



SFMTA

Muni Service Equity Working Group

First Meeting

February 26, 2024

Welcome!

**Grab some food and drink.
We'll start the meeting at
5:30 p.m.**

Agenda

Time	Item
5:30 p.m.	Welcome and remarks from Jeff Tumlin, Director of Transportation, and Julie Kirschbaum, Director of Transit
5:45 p.m.	Introductions and Working Group background and process
6:00 p.m.	Break
6:05 p.m.	Muni Service Equity Strategy and Biannual Service Evaluation Process presentations
6:25 p.m.	Discussion
6:55 p.m.	Closing and planning next meeting
7:00 p.m.	Meeting adjourns

Equity Strategy Background



Rooted in Muni Service Equity Policy

Builds on Title VI requirements

Neighborhood based approach with access for people with disabilities 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

Equity Strategy Neighborhoods & Routes

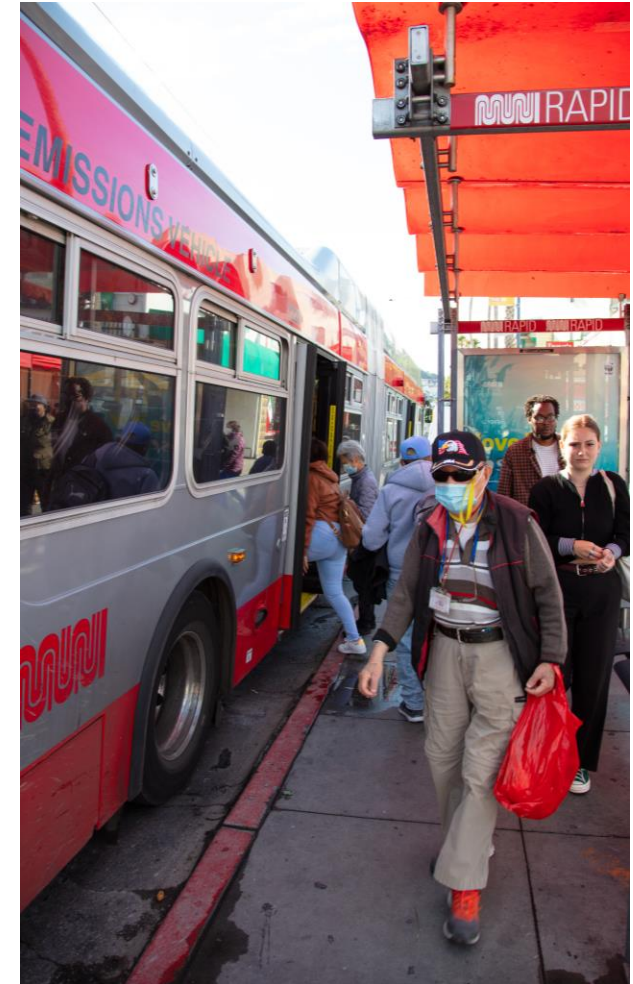
Citywide Accessibility	8, 8AX, 8BX, 9, 9R, 14, 14R, 30, 31, 38, 38R, 49
Bayview	T, 15, 19, 23, 24, 29, 44, 54, 56, 91 Owl
Chinatown	1, 8, 8AX, 8BX, 12, 30, 45, 91 Owl
Excelsior-Outer Mission	8, 8AX, 8BX, 14, 14R, 29, 43, 44, 49, 52, 54, 91 Owl
Inner Mission	9, 9R, 12, 14, 14R, 22, 24, 27, 33, 48, 49
Oceanview-Ingleside	K, M, 29, 54
Treasure Island	25
SoMa-Tenderloin	12, 14, 14R, 19, 27, 31, 38, 38R, 49
Visitacion Valley	T, 8, 8AX, 8BX, 9, 9R, 29, 56, 90 Owl, 91 Owl
Western Addition	5, 5R, 6, 7, 21, 22, 24, 31

Muni is more reliable than ever

We've achieved **historic levels of service reliability** through new/improved strategies:

- Headway Management: Evenly spacing buses and trains to minimize customer wait times
- Proactive Maintenance: Using data to fix things before they break and keeping our oldest vehicles running reliably
- Fix It Weeks: Doing more subway maintenance more efficiently by closing service early once a quarter

Service delivery, crowding, and gaps on equity routes are similar or better than non-equity routes. So as reliability improves, **Muni gets better for equity neighborhoods.**



