



Muni Service Equity Strategy

FY2021 - FY2022

Equity Strategy Background



Rooted in Muni Service Equity Policy

Builds on Title VI requirements

Neighborhood based approach with accessibility addressed city-wide

Policy developed in collaboration with transportation equity and affordable housing advocates

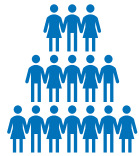
Ensures that investment in Muni system benefits people who rely on transit and need it most

Updated every two years and timed to inform the SFMTA's biennial budget

Recommendations Informed by Quantitative Data



Headway Adherence
% of trips with gaps



Crowding
% of trips over capacity



On Time Performance
Meeting the schedule



Transit-Auto Time Ratio
to key destinations such as SFGH



NEW METRIC: Service Delivery
% of scheduled service hours delivered

Western Addition Neighborhood

September – November 2017

Inbound

System On-Time Performance

| Service Category | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|-----------------------------|---------|--------|--------|---------|---------|------------|-------|
| Rail (Metro) | 55.6% | 38.7% | 45.6% | 28.0% | 22.9% | 41.5% | 62.3% |
| Rapid & Frequent | 64.1% | 60.8% | 60.5% | 59.1% | 57.3% | 61.5% | 65.9% |
| Grid | 58.9% | 55.6% | 57.0% | 53.6% | 56.8% | 59.3% | 58.8% |
| Specialized | 66.0% | 48.8% | | 65.3% | 51.4% | | 87.6% |
| Connector | 56.7% | 56.9% | 55.5% | 51.7% | 56.6% | 55.6% | 58.8% |
| Owl | | | | | | | 59.9% |

Neighborhood On-Time Performance

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|------------------------|------------------|--------------------------------|---------|--------|--------|---------|---------|------------|-------|
| Rapid & Frequent Local | SR-Fulton Rapid | Full route | 61.0% | 67.1% | 67.7% | 67.7% | 66.0% | 47.2% | |
| | | Mutualer St/Chavez St SW/NS | 55.5% | 66.6% | 63.4% | 66.4% | | 49.0% | |
| Grid | 5-Fulton | Full route | 64.1% | 57.3% | 59.4% | 57.5% | 57.5% | 54.9% | 58.3% |
| | | Mutualer St/Chavez St SW/NS | 55.4% | 75.2% | 72.2% | 54.0% | 62.1% | 55.2% | 33.3% |
| Grid | 6-Night/Parassca | Full route | 74.4% | 67.1% | 67.0% | 71.7% | 74.5% | 74.4% | 42.5% |
| | | Height St/Fillmore St SE/PS/SE | 73.4% | 65.1% | 65.9% | 66.6% | 74.5% | 73.5% | 38.5% |
| Grid | 21-Hayes | Full route | 66.3% | 62.3% | 67.4% | 63.1% | 71.7% | 70.1% | 74.6% |
| | | Hayes St/Chavez St SE/PS/SE | 69.3% | 71.4% | 65.1% | 69.4% | 75.0% | 70.5% | 64.1% |
| Grid | 24-Chavez | Full route | 59.7% | 53.2% | 53.1% | 56.2% | 53.4% | 61.0% | 53.0% |
| | | Chavez St/Midway St SE/NS/SE | 46.7% | 44.6% | 41.0% | 49.5% | 48.5% | 62.3% | 41.1% |

Values are shaded green if neighborhood performance exceeded system performance by more than 10% and red if neighborhood performance lagged system performance by more than 10%.

Outbound

System On-Time Performance

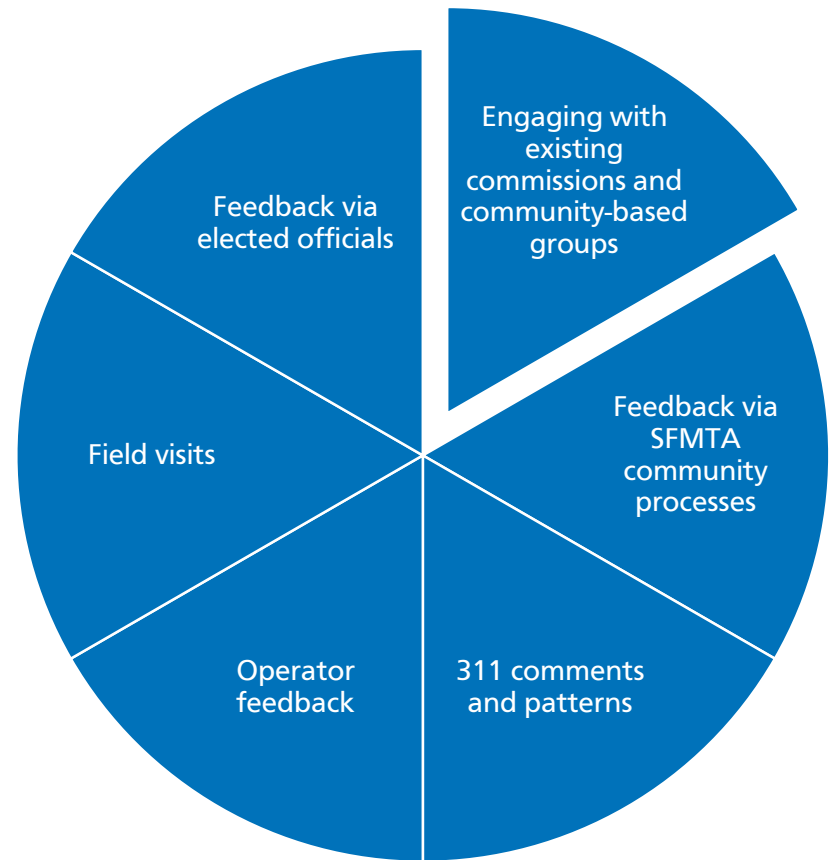
| Service Category | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|-----------------------------|---------|--------|--------|---------|---------|------------|-------|
| Rail (Metro) | 41.7% | 26.5% | 29.9% | 17.7% | 15.7% | 33.1% | 52.3% |
| Rapid & Frequent | 66.0% | 59.7% | 59.9% | 54.7% | 57.0% | 57.3% | 64.0% |
| Grid | 60.7% | 56.7% | 57.3% | 50.9% | 57.9% | 61.0% | 56.2% |
| Specialized | 59.1% | 40.0% | 65.3% | 54.1% | 47.4% | | 64.4% |
| Connector | 64.3% | 64.2% | 63.9% | 61.5% | 62.6% | 61.6% | 72.0% |
| Owl | | | | | | | 54.1% |

