



SFMTA
Municipal
Transportation
Agency

Muni Service Equity Strategy FY 2019 and FY 2020

Equity Strategy Background

- **Muni Service Equity Policy** adopted in 2014
- **First Muni Service Equity Strategy** adopted in 2016
- Uses a **neighborhood-based approach** to improving routes most critical to people from low-income households and people of color



MUNI SERVICE EQUITY STRATEGY REPORT

San Francisco Municipal Transportation Agency
Fiscal Year 2016-17 and 2017-18

April 2016



Service Improvements Across the System

- Muni is making once-in-a-generation investments in service and infrastructure:
 - All-new bus and rail fleet
 - 10% service increase
 - Over 40 miles of transit priority improvements
 - State-of-the-art Transportation Management Center
- Equity Policy objective: Ensure Equity Neighborhoods see equal or better improvement as the system as a whole



Equity Strategy Approach

1. Identify top 2 to 3 needs per neighborhood based on **data analysis** and **community outreach**
2. Develop tailored strategies to address key needs for each equity strategy neighborhood
3. Identify funding needs to inform two-year budgets
4. Monitor yearly progress with annual report on performance



Community outreach

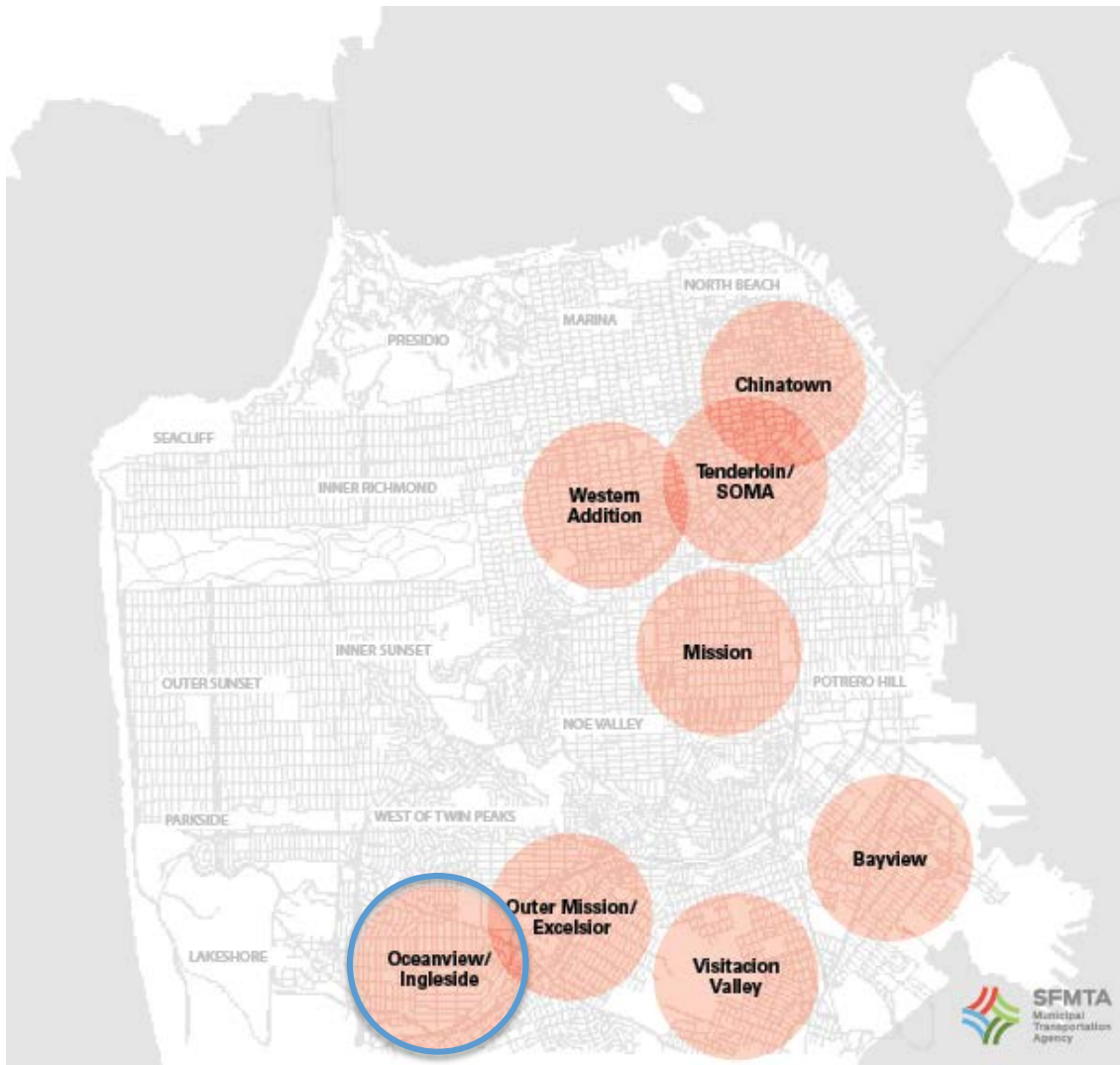
Neighborhood On-Time Performance

Service Category	Route Name	Stop Name	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl
Rapid & Frequent Local	8-Bayshore	Full route	61.9%	63.3%	63.0%	55.4%	60.6%	65.2%	73.2%
		Geneva Ave & Mission St E-FS/BZ	75.4%	77.0%	66.5%	71.7%	79.9%	80.1%	75.6%
		City College Terminal (Phelan Loop) NW-NS/	84.5%	79.6%	78.3%	81.8%	76.1%	80.7%	83.1%
	14-Mission	Full route	64.4%	59.2%	61.9%	65.7%	60.1%	62.9%	58.5%
		Mission St&Geneva Ave E-FS/BZ	74.8%	72.0%	78.2%	77.4%	69.9%	74.5%	62.5%
	14R-Mission Rapid	Full route	61.8%	66.8%	65.7%	64.4%	23.8%		75.0%
Mission St&Geneva Ave E-FS/BZ		88.9%	72.9%	72.1%	76.2%				
45-Van Ness/Mission	Full route	63.2%	59.0%	60.4%	58.0%	55.6%	63.8%	64.4%	
	Mission St&Silver Ave S-NS/BZ	60.3%	75.6%	78.8%	77.1%	64.1%	63.2%	75.8%	
Grid	29-Sunset	Full route	53.5%	49.0%	44.8%	45.1%	47.2%	56.9%	61.6%
		Balboa Park BART Station NE-MB/BZ	51.6%	44.0%	45.6%	34.9%	32.7%	66.0%	76.9%
Connector	52-Excelsior	Full route	54.1%	55.6%	65.3%	59.9%	56.9%	44.2%	50.7%
		Geneva Ave & Mission St E-NS/BZ	57.9%	58.1%	70.6%	74.3%	69.2%	56.3%	53.6%
		Mission St&Excelsior Ave E-FS/BZ	51.9%	57.7%	68.7%	67.0%	83.0%	83.6%	
Specialized	8BX-Bayshore B Express	Full route	61.1%	40.0%					
		Geneva Ave & Mission St E-FS/BZ							
		City College Terminal (Phelan Loop) NW-NS/	83.9%	68.4%					
14X-Mission Express	Full route	Mission St&Geneva Ave E-FS/BZ	63.4%	55.3%					
		Mission St&Geneva Ave E-FS/BZ	74.0%	66.8%					
Owl	91-Owl	Full route	0.0%					60.5%	56.3%
								63.7%	71.4%

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%

Data analysis by neighborhood

Equity Neighborhoods and Routes



2016 Equity Strategy:

- 7 neighborhoods
- Routes heavily used by seniors and people with disabilities

2018 Equity Strategy:

- Adds **new** neighborhood: Oceanview/Ingleside
- Expanded focus on engaging riders and community-based organizations

Outreach Process



Outreach Round 1: Identifying Key Needs



Attending existing Community events



Rider surveys: over 4,000 responses



Operator focus groups at six divisions

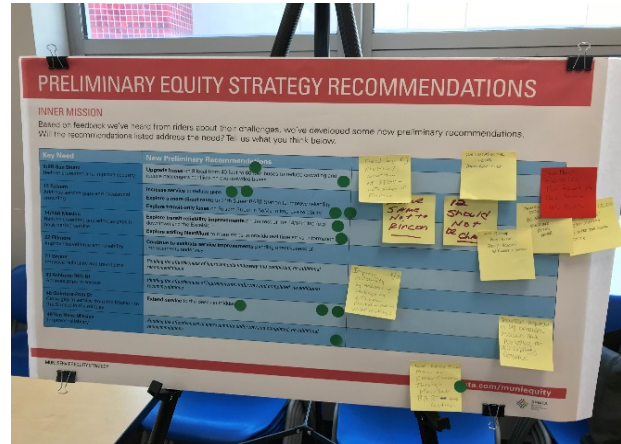


Community Conversations at 12 Organizations

Outreach Round 2: Vetting Recommendations

Round 2 outreach focused on vetting our recommendations through:

- Five neighborhood-focused workshops
- Direct feedback from community-based organizations
- Distribution to over 700 riders signed up for email/text message updates



Neighborhood Example: Chinatown

Key Need	Improvements Underway or Completed	Preliminary FY 2019 FY 2020 Recommendations
Address travel time and crowding issues on the 1 California	<ul style="list-style-type: none"> Upgraded existing transit-only lanes with red coloration on parts of Clay Street downtown Increased service frequency 	<ul style="list-style-type: none"> Long term, explore Muni Forward improvements to improve reliability and address crowding
Reduce crowding and occasional service gaps on the 8/8AX/8BX	<ul style="list-style-type: none"> Muni Forward reliability improvements on San Bruno Avenue 	<ul style="list-style-type: none"> Increase service frequency to reduce crowding Explore transit reliability improvements on the rest of the 8 line (e.g. Visitacion Valley and 3rd St in SoMa)
Address service gaps that lead to crowding on the 10 Townsend	<ul style="list-style-type: none"> Sansome Street contraflow lane Increased service frequency New low-floor buses 	<ul style="list-style-type: none"> Focus on active line management to address gaps in service in peak periods
Address service gaps and occasional crowding on the 12 Folsom	<ul style="list-style-type: none"> Increased service frequency in 2016 to reduce crowding 	<ul style="list-style-type: none"> Increase service to reduce gaps Vet a more direct route to 24th Street BART Station Explore transit-only lanes on Folsom Street in SoMa
Reduce crowding on the 30 Stockton and 45 Union/Stockton	<ul style="list-style-type: none"> Muni Forward reliability improvements (Chestnut, North Point, Polk) 	<ul style="list-style-type: none"> Switch all buses to 60-foot to increase capacity Evaluate further travel time and

FY 2019 and FY 2020 Service Recommendations

Neighborhood / Target	Route	Recommendation for FY 19-20 Budget
Ocean View-Ingleside	K and M	Increase service frequency
Bayview, Visitacion Valley	T	Increase service frequency
Chinatown, Excelsior-Outer Mission, Visitacion Valley	8	Increase service frequency
Inner Mission, Visitacion Valley	9R	Switch to 60' buses on the 9 Rapid
Chinatown	10	Focus on active line management to address gaps in service in peak periods
Chinatown, Inner Mission, SoMa-Tenderloin	12	Increase service frequency
Excelsior-Outer Mission, Ocean View-Ingleside	29	Increase service frequency all-day
Chinatown	30	Switch to 60' buses for all trips
Bayview	44	Increase service frequency all-day
Inner Mission	48	Extend service to the Beach in midday
Visitacion Valley	56	Implement schedule enhancements to improve reliability

Next Steps

- **This summer:** Begin implementing recommended strategies
- **Coming year:** Continue engagement with riders and community groups and evaluate effectiveness of this year's strategies

Thank You

