



Transbay Program

Title VI Program

February 2017





Title VI Program

1	Introduction.....	1
1.1	Transbay Joint Powers Authority	1
1.2	Federal Regulatory Requirements	2
1.3	Title VI Program Requirements	3
2	Transbay Program	4
2.1	Phase 1 Program Components.....	4
2.2	Transportation Partners	6
2.3	Title VI Equity Analysis	9
2.4	Current Program Status	10
3	Public Inclusion in the Program.....	11
3.1	TJPA Approach to Public Participation.....	11
3.2	Profile of Demographic/Geographic Area Being Served.....	11
3.3	Strategies to Ensure Equal Access to TJPA Services	13
4	Language Assistance	21
4.1	Four Factor Analysis.....	21
4.2	Language Assistance Plan.....	24

Tables

Table 1. Square Footage of Public Areas by Type and Location	5
Table 2. Daily Ridership Projections – Temporary Terminal/Transit Center.....	8
Table 3. 2017 Weekday Bus Schedule Projections at Transbay Transit Center	9
Table 4. Race & Ethnicity in San Francisco	12
Table 5. Annual Income of Households in San Francisco.....	12
Table 6. Racial/Ethnic Makeup of TJPA Citizens Advisory Committee.....	15
Table 7. Languages Spoken by LEP Persons in San Francisco	21
Table 8. Languages spoken at home among AC Transit Riders.....	22

Appendix A – TJPA Board of Directors Profiles

Appendix B – Title VI Notice to the Public

Appendix C – Title VI Complaint Form & Instructions

Appendix D – Title VI Investigations, Complaints & Lawsuits

Appendix E – Board resolution

Appendix F – Translated fact sheets

1 Introduction

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 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. Title VI, 42 U.S.C. 2000d, et seq., and its implementing regulations provide 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.

1.1 Transbay Joint Powers Authority

In April 2001, the City and County of San Francisco (City), the Alameda-Contra Costa Transit District (AC Transit), and the Peninsula Corridor Joint Powers Board executed a Joint Powers 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).

The member agencies have granted the TJPA most of their jointly held powers, including the authority to buy and sell property, enter into contracts, and accept and expend grants of cash and property. 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.

Staff

The eleven-member TJPA staff oversees project planning, design, and construction; contract compliance and finance; and legislative affairs and community outreach. Staff is supported by program management, design, engineering, and other consultants. The TJPA Legislative Affairs and Community Outreach Manager is the Title VI Coordinator and oversees the TJPA’s Title VI program.

Board of Directors

A six-member Board of Directors (TJPA Board) governs the TJPA. Each of the following government and transportation entities participating in the Program appoints one member to the TJPA Board: the Peninsula Corridor Joint Powers Board, AC Transit, the Mayor of San Francisco, the San Francisco Municipal Transportation Agency (SFMTA) Board of Directors, the San Francisco Board of Supervisors, and Caltrans. The member representing Caltrans is an ex officio (non-voting) member of the TJPA Board. The racial makeup of the Board is 50 percent Caucasian, 17 percent Black or African American, and 33 percent Asian. Refer to Appendix A for Board profiles.

Citizens Advisory Committee

The TJPA Citizens Advisory Committee (CAC) advises the TJPA on matters of public interest relating to the Program and provides regular reports at the TJPA Board meetings. The purpose of the CAC is to help the TJPA plan and build a Transit Center that will serve the needs of a broad range of the transit users and citizens of San Francisco. The CAC is composed of fifteen voting members who represent public transit riders and other constituent groups whose input is important to the

development of the Program. CAC members are appointed by the TJPA Board of Directors; one non-voting TJPA staff member liaison, appointed by the TJPA Executive Director, serves as a tie-breaker, if necessary. The racial/ethnic makeup of the committee, meetings, and recruitment are discussed in Section 3.

Master Lessee

The TJPA is in the process of selecting a partner to operate and manage the Transit Center. The master lessee will program, lease, and manage the Transit Center's commercial space, oversee a maintenance program for all spaces associated with the Transit Center, and coordinate with the Greater Rincon Hill Community Benefit District (CBD) Owners' Non-Profit Association Board of Directors for the operation of the Rooftop Park (refer to Section 2). The master lessee will program and manage promotional events and private events within the Transit Center as well as events serving the surrounding community. The master lessee will be responsible for operating a high impact digital signage program and potentially a mobile application that can be used as a medium for promoting events, advertising, and sponsorships and providing Transit Center information to the public.

1.2 Federal Regulatory Requirements

Guidance used to develop TJPA's Title VI Program includes:

- Title VI of the Civil Rights Act of 1964 and related statutes
- FTA Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients
- Executive Order 13166—Improving Access to Services for Persons with Limited English Proficiency
- Executive Order 12898—Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations
- Title 49 CFR Transportation, Section 21.9(b) compliance information
- Title 49 CFR Transportation, Part 26, Participation by Disadvantaged Business Enterprises in Department of Transportation Financial Assistance Programs
- Title 49 CFR Transportation Part 27, Nondiscrimination on the Basis of Disability in Programs or Activities Receiving Federal Financial Assistance, and Part 37, Transportation Services for Individuals with Disabilities as adopted by the U.S. Department of Transportation
- Title 28 CFR Part 35, Americans with Disabilities Act Title II Regulations
- Title 28 CFR Part 36, Nondiscrimination on the Basis of Disability by Public Accommodations and in Commercial Facilities, ADA Accessibility Guidelines for Buildings and Facilities

1.3 Title VI Program Requirements

The FTA's eight Title VI program requirements are listed below along with a brief explanation of how the requirement has been addressed.

1. *A copy of the recipient's Title VI notice to the public that indicates the recipient complies with Title VI, and informs members of the public of the protections against discrimination afforded to them by Title VI.*

Refer to Appendix B for the TJPA's Title VI notice. This notice is designated as a vital document by the FTA. It has been translated into Chinese and Spanish and is posted at the Temporary Transbay Terminal, on the Temporary Terminal website at <http://temporaryterminal.org>, and on the TJPA's website at <http://tjpa.org>. The notice will be posted at the Transit Center when it opens.

2. *A copy of the recipient's instructions to the public regarding how to file a Title VI discrimination complaint, including a copy of the complaint form.*

Refer to Appendix C. These instructions and form are designated as vital documents by the FTA. They have been translated into Chinese and Spanish and are available at the Temporary Transbay Terminal and TJPA offices and are posted on the TJPA and Temporary Terminal websites.

3. *A list of any public transportation-related Title VI investigations, complaints, or lawsuits filed with the recipient since the time of the last submission.*

The TJPA has not received any complaint, has not been involved in any lawsuit, and has not been investigated with regard to Title VI compliance. Appendix D contains a table that will be used to track such complaints, investigations, and lawsuits.

4. *A public participation plan that includes an outreach plan to engage minority and limited English proficient populations, as well as a summary of outreach efforts made since the last Title VI Program submission. A recipient's targeted public participation plan for minority populations may be part of efforts that extend more broadly to include other constituencies that are traditionally underserved, such as people with disabilities, low-income populations, and others.*

Public participation is described in Section 3.

5. *A copy of the recipient's plan for providing language assistance to persons with limited English proficiency, based on the DOT LEP Guidance.*

Language assistance is described in Section 4.

6. *Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees or councils.*

The TJPA's Citizens Advisory Committee is described in Section 3.

7. *Primary recipients shall include a narrative or description of efforts the primary recipient uses to ensure subrecipients are complying with Title VI, as well as a schedule of subrecipient Title VI program submissions.*

The TJPA does not have any subrecipients of federal funds. The TJPA includes non-discrimination clauses and requirements in all of its DOT-assisted contracts. Refer to Section 3.

8. *A copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved the Title VI Program. The approval must occur prior to submission to FTA.*

The Board resolution is included in Appendix E.

2 Transbay Program

The Transbay Program (Program) is an approximately \$6.2 billion program to replace the former Transbay Terminal at First and Mission streets in San Francisco with a modern regional station that will connect eight Bay Area counties and the State of California through eleven transportation systems: Alameda–Contra Costa Transit, BART (Bay Area Rapid Transit), Caltrain, Golden Gate Transit, Greyhound, Muni (San Francisco municipal bus lines), SamTrans (San Mateo County Transit), WestCAT (Western Contra Costa Transit) Lynx, Amtrak, Paratransit, and high-speed rail from San Francisco to Los Angeles/Southern California.

The Program will be constructed in two phases. Phase 1 includes design and construction of the above-grade portion of the Transit Center, including a 5.4-acre park, retail areas, and a public art program; the core and shell of the two below-grade levels of the train station; a new bus ramp; a bus storage facility; and a temporary bus terminal. The Downtown Rail Extension (DTX) tunnel, the build-out of the below-grade train station facilities at the Transit Center, a new underground station, a pedestrian tunnel between the Embarcadero BART station and the Transit Center, and an intercity bus facility will follow as Phase 2 of the Program.

2.1 Phase 1 Program Components

Temporary Transbay Terminal

The Temporary Transbay Terminal serves more than 30,000 daily commuters and regional travelers during construction of the new Transbay Transit Center. Located on the block bounded by Howard, Folsom, Beale, and Main streets, a few minutes' walk from the Transit Center site, the facility includes sheltered waiting areas with seating, electronic displays with real-time arrival/departure information, Clipper card add-value machines, and 24-hour security. AC Transit, WestCAT Lynx, Muni, Golden Gate Transit, SamTrans, and Paratransit and other shuttles operate in and around the perimeter of the terminal. Greyhound and Amtrak are based at its southern end near Folsom Street.