Neighborhood On-Time Performance

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|------------------------|------------------|----------------------------------|---------|--------|--------|---------|---------|------------|-------|
| Rapid & Frequent Local | SR-Fulton Rapid | Full route | 66.2% | 62.3% | 65.6% | 55.6% | 59.4% | | |
| | | Mutualer St/Chavez St NE/NS | 70.2% | 60.6% | 66.7% | 60.6% | 59.0% | | |
| Grid | 7-Night/Parassca | Full route | 64.6% | 53.2% | 52.3% | 41.0% | 53.5% | 59.9% | |
| | | Height St/Fillmore St NW/PS/SE | 66.2% | 57.3% | 61.4% | 41.4% | 62.7% | 65.5% | |
| Grid | 22-Fillmore | Full route | 70.0% | 59.2% | 63.4% | 55.5% | 49.9% | 52.5% | 72.3% |
| | | Fillmore St/Mutualer St SW/PS/SE | 69.4% | 55.9% | 59.2% | 52.9% | 48.9% | 52.7% | 75.3% |
| Grid | 5-Fulton | Full route | 54.3% | 57.4% | 63.1% | 47.0% | 63.0% | 61.3% | 46.5% |
| | | Mutualer St/Chavez St NE/NS | 43.4% | 52.5% | 58.0% | 42.0% | 52.4% | 59.6% | 56.3% |
| Grid | 6-Night/Parassca | Full route | 65.6% | 65.3% | 64.7% | 65.0% | 70.3% | 75.3% | 47.7% |
| | | Height St/Fillmore St NW/PS/SE | 67.6% | 66.7% | 61.6% | 66.5% | 72.7% | 70.9% | 65.2% |
| Grid | 21-Hayes | Full route | 74.2% | 66.4% | 66.3% | 66.2% | 65.5% | 61.1% | 66.5% |
| | | Hayes St/Chavez St NW/PS/SE | 67.2% | 56.2% | 57.2% | 42.8% | 53.9% | 70.5% | 71.4% |
| Grid | 24-Chavez | Full route | 67.2% | 63.5% | 61.0% | 59.9% | 65.1% | 66.6% | 67.6% |
| | | Chavez St/Midway St SW/PS/SE | 67.6% | 65.9% | 67.2% | 67.2% | 77.0% | 71.5% | 77.4% |

Values are shaded green if neighborhood performance exceeded system performance by more than 10% and red if neighborhood performance lagged system performance by more than 10%.

Recommendations Informed by Qualitative Data



Service Trends and Feedback Inform Equity Strategy

Customer Feedback

New dashboard tailored to extract patterns of customer-reported service issues for Equity Strategy routes

Service Delivery

Prioritized Equity Strategy lines for service delivery in the face of operator shortage

Ongoing Community Work and Engagement

- Bayview CBTP
- HRC Bayview Open House
- SF Youth Commission
- Treasure Island Development Authority (TIDA)

