



# Transbay Transit Center Program

## Title VI Program Update

April 2023

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## 1. Introduction:

The Transbay Joint Powers Authority (TJPA) was created in 2001 to oversee the planning, design, construction and operation of the multi-modal Salesforce Transit Center (Center) in downtown San Francisco. The TJPA was formed to manage and implement the Transbay Program, which consists of the following three interconnected elements:

- Replacing the former Transbay Terminal at First and Mission streets;
- Extending Caltrain and California High-Speed Rail underground from Caltrain's current terminus at 4th and King streets into the new downtown Salesforce Transit Center; and
- Creating a new transit-oriented development neighborhood with homes, offices, parks and shops surrounding the Center.

The TJPA receives federal assistance in the undertaking of these activities and in doing so ensures that it complies with all federal nondiscrimination requirements under Title VI of the Civil Rights Act of 1964.

The TJPA uses an open and inclusive public involvement process through its board and advisory committees made up of local elected officials, public works directors, transit operators, and interested citizens.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "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" (42 U.S.C. Section 2000d).

TJPA operates its programs without regard to race, color, and national origin and is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.B. The 2023 TJPA Title VI Program addresses the following general requirements per Appendix A of FTA circular 4702.1B:

- Title VI Notice to Beneficiaries
- Title VI complaint procedures and complaint form
- List of transit-related Title VI investigations, complaints and lawsuits
- Public Participation Plan
- Language Assistance Plan for populations with Limited English Proficiency (LEP)
- Subrecipient monitoring
- Membership of decision-making bodies
- Facility Site Equity Analysis

### Overview of TJPA Title VI Program

The commitment to comply with Title VI is an essential element of the TJPA Title VI Program and the Transit Center's operation. A key aspect of the Title VI Program is the goal of integrating Title VI awareness into all activities and providing a general knowledge base of the agency. The efforts associated with updating the Language Assistance Plan and the Public Participation plan that led up to the adoption of

this program have assisted TJPA in developing strategies and practices that will continue to ensure on-going compliance with Title VI principles. These include:

1. TJPA-wide Title VI awareness training aimed at educating staff about how Title VI applies to the TJPA as well as to department work activities so that all compliance activities can be monitored.
2. Updated Language Assistance Plan and Public Participation plan that focus on improving and integrating language assistance measures into day-to-day activities.
3. Language assistance training and materials for frontline staff and contractors to ensure that they understand how to request and receive language assistance for their customers, regardless of the language being requested or under what circumstances translations are needed.
4. Plans for website consolidations and improvements for providing information about Title VI in general and in languages other than English by ensuring that Google Translate is available on all TJPA websites and the Title VI pages are prominently displayed.
5. Continue to ensure that all federal compliance activities, including Title VI, are included in all future workplans.

## 2. Title VI Notice to Beneficiaries

TJPA provides the following notice in a number of locations throughout the Salesforce Transit Center and adjacent to the TJPA's office lobby. A picture of one of the signs from the Transit Center is depicted below in figure 1. The current TJPA website provides the notice in English, Spanish and Chinese, along with instructions for filing a complaint and complaint forms in those languages:

### EXAMPLES OF NOTICES AND SIGN

#### English Title VI Notice in Print

The TJPA manages the Transbay Program without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. If you believe you have been unlawfully discriminated against in the provision of TJPA services, you may file a Title VI complaint with the TJPA. For more information on the TJPA's civil rights program, and the procedures to file a complaint, contact the TJPA.

#### On Website:

- Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the TJPA may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. The TJPA investigates complete complaints received no more than 180 days after the alleged incident. A description of the complaint procedure process can be found here.

#### Spanish Title VI Notice in Print

TJPA administra el Programa de Transbay sin importar cuál sea su raza, color de piel y país de origen de acuerdo con el Título VI de la Ley de Derechos Civiles. Si considera que ha sido víctima de discriminación de forma ilegal al momento en que se le prestaron los servicios de TJPA, usted puede presentar una queja del Título VI ante la TJPA. Para obtener más información sobre el programa de derechos civiles de la TJPA y sobre los procedimientos para presentar una queja, comuníquese con la TJPA.

#### Website

- Si cree que ha sido víctima de discriminación basada en su raza, color de piel o país de origen, usted puede presentar una queja del Título VI en un plazo de 180 días después del presunto incidente, de acuerdo con las siguientes instrucciones:

#### Chinese Title VI Notice in Print

TJPA 依据《民权法》(Civil Rights Act) 第六章管理跨湾运输中心项目 (Transbay Program) 而不论种族、肤色和国籍如何。如果您认为 TJPA 在提供服务时您遭受了非法歧视，您可以向 TJPA 提出第六章投诉。有关 TJPA 的民权方案及投诉提出程序的详细信息，请联系 TJPA

#### On Website

- 如果您认为您因种族、肤色或国籍而受到了歧视，您可根据以下说明在所声称事件发生后的 180 天内提出第六章 (Title VI) 投诉:

Figure 1: Notice to Beneficiaries Sign

# Your Rights under Title VI

## 第六章中规定的您的权利

### Sus derechos de acuerdo con el Título VI

TJPA manages the Transbay Program without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. If you believe you have been unlawfully discriminated against in the provision of TJPA services, you may file a Title VI complaint with the TJPA. For more information on the TJPA's civil rights program, and the procedures to file a complaint, contact the TJPA.

TJPA 依据《民权法》(Civil Rights Act) 第六章管理跨湾运输中心项目 (Transbay Program) 而不论种族、肤色和国籍如何。如果您认为TJPA在提供服务时您遭受了非法歧视, 您可以向 TJPA 提出第六章投诉。有关 TJPA 的民权方案及投诉提出程序的详细信息, 请联系 TJPA

TJPA administra el Programa de Transbay sin importar cuál sea su raza, color de piel y país de origen de acuerdo con el Título VI de la Ley de Derechos Civiles. Si considera que ha sido víctima de discriminación de forma ilegal al momento en que se le prestaron los servicios de TJPA, usted puede presentar una queja del Título VI ante la TJPA. Para obtener más información sobre el programa de derechos civiles de la TJPA y sobre los procedimientos para presentar una queja, comuníquese con la TJPA.



**Transbay Joint Powers Authority**

425 Mission Street, Suite 250

San Francisco, CA 94105

415-597-4620

Email / 电子邮件 / Correo electrónico: [TitleVIcomments@tjpa.org](mailto:TitleVIcomments@tjpa.org)

[www.tjpa.org](http://www.tjpa.org)

You may also file a complaint directly with the Federal Transit Administration through the Office of Civil Rights

您也可通过民权办公室 (Office of Civil Rights) 直接向联邦交通管理局 (Federal Transit Administration) 提出投诉, 收件人

Usted también puede presentar una queja directamente ante la Federal Transit Administration a través de la Office of Civil Rights

Federal Transit Administration

Office of Civil Rights

Attention: Complaint Team

East Building, 5th Floor-TCR

1200 New Jersey Ave., SE

Washington, DC 20590

### 3. Title VI Complaint Procedures and Complaint Form

As a recipient of federal dollars, TJPA is required to comply with Title VI of the Civil Rights Act of 1964 and ensure that services and benefits are provided on a nondiscriminatory basis. TJPA has adopted a Title VI Complaint Procedure that outlines a process for the disposition of Title VI complaints and is consistent with guidelines found in the FTA Circular 4702.1B.

#### 1. Filing of Complaints

- a. Complaints must be submitted in writing directly to the Transbay Joint Powers Authority (TJPA) Compliance Officer at 425 Mission Street, Suite 250, San Francisco, CA 94105
- b. A complaint form may be obtained from the TJPA website, through the TJPA Board Secretary or the Title VI Compliance Officer.
- c. A copy of any complaint that is directed to another individual that may allege discrimination based on race, color, or national origin should be sent to the Compliance Officer.
- d. In cases where the complainant is unable or incapable of providing a written statement, but wishes TJPA to investigate alleged discrimination, a verbal complaint of discrimination may be made to TJPA. If necessary, staff will assist the person in converting verbal complaints into writing. However, a complaint form must be signed by the complainant or his/her representative in order for TJPA to proceed with an investigation.
- e. Complaints that are made to the FTA and forwarded to TJPA will be handled internally by the Compliance Officer.
- f. Complaints should be filed within 180 days of the date of the alleged discrimination. TJPA reserves the right to reject complaints that are not filed within 180 days.
- g. All complaints (excluding appeals) will be investigated and resolved within 60 days of the TJPA receiving the original complaint.

#### 2. Determination of Jurisdiction and Investigative Merit

- a. Based on the information in the complaint, the Compliance Officer will determine if the complaint has sufficient merit to warrant an investigation and if TJPA has jurisdiction over the action about which the complaint is being filed.
- b. A complaint shall be regarded as meriting investigation unless it does not allege exclusion from participation in services or related benefits or denial of benefits based on race, color, or national origin, or is outside of the jurisdiction of TJPA.
- c. Standard procedures for responding to complaints should continue unless the Compliance Officer indicates that a Title VI investigation is warranted.

#### 3. Opportunity to request additional information from complainant

In the event that the complainant has not submitted sufficient information to help TJPA make a determination of jurisdiction or investigative merit, it may request additional information from the complainant. This request will require that the party submit the information within ten (10) working days from the date of the request. Failure of the complainant to submit additional information within the designated time frame may be considered good cause for a determination that the complaint does not have investigative merit and the TJPA can administratively close the case.

#### **4. Notification of Investigation**

In the event of investigation of the complaint received, the Compliance Officer or his/her designee within 10 days shall notify the complainant, the party charged, and any appropriate TJPA staff (Executive Director or Legal Counsel) that an investigation has begun.

- a. In the event the Compliance Officer decides no investigation is warranted, the appropriate TJPA staff will issue a response to the complaint per standard procedures for responding to complaints.
- b. In the event the Compliance Officer in consultation with the Executive Director decides to investigate the complaint, the notification shall state the grounds of TJPA jurisdiction, inform the parties that an investigation will take place, and request any additional information needed to assist the investigator in preparing for the investigation.
- c. When TJPA lacks jurisdiction, such as complaints against transit agencies operating in the Transit Center, the Compliance Officer shall refer the complaint to the appropriate agency having jurisdiction over the complaint within 10 days of receiving complaint.

#### **5. Investigation of Complaint**

- a. The Compliance Officer may elect to conduct his/her own investigation of the complaint or to have such an investigation done by his/her designee.
- b. Depending on the circumstances of the complaint, the investigation may include discussions with the complainant, TJPA staff, or the staff of contractors or consultants providing services to the TJPA at the transit center.
- c. If the complaint alleges discrimination by a TJPA employee, the manager of said employee shall be consulted in the investigation. If warranted, the employee(s) in question will be handled according to TJPA's standard disciplinary policy.
- d. Complainants may be represented by an attorney or other representative and may bring witnesses and present testimony and evidence in the course of the investigation.

#### **6. Parameters of Investigation**

- a. The investigation shall be completed within sixty (60) working days contingent upon the investigator's workload and resources.
- b. A written memo will be prepared by the responsible investigator at the conclusion of the investigation. This report will be reviewed by TJPA staff or departments that have relevance to the complaint, as well as TJPA's Legal Counsel.
- c. The investigative memo will include the following:
  - i. Summary of the complaint, including a statement of the issues raised by the complainant and the respondent's reply to each of the allegations received;
  - ii. Description of the investigation performed, including a list of the persons contacted by the investigator and a summary of the interviews conducted; and
  - iii. A statement of the investigator's findings and recommendations.

#### **7. Disposition of Complaint**

- a. A letter of finding that summarizes the allegations and interviews regarding the incident and explains whether disciplinary action, training of the relevant staff members or other actions to be



taken will be prepared and reviewed by the TJPA's Legal Counsel prior to being sent to the complainant. In addition, a rationale supporting the decision and any recommendations will be included in the letter.

- b. The complainant may request reconsideration of the TJPA's findings of the notice of disposition of the complaint through the provided directions:

*You have 10 business days from the date of this letter to appeal the TJPA's decision. Your request for reconsideration should include sufficient detail regarding information you feel was not fully understood by the TJPA. You will be notified of the TJPA's decision either to accept or reject your request for reconsideration within 10 business days upon their receipt of appeal. The reevaluation of cases under this appeals process will be completed within 60 days.*

- c. In cases in which a request for reconsideration is approved, the responsible investigator will reopen the investigation and proceed to process the complaint in the same manner described above. In cases in which a request for reconsideration is not approved, the complainant can seek further recourse by registering his/her complaint with the Office of Civil Rights of the Federal Transit Administration, 1200 New Jersey Ave. SE, Washington, DC 20590.

## **Title VI Complaint Forms**

TJPA provides Title VI Complaint Forms in English, Chinese and Spanish, presented below.



# TITLE VI COMPLAINT FORM

## Transbay Program

*\* Required information*

Name of Person Discriminated Against*	Name of Person Submitting Complaint (if different)
Nature of Discrimination* Please specify all that apply <input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin	Preferred method of contact*: <input type="checkbox"/> Home Address _____ <input type="checkbox"/> Email Address _____ <input type="checkbox"/> Telephone (_____) _____ - _____

Did the discrimination involve any of the following (check all that apply)

AC Transit     Golden Gate Transit     Greyhound     SFMTA/Muni     Paratransit     WestCAT  
 Other \_\_\_\_\_

Did the discrimination occur in a Transit Center business? Please specify.	Did the discrimination occur elsewhere in the Transit Center? Please describe.
--	--

Date of Alleged Discrimination (month, day, year)\*:

Describe the situation and explain why you believe you were discriminated against.\*  
*Provide the name of the person(s) (if known) or otherwise describe those who discriminated against you. List the names and contact information of any witnesses (if known).*

*You may attach any written materials or other information that you think is relevant to your complaint.*

Have you filed this complaint with any of the following parties? If so, please identify and provide a contact person.

