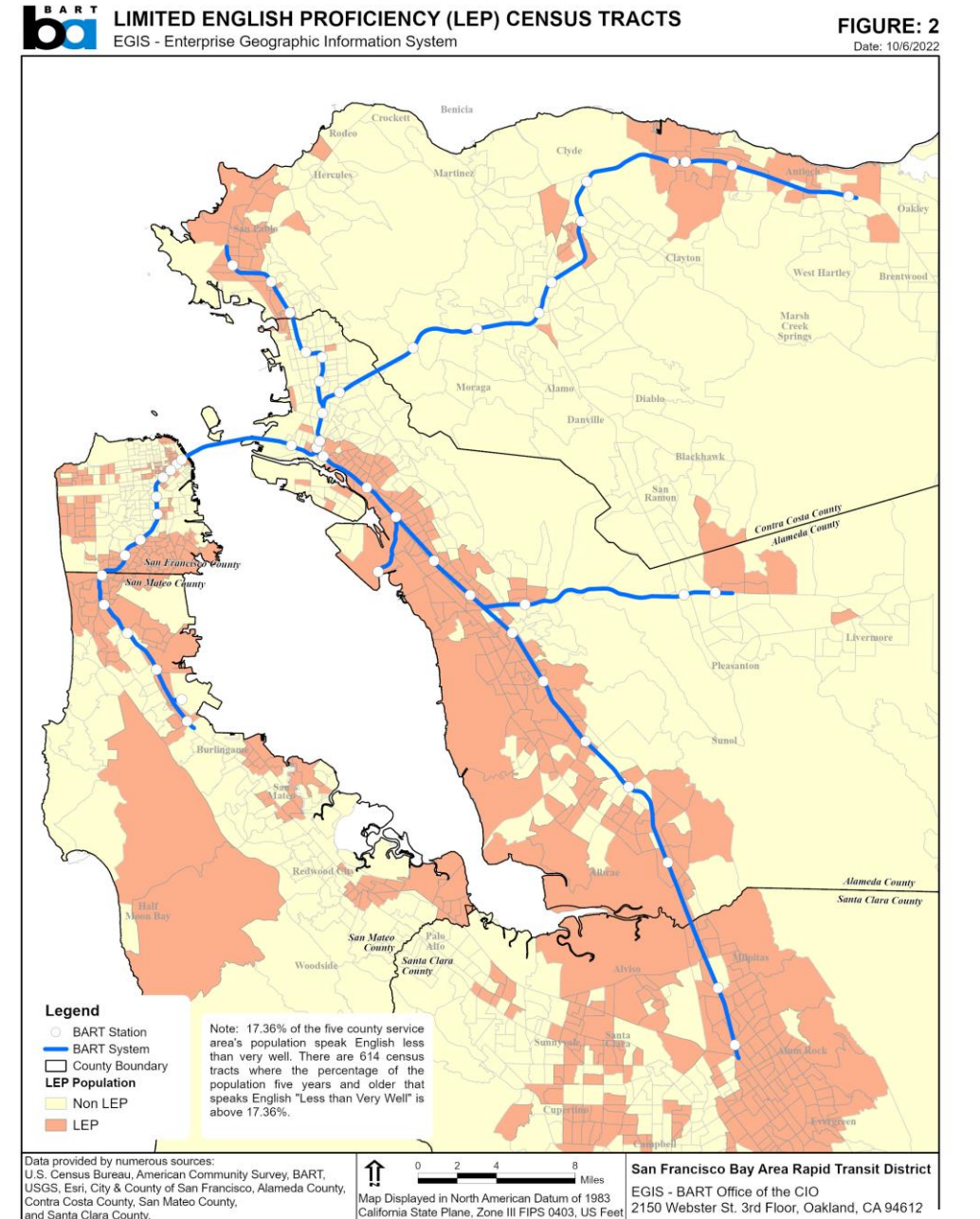
Limited English Proficiency Four-Factor Analysis

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

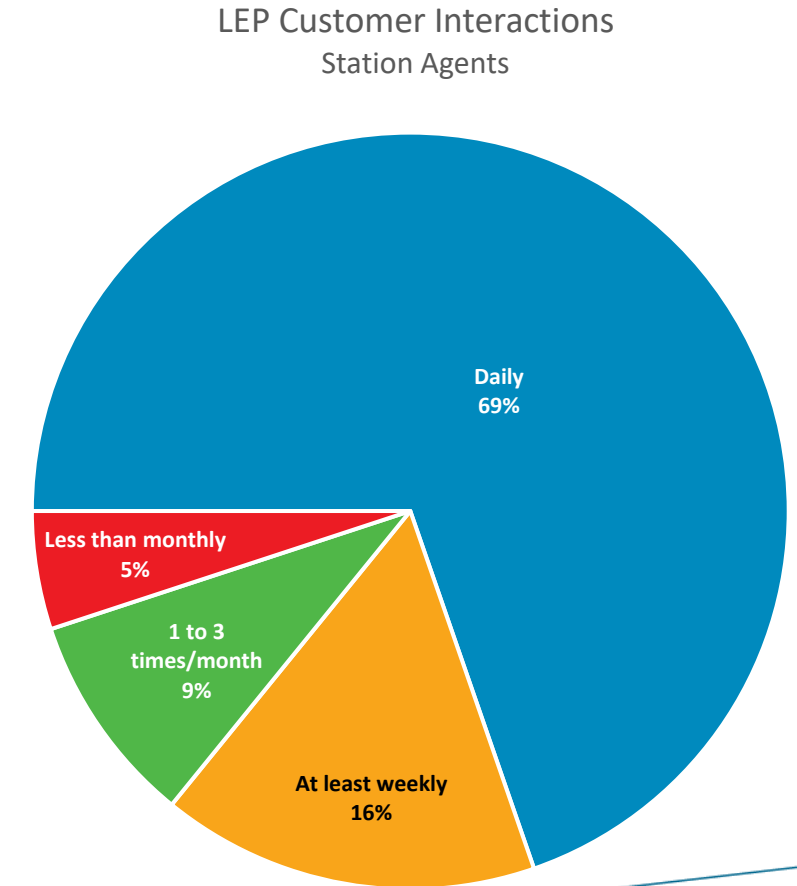
Factor 1: LEP by the Numbers

- In the BART service area, the LEP population is estimated to be 1,044,000 people, a little more than 17% of the total population.
- Approximately 480,000 LEP persons live within a one-mile radius of the BART system.
- Top six LEP language groups are:
 - **Spanish**
 - **Chinese** (all dialects)
 - **Tagalog** (including Filipino)
 - **Vietnamese**
 - **Russian**
 - **Korean**
- Data Sources
 - U.S. Census Bureau American Community Survey (2016-2020)
 - California Department of Education (2021-22)



