

THIS PRINT COVERS CALENDAR ITEM NO.: 10.5

**SAN FRANCISCO
MUNICIPAL TRANSPORTATION AGENCY**

DIVISION: Transit

BRIEF DESCRIPTION:

As part of the FY25 and FY26 operating budget, approving the SFMTA’s Title VI Service Equity Analysis of Muni’s current service, as of January 2024, which includes all service changes since April 2022 that meet the SFMTA’s definition of a major service change; the service equity analysis concluded that these changes do not result in a disparate impact on communities of color or a disproportionate burden on low-income communities under Title VI of the Civil Rights Act of 1964.

SUMMARY:

- On December 7, 2021, the SFMTA Board approved a Title VI Service Equity Analysis of the proposed Winter 2022 Muni Service Network, a package of transit service changes that were planned for early 2022 and incorporated community feedback received through a multi-pronged engagement effort in the late Summer and Fall of 2021.
- Resource constraints slowed the implementation of the Winter 2022 Muni Service Network, but as resources allowed, the SFMTA gradually implemented many elements of the plan in 2022 and 2023. The SFMTA also implemented additional service adjustments to address overcrowding and other emerging needs.
- Due to anticipated fiscal constraints over the next two years, the SFMTA is proposing to maintain Muni’s current service, as of January 2024, as part of the FY25 & FY26 operating budget. Any future modifications to the current service plan will be cost-neutral, i.e., service increases will be balanced with service decreases so the net service adjustments are cost-neutral systemwide.
- Federal Transit Administration (FTA) Circular 4702.1B requires a Title VI service equity analysis for major service changes in effect for longer than 12 months.
- This Title VI service equity analysis compares April 2022 transit service to Muni’s current service, as of January 2024, analyzing route and service changes that have been or will be in place for longer than 12 months.
- The Title VI analysis of the transit service and route changes that qualify as major service changes found that the changes do not result in a disparate impact on communities of color or a disproportionate burden on low-income communities.

ENCLOSURES:

1. SFMTA Board Resolution
2. Title VI Service Equity Analysis of Muni’s Current 2024 Service

APPROVALS:

DATE

DIRECTOR  _____

April 10, 2024

SECRETARY  _____

April 9, 2024

ASSIGNED SFMTAB CALENDAR DATE: April 16, 2024

PURPOSE

As part of the FY25 and FY26 operating budget, approving the SFMTA’s Title VI Service Equity Analysis of Muni’s current service, as of January 2024, which includes all service changes since April 2022 that meet the SFMTA’s definition of a major service change; the service equity analysis concluded that these changes do not result in a disparate impact on communities of color or a disproportionate burden on low-income communities under Title VI of the Civil Rights Act of 1964.

STRATEGIC PLAN GOALS AND TRANSIT FIRST POLICY PRINCIPLES

This action supports the following SFMTA Strategic Plan Goals:

- Goal 1: Identify and reduce disproportionate outcomes and resolve past harm towards marginalized communities.
- Goal 5: Deliver reliable and equitable transportation services.
- Goal 6: Eliminate pollution and greenhouse gas emissions by increasing use of transit, walking and bicycling.
- Goal 7: Build stronger relationships with stakeholders.

This item addresses the following San Francisco Transit First Policy Principles:

1. To ensure quality of life and economic health in San Francisco, the primary objective of the transportation system must be the safe and efficient movement of people and goods.
2. Public transit, including taxis and vanpools, is an economically and environmentally sound alternative to transportation by individual automobiles. Within San Francisco, travel by public transit, by bicycle and on foot must be an attractive alternative to travel by private automobile.
9. The ability of the City and County to reduce traffic congestion depends on the adequacy of regional public transportation. The City and County shall promote the use of regional mass transit and the continued development of an integrated, reliable, regional public transportation system.

DESCRIPTION

In the late Summer and Fall of 2021, as many pre-pandemic Muni routes remained suspended, the SFMTA conducted a multi-pronged engagement effort to determine how the agency should prioritize its limited resources. Through community feedback, the proposed Winter 2022 Muni Service Network was developed. It consisted of a package of transit service changes that included which Muni routes were next to be restored, many with modified routing or frequencies compared to pre-pandemic. On December 7, 2021, through SFMTA Board Resolution No. 211207-147, the SFMTA Board approved a Title VI Service Equity Analysis of the Winter 2022 Muni Service Network, which had a planned implementation in early 2022 (See: <https://www.sfmta.com/reports/12-7-21-mtab-item-12-winter-2022-network-plan>).