Transbay Transit Center

The Transbay Transit Center is a multimodal station that will connect eleven transportation systems and serve train and bus commuters, local area office workers, and residents of the emerging Transbay neighborhood. The building is composed of four levels above-ground and two levels below and will contain active pedestrian, shopping, dining, and recreational areas. Major works of art integrated into the building's public spaces will engage, stimulate, and enrich the experience of daily commuters and

visitors. Areas of the Transit Center including its Rooftop Park will contain various public spaces that will be programmed with events.

Areas for passenger and paratransit drop-off and pick-up will be located along the north side of Natoma between Fremont and First streets and along the south side of Minna between First and Second streets.

The west end of the Transit Center will be a retail zone that will reflect the Bay Area's unique character through a mix of retail stores and restaurants. Overall, the Transit Center will have 103,300 square feet of leasable commercial space within the ground floor, second floor, and Rooftop Park.

The 5.4-acre park atop the Transit Center will provide needed open space in an area of the City with few parks. The roof will be accessible from ten entry points, six from the lower levels of the Transit Center, three from pedestrian bridges connected to the Salesforce Tower, 181 Fremont Tower, and Parcel F tower, and a gondola from Mission Square. Active spaces include an amphitheater for up to 1,000 people, a restaurant and café, a walking/jogging path, and children's play areas. Diverse Bay Area ecologies from oak trees to open grass areas will offer habitat to local flora and fauna. The "living" roof will filter pollutants and improve the air quality of the neighborhood, and a subsurface constructed wetland will polish treated graywater for reuse. Symbolic of the TJPA's commitment to environmental quality and sustainability, the park will present a unique opportunity for public education and engagement.

The park will contain approximately 10,000 square feet of restaurant and café space. The restaurant, along with the amphitheater at the western end of the park, contains both indoor and outdoor seating and is designed to blend into the surrounding park setting. Table 1 summarizes the public spaces in the Transit Center.

Table 1. Square Footage of Public Areas by Type and Location

Level	Commercial Areas	Public Circulation	Vertical Circulation	Transit	Open space	Total Square Footage
Train Platform			2,600	276,700		279,300
Lower Concourse			3,500	185,700		189,200
Ground	33,700	64,100	10,000	27,100		134,900
Second	57,900	5,400	10,400			73,700
Bus Deck		69,100	8,100	113,700		190,900
Rooftop Park	11,700	1,700	5,600		202,200	221,200
Total Square Footage	103,300	140,300	40,200	603,200	202,200	1,089,200

Bus Ramp

The Bus Ramp is a series of at-grade roadway and aerial structures that will connect the Bay Bridge to the Transit Center and the Bus Storage Facility. The Bus Ramp will be used only by bus transit agencies operating bus service across the bay. Inbound buses will exit the Bay Bridge at Fremont Street, merge onto the Bus Ramp at a point near Harrison Street, and enter the Transit Center at the elevated Bus Deck level. Outbound buses will similarly exit the Bus Deck level and connect directly onto I-80 eastbound, which leads to the Bay Bridge. This direct connection into the Transit Center from the East Bay will significantly reduce the amount of congestion on downtown San Francisco streets.

Bus Storage Facility

The Bus Storage Facility will be used primarily by AC Transit for weekday layovers between peak hour commutes. Bounded by Second, Third, Perry, and Stillman streets below the Interstate 80 west approach to the Bay Bridge, the facility will include AC Transit offices, storage, and restrooms. A visual and sound barrier wall will screen portions of the facility from adjacent residential properties. The facility will contribute to a better commuter experience and environment because it allows AC Transit Transbay buses to remain in San Francisco after the peak morning commute and avoid having to “deadhead” back to East Bay terminals for storage before the evening commute. Deadheading, which refers to buses completing trips without paying passengers, consumes operating expenses, increases accident risk, adds to congestion, and produces excess emissions.

2.2 Transportation Partners

Transit agencies that participate in the Program play an important role in the Program’s planning process and in tracking the demographics of the riders who will be using the Transit Center. The TJPA consulted the public participation plans and language assistance plans of its partner agencies in the development of this Title VI program update. This section describes the general service area and ridership of each transit agency involved in the Program.

Phase 1

AC Transit

AC Transit is one of the three entities involved in planning and developing the Program as a member of the TJPA Board of Directors. The AC Transit service area consists of a linear strip on the eastern shore of San Francisco Bay, from Contra Costa County and the city of Richmond in the north to Alameda County and the city of Fremont in the south. Approximately 1,423,000 people reside within the AC Transit service area, which is predominantly urban; the district includes 13 cities and several unincorporated areas of the two counties of Alameda and Contra Costa.¹ AC Transit’s Transbay service currently consists of 28 commuter bus lines providing morning peak-hour service from areas in the East Bay to the Temporary Transbay Terminal and afternoon peak-hour service from the terminal to the East Bay. Approximately 18,500 AC Transit passengers pass through the Temporary Terminal every weekday.² AC Transit will be the primary tenant of the Bus Deck when the Transit Center opens.

Amtrak

Amtrak operates a nationwide rail network with East Bay stations in Richmond, Berkeley, Emeryville, and Oakland, among others. Amtrak operates 15 to 20 daily thruway buses to the Temporary Terminal, serving about 385 daily passengers. Amtrak will have a ticketing office, passenger waiting area, and bus berths on the Bus Deck of the new Transit Center.

BART

Bay Area Rapid Transit is a heavy rail system comprising over 100 miles of track and 45 stations in Alameda, Contra Costa, San Mateo, and San Francisco counties. Daily ridership systemwide is estimated to be approximately 430,000 trips; during peak commute hours, over 60,000 people ride through the Transbay Tube (connecting San Francisco with the East Bay) in each direction.³ Although BART is not a partner agency with the TJPA and will not have a station at the Transit

1 AC Transit Title VI Program, September 2014

2 AC Transit observed ridership in 2015

3 BART 2016 Factsheet, http://www.bart.gov/sites/default/files/docs/2016Factsheet_v12_0.pdf

Center, BART riders are expected to be users of the facility. A pedestrian tunnel connecting the Transit Center with the Embarcadero BART Station on Market Street (just over one block away) is planned as part of Phase 2 of the Program. The most recent ridership study undertaken by the TJPA concluded that passengers transferring between BART, Caltrain, and Muni Metro would be expected to use this tunnel.

Bicycles

San Francisco ranks among the top cities in the nation for bicycle commuting. According to SFMTA's 2016 San Francisco Bicycle Report, San Francisco bicycle riders (both commuter and recreational) make an estimated 82,000 bike trips each day.⁴ SFMTA's bicycle division and the San Francisco Bicycle Coalition were consulted during planning for the Transit Center. In Phase 1, bicycle racks accommodating up to 60 bicycles will be installed around the perimeter of the Transit Center and secured bicycle storage for 100 bikes will be located at a ground level space fronting the street. In Phase 2, the lower level of the Transit Center will have secured storage for 500 bikes. Planning also calls for a San Francisco Bike Share station to be located around the perimeter of the Transit Center.

Greyhound

Greyhound Lines operates intercity bus service nationwide and currently operates five lines from the Temporary Terminal, serving about 1,370 daily passengers. Greyhound will have a ticketing office, passenger waiting area, and bus berths on the Bus Deck of the new Transit Center.

Golden Gate Transit

Golden Gate Transit operates four commuter bus lines between Marin and Sonoma counties and the Temporary Terminal. About 1,400 riders take these lines to the Temporary Terminal each weekday. Golden Gate Transit will operate from the Bus Plaza at the new Transit Center.

Muni

The San Francisco Municipal Railway (Muni) is operated by the San Francisco Municipal Transportation Agency and is the largest transit system in the San Francisco Bay Area, comprising five modes of transit: bus, trolley bus, light rail, historic streetcar, and cable car. Muni serves more than 200 million customers each year, with more than 700,000 passenger boardings each day.⁵ SFMTA participates in the ongoing planning of the Program as a member of the TJPA Board of Directors.

Fifteen Muni bus and trolley bus lines currently stop around the perimeter of the Temporary Terminal, and an estimated 9,000 Muni passengers board or alight at the Temporary Terminal each weekday. After completion of the Transit Center, Muni's 25 Treasure Island line will operate from the Bus Deck, and the remaining lines will operate from the Bus Plaza.

SamTrans

SamTrans provides local and express commuter service on three lines between San Mateo County and the Temporary Terminal. Approximately 1,600 daily SamTrans riders take lines from the Temporary Terminal. These lines will operate from bus islands adjacent to the Bus Plaza once the Transit Center opens.

⁴ 2016 San Francisco Bicycle Report, www.sfmta.com

⁵ SFMTA Public Participation Plan, June 2013

SF Paratransit

SF Paratransit provides complimentary paratransit services for the SFMTA in accordance with the Americans with Disabilities Act (ADA) and performs about 800,000 passenger trips annually. Paratransit currently stops on Howard Street on the north side of the Temporary Terminal. Once the Transit Center opens, Paratransit will stop in the designated passenger drop-off areas along Minna and Natoma streets.

WestCAT

The Western Contra Costa County Transit Authority service area comprises just over 20 square miles of West Contra Costa County, including the cities of Pinole and Hercules and the unincorporated areas of Montalvin Manor, Bayview, Tara Hills, Rodeo, Crockett, and Port Costa. The area is bounded to the north by the Carquinez Strait, the city limits of Pinole and Hercules to the east, the Richmond city border to the south, and by San Pablo Bay to the west. The population in the service area is approximately 63,000 inhabitants.⁶ The agency operates the WestCAT Lynx commuter service with 36 daily inbound buses to the Temporary Terminal and 41 daily outbound buses to Hercules.⁷ Approximately 850 WestCAT Lynx riders pass through the Temporary Terminal each weekday. WestCAT Lynx will operate from the Bus Deck of the Transit Center.