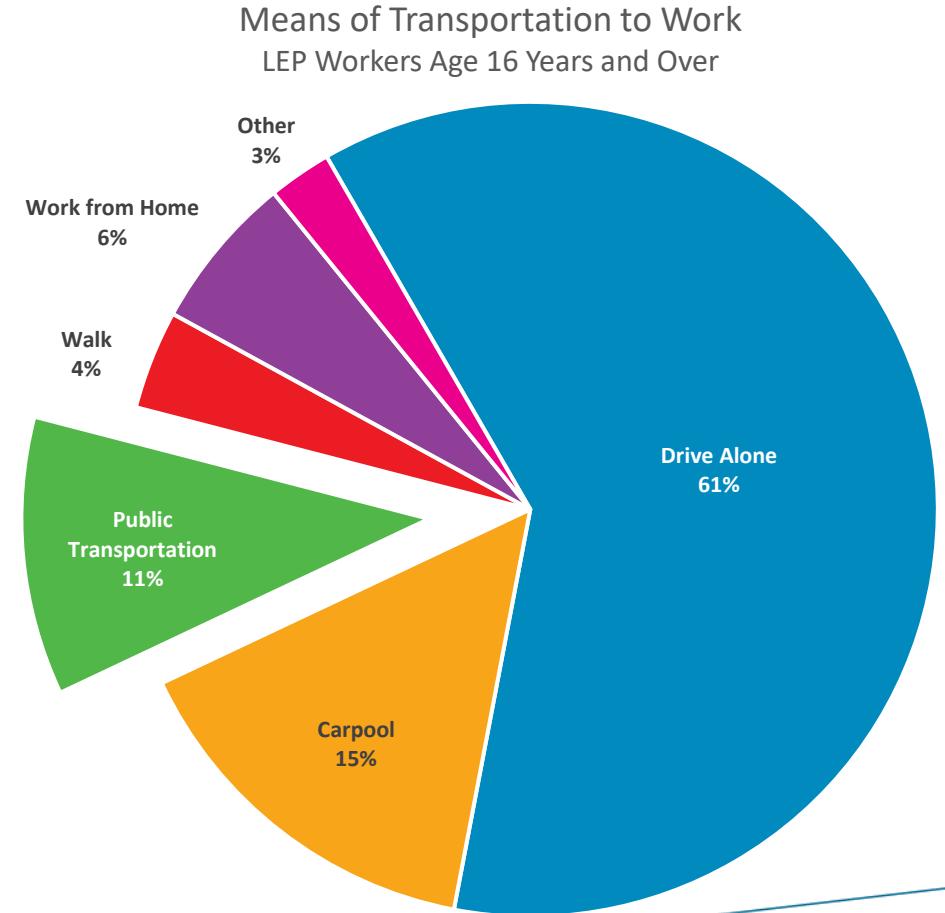
Factor 2: LEP Contact Frequency

- Since January 2020,
 - 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.
- October 2022 BART employee LEP survey provides more qualitative data.
- Primarily **Spanish**, **Cantonese**, and **Mandarin**.
- Data Sources
 - BART LEP Language Specific Counter 2020-2022
 - Language Line 2020-2022
 - BART Website Translated Page Views 2020-2022
 - BART Districtwide Staff LEP Survey 2022



Factor 3: Importance for LEP Population

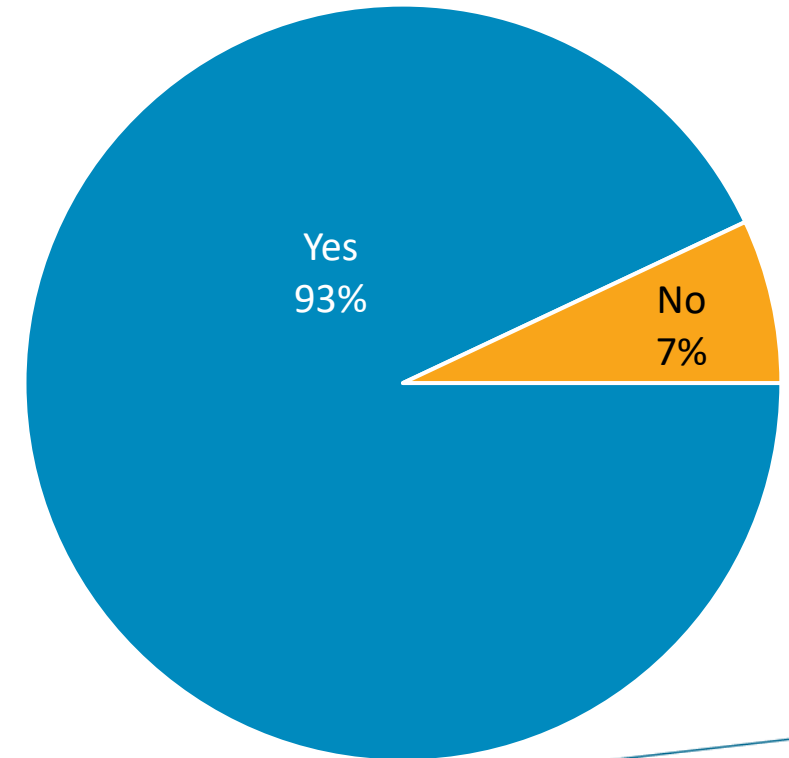
- 46% of the LEP population lives within one mile of BART. 11% of the LEP workers rely on public transportation for work commutes.
- Advisory Committee LEP Survey Results Highlights
 - Other languages: Lao, Russian, Hindi, Arabic
 - Difficult transit trips: Anywhere beyond SF and Oakland
 - Best ways 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 2016-2020
 - BART Language Assistance Questionnaire 2022



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 2022

Awareness of BART LEP Resources
Employees other than Station Agents



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

- An online survey was offered to BART employees using a list provided by the Office of Civil Rights. This list did not include Station Agents.
 - The list from OCR included employees in a wide range of departments throughout the District.
 - Approximately 800 emails were sent, leading to approximately 200 completed surveys.
 - Of those completing the survey, 126 claimed to work with LEP customers.
- A second survey was also sent to Station Agents via the Station Agent portal which led to about 75 completed surveys among Station Agents.
- A final email was sent to all 11 Transportation Information Center employees on October 13 in order to get additional data from this important group with the goal of getting a response from all 11 people.
- The surveys were open from approximately September 30 – October 19, 2022.

Survey Summary

- About 99% of Station Agents and 70% of all other BART employees claimed to work with LEP customers in their roles at BART.
 - Almost 70% of Station Agents report encountering LEP customers daily or many times a day versus only 30% 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.
 - Among employees that only speak English that number is over 60%.
 - Only about 30% of BART employees have taken the BART LEP training in the past year.
- 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 60% of those who work with LEP customers less often than monthly haven't used any of the District resources in the past year.

Survey Summary

- Spanish is, by far, the language encountered by the most employees with Cantonese and Mandarin being distant second and third, respectively.
- About 40% of BART employees claimed to speak at least 1 language other than English.
 - Among Station Agents, 44% claim to speak at least one other language versus 38% for all other employees.
- 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?



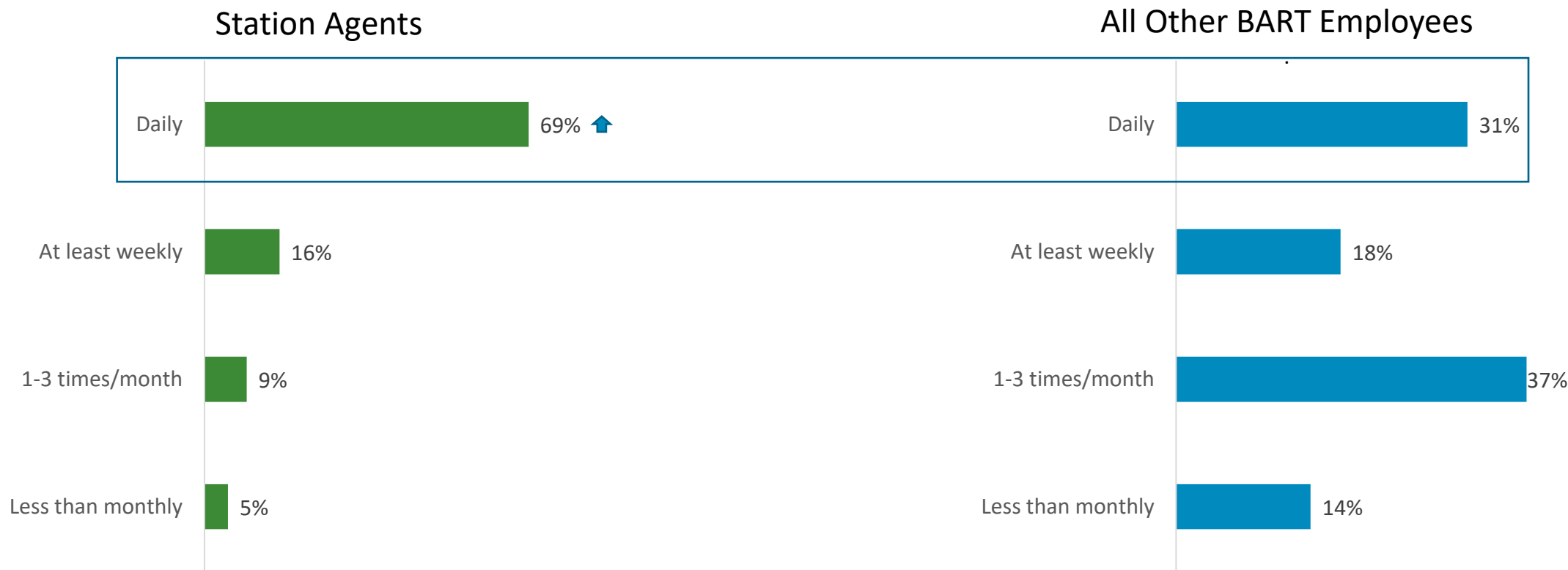
“All Other BART Employees” means those from the OCR-provided list which did not include Station Agents.

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

Please select one only. Among employees that claimed to work with customers. Base: “All Other BART Employees” (n=173); “Station Agents” (n=75)

And because they are often the face of BART for riders, about 70% say they work with LEP customers at least daily.

Frequency of Working with LEP Customers



↑ = Station Agents significantly higher than All Other BART Employees at 95% confidence level.

“All Other BART Employees” means those from the OCR-provided list which did not include Station Agents.

