



SFMTA

Youth Transportation Advisory Board

2021 Youth Town Hall Report

SFMTA Board of Directors
November 16, 2021

Summary

Recognizing San Francisco youths' unique dependence on public transportation as compared to the general public, the Youth Transportation Advisory Board (YTAB) was created to better inform the SFMTA's policies and practices. As part of its broader outreach efforts, YTAB held a Town Hall to collect youth feedback about SFMTA services. As a result of this comprehensive outreach and other dialogues with SFMTA staff, YTAB has identified 4 distinct areas for improvement by the SFMTA:

Network Reliability

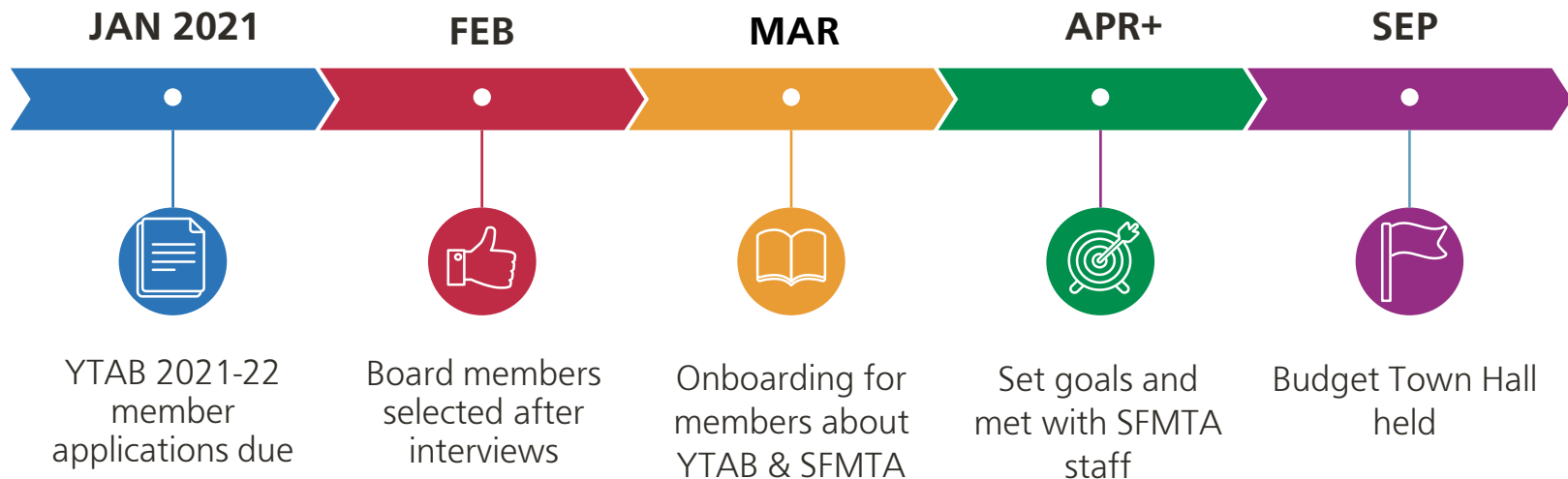
School Service

Communications

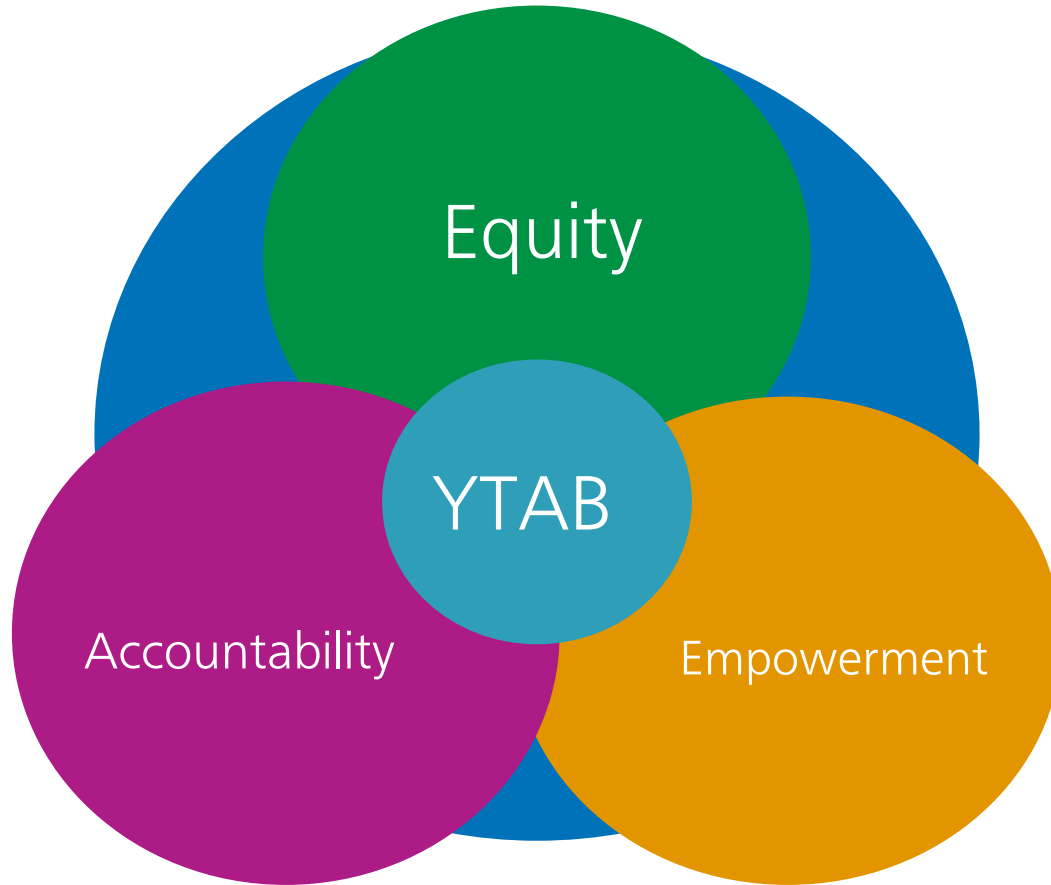
Safety

Introduction to YTAB

- YTAB was created to elevate SF youth's unique perspectives on transportation issues
- Members are 14-18 years old, serve a 1 year term, meet bi-monthly, and are from every supervisorial district
- Members are excited to represent the diversity of their peers and are interested in transportation, the environment, public health, local government, or social justice



YTAB's Guiding Values



YTAB's Mission and Duties

- Identify the unmet needs of San Francisco's children and youth through examining the existing services, practices, and budgets of the SFMTA.
- Design and conduct outreach to youth and their communities on SFMTA services and projects to learn from underrepresented groups and begin addressing gaps in dialogue.
- Develop and deliver recommendations to staff and the Director of Transportation to support or improve SFMTA services.
- Report to the SFMTA Board of Directors and Director of Transportation on the activities, goals, and accomplishments of YTAB on at least a biannual basis and may give public comment in between biannual reports if needed.



Why Hold a Town Hall?

1

YTAB recognized the consequence of the budget and learned that the budget is *“a statement of [the SFMTA’s] values.”*

2

Prior SFMTA outreach had not been successful at identifying youth needs, in order to fulfill its duties, YTAB found it necessary to take a new approach.

3

Holding the Budget Town Hall allowed YTAB to introduce itself to SF youth.

Running the Town Hall

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Outreach

- Secured placards inside SFMTA vehicles.
- Used social media, SFUSD, email, and the SFMTA Blog to promote the event.

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Implementation

- Set a location and date.
- Set the town hall's agenda and developed its programming.
- Moderated and spoke at the town hall.

G

Budget Guide

- Created a budget guide to explain the budget process to youth.
- Held a youth art competition to solicit artwork for inclusion in the guide.

R

Budget Report

- Synthesized feedback from the town hall to develop recommendations for MTAB.
- Created this report.

