

SAN FRANCISCO  
MUNICIPAL TRANSPORTATION AGENCY  
BOARD OF DIRECTORS

RESOLUTION No. 14-071

WHEREAS, The SFMTA is committed to continually improving Muni service quality across San Francisco, including low income and minority neighborhoods where transit provides critical lifeline access for transit dependent customers; and

WHEREAS, A Service Equity Strategy will build on the strong social equity foundation that the SFMTA's Transit Effectiveness Project (TEP) equity analysis and SFMTA's annual Title VI monitoring program have established; and

WHEREAS, A Service Equity Strategy will focus on improving Muni service in neighborhoods with high concentrations of low income households, minority residents, residents with disabilities, and households without personal automobiles; and

WHEREAS, A Service Equity Strategy will complement, but will not replace, the annual service monitoring program that SFMTA conducts as part of the SFMTA's Title VI program; and

WHEREAS, The Service Equity Strategy will create neighborhood specific strategies to improve Muni service by addressing key issues facing targeted neighborhoods; and

WHEREAS, SFMTA will work with social justice stakeholders to determine neighborhoods to focus the Service Equity Strategy based on U.S. Census data and other relevant data sources to determine where high concentrations of low income, minority, disabled, and zero vehicle households are located; and

WHEREAS, SFMTA will establish baseline conditions for Muni service in selected neighborhoods and evaluate year-over-year progress compared to similar peer route performance; and

WHEREAS, Baseline conditions will assess metrics such as on-time performance, service gaps, crowding, customer satisfaction, and travel times to/from key destinations such as grocery stores, hospitals, City College, major recreation centers, and downtown; and

WHEREAS, SFMTA will review service performance, identify key issues facing Muni service in selected neighborhoods, create strategies to address key issues, and perform community outreach to verify key issues and adjust issues and strategies as needed; and

WHEREAS, The Service Equity Strategy will be presented and provided to the SFMTA Board for approval every two years; and

WHEREAS, Additional resources may be needed to implement the Service Equity Strategy and requests for necessary resources will be incorporated into the SFMTA's two year budget proposal for SFMTA Board approval; and

WHEREAS, A service evaluation that tracks the year-over-year progress of the Service Equity Strategy against the baseline will be reported to the SFMTA Board and SFCTA Board annually; now therefore be it

RESOLVED, That the SFMTA Board of Directors adopts the Muni Service Equity Policy requiring the development of a biannual Service Equity Strategy in conjunction with the SFMTA budget process to document transit service performance issues in low income and minority neighborhoods, monitor progress to improve service to these communities over time, and link improvement strategies to capital and transit service funding requests as needed.

I certify that the foregoing resolution was adopted by the Municipal Transportation Agency Board of Directors at their meeting of May 6, 2014.

---

Secretary, Municipal Transportation Agency  
Board of Directors