Service Improvements

Headway Management

- Modified On Board computers tell Operators how close they are to the vehicle in front of them, which helps to reduce bunching
- Shifted staffing to TMC to make adjustments for even spacing and balanced passenger loads
- Working to improve prediction quality and training for operations staff on headway management



Service Improvements

Expanded Late Night Metro Service



27 Bryant Reliability Project



Reduced School Crowding



SOMA Mission St Transit Lanes



Budget Context

- Revenue is lower than pre-pandemic.
- Expenditures are higher because of inflation.
- FY22-23 expenditure exceeded SFMTA revenue, but we balanced the budget using federal relief funds.
- Federal, state and regional relief is expected to run out in FY25-26.
- To close the budget gap in FY25-26, the SFMTA must identify at least \$12.7M in new revenue and must stay within current overall operating cost levels.

Introductions

Share:

- Your name
- Your pronouns
- Anything you'd like to share about where you live or work
- What you hope to get out of this group

Working Group Ground Rules

What ground rules do people want to establish for this group?

Some possibilities:

- Come prepared
- Be present
- Be curious / assume positive intent
- Share the air

Quick break

**After break, an overview of
the current Equity Strategy Update**

Building on Previous Reports

FY17 & FY18

Focus on operationalizing equity policy

FY19 & FY20

Focus on outreach and program awareness

FY21 & FY22

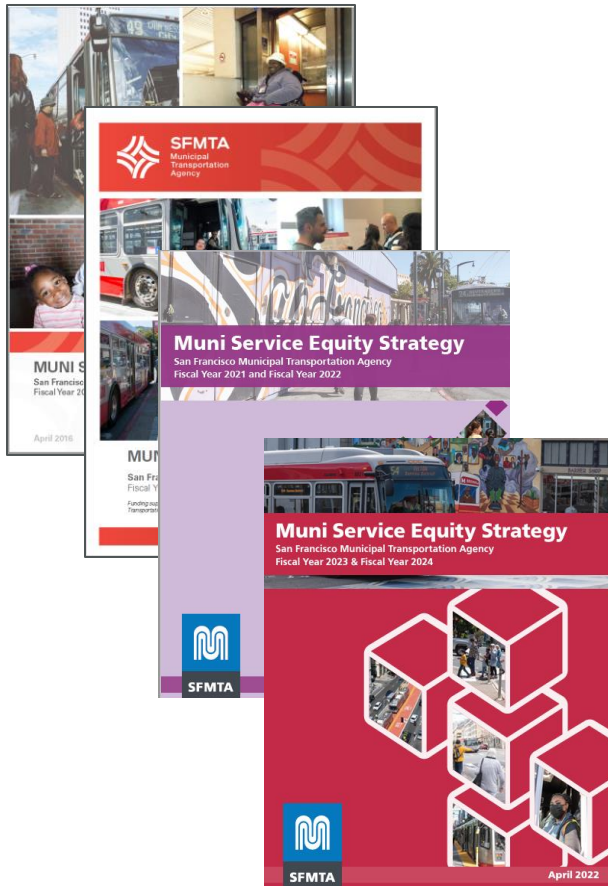
Focus on all aspects of transit planning informed by equity principles

FY23 & FY24

Focus on applying equity strategy principles in Covid service recovery/expansion

FY25 & FY26

Focus on using equity strategy principles to respond to service needs cost-neutrally



Progress Made in FY 23 & FY 24

FY 23 & FY 24 Equity Strategy Initiatives

19 service improvements

Identified were completed

- Prioritized route restorations and frequency increases based on resource availability

Responded to Real Time Needs

Implemented other Service Improvements on

17 Equity Routes

- Service increases and route/stop changes to address crowding and improve access

Implemented Transit Priority Projects and Treatments on

13 Equity Routes

- Quick-build projects, transit lanes, bus bulbs and signal priority to improve reliability and travel times

Implemented flag stops improvements

19 Equity Routes

- Implemented 20-ft red curb “clear zones” at near-side flag stops to improve stop access

Muni Route Service Categories

Service Category	Definition	Typical Weekday Frequency
Metro/Rapid	Heavily used lines form the backbone of the Muni system. Vehicles arriving frequently, delivering speed and reliability.	10 mins or less & skip stop service
Frequent	May overlap with rapid routes but with more stops along the route. Provide premium, frequent service.	10 mins or less
Grid	Combine with Rapid network to form an expansive core system that lets customers get close to their destinations. Typically operates less frequently than the Rapid Network routes.	12-30 mins
Connector	Predominantly circulate through hillside residential neighborhoods, filling in gaps in coverage and connecting customers to major transit hubs.	30 mins

Note: Specialized (express) and Historic are additional service categories which were not included in the performance analysis on subsequent slides to focus instead on core services.