Resource constraints slowed the implementation of the Winter 2022 Muni Service Network, but as resources allowed, the SFMTA gradually implemented many elements of the plan in 2022 and

2023. As of January 2024, some routes have shorter alignments or less frequent service than what was included in the Winter 2022 Muni Service Network, but all of the lines included in that service plan have been at least partially restored except for the 10 Townsend, which remains suspended. The other pre-pandemic routes that remain suspended include the 3 Jackson, 47 Van Ness, and E Embarcadero as well as most of the pre-pandemic Express and Specialized lines, including the 1AX/1BX California Expresses, 7X Noriega Express, 14X Mission Express, 30X Marina Express, 31AX/31BX Balboa Expresses, 38AX/38BX Geary Expresses, 41 Union, 76X Marin Headlands Express, 81X Caltrain Express, 82X Levi Plaza Express, 88 Bart Shuttle, and NX Judah Express.

Distinct from the Winter 2022 service plan, since April 2022, the SFMTA also opened the Central Subway in January 2023, which completed Phase 2 of the T Third Street Line Light Rail Transit Project. To comply with FTA requirements for New Starts Projects, on June 21, 2022, through SFMTA Board Resolution No. 220621-057, the SFMTA Board approved a Title VI Service Equity Analysis of the Central Subway Project (see <https://www.sfmta.com/reports/6-21-22-mtab-item-11b-title-vi-analysis-central-subway-project>). During 2022 and 2023, the SFMTA also implemented additional service adjustments to address overcrowding and other emerging needs.

Due to anticipated fiscal constraints over the next two years, the SFMTA is proposing to maintain Muni’s current service, as of January 2024, as part of the FY25 & FY26 operating budget. Any future modifications to the current service plan will be cost-neutral, i.e., service increases will be balanced with service decreases so the net service adjustments are cost-neutral systemwide.

The FTA’s Title VI Circular 4702.1B requires a service equity analysis for major service changes in effect for longer than 12 months. The current Title VI service equity analysis compares April 2022 transit service to Muni’s current service, as of January 2024, analyzing service changes that met the SFMTA’s Major Service Change definition, and that have been or will be in place for longer than 12 months.

The table below provides a summary of Muni’s major service changes since April 2022 that meet the criteria in the SFMTA’s Title VI Major Service Change Policy.

Route	Description of Muni’s Service Changes since April 2022 that met the Major Service Change Criteria & Month Implemented			Major Service Change Criteria met with Service Decrease “(-)” or Increase “(+)”			
				Route-Miles		Revenue Hours	
				(-)	(+)	(-)	(+)
2 Sutter	Restored with shortened route compared to pre-pandemic at 20 min headway on weekdays and weekends.	July 2022		X			
6 Parnassus	Restored pre-pandemic route at 20 min headway on weekdays and weekends.	July 2022		X			
21 Hayes	Restored with shortened route compared to pre-pandemic route at 20 min headway on weekdays and weekends.	July 2022		X			

Route		Description of Muni's Service Changes since April 2022 that met the Major Service Change Criteria & Month Implemented		Major Service Change Criteria met with Service Decrease “(-)” or Increase “(+)”			
				Route-Miles		Revenue Hours	
				(-)	(+)	(-)	(+)
23	Monterey	Eliminated segment from Santa Clara Ave / St Francis Blvd to West Portal Station and added segment from Santa Clara Ave / St Francis Blvd to Sloat Blvd / 47 th Ave to match pre-pandemic routing.	July 2022	¹	X		
28	19th Ave	(1) Extended route from North Point St / Van Ness Ave to Powell St / Beach St. On weekdays, incrementally increased frequency from 12 min to 10 min during peak periods (1), (2), (3) and then decreased frequency to 12 min when 28R was resumed (4). On weekends, incrementally increased frequency from 15 min to 12 min (2), (3), (5).	(1) July 2022 (2) Jan 2023 (3) June 2023 (4) Aug 2023 (5) Jan 2024				X
28R	19th Ave Rapid	Restored with route modifications (connection to Daly City BART instead of connection to Balboa Park BART pre-pandemic) at 12 min peak weekday headway.	Aug 2023		X		
43	Masonic	Extended route from Presidio Ave / California St to Fort Mason.	July 2022		X		X
52	Excelsior	Corresponding to restoration of 6 Parnassus, shortened route to pre-pandemic routing.	July 2022	X		X	
57	Park-merced	Adjusted routing between Eucalyptus Dr / Junipero Serra Blvd / Ocean Ave and Stonestown and added segment between Eucalyptus Dr / Junipero Serra Blvd / Ocean Ave and West Portal Station.	July 2022	¹	X		
58	Lake Merced	Adjusted routing between Sunset Blvd / Sloat Blvd and Stonestown from running on Sloat Blvd and Junipero Serra Blvd to running on Lake Merced Blvd and Winston Dr. Also adjusted routing between John Muir Dr and Daly City BART from running on John Daly Blvd to running on Brotherhood Way and Alemany Blvd. Decreased headway from 20 min to 30 min.	July 2022	²	²	X	
66	Quintara	Corresponding to restoration of 6 Parnassus, shortened route to pre-pandemic routing.	July 2022	X		X	
PM	Powell-Mason Cable Car	Expanded service span from 10pm to 11pm and increased peak weekday and weekend headway from 11 min to 10 min.	Oct 2022				X
L	Taraval	Shortened weekday and weekend routing so eastern terminal is at West Portal Station instead of the Ferry Building and increased frequency from 10 min to 8 min on weekday (1). Midday on weekdays only, supplemental trips added run between SF Zoo and the Ferry Building at an approximately 50 min headway (2).	(1) July 2022 (2) Oct 2022			X	