Table 2 shows daily ridership projections by transportation agency. Table 3 shows the number of weekday buses projected to serve the new Phase 1 Transit Center upon opening.

Table 2. Daily Ridership Projections – Temporary Terminal/Transit Center

	Observed Ridership (by Agencies)			Projected Ridership				
	Year 2009-10	Year 2013	Year 2014	Year 2015	Year 2016	Year 2017	Year 2018	Year 2030
Transit Agency								
AC Transit	14,000			18,414 ³	19,200	19,900	20,550	25,300 ¹
SFMTA Muni 25		1,135		1,750	2,050	2,350	2,700	6,400 ¹
SFMTA Other Muni	6,000	6,610 ⁴		7,075	7,325	7,600	7,850	12,000 ^{2, 5}
SamTrans			1,425	1,530	1,635	1,740	1,845	3,100 ¹
WestCAT Lynx			850	850	850	850	900 ⁶	900 ⁶
Golden Gate Transit	1,420			1,420	1,420	1,420	1,420 ⁶	1,420 ⁶
Greyhound			1,370	1,370	1,370	1,370	1,600 ⁷	2,550 ⁷
Amtrak			385	385	385	385	450 ⁷	720 ⁷
Totals	21,420	7,745	4,030	32,794	34,235	35,615	37,315	51,670

Projections in red for the years 2015–2018 have been extrapolated from observed ridership data and year 2030 study projections.

Notes:

1. Caltrain Downtown Extension and Transbay Ridership Analysis, Cambridge Systematics, November 2008
2. Transbay Transit Center Transportation Elements (issued for 50% CD), Pelli Clarke Pelli Architects, December 2010
3. Source: AC Transit
4. Muni lines: 5, 5L, 38, 38L, and 71
5. Muni lines: 1, 5, 6, 38, 38L, and 41
6. Agency indicates ridership unlikely to change significantly between now and 2018.
7. 4% increase per year based on Muni average.

⁶ Western Contra Costa County Transit Authority Title VI Program Update, March 2016

⁷ <http://www.westcat.org/schedules/lynx/>

Table 3. 2017 Weekday Bus Schedule Projections at Transbay Transit Center

Agency	Arrivals	Departures	Total	Source
Bus Deck				
AC Transit	249	339	588	2016 AC Transit Transbay schedules
Greyhound	23	23	46	2016 Greyhound clocksheet
Amtrak	21	22	43	2016 Amtrak Thru-Way Bus Schedule
WestCat Lynx	32	35	67	2018 WestCat Lynx Projections
Muni 25 (Treasure Island)	75	75	150	2016 SFMTA schedule 25 line
Total			894	
Bus Plaza				
SFMTA	325	316	641	2016 SFMTA Schedules 5/5R, 7/7R, 38/38R, 81x
Golden Gate Transit	60	70	130	2016 GGT schedules 10, 70, 101/101x
SamTrans	50	49	99	2016 SamTrans schedules 292, 397, KX
Total			870	

Phase 2

Phase 2 of the Program is being planned to bring both Caltrain and future California High-Speed Rail to the Transit Center by the year 2025.

Caltrain

Caltrain is operated by the Peninsula Corridor Joint Powers Board, one of the three transit entities cooperating in the planning and development of the Program as a member of the TJPA Board of Directors. Caltrain runs approximately 46 northbound and 46 southbound weekday trains between San Francisco (Fourth and King streets, south of downtown) and points south on the Peninsula.

California High-Speed Rail

The California High Speed Rail Authority is the state entity responsible for the planning and design of a state-of-the-art high-speed train system. The Transit Center will be the northern terminus for the proposed system from San Francisco to Los Angeles and San Diego. The DTX is being designed to accommodate the system's high-speed trains.

2.3 Title VI Equity Analysis

FTA Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients, states that recipients "shall complete a Title VI equity analysis during the planning stage with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin. Recipients shall engage in outreach to persons potentially impacted by the siting of facilities. The Title VI equity analysis must compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site."

The 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.

Two build alternatives for Phase 1 were studied in the FEIS/EIR. Under either alternative, the new Transit Center and Bus Ramp were planned on the site of the previous terminal at Mission and First streets and along the previous bus ramp alignment, respectively. Both of the original structures were demolished in 2010 to make way for the new Transit Center and Bus Ramp currently under construction. Phase 1 under either alternative required full or partial acquisition of 26 private properties. Six residents were displaced; these parties were provided with relocation assistance in accordance with federal guidelines. The FEIS/EIR concluded that up to 120 persons would be displaced by Phase 2.

The FEIS/EIR analyzed the socioeconomic character—population, employment, housing, income, age, education, and racial composition—of four census tracts within the study area for both phases of the Program. Although one of these census tracts, located the west end of the study area, showed higher concentrations of Black/African American and Hispanic populations relative to percentages citywide, the study concluded that minority populations were not disproportionately represented among those who would be displaced by the project or who live adjacent to the project. Consistent with the Program’s purpose to alleviate blight and revitalize the area around the former Transbay Terminal, the study concluded that construction of the Transit Center would increase pedestrian activity and, as a result, would potentially contribute to the intensification of land uses and the redevelopment of underused parcels in the area surrounding the former terminal, thereby improving the economic vitality of the area. The FEIS/EIR’s socioeconomic impact analysis is discussed on pages 4-14 through 4-18 of chapter 4 of the FEIS/EIR available at <http://tjpa.org/documents/final-eiseir>. The FTA’s Record of Decision, published in February 2005, is also available on the TJPA’s website at <http://tjpa.org/documents/environmental-documents>.

The TJPA expects to complete by early 2017 a supplemental environmental review process for refinements that will be made to the Program’s Phase 2 components. The SEIS/EIR studied whether these refinements would have disproportionately high and adverse effects on low income and minority populations, pursuant to Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations. Seven census tract block groups within the study area were studied and shown to have ethnic and racial minority populations of greater than 50 percent. The study concluded that while construction of Phase 2 would result in new adverse construction impacts, no adverse effects would be borne disproportionately by these ethnic and minority populations. Rather, direct long-term mobility benefits are expected to be equitably shared across communities by various demographic groups, including transit-dependent and minority populations. Improved mobility and connectivity to public transportation will enhance access to places of employment and public facilities and social, religious, and community facilities in the City. The SEIS/EIR environmental justice analysis, including the outreach efforts, is discussed on pages 3.18-1 through 3.18-12 of the main document, which is available on the TJPA’s website at <http://tjpa.org/documents/draft-seiseir>. Section 3.3 of this Title VI program includes additional information about public participation during the environmental review process.

2.4 Current Program Status

Design of the Transit Center has been completed, and construction is underway. All trade work, with the exception of the IT systems, has been procured for the Transit Center. Bus operations are expected to start at the beginning of calendar 2018. Construction of the Bus Storage Facility will begin in 2017, and is expected to be completed in 2018. The supplemental environmental review process for Phase 2 will be completed in early 2017.

Current activity is focused on:

- Planning for the transition of transit operations from the Temporary Terminal to the Transit Center
- Finalizing the operations and maintenance plan, including the security program and security staffing plan
- Selecting a master lessee to oversee the daily operations of the facility including its retail areas, public spaces, and park
- Achieving the milestones of Temporary Certificate of Occupancy for the building on December 1, 2017, and Substantial Completion on December 22, 2017

3 Public Inclusion in the Program

The vision for the Program is to create a transportation gateway that inspires civic pride and progress through world-class architecture, superb functionality and timeless appeal. The TJPA 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. This section describes how the TJPA engages the public during planning and construction of the Transit Center.

3.1 TJPA Approach to Public Participation

The new Transit Center will accommodate a diverse population of more than 100,000 visitors each weekday. The TJPA's approach to public participation has been to oversee a planning process that offers as many opportunities as possible for the ideas and concerns of the public to be heard. Examples include meeting with nearby community-based organizations that serve minority groups as well as regular input from the TJPA Citizens Advisory Committee, whose members are selected to ensure representation from each of the various stakeholder groups affected by the Transit Center, providing a range of backgrounds and perspectives; refer to the discussion under Planning in Section 3.3. Working with its general contractor, 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.

3.2 Profile of Demographic/Geographic Area Being Served

Currently, the TJPA's activities are primarily directed at stakeholders and populations within the Program area that may be affected by planning and construction activities. After opening, in addition to serving transit riders from eight Bay Area counties, the Transit Center and its public spaces are expected to serve the population of greater San Francisco.

The following sections summarize demographic information from the U.S. Census for the City and County of San Francisco.

Race/Ethnicity

A breakdown of San Franciscans by race/ethnicity based on estimates from the 2010–2014 American Community Survey shows three main groups: white/Caucasian, Asian, and Hispanic or Latino, as shown in Table 4.

Table 4. Race & Ethnicity in San Francisco

	Percentage
White alone	41.4%
Asian alone	33.3%
Hispanic or Latino	15.3%
Black or African American alone	5.5%
American Indian and Alaska Native alone	0.2%
Native Hawaiian and Other Pacific Islander alone	0.4%
Two or more races	3.4%
Some other race	0.5%

Source: American Community Survey 2010–2014

Language

Approximately 55 percent of the population of San Francisco speaks English only,⁸ which reveals that many residents are multilingual and/or may have limited English proficiency (LEP). “LEP,” as classified by the U.S. Census Bureau, refers to individuals ages five years and older who report speaking English “less than very well.” In San Francisco, Chinese-speakers and Spanish-speakers represent the two largest LEP groups. The other main LEP groups speak Tagalog, Russian, Vietnamese, Korean, Japanese, French (including Patois, Cajun), and Thai.