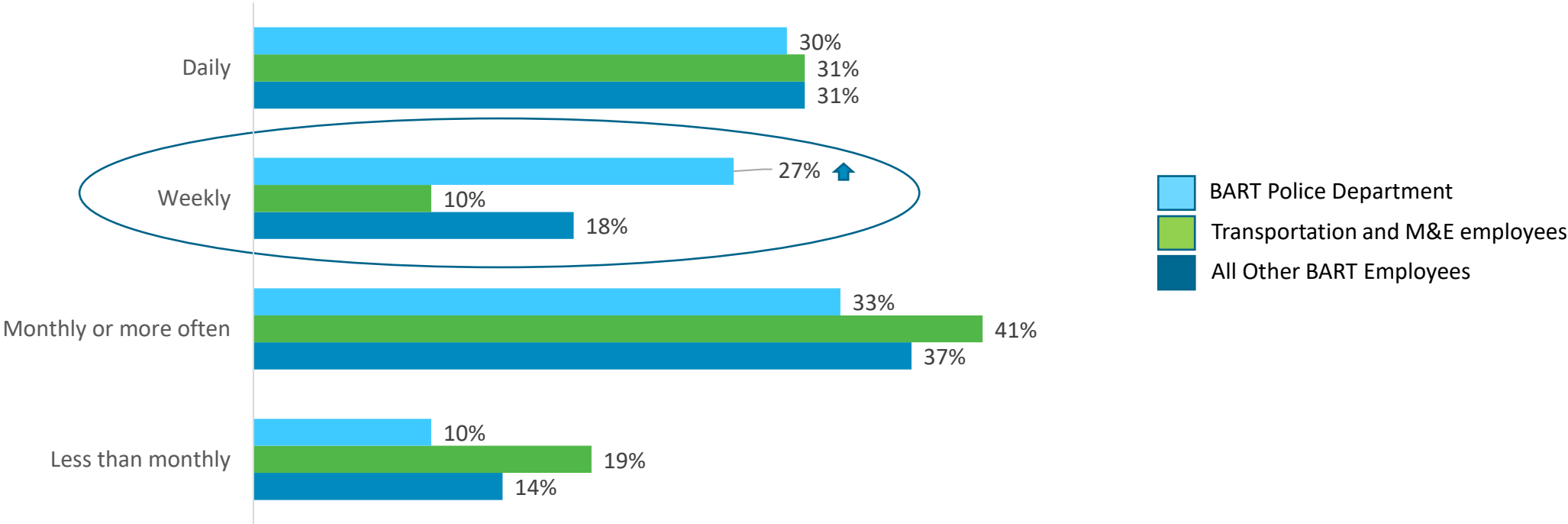
Q: How often do you typically encounter customers seeking language assistance (persons unable to communicate well in English)?

At least weekly means 1 or more times per week but not daily. At least monthly means 1-3 times per month

Please select one only. Among employees that claimed to work with customers. Base: All Other BART Employees (n=126); Station Agents (n=74).

After Station Agents, more BART police work with LEP customers at least weekly versus other employees.

Frequency of Working with LEP Customers
All Other BART Employees (Not including Station Agents)



↑ = BART Police is significantly higher than Transportation + M&E at 95% confidence level.

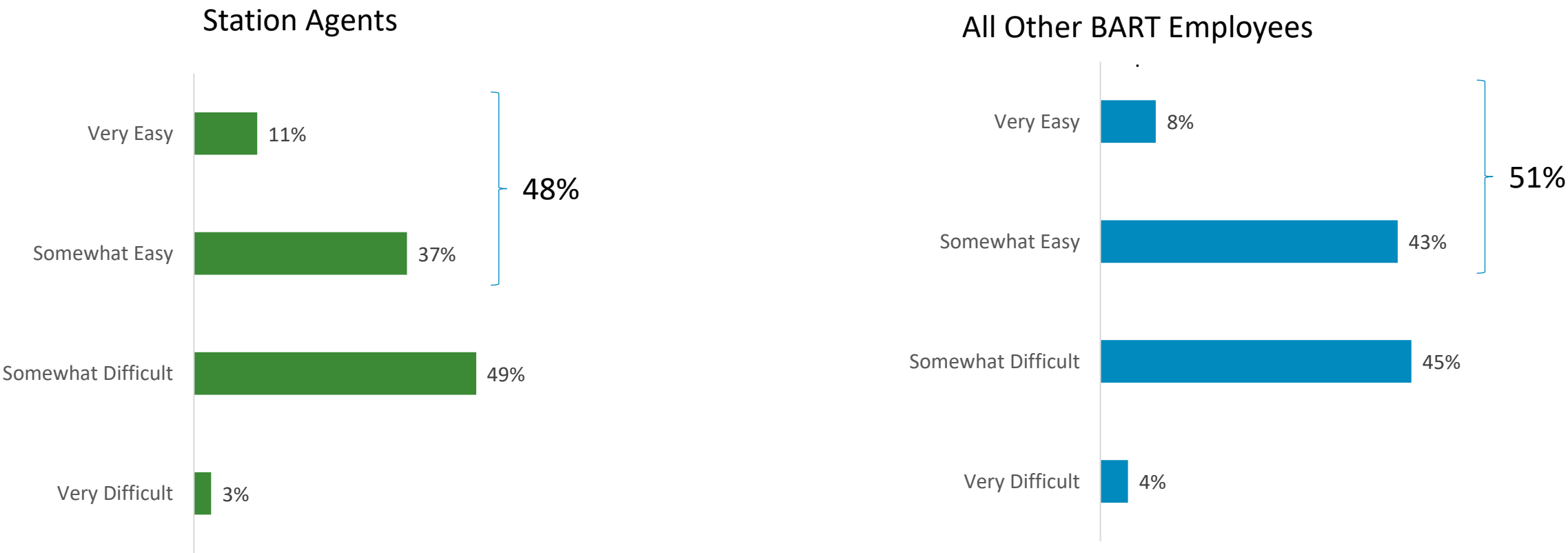
“All Other BART Employees” means those from the OCR-provided list which did not include Station Agents.

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

Please select one only. Among employees that claimed to work with customers. Base: “All Other BART Employees” (n=126); BART PD (n=60); Transportation plus M&E (n=42). BHQ and other employees not shown- base sizes are often too small to look at individual departments.

Employees are split almost exactly 50-50 on how easy it is to work with LEP customers, indicating lots of room for improvement.

Ease of Working with LEP Customers



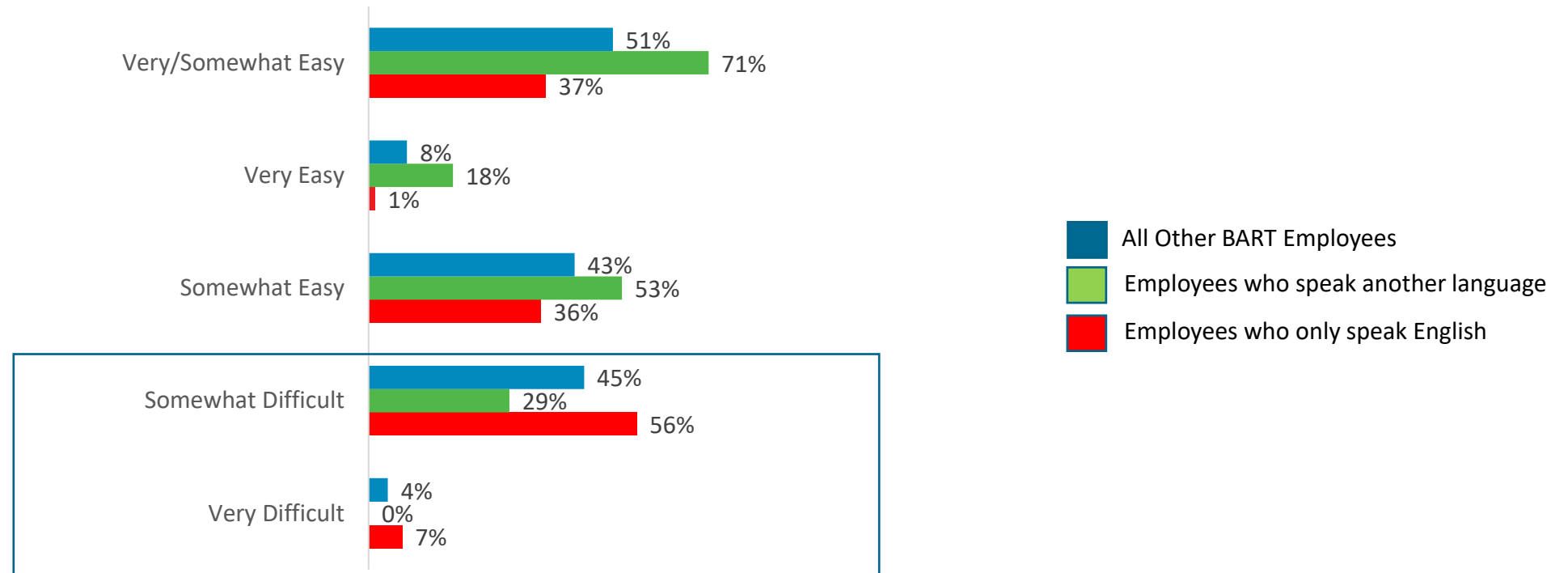
“All Other BART Employees” means those from the OCR-provided list which did not include Station Agents.