Route	Description of Muni’s Service Changes since April 2022 that met the Major Service Change Criteria & Month Implemented			Major Service Change Criteria met with Service Decrease “(-)” or Increase “(+)”			
				Route-Miles		Revenue Hours	
				(-)	(+)	(-)	(+)
T Third St	Replaced routing from the 4 th St / King Caltrain Station that ran on King St and Embarcadero and in the Market St Subway with a newly constructed alignment on 4 th St and in the Central Subway that connects to Chinatown / Rose Pak Station.	Jan 2023	X	³			

Notes: ¹ Route changes to the 23 Monterey and 57 Parkmerced included both added and removed segments. These changes resulted in a net increase in route-miles, but the removed segments were also analyzed as part of this analysis.

² The 58 Lake Merced route changes include route segment removals and route segment additions. Although the total length of the route changed by less than the 25% major service change threshold, 48% of the baseline routing was shifted in some way and the shift was more than the threshold distance of a ¼-mile for some stops. Both the removed segments and added segments were analyzed as part of this analysis.

³ A Title VI service equity analysis of the Central Subway Project’s 1.7-mile alignment addition to the T Third Street Line was approved by the SFMTA Board on June 21, 2022. When accounting for the T Third previously being interlined with the K Ingleside Line, the project resulted in a net decrease in route-miles on the T Third Line, but the added segment was also analyzed as part of this analysis.

TITLE VI SERVICE EQUITY ANALYSIS BACKGROUND AND FINDINGS

As a federally funded agency, the SFMTA must comply with Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color or national origin in programs and activities receiving Federal financial assistance. Federal Transit Administration (FTA) Circular 4702.1B requires a transit agency’s governing board to adopt a Title VI Program, and, as a part of the Program, the following policies related to fare and service changes: Major Service Change Policy, Disparate Impact Policy, and Disproportionate Burden Policy.

A Title VI service equity analysis is required for service changes that meet the criteria in the SFMTA’s Major Service Change Policy. The service changes that meet the criteria of a major service change are then analyzed to see if they result in a disparate impact on communities of color or a disproportionate burden on low-income communities.

The SFMTA’s Major Service Change Policy defines a major service change as a change in transit service that would be in effect for more than a 12-month period, and that would consist of any of the following criteria:

- *A schedule change (or series of changes) resulting in a system-wide change in annual revenue hours of five percent or more implemented at one time or over a rolling 24-month period;*

- *A schedule change on a route with 25 or more one-way trips per day resulting in:*
 - *Adding or eliminating a route;*
 - *A change in annual revenue hours on the route of 25 percent or more;*
 - *A change in the daily span of service on the route of three hours or more; or*
 - *A change in route-miles of 25 percent or more, where the route moves more than a quarter mile.*

Corridors served by multiple routes will be evaluated based on combined revenue hours, daily span of service, and/or route-miles.
- *The implementation of a New Start, Small Start, or other new fixed guideway capital project, regardless of whether the proposed changes to existing service meet any of the criteria for a service change described above.*

Under the SFMTA's Disparate Impact Policy in its Title VI Program, service changes are considered to have a disparate impact on communities of color if:

- the changes meet the Agency's major service change criteria and
- the proportion of people of color in the population impacted by the service changes is eight or more percentage points higher for service decreases (and lower for service increases) than the respective proportion in the citywide population.