Building on Two Previous Reports



FY 17-18

Focus on operationalizing equity policy

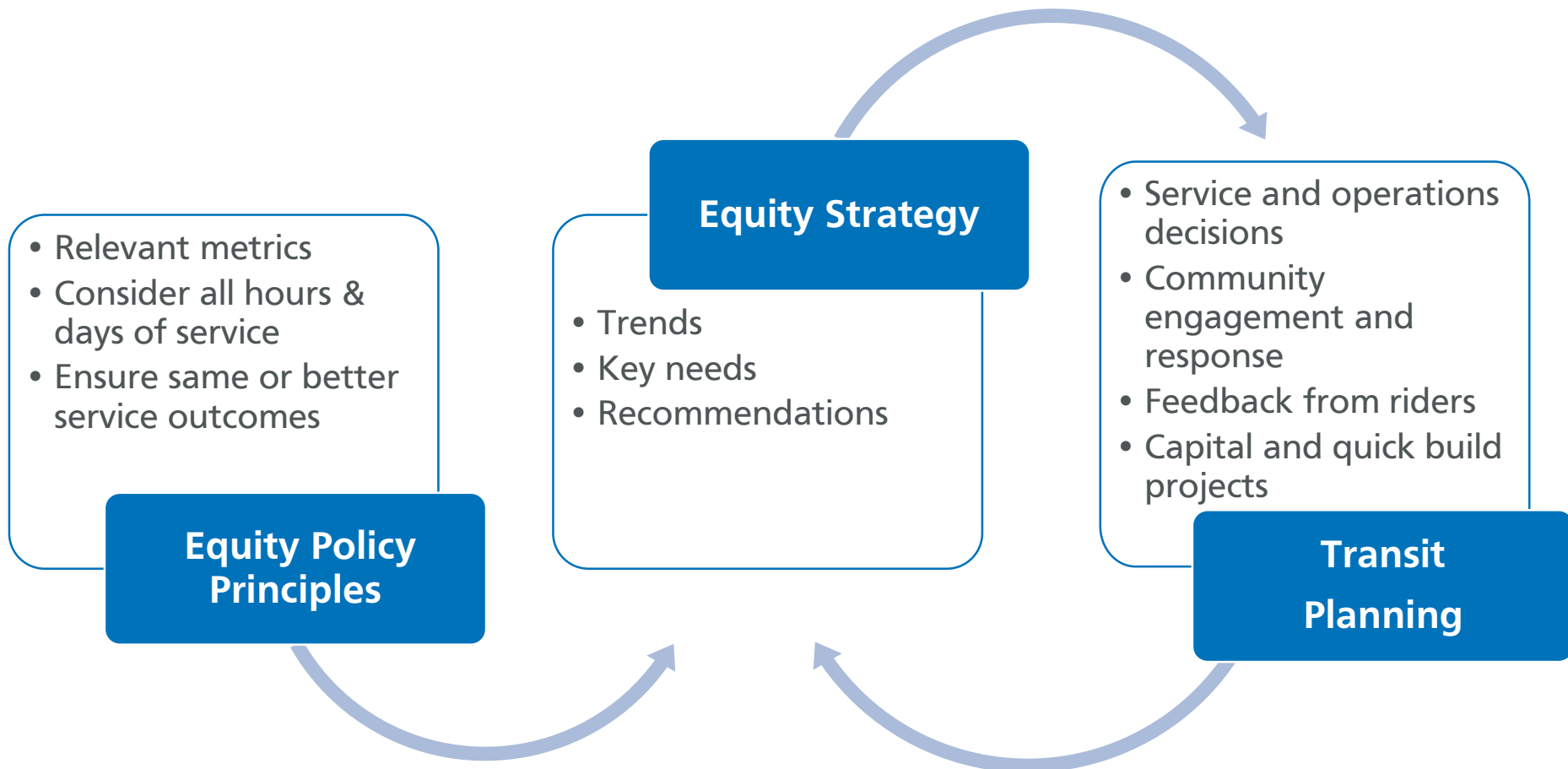
FY 19-20

Focus on outreach and program awareness

FY 21-22

Focus on all aspects of transit planning being informed by equity policy principles

Equity Strategy Informs all Aspects of Service Planning



Key Themes: Peak Hour Crowding

Weekday Inbound
% of Trips Over Capacity

| Public.. | AM Peak | Mid-Day | School | PM Peak | Evening |
|----------|---------|---------|--------|---------|---------|
| 1 | 22.7% | 8.1% | 6.3% | 3.1% | 0.2% |
| 1AX | 9.0% | 0.1% | | | |
| 1BX | 24.5% | 0.7% | | | |
| 2 | 23.5% | 2.1% | 0.2% | 1.1% | 0.0% |
| 3 | 6.1% | 0.2% | 0.0% | 0.0% | 0.0% |
| 5 | 16.7% | 1.8% | 0.7% | 0.6% | 0.1% |
| 5R | 31.6% | 1.3% | 0.5% | 0.3% | |
| 6 | 17.2% | 0.7% | 0.2% | 0.2% | 0.0% |
| 7 | 30.1% | 6.7% | 10.5% | 2.5% | 0.0% |
| 7X | 20.1% | | | | |
| 8 | 6.8% | 6.3% | 5.3% | 6.7% | 0.3% |
| 8AK | 17.4% | 1.3% | | | |
| 8BX | 9.2% | 1.3% | | | |
| 9 | 7.0% | 2.1% | 2.3% | 0.5% | 0.0% |
| 9R | 3.1% | 0.2% | 0.2% | 0.1% | |
| 10 | 15.4% | 1.6% | 7.2% | 25.5% | 0.0% |
| 12 | 2.8% | 1.4% | 3.4% | 15.1% | 0.4% |
| 14 | 1.1% | 0.2% | 0.0% | 0.0% | 0.0% |
| 14R | 31.2% | 5.7% | 2.1% | 0.3% | |
| 14X | 4.5% | 0.1% | | | |