A review of the language assistance plans provided by the TJPA’s partner transportation agencies shows that these agencies are serving similar LEP populations, with LEP persons who speak Chinese and Spanish being a large majority of the overall LEP populations in their service areas.

Income

According to U.S. Census data for 2010–2014, the median annual household income in San Francisco is approximately \$78,000. Approximately 13 percent of adults in San Francisco have incomes below the poverty level. The breakdown of household income along with the median income is shown in Table 5.

Table 5. Annual Income of Households in San Francisco

	Percentage
Less than \$10,000	6.5%
\$10,000 to \$14,999	6.1%
\$15,000 to \$24,999	7.8%
\$25,000 to \$34,999	6.4%
\$35,000 to \$49,999	8.6%
\$50,000 to \$74,999	13.1%
\$75,000 to \$99,999	10.6%
\$100,000 to \$149,999	16.5%
\$150,000 to \$199,999	9.4%
\$200,000 or more	15.0%
Median income (dollars)	\$78,378

Source: American Community Survey 2010–2014 (Report S1901)

⁸ 2010–2014 American Community Survey (Report B16001)

3.3 Strategies to Ensure Equal Access to TJPA Services

The TJPA's current activities are focused on planning and procuring the professional and construction services to manage, design, construct and operate the Transit Center and its related facilities. The TJPA has developed resources, tools, and programs to keep the public informed about the Program, engage the public in the decision-making process, and provide meaningful opportunities for individuals from groups typically underrepresented in the construction industry and transit rider groups to participate in development of the Program.

Planning

Environmental Review Process

As discussed in Section 2.3, the 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 TJPA is currently engaged in a supplemental environmental review process to evaluate refinements to the DTX project, part of Phase 2 of the Program.

A Notice of Preparation (NOP) for the SEIS/EIR was published in the San Francisco Chronicle and was mailed to approximately 4,500 owners and occupants of properties along the DTX alignment and within 300 feet of the project study area, consistent with standard City guidance. Other stakeholders and interested members of the public on TJPA's mailing list were also included in the mailings. A public scoping meeting was held at the TJPA offices. The NOP and all scoping materials presented were posted to the TJPA website to serve as a public record.

The Notice of Availability of the Draft SEIS/EIR was published in the San Francisco Examiner and mailed to approximately 6,000 owners and occupants of properties along the DTX alignment and within 300 feet of the study area. The Draft SEIS/EIR is available for public review on the TJPA website, in the TJPA offices, and at the San Francisco Main and MTC-ABAG libraries. Comments were accepted during a 60-day public comment period, which included a meeting held at the TJPA offices on February 10, 2016.

The TJPA took reasonable steps to ensure full and fair participation by minority and low-income populations within the study area during development of the SEIS/EIR. Three neighborhood groups that provide support services to underserved and minority communities along the DTX alignment were contacted, in accordance with federal Executive Order 12898 on environmental justice. The groups, the South of Market Community Action Network, Asian Neighborhood Design, and the Filipino American Development Foundation, were given an overview of the Program and Phase 2 refinements being analyzed in the SEIS/EIR. No concerns were raised by the representatives of these organizations.

Public Meetings

The TJPA holds recurring public meetings that include monthly meetings of the TJPA Board of Directors and the TJPA CAC, monthly community meetings, and quarterly Cost Review Committee 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 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 are examples of text included in meeting notices:

Community Meetings. *All venues are wheelchair accessible. To request real time captioning, a language interpreter, an American Sign Language interpreter, or other accommodations for upcoming community meetings, please contact the TJPA at (415) 597-4620 or send an email to info@tjpa.org.*

TJPA Board Meetings. *If you require the use of a language interpreter, an American Sign Language interpreter, a sound enhancement system, or a reader during the meeting, such person or system can be made available upon request; please contact the TJPA at (415) 597-4620 or info@tjpa.org, at least 72 hours prior to the meeting. Late requests will be honored if possible. Calendars and minutes of the meeting may be available in alternative formats; please contact the TJPA at (415) 597-4620 or info@tjpa.org at least 72 hours in advance of need. Written reports or background materials for calendar items are available for public inspection and copying at 201 Mission St. Suite 2100 during regular business hours and are available online at www.Tjpa.org.*

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.

The TJPA provides instructions on how to request interpreter service to its notices of upcoming meetings. These instructions are written in English, Spanish, and Chinese, and state the following:

Accessibility and Title VI: TJPA provides services/accommodations upon request to persons with disabilities and individuals who are limited-English proficient who wish to address TJPA matters. For accommodations or translation assistance, please call (415) 597-4620. We require three working days' notice to accommodate your request.

The following sections provide detail about the TJPA's recurring meetings:

TJPA Board of Directors. The TJPA Board of Directors meetings are held on the second Thursday of each month at San Francisco City Hall. All Board meetings are generally televised live on SFGovTV2, cable channel 78, with closed captions. 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.

TJPA Citizens Advisory Committee. The TJPA CAC meets on the second Tuesday of each month at the TJPA offices at 201 Mission Street, Suite 2100, in San Francisco. The CAC plays an advisory role in the planning of the Program and reports on its activities and concerns at the monthly Board meetings. Table 6 shows the racial/ethnic identity of the CAC members.

Table 6. Racial/Ethnic Makeup of TJPA Citizens Advisory Committee

CAC Member	Race or Ethnicity
Daily Caltrain Rider into San Francisco	Not declared
Daily AC Transit Transbay Rider into San Francisco	Not declared
Daily Muni Rider on a line that terminates at or passes through the Transbay Terminal	African American
Local Resident from District 6	Hispanic
Local Business from District 6	Asian
Environmentalist	Caucasian
Member of a Planning or Good-Government Non-Profit Organization	Caucasian
Representative from Labor	Caucasian
Bicycle Advocate	Not declared
Disabled Advocate	Caucasian
San Francisco Based Public Transit Advocate	Not declared
Regional Transit Advocate	Caucasian
Regional Transit Advocate	Not declared
Member of the Citywide (San Francisco) Business Community	Not declared
Real Estate Development/Finance Expertise	African American

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 37 organizations listed below:

San Francisco Chamber of Commerce	Literacy for Environmental Justice
Oakland Chamber of Commerce	Livable City
San Mateo Area Chamber of Commerce	People Organizing to Demand Environmental and
San Francisco African American Chamber of Commerce	Economic Rights
San Francisco and Oakland Chinese Chambers of Commerce	San Francisco Bay Area Society of Hispanic Professional Engineers
San Francisco and Alameda Hispanic Chamber of Commerce	San Francisco State University and University of California, Berkeley student organizations
Japanese Chamber of Commerce	San Francisco Youth Commission
Korean American North Pacific Coast	Sierra Club
San Francisco Korean Chamber of Commerce	San Francisco La Raza Lawyers
Korean American Chamber of Commerce of Silicon Valley	The Nature Conservancy
Consulate General of Mexico	California State Council of Laborers
San Francisco Planning and Urban Research Association	Carpenters Union #22
Building Owners and Managers Association of San Francisco	International Brotherhood of Electrical Workers Local 6
Accion Latina	Laborers International Union of North America, Local #261
Bay Area and San Francisco Bicycle Coalition	Northern California Carpenters Regional Council
Executives Association of San Francisco	International Union of Operating Engineers, Local #3
La Raza Community Resource Center	San Francisco Buildings & Trades Council, Local #377

San Francisco Labor Council
Sheet Metal Workers' Local Union #104
Teamsters Local #853

United Association of Journeymen and
Apprentices of the Plumbing and Pipefitting
Industry Local #38

Community Meetings. Monthly community meetings are held at the TJPA offices to update the public on construction progress. Notices of upcoming community meetings are emailed to approximately 1,500 individuals who have expressed interest in the ongoing construction of the Transit Center. Community meetings are also scheduled at other locations as appropriate to address specific populations and aspects of the Program. These include updates to residents and workers in buildings that are adjacent to the construction site.

Cost Review Committee. The Cost Review Committee meets quarterly at the TJPA offices. The committee was established in 2016 in accordance with the Cost Oversight Agreement between the TJPA, the City, and the Metropolitan Transportation Commission (MTC) for the purpose of ensuring financial oversight of the TJPA's budget and certain expenditures. The committee is composed of the City and County of San Francisco Controller, Executive Director of the MTC, and Executive Director of the TJPA.

Presentations/Tours/Events

The TJPA hosts numerous tours of the project site each month for stakeholders and students, as well as industry and government representatives. Tours are made available to these entities upon request and as resources allow. TJPA works with visiting groups to ensure translators are available for presentations to non-English speaking populations as needed.

Public events are held at key Program milestones. These have included opening of the Temporary Terminal, groundbreaking for the new Transit Center, the initiation of concrete foundation pours and steel construction, and the unveiling of the Penrose awning. TJPA typically invites a broad range of stakeholders to attend. In addition, media advisories are sent out to a broad range of press outlets to maximize coverage.

Construction Updates

Weekly look-ahead notices regarding upcoming construction activity, street closures, and night work over the next 10 days are emailed to the TJPA's construction update mailing list, which currently includes nearly 1,500 recipients. Any member of the public with an interest or concern related to TJPA's construction work can sign up to receive this information. These updates are also posted to the TJPA website and distributed via social media.

In addition, TJPA staff convenes a weekly internal staff meeting with the construction management team and prime contractor to develop the 10-day look-ahead schedule focusing on upcoming construction activities with potential impacts to the public. These discussions include identifying the populations that may be impacted, determining an outreach strategy to provide notifications regarding potential impacts, and reviewing any complaints or concerns that have been received. Staff maintains a 24-hour construction hotline that any member of the public can call to ask questions or express concerns about ongoing construction work. Members of the public can also raise questions or express concerns by sending an email to info@tjpa.org. The address is publicized regularly in our outreach materials, including each week in the construction update. Staff responds to any questions or issues as appropriate in a timely manner.