Under the SFMTA's Disproportionate Burden Policy in its Title VI Program, service changes are considered to have a disproportionate burden on individuals living in low-income households if:

- the changes meet the Agency's major service change criteria and
- the proportion of individuals living in low-income households in the population impacted by the service changes is eight or more percentage points higher for service decreases (and lower for service increases) than the respective proportions in the citywide population.

The current Title VI analysis found that the service changes that have been implemented since April 2022 and that have resulted in Muni's current service, as of January 2024, resulted in a 4% increase in annual revenue service hours systemwide. This increase is less than the 5% threshold in the Major Service Change Policy for a systemwide service change so is considered to not be a major service change.

The system changes were also broken down and analyzed at the route-level. At the route-level, service changes to 14 routes met one or more major service change criteria. Six route segment removals, four full route additions, and five route segments additions met the route miles major service change criteria. The service decreases on four routes and service increases on three routes met the annual revenue hours major service change criteria. No service changes since April 2022 met the service span major service change criteria.

The route-level major service changes were grouped by major service change category (route miles or annual revenue hours) and whether the changes resulted in a service increase or decrease and were then analyzed to determine if each category of changes cumulatively indicated a disparate impact on communities of color or a disproportionate burden on low-income populations.

For major service changes that resulted in service decreases, the proportions of people of color and individuals living in low-income households in the impacted population were not eight or more percentage points higher than the respective proportions of the citywide population.

For major service changes that resulted in service increases, the proportions of people of color and individuals living in low-income households in the impacted population were not eight or more percentage points lower than the respective proportions of the citywide population.

These results indicate that no disparate impact on communities of color or disproportionate burden on low-income communities was found. These findings are summarized in the table below.

Major Service Change Type	% People of Color ¹ (% of impacted population)	Difference from Citywide Population	Disparate Impact?	% Low-income ¹ (% of impacted population)	Difference from Citywide Population	Disproportionate Burden?
Service Decreases (Is Difference from Citywide Population +8 or higher?)						
Route Miles	59%	-3	No	20%	-1	No
Revenue Hours	58%	-4	No	24%	+2	No
Service Increases (Is Difference from Citywide Population -8 or lower?)						
Route Miles	64%	+2	No	19%	-2	No
Revenue Hours	56%	-6	No	19%	-2	No
Citywide Population ¹	62%			21%		

Note: ¹ Data Source: U.S. Census 2018-2022 American Community Survey 5-year estimates

STAKEHOLDER ENGAGEMENT

Pursuant to Title VI of the Civil Rights Act of 1964 and its implementing regulations, as well as state and local laws, the SFMTA takes responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of SFMTA’s programs and activities for individuals regardless of race, color or national origin. Given the diversity of San Francisco and of Muni’s ridership, the SFMTA is particularly committed to disseminating information that is accessible to individuals who may have a limited ability to read, write or speak English.

In addition to the outreach and public comment that occurred around the Muni service changes implemented since April 2022, multiple methods were used to engage Muni customers and solicit feedback from the community regarding Muni’s current service, as of January 2024, as part of the extensive FY25-FY26 budget outreach process.

The budget outreach strategies included:

- Multilingual collateral on Muni vehicles publicizing budget feedback opportunities, including proposed fare and service changes, and notice of free language assistance in 10 languages:
 - 1,400 infocards posted in all vehicles, buses and LRVs
 - 400 ads posted on LRV4s
 - 1,000 ads posted on buses
- Newspaper ads in 13 newspapers, including ethnic media, publicizing budget feedback opportunities:

- SF Examiner
- Bay Area Reporter
- SFNNA Group
- Marina Times
- Noe Valley Voice
- Potrero View
- Richmond ReView
- San Francisco Bay View
- Sunset Beacon
- El Tecolote
- Sing Tao Daily
- World Journal
- Wind Newspaper
- Kstati
- Social media posting on official SFMTA accounts:
 - Total views of Facebook posts on the budget process: 301
 - Total views of Instagram posts on the budget process: 1,306
 - Total views of Twitter posts on the budget process: 7,037
 - Total views of LinkedIn posts on the budget process: 3,164
- A social media advertising campaign from February 7, 2024 to February 29, 2024 on Facebook, Instagram and Twitter publicizing budget feedback opportunities. This campaign had a reach of 200,854, with 473,096 total impressions in four languages:
 - English: 206,542 impressions
 - Spanish: 139,919 impressions
 - Chinese: 85,217 impressions
 - Filipino: 41,418 impressions
- An online budget balancing tool to help members of the public learn about the tradeoffs the agency is considering as we develop the budget. There was as total of 529 views of the tool in four languages:
 - English: 510 views
 - Spanish: 4 views
 - Chinese: 15 views
 - Filipino: 0 views
- Direct email updates to members of the public signed up for agency updates:
 - Emails on 2/15/2024, 2/22/2024, and 2/29/2024: 192,239 delivered
 - SMS/text messages on 2/15/2024, 2/22/2024, 2/29/2024, and 2/29/2024: 104,757 delivered
- Public listening sessions open to all members of the public:
 - Virtual Meeting on February 22 from 5:00-7:00pm on Zoom - included a presentation from SFMTA CFO, an invitation to try out the Budgeting Exercise, and breakout rooms on Transit; Streets; Taxis, Mobility, and Accessibility; and General Topics
 - Simultaneous interpretation provided in American Sign Language (ASL), Filipino (Tagalog), Spanish, and Cantonese
 - 107 community members attended

- In-Person Meeting on March 2 from 11:30-1:30pm at the Richmond Library – included a presentation from SFMTA CFO, an invitation to try out the Budgeting Exercise, and a question-and-answer session
 - 3 community members utilized interpretation services (Cantonese)
 - Interpretation services were also available in American Sign Language (ASL), Filipino (Tagalog), Spanish, and Russian.
 - 32 community members attended

In addition, information was included on a dedicated, multilingual information page at sfmta.com/budget and on Muni’s schedule and routes page and included information on how to provide feedback via the budget hotline, a dedicated email or by attending the SFMTA Board of Directors’ meetings. Over 50 comments related to Muni service were received as a result of this outreach effort and were considered as part of the budget process. The agency will continue to consider stakeholder feedback to inform future cost-neutral service changes.

ALTERNATIVES CONSIDERED

Due to anticipated fiscal constraints over the next two years, the SFMTA is proposing to maintain Muni’s current service, as of January 2024, as part of the FY25 & FY26 operating budget. Unless additional operating funds are secured, the SFMTA has not considered an alternative that increases service without a corresponding decrease in service.

FUNDING IMPACT

The SFMTA is proposing to maintain Muni’s current service, as of January 2024, as part of the FY25 & FY26 operating budget due to limited resources. Any future modifications to the current service plan will be cost-neutral, i.e., service increases will be balanced with service decreases so the net service adjustments are cost-neutral systemwide.

ENVIRONMENTAL REVIEW

On April 2, 2024, the SFMTA, under authority delegated by the Planning Department, determined that the adoption of the Muni’s Current 2024 Service Title VI Service Equity Analysis is not a “project” under the California Environmental Quality Act (CEQA) pursuant to Title 14 of the California Code of Regulations Sections 15060(c) and 15378(b).

A copy of the CEQA determination is on file with the Secretary to the SFMTA Board of Directors and is incorporated herein by reference.

OTHER APPROVALS

The City Attorney’s Office has reviewed this calendar item.

RECOMMENDATION

That as part of the FY25 and FY26 operating budget, the SFMTA Board approve the SFMTA’s

Title VI Service Equity Analysis of Muni's current service, as of January 2024, which includes all service changes since April 2022 that meet the SFMTA's definition of a major service change; the service equity analysis concluded that these changes do not result in a disparate impact on communities of color or a disproportionate burden on low-income communities under Title VI of the Civil Rights Act of 1964.

SAN FRANCISCO
MUNICIPAL TRANSPORTATION AGENCY
BOARD OF DIRECTORS

RESOLUTION No. _____

WHEREAS, On December 7, 2021, the, San Francisco Municipal Transportation Agency (SFMTA) Board approved a Title VI Service Equity Analysis of the proposed Winter 2022 Muni Service Network, a package of transit service changes that were planned for early 2022 and incorporated community feedback received through a multi-pronged engagement effort in the late Summer and Fall of 2021; and,

WHEREAS, Resource constraints slowed the implementation of the Winter 2022 Muni Service Network, but as resources allowed, the SFMTA gradually implemented many elements of the plan in 2022 and 2023; and,