Federal Agency

State Agency

Local Agency

Federal or State Court

Signature \_\_\_\_\_

Date \_\_\_\_\_

Please submit to: Transbay Joint Powers Authority  
*You may submit  
this form  
by mail, email, or in person*  
Attn: Title VI Complaint  
425 Mission Street, Suite 250  
San Francisco, CA 94105  
TitleVIcomments@tjpa.org

For Internal Use:

<b>Name of Person Accepting Form:</b>	<b>Employer/Agency:</b>
<b>Title:</b>	<b>Telephone:</b>



\* **Transbay Program**

# FORMULARIO DE QUEJA DEL TÍTULO VI

*Información requerida*

Nombre de la persona víctima de discriminación*	Nombre de la persona que presenta la queja (si es diferente)
Fundamento específico de la discriminación* Marque todos los que apliquen <input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> País de Origen	Método de contacto preferido*: <input type="checkbox"/> Dirección de casa _____ <input type="checkbox"/> Dirección de correo electrónico _____ <input type="checkbox"/> Teléfono ( _____ ) _____ - _____
¿Estuvo involucrado en la discriminación alguno de los siguientes? (marque todos los que correspondan) <input type="checkbox"/> AC Transit <input type="checkbox"/> Golden Gate Transit <input type="checkbox"/> Greyhound <input type="checkbox"/> SFMTA/Muni <input type="checkbox"/> Paratransit <input type="checkbox"/> WestCAT <input type="checkbox"/> _____	
¿Ocurrió la discriminación en un negocio de un Centro de tránsito? Especifique.	¿Ocurrió la discriminación en otro lugar en el Centro de tránsito? Describa.
Fecha de la presunta discriminación (mes, día, año)*:	
Describa la situación y explique la razón por la que cree que usted fue víctima de discriminación. * <i>Proporcione el nombre de la(s) persona(s) (si los conoce) o de lo contrario describa quién lo discriminó. Indique los nombres y la información de contacto de todos los testigos (si los conoce).</i>	

*Usted puede adjuntar todos los documentos escritos u otra información que considere importante para su queja.*

¿Ha presentado esta queja ante alguna de las siguientes partes? Si su respuesta es sí, identifique y proporcione el nombre de una persona de contacto.

Agencia federal

Agencia estatal

Agencia local

Tribunal federal o estatal

Firma \_\_\_\_\_

Fecha \_\_\_\_\_

Favor de enviar a:  
*Puede enviar  
este formulario  
por correo postal, correo  
electrónico o en persona*

Transbay Joint Powers Authority  
Attn: Title VI Complaint  
425 Mission Street, Suite 250  
San Francisco, CA 94105  
TitleVIcomments@tjpa.org

For Internal Use:

<b>Name of Person Accepting Form:</b>	<b>Employer/Agency:</b>
<b>Title:</b>	<b>Telephone:</b>



签名 \_\_\_\_\_  
日期 \_\_\_\_\_

请提交至： Transbay Joint Powers Authority  
您可以 Attn: Title VI Complaint  
通过 425 Mission Street, Suite 250  
邮寄方式、以电子邮件形式或亲 San Francisco, CA 94105  
自提交此表。 TitleVIcomments@tjpa.org

For Internal Use:

<b>Name of Person Accepting Form:</b>	<b>Employer/Agency:</b>
<b>Title:</b>	<b>Telephone:</b>

## 4. List of Transit Related Title VI Investigations, Complaints and Lawsuits

There have been no specific Title VI investigations, complaints or lawsuits that have been filed against TJPA between April 1, 2020 and November 30, 2022. However, two complaints were received regarding Americans with Disabilities Act (ADA) issues in this time period; one referenced the Title VI complaint procedure and the other referenced perceived racial hostility by another member of the public. In the interest of full disclosure, they are described below. Title VI complaints, if any, are tracked in the following format.

	<b>Date (Month, Day, Year)</b>	<b>Summary (include basis of complaint: race, color, or national origin)</b>	<b>Status</b>	<b>Action(s) Taken</b>
<b>Investigations</b>				
<b>1.</b>				
<b>2.</b>				
<b>Lawsuits</b>				
<b>1.</b>				
<b>2.</b>				
<b>Complaints</b>				
<b>1</b>	September 1, 2022	Complaint regarding ADA accessibility in facility design and programs/ operations/ services (complaint not based on race, color, or national origin) but referenced Title VI complaint procedures	Closed	Reviewed each ADA accessibility item with subject matter experts; determined no design changes required to meet applicable code; confirmed instructions to facility operator regarding accessible operations and



				programming; continuing to monitor to ensure compliance in existing and new programs and services; letter sent to complainant September 13, 2022, explaining resolution of ADA comments
2.	July 8, 2020	Complaint regarding ADA service animal issues; complaint included reference to perceived racial hostility from another member of the public (not TJPA staff, consultants, or contractors)	Closed	Reviewed each ADA service animal item with subject matter experts; continuing to employ education and training of staff and consultants regarding the ADA and service animals; letter sent to complainant on about August 20, 2020, explaining resolution of ADA comments and confirming agency commitment to racial equity

## 5. Public Participation Plan

# Public Participation Plan



## Transbay Program

# Contents

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## EXECUTIVE SUMMARY

The vision for the Transbay Program is to create a transportation gateway that inspires civic pride and progress through world-class architecture, superb functionality and timeless appeal. The Transbay Joint Powers Authority (TJPA), owner and operator of the multimodal Salesforce Transit Center, is committed to realizing this vision for San Francisco and the region through a collaborative and inclusive planning process that involves regional transportation stakeholders and the public.

The Transit Center was built to accommodate a diverse population of more than 100,000 visitors each weekday. Outreach to the community recognizes the importance of the area’s cultural and economic diversity. From an income perspective, recent U.S. Census reports indicate that San Francisco County is performing better than many parts of the state with a median income of approximately \$121,000<sup>1</sup>. Average rates of poverty in City and County of San Francisco are below state averages, and median income is higher than the state average. As in other parts of California, the ethnic composition of San Francisco is diverse. While Caucasian is the plurality of the population at 46%, the county is home to a significant Asian population, along with African American and Latinx populations.

This Title VI Public Participation Plan (Plan) was created to identify ways of communicating and engaging communities that have been traditionally underserved and to determine the most effective methods of encouraging the participation of these communities. The Plan is designed to be a living document that will be updated yearly to incorporate new data, methods, and outcomes, as identified through local outreach activities and best practices in the field. TJPA will work with community partners to identify and implement strategies that remove barriers to access and participation for diverse community members.

### I. OVERVIEW:

The TJPA serves as the owner and operator of the Salesforce Transit Center (Center), which serves as a major transportation hub within the nine-county Bay Area region. According to 2021 population estimates, over 815,000 people reside in the City and County of San Francisco and include a diverse population with a broad mix of Caucasian, Latinx, Asian and African-American populations. San Francisco County is also home to the largest businesses and employers in the Bay Area, with a strong percentage of which are Latinx and Asian owned. As a result of the diversity in the county, services to this diverse group of stakeholders must consider efforts to address the needs of all the stakeholders by engaging inclusive and representative participation.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origins in programs and activities receiving federal financial assistance. Under federal regulations, transit operators must take reasonable steps to ensure persons have access to their activities and programs. Public participation opportunities, already provided to the public in English, should also be made accessible to persons who have a limited ability to speak, write, read, or understand English.

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<sup>1</sup> 2021 American Community Survey table S1901—San Francisco County

Requirements to address language assistance are contained in the TJPA Language Assistance Plan for Limited English Proficient populations.

The TJPA's approach to public participation has been to offer as many opportunities as possible for the ideas and concerns of the public to be heard. Elements such as meeting with nearby community-based organizations that serve minority groups, as well as regular input from the TJPA Citizens Advisory Committee (CAC), whose members are selected to ensure representation from each of the various stakeholder groups affected by the Center, provide a range of perspectives that would otherwise not be heard. Working with all contractors, the TJPA has also been proactive in creating opportunities for input from the surrounding community and service population, as well as minority workers, small businesses, veterans, and students.

## **A. PURPOSE OF THE PUBLIC PARTICIPATION PLAN**

This Public Participation Plan ("Plan") identifies existing outreach and public engagement methods that are used to solicit input and provide information about TJPA's programs and services as well as identify additional ways that TJPA can engage traditionally underrepresented or underserved groups in order to develop more inclusive plans for the future. The Plan also provides direction and guidance to the TJPA asset manager that is responsible for the maintenance and operation of the Center regarding methods of communications and expectations for community engagement.

## **B. SUMMARY OF PLAN DEVELOPMENT**

The Plan considers input from agency staff and consultants to gain an understanding of how public engagement occurs within TJPA, including how it is incorporated in the planning or development process. This includes methods that the TJPA uses to conduct board meetings and advisory committee meetings, along with how those committees are comprised.

TJPA also considered the past engagement efforts with community meetings and advisory groups to identify engagement methods that have been successful in the past. Community groups, trade associations and public agencies that have been consulted in the past are contained in Appendix A.

The development of this Plan also included an attempt to integrate the needs of those who may not be proficient in English or for whom the ability to speak English may be a barrier to participation. The Language Assistance Plan for Limited English Populations is the document that determines the recommended methods of providing translation services to LEP populations.

## **C. SAN FRANCISCO COUNTY PROFILE**

While the Center hosts riders from a number of counties, the demographics and population characteristics were viewed for the City and County of San Francisco—where the multimodal Center is located— to establish a context for the outreach and engagement techniques to be employed. However, demographic trends for the county may mask pockets of diverse stakeholders that should also be considered. As such, the needs of specialized markets and communities were also considered.

## Race and Ethnicity

The City and County of San Francisco is a diverse county, with the plurality being White/Caucasian, followed by Asian, Latinx, and African American. Table 1 presents the recent ethnicity estimates for San Francisco County.

**Table 1: Ethnicity of San Francisco County**

Ethnicities	Percentage
American Indian and Alaska Native alone	0.5%
Asian alone	35.5%
Black or African American alone	5.3%
Hispanic or Latinx	15.7%
Native Hawaiian and Other Pacific Islander alone	0.3%
Two or More Races	11.7%
White alone, not Hispanic or Latino	37.1%

(Source: Table S0501 American Community Survey, Census 2021 1-Year Estimates)

## Language

Within the majority of the counties that the Center serves, about 57% of the population only speaks English. Of the remaining population, the two languages that make up the vast majority of those who speak English “less than very well” are<sup>2</sup>:

- Spanish
- Chinese

The majority of those who do speak English “less than very well” speak Spanish, followed closely by Chinese. As such, it is recommended that translation of both vital documents as well as publicity and outreach materials include Spanish and Chinese translations in order to increase the visibility of the programs and services for non-English speaking populations. However, to ensure that non-English speaking populations can participate in TJPA programs, vital documents should be translated into both languages. TJPA is investigating the use of QR codes for outreach materials for non-English speakers that would allow for a more dynamic experience.

## Income and Economic Characteristics

San Francisco County as a whole has a fairly small population that is living below the federal poverty level. However, the household income that qualifies for federal poverty level is significantly lower than the income that qualifies as “poverty level” in California. As a result, the region has elected a definition of low income that equals 200% of the federal poverty rate, which translates into approximately \$56,000 for a family of four. Within San Francisco County, somewhere over 25% of the population would qualify as low income under this definition. However, even at that rate, incomes below \$56,000 are still significantly lower than the median income within San Francisco County, currently estimated at \$121,826 annually. Table 2 presents income information for San Francisco County residents.

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<sup>2</sup> Census ACS 2014-2017 Table B16001

**Table 2: San Francisco County Household Incomes**

San Francisco County Household Incomes	
Income	Percentages
Less than \$10,000	5.8%
\$10,000 to \$14,999	4.4%
\$15,000 to \$24,999	5.60%
\$25,000 to \$34,999	4.1%
\$35,000 to \$49,999	6.0%
\$50,000 to \$74,999	9.3%
\$75,000 to \$99,999	7.6%
\$100,000 to \$149,999	14.8%
\$150,000 to \$199,999	11.0%
\$200,000 or more	31.4%
<b>Median income (dollars)</b>	<b>\$121,826</b>
<b>Mean income (dollars)</b>	<b>\$181,909</b>

(Source: Table S1901 US Census American Community Survey 2021 1-year estimates)

From an economic perspective, the county also represents a significant and diverse business environment that may be helpful in determining how best to engage the local workforce. The majority of workers in San Francisco are in management, business and financial and sales and office support that likely work traditional work hours. However, a substantial percentage of the workers are service related, which may work non-traditional hours and days of the week. As such, knowing how to engage participation for patrons of the Center may require methods that consider that service workers may need specialized outreach techniques. Table 3 represents the occupation of civilian employment for residents of San Francisco County.

**Table 3: Occupation of Civilian Employed Populations**

Occupation of Civilian Employed Population	Percentage
Management, Business, Science and Arts:	65.8%
Service Occupations (Healthcare, Law Enforcement, Landscaping):	11.9%
Sales and Office Occupations:	14.3%
Natural Resources, Construction and Maintenance	2.6%
Transportation and Production:	5.4%

(Source: US Census American Community Survey Table S2401 2021 1-Year Estimates)

### **Traditionally Underserved Communities**

While it is difficult to determine which specific communities may require careful consideration and alternative public engagement techniques, the data reviewed indicates that limited English proficiency (LEP) as well as the income status of some of the residents may represent a challenge in ensuring that these residents are aware of the TJPA Transbay Program. For instance, food service workers within the

county may need to be viewed as a specific sub-set of the community when planning specific outreach in the area, as they may work non-traditional hours or have language assistance needs. For this reason, TJPA will consider specific and targeted engagement or outreach techniques to attract the underrepresented communities during planning or outreach campaigns that are designed to solicit public input.