Town Hall Structure



What YTAB is and why it was created

SFMTA history and SFMTA responsibilities

First Activity (Muni experiences survey)

Free Muni

Racial Equity

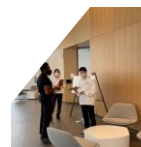
Vision Zero

How the budget works and how that impacts the SFMTA

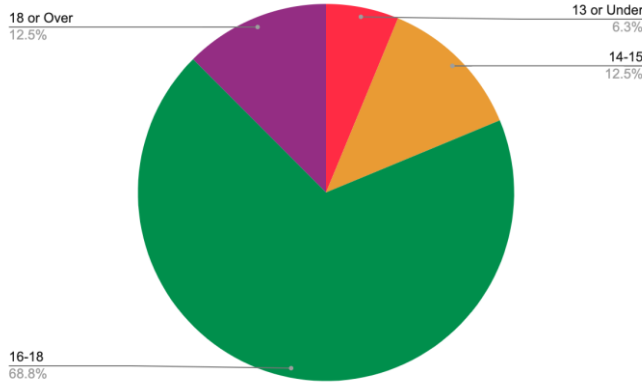
Second Activity (\$100 dollar budget challenge)

How youth can get involved with YTAB & SFMTA

Space for questions

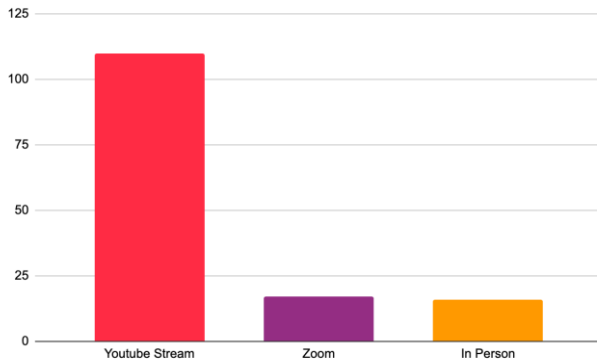
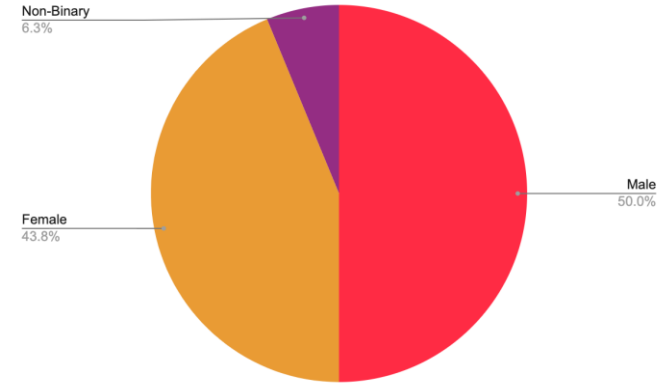


Attendance Demographics (as surveyed)



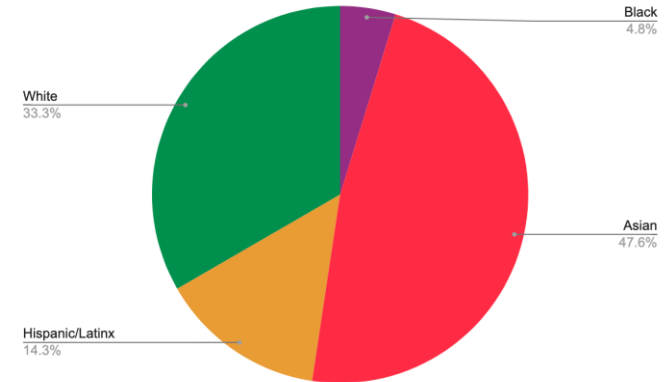
12

Zip Codes



13

Schools/Orgs



NOTE: Group size of 16 for all data excluding manner of attendance.