WHEREAS, The SFMTA also implemented additional service adjustments to address overcrowding and other emerging needs; and,

WHEREAS, The SFMTA is committed to making San Francisco a Transit-First City; and,

WHEREAS, Due to anticipated fiscal constraints over the next two years, the SFMTA is proposing to maintain Muni's current service, as of January 2024, as part of the FY25 & FY26 operating budget; and,

WHEREAS, Any future modifications to the current service plan will be cost-neutral, i.e., service increases will be balanced with service decreases so the net service adjustments are cost-neutral systemwide; and,

WHEREAS, Pursuant to the requirements contained in the Federal Transit Administration's (FTA) Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," a transit service equity analysis is required for Muni service adjustments that meet the SFMTA's definition of a major service change and are in effect for longer than 12 months; and,

WHEREAS, This Title VI service equity analysis compares April 2022 transit service to Muni's current service, as of January 2024, analyzing route and service changes that have been or will be in place for longer than 12 months; and,

WHEREAS, Pursuant to the requirements contained in FTA Circular 4702.1B, the SFMTA analyzed the impacts of the service changes on communities of color and customers from low-income households and determined that the service changes do not result in a disparate impact on communities or color or a disproportionate burden on low-income communities under Title VI; and,

WHEREAS, In addition to the outreach and public comment that occurred around the Muni service changes implemented since April 2022, multiple methods were used to engage Muni customers and solicit feedback from the community regarding Muni's current service (as of January 2024) as part of the extensive FY25-FY26 budget outreach process; and,

WHEREAS, On April 2, 2024, the SFMTA, under authority delegated by the Planning Department, determined that the adoption of the Muni’s Current 2024 Service Title VI Service Equity Analysis is not a “project” under the California Environmental Quality Act (CEQA) pursuant Title 14 of the California Code of Regulations Sections 15060(c) and 15378(b); and,

WHEREAS, A copy of the CEQA determination is on file with the Secretary to the SFMTA Board of Directors, and is incorporated herein by reference; therefore, be it

RESOLVED, That as part of the Fiscal Year 2025 and Fiscal Year 2026 operating budget, the San Francisco Municipal Transportation Agency Board of Directors approves the SFMTA’s Title VI Service Equity Analysis of Muni’s current service, as of January 2024, which includes all service changes since April 2022 that meet the SFMTA’s definition of a major service change; the service equity analysis concluded that these changes do not result in a disparate impact on communities of color or a disproportionate burden on low-income communities under Title VI of the Civil Rights Act of 1964.

I certify that the foregoing resolution was adopted by the San Francisco Municipal Transportation Agency Board of Directors at its meeting of April 16, 2024.

Secretary to the Board of Directors
San Francisco Municipal Transportation Agency

Enclosure 2

**TITLE VI
SERVICE EQUITY
ANALYSIS of
MUNI'S CURRENT
2024 SERVICE**

April 16, 2024

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I. Background

A. Title VI

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (42 U.S.C. Section 2000d).

The Federal Transit Administration's (FTA) Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," provides guidance to transit agencies serving large urbanized areas and requires that these agencies "shall...evaluate, prior to implementation, any and all service changes that exceed the transit provider's major service change threshold, as well as all fare changes, to determine whether those changes will have a discriminatory impact based on race, color, or national origin" (Circular 4702.1B, Chapter IV-11). FTA Circular 4702.1B also states that if "a temporary service addition or change lasts longer than twelve months, then FTA considers the service addition or change permanent and the transit provider must conduct a service equity analysis if the service otherwise qualifies as a major service change" (Circular 4702.1B, Chapter IV-13).

B. SFMTA and Muni's Current 2024 Service Title VI Analysis

The San Francisco Municipal Transportation Agency (SFMTA), a department of the City and County of San Francisco, was established by voter proposition in 1999. One of the SFMTA's primary responsibilities is operating the San Francisco Municipal Railway, known universally as "Muni." Muni is the largest transit system in the Bay Area with over 700,000 passenger boardings per weekday and over 220 million customers a year prior to the pandemic and approximately 480,000 passenger boardings per weekday in Fall 2023. The Muni fleet includes historic streetcars, renewable biodiesel and electric hybrid buses and electric trolley coaches, light rail vehicles, paratransit cabs and vans and the world-famous cable cars. As of January 2024, Muni has 51 bus routes, six light rail lines, one historic streetcar line, and three cable car lines in service and provides regional connections to other Bay Area public transit systems such as BART, AC Transit, Golden Gate Transit and Ferries, SamTrans, and Caltrain.