#### **D. PUBLIC PARTICIPATION STRATEGIES**

In order to ensure effective public participation and engagement, and reach the greatest number of people, TJPA continues to improve the public participation strategies that are used by constantly reviewing and improving upon existing techniques. Additionally, by matching the level and type of outreach being undertaken, TJPA can use their outreach dollars wisely. The following aspects help guide TJPA design outreach campaigns or public participation strategies:

- Type of plan, project or program
- Impact on the targeted community
- Existing outreach mechanisms

#### **Existing TJPA Outreach and Public Participation Tools**

TJPA currently has a number of outreach tools that are used to communicate to the public on existing programs and plans, as well as strategies that have been used to engage the public during the planning and development phase of studies or projects. These include measures identified in the TJPA Language Assistance Plan:

- Translations of public notices and meeting notices
- Electronic newsletter emailed directly to individuals and groups
- Use of TJPA website to announce meetings and updated information
- Use of Social Media platforms to provide updated information on services, meetings, programs and plans
- Distribution of marketing materials (including Spanish and Chinese translations) and meeting notices through San Francisco Main Library, Community Based Organizations, Social Service, other public agencies, at meeting location and at the Transit Center
- Hosting public meetings at various times and locations to solicit input depending on the subject matter
- Interactions with major employers, trade associations and chambers of commerce in the county
- Advertisements in newspapers for legal notices or other notices (including environmental notices)
- Presentations to TJPA Board and advisory committees
- Enhanced Wayfinding and Signage to services on site
- Presentations to Community Based Organizations, Social Service agencies and faith-based organizations

Appendix A presents the list of Community Based Organizations and other groups that are often used as the basis for outreach and public engagement.



## **Citizens Advisory Committee**

The TJPA Citizens Advisory Committee (CAC) meets on the second Tuesday of each month at the TJPA offices at 425 Mission Street, Suite 250 in San Francisco. However, during the pandemic, meetings were held remotely using Webex to address social distancing requirements with In-person meetings resuming end of 2022 . The CAC plays an advisory role in the planning of the Program and reports on its meeting activities and provides feedback at the monthly TJPA Board meetings. The CAC also affords TJPA an opportunity to undertake multi-level marketing and public engagement by providing subject matter to the committee for distribution through their own channels.

## **Public and Board Meetings**

The TJPA holds recurring public meetings that include monthly meetings of the TJPA Board of Directors and the TJPA CAC. Public comments can be provided in person or remotely during the meetings.

All public meetings are held in wheelchair accessible locations and include a standard “public comment” agenda item during which any member of the public may address the committee or board members.

Meeting notices are published 72 hours in advance of each meeting and are sent to the City of San Francisco Public Library public posting process and via email to the TJPA’s outreach list of approximately 1,900 individuals. Additionally, notices are shared our social media platforms, which has a much larger reach. Notices include information on disabled access, public transit options, and how to request a language interpreter, a sound enhancement system, or a reader during the meeting. The following are examples of text included in meeting notices:

To obtain disability-related accommodation, including auxiliary aids or services, or to obtain meeting materials in an alternative format, please contact the CAC Secretary at 415.597.4620 or cac@tjpa.org, at least 72 hours prior to the meeting. Written reports or background materials for calendar items are available online at [www.tjpa.org](http://www.tjpa.org) and may be inspected and copied at the TJPA’s offices at the address noted above. These materials may be available in alternative formats; please contact the CAC Secretary at 415.597.4620 or cac@tjpa.org at least 72 hours in advance of the meeting. Late requests will be honored if possible. The TJPA provides instructions on how to request interpreter service in its notices of upcoming meetings. These instructions are written in English, Spanish, and Chinese, and state the following:

If you need to use the services of a language interpreter, contact TJPA by calling 415.597.4620 or at [info@tjpa.org](mailto:info@tjpa.org). We require advance notice of three business days to accommodate your request.

Si necesita usar los servicios de un intérprete de idioma, comuníquese con TJPA llamando al 415.597.4620 o en [info@tjpa.org](mailto:info@tjpa.org). Solicitamos un aviso previo de tres días hábiles para atender su solicitud.

如果您需要使用语言口译员，请联系 TJPA，电话：415.597.4620，或电子邮件：  
info@tjpa.org。我们需要您在三个工作日之前告知，以满足您的要求

Community forums are typically scheduled in ADA accessible public locations that can be easily accessed by the public and at times that make sense for the community that is being consulted. Additionally, meetings that are held to solicit input on a particular subject matter are often held on multiple occasions at different times of day and days of the week to ensure that those who wish to participate will be able to do so.

The format for the Community Meetings varies by subject matter and can include presentations followed by a question-and-answer period, open houses with small group break-out sessions, and priority-setting exercises for use in trade-off processes.

### **Board Meetings and Hearings**

The TJPA Board of Directors, composed of representatives selected by member-agencies, holds board meetings on the second Thursday of each month at San Francisco City Hall. However, during the California State of Emergency Order issued on March 4, 2020, all board meetings occurred virtually using Webex to address social distancing requirements until Fall 2022 when Board meetings resumed to in-person. All Board meetings are generally televised live on SFGovTV2, cable channel 78, with closed captions and can be watched online through SFGovTV's website. Members of the public who cannot attend a meeting in person may view the meeting on-demand from the archives; archived meetings are generally available 24 hours after the meeting.

Meeting notices are published 72 hours in advance of each meeting, shared through the City of San Francisco Public Library public posting process and are sent via email to the TJPA's outreach list of approximately 1,900 individuals. Notices include information on disabled access, public transit options, and how to request a language interpreter, a sound enhancement system, or a reader during the meeting. The following provides the text included in Board meeting notices:

To obtain a disability-related accommodation, including auxiliary aids or services, or to obtain meeting materials in an alternative format, please contact the Board Secretary at 415.597.4620 or [info@tjpa.org](mailto:info@tjpa.org), at least 72 hours prior to the meeting. Written reports or background materials for calendar items are available online at [www.tjpa.org](http://www.tjpa.org) and may be inspected and copied at the TJPA's offices at the address noted above. These materials may be available in alternative formats; please contact the Board Secretary at 415.597.4620 or [info@tjpa.org](mailto:info@tjpa.org) at least 72 hours in advance of the meeting. Late requests will be honored if possible.

If you need to use the services of a language interpreter, contact TJPA by calling 415.597.4620 or at [info@tjpa.org](mailto:info@tjpa.org). We require an advance notice of three business days to accommodate your request.

Si necesita usar los servicios de un intérprete de idioma, comuníquese con TJPA llamando al 415.597.4620 o en [info@tjpa.org](mailto:info@tjpa.org). Solicitamos un aviso previo de tres días hábiles para atender su solicitud.

如果您需要使用语言口译员，请联系 TJPA，电话：415.597.4620，或电子邮件：[info@tjpa.org](mailto:info@tjpa.org)。我们需要您在三个工作日之前告知，以满足您的要求

Notices of cancellations, room changes, or special meetings are posted on the TJPA's website at least 72 hours in advance of the original meeting date and are sent to the mailing list via email.

The TJPA does not currently provide agendas and notices in languages other than English, but does provide the Google Translate tool on its website, which will translate pages on the site into over 100 different languages. Additionally, as previously noted TJPA provides services and accommodations upon request to persons with disabilities and individuals who are LEP who wish to address TJPA matters and are directed to call (415) 597-4620 with three days' notice to request accommodation.

### **Asset Manager Outreach**

The current asset manager of the Center is Lincoln Properties. As the asset manager, Lincoln Properties conducts a number of promotional activities geared toward generating excitement for programs provided at the Center. This includes profile-raising outreach on the current dedicated website ([salesforcetransitcenter.com](http://salesforcetransitcenter.com)), printed and digital promotional graphics and materials that announce specific programs, retail recruitment efforts, and general promotional activities not related to the Center's operation. They are also responsible for ensuring that the Center bus interface is properly maintained for the transit operators and riders.

The TJPA provides general guidance about methods of ensuring equity in access to the asset manager's activities and programs including language assistance notifications on items that could be considered "vital documents" as defined in the Language Assistance Plan. Additionally, due to the consolidation of the [salesforcetransitcenter.com](http://salesforcetransitcenter.com) website with the [TJPA.org](http://TJPA.org) website, outreach on the website will be coordinated and reflect the language and outreach needs by TJPA directly.

## **II. STRATEGIES**

Pursuant to Title VI regulatory guidance, TJPA will continue to ensure that meaningful access to underserved populations identified are engaged through efficient public outreach techniques and strategies. This includes ongoing efforts to improve access and opportunities for involvement for all the residents and employers in the area. All public participation activities that are provided in English will continue to be made available to low-income, minority and LEP populations, using the methods and strategies that are determined to be most effective. These include:

- Implementation of the TJPA Language Assistance Plan for LEP Populations including training for TJPA staff on key plan components

- Engagement with the Asset manager (currently Lincoln Properties) to ensure that Language Assistance Plan measures are understood and incorporated into outreach activities
- Expanded use of local and regional bilingual radio, television and newspaper advertising as determined by outreach proposed
- Use of translated materials as needed
- Target use and expansion of community-focused organizations to assist in public engagement activities
- Increased posting of information on the TJPA website, and social media applications including providing language translation through Google Translate
- Continued focused participation with Community Based Organizations, cultural and community centers and service agency representatives so that scarce public outreach dollars can be stretched through multi-level information sharing
- Continued hosting of public meetings at times that are appropriate for the subject matter, including accessible locations and at times that the public can provide input
- Expansion of targeted marketing materials so that resources are put to best use when soliciting public input on specific subject areas or topics
- Continued use of Citizens Advisory Committee to engage the public and help distribute to targeted populations

In addition to these general items, TJPA staff will also design and implement plan-specific public participation plans for any major processes or studies that are conducted by TJPA. This would apply to environmental and design processes that are anticipated for the Downtown Extension. These plans will take into account the targeted audience, or unique subject matter, upon which the participation plan is based, in addition to integrating the strategies that are listed above.

### **III. PERFORMANCE MONITORING**

Given TJPA's limited staff and financial resources, public outreach and engagement must focus on obtaining high quality public participation rather than merely large efforts of public outreach. TJPA will continue to provide the public and specific interested parties with the information and perspective necessary to provide thoughtful and considerate comments that will assist TJPA in priority setting and plan development.

TJPA will document its efforts to provide opportunities to the public to participate in its decision-making processes by:

- Maintaining records of meetings and input when soliciting public comment, particularly in low income and non-English speaking communities, and on the content and amount of the public comment received
- Examining the results of the outreach efforts
- Comparing efforts with best practices
- Adapting future efforts to enhance the ability of the public to participate in TJPA's engagement process

## **IV. RECENT OUTREACH**

Since the last Title VI Submittal there have been several outreach efforts. However, public marketing events were curtailed during the COVID-19 pandemic period due to social distancing requirements established by the State of California Emergency Order. Appendix B contains a summary and list of that work.

## **VI. CONCLUSION**

TJPA is committed to a thorough and robust public participation process that incorporates existing public outreach techniques with creative targeted engagement activities, creates an environment of public participation and uses outreach resources effectively. With the integration of measures identified in the Language Assistance Plan, TJPA will expand its current outreach practices to meet the needs of its residents, employers and visitors.

## Appendix A: Community Organizations, Trade Councils and Agencies

<b>Community Organizations, Trade Councils and Agencies</b>
Accion Latina
Bay Area and San Francisco Bicycle Coalition
Building Owners and Managers Association of San Francisco (BOMA)
California State Council of Laborers
Carpenters Union #22
CCSF Bicycle Advisory Committee
CCSF Department of the Environment
CCSF Mayor's Office on Disability
CCSF Office of Transgender Initiatives
CCSF Youth Commission
City College of San Francisco - Downtown Center
Consulate General of Mexico
Contemporary Jewish Museum
East Bay Bike
Executives Association of San Francisco
Golden Gate University
Hispanic Chamber of Commerce Alameda County
International Brotherhood of Electrical Workers Local 6
International Union of Operating Engineers Local #3
Japanese Chamber of Commerce
Korean American Chambers of Commerce of Silicon Valley and North Pacific Coast
La Raza Community Resource Center
Laborers International Union of North America Local #261
Latino Community Foundation & San Francisco Bay Area Society of Hispanic Professional Engineers
LightHouse for the Blind and Visually Impaired
Literacy for Environmental Justice
Livable City
Museum of the African Diaspora
Northern California Carpenters Regional Council
Northwestern University San Francisco
Oakland Metropolitan Chamber of Commerce
People Organizing to Demand Environmental and Economic Rights (PODER)
San Francisco African American Chamber of Commerce
San Francisco and Alameda Hispanic Chambers of Commerce
San Francisco and Oakland Chinese Chambers of Commerce
San Francisco Bay Area Society of Hispanic Professional Engineers
San Francisco Bicycle Coalition
San Francisco Buildings & Trades Council, Local #377
San Francisco Filipino Cultural Center

San Francisco Korean Chamber of Commerce
San Francisco La Raza Lawyers Association
San Francisco Labor Council
San Francisco Planning and Urban Research Association (SPUR)
San Francisco State University Student Organization
San Francisco State University: Black Student Unions
San Francisco State University: Disabled Students Association
San Francisco State University: Indian Student Association
San Francisco State University: Indonesian Student Association
San Francisco State University: Japanese Student Association
San Francisco State University: Pacific Islander's Club
San Francisco State University: Pilipino American Collegiate Endeavor
San Francisco State University: Student Council of Intertribal Nations
San Francisco State University: Veterans Services
San Francisco Yellow Bike Project
San Francisco Youth Commission
San Mateo Area Chamber of Commerce
SF Cycling Club
SF MOMA
SF Transit Riders
Sheet Metal Workers' Local Union #104
Sierra Club
Teamsters Local #853
The Mexican Museum
The Nature Conservancy
UC Berkeley
UC Berkeley San Francisco Extension
UC Berkeley Student Organization
UC Berkeley: Berkeley Urban Studies Student Association
UC Berkeley: City Planning + Public Health Master's Students Committee
UC Berkeley: Institute of Transportation Engineers at UC Berkeley
UC Berkeley: Alexander Hamilton Society
UC Berkeley: Berkeley ABA
UC Berkeley: Black Student Union
UC Berkeley: Chinese Student Association
UC Berkeley: Indian Student Association
UC Berkeley: Latino Association of Graduate Students in Engineering and Science (LAGESE)
UC Berkeley: Pilipino Association of Scientists, Architects, and Engineers (PASAE)
UC Berkeley: Public Service Internship (PSI) program
UC Berkeley: Society of Asian Scientists and Engineers (SASE)
UC Berkeley: Transportation Graduate Students Organizing Committee
UC Berkeley: Women of Color Collective (WOCC)
United Association of Journeymen and Apprentices of the Plumbing and Pipefitting Industry Local #38

## **Appendix B: Recent Outreach Efforts**

Public marketing events were curtailed during COVID-19 pandemic period due to social distancing requirements of the State of California Emergency Order.