What We Heard

Common negative experiences/concerns

- **Overcrowding**, esp. at certain stops
- **Passups** due to overcrowding, esp. on school trippers after school dismissal
- **Discrimination** against youth on Muni
- Free Muni For All Youth **fare enforcement concerns** & challenges
- Lack of accessible **communication** about network changes during COVID
- Incomplete safe **bike & PED** network

Common requests for improvement

- Increased **transit frequency**, esp. for school trippers on key routes like the 29
- Greater **operator training** about youth
- Increased **arrival prediction** accuracy
- More **bike & PED safety** improvements



Youth Budget Priorities

Attendees participated in an exercise designed to simulate the process of forming the SFMTA's budget and identifying funding priorities:

Focus Area 1 (Build on What We Have):

- Maintaining existing infrastructure & implementing the Racial Equity Action Plan

Focus Area 2 (Recover and Expand):

- Making existing transit faster & achieving Vision Zero

Focus Area 3 (Work Towards Resilience):

- Solving the last-mile problem & rethinking curb management



SFMTA

YTAB's Recommendations



Network Reliability

YTAB recommends that the SFMTA:

- Pursue dedicated funding for transit operations via the ballot in 2022 or 2023 to sustain and expand Muni service and provide a stable funding base for the SFMTA
- Continue to fund maintenance and replacement of outdated infrastructure in the system to ensure greater system reliability
- Expedite its NextBus replacement (new Customer Information System) project to make vehicle predictions more accurate for youth and all riders along with improving the interface of the system
- Expand the network of transit only lanes to reduce delays caused by traffic and speed up Muni vehicles

School Service

YTAB recommends that the SFMTA:

- Improve afternoon supplemental school service for the 29, 44 and 48 which currently experience severe overcrowding
- Provide additional morning rush-hour service on lines such as the 23, 28, 29, 43, 48 and 49 which experience overcrowding from youth travelling to school
- Conduct more outreach with students and faculty at schools in order to receive more feedback on how to improve regular and supplemental Muni service to schools
- Continue to meet and work with SFUSD to resolve problems with synchronized school start and end times that cause crowding on lines that serve multiple schools and stretch agency resources

Communications

YTAB recommends that the SFMTA:

- Work with YTAB to design social media content aimed at youth, such as content promoting outreach events designed for youth, surveys targeted at youth riders, route restorations and service changes that will affect youth, and campaigns like Free Muni for All Youth
- Continue to expand SFMTA presence on social media platforms that youth use, and work to grow youth engagement with SFMTA content on those platforms
- Make meetings that discuss issues affecting youth more accessible to youth, by hosting meetings on platforms and in places that youth are comfortable using, along with adjusting the timing of meetings that discuss issues that affect or will affect youth

Safety

YTAB recommends that the SFMTA:

- Work to improve rider safety and security by partnering with community groups to reduce gender-based harassment onboard Muni vehicles
- Incorporate anti-youth bias training into Muni operator training courses to reduce incidents of intentional youth passups
- Make policy regarding door reopening available to the public, and re-examine it for situations where intending patrons are in the street
- Work with its Transit Shelter Contractor and the Department of Public Works to make transit stops more inviting to riders and improve rider safety and security at bus stops
- Continue to expand the network of slow streets and expedite the implementation of life saving traffic calming measures that will keep youth safe on City streets



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Alexander Hirji - District 8

Angel Jose Mendoza - District 9

Atakan Deviren - District 7

Deirdre Nicholls-Binion - District 4

Dominic Lehane - District 2

Giselle Gatica - District 11

Kadi Miura - District 1

Kalani Bean - District 10

Kelly Huang - District 6

Levi Alejandro Cervantez - District 8

Lindsay Kim - District 8

May Li - District 3

Mia Caballeros - District 11

Michael Yu - District 7

Noah Sebhatleab - District 5

Tali Kreutzer Joo - District 10



Thank you!

1442 A

STOP DO NOT PASS

1436A

STOP DO NOT PASS

LEFT TURN LANE
BUSES TAXIS
ONLY
AT ALL TIMES
LEFT TURN LANE
EXCEPT
7AM - 7PM
MON - FRI