



# Title VI Civil Rights Program

## 2019 Triennial Update

January 23, 2020  
Office of Civil Rights  
Board of Directors



# 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 2019 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

# General Requirements: Meaningful Access to LEP Persons



- BART's five-county service area LEP population is 1,101,847 individuals, or 18.6%.
- Top languages spoken in the service area:
  - 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 Standards and Policies



## Standards approved as part of 2016 Triennial Program Update:

- Vehicle Load Standard
- **Vehicle Headways Standard**
- **On-Time Performance Standard**
- Service Availability Standard
- **Distribution of Transit Amenities Policy**
- Vehicle Assignment Policy

# Service Standards and Policies: Minority Line Designations



**Minority and Non-Minority BART Lines, US Census ACS 2013-2017**

Line		Minority	Total	Minority Share	Line Determination
		Revenue Miles	Revenue Miles		
<b>Yellow</b>	Antioch to SFO - Millbrae	31.68	59.84	52.95%	Minority*
<b>Blue</b>	Dublin / Pleasanton to Daly City	24.44	36.62	66.74%	Minority
<b>Orange</b>	Warm Springs / South Fremont to Richmond	35.52	41.84	84.89%	Minority
<b>Green</b>	Warm Springs / South Fremont to Daly City	35.38	40.09	88.26%	Minority
<b>Red</b>	Richmond to Daly City to Millbrae	23.64	34.95	67.64%	Minority

- A minority line is one in which at least 1/3 of the line's revenue miles are located within areas where the % minority exceeds the % minority population of BART's service area (61.5%).
- Given that all of BART's lines are considered minority, the Yellow line is used as the comparison line.

# Service Standards and Policies: Vehicle Headways Standard



	2017-2018 Weekday Headways		2019 Weekday Headways		
Line	Base	Evening & Weekends	Base	Evening <sup>1</sup>	Weekend
Green	15	(20 Saturday)	15		20 (Saturday)
Orange	15	20	15	24	20
Yellow	15	20	15	24	20
Red	15	(20 Evening)	15	24	
Blue	15	20	15	24	20
<sup>1</sup> Friday evening headways: 20 minutes					

# Service Standards and Policies: On-Time Performance Standard



Train On-Time Performance

Line	2017	2018	2019	Average
<b>GOAL</b>	<b>92.0%</b>	<b>92.0%</b>	<b>91.0%</b>	
<b>Blue</b>	82.2%	95.6%	90.9%	89.6%
<b>Orange</b>	79.5%	94.8%	92.5%	88.9%
<b>Green</b>	68.4%	93.3%	91.5%	88.9%
<b>Red</b>	76.3%	93.2%	88.9%	84.4%
<b>Yellow</b>	64.4%	90.2%	83.0%	79.2%
<b>Minority Lines (Average)</b>	76.6%	94.2%	90.95%	87.95%
<b>Non-Minority Lines (Average)</b>	64.4%	90.2%	83.0%	79.2%
<b>% Difference Non-Minority vs Minority</b>	16%	4%	9%	10%



# Motions

1. The Board of Directors approve the District's Title VI Civil Rights Program 2019 Triennial Update.
2. The Board of Directors approves the District's updated Service Standards and Policies for the Subsequent Reporting Period.