Concerns raised by members of the public in any setting or forum inform TJPA's future construction activities. This includes ongoing efforts to minimize impacts to vehicular and pedestrian traffic, as well as modifications to reduce the amount of night noise. TJPA regulates the amount of noise

generated by construction via a night noise permitting process. The permits issued to contractors and subcontractors have been continually updated and modified as impacts are identified in order to reduce noise and disruptions as much as possible.

These permits include an evolving list of restrictions to meet this goal, including prohibiting certain activities at night, limiting other activities to certain hours and requiring the use of certain types of equipment designed to reduce noise. For example, back-up alarms on vehicles accessing the construction site were a major source of neighborhood complaints. In response, a requirement was inserted into night noise permits that said all TJPA contractors and subcontractors must use a certain type of back-up alarm, referred to as a “broadband alarm,” which makes a much less intrusive noise while still maintaining the safety of workers on the site. As a result of these coordinated efforts, there has been a steady reduction in the overall number of community complaints regarding TJPA construction activities since 2011.

Website, Newsletters & Social Media

The TJPA uses its website to provide in-depth information about the many facets of the Program to a wide public audience. The information available ranges from notices of upcoming public meetings, meeting minutes, press releases, and fact sheets to important environmental, planning and financial documents. Visitors can join the TJPA’s various mailing lists online to receive notices about meetings, public participation opportunities, and project updates.

A newsletter highlighting activity on the Program, including construction milestones and other significant achievements, is also distributed to the TJPA outreach list via email several times per year and then posted to the website.

The TJPA has installed the Google Translate tool on its website to allow the web content to be translated into over 100 other languages.

The TJPA uses its social media channels for Program updates, construction milestones, and news related to the Program. The Program currently uses the following social media outlets: Facebook (4,233 likes), Instagram (570 followers), and Twitter (813 followers).

Internships

The TJPA is committed to leveraging the economic activity and educational opportunities created by the Program to create meaningful internships for high school-age and college students from various backgrounds and communities not typically represented in the architectural, engineering, and construction management industries. The TJPA’s summer internship program introduces students to these fields, exposes them to a professional work environment, and provides them with mentoring and training. Forty-eight high school students and 21 college students have interned with the TJPA and its consultants over the past seven years. The TJPA works with the following agencies and organizations to engage potential interns:

- Electricians, carpenters, and laborers unions
- Metropolitan Transportation Commission
- Mission Hiring Hall
- San Francisco Building Construction Trades Council
- San Francisco Department of Children Youth and Families
- San Francisco Mayor's Youth Employment & Education Program
- San Francisco Unified School District
- Young Community Developers

Procurement

The economic activity generated by the Program has the potential to provide significant benefits to Small Business Enterprises, which may include businesses owned by minorities, women, veterans, and other groups that are underrepresented in the construction industry. The TJPA procurement activities promote an environment of inclusion in the procurement of professional services and construction contracts.

Nondiscrimination Policy

It is the policy of the TJPA to ensure nondiscrimination in the award and administration of any contract on the basis of the fact or perception of a person's race, color, creed, religion, national origin, ancestry, age, sex, sexual orientation, gender identity, domestic partner status, marital status, disability, weight, height, or Acquired Immune Deficiency Syndrome or Human Immunodeficiency Virus (AIDS/HIV) status.

The TJPA ensures that the following clause is placed in every DOT-assisted contract and subcontract:

The contractor or subcontractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this contract. The contractor shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of DOT-assisted contracts. Failure by the contractor to carry out these requirements is a material breach of this contract, which may result in the termination of this contract or such other remedy as the TJPA deems appropriate.

Small Business Enterprise Program

The TJPA's SBE program was established in 2009 with the intention of creating a level playing field on which SBEs can compete fairly for contracts and subcontracts relating to the TJPA's construction, professional services, and procurement activities. SBE goals are established on contracts that have subcontracting possibilities, and contracts and subcontracts are diligently monitored for compliance with the established goals. The TJPA is committed to removing barriers to SBE participation in the bidding, award, and administration of TJPA contracts and to this end uses a number of strategies to achieve its SBE goals. These include set-asides for SBEs and the unbundling of contracts, where appropriate, to allow small firms to successfully compete for the work. As of November 2016, the results of TJPA's SBE outreach include:

- Forty-five construction services trade subcontracts have been awarded by the Construction Manager/General Contractor (CM/GC) of which a total of 17 have been awarded to SBE firms as prime subcontractors for a total of 37% SBE prime subcontractors performing work on this contract.
- More than 140 lower tier SBEs are currently under contract to either the CM/GC or its prime subcontractors.
- Programwide, more than \$337,000,000 has been awarded to SBE firms.

Outreach to Veterans

Since 2012, the TJPA has made hiring veterans for construction-related jobs a priority. In partnership with the CM/GC, efforts have included developing a speaker series to reach out to veterans at San Francisco State University and City College of San Francisco, working with unions to identify unemployed veterans, gathering representatives from each union to specifically address veteran

hiring issues, and participating in initiatives such as One Vet, One Voice and United for Veterans to bring attention to this issue. The Program also works closely with Swords to Plowshares, Helmets to Hardhats, and United Contractors to recruit veterans for work and apprenticeship training opportunities. The Program keeps a schedule of career fairs and hiring events for veterans and actively participates in these activities.

Transitioning to Operations

Through 2017 and early 2018, staff will be focusing on coordinating with its transportation agency partners on the transition of bus operations from the Temporary Terminal to the Transit Center. This work includes developing a common understanding of the collective responsibility among service providers at the Transit Center to comply with Title VI. Protocols that cover the types of information complaint forms should gather, how complaints will be routed to the appropriate agency, and the on-site staff that can accept complaint forms are being developed and will be shared with agency partners, the master lessee, and other on-site consultant staff once those entities are engaged.

Toward the end of 2017, staff will develop outreach strategies to ensure that information on opening of the Transit Center is made widely available and is responsive to the needs of the public. Key information will also be made available in Chinese and Spanish. Strategies that may be used include:

- Street signs on poles and decals on sidewalks directing the public to the Transit Center entrances
- Written materials, such as brochures with Transit Center maps and transit information
- Electronic schedule boards, maps, and other building and wayfinding information on digital kiosks
- Updates to the websites with information in other languages
- Community meetings, media tours, and open houses
- Bilingual ambassadors stationed throughout the Transit Center to help users navigate the building and direct them to their desired bus boarding spots

Operations

The Transit Center will open to the public in 2018. The building has been designed to promote transit connectivity and access to a diverse population of transit riders, neighborhood residents and workers, and general visitors from throughout the Bay Area.

Accessibility

The Transit Center building complies with all governing code including the ADA, which ensures access to the built environment for people with disabilities. Any facility built or altered after January 26, 1992, must be “readily accessible to and usable by” persons with disabilities. During planning and design, the TJPA worked with the San Francisco Public Works ADA/Disability Access coordinator who reviewed accessibility elements in the public realm around the Transit Center. The Mayor’s Office on Disability reviewed the interior spaces, and offered guidance on unique features of the Transit Center.

Accessible paths of travel throughout the Transit Center's public spaces have been designed to ensure that all users can access their transit lines as well as other amenities. Accessible design features of the Transit Center include:

- Vehicular drop-off and pick-up curbside at ground level on both sides of the building
- Curb ramps at all street corners and points of access to the Bus Plaza, Grand Hall at First Street, and Shaw Alley
- Six pairs of elevators and five sets of escalators throughout the Transit Center

Signage

Signage will be the public's main source of wayfinding and information on transit providers and their schedules. The three types of signage in the Transit Center conform to MTC's guidelines and standards⁹ and are described in the following sections.

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. Over 50 free-standing pylons displaying universal pictograms, arrows, and transit agency logos are sited around and throughout the facility.

Transit Pylons. Dedicated transit pylons will be located in the Bus Plaza (5), the bus island in Fremont Street (1), and on the Bus Deck (37). The transit pylons house monitors that will display information including real-time transit arrival/departure and route information from the Bay Area 511 system administered by the MTC.

Kiosks. Approximately 60 kiosks with monitors will be located throughout the Transit Center. These will display information about the building and scheduled events, general announcements, advertising, and emergency messages in English, Chinese, and Spanish.

Ticketing

MTC's Clipper Card will be accepted by most transit lines operating in the Transit Center. Clipper add-value machines will be located in the Grand Hall, Shaw Alley, and Bus Plaza. These machines provide language assistance in Chinese and Spanish.

Emergency Notification

A public address system will broadcast emergency messages in English, Chinese, and Spanish throughout the Transit Center including the Rooftop Park. Emergency messages will also be displayed on the kiosks.

⁹ MTC's 2012 Regional Transit Wayfinding Guidelines & Standards,
http://mtc.ca.gov/sites/default/files/MTC_Regional_Hub_Signage_Standards_2012.pdf.

4 Language Assistance

Title VI requires that recipients provide meaningful access to individuals with limited English proficiency who are likely to encounter their services and activities. This section discusses the steps taken to analyze the populations of limited English speakers among the TJPA's transportation partners and the TJPA's plan to provide language assistance.

4.1 Four Factor Analysis

- 1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the program*

The Transit Center will serve a large and diverse population that includes City of San Francisco residents and riders of the transportation systems that will connect at the Transit Center. The TJPA envisions that office workers within the Transbay district, regardless of whether they are public transit riders, will also be users of the Transit Center's non-transit amenities including retail, the Rooftop Park, and programmed events.