Weekday Outbound
% of Trips Over Capacity

| Public.. | AM Peak | Mid-Day | School | PM Peak | Evening |
|----------|---------|---------|--------|---------|---------|
| 29 | 12.7% | 6.5% | 30.6% | 21.7% | 0.7% |
| 30 | 15.3% | 10.8% | 5.5% | 5.1% | 2.2% |
| 30X | | | 0.9% | 22.4% | 2.1% |
| 31 | 1.2% | 0.6% | 2.7% | 5.0% | 1.2% |
| 31AX | | | | 12.1% | 1.0% |
| 31BX | | | | 8.2% | 0.0% |
| 33 | 0.3% | 0.7% | 4.4% | 1.1% | 0.0% |
| 35 | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| 36 | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| 37 | 0.0% | 0.0% | 0.0% | 11.1% | 1.6% |
| 38 | 1.3% | 0.1% | 0.7% | 10.3% | 1.7% |
| 38AX | | | | 8.4% | 0.0% |
| 38BX | | | | 8.9% | 0.0% |
| 38R | 4.7% | 2.0% | 12.4% | 32.5% | 1.7% |
| 39 | | 0.0% | 1.9% | 0.0% | 0.0% |
| 41 | 0.0% | | 0.3% | 21.8% | 0.0% |
| 43 | 2.4% | 1.0% | 21.8% | 14.6% | 0.0% |
| 44 | 8.6% | 4.3% | 36.8% | 33.0% | 1.1% |
| 45 | 15.3% | 20.9% | 21.8% | 30.2% | 1.4% |
| 47 | 12.2% | 1.0% | 6.5% | 1.6% | 0.2% |

Equity Strategy Lines with Peak Hour Crowding

- 5/5R Fulton and Fulton Rapid
- 8/8BX,8AX Bayshore and Bayshore Expresses
- 10 Townsend
- 12 Folsom
- 14R Mission Rapid
- 29 Sunset
- 38/38R Geary and Geary Rapid
- 43 Masonic
- 44 O'Shaughnessy
- 45 Union-Stockton
- 47 Van Ness

Key Themes: School Crowding

- A number of lines are seeing significant percentage of trips over capacity in the early afternoon: 8, 8AX, 14R, 24, 29, 30, 43, 44, 45, 48
- Feedback from 311, elected officials, and Youth Commission confirm this
- Muni already provides additional afternoon school tripper service on 16 different routes
- Morning crowding is also an issue on select routes

% Trips Over Capacity

| Route | AM Peak | Mid-day | Late Afternoon | PM Peak | Evening | Late Evening |
|-------|---------|---------|----------------|---------|---------|--------------|
| 29 | 12.7% | 6.5% | 30.6% | 21.7% | 0.7% | 0.2% |
| 30 | 15.3% | 10.8% | 5.5% | 5.1% | 2.2% | 0.5% |
| 30X | | | 0.0% | 22.4% | 2.1% | |
| 31 | 1.2% | 0.6% | 2.7% | 5.0% | 1.2% | 0.1% |
| 31AX | | | | 12.1% | 1.0% | |
| 31BX | | | | 8.2% | 0.0% | |
| 33 | 0.3% | 0.7% | 4.4% | 1.1% | 0.0% | 0.0% |
| 35 | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| 36 | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| 37 | 0.0% | 0.0% | 0.0% | 11.1% | 1.6% | 0.0% |
| 38 | 1.3% | 0.1% | 0.7% | 10.3% | 1.7% | 0.5% |
| 38AX | | | | 8.4% | 0.0% | |
| 38BX | | | | 8.9% | 0.0% | |
| 38R | 4.7% | 2.0% | 12.4% | 32.5% | 11.7% | |
| 39 | | 0.0% | 1.9% | 0.0% | 0.0% | |
| 41 | 0.0% | | 0.3% | 21.8% | 0.0% | |
| 43 | 2.4% | 1.0% | 21.8% | 14.6% | 0.0% | 0.0% |
| 44 | 8.6% | 4.3% | 36.8% | 43.0% | 1.1% | 0.0% |
| 45 | 15.3% | 20.9% | 21.8% | 30.2% | 1.4% | 0.1% |

Key Themes: Weekend Crowding



Robert Wright
@cobra478

@sfmta_muni PLEASE put a larger bus on the #9 Route on Saturday's and Sunday's. The 40 foot bus is way too small. Thank You!

Robert- A Muni Passenger

- Weekend crowding on lines that travel south to north
- Inbound/northbound crowding starts earlier
- Outbound/southbound trip crowding later in the day
- Pattern followed by loads on 8, 9, 14R, 44

% Trips Over Capacity

Inbound

| Route | Morning | Mid-Day | Late Afternoon | Early Evening | Evening |
|-------|---------|---------|----------------|---------------|---------|
| 8 | 41.1% | 23.1% | 0.9% | 0.6% | 0.0% |
| 9 | 8.1% | 13.7% | 10.9% | 4.7% | 0.0% |
| 10 | 0.0% | 1.6% | 5.9% | 1.3% | 0.0% |
| 12 | 0.0% | 2.1% | 5.6% | 3.1% | 0.0% |
| 14 | 8.0% | 1.6% | 0.6% | 0.4% | 0.5% |
| 14R | 46.9% | 25.2% | 5.2% | 0.3% | |
| 18 | 0.0% | 0.0% | 1.8% | 0.0% | 0.0% |