This Title VI Analysis includes:

- SFMTA's Board-approved Title VI-related policies and definitions, including the Agency's Major Service Change, Disparate Impact and Disproportionate Burden Policies.
- The methodology used for this service equity analysis.
- A description of the service changes that have been implemented since April 2022, which have resulted in Muni's current service, as of January 2024.
- The results of the service equity analysis.
- A summary of public outreach and engagement efforts to seek public comment on Muni's current service, as of January 2024, and which the SFMTA is proposing to maintain as part of the FY25 and FY26 operating budget.

II. SFMTA’s Title VI-related Policies, Definitions

On October 1, 2012, FTA issued updated Circular 4702.1B, which requires a transit agency’s governing board to adopt the following policies related to fare and service changes:

- Major Service Change Definition – establishes a definition for a major service change, which provides the basis for determining when a service equity analysis needs to be conducted.
- Disparate Impact and Disproportionate Burden Policies – establishes thresholds to determine when proposed major service changes or fare changes would adversely affect communities of color and/or low-income populations and when alternatives need to be considered or impacts mitigated.

In response to the Title VI Circular, the SFMTA developed Major Service Change, Disparate Impact and Disproportionate Burden Policies, which were approved by the SFMTA Board of Directors on August 20, 2013, after an extensive multilingual public outreach process. Outreach included two public workshops, five presentations to the SFMTA Board and committees, and outreach to approximately 30 community-based organizations and transportation advocates with broad perspective among communities of color and low-income communities.

The following definitions and policies were used to conduct this Title VI service equity analysis:

- People and Communities of Color/Minority Populations
- Low-income Populations
- Major Service Change Policy
- Disparate Impact Policy
- Disproportionate Burden Policy
- Adverse Effect

A. People and Communities of Color / Minority Populations

The Title VI Circular includes the following race and ethnicity identities in its definition for those who are considered “minority persons” and members of “minority populations”: American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, or Native Hawaiian or other Pacific Islander. As an agency, the SFMTA is dedicating efforts to continuous process improvement to normalize and sustain terminology which centers racial equity and affirms the cultures of racialized people. For the purpose of this Title VI analysis, the SFMTA considers individuals to be a person of color if they self-identify as any race/ethnicity other than White, Not Hispanic or Latino. An individual who self-identifies as Multi-Racial including White, is also considered to be a person of color.” Use of the term “person of color” in this report should be considered as coextensive with the term “minority” as that term is defined in FTA Circular 4702.1B.

B. Low-income Populations

The SFMTA defines low-income individuals as those whose total household income is below 200% of the federal poverty level per household size. This definition of low-income households matches SFMTA’s criteria for Lifeline Muni passes for low-income households in San Francisco. To be consistent with the use of 2022 5-year American Community Survey (ACS) data for the service

equity analysis, Table 1 shows the 2022 household incomes that meet the 200% Federal poverty level threshold for different household sizes.

Table 1: 2022 Poverty Designations by Household Size

Household Size	Poverty Guideline	200% of Poverty Guideline
1	\$13,590	\$27,180
2	\$18,310	\$36,620
3	\$23,030	\$46,060
4	\$27,750	\$55,500
5	\$32,470	\$64,940
6	\$37,190	\$74,380
7+ <i>add for each additional household member</i>	+\$4,720	+\$9,440

C. Major Service Change Policy

The SFMTA has developed a policy that defines a Major Service Change as a change in transit service that would be in effect for more than a 12-month period, and that would consist of any of the following criteria (per SFMTA’s 2019 Title VI Program Update):

- *A schedule change (or series of changes) resulting in a system-wide change in annual revenue hours of five percent or more implemented at one time or over a rolling 24-month period;*
- *A schedule change on a route with 25 or more one-way trips per day resulting in:

 - *Adding or eliminating a route;*
 - *A change in annual revenue hours on the route of 25 percent or more;*
 - *A change in the daily span of service on the route of three hours or more; or*
 - *A change in route-miles of 25 percent or more, where the route moves more than a quarter mile.**Corridors served by multiple routes will be evaluated based on combined revenue hours, daily span of service, and/or route-miles.**
- *The implementation of a New Start, Small Start, or other new fixed guideway capital project, regardless of whether the proposed changes to existing service meet any of the criteria for a service change described above.*

D. Disparate Impact Policy

The SFMTA’s Disparate Impact Policy is:

Disparate Impact Policy determines the point (“threshold”) when adverse effects of fare or service changes are borne disparately by minority populations. Under this policy, a fare change, or package of changes, or major service change, or package of changes, will be deemed to have a disparate impact on minority populations if the difference between the percentage of the minority population impacted by the changes and the percentage of the minority population system-wide is eight percentage points or more. Packages of major service

changes across multiple routes will be evaluated cumulatively and packages of fare increases across multiple fare instruments will be evaluated cumulatively.