Q: In general, how would you describe your experience(s) communicating with Limited English Proficient (LEP) customers? Please select one only.

Among employees that did not choose “rarely/never” when asked how often they worked with LEP customers. Base: All Other BART Employees (n=126); Station Agents (n=74).

The greatest opportunity lies with employees who do not speak a language other than English.

Ease of Working with LEP Customers All Other BART Employees



“All Other BART Employees” means those from the OCR-provided list which did not include Station Agents.

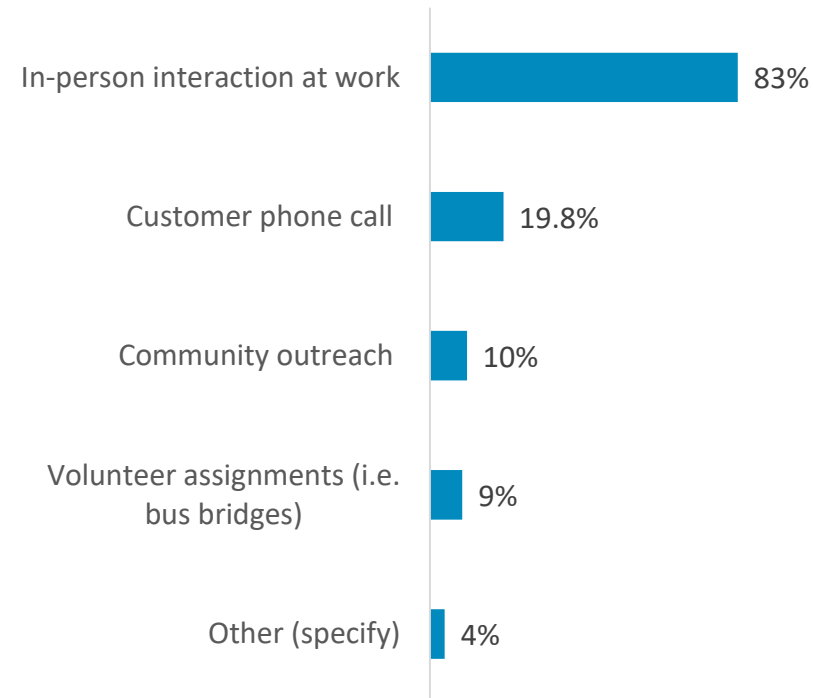
Q: In general, how would you describe your experience(s) communicating with Limited English Proficient (LEP) customers? Please select one only.

Among employees that did not choose “rarely/never” when asked how often they worked with LEP customers. Base: All Other BART Employees (n=126); Employees who speak another language (n=51); Employees who only speak English (n=75).

About 80% of BART employees (not including Station Agents) work with LEP customers in-person.

Where are LEP Customers Encountered?

All Other BART Employees



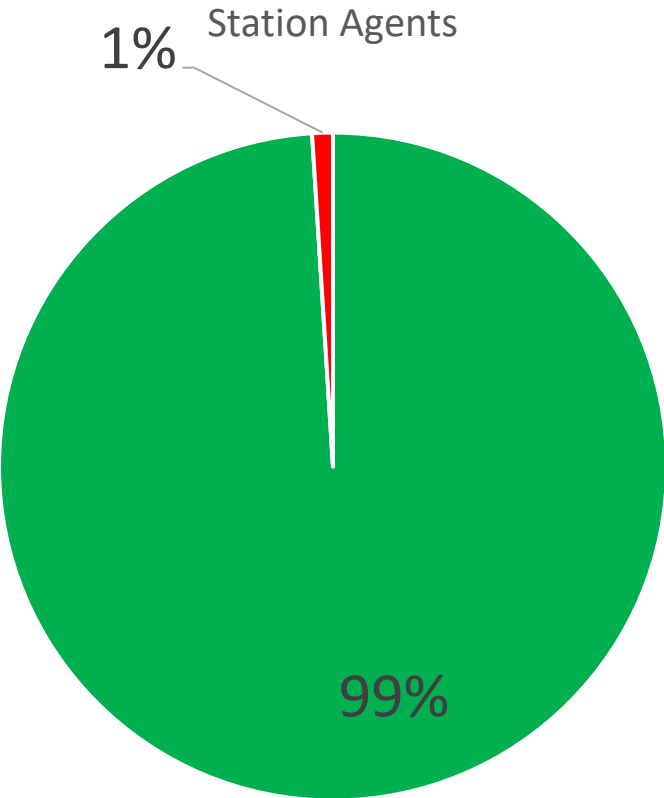
“All Other BART Employees” means those from the OCR-provided list which did not include Station Agents.

Q: How do you typically encounter customers seeking language assistance?

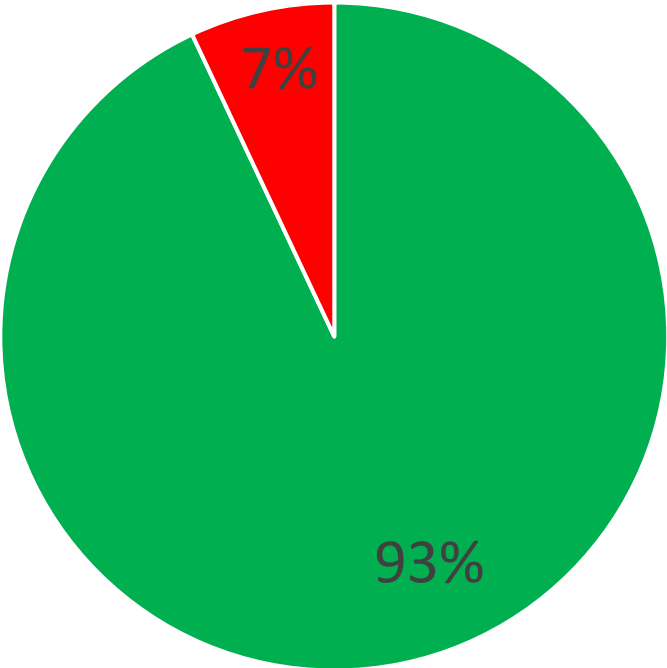
Select all that apply. Among employees that did not choose “rarely/never” for working with LEP customers. Base: All Other BART Employees (n=126)

Almost all employees claim to know that BART offers LEP resources.