Outbound

| Route | Morning | Mid-Day | Late Afternoon | Early Evening | Evening |
|-------|---------|---------|----------------|---------------|---------|
| 8 | 0.3% | 13.8% | 49.4% | 44.9% | 6.4% |
| 9 | 0.4% | 7.9% | 31.6% | 27.2% | 1.9% |
| 10 | 0.0% | 0.0% | 0.0% | 0.6% | 0.0% |
| 12 | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| 14 | 0.6% | 1.0% | 3.5% | 13.4% | 4.2% |
| 14R | 0.0% | 4.1% | 25.1% | 36.1% | |
| 18 | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

Good News: Evening Headway Improvements for KT

Neighborhood Gaps - 2019 Bayview versus 2018 (INBOUND)

| Service Category | Route Name | Stop Name | AM Peak | Evening |
|------------------|--------------------|------------------------------|---------|---------|
| Muni Metro | KT-Ingleside/Third | 3rd St&Marin St NW-NS/SI | 21.9% | 15.9% |
| | | 3rd St&Oakdale/Palou N-NS/SI | 22.3% | 15.7% |
| | | 3rd St&Paul Ave SW-FS/SI | 22.3% | 16.2% |

Neighborhood Gaps - 2019 Bayview versus 2018 (OUTBOUND)

| | | | | |
|------------|--------------------|------------------------------|-------|-------|
| Muni Metro | KT-Ingleside/Third | 3rd St&Gilman Ave NE-FS/SI | 12.1% | 14.9% |
| | | 3rd St&Marin St SE-NS/SI | 15.3% | 14.0% |
| | | 3rd St&Oakdale/Palou N-FS/SI | 13.8% | 13.1% |

Neighborhood Gaps - 2019 Excelsior/Outer Mission versus 2018 (INBOUND)

| | | | | |
|------------|--------------------|----------------------------------|-------|-------|
| Muni Metro | KT-Ingleside/Third | METRO TERMINAL-NS/SI | 37.4% | 29.7% |
| | | San Jose & Geneva N-MB/BZ | 38.9% | 29.8% |
| | M-Ocean View | CAMERON BEACH YARD | 33.8% | 21.5% |
| | | San Jose Ave&Geneva Ave SW-FS/SI | 32.1% | 18.4% |

Neighborhood Gaps - 2019 Excelsior/Outer Mission versus 2018 (OUTBOUND)

| | | | | |
|------------|--------------------|----------------------------------|-------|-------|
| Muni Metro | KT-Ingleside/Third | METRO TERMINAL-NS/SI | 40.2% | 23.1% |
| | M-Ocean View | San Jose Ave&Niagara Ave S-NS/SB | 41.1% | 23.0% |

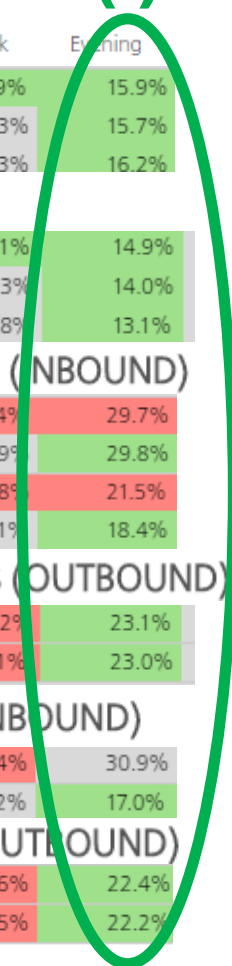
Neighborhood Gaps - 2019 Oceanview-Ingleside versus 2018 (INBOUND)

| | | | | |
|------------|--------------------|--------------------------------|-------|-------|
| Muni Metro | KT-Ingleside/Third | Saint Francis Circle NE-FS/SI | 22.4% | 30.9% |
| | M-Ocean View | Broad St&Plymouth Ave NE-NS/PS | 24.2% | 17.0% |

Neighborhood Gaps - 2019 Oceanview-Ingleside versus 2018 (OUTBOUND)

| | | | | |
|------------|--------------------|--------------------------------|-------|-------|
| Muni Metro | KT-Ingleside/Third | Saint Francis Circle NW-NS/SI | 33.6% | 22.4% |
| | M-Ocean View | Broad St&Plymouth Ave SW-NS/PS | 40.5% | 22.2% |

(-)



Good News: 8 Bayshore Headways

Neighborhood Gaps - 2019 Excelsior/Outer Mission versus 2018 (INBOUND)

| Service Category | Route Name | Stop Name | AM Peak | Mid-Day | School | PM Peak | Evening | Night | Owl |
|----------------------------|------------------------|----------------------------------|---------|---------|--------|---------|---------|-------|-------|
| Frequent Local & Rapid Bus | 8-Bayshore | Cayuga Ave&Onondaga Ave | 100.0% | | | | | | |
| | | City College Terminal NW-FS/SI | 3.9% | 7.9% | 9.3% | 14.2% | 15.3% | 8.9% | 25.0% |
| | | Geneva Ave & Mission St SE-FS/BZ | 6.4% | 9.0% | 13.3% | 15.1% | 16.9% | 10.4% | 25.6% |
| Specialized | 8BX-Bayshore B Express | City College Terminal NW-FS/SI | 6.4% | 11.2% | | | | | |