E. Disproportionate Burden Policy

The SFMTA's Disproportionate Burden Policy is:

Disproportionate Burden Policy determines the point when adverse effects of fare or service changes are borne disproportionately by low-income populations. Under this policy, a fare change, or package of changes, or major service change, or package of changes, will be deemed to have a disproportionate burden on low-income populations if the difference between the percentage of the low-income population impacted by the changes and the percentage of the low-income population system-wide is eight percentage points or more. Packages of major service changes across multiple routes will be evaluated cumulatively and packages of fare increases across multiple fare instruments will be evaluated cumulatively.

F. Adverse Effect

In addition to defining policies relating to Major Service Changes, Disparate Impact, and Disproportionate Burden, the SFMTA also must define when an adverse effect may be found. According to the Title VI Circular, "an adverse effect is measured by the change between the existing and proposed service levels that would be deemed significant." For this analysis, an adverse effect may be deemed significant if it is in accordance with SFMTA's Major Service Change definition and it negatively impacts communities of color and/or low-income populations.

An adverse effect may be found if any one of the following occur:

- *A system-wide change (or series of changes) in annual revenue hours of five percent or more proposed at one time or over a rolling 24-month period;*
- *A route is added or eliminated;*
- *Annual revenue hours on a route are changed by 25 percent or more;*
- *The daily span of service on the route is changed three hours or more; or*
- *Route-miles are changed 25 percent or more, where the route moves more than a quarter mile.*

And

- *The proposed changes negatively impact minority and low-income populations.*

Corridors served by multiple routes will be evaluated based on combined revenue hours, daily span of service, and/or route-miles.

It should be noted that Title VI also requires that positive changes, such as fare reductions and major service improvements, be evaluated for their effect on communities of color and low-income communities. The SFMTA separately evaluates positive impact proposals and negative impact proposals.

III. Methodology for Service Equity Analysis

The Title VI Circular requires that a service equity analysis be conducted for service changes that would be in effect for more than a 12-month period and that meet the criteria in the transit agency's Major Service Change Policy. The analysis included herein compares Muni service between the following two time points:

- April 2022 - Service in effect, as of April 16, 2022, which was service in effect at the time the operating budget for the current two-year budget cycle (FY23 & FY24) was reviewed and approved by the SFMTA's Board on April 19, 2022.
- Muni's Current 2024 Service –Muni's current service, as of January 20, 2024, which reflects all major service modifications since April 2022 and which the SFMTA is proposing to maintain as part of the FY25 and FY26 operating budget.

The analysis involves first determining which, if any, of the service changes that have been implemented since April 2022 meet the criteria in the SFMTA's Major Service Change Policy described above. Then each route that meets criteria in the Major Service Change policy is grouped by the categories of the major service change criteria that are met – route-miles, annual revenue service hours, and/or daily service span – and by whether the service change results in a service decrease or a service increase. A route is included in multiple categories of major service changes if the changes along the route meet multiple criteria of the Major Service Change Policy. (Note that full route suspensions and full route additions are considered to only meet the route-miles major service change.) Once the service changes are grouped by category, the population that is impacted by each category of major service changes is then determined.

The SFMTA typically relies on customer on-board survey data for determining the impacted population, and their demographics, for major service changes. However, there have been shifts in Muni ridership and the overall San Francisco population since the start of the COVID-19 pandemic Shelter in Place Public Health Order in March 2020 and the most recent Muni on-board survey was conducted in 2016-2017. (A Muni onboard survey is currently underway; however, the data is not expected to be available until later in 2024) Considering these factors, this analysis uses U.S. Census data, specifically, the 2018-2022 American Community Survey 5-Year Estimates (2022 ACS) data at the block group level, to determine the population who is impacted by each major service change.

The service area is defined as the areas within a quarter mile of the stops along the route segment experiencing a major service change. The percentage of each block group's surface area that is within the service area is the percentage of that block group's entire population that is considered to be impacted by each route's major service change. The impacted population for each major service change