### **2020 – 2022**

Tours of the Center with the public and legislative offices (TJPA led and also through our partners, SF City Guides)

### **2021**

Presentation to the California High-Speed Rail Authority's SF to Gilroy Working Group

Listening sessions on the rebranding of the Downtown Rail Extension (a.k.a The Portal)

### **2022**

Mission Bay Community Advisory Committee

### **Ongoing Methods**

- Public Outreach Via Website [www.Salesforcetransitcenter.com](http://www.Salesforcetransitcenter.com)
- Earned Media
- Email Marketing
- Social Media
  - Twitter <https://twitter.com/transitcentersf?lang=en>
  - Facebook <https://www.facebook.com/SalesforceTransitCenter/>
  - Instagram <https://www.instagram.com/salesforcetransitcenter/>



## 6. Language Assistance Plan

# Limited English Proficiency (LEP) Language Assistance Plan (LAP)

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## Executive Summary

Title VI prohibits discrimination by recipients of Federal financial assistance on the basis of race, color, and national origin, including the denial of meaningful access for limited English proficient (LEP) people. As a recipient of Federal funds, the Transbay Joint Powers Authority (TJPA or Authority), as owner and operator of the Salesforce Transit Center (Center) must “take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.”<sup>3</sup>

On August 11, 2000, President William Jefferson Clinton signed Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" that requires Federal agencies and recipients of Federal funds to examine the services they provide, identify any need for services to those with limited English proficiency (LEP), and develop and implement a system to provide those needed services so that LEP persons can have meaningful access to them. Further guidance was provided in 2012 with the release of the Federal Transit Administration (FTA) circular--FTA C 4702.1B—that further codified the FTA’s objective to “promote full and fair participation in public transportation decision-making without regard to race, color, or national origin; and ensure meaningful access to transit-related programs and activities by persons with limited English proficiency.”<sup>4</sup>

As a means of ensuring this access, the FTA Office of Civil Rights has created a handbook for public transportation agencies to use that includes step-by-step instructions for conducting the required LEP needs assessment and developing a Language Assistance Plan (LAP). The LAP becomes a blueprint for ensuring that language does not present a barrier to access to the agency’s programs and activities.

To develop the LAP necessary to comply with the guidance, an individualized agency assessment is required that balances the following four factors:

1. The number or proportion of LEP persons eligible to be served or likely to encounter a program, activity, or service of the recipient or grantee;
2. The frequency with which LEP individuals come in contact with the program;
3. The nature and importance of the program, activity, or service provided by the recipient to people's lives; and
4. The resources available to the recipient and costs for translation services.

To ensure compliance with federal guidance, TJPA undertook an assessment with the goal that all reasonable efforts should be made to ensure that members of their customer base are not denied access to their services due to a limited ability to speak, read, write and understand English. TJPA believes in the rights of all residents within its community, and furthermore supports the overriding goal of providing meaningful access to its services by LEP persons. Given the diverse nature of counties that the Salesforce Transit Center serves, eliminating the barrier to persons of limited-English-speaking abilities will have a

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<sup>3</sup> Federal Register Volume 70, Number 239 (Wednesday, December 14, 2005)

<sup>4</sup> FTA Circular 4702.1B- TITLE VI REQUIREMENTS AND GUIDELINES FOR FEDERAL TRANSIT ADMINISTRATION RECIPIENTS, October 1, 2012.

positive impact not only on LEP individuals themselves, but also on the impact that the Salesforce Transit Center has on the community.

### **Agency Background:**

The Transbay Joint Powers Authority was created in 2001 to oversee the planning, design, construction and operation of a new Transit Center in downtown San Francisco. The Joint Powers Authority included the City and County of San Francisco (City), the Alameda-Contra Costa Transit District (AC Transit), and the Peninsula Corridor Joint Powers Board who executed the Agreement under state law, creating the TJPA for the purpose of planning, building, and operating the Program facilities. The TJPA was granted “primary jurisdiction with respect to all matters pertaining to the financing, design, development, construction, and operation of the new terminal” (Refer to Assembly Bill 812, amending Section 5027.1 of the Public Resources Code).

TJPA management functions include contract oversight, policy direction, financing, investment supervision, and coordination and collaboration with federal, state, regional, and local planning, transit, and regulatory agencies.

The TJPA has received federal funds to construct the multimodal Salesforce Transit Center which serves as a regional hub for transit services in downtown San Francisco. The recently completed Phase 1 project provides bus transit access directly from the San Francisco - Oakland Bay Bridge to the Salesforce Transit Center. Upon the completion of the Downtown Rail Extension project, also now known as The Portal, the Transit Center will connect eleven transportation systems and serve train and bus commuters, local area office workers, and residents of the burgeoning Transbay neighborhood consisting of 13,000 residents. The six-level Transit Center contains active pedestrian, dining, and recreational areas, including the bus infrastructure as mentioned below.

The TJPA selected Lincoln Properties as the asset manager responsible for operating and maintaining the Transit Center, in addition to the non-public transportation aspects of the building. No federal funds are provided to Lincoln Properties for the operation or maintenance of the Transit Center.

The Transit Center bus infrastructure includes dedicated bus ramps, bus bays, real time signage and bus related furniture (e.g. trash receptacles, benches, signage) which serves four public transit bus operators (AC Transit, SFMTA, WestCat, and Golden Gate Transit) that have their own LAP and measures to ensure that their riders are not denied the benefits of their service due to their inability to read or write in English.

The TJPA uses an open and inclusive public involvement process through its advisory committee comprised of community members, and the TJPA Board that is made up of local elected officials, transit and transportation agency staff, and appointed representatives selected by member-agencies. This involvement process includes providing language assistance measures to ensure that the community has input to decision making processes regardless of English proficiency.

### **TJPA Language Assistance Plan Methodology**

A variety of data points provide the basis for the LAP development. The plan consulted census data for the four counties in which the transit operators provide service to assist TJPA in determining the languages that may need language assistance. The LAP is also informed by the translation services being provided through existing TJPA programs, as well as by employees who may provide front line interaction with the community.

### **General Plan Findings**

By consulting the data sources identified above, the findings reveal the top two languages in the TJPA service area that will inform the LAP:

- Spanish (or Spanish Creole)
- Chinese (Mandarin & Cantonese)

By a large margin, Spanish remains the most predominant spoken language within the four counties and within those using TJPA programs, followed by Chinese. As a result, while other languages may be considered for translation assistance, as reflected in the LAP, continued care should be taken to translate information into Spanish and Chinese to ensure that Spanish and Chinese language speakers are not presented with barriers to access the TJPA programs and processes based on their English language ability. Other languages, including those falling under the “Safe Harbor” provision, will be provided translation services upon request.

# Limited English Proficiency: Four Factor Framework Analysis

## **Factor 1: Determining the number or proportion of LEP persons in the service area who may be served or are likely to encounter a TJPA program, activity or service.**

The first step in the LAP development process is to quantify the number of persons in the service area who do not speak English fluently and would benefit from language assistance. This process includes examining the prior experience with LEP populations, and using census and Department of Education data to identify concentrations of LEP persons in the county.

Even though the Transbay Transit Center is located within the City and County of San Francisco, the transit facility is used by the operators that provide service from four other counties. As such, the “service area” for this plan includes Alameda, Contra Costa, Marin and San Francisco Counties, and data was reviewed for the four counties as a whole to inform the plan.

### **Data Sources**

A variety of data were consulted to determine the most prevalent languages spoken in the service area, as well as those that may benefit from language assistance. This included:

- American Community Survey 2021 1-year sample languages of people that speak English less than “Very Well”<sup>5</sup>
- Interviews with TJPA customer-facing staff

### **Data Analysis**

Using data from the American Community Survey (ACS) 2021 1-Year Estimate within the four counties (Alameda, Contra Costa, San Mateo and San Francisco) the estimated percentage of the population that indicated they speak English “Less than Very Well” is approximately 17%. Table 1 presents the breakdown by language for those within the four counties that speak English “Very Well” and “Less Than Very Well.” Based on the information, the most prevalent languages spoken in the four counties are Spanish, Tagalog, Chinese and Vietnamese.

Because the Department of Transportation (DOT) guidelines regarding “Safe Harbor Provision” for translation of written materials requires the identification of “Safe Harbor Languages”, careful attention must be paid to the absolute numbers as well as the percentage of the population that do not speak English in the development of the LAP. FTA Circular 4702.1B states the following with respect to the Safe Harbor Provision:

*The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient’s written translation obligations. Translation of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%) trigger, the recipient is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.*

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<sup>5</sup> This represents the most recent 5-year estimate at this time, per Census Branch Chief, Data Products Development Branch, American Community Survey, US Census Bureau

Because the LAP considers the languages spoken in all four counties that the Transit Center serves, any language that registered with more than 1,000 individuals that speak English “Less than Very Well” in any single county were added to the “Safe Harbor” languages list. Based on these guidelines, 22 discrete languages have more than 1,000 persons who speak English less than “Very Well” and would qualify as “Safe Harbor” languages, requiring the translation of vital documents. The languages in order are presented in Table 1, below. Safe Harbor languages are indicated in bold on Table 2.

According to FTA guidance under C4702.1B, vital written documents include, but are not limited to, consent and complaint forms; intake and application forms with the potential for important consequences; written notices of rights; notices of denials, losses, or decreases in benefits or services; and notices advising LEP individuals of free language assistance services. This list does not include several groups of languages (for example, “Other Indic Languages”) that may have more than 1,000 individuals represented in a single county because the languages cannot be disaggregated to determine if each individual language is above the threshold. It is important to note that due to the size of the service area, the 1,000-person Safe Harbor threshold can sometimes represent a very small percentage of the overall population. For instance, while 8,037 Hindi speakers indicate that they speak English “Less Than Very Well”, this equates to about 0.2% of the total population in the service area. Regardless, this language constitutes more than 1,000 individuals and would qualify for “Safe Harbor Provisions” along with 19 other languages that represent less than 1% of the service area population.

**Table 1: Safe Harbor Languages in Order of Predominance**

<b>Predominant Safe Harbor Languages in TJPA Counties</b>					
<b>Language Spoken</b>	<b>Individuals Speaking English “Less than Very Well”</b>	<b>Percentage of Total Population</b>	<b>Language Spoken</b>	<b>Individuals Speaking English “Less than Very Well”</b>	<b>Percentage of Total Population</b>
Spanish	250,370	6.05%	Portuguese	5,012	0.12%
Chinese	214,430	5.18%	Telugu	3,128	0.08%
Tagalog	49,668	1.20%	Gujarati	3,057	0.07%
Vietnamese	28,464	0.69%	Urdu	2,740	0.07%
Korean	14,948	0.36%	Bengali	2,678	0.06%
Persian	11,887	0.29%	Tamil	2,425	0.06%
Russian	11,142	0.27%	Khmer	1,808	0.04%
Arabic	9,856	0.24%	Polish	1,461	0.04%
Japanese	8,338	0.20%	French	1,450	0.04%
Hindi	8,037	0.19%	German	1,179	0.03%
Punjabi	7,371	0.18%	Italian	1,162	0.03%



**Table 2: LEP Populations by Language**

Counties' Residents That Speak English "Very Well" and "Less than Very Well" *	Alameda	Contra Costa	San Francisco	San Mateo	All Counties	Percent of Total
Total:	1,560,540	1,099,955	780,369	699,990	4,140,854	
<b>Speak only English</b>	827,945	696,765	436,676	397,346	2,358,732	<b>56.96%</b>
<b>Spanish:</b>	243,873	204,803	85,615	109,981	644,272	
Speak English "very well"	153,804	120,404	52,231	67,463	393,902	
<b>Speak English less than "very well"</b>	<b>90,069</b>	<b>84,399</b>	<b>33,384</b>	<b>42,518</b>	<b>250,370</b>	<b>6.05%</b>
<b>French (incl. Cajun):</b>	7,595	4,837	9,080	3,363	24,875	
Speak English "very well"	7,127	4,607	8,572	3,119	23,425	
<b>Speak English less than "very well"</b>	<b>468</b>	<b>230</b>	<b>508</b>	<b>244</b>	<b>1,450</b>	<b>0.04%</b>
<b>Italian:</b>	2,945	1,670	3,001	2,315	9,931	
Speak English "very well"	2,578	1,480	2,602	2,109	8,769	
<b>Speak English less than "very well"</b>	<b>367</b>	<b>190</b>	<b>399</b>	<b>206</b>	<b>1,162</b>	<b>0.03%</b>
<b>Portuguese:</b>	6,209	4,307	3,211	3,150	16,877	
Speak English "very well"	4,944	2,798	2,672	1,451	11,865	
<b>Speak English less than "very well"</b>	<b>1,265</b>	<b>1,509</b>	<b>539</b>	<b>1,699</b>	<b>5,012</b>	<b>0.12%</b>
<b>German:</b>	3,839	2,862	3,050	3,887	13,638	
Speak English "very well"	3,516	2,559	2,958	3,426	12,459	
<b>Speak English less than "very well"</b>	<b>323</b>	<b>303</b>	<b>92</b>	<b>461</b>	<b>1,179</b>	<b>0.03%</b>
<b>Russian:</b>	6,893	7,726	11,205	6,669	32,493	
Speak English "very well"	5,491	5,942	5,767	4,151	21,351	
<b>Speak English less than "very well"</b>	<b>1,402</b>	<b>1,784</b>	<b>5438</b>	<b>2,518</b>	<b>11,142</b>	<b>0.27%</b>
<b>Polish:</b>	1,753	737	855	956	4,301	
Speak English "very well"	772	655	827	586	2,840	
<b>Speak English less than "very well"</b>	<b>981</b>	<b>82</b>	<b>28</b>	<b>370</b>	<b>1,461</b>	<b>0.04%</b>
<b>Persian (incl. Farsi, Dari):</b>	14,613	11,912	1,632	3,249	31,406	
Speak English "very well"	9,220	6,865	1,172	2,262	19,519	
<b>Speak English less than "very well"</b>	<b>5,393</b>	<b>5,047</b>	<b>460</b>	<b>987</b>	<b>11,887</b>	<b>0.29%</b>
<b>Gujarati:</b>	9,955	1,685	1,721	1,158	14,519	
Speak English "very well"	8,013	1,461	1,147	841	11,462	
<b>Speak English less than "very well"</b>	<b>1,942</b>	<b>224</b>	<b>574</b>	<b>317</b>	<b>3,057</b>	<b>0.07%</b>
<b>Hindi:</b>	44,105	9,630	7,193	6,147	67,075	
Speak English "very well"	38,229	8,468	6,844	5,497	59,038	
<b>Speak English less than "very well"</b>	<b>5,876</b>	<b>1,162</b>	<b>349</b>	<b>650</b>	<b>8,037</b>	<b>0.19%</b>
<b>Urdu:</b>	6,864	4,190	526	1,647	13,227	
Speak English "very well"	5,333	3,221	526	1,407	10,487	
<b>Speak English less than "very well"</b>	<b>1,531</b>	<b>969</b>	<b>0</b>	<b>240</b>	<b>2,740</b>	<b>0.07%</b>
<b>Punjabi:</b>	14,312	6,096	2,669	383	23,460	
Speak English "very well"	9,570	4,237	2,051	231	16,089	