Neighborhood Gaps - 2019 Excelsior/Outer Mission versus 2018 (OUTBOUND)

| | | | | | | | | | |
|----------------|------------------------|--------------------------------|-------|-------|-------|-------|-------|-------|------|
| Frequent Local | 8-Bayshore | City College Terminal NW-FS/SI | 31.3% | 21.5% | 22.5% | 19.2% | 16.4% | 23.6% | 0.0% |
| Specialized | 8BX-Bayshore B Express | City College Terminal NW-FS/SI | | | 20.6% | | 0.0% | | |

Neighborhood Gaps - 2019 Chinatown versus 2018 (INBOUND)

| | | | | | | | | | |
|-------------|------------------------|--------------------------------|-------|------|--|--|--|--|--|
| Specialized | 8AX-Bayshore A Express | Kearny St&Pacific Ave NE-FS/SB | 18.8% | 6.8% | | | | | |
|-------------|------------------------|--------------------------------|-------|------|--|--|--|--|--|

Neighborhood Gaps - 2019 Chinatown versus 2018 (OUTBOUND)

| | | | | | | | | | |
|----------------|------------------------|--------------------------------|-------|-------|-------|-------|-------|-------|------|
| Frequent Local | 8-Bayshore | Columbus Ave&Union St NW-NS/BZ | 10.6% | 10.3% | 16.5% | 9.9% | 14.5% | 13.5% | 1.4% |
| Specialized | 8AX-Bayshore A Express | Kearny St&Pacific Ave NE-FS/SB | | | 23.8% | 11.3% | | | |
| | 8BX-Bayshore B Express | Columbus Ave&Union St NW-NS/BZ | | | 0.0% | 17.7% | 0.0% | | |

Neighborhood Gaps - 2019 Visitacion Valley versus 2018 (INBOUND)

| | | | | | | | | | |
|----------------------------|------------------------|-------------------------------------|-------|-------|-------|-------|-------|-------|-------|
| Frequent Local & Rapid Bus | 8-Bayshore | City College Terminal NW-FS/SI | 3.9% | 7.9% | 9.3% | 14.2% | 15.3% | 8.9% | 25.0% |
| | | San Bruno Ave&Arleta Ave NE-FS/BZ | 12.2% | 13.3% | 19.5% | 18.3% | 18.7% | 12.3% | 32.5% |
| | | Santos St&Geneva Ave E-FS/BZ | 8.0% | 10.7% | 15.6% | 16.4% | 18.2% | 11.3% | 28.1% |
| Specialized | 8BX-Bayshore B Express | Bay Shore Blvd&Blanken Ave SE-NS/BZ | 11.1% | 12.1% | | | | | |
| | | City College Terminal NW-FS/SI | 6.4% | 11.2% | | | | | |

Neighborhood Gaps - 2019 Visitacion Valley versus 2018 (OUTBOUND)

| | | | | | | | | | |
|----------------|------------------------|--------------------------------|-------|-------|-------|-------|-------|-------|------|
| Frequent Local | 8-Bayshore | City College Terminal NW-FS/SI | 31.3% | 21.5% | 22.5% | 19.2% | 16.4% | 23.6% | 0.0% |
| Specialized | 8BX-Bayshore B Express | City College Terminal NW-FS/SI | | | 20.6% | | 0.0% | | |

Notable Findings

"It took me **1 hour and 20 minutes to get home from school today**. A trip that by car should take 15 minutes... I now have to stay up until 1AM trying to get my homework done, get 5 HOURS of sleep, and get up at 6 AM...**Imagine having an hour long commute and being diagnosed with something called chronic stress at the age of 15.**"

- Missed service due to operator shortage is a significant source of stress that impacts people with low income the most
- Long travel times between Bayview and Downtown

Neighborhood recommendations

Neighborhood Muni Route

Key transit neighborhood need #1

Recommendation to address need requires new funding

Neighborhood Muni Route

Key transit neighborhood need #2

Recommendation to address need does not require new funding

Neighborhood Muni Route

Key transit neighborhood need #3

Recommendation to address need is partially funded

Bayview

KT Ingleside-Third

Address long travel times and service gaps



Transit signal priority improvements for improved reliability; explore express service from Bayview to Downtown

19 Polk

Improve service delivery, long travel times and route adherence



Continue operator recruitment efforts and address Larkin/O'Farrell "hot spot" with quick build treatment

9 San Bruno & 8 Bayshore

Reduce weekend crowding northbound early in the morning and southbound later in the day



Increase weekend service

23 Monterey

Improve reliability



Adjust travel time and monitor current construction reroute for impacts and benefits

Bayview cont.