Awareness of BART LEP Resources



All Other BART Employees

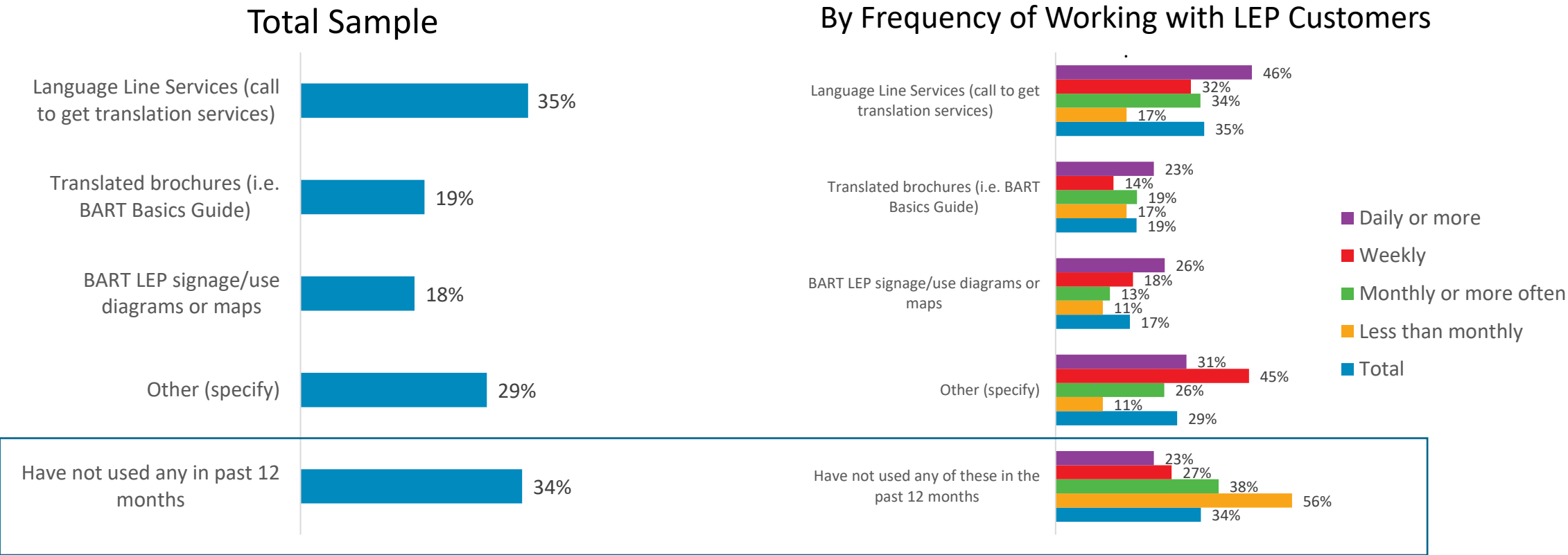


Not aware of BART LEP resources
Aware of LEP resources

“All Other BART Employees” means those from the OCR-provided list which did not include Station Agents.
Q: Are you aware of any materials, services, or tools that BART uses to communicate with Limited English Proficient (LEP) customers? Please select one only. Among employees that did not indicate they rarely/never work with LEP customers. Base: “All Other BART Employees” (n=124); “Station Agents” (n=75).

The language line is the resource used by the most employees, though many aren't using any resources offered by BART

Usage of BART LEP Resources in Past 12 Months



“All Other BART Employees” means those from the OCR-provided list which did not include Station Agents.

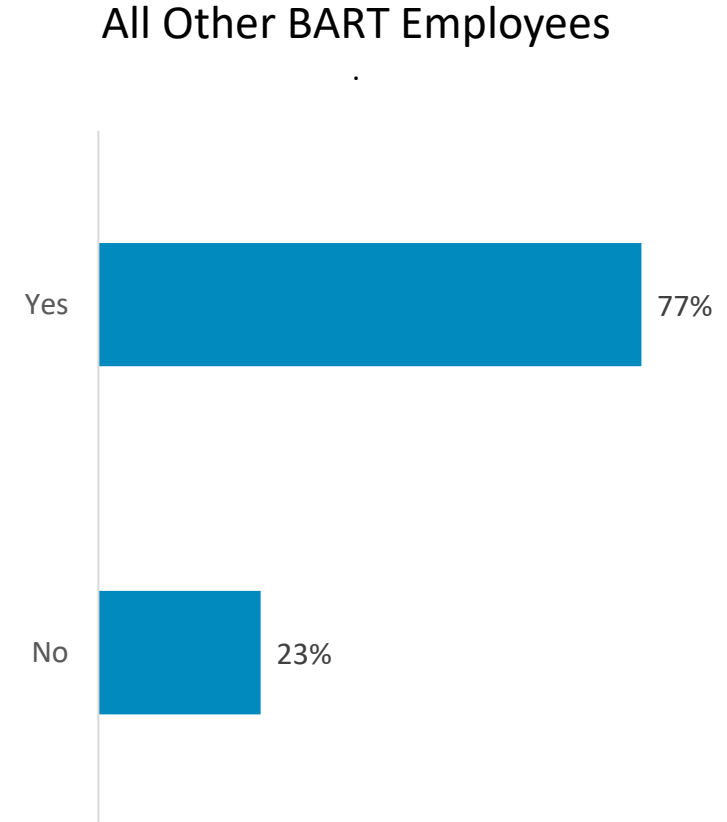
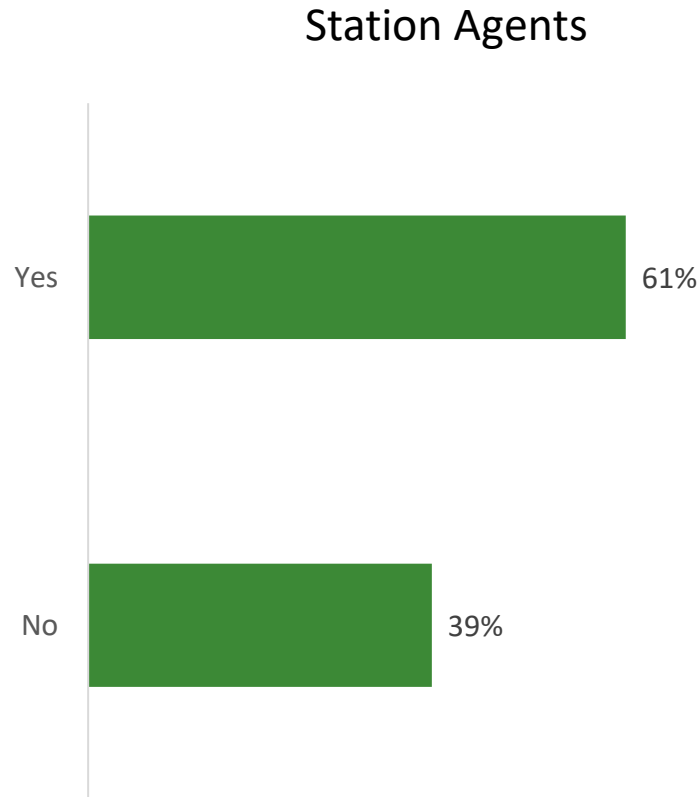
Q: Which of the following, if any, have you used in the past 12 months when communicating with Limited English Proficient customers?

Please select all that apply. Among employees that claimed to work with LEP customers. Base: All Other BART Employees (n=126).

Daily or more (n=39); Weekly (but not daily) (n=22); Monthly or more often (n=47); Less than monthly (n=18).

Employees who have an opinion about BART LEP signage feel it is effective – but most don't have an opinion on the topic.

Are BART LEP Signs Effective
Results Shown Among Those With an Opinion
(Only 40-50% of respondents had an opinion)

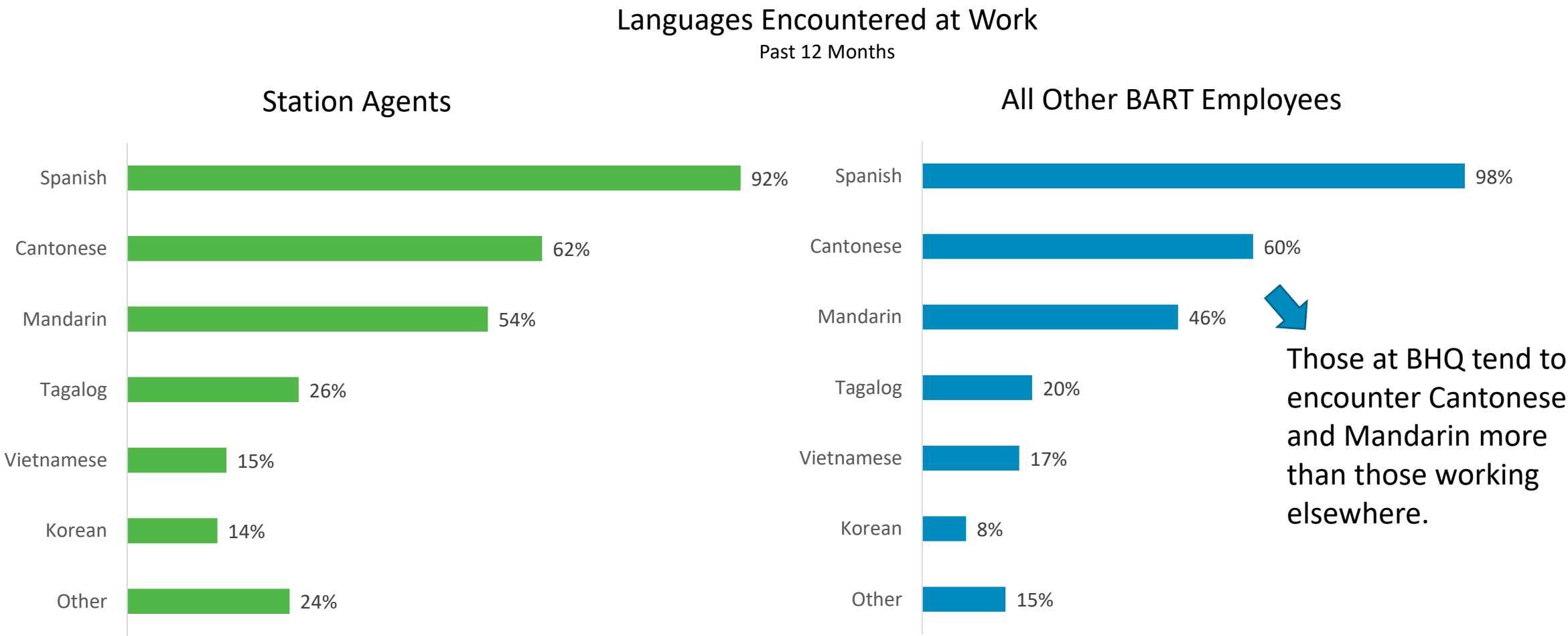


“All Other BART Employees” means those from the OCR-provided list which did not include Station Agents.