<b>Speak English less than "very well"</b>	<b>4,742</b>	<b>1,859</b>	<b>618</b>	<b>152</b>	<b>7,371</b>	<b>0.18%</b>
<b>Bengali:</b>	3,859	2,958	3,081	841	10,739	
Speak English "very well"	2,660	1,719	2,999	683	8,061	
<b>Speak English less than "very well"</b>	<b>1,199</b>	<b>1,239</b>	<b>82</b>	<b>158</b>	<b>2,678</b>	<b>0.07%</b>
<b>Telugu:</b>	19,658	5,055	576	601	25,890	
Speak English "very well"	17,351	4,414	495	502	22,762	
<b>Speak English less than "very well"</b>	<b>2,307</b>	<b>641</b>	<b>81</b>	<b>99</b>	<b>3,128</b>	<b>0.08%</b>
<b>Tamil:</b>	12,594	2,735	1,330	2,713	19,372	
Speak English "very well"	10,698	2,691	1,330	2,228	16,947	
<b>Speak English less than "very well"</b>	<b>1,896</b>	<b>44</b>	<b>0</b>	<b>485</b>	<b>2,425</b>	<b>0.06%</b>
<b>Chinese (incl. Mandarin, Cantonese):</b>	149,833	38,269	139,978	68,883	396,963	
Speak English "very well"	68,547	18,605	57,137	38,244	182,533	
<b>Speak English less than "very well"</b>	<b>81,286</b>	<b>19,664</b>	<b>82841</b>	<b>30,639</b>	<b>214,430</b>	<b>5.18%</b>
<b>Japanese:</b>	6,366	2,670	6,133	5,463	20,632	
Speak English "very well"	3,491	1,843	3,940	3,020	12,294	
<b>Speak English less than "very well"</b>	<b>2,875</b>	<b>827</b>	<b>2193</b>	<b>2,443</b>	<b>8,338</b>	<b>0.20%</b>
<b>Korean:</b>	15,342	5,545	8,852	4,163	33,902	
Speak English "very well"	7,956	3,283	5,139	2,576	18,954	
<b>Speak English less than "very well"</b>	<b>7,386</b>	<b>2,262</b>	<b>3713</b>	<b>1,587</b>	<b>14,948</b>	<b>0.36%</b>
<b>Vietnamese:</b>	28,152	10,847	10,031	2,180	51,210	
Speak English "very well"	14,082	3,940	3,418	1,306	22,746	
<b>Speak English less than "very well"</b>	<b>14,070</b>	<b>6,907</b>	<b>6613</b>	<b>874</b>	<b>28,464</b>	<b>0.69%</b>
<b>Khmer:</b>	2,950	921	526	0	4,397	
Speak English "very well"	1,694	798	97	0	2,589	
<b>Speak English less than "very well"</b>	<b>1,256</b>	<b>123</b>	<b>429</b>	<b>0</b>	<b>1,808</b>	<b>0.04%</b>
<b>Tagalog (incl. Filipino):</b>	47,918	33,239	19,125	39,905	140,187	
Speak English "very well"	32,427	22,276	11,394	24,422	90,519	
<b>Speak English less than "very well"</b>	<b>15,491</b>	<b>10,963</b>	<b>7731</b>	<b>15,483</b>	<b>49,668</b>	<b>1.20%</b>
<b>Arabic:</b>	16,005	5,274	3,340	6,974	31,593	
Speak English "very well"	11,898	3,601	2,506	3,732	21,737	
<b>Speak English less than "very well"</b>	<b>4,107</b>	<b>1,673</b>	<b>834</b>	<b>3,242</b>	<b>9,856</b>	<b>0.24%</b>

\*Table B16001 American Community Survey 1-year Estimate 2021

Additional data was also analyzed using the American Community Survey 1-Year Estimates from 2021 to help understand the percentage of the community that may be affected by language barriers. The Census defines a "linguistically isolated" household as one in which no member over the age of 14 years old speaks English only or the household members speak a non-English language and don't speak English "very well." Individuals in these households may face significant language barriers because they may not be able to rely on an adult relative who speaks English well to provide translation assistance. Table 3 shows percentages of the total households in TJPA counties that would be considered linguistically isolated.

**Table 3: Linguistically Isolated Households in TJPA Counties**

<b>Table S1602: LIMITED ENGLISH SPEAKING HOUSEHOLDS 2021 American Community Survey 1-Year Estimates</b>	<b>Alameda</b>	<b>Contra Costa</b>	<b>San Mateo</b>	<b>San Francisco</b>
All households Considered "Linguistically Isolated"	8.98%	6.40%	8.40%	11.20%
Households speaking --				
Spanish	16.30%	16.70%	17.40%	16.00%
Other Indo-European languages	8.50%	8.70%	10.00%	11.90%
Asian and Pacific Island languages	24.60%	21.20%	20.90%	33.10%
Other languages	19.60%	5.30%	11.90%	23.60%

According to the guidelines set forward by the FTA, the LEP analysis should also review alternate and local sources of data. For this analysis, the California Department of Education (DOE) 2021-22 Census of English Learners provides an overview of the primary languages of the English Learners in the service area. The English Learner survey does not provide the most useful data for the LEP analysis, as it is collected among students and not the population as a whole. However, it provides another means of cross-checking census data analyses. It will be noted that all of the most common languages reported spoken are within the languages identified as "Safe Harbor" languages by the census data analysis. Spanish remains the most predominant language of all the language learners, followed by Cantonese.

Table 4 provides a breakdown of the top languages of the Department of Education English Learners reported for the school districts in Alameda, Contra Costa, San Mateo and San Francisco counties that have greater than 100 speakers in the school year beginning in 2021.

**Table 4: 2021-22 Department of Education English Learners for TJPA Counties**

Alameda		Contra Costa		San Mateo		San Francisco	
Language	Number of English Learners	Language	Number of English Learners	Language	Number of English Learners	Language	Number of English Learners
Spanish	26,605	Spanish	21,642	Spanish	13,431	Spanish	8,195
Other non-English	2,357	Other non-English	765	Filipino (Pilipino or Tagalog)	955	Cantonese	3,546
Cantonese	2,356	Arabic	620	Cantonese	703	Mandarin (Putonghua)	570
Mandarin (Putonghua)	1,819	Filipino (Pilipino or Tagalog)	524	Mandarin (Putonghua)	568	Other non-English	433
Arabic	1,622	Farsi (Persian)	520	Arabic	497	Arabic	388
Vietnamese	1,110	Mandarin	518	Portuguese	418	Vietnamese	370
Filipino (Pilipino or Tagalog)	845	Portuguese	450	Japanese	287	Filipino (Pilipino or Tagalog)	307
Farsi (Persian)	764	Russian	330	Russian	265	Toishanese	207
Telugu	685	Punjabi	326	Other non-English	167	Russian	126
Punjabi	635	Vietnamese	310	Tongan	153	Japanese	90
Hindi	536	Cantonese	302	Hindi	113	Korean	60
Tamil	401	Pashto	227	Burmese	98	Samoan	46
Pashto	361	Urdu	210	Korean	97	Hindi	40
Korean	306	Hindi	165	Vietnamese	90	Portuguese	38
Tigrinya	241	Telugu	157	Turkish	77	French	33
Urdu	216	Korean	154	French	47	Burmese	31
Russian	206	Tamil	91	Hebrew	40	Thai	31
Japanese	154	Japanese	77	Farsi (Persian)	39	Tigrinya	31
Gujarati	149	Tongan	65	German	33	Urdu	28
Tongan	146	Lao	57	Urdu	32	Khmer	16
Khmer	141	French	50	Samoan	31	Farsi (Persian)	12
Marathi	139	Mien (Yao)	42	Punjabi	30	Italian	12
Portuguese	131	Turkish	39	Tamil	26	Pashto	11
Amharic	121	Thai	37	Thai	19	German	11
French	97	Khmer	28	Telugu	18	Indonesian	10

**Factor 1 Findings:**

Factor 1 of the LEP Plan was undertaken to assess the proportion of LEP individuals that may encounter or use the TJPA service area. A number of data sources were used as a way to inform the conclusions, including the American Community Survey (census) and the California Department of Education English Learners. The findings reveal:

- 20 Discrete languages qualify under the “Safe Harbor Provision” for written materials including Spanish, Chinese, Tagalog, Vietnamese, Korean, Persian, Russian, Arabic, Japanese, Hindi, Punjabi, Portuguese, Telugu, Gujarati, Urdu, Bengali, Tamil, Khmer, Polish, French, German and Italian.
- 2 Languages (Spanish and Chinese) represents the predominant non-English language spoken in the TJPA affected counties.

Table 5, below, combines the outputs of the data considered, and presents a ranking of the languages spoken by LEP populations by the different data sets. Using this comparison to confirm the prevalence of the Safe Harbor languages, the 22 languages are identified as those that should be considered for written or verbal translation service. However, only Spanish and Chinese could be considered predominant languages using all data sets, as it is over four times as prevalent as other languages in all of the data sets.

**Table 5: Predominant Languages within TJPA Counties**

Safe Harbor Languages	American Community Survey	Department of Education English Learners (Total Counties)
Spanish	1	1
Chinese	2	2
Tagalog	3	4
Vietnamese	4	5
Korean	5	12
Persian	6	6
Russian	7	9
Arabic	8	3
Japanese	9	13
Hindi	10	11
Punjabi	11	8
Portuguese	12	7
Telugu	13	10
Gujarati	14	18
Urdu	15	15
Bengali	16	NA
Tamil	17	14
Khmer	18	17
Polish	19	20
French	20	16
German	21	19
Italian	22	21

**Factor 2: The frequency with which LEP Populations come in contact with TJPA’s programs activities and services.**

Assessing the frequency with which LEP populations come in contact with TJPA’s programs, helps the agency determine which languages need to be considered for language services. Generally, “the more frequent the contact, the more likely enhanced language services will be needed.”<sup>6</sup> Strategies that help serve an LEP person on a one-time basis will be very different than those that may that serve LEP persons on a daily basis. For purposes of estimating the frequency of contact with LEP individuals, TJPA reviewed their programs and services in addition to consulting front-line employees that may have direct connection with LEP populations.

The operations and the maintenance of the Transit Center are paid through a variety of federal funds, local bridge tolls and other local revenue. The operation of the Transit Center remains an important TJPA function.

Table 6 presents a general description of TJPAs programs and existing LEP components.

**Table 6: TJPA Programs**

<b>Program</b>	<b>Description of Activities or Services</b>	
General Administration	1	General management of the agency including issues that solicit public input and providing Language Assistance for Board meetings as requested
	2	Assessing strategies to complete Phase 2 improvements
	3	Providing information about Title VI protections and filing a complaint translated into Chinese and Spanish on website TJPA.org
	4	TJPA.org website includes Google Translate banner
	5	Oversight of Asset Manager of Salesforce Transit Center to ensure that the facility is operated safely and securely
Transit Center Infrastructure	1	Signage and Wayfinding using visual and tactile methods for non-English speaking visitors
	2	Emergency Notifications in Chinese, Spanish and English
	3	Kiosks with display information, with emergency messages in Chinese, Spanish and English
	4	Title VI Notice to Beneficiaries translated into Chinese and Spanish and located on bus deck
	5	Flyers related to safety, closures or changes in assembly translated into Chinese and Spanish

<sup>6</sup> Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons--A Handbook for Public Transportation Providers, 2007

## **General Administration and Management**

The TJPA has primary jurisdiction with respect to all matters concerning the financing, design, development, construction, and operation of the Transbay Program. This includes aspects of management and administration that come before the TJPA Board of Directors for deliberation and decision.

When soliciting information from the public, flyers in English, Spanish and Chinese have been provided in foreign language newspapers and on the TJPA website or may involve other notification methods based on the type of actions being undertaken. Historically, TJPA has consulted a variety of external Community Based Groups, agencies and organization during their outreach for environmental processes regarding the LEP needs of interested groups, which included targeted translations and public meeting notifications.

Currently, the TJPA website (TJPA.org) has a Google Translate banner that allows users to locate their language to access written documentation in other languages. However, because the website may direct users to Portal Document Format (PDF) that may be of interest, the translation ends there as PDFs are not necessarily translatable without additional actions. TJPA is in the process of consolidating the two TJPA websites (TJPA.org and SalesforceTransitCenter.com) to provide a more seamless experience for the public. This change will also ensure that language assistance strategies are carried throughout the website.