29 Sunset

Address crowding and pass ups, especially during school times, in addition to long travel times



Continue community-based process to implement service increase and travel time improvements

44 O'Shaughnessy

Address crowding and pass ups, especially during school times



Increase service and address "hot spots" on Silver/Bayshore and Woodside/Portola with quick build treatment

54 Felton

Improve reliability, particularly in the evening



Implement quick build treatment for Van Dyke/3rd "hot spot" and increase evening service

Chinatown

8/8AX/8BX Bayshore

Address crowding on weekdays and weekends (8 Bayshore)



Increase service

30 Stockton

Address crowding, especially early afternoon inbound



Increase service and upsize all vehicles on the line

10 Townsend

Improve reliability inbound, reduce crowding, and improve service delivery



Adjust running time and continue operator recruitment efforts

12 Folsom

Improve reliability inbound



Implement Rincon Hill extension, including running time adjustment and transit lanes on Folsom

Excelsior/Outer Mission

8/8AX/8BX Bayshore

Crowding on weekdays and weekends (8 Bayshore)



Increase service

14 Mission Rapid

Reduce crowding and service gaps



Increase weekday and weekend service; consider extending evening service span

29 Sunset

Consistent crowding and long travel times



Continue community-based process and implement service increase and travel time improvements

54 Felton

Improve reliability, particularly in the evening



Implement quick build treatment for Van Dyke/3rd "hot spot" and increase evening service

Ingleside/Oceanview

KT Ingleside-Third

Address long travel times and service gaps



Separate K Ingleside from T Third when Central Subway opens and begin capital project to better serve two-car trains on Ocean Ave.

M Oceanview

Improve outbound service reliability



Monitor West Portal Pilot for potential long-term improvements; add supervision at critical locations

14X Mission Express

Deliver consistent service



Continue operator recruitment efforts

29 Sunset

Address crowding and pass ups, especially during school times, in addition to long travel times



Continue community-based process and implement service increase and travel time improvements

54 Felton

Improve reliability, particularly in the evening



Implement quick build treatment for Van Dyke/3rd "hot spot" and increase evening service

Inner Mission

10 Townsend

Improve reliability inbound, reduce crowding, improve service delivery



Adjust travel time and continue operator recruitment and retention efforts

12 Folsom

Improve reliability inbound



Implement Rincon Hill extension, including running time adjustment, and implement transit lanes on Folsom

14 Mission

Improve service delivery and reduce service gaps



Continue operator recruitment efforts

14 Mission Rapid

Reduce crowding



Increase weekday and weekend service; consider extending evening service span

27 Bryant

Improve reliability and reduce service gaps



Implement quick build treatment on 5th/ Mission "hot spot" and adjust travel time

Tenderloin/SOMA

19 Polk

Improve service delivery and long travel times



Continue operator recruitment efforts and address Larkin/O'Farrell "hot spot" with quick build treatment

14 Mission

Improve service delivery and reduce service gaps



Continue operator recruitment efforts

14 Mission Rapid

Reduce crowding and service gaps



Increase weekday and weekend service; consider extending evening service span

27 Bryant

Improve reliability and reduce service gaps



Implement quick build treatment on 5th/Mission "hot spot" and adjust travel time

Treasure Island

25 Treasure Island

Improve reliability and travel times



Adjust running times and increase frequency



Add inspector support at Transit Center to ensure on-time departures.



Work with construction routing to enhance signage during construction reroutes

Visitacion Valley

8/8AX/8BX Bayshore

Crowding on weekdays and weekends (8 Bayshore)



Increase service

9 San Bruno

Improve service delivery on the 9 San Bruno



Continue operator recruitment efforts

9 San Bruno & 8 Bayshore

Reduce weekend crowding northbound early in the morning and southbound later in the day



Increase service

29 Sunset

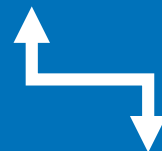
Address crowding and pass ups, especially during school times, in addition to long travel times



Continue community-based process and implement service increase and travel time improvements

56 Rutland

Improve on-time performance and headway adherence. Route is Vulnerable to mechanical issues since it's a one bus route



Add another bus, extend route to Mansell and connect with 29 Sunset

Western Addition

24 Divisadero

Reduce crowding during peaks and school hours



Increase service, particularly during school hours. Address Mission/Cortland “hot spot” with quick build treatment

5 Fulton Owl

Improve reliability



Adjust running time (implemented Feb 2020)

7 Haight-Noriega

Address crowding and improve reliability, add evening service options



Add capacity with larger buses (implemented Feb 2020) and increase evening frequency

Accessibility

9 San Bruno, 14 Mission

Improve service delivery and reduce service gaps.



Continue operator recruitment efforts

14R Mission Rapid

Reduce crowding on weekdays and weekends



Increase service

9 San Bruno & 8 Bayshore

Reduce weekend crowding northbound early in the morning and southbound later in the day



Increase service

Accomplishments to Date

5 Fulton

- Implemented 5R
- 6th and Market Muni Forward Capital Project
- Adjusted Owl running time

8 Bayshore

- Increased service
- San Bruno Ave. Improvement Project

8AX/8BX Bayshore Express

- San Bruno Improvement Project

9/9R San Bruno

- Boarding islands on 11th St. and Bayshore Boulevard
- Upsized 9R to articulated buses
- Potrero Ave. Streetscape and San Bruno Ave Improvement Projects

10 Townsend

- Extended Sansome contraflow lane
- Service Increase

Accomplishments to Date

12 Folsom

- Extended Sansome contraflow lane
- Service Increase

14/14R Mission & Mission Rapid

- Upsized to articulated buses
- 14 Mission Rapid Project

27 Bryant

- 27 Bryant Improvement Project

29 Sunset

- Increase service frequency in the AM peak

44 O'Shaughnessy

- Added school tripper

Accomplishments to Date

30 Stockton

- Transit Priority Project

48 Quintara

- Service extended Great Highway all day

54 Felton

- 54 Felton Realignment Project

M Oceanview-Ingleside

- Service increase
- Two-car weekend service
- West Portal Pilot

KT Ingleside-Third

- 3rd St. signal improvements
- Service increase
- Two-car trains

Work Underway

1 California

- Road diet on California St. between Park Presidio and 6th Ave. to improve transit safety and reliability

5/5R Fulton

- Muni Forward project on Fulton between 6th to 25th Ave.