Q: Do you believe the current BART LEP signage in stations is effective? Please select one only.

Among employees that did not choose “rarely/never” when asked how often they worked with LEP customers. Base: All Other BART Employees (n=66); Station Agents (n=49).

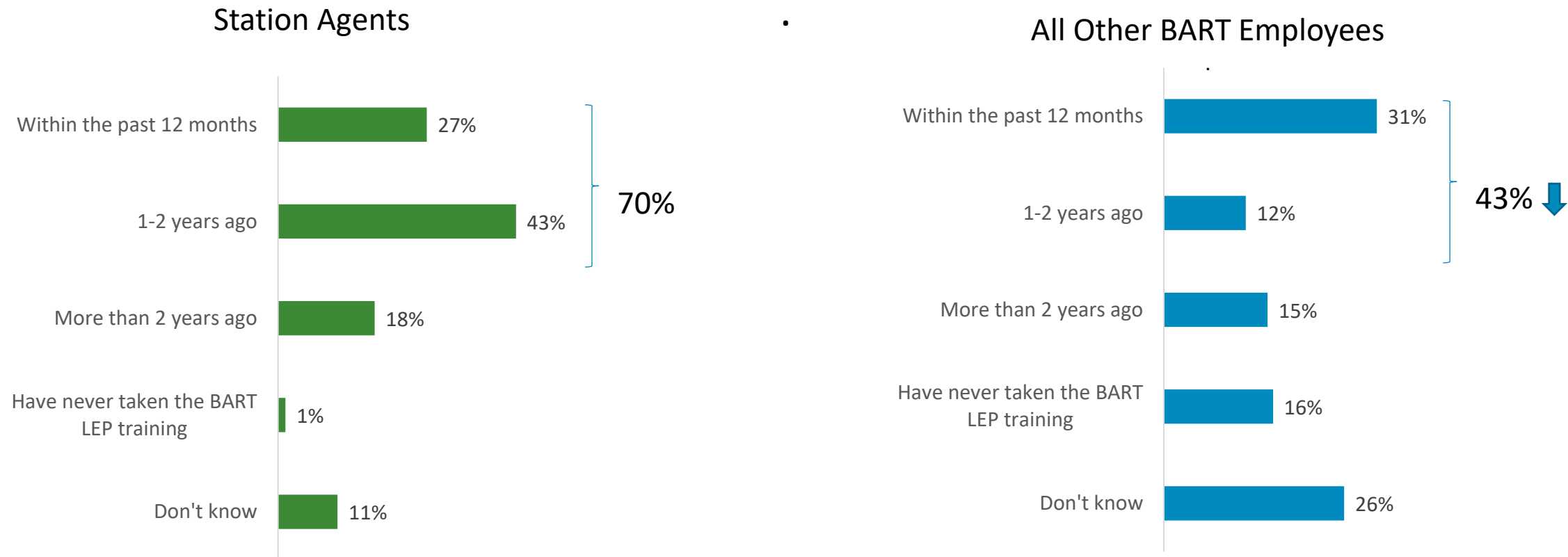
The range of languages encountered by BART employees is relatively consistent across groups.



“All Other BART Employees” means those from the OCR-provided list which did not include Station Agents.

Far more Station Agents than other employees have taken the BART LEP training in the last 2 years.

Last Time They Took BART LEP Training

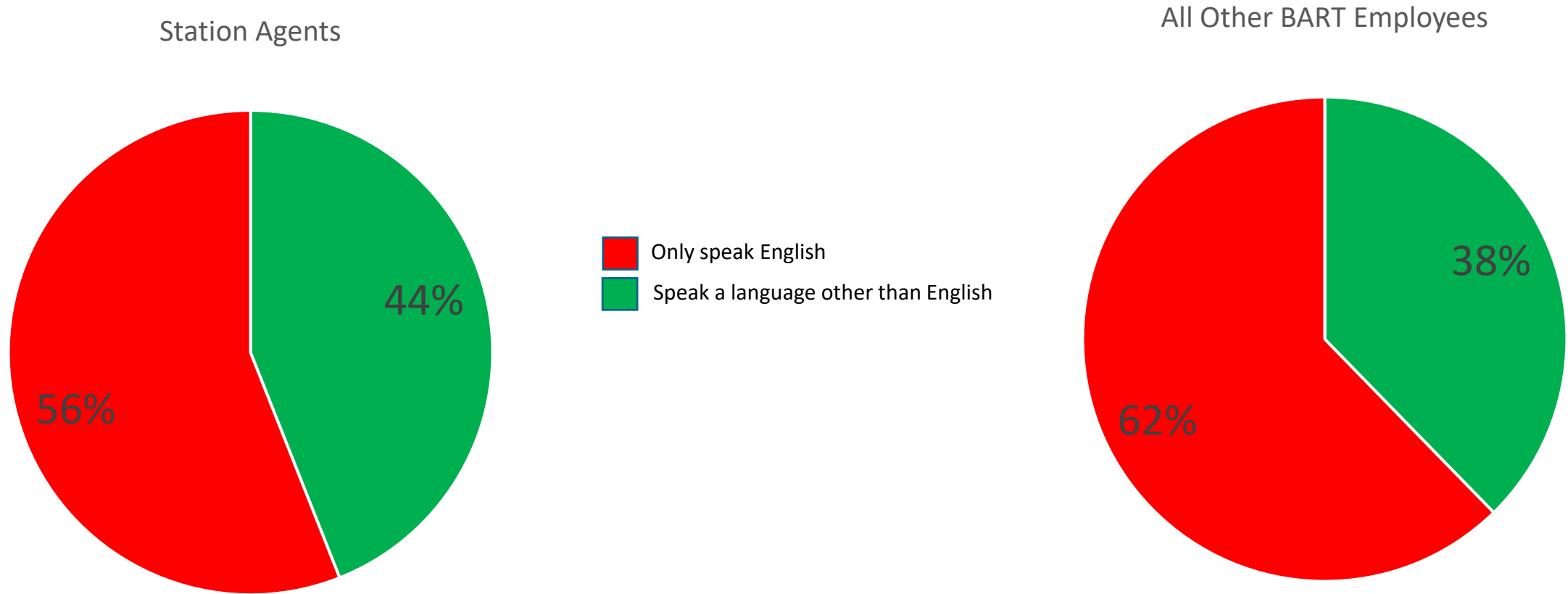


↓ = "All Other BART Employees" is significantly lower than "Station Agents" at 95% confidence level

"All Other BART Employees" means those from the OCR-provided list which did not include Station Agents.
Q: When did you last take the BART LEP training? Please select one only. Among employees did not choose they "rarely/never" work with LEP customers.
Base: All Other BART Employees (n=126); Station Agents (n=74).

About 40% of employees claim to speak at least one other language besides English.