Board meeting agendas include instructions in English, Chinese and Spanish for accessing translation services for their meetings, seen below:

If you need to use the services of a language interpreter, contact TJPA by calling 415.597.4620 or at info@TJPA.org. We require advance notice of three business days to accommodate your request.

Si necesita usar los servicios de un intérprete de idioma, comuníquese con TJPA llamando al 415.597.4620 o en info@TJPA.org. Solicitamos un aviso previo de tres días hábiles para atender su solicitud.

如果您需要使用语言口译员，请联系 TJPA，电话：415.597.4620，或电子邮件：info@TJPA.org。我们需要您在三个工作日之前告知，以满足您的要求

## **Transit Center Infrastructure**

Communication is a major component to access and navigate the Transit Center, information on transit providers and their schedules. Along with emergency notification, signage and wayfinding remain the pillars of communication with visitors to the Transit Center. The major elements of signage in the Transit Center conform to the Metropolitan Transportation Commission's (MTC) guidelines and standards<sup>7</sup>, described below:

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<sup>7</sup> MTC's 2012 Regional Transit Wayfinding Guidelines & Standards, [http://mtc.ca.gov/sites/default/files/MTC\\_Regional\\_Hub\\_Signage\\_Standards\\_2012.pdf](http://mtc.ca.gov/sites/default/files/MTC_Regional_Hub_Signage_Standards_2012.pdf).

**Wayfinding Pylons:** The design of wayfinding signage follows national and international conventions, using visual icons to enable non-English speaking commuters and visitors to effectively navigate throughout the Transit Center.

**Transit Pylons:** Dedicated transit pylons are located in the Bus Plaza, the bus island in Fremont Street, and on the Bus Deck. The transit pylons house monitors that display information including real-time transit arrival/departure and route information from the Bay Area 511 system administered by the MTC.

**Kiosks:** Kiosks with monitors are located throughout the Transit Center. These display information about the building and scheduled events, general announcements, advertising, and emergency messages in English, Chinese, and Spanish.

**Emergency Notification:** The public address system is able to broadcast emergency messages in English, Chinese, and Spanish throughout the Transit Center including the Rooftop Park. Emergency messages can also be displayed on the kiosks in the event of evacuation or emergency.

### **Oversight of Asset Manager of Salesforce Transit Center**

The TJPA is responsible for the oversight of Lincoln Properties, the current Asset Manager of the Salesforce Transit Center. The Asset Manager is responsible for the operations and maintenance of the transit center, and conducts a number of promotional activities geared toward generating excitement for programs at the Center. This includes outreach on their dedicated website, printed information boards that announce specific programs offered, retail recruitment efforts, and general promotional activities. They are also responsible for ensuring that the Transit Center bus interface is properly maintained for the transit operators and riders. The current website (SalesforceTransitCenter.com) is in English only without a Google Translate bar; an issue that will be resolved when the dedicated website is decommissioned and subsumed by the new TJPA website. However, other promotional materials produced by Lincoln Properties located within the transit center are in English only.

TJPA provides general guidance to the Asset Manager about methods of ensuring equity in access to their programs including language assistance notifications on items that could be considered “vital documents” as defined in the Language Assistance Plan. This includes items related to safety, use or assembly. For example, promotional Flyers in English, Chinese and Spanish were distributed during the Transit Center closure and re-opening.

### **Frontline Staff Consultation**

The TJPA has employees who regularly interact with and have experience responding to the needs of the public. Through its administrative service agreement with the City, the TJPA has an established process in place to provide sign language interpreters, readers, and other services to persons with disabilities at its public meetings. This process is used to provide language assistance if requested.



TJPA has consulted the frontline staff in the preparation of this plan that come in contact with members of the public that may be seeking language assistance. While very few employees come in contact with the public, they do interact with contractors that have customer-facing roles. This includes those engaged in the Center's security and operation.

In general, due to the nature of the administrative activities of several of the staff, there is very little contact with the public other than activities related to the monthly Board of Directors meetings.

In order to assess the frequency of contact with LEP populations, staff provided input regarding both the frequency of contact as well as the languages included in requests for language assistance.

- All of the surveyed staff indicate that they do not or very rarely encounter members of the public that do not speak or read English well or appear to have "Limited English Proficiency."
- Two of the administrative employees interact with between 1 and 5 members of the public in a typical day, but none communicate in anything but English. One employee indicated that over the last year, only one member of the public did not speak English and needed family assistance to provide interpretation in Hindi.
- Employees indicated that they have not received any requests for translation services (document translations or interpreters).

It should be noted that the TJPA does not address issues related to the transit agencies' rider experience on board transit vehicles, as those riders would be covered under the transit agencies' own Language Assistance Measures. They do, however, address issues related to the transit center operation, such as coordination on safety related issues, changes in the transit center operation, or center closures and openings.

## **Factor 2 Findings**

In general, TJPA staff and contractors may come in contact with LEP populations on a day-to-day basis. Additionally, they provide translation services upon request but have not had any request to do so. As a result, translations are not typically provided for many of the documents that are related to the administrative functions of the agency. Whether this is due to the lack of interest in the TJPA functions or whether this is due to the inability to easily access the information online is unclear.

As regular public meetings for The Portal are expected to continue, the TJPA recognizes that LEP populations, specifically speakers of the Safe Harbor languages identified in this document, may need translation or interpreter services. Consultation with Community Based Organizations, agencies and unions will be useful in future outreach efforts that may require language assistance.

TJPA also provides translations for important documents relative to the transit center's operation and uses both translations, pictograms or visual markings to help non-English speaking populations access and enjoy the transit center infrastructure.

Lincoln Properties, the current asset manager responsible for operations and maintenance of transit center, promotes activities within the center that could be more readily accessed by LEP populations if

there were to be translations of their information boards or other promotional materials. Certainly, ensuring that promotional materials exist in Chinese and Spanish would render the greatest impact with the least financial outlay. Additionally, to ensure full compliance with federal LEP requirements, once the website consolidation is “live,” the website will provide the Google Translate Banner to ensure that LEP populations have access to the programs that the asset manager promotes.

Insofar as it is practical, ensuring that critical information is available in languages most commonly spoken within the area is important to providing access to the transit center for LEP populations. It is essential that the Title VI Notice to Beneficiaries include text offering language assistance to LEP populations in all of the “Safe Harbor” languages so that LEP individuals beyond those who speak Spanish or Chinese are notified of their protections. This includes the Notice to Beneficiaries on the new website which is anticipated to “go live” in the spring 2023.

### **Factor 3: The nature and importance of the program, activity, or service provided by the recipient to people's lives.**

“The more important the activity, information, service, or program, or the greater the possible consequences of the contact to the LEP individuals, the more likely language services are needed.”<sup>8</sup>

#### **TJPA Program**

The Salesforce Transit Center provides a significant transit hub for the bay area counties that it serves. Ensuring that the Transit Center operates safely, securely and efficiently is of critical importance. One aspect of that effective operation is the ability of LEP populations to access the infrastructure without needing the ability to speak English. This includes information on the TJPA.org website that may help visitors understand the center prior to their visit.

Planning for the next stage of the Transbay Program, such as those included in studies and environmental processes that are conducted by TJPA, also provide the ability for the public to influence transportation decisions at the site. While TJPA will not directly provide transportation, services associated with the next phase of development that is represented in these studies, access to decision making and to the planning process in general, may affect county residents in the long-term and not in an immediate manner.

#### **Factor 3 Findings**

The transit center provides an essential connection between transit riders and the City of San Francisco and the other seven Bay Area counties that connect to transit systems provided through the multimodal Center. Insofar as it is practical, ensuring that critical information is available in languages most commonly spoken within the TJPA service area is important to providing access the transit center and programs for LEP populations. By evaluating the services that the TJPA provides, the following represent the most important general areas that TJPA should ensure that language is not a barrier to access:

- Written information, translations and pictograms within the transit center to help visitors navigate the surrounding
- Consent or participation materials that could limit the ability for those who don't speak English to participate
- Notice to beneficiaries of Title VI protections and complaint forms
- Access information on the new website on how to obtain translation services for those who do not speak English
- Promotional materials advertising non-essential transit center activities provided by the asset manager

The TJPA will continue to assess and identify program components that may require language assistance to LEP customers. This includes information on programs and activities that may be limited to those who

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<sup>8</sup> Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons--A Handbook for Public Transportation Providers, 2007

are proficient in English. By identifying the most critical elements to ensure LEP access, TJPA's programs and activities can be routinely assessed to avoid language barriers that could have serious consequences to LEP customers. TJPA will seek input on the importance of its programs, activities and services to LEP customers to help identify how to best meet their needs. Working with the community directly in addition to Community Based Organizations will benefit both TJPA and their stakeholders.

Additionally, ensuring that the asset manager understands their language assistance obligations to provide translations for their written promotional materials within the transit center remains a critical element for the next phase of the language assistance plan.

## **Factor 4: The resources available to TJPA and costs associated with translation services**

The TJPA currently provides translation services in Spanish and Chinese, if requested, for members of the public who may need language assistance during board meetings. However, to date, no members of the public have availed themselves of that service. Through its Administrative Service Agreement with the City and County of San Francisco, the TJPA has an established process in place to provide at its public meetings sign language interpreters, readers, and other services to persons with disabilities. This process includes providing language assistance if requested.

TJPA's operating budget does not provide a specific line item for translation services due to the low incidence of translations requested. Further, translations prepared by the asset manager, Lincoln Properties, is contained within the asset manager contract.

Additionally, should future environmental or planning processes take place with regard to The Portal, the contractor who conducts the work will need to take the language assistance measures into consideration when proposing on the project. Further, it's assumed that this work would be associated with grant funding, which is not part of the operating budget. As such, the operating budget would be held harmless from translations costs associated with such a planning effort.

The TJPA has assessed its available resources that could be used for providing LEP assistance, including determining the cost of a professional interpreter and translation service on an as-needed basis, along with those documents that would be the most valuable to be translated if the need should arise. Based on the four-factor analysis, TJPA developed its LAP as outlined in the following section.

Annual expenses may include:

- Written Materials Translation (such as complaint forms, if needed)
- Public meetings/hearings (brochures and "Take Ones")
- On-going staff training

Because the pandemic limited outreach opportunities and thus eliminated the need for outreach material translations, TJPA has not expended funds since 2020 on translated materials (promotional and Title VI related notices). Additionally, they have not budgeted further expenses related to translations based on the paucity of translation or interpreter requests. If translations do need to occur, it is assumed the cost would be minor and would be addressed within their existing budget. This does not include translations related to project-specific materials that are included in grant and/or project-specific budgets or those associated with the asset manager.

### **Factor 4 Findings**

It is recommended that budgeting for translation services would help provide more meaningful access to LEP groups, especially when concerning information related to Title VI protections, access to the transit center and direct benefits to customers. It is also recommended that translations expenses fall under one line-item for the agency so that they can monitor the use of these services for future updates of this plan.

It is also recommended that project-specific budgets that have outreach activities should include a line item for translation services costs. This is a best practice that allows the agency to monitor the usefulness of the translation expenses and ensure that translation services are taken into consideration during the development of outreach efforts.

The following are recommendations that can be implemented within the next several years:

- Providing Title VI complaint forms in all “Safe Harbor” languages
- Monitoring the asset manager’s language assistance measures
- Providing additional translated informational materials that provide information on the transit center

# Limited English Proficiency: Language Assistance Plan

## Language Assistance Plan Overview

The Department of Transportation (DOT) LEP Guidance recommends that recipients develop an implementation plan to address the needs of the LEP populations they serve. The DOT LEP Guidance notes that effective implementation plans typically include the following five elements: 1) identifying LEP individuals who need language assistance; 2) providing language assistance measures; 3) training staff; 4) providing notice to LEP persons; and 5) monitoring and updating the plan.

This plan represents the first update to the Language Assistance Plan prepared by TJPA to comply with federal guidance. As such, while some measures are in place, other methods of providing language assistance are being implemented over time to ensure full compliance with federal requirements. Over the last three years, there has been significant change with the opening of the Transbay Transit Center, including progress to ensuring that English proficiency is not a barrier to accessing the center.

### 1. Identifying LEP Individuals Who Need Language Assistance

The Four Factor analysis considered a number of data sets to determine the languages that would require “Safe Harbor” consideration, in addition to languages predominantly used by TJPA customers. These data included Census data (American Community Survey 2021 1-year sample, and the Department of Education English Learners data. Approximately 18% of the population in the four counties speak English less than “Very Well” and would be considered the LEP population.

The following represents the findings from Factor 1:

- 22 Discrete languages qualify under the “Safe Harbor Provision” for written materials including Spanish, Chinese, Tagalog, Vietnamese, Korean, Persian, Russian, Arabic, Japanese, Hindi, Punjabi, Portuguese, Telugu, Gujarati, Urdu, Bengali, Tamil, Khmer, Polish, French, German and Italian.
- 2 Languages (Chinese and Spanish) represents the predominant non-English language spoken in the TJPA Counties.

All 22 languages also qualify for “Safe Harbor” provisions, indicating that more than 1,000 individuals within these language groups speak English less than “Very Well” and would require translations of vital documents.

Because Chinese and Spanish remain the predominant language of LEP households, TJPA will continue to focus language assistance to Chinese and Spanish speaking populations. However, based on the Four Factor Findings, there is a need for more language translations beyond Chinese and Spanish especially for Complaint Forms and Notices to Beneficiaries.



## 2. Providing Language Assistance Measures

TJPA is committed to providing meaningful access to the Transit Center Program for its LEP customers. TJPA uses various methods to accomplish this goal but is planning on enhancing those methods to include all necessary languages. Specific methods pertaining to outreach will be discussed in TJPA's Public Participation Plan unless they are related to the program that TJPA provides.