"Limited English Proficiency or LEP," as classified by the U.S. Census Bureau, refers to individuals ages five years and older who report speaking English "less than very well." According to U.S. Census data from 2010–2014, the majority of LEP persons residing in San Francisco speak Chinese. The next largest LEP group speaks Spanish. Table 7 shows the languages spoken by the main LEP groups in San Francisco.

Table 7. Languages Spoken by LEP Persons in San Francisco

	Percent of total population
Chinese	11.97%
Spanish or Spanish Creole	4.86%
Tagalog	1.16%
Russian	0.83%
Vietnamese	0.84%
Korean	0.47%
Japanese	0.38%
French (incl. Patois, Cajun)	0.16%
Thai	0.17%

Source: American Community Survey 2010–2014 (Report B16001)

Note: LEP speakers of these languages number at least 1,000

The Transit Center is under construction and does not yet offer services to the public. To assess the LEP populations of transit riders who will be using the Transit Center, the TJPA referred to the LEP plans of its stakeholder agencies; in some cases, unpublished data compiled by the agency is provided. The results of this review are summarized in the following sections.

AC Transit

AC Transit will be the primary tenant of the Bus Deck and is expected to serve approximately 20,000 daily Transbay riders in 2018 when the Transit Center opens. According to AC Transit, the predominant languages spoken by people in the service area who have limited English proficiency

are Chinese and Spanish (Mandarin for spoken and simplified Chinese for written). AC Transit has identified the following “Safe Harbor” languages¹⁰ within its service area: Spanish, Chinese, Tagalog, Vietnamese, Korean, Hindi, Persian/Farsi, Japanese, Arabic, Portuguese, Khmer, Russian, Laotian, Gujarati, and French. A 2012 onboard survey by AC Transit indicates that among the subset of Transbay riders, Spanish, Mandarin, and Cantonese are also the languages other than English most frequently spoken at home, although English is the dominant language among this group of riders.¹¹ Refer to Table 8.

Table 8. Languages spoken at home among AC Transit Riders

Language	Local	Transbay	Local %	Transbay %
English	97,561	10,811	68.0%	71.4%
Spanish	24,919	1,377	17.4%	9.1%
Chinese-Mandarin	3,340	565	2.3%	3.7%
Chinese-Cantonese	2,107	440	1.5%	2.9%
Tagalog	2,658	387	1.9%	2.6%
French	1,434	289	1.0%	1.9%
Korean	776	107	0.5%	0.7%

Source: AC Transit. Table shows only languages spoken by at least 100 people.

Amtrak

Amtrak is updating its LEP plan. A summary provided by Amtrak indicates that the agency currently provides emergency and safety information in three languages: English, Spanish, and Chinese.

BART

While BART does not connect directly to the Transit Center in Phase 1, over 170,000 trips were made to or from Embarcadero and Montgomery stations each weekday in 2015.¹² It is expected that a significant number of BART riders will pass through the Transit Center either to connect to other transit systems or to visit. The results of BART’s LEP assessment, published in its 2010 Public Participation Plan, concluded that the most frequently spoken languages by LEP persons in BART’s four-county service area are Spanish, Chinese, Vietnamese, Tagalog, Russian, and Korean.

Golden Gate Transit

Golden Gate Bridge, Highway and Transportation District’s 2015 Title VI Program document contains a summary of a rider survey conducted in 2013. Among the 363 Golden Gate Transit commute route riders surveyed, 59 said they speak a language other than English at home. Among these, 85 percent said they speak English “very well,” and only 2 percent said they speak English “not well” or “not at all.”¹³ The languages represented by speakers of languages other than English are Spanish, Tagalog, French (including Creole), Chinese, Korean, Vietnamese, Russian, and Polish.

¹⁰ “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” (FTA Circular 4702.1B)

¹¹ Email communication with AC Transit, September 29, 2016.

¹² BART 2016 Factsheet, http://www.bart.gov/sites/default/files/docs/2016Factsheet_v12_0.pdf

¹³ Golden Gate Transit LEP plan, August 2015

Greyhound

Greyhound's 2016 LEP plan indicates that the most common languages spoken by LEP persons in Greyhound's service area (the United States) are Chinese and Spanish. Currently, Greyhound translates vital documents into Spanish and French (depending on geographic area), and the agency indicated that it will conduct a detailed assessment to determine the LEP populations it is serving.

WestCAT Lynx

According to WestCAT, approximately 8 percent of households in its service area are designated as "limited English-speaking." The most common languages in the service area are Tagalog, Chinese, and Spanish, with Spanish-speakers being the only statistically significant population coming into contact with WestCAT's services. The WestCAT Lynx offers regional service between the Hercules Transit Center and the Temporary Transbay Terminal.¹⁴ A breakdown of WestCAT Lynx LEP riders was not available; however, overall observed ridership to the Temporary Terminal has shown that daily Lynx riders number fewer than 1,000 and, therefore, the subset of LEP riders is expected to be small.

SamTrans

Analysis in SamTrans's 2016 Language Assistance Plan shows that LEP populations in San Mateo County fall into ten language groups, each of which have more 1,000 persons. These are Spanish, Chinese, Tagalog, Japanese Arabic, Vietnamese, Korean, Hindi, Russian, and Persian. SamTrans currently translates most materials into Spanish, which is the only language group constituting a share of more than 4 percent of the county's population. SamTrans' outreach efforts have included oral translation or written materials in Chinese and Tagalog.¹⁵ About 1,600 SamTrans riders currently pass through the Temporary Terminal. While ridership is expected to increase somewhat by the time the Transit Center opens, fewer than 2,000 daily SamTrans riders are expected at the Transit Center.

SFMTA-Muni

SFMTA's 2012 Language Assistance Plan indicates that two groups make up the majority of the 182,745 persons or 23.91 percent of San Francisco's population who speak English "less than very well": Chinese (52.03% or 95,079 persons) and Spanish (21.67% or 10,844 persons). The next tier of languages spoken by LEP persons within its service area of San Francisco comprises Tagalog, Russian, and Vietnamese. SFMTA's analysis identified nine Safe Harbor languages: Chinese, Spanish, Tagalog, Russian, Vietnamese, Korean, Japanese, French, and Thai. The TJPA anticipates that over 10,000 daily Muni riders will pass through the Transit Center and that this population will include significant numbers of LEP persons.

Summary

The results of the stakeholder agencies' surveys and analyses show that Chinese and Spanish are the languages spoken by the majority of LEP persons using their services. On the basis of its review of the information available from its transportation partners, the TJPA concluded that San Francisco Muni riders and AC Transit riders represent the largest and most diverse LEP populations among Bay Area transit riders. While AC Transit's service area includes several significant LEP populations not represented by the Safe Harbor languages identified in San Francisco, the subset of AC Transit riders using its Transbay service is predominately English-speaking.

¹⁴ WestCAT Title VI Program Update, March 2016

¹⁵ San Mateo County Transit District (SamTrans) Title VI Program, October 2016

2. The frequency with which LEP persons come into contact with the program

The TJPA current services include planning and construction activities that involve outreach to stakeholders and residents in the Program area as part of the environmental review process and regular public and community meetings, including construction updates. The TJPA's environmental justice outreach did not identify LEP populations in the area that frequently come into contact with the Program.

Once open, however, the Transit Center is expected to serve a diverse population, and the TJPA expects that LEP persons will come into contact with the Program, both as transit users and as visitors of the Transit Center's public spaces and programmed events.

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

The Transit Center will be a critical link in the Bay Area's public transportation infrastructure, connecting eight transit services under one roof in Phase 1 and eleven transit services in Phase 2. The Program will create significant benefits for San Francisco and the region, including reduced travel times, better environmental and human health, an expanded labor market, and new jobs.¹⁶ The Transit Center is being designed not only to enhance the experience of commuters and other travelers, but also to be a cultural destination for the community. Retail shops, restaurants, public open space, event programming, and the public art program are expected to draw in and engage a large cross section of the population.

4. The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach

While TJPA has limited staff resources to devote to LEP outreach and does not carry a line item in its budget for LEP outreach, it is committed to ensuring that all LEP persons using the Transit Center have equal access.

4.2 Language Assistance Plan

1. Include the results of the Four Factor Analysis, including a description of the LEP population(s) served

The TJPA's research has identified Chinese and Spanish as the primary languages spoken by LEP persons in San Francisco. The number of Chinese- and Spanish-speaking LEP persons combined is four times larger than the other significant LEP groups combined (refer to Table 6). Additional LEP populations of 1,000 individuals or more speak Tagalog, Russian, Vietnamese, Korean, Japanese, French (including Patois, Cajun), and Thai.

A review of the four-factor analyses of the TJPA's transportation partners showed that Chinese and Spanish are consistently the languages of dominant LEP groups in the service areas of these agencies. Additionally, Tagalog, Russian, Vietnamese, Korean, Japanese, French, and Thai are spoken by significant numbers of transit riders in San Francisco.

¹⁶ Key Investment in San Francisco's Future as a World Class City. TJPA, November 2013

2. Describe how the recipient provides language assistance services by language

The TJPA has taken the following steps to provide language assistance:

- Translated its Title VI notice, complaint form, and instructions into Chinese and Spanish; these are posted at the Temporary Terminal and on the Temporary Terminal and TJPA websites. TJPA will evaluate whether these documents should also be translated into other identified Safe Harbor languages in San Francisco, including Tagalog, Russian, Vietnamese, Korean, Japanese, French, and Thai, as resources permit.
- Added to TJPA's meeting agendas and notices instructions on how to request the services of an oral interpreter at public meetings. These instructions are in English, Chinese, and Spanish.
- Installed the Google Translate tool on the TJPA and Temporary Terminal websites.
- Translated its general fact sheet into Chinese and Spanish. Refer to Appendix F.