7 Haight-Noriega

- Upsized to articulated buses

12 Folsom

- Transit lanes to improve reliability
- Extension to Rincon Hill, including run time adjustments

23 Monterey

- Reinvesting travel time savings from construction reroute

29 Sunset

- Ongoing process to identify most effective ways to improve travel time and increase capacity

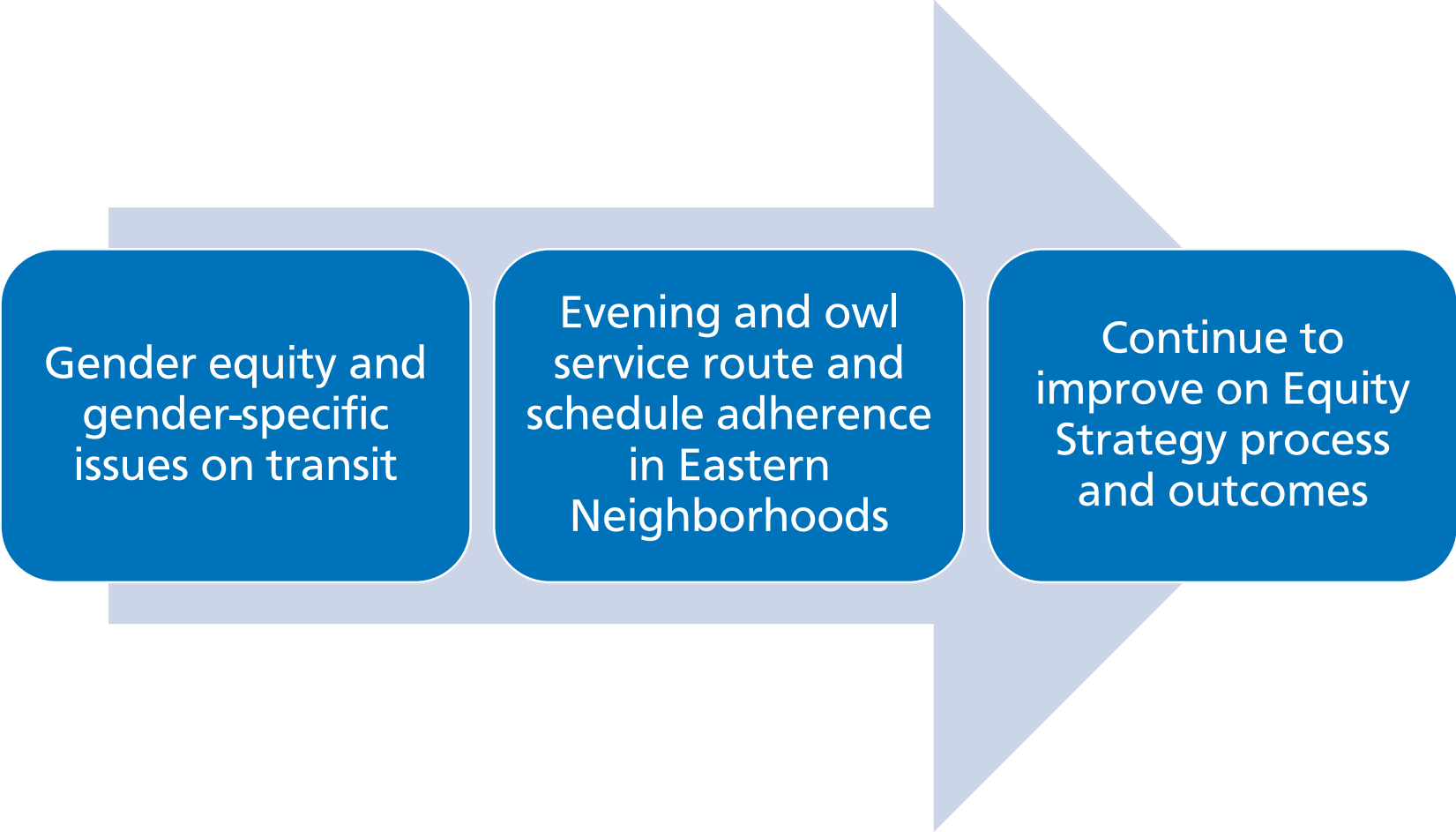
T Third

- Central Subway

9 San Bruno, 14X Express, 19 Polk, 23 Monterey

- Operator recruitment and retention efforts

What's Next?



Gender equity and
gender-specific
issues on transit

Evening and owl
service route and
schedule adherence
in Eastern
Neighborhoods

Continue to
improve on Equity
Strategy process
and outcomes



COMMUNITY STRATEGY
We're working to improve Multi service in your neighborhood.
Community Workshops are available for residents to provide input on service changes. For more information, visit [www.sfbaytrans.com](#)

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Presidio Hill School

Thank You