Currently, TJPA's primary language assistance tools include:

- Providing Title VI Notice to Beneficiaries and Title VI complaint in Chinese and Spanish
- Providing notification of available translation services on website and printed materials in Chinese and Spanish, such as Board meeting notices
- Having "Google Translate" bar on the newly updated TJPA website ([www.TJPA.org](http://www.TJPA.org))
- Chinese and Spanish translations on some informational brochures and meeting notices
- Translators (by request) for public hearings
- Posting TJPA public hearing notices, news releases and advertisements to newspapers in other languages as determined by project need
- CBO and other agencies' assistance in outreach to LEP populations for major planning or environmental efforts

Attachment 1 provides some examples of documents that have been translated in the past. Due to the pandemic, broad public outreach requiring these types of materials did not occur.

The following are recommendations that would improve the level of service that TJPA provides to its LEP customers and that can be implemented within the next several years:

- Provide Notice to Beneficiaries and Complaint Forms in all of the Safe Harbor Languages
- Include Google Translate on the website [www.SalesforceTransitCenter.com](http://www.SalesforceTransitCenter.com).
- Use of Social Media in other languages
- Increase translation services for meetings through advertisements and flyers
- Continue to work with CBOs to serve multilingual communities during the Phase 2 development process
- Add text to all signs or notices that are developed by TJPA or the Asset Manager notifying the public of written translation services in all Safe Harbor languages.

### **Vital Documents Guidelines:**

TJPA is committed to full compliance with Title VI and Executive Order 13166 to provide meaningful access and reduce barriers to services and benefits for persons with limited English proficiency. An effective Language Assistance Plan includes the translation of vital and other documents into the languages of frequently encountered LEP customers. According to federal guidance, vital written documents include, but are not limited to, consent and complaint forms; intake and application forms with the potential for important consequences; written notices of rights; notices of denials, losses, or decreases in benefits or

services; and notices advising LEP individuals of free language assistance services.<sup>9</sup> Classification of a document as “Vital” depends upon the importance of the program, information, service, or encounter involved, and the consequence to the LEP person if the information in question is not provided accurately or in a timely manner.

Based on the Four Factor analysis, the most frequently encountered languages have been broken down into two categories:

- Primary Languages: Spanish and Chinese
- “Safe Harbor” Languages for vital document translation including those listed above: Spanish (or Spanish Creole) Chinese (Mandarin & Cantonese), Tagalog, Vietnamese, Korean, Russian, Arabic, Japanese, Hindi , Punjabi , , Portuguese, Telugu, Gujarati, Urdu, Bengali, Tamil, Khmer, Polish, French, German and Italian.

Table 7 below lists both vital and non-vital documents and categories of documents (such as promotional materials) and identifies the language category into which they should be translated. However, TJPA may provide a summary of a vital document and/or notice of free language assistance in the “Safe Harbor” languages, rather than a word-for-word translation of the vital document.

TJPA reserves the right to translate documents into more languages as circumstances dictate and resources allow. For example, the asset manager or future contractors may elect to provide translated construction notices in languages other than Spanish, depending on the area and particular concentrations of LEP individuals. Due to the critical nature of safety and security information, TJPA may rely on pictographs to the extent possible, so that information is communicated regardless of language spoken.

**Table 7: Vital and Non-Vital Document List**

<b>Document</b>	<b>Languages</b>	<b>Vital Document?</b>
Title VI Public Notice	All Safe Harbor Languages	Yes
Title VI Complaint Form and Procedures	All Safe Harbor Languages	Yes
Notice of Free Language Assistance	All Safe Harbor Languages	Yes
Public Hearing Notices	Chinese, Spanish and translations upon request	Yes
Safety and Security Information	Use of Pictographs or translations	Depends on subject matter
General Promotional Materials	Chinese, Spanish or other targeted Languages as funding permits	No
Construction Notices	As determined by location	No

The following represents the current documents that are translated into Chinese and Spanish languages per the Vital Document table, above:

- Title VI Public Notice
- Title VI Complaint Form and Procedures

<sup>9</sup> FTA Circular 4702.1B

- Notice of Free Language Assistance
- Public Hearing Notices

Other documents such as marketing materials have been translated into Chinese and Spanish.

### 3. Training Staff

Currently, frontline TJPA staff members are trained in a number of areas to ensure that they consider the needs of LEP individuals. When hired, employees are trained to concentrate on understanding and interacting with a diverse customer clientele. In all cases, employees practice appropriate responses to sensitive cases such as those involving non-English speaking customers.

TJPA will continue to promote the principles of good customer service to all TJPA clientele while understanding the special needs of its LEP customers.

It is TJPA's goal to continue to recruit staff in order to provide an effective and cost-efficient method of addressing the needs of LEP populations.

Additionally, TJPA uses contracted workers for their security detail and their current asset manager, Lincoln Properties, and employs frontline and marketing employees for a number of activities. TJPA will encourage hiring contracted workers that are bilingual for those positions that have direct contact with the public to further the effectiveness of transmitting essential information provided to non-English customers.

Further, TJPA will continue to work with the asset manager to ensure that they understand their obligations under the LAP so that they can effectively train their own staff. This will also help monitor compliance and gauge the effectiveness of the program.

## 4. Providing Notice to LEP Persons of Language Assistance Measures

The methods that TJPA will use to notify LEP customers of language assistance services include the following:

- Post Language Assistance Notification on the TJPA website
- Provide Language Assistance Notification on Board agendas and public hearing notices
- Provide Google Translate on all of the TJPA-related websites to promote language inclusion
- Use of foreign language media for posting TJPA notices
- Work with the asset manager to include information to LEP customers about the Language Assistance services available

## 5. Monitoring and Updating the Plan

On an on-going basis, TJPA will monitor activities and information that require LEP accessibility, including continued LEP plan assessment, to ensure that the Language Assistance Plan meets the changing needs of LEP populations. At a minimum, monitoring will be conducted to coincide with the submittal of the Title VI Program update as required by FTA Circular 4702.1B. It is the goal of TJPA to show continued improvement to Language Assistance Services and LEP Plan monitoring.

Monitoring methods include:

- Review both *existing* and *new* outreach materials prior to production to determine whether the document can be considered “vital” and what translation is needed.
- Evaluate and analyze outreach efforts pertaining to LEP populations.
- Review translation and language assistance efforts to determine whether they are adequate and/or effective.
- Analyze demographic data from the U.S. Census, the ACS, and any future Customer Surveys.
- Gather information from CBOs, groups, agencies and partners through on-going coordination.

Compliance will be monitored by the TJPA Title VI Administrator in coordination TJPA staff.

LEP Attachment 1: Translated Materials for TJPA programs and projects

Block Party Digital

HOSTED BY  
**TJPA**

## Neighborhood Block Party

Saturday, August 11, 2018 | 12 - 4 p.m. Free!

Experience San Francisco's new 21st-century transit hub and rooftop park.

AUSPICIADO POR  
**TJPA**

## Fiesta del Vecindario

Sábado 11 de agosto de 2018, de 12m a 4pm ¡Gratis!

Ven a conocer el centro de tránsito y parque elevado del siglo XXI en San Francisco.

**Grand Opening**  
425 Mission St.  
at Fremont St.,  
San Francisco

#TransbayOpeningDay

**salesforce  
transit  
center**

**Enjoy:**  
Live Performances  
Historic Bay Area Buses  
Family-Friendly Activities  
Free Goodies  
Food + Drinks for Purchase  
**Open to the Public**  
salesforcetransitcenter.com

**Gran apertura**  
425 Mission St.  
esquina con  
Fremont St.,  
San Francisco

#TransbayOpeningDay

**salesforce  
transit  
center**

**Disfruta de:**  
Presentaciones en vivo  
Buses históricos del  
Área de la Bahía de SF  
Actividades para toda la familia  
Regalos para los asistentes  
Comida y bebidas en venta  
**Abierto al público y gratis**  
salesforcetransitcenter.com



主辦單位:  
**TJPA**

## 鄰里街坊派對

2018年8月11日星期六中午12點至下午4點，免費參加！

體驗三藩市全新21世紀交通轉運中心和頂樓公園。

**正式開幕**  
425 Mission St.  
交會 Fremont St.,  
San Francisco

#TransbayOpeningDay

**salesforce  
transit  
center**

**活動內容:**  
現場表演  
灣區歷史公車  
老少咸宜的活動  
免費贈品  
可供選購的餐點飲料  
歡迎民眾參加  
salesforcetransitcenter.com



Block Party Transition Flyer: English



**You're Invited!**  
**Neighborhood**  
**Block Party**  
**at the new**  
**Salesforce**  
**Transit Center**

**Transbay Terminal**  
**Buses Are Moving**  
**to the New**  
**Transit Center!**  
**August 12, 2018**

**Features at the new Transit Center:**

- Regional and local bus service
- Five-acre public rooftop park with free events and activities
- Pop-up retail (food trucks and cafes)
- Shopping and dining (coming in 2019)
- Free Wi-Fi (coming Fall 2018)
- 270+ digital displays for transit information
- Transit fare kiosks
- Public restrooms
- Bike lockers & racks
- Ambassadors and 24-hour security
- Beautiful public art

Celebrate the Grand Opening of the Salesforce Transit Center.

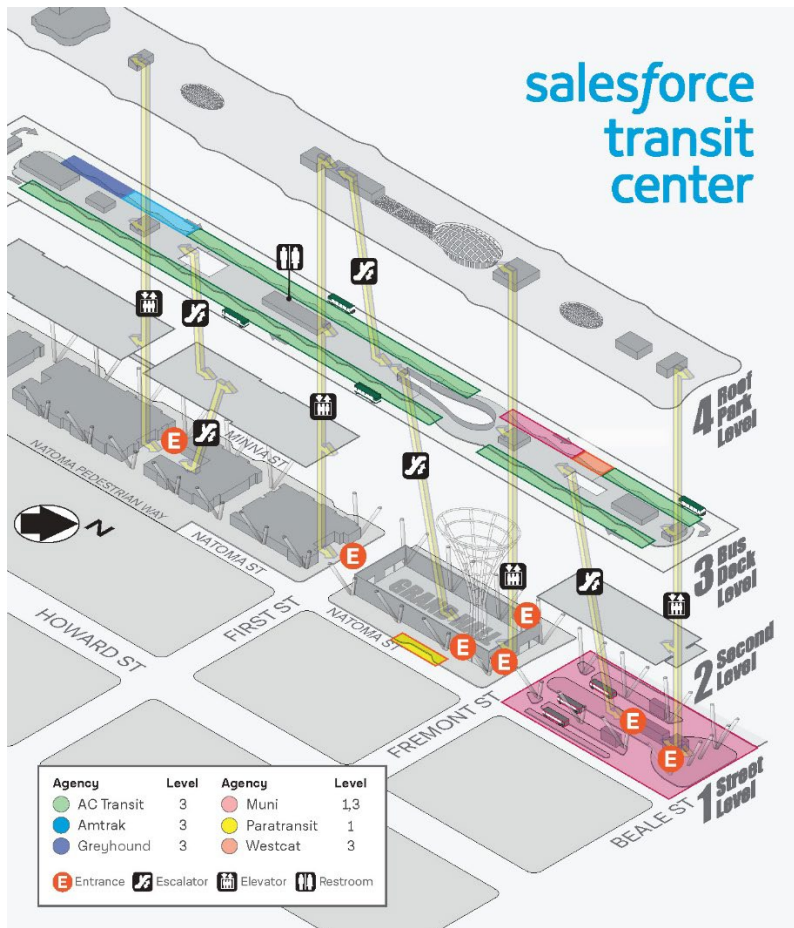
**Free and Open to the Public!**

Arts & Crafts, Fitness Classes, Live Music & Tours. Food also available for purchase.

**Saturday, August 11, 2018**  
**Noon - 4 p.m.**  
**425 Mission St. (at Fremont St.)**  
**San Francisco, CA**

**#TransbayOpeningDay**

The Salesforce Transit Center is operated by the Transbay Joint Powers Authority.  
[salesforcetransitcenter.com](http://salesforcetransitcenter.com)



**Transbay Terminal Buses**  
**Are Moving to the New**  
**Salesforce Transit Center!**

Starting August 12, 2018, all bus service will move from the Temporary Transbay Terminal to the new Salesforce Transit Center! The new center is bounded by Mission and Howard streets, from Beale Street to Second Street, and is located one block from the Temporary Terminal.

Allow extra time during your commute to become familiar with the new Transit Center and bus stops.

**Where do I find my bus?**

**Bus Deck - Level 3:**

- AC Transit
- Amtrak
- Westcat Lynx
- Greyhound
- Muni (25 Treasure Island only)

**Muni Bus Plaza - Level 1:**

- Muni 5, 5R, 7, 38, 38R (already in service)

**Commute Information: Contact your transit operator or call 511**

311 Free language assistance / 免費語言協助 / Ayuda gratis con el idioma / бесплатная помощь переводчиков / Trợ giúp thông dịch miễn phí / Assistance linguistique gratuite / 無料の言語支援 / 무료 언어 지원 / Libreng tulung para sa wikang Filipino / amnawadenshukonnetnawadenshukon / خدمة مجانية بلغة العربية





**¡Te invitamos!**  
**Fiesta del Vecindario**  
 en el nuevo  
**Salesforce Transit Center**

**¡Desde el 12 de agosto de 2018, Los buses del Transbay Terminal se están mudando al nuevo Salesforce Transit Center!**

**El nuevo Transit Center tiene:**

- Servicio de buses regionales y locales
- Parque elevado público de 5 acres con eventos y actividades gratuitas
- Tiendas Pop-up (food trucks y cafés)
- Tiendas y restaurantes (a partir de 2019)
- Wi-Fi gratis (a partir de otoño 2018)
- Información de tránsito en más de 270 paneles digitales
- Quioscos para compra de boletos
- Baños públicos
- Áreas para asegurar y almacenar bicicletas
- Embajadores comunitarios y seguridad las 24 horas
- Hermosas piezas de arte público

Celebra la gran inauguración del nuevo Salesforce Transit Center.