BART Employees that Speak Other Languages

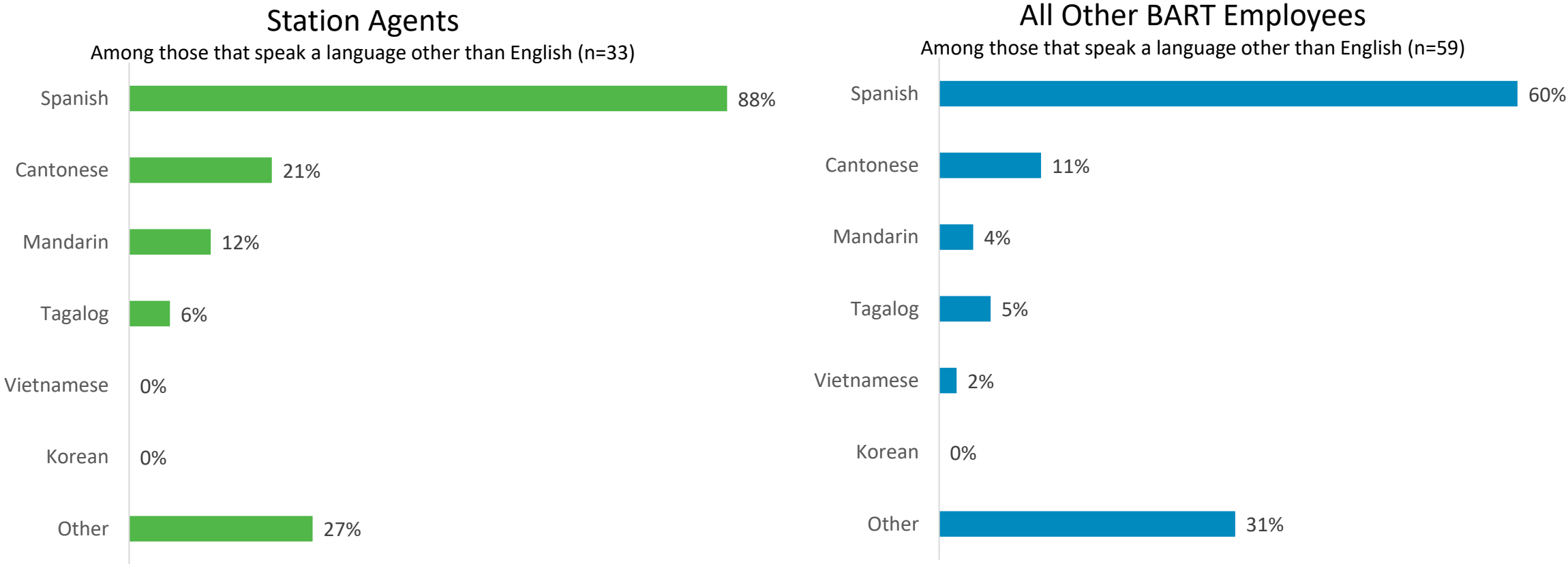


“All Other BART Employees” means those from the OCR-provided list which did not include Station Agents.

Q: Are you aware of any materials, services, or tools that BART uses to communicate with Limited English Proficient (LEP) customers? Please select one only. Among employees that did not indicate they rarely/never work with LEP customers. Base: “All Other BART Employees” (n=126); “Station Agents” (n=74).

The range of languages spoken by BART employees is relatively consistent with the *most common* languages encountered by BART employees (e.g., Spanish is the clear leader, followed by Cantonese).

Languages Spoken by BART Employees



“All Other BART Employees” means those from the OCR-provided list which did not include Station Agents.





▶ Station Area Planning Presentation



▶ Safe Routes to BART (SR2B) Grant Program Cycle 2 Update




BART Title VI / EJ Advisory Committee Meeting
November 16, 2022



Agenda

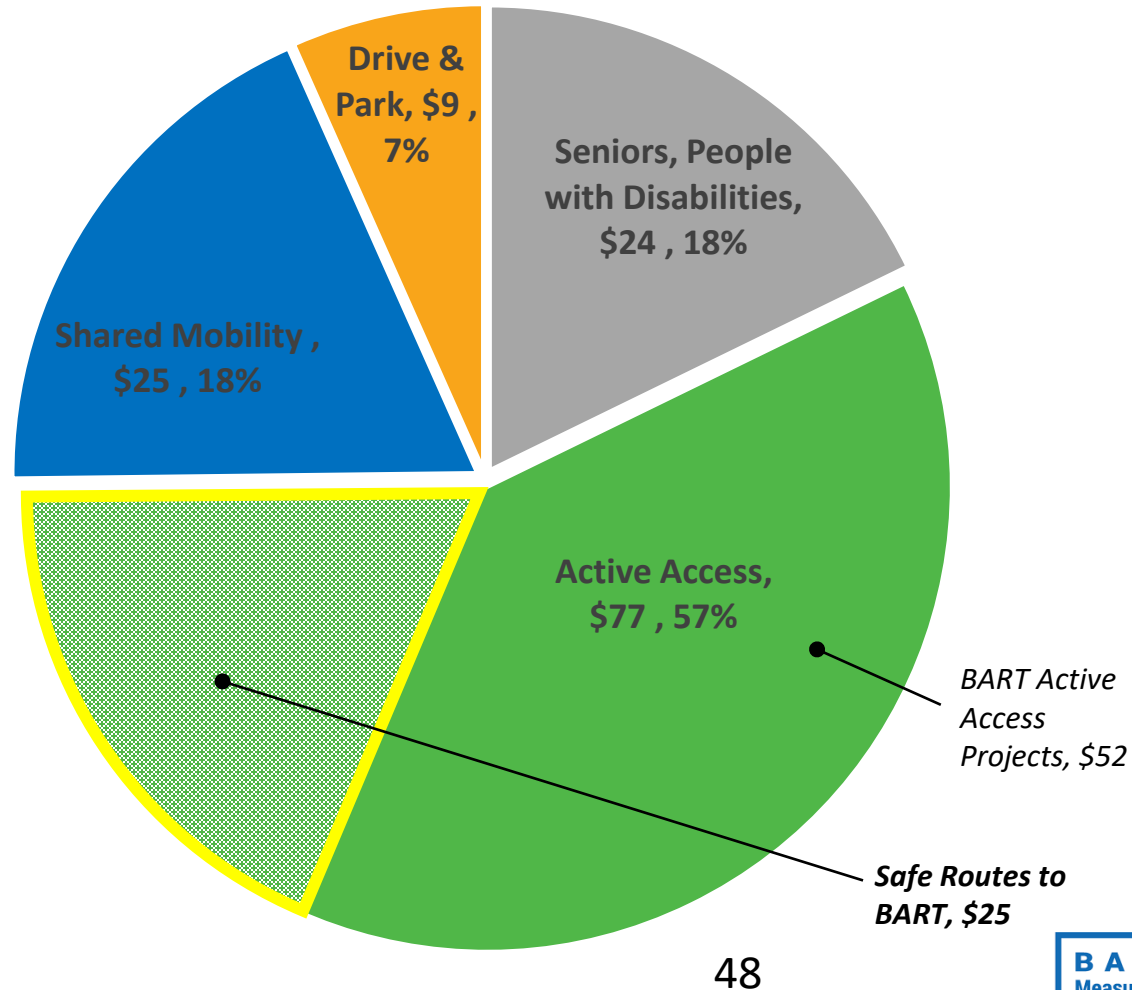
- Background
- Safe Routes to BART
 - Cycle 1 (in progress)
 - Cycle 2 (planned launch in December 2022)
- Questions / Comments

Measure RR

Revised Draft Summary of Investments	\$ Millions	% of Total Bond	Benefits		
			 Safety	 Reliability	 Crowding +Traffic Relief
REPAIR AND REPLACE CRITICAL SAFETY INFRASTRUCTURE	\$3,165	90%	✓	✓	✓
Renew track	\$625	18%	✓	✓	
Renew power infrastructure	\$1,225	35%	✓	✓	
Repair tunnels and structures	\$570	16%	✓	✓	
Renew mechanical infrastructure	\$135	4%	✓	✓	
Renew stations	\$210	6%	✓	✓	✓
Replace train control and other major system infrastructure to increase peak period capacity	\$400	12%	✓	✓	✓
RELIEVE CROWDING, REDUCE TRAFFIC CONGESTION AND EXPAND OPPORTUNITIES TO SAFELY ACCESS STATIONS	\$335	10%	✓	✓	✓
Design and engineer future projects to relieve crowding, increase system redundancy and reduce traffic congestion	\$200	6%		✓	✓
Expand opportunities to safely access stations	\$135	4%	✓	✓	✓
TOTAL	\$3,500	100%			

Intended Allocation by Mode (\$135 M)

- Access program is 4% of \$3.5 B Measure RR funds
- Invest to meet BART-Board-adopted 2016 Access Policy objectives
 - Safer, Healthier Greener
 - More Riders
 - More Productive and Efficient
 - Better Experience
 - Equitable Services
 - Innovation and Partnerships
- Invest to meet mode share targets
 - Increase active access from 44% to 52%
 - Decrease parking access from 27% to 16%



Funding and Partnership

- **Leverage**

- County Sales Tax Measures (Measure J, Measure BB, Prop K, etc.)
- MTC Lifeline, Regional Measure 2 & 3 One Bay Area Grant (OBAG), Active Transportation Program (ATP), etc.
- Regional/County Transportation Fund for Clean Air Regional Fund (TFCA) funds
- California Cap-and-Trade (SB1)
- Affordable Housing + Sustainable Communities Program (AHSC)

- **Local Partnerships**

- With cities, counties and state
- Funding Match
- Land use control
- Project Delivery

Safe Routes to BART Program (SR2B)

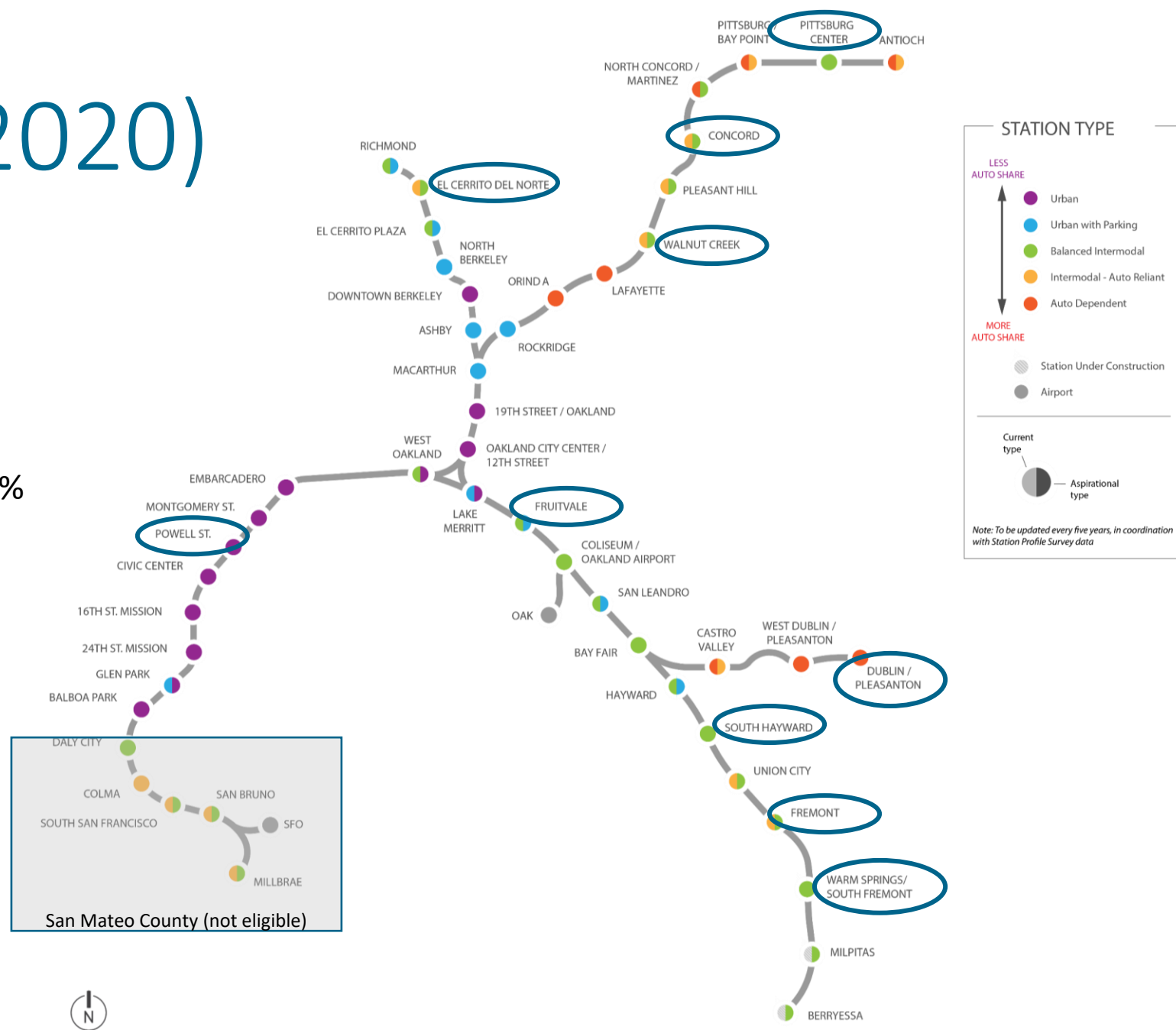
Overview: Help partner agencies implement active transportation capital projects off BART property to support BART's Access Policy, expand station access choices and make it safer and easier for all riders to use the system.

Program Goals:

1. **Project Readiness:** Deliver near-term, enduring active access improvements to real property that demonstrate a clear nexus to a BART station.
2. **Mode Shift:** Expand opportunities to access BART stations with potential to shift people from driving and parking to walking and biking.
3. **Stakeholder Support:** Collaborate with local partners to create more sustainable communities.
4. **Equitable:** Provide equitable access for disadvantaged communities.
5. **Safety:** Enhance personal safety and security; add to passenger comfort and sense of place.
6. **Complete communities:** Promote Transit-Oriented Development (TOD).
7. **Leverage:** Leverage other funding sources to deliver improvements.

SR2B – Cycle 1 (2020)

- Cycle 1 target: 3-5 agreements
- 10 applications received
- Total funding request of \$9.13M
 - Ranging from \$0.4M to \$1.5M
 - Funding matches ranging from 30% to 86%
- Diverse representation
 - Geographic
 - Station typology
 - Disadvantaged communities
- 4 SR2B funding awards



SR2B Cycle 1 Selected Projects - \$3.53M

- All projects are high priority evidenced by planning documents, support letters and levels of current investment
- 2 projects are in areas with high % of low-income households with the other 2 projects connecting to disadvantaged communities
- Projects represent a range of access typologies and current access mode share

Station (Applicant)	Project	Total Cost (M)	SR2B (M)	Non-BART Funding Match	Anticipated completion
Powell (SFMTA)	5 th Street Improvement Project	\$1.88	\$0.42	78%	Winter 2022
Fremont (Fremont)	Walnut Ave./Liberty St. Protected Intersection	\$1.83	\$0.92	50%	Fall 2023
Pittsburg Center (Pittsburg)	BART Ped/Bike Connectivity Project	\$5.52	\$0.70	87%	Winter 2023
Dublin/Pleasanton (Dublin)	Iron Horse Trail Bridge at Dublin Blvd	\$11.11	\$1.50	86%	Summer 2023
		\$20.34	\$3.53		

SR2B Cycle 2: Program Details

Tentative Launch:

- December 2022 with applications due in January 2023

Eligibility requirements

- Projects must be located 100% within the boundaries Alameda, Contra Costa, and San Francisco counties
- Funds for construction and construction management
- Project Sponsor(s) may submit the following for each funding cycle.
 - One application per BART station; OR
 - One application for systemic improvements at multiple BART stations (i.e., lighting, high visibility crosswalks, etc.)

Funding

- Total program: Up to \$25,000,000
- Second cycle: Roughly \$10,000,000 total
- Grant amounts: \$500,000 to \$1,500,000

Commitment from Project Sponsors:

- Minimum Match: 30%
- Minimum of 35% design complete
- Demonstrated support of governing body and/or executive staff
- Authority over right-of-way to implement project elements
- Funding and delivery plans required
- Project completion: Up to 3 years for design and construction or 1.5 years for construction

Eligible Improvements and Examples



Tentative Evaluation Process

Selection committee

- BART Staff
- External: Congestion Management Agencies, bike/ped advocacy groups, equity advocacy groups (1 representative per group per cycle)

Selection Criteria	Station Access Policy Goals
Project Readiness	C. More Productive & Efficient
Connectivity and Mode Shift	A. Safer, Healthier, Greener B. More riders D. Better Experience
Customer Experience, Safety and Security	D. Better Experience
Equitable Access	E. Equitable Services
Complete Communities	D. Better Experience B. More riders
Partnerships	F. Innovation & Partnerships
Leveraged Funding	C. More Productive & Efficient

Tentative Schedule (subject to change)

December 2022	Call for Projects released
December 2022	Q&A period / Pre-application webinar
January 2023	Deadline for Applications
Winter 2023	BART Board
Spring 2023	Notice of award
Summer 2023	Projects initiated

QUESTIONS??





Customer Development & Station Access

November 16, 2022

Parking Policy Update Title VI Outreach



BART wants to hear from you!

BART is considering changes to its parking policy, including parking rates and hours. Learn more and tell us what you think by taking the survey online November 28–December 16 at **bart.gov/parkingsurvey**.

You can enter a drawing to win a \$130 Clipper card at the end of the survey to thank you for your time. Surveys available in multiple languages online.

If you need language assistance services, please call (510) 464-6752. Si necesita servicios de asistencia de idiomas, llame al (510) 464-6752. 如需語言協助服務，請致電 (510) 464-6752. 통역이 필요하신 분은, 510-464-6752 로 문의하십시오. Kung kailangan mo ang tulong ng mga serbisyo ng wika, paki tawagan ang (510) 464-6752. Nếu quý vị cần dịch vụ trợ giúp về ngôn ngữ, xin vui lòng gọi số (510) 464-6752.

Let's go. **BART**
ba



Thank you