As regular public meetings for Phase 2 are expected to continue, the TJPA recognizes that other LEP populations, specifically speakers of the Safe Harbor languages identified in San Francisco, may need translation or interpreter services. As a point of comparison, staff consulted with administrative staff at the San Francisco Board of Supervisors to ascertain how frequently the board receives requests for interpretation at its meetings. The board had fifteen special requests for language services in the last calendar year, and typically those services were needed during the public comment period. The TJPA will continue to include in its agendas and notices instructions on how to request an oral interpreter, consistent with the practices of the Board of Supervisors, and will maintain a list of language assistance resources available to assist at public meetings.

Once the Transit Center opens to the public in calendar 2018, the TJPA will survey visitors to the station in partnership with stakeholder transportation agencies and the master lessee to gather demographic and ridership information including language assistance needs. On-site surveys could involve an interviewer-administered digital tablet survey or a digital survey via a smartphone application or digital kiosk. This work will inform the on-site resources that may be needed. For example, the TJPA will consider whether hiring bilingual staff to man information and security desks in the Grand Hall would be an effective means of providing language assistance to the public.

3. Describe how the recipient provides notice to LEP persons about the availability of language assistance

Instructions on requesting an oral interpreter are included in Chinese and Spanish in meeting agendas and notices, which are posted to the TJPA's website and emailed to its mailing list. Fact sheets and other types of communication intended for the general public produced for Phase 2 planning purposes will include instructions in Chinese and Spanish.

4. Describe how the recipient monitors, evaluates and updates the language access plan

The TJPA has not, to date, received any requests for language assistance, but will keep a written record of requests for language assistance at meetings. After the Transit Center opens to the public, staff will gather detailed user information. This work will involve the master lessee and formalizing an approach to language assistance for visitors other than transit riders, once the master lessee's team is in place.

5. *Describe how the recipient trains employees to provide timely and reasonable language assistance to LEP populations.*

The TJPA has eleven employees, three of whom 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 at its public meetings sign language interpreters, readers, and other services to persons with disabilities. This process will be used to provide oral language interpretation at meetings, if required. The TJPA Board Secretary oversees this assistance. The Contracts Compliance Officer (who also serves as the Office Administrator and the TJPA CAC Secretary) and the Legislative Affairs and Community Outreach Manager (who is also the Title VI Coordinator) will provide language assistance resources as needed.

Once the master lessee is engaged, an approach to language assistance tailored to the users of the Transit Center will be developed. This could include the use of bilingual staff and interactive kiosks programmed to provide information in multiple languages. The master lessee will oversee the training of its staff.

Appendix A

TJPA Board of Directors

Greg Harper, Chair

AC Transit Representative

Greg Harper was appointed to the TJPA by the Alameda-Contra Costa (AC) Transit District. Mr. Harper, a former Emeryville mayor, was elected in November 2000 to the AC Transit Board where he currently serves representing Ward II, which includes portions of Berkeley and Oakland and all of Emeryville and Piedmont. A principal in a local law firm, Director Harper is active in regional civic affairs and has served on the Regional Planning Committee of the Association of Bay Area Governments. He also has served on public bodies including the Bay Area Air Quality Management District, Alameda County's Transportation Commission, the Alameda County Housing Authority, and the Blue Ribbon Task Force for Water Transit in the Bay Area. Director Harper earned two Bachelor's Degrees at the University of Illinois and his Juris Doctor Degree from Hastings College of the Law.

Mohammed Nuru, Vice Chair

Office of the San Francisco Mayor Representative

Mohammed Nuru has served as director of San Francisco Public Works since 2011, overseeing one of the City's largest and most complex operations with a 1,200-member work force and a \$223 million annual operating budget. The department's active capital project portfolio exceeds \$3 billion. Prior to that, he served 11 years as the deputy director for operations. The department's responsibilities range from construction management of major capital projects, including the SF General Hospital rebuild and the Moscone Center expansion, to street cleaning, tree care, job training and sewer repair. Director Nuru earned a Bachelor of Landscape Architecture from Kansas State University. He was appointed to the TJPA by Mayor Ed Lee on June 27, 2014. His Twitter handle is MrCleanSF.

Jeff Gee

Peninsula Corridor Joint Powers Board Representative

Jeff Gee was appointed to the TJPA Board by the Peninsula Corridor Joint Powers Board (JPB) in December 2015. Jeff represents the City of Redwood City, and San Mateo County by serving on several regional public agency committees and boards, including his appointments as a Director and Past-Chairman of the SamTrans Board of Directors; a Director on the JPB which oversees CalTrain, immediate Past-Chairman of the San Francisco Airport Community Roundtable; and Chairman of Commute.org, San Mateo County's transportation demand management organization. Jeff is serving his second term on the Redwood City Council. He was elected to his first term in 2009, served as Redwood City's Mayor in 2014 and 2015, and served as Vice Mayor in 2012 and 2013. In November of 2013, Jeff was re-elected to a second term on the City Council and he was unanimously selected by his City Council colleagues to serve as the Mayor.

Jane Kim

San Francisco Board of Supervisors Representative

Jane Kim was appointed to the TJPA by the San Francisco Board of Supervisors. Ms. Kim was elected to the Board of Supervisors in 2010. She currently serves as a member of the BOS Budget & Finance Committee and chairs the BOS Rules Committee, as well as sitting on the San Francisco County Transportation Authority Budget & Finance Committee and the Treasure Island Development Authority Board. Ms. Kim previously served four years on the San Francisco Board of Education, most recently as its President. She is also a civil rights attorney and former Senior Community Organizer working on issues of affordable housing development, youth workforce development and community benefits. You can learn more about her here: <http://www.sfbos.org/index.aspx?page=11324>

Edward Reiskin

San Francisco Municipal Transportation Agency Representative

Ed Reiskin, Director of Transportation for the City's multimodal San Francisco Municipal Transportation Agency (SFMTA), was appointed to the TJPA by the SFMTA Board of Directors. Mr. Reiskin was Director of the Department of Public Works (DPW) from 2008 until assuming his post at the SFMTA in July 2011. While at DPW he oversaw development and opening of several LEED-certified landmarks, including Laguna Honda Hospital and several branch libraries and recreation centers. He also served as the first Director of the City's 311 Customer Service Center. Prior to coming to San Francisco he served as Interim City Administrator and as Deputy Mayor for the Government of the District of Columbia. He also worked for three years as an assistant to the Oakland City Manager. His career has included conducting academic research on sustainable development and working as an engineer and manager in the private sector.

Bijan Sartipi (*ex officio*)

State Department of Transportation Representative

Bijan Sartipi has been an ex officio member of the TJPA Board since 2006. He has been with the California Department of Transportation for more than 25 years, and has been the District 4 Director since 2002. As District 4 Director Mr. Sartipi is responsible for overseeing Caltrans operations in the nine Bay Area counties. Mr. Sartipi serves as Commissioner on the Metropolitan Transportation Commission representing the Business, Transportation and Housing Agency. He also serves as an alternate Commissioner of the Bay Conservation Development Commission and is a member of the American Society of Civil Engineers.

Appendix B

Title VI Notice to the Public

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

201 Mission Street, Suite 2100
San Francisco, CA 94105
415-597-4620

Email / 电子邮件 / Correo electrónico: TitleVIcomments@tjpa.org
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

Appendix C

Title VI Complaint Form & Instructions

- Title VI Complaint Form & Instructions – English
- Title VI Complaint Form & Instructions – Chinese
- Title VI Complaint Form & Instructions – Spanish



Transbay Program

TITLE VI COMPLAINT FORM

*** Required information**

Name of Person Discriminated Against*	Name of Person Submitting Complaint (if different)
Nature of Discrimination*	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) <input type="checkbox"/> AC Transit <input type="checkbox"/> Amtrak <input type="checkbox"/> Golden Gate Transit <input type="checkbox"/> Greyhound <input type="checkbox"/> Muni <input type="checkbox"/> Paratransit <input type="checkbox"/> SamTrans <input type="checkbox"/> WestCAT	
--	--

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

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

Describe the situation and explain why you believe you were discriminated against.* <i>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).</i>
<i>You may attach any written materials or other information that you think is relevant to your complaint.</i>

Have you filed this complaint with any of the following parties? If so, please identify and provide a contact person. <input type="checkbox"/> Federal Agency <input type="checkbox"/> State Agency <input type="checkbox"/> Local Agency <input type="checkbox"/> Federal or State Court

Signature _____

Date _____

Please submit to: Transbay Joint Powers Authority
You may submit Attn: Title VI Complaint
this form 201 Mission Street, Suite 2100
by mail, email, or in person San Francisco, CA 94105
TitleVIcomments@tjpa.org

For Internal Use:

Name of Person Accepting Form:	Employer/Agency:
Title:	Telephone:



TITLE VI COMPLAINT INSTRUCTIONS

If you believe you have been discriminated against on the basis of race, color, or national origin, you may file a Title VI complaint within 180 days after the alleged incident, according to the following instructions:

Filing a Complaint:

1. Submit a Title VI complaint form or a written statement in person or by mail or email to:

Title VI Coordinator
Transbay Joint Powers Authority
201 Mission Street, Suite 2100
San Francisco, CA 94105
415-597-4620 TitleVIcomments@tjpa.org

Title VI complaint forms can be found on the TJPA website at <http://www.tjpa.org/tjpa/about-the-tjpa/contact-us>. Statements submitted in writing should have the following information:

- Your name, address and telephone number
 - The nature of discrimination (race, color, national origin)
 - The date or dates when discrimination occurred
 - Details of the incident(s), including where the incident occurred
 - Names, addresses and telephone numbers of witnesses or parties to the event(s)
 - Other agencies or courts and contacts with whom you have filed
 - Your signature and the date
2. If you are unable to submit the TJPA's Title VI complaint form or write a complaint, TJPA staff will assist you as time and resources permit.
 3. You will receive an acknowledgement letter within 10 business days of TJPA's receipt of your complaint.

If you have indicated that your complaint involves an employee of one of the transportation agencies operating at the transit center, your complaint will be forwarded to the appropriate agency, and that agency's complaint procedures will be followed.

TJPA Investigation:

4. The TJPA will investigate your complaint and may request additional information. You will have 10 business days from the date of the TJPA's request to send the requested information to TJPA. If you do not respond within 10 business days, the TJPA can close your case.
5. Following its investigation, the TJPA will issue either a letter of finding or a closure letter.
 - A letter of finding summarizes the allegations and interviews regarding the incident, and explains whether disciplinary action, training of the relevant staff member(s), or other action will occur.
 - A closure letter summarizes the allegations, states there was no Title VI violation and closes the case.

Appeal:

6. Instruction on how to appeal the TJPA's findings will be included in the letter of findings or closure letter; you will have 10 business days after the date of the 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. The reevaluation of cases under this appeals process shall be completed within 60 days in accordance with Item 4, above.

You may also file a complaint directly with the Federal Transit Administration (FTA) at the FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590. Complaints must be filed with the FTA within 180 days of the alleged discrimination.



*** 必填信息**

Rev. October 16, 2017



第六章投诉说明

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指称事件发生后的 180 天内提出第六章 (Title VI) 投诉：

提出投诉：

1. 亲自、通过邮寄方式或以电子邮件形式将 Title VI 投诉表或书面声明提交至：

Title VI Coordinator
Transbay Joint Powers Authority
201 Mission Street, Suite 2100
San Francisco, CA 94105
415-597-4620 TitleVIcomments@tjpa.org

Title VI 投诉表可在 TJPA 网站下载：<http://www.tjpa.org/tjpa/about-the-tjpa/contact-us>。所提交的书面声明应具有以下信息：

- 姓名、地址和电话号码
 - 歧视性质（种族、肤色、国籍）
 - 发生歧视的日期
 - 事件的详细信息，包括事件发生的地点
 - 事件的证人或当事人的姓名、地址和电话号码
 - 您已向其提出诉讼的其他机构或法庭和联系人
 - 您的签名和日期
2. 如果您无法提交 TJPA 的 Title VI 投诉表或者书写一份投诉书，则 TJPA 员工将在时间和资源允许的情况下为您提供帮助。
 3. 在 TJPA 收到您投诉后的 10 个工作日内，您将收到一份确认函。
如果您已指出，您的投诉涉及在运输中心运营的运输机构的一名员工，您的投诉将被转至相应的机构，并会按照该机构的投诉程序进行处理。

TJPA 调查：

4. TJPA 将会对您的投诉进行调查，并可能要求您提供其他信息。从 TJPA 发送要求之日到您将所要求的信息发送至 TJPA，您将有 10 个工作日内时间。如果您在 10 个工作日内没有做出响应，TJPA 会将您的案例结案。
5. 在进行调查之后，TJPA 将签发一封调查结果信函或结案信函。
 - 调查结果信函将概述与事件相关的主张和约谈，并说明将对相关员工施以纪律处分、进行培训，还是采取其他措施。
 - 结案信函会概述主张，声明并未违反 Title VI，并将案例结案。

上诉：

6. 有关如何对 TJPA 的调查结果进行上诉的说明将包括在调查结果信函和结案信函中；您将可在收到信函之日后的 10 个工作日内对 TJPA 的裁决进行上诉。您的复议申请应包括与您认为 TJPA 并未充分理解的信息有关的充分细节。您将在 10 个工作日内收到 TJPA 是否同意您的申请的通知。依照上述第 4 项，根据此上诉流程所进行的案例重新评定将在 60 天内完成。

您也可直接向联邦交通管理局 (Federal Transit Administration, FTA) 提出投诉，地址：FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590。投诉必须在所指称的歧视发生后的 180 天内向 FTA 提出。



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*	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"/> Amtrak <input type="checkbox"/> Golden Gate Transit <input type="checkbox"/> Greyhound <input type="checkbox"/> Muni <input type="checkbox"/> Paratransit <input type="checkbox"/> SamTrans <input type="checkbox"/> WestCAT	

¿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.* 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).

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.			
<input type="checkbox"/> Agencia federal	<input type="checkbox"/> Agencia estatal	<input type="checkbox"/> Agencia local	<input type="checkbox"/> Tribunal federal o estatal

Firma _____

Fecha _____

Favor de enviar a: Transbay Joint Powers Authority
Puede enviar Attn: Title VI Complaint
este formulario 201 Mission Street, Suite 2100
por correo postal, correo San Francisco, CA 94105
electrónico o en persona TitleVIcomments@tjpa.org

For Internal Use:

Name of Person Accepting Form:	Employer/Agency:
Title:	Telephone:



Transbay Program

INSTRUCCIONES PARA PRESENTAR UNA QUEJA DEL TÍTULO VI

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:

Cómo presentar una queja:

1. Envíe un formulario de queja del Título VI o una declaración escrita en persona o por correo postal o correo electrónico a:

Title VI Coordinator
Transbay Joint Powers Authority
201 Mission Street, Suite 2100
San Francisco, CA 94105
415-597-4620 TitleVIcomments@tjpa.org

Los formularios de queja del Título VI se pueden encontrar en el sitio web de TJPA en <http://www.tjpa.org/tjpa/about-the-tjpa/contact-us>. Las declaraciones que se envíen por escrito deben tener la información que se indica a continuación:

- su nombre, dirección y número de teléfono
 - la naturaleza de la discriminación (raza, color de piel, país de origen)
 - la fecha o las fechas cuando ocurrió la discriminación
 - los detalles del(de los) incidente(s), incluyendo el lugar en donde ocurrió el incidente
 - los nombres, las direcciones y los números de teléfono de los testigos o partes intervinientes en el(los) evento(s)
 - otras agencias o tribunales y contactos ante quienes usted haya presentado la queja
 - su firma y la fecha
2. Si no puede enviar el formulario de queja del Título VI de TJPA ni escribir una queja, el personal de TJPA le brindará asistencia si el tiempo y los recursos lo permiten.
 3. Usted recibirá una carta de acuse de recibo en el transcurso de 10 días después de que TJPA haya recibido su queja.

Si usted indicó que su queja involucraba a un empleado de una de las agencias de transporte que operan en el Centro de tránsito, su queja se enviará a la agencia apropiada, y se seguirán los procedimientos de queja de esa agencia.

Investigación de TJPA:

4. TJPA investigará su queja y podría solicitar información adicional. Usted tendrá 10 días hábiles a partir de la fecha de la solicitud de TJPA para enviar la información solicitada a TJPA. Si usted no responde en el transcurso de 10 días hábiles, TJPA podría cerrar su caso.
5. Después de su investigación, TJPA emitirá una carta de conclusiones o una carta de cierre.
 - Una carta de conclusiones resume las denuncias y entrevistas relacionadas con el incidente, y explica si se adoptarán medidas disciplinarias, si se le dará capacitación al(a los) miembro(s) correspondiente(s) o si se adoptarán otras medidas.
 - Una carta de cierre resume las denuncias, indica que no hubo una violación al Título VI y cierra el caso.

Apelación:

6. La carta de conclusiones y la carta de cierre incluirán las instrucciones sobre cómo presentar una apelación de las conclusiones de TJPA; usted tendrá 10 días hábiles después de la fecha de la carta para apelar la decisión de TJPA. Su solicitud para una reconsideración debería incluir suficientes detalles relacionados con la información que usted considere que TJPA no comprendió plenamente. A usted se le notificará la decisión de TJPA, ya sea para aceptar o para rechazar su solicitud para una reconsideración en un plazo de 10 días. La revaluación de casos, de conformidad a este proceso de apelaciones, se completará en un plazo de 60 días, de acuerdo con el inciso 4, indicado anteriormente.

Usted también puede presentar una queja directamente ante la Administración Federal de Tránsito (Federal Transit Administration, FTA) en la FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590. Las quejas se deben presentar ante la FTA en un plazo de 180 días después de la presunta discriminación.

Appendix D

Title VI Complaints, Lawsuits & Investigations

As of the date of this Title VI program document, the TJPA has not received any complaint, has not been involved in any lawsuit, and has not been investigated with regard to Title VI compliance. The table below will be used to track such complaints, investigations, and lawsuits.

List of Transit-related Title VI Investigations, Complaints, & Lawsuits

This list includes only those investigations, complaints, or lawsuits that pertain to allegations of discrimination on the basis of race, color, and/or national origin in transit-related activities and programs and that pertain to the recipient submitting the report, not necessarily the larger agency or department of which the recipient is a part.

Type	Date (mm/dd/yyyy)	Summary	Status	Action Taken

C = Complaint
I = Investigation
L = Lawsuit

Appendix E

TJPA Board of Directors Resolution

**TRANSBAY JOINT POWERS AUTHORITY
BOARD OF DIRECTORS**

Resolution No. 16-035

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, 2017–2020, is due to the Federal Transit Administration (FTA) in February 2017; 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 2017–2020.

I hereby certify that the foregoing resolution was adopted by the Transbay Joint Powers Authority Board of Directors at its meeting of December 8, 2016.


Secretary, Transbay Joint Powers Authority

Appendix F

Translated Program Fact Sheets

- Program and Archaeology Fact Sheet – English
- Program and Archaeology Fact Sheet – Chinese
- Program and Archaeology Fact Sheet – Spanish