**¡Gratis y abierto al público!**

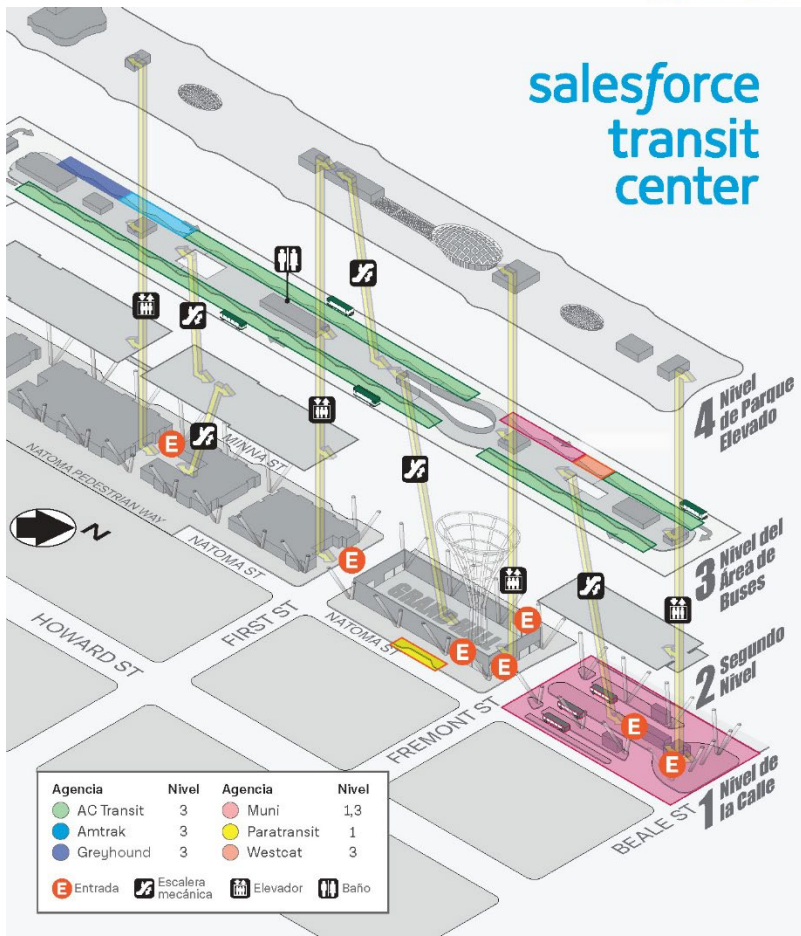
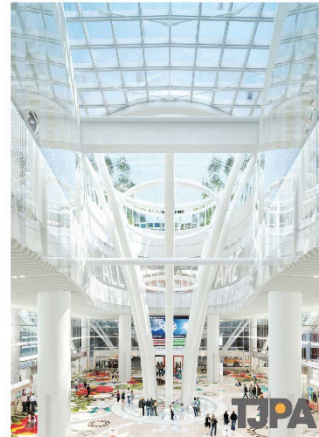
Artes y manualidades, clases para estar en forma, música en vivo y tours. También habrá comida en venta.

**Sábado, 11 de agosto de 2018**  
**12 mediodía a 4pm**

**425 Mission St. (esquina con Fremont St.) San Francisco, CA**

**#TransbayOpeningDay**

El Salesforce Transit Center es operado por la Transbay Joint Powers Authority.  
[salesforcetransitcenter.com](http://salesforcetransitcenter.com)



**¡Los buses del Transbay Terminal se están mudando al nuevo Salesforce Transit Center!**

¡Desde el 12 de agosto de 2018, todos los servicios de bus se mudarán del Transbay Terminal al nuevo Salesforce Transit Center! El nuevo centro está entre las calles Mission y Howard, y va desde Beale Street hasta Second Street, y está situado a una cuadra del Terminal Temporal.

Toma un poco de tiempo extra durante tu viaje de ida y vuelta al trabajo para familiarizarte con el nuevo Transit Center y las paradas de bus.

**¿Dónde encuentro mi bus?**

**Nivel 3 – Área de Buses:**

- AC Transit
- Amtrak
- Westcat Lynx
- Greyhound
- Muni (sólo 25)
- Treasure Island)

**Nivel 1 – Plaza de Buses de MUNI:**

- Muni 5, 5R, 7, 38, 38R (ya en servicio)

Información sobre viajes de y al trabajo: Contacta a tu operador de tránsito o llama al 511

☎ 311 Free language assistance / 免費語言協助 / Ayuda gratis con el idioma /  
 Бесплатная помощь по-русски / Trợ giúp Tiếng Việt Miễn phí /  
 Assistance linguistique gratuite / 無料の言語支援 / 무료 언어 지원 /  
 Librería tutorial para sa wikang Filipino / 免費的菲語教學 / 免費的菲語教學 /  
 311 免費語言協助 / 311 免費語言協助





邀請您參加！  
在全新  
Salesforce  
Transit Center  
舉行的  
鄰里街坊派對

灣區轉運中心巴士  
(Transbay Terminal  
Bus)將遷至這座  
新的 Salesforce  
Transit Center

新交通轉運中心特色：

- 區域與本地公車服務
- 五英畝頂樓公園提供免費活動
- 攤位（餐車和咖啡座）
- 餐飲與購物（2019年推出）
- 免費Wi-Fi網路（2018年秋季推出）
- 270多個電子顯示板提供乘車資訊
- 購票亭
- 公共廁所
- 自行車鎖架
- 服務人員和24小時全天候保全
- 美麗的公共藝術

慶祝Salesforce Transit Center正式開幕  
免費開放民眾參加！

手工藝品、健身課程、現場音樂表演、  
參觀活動。

還有食物可供選購。

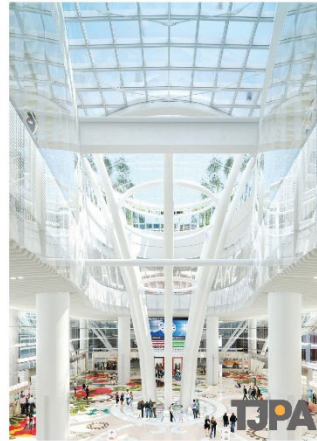
2018年8月11日星期六  
中午12點至下午4點

425 Mission St.  
(交會 Fremont St)  
San Francisco, CA

#TransbayOpeningDay

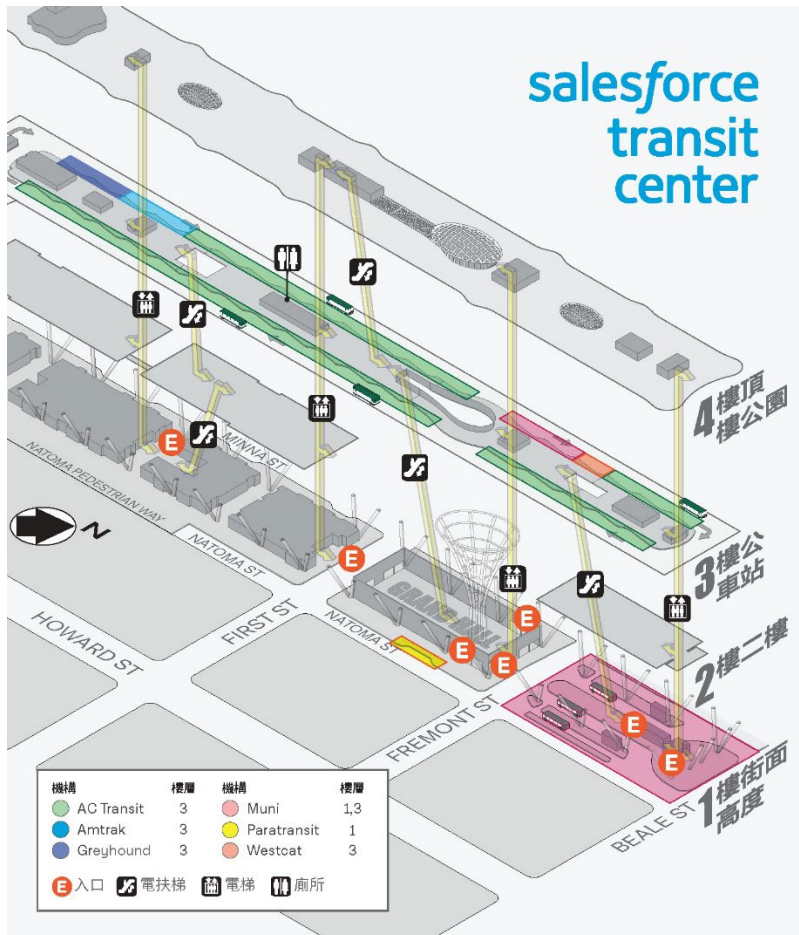
Salesforce Transit Center由Transbay Joint Powers  
Authority營運。

salesforcetransitcenter.com



TJPA

TJPA



灣區轉運中心巴士  
(Transbay Terminal Bus)  
將遷至這座新的Salesforce  
Transit Center

從2018年8月12日起，所有的巴士服務將從  
臨時的轉運中心移到新的Salesforce Transit  
Center

新中心位於Mission和Howard街之間從Beale  
街至第二街的地方，距離臨時轉運中心只隔  
一條街。

建議民眾通勤時留出額外時間來熟悉這座新  
的轉運中心和公車站。

我如何找到要搭乘的公車？

公車站—3樓：

- AC Transit
- Amtrak
- Westcat Lynx
- Greyhound
- Muni (只有25  
Treasure Island)

Muni公車廣場—1樓：

- Muni 5, 5R, 7, 38, 38R (已啟用)

通勤資訊：請洽詢公交駕駛員或致電511

311 free language assistance / 免費語言協助 / Ayuda gratis con el idioma /  
Electramer no esqwa nneezqzawce / Το ελεύθερο Τμήμα Μόλις πη /  
Assistance linguistique gratuite / 無料の言語支援 / 무료 언어 지원 /  
Librang tulung para sa wikang Filipino / மொழிஉதவியளிப்பதற்கான /  
مدرنا ملانج هوناجالنا كةعسما ملانج





## 7. Membership of Decision-Making Bodies

The TJPA Board of Directors is comprised of representatives from the City and County of San Francisco, including representatives appointed by the Office of the Mayor and the Board of Supervisors; the Alameda-Contra Costa Transit District (AC Transit); the Peninsula Corridor Joint Powers Board-Caltrain, (composed of the City and County of San Francisco, the San Mateo County Transit District, and the Santa Clara Valley Transportation Authority) and the California High Speed Rail Authority (CHSRA).

The TJPA has no authority nor discretion in the selection of the membership of the Board, which is spelled out the Bylaws and Joint Powers Agreement creating the Transbay Joint Powers Authority.

There is one non-elected advisory body: Citizens Advisory Committee (CAC). The TJPA encourages minority participation on the CAC by conducting outreach for potential members that is targeted to a wide audience. The call for applications is posted on the TJPA website, distributed via e-mail to the TJPA outreach list (which numbers approximately 1,900), discussed at CAC meetings, circulated through partner agencies SFMTA, AC Transit, and Caltrain, shared with TJPA Board members, published in citywide and community newspapers, and distributed to various community organizations including the organizations listed in Appendix A of the Public Participation Plan.

The table below presents the gender and ethnic composition of this non-elected advisory board as of November 30, 2022.

Committee Name	White/ Caucasian - Not of Hispanic Origin	Hispanic/ Latino	Black / African Amer.	Asian or Other Asian	Filipino	Multi- Racial	Did Not Declare
Citizens Advisory Committee	4	1		3	1	3	3

## **8. Subrecipient Monitoring**

The TJPA does not have subrecipients nor are there any plans to have future subrecipients.

## **9. Facility Analysis**

During the last three years, the TJPA has not undertaken a Facility Equity Analysis nor proposed the construction of a transit facility beyond what has been envisioned as part of the Transbay Program, which includes the multimodal Salesforce Transit Center and The Portal.

The Transbay Program's environmental analysis was undertaken in accordance with the requirements of the National Environmental Policy Act (NEPA), the Council on Environmental Quality regulations implementing NEPA, and the California Environmental Quality Act. The Final Environmental Impact Statement/Environmental Impact Report (FEIS/EIR) was certified in April 2004 by the San Francisco Redevelopment Agency, the San Francisco Planning Commission, the San Francisco Board of Supervisors, and the Peninsula Corridor Joint Powers Board. The FTA's Record of Decision, published in February 2005 and updated with a Supplemental FEIS/EIR in 2019 , is also available on the TJPA's website at <https://www.tjpa.org/project/seis-eir>

## **10. Board Adoption of the Title VI Program**

**TRANSBAY JOINT POWERS AUTHORITY  
BOARD OF DIRECTORS**

**Resolution No. 23 - 011**

WHEREAS, The Transbay Joint Powers Authority (TJPA) is a joint powers agency organized and existing under the laws of the State of California to design, build and operate the Transbay Transit Center Program (Program); and

WHEREAS, As a recipient of federal funding for the Program, the TJPA must ensure that it complies with federal nondiscrimination requirements under Title VI of the Civil Rights Act of 1964, which provides that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives federal financial assistance; and

WHEREAS, Recipients are required to prepare a Title VI program documenting their strategies and implementation for public participation in their planning processes and for providing services without discrimination and access to vital documents to persons with limited English proficiency; and

WHEREAS, Title VI program documents must be updated every three years, and TJPA's Title VI program for the triennial period of April 1, 2023 to March 31, 2026, is due to the Federal Transit Administration (FTA) in February 2023; and

WHEREAS, The TJPA has prepared a Title VI program that addresses the eight requirements outlined in the FTA's Title VI guidance, including its public participation strategies and language assistance plans; and

WHEREAS, The FTA requires the board of directors or appropriate governing entity responsible for policy decisions to review and approve the recipient's Title VI program; now, therefore, be it

RESOLVED, That the TJPA Board of Directors approves the TJPA's Title VI program for the triennial period of April 1, 2023 to March 31, 2026.

I hereby certify that the foregoing resolution was adopted by the Transbay Joint Powers Authority Board of Directors at its meeting of February 9, 2023.

  
Secretary, Transbay Joint Powers Authority