Data Review: Service Delivery



% Service Delivered

% of scheduled service filled (runs filled)

% of scheduled hours delivered (revenue hours)

Muni Equity route service filled and delivered similar to non-equity routes in the same service category.

Service Category	% of Weekday Service Filled	% of Weekday Hours Delivered
Metro/Rapid	100%	97%
Equity Routes	99%	97%
Non-Equity Routes	100%	96%
Frequent	99%	98%
Equity Routes	99%	98%
Non-Equity Routes	100%	99%
Grid	100%	98%
Equity Routes	100%	98%
Non-Equity Routes	100%	98%
Connector	100%	97%
Equity Routes	100%	96%
Non-Equity Routes	100%	97%

Source: Sept-Oct 2023 weekday service data

Data Review: Crowding



% Trips Over Capacity

Trips with at least 5% of stops over crowding capacity for vehicle size

Muni Equity route crowding is similar or better to non-equity routes in the same service category.

Service Category	Weekday Daytime*	
	Avg % Trips Over Capacity	
	Fall 2023	Post Jan 20th
Metro/Rapid	1%	1%
Equity Routes	1%	1%
Non-Equity Routes	1%	1%
Frequent	5%	5%
Equity Routes	5%	4%
Non-Equity Routes	8%	7%
Grid	3%	3%
Equity Routes	3%	3%
Non-Equity Routes	2%	1%
Connector	0%	0%
Equity Routes	0%	0%
Non-Equity Routes	0%	0%

*Daytime Service: 6am-7pm

Fall 2023 Source: Sept-Oct 2023 crowding data

Post January 20th Crowding Changes

Example: 24 Divisadero

Inbound, AM Peak 7-8am

Time Period	Fall 2023 <i>(September - October)</i>		Winter 2024 <i>(January 20 - February 17)</i>	
	Headway	% of Trips Over Capacity	Headway	% of Trips Over Capacity
7:00-7:15 am	15	53%	9	0%
7:15-7:30 am	10.5	35%	9	15%
7:30-7:45 am	10	49%	9	30%
7:45-8:00 am	10	16%	9	18%

January 20 Schedule Changes

- Increased peak frequencies from 10 to 9 mins
- Started peak frequencies 30 mins earlier at 6:45am

Data Review: Performance

Gaps data for routes managed on headway schedule



Headway Adherence
% of evenly spaced arrivals

Muni Equity route performance is better or similar to non-equity routes in the same service category.

Service Category	Weekday Daytime* Avg Performance
Metro/Rapid	90%
Equity Routes	90%
Non-Equity Routes	89%
Frequent	88%
Equity Routes	89%
Non-Equity Routes	84%

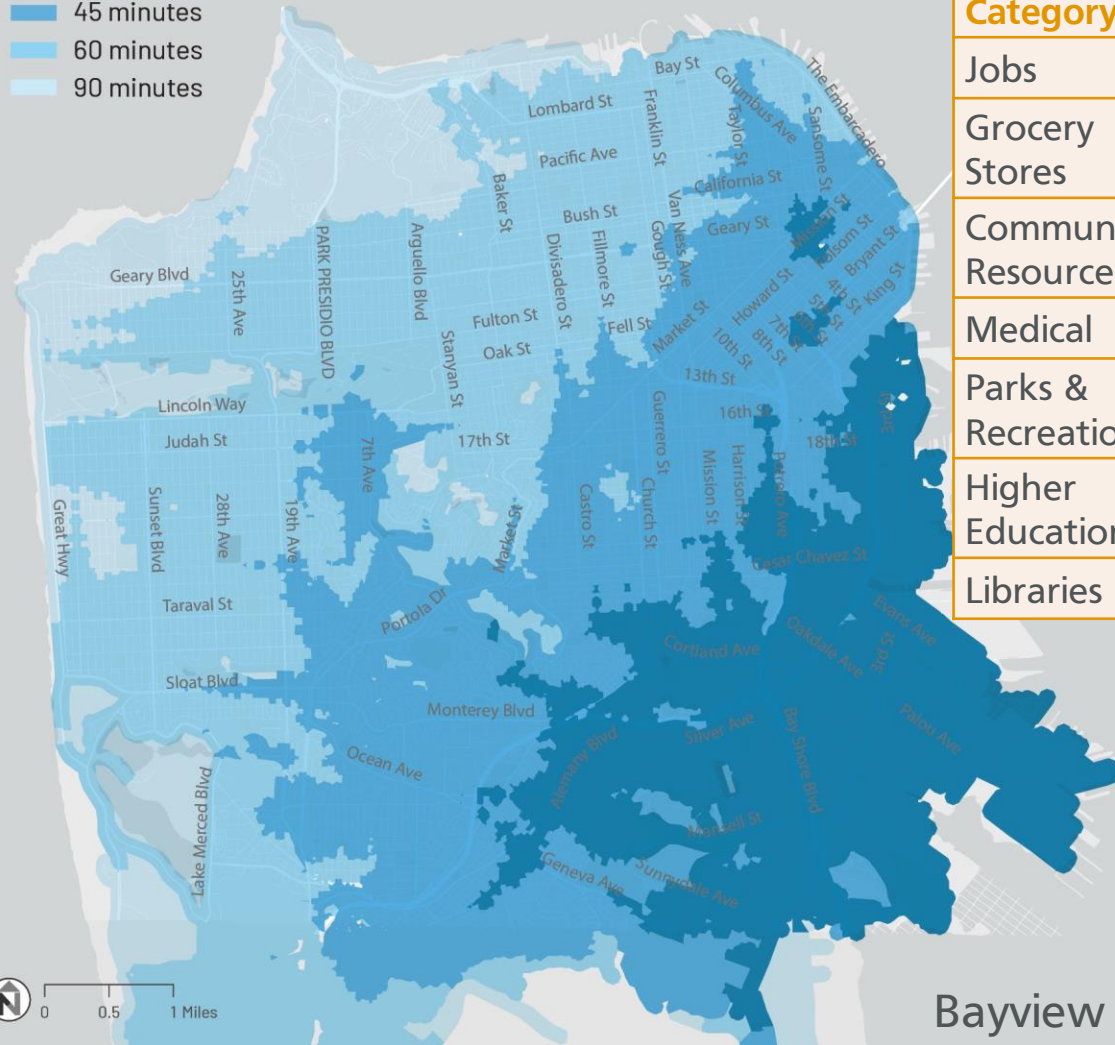
Source: Sept-Oct 2023 performance data

**Daytime Service: 6am-7pm*

Data Review: Travel Time & Access

Transit Commute Sheds

- 30 minutes
- 45 minutes
- 60 minutes
- 90 minutes



Destinations Accessible by Transit (Muni & Regional) from the Bayview

Category	30 min	45 min	60 min	90 min
Jobs	103,000	567,000	775,000	1,071,000
Grocery Stores	13	41	68	72
Community Resources	17	89	121	122
Medical	2	6	14	16
Parks & Recreation	53	136	200	208
Higher Education	2	18	20	20
Libraries	8	17	28	29

- Equity Toolkit Expansion
- Updating transit sheds for each neighborhood
- Expanding analysis to include access to key destinations

Bayview

FY25 & FY26 Recommendations

- Convene Muni Equity Working Group quarterly
- No service changes proposed in FY25 & FY26 operating budget, service changes will be done cost-neutrally based on crowding data and feedback from working group
- Apply equity strategy principles to respond and prioritize service changes
- Focus service management and operational improvements on equity routes
- Complete Transit Priority projects underway



Questions and Feedback?

Biannual Service Evaluation

Background

- Streamline reporting into one process
- **Evaluates transit performance** based on variety of metrics to identify service needs
- Looks at entire system and builds off the Muni Equity Strategy framework
- Timed with the 2-year budget cycle to inform budget decision making

Biannual Service Evaluation

Anticipated Timeline

- **Spring 2024**
 - Review existing performance metrics and reporting for consolidation
- **Summer 2024**
 - Identify performance metrics and establish framework for systemwide evaluation
 - Develop policy for prioritizing service needs
 - Create tools for sharing information with public
 - Community discussions on service needs
- **Fall 2024**
 - Complete systemwide evaluation of prioritized service needs
- **Winter 2025**
 - Match prioritized service needs with budget resources

Questions for discussion

- As we embark on the biannual service evaluation process:
 - Is there anything in the previous service change/equity strategy process that has helped build trust with the communities you are a part of?
 - What changes would you suggest to build your trust in this work?
 - What information should we share to help build transparency with decision making?

Closing and Next Steps

- Scheduling our next meeting – want feedback on this meeting time
- Sending short survey on how well this meeting worked for you generally – please share your feedback
- **Thank you** for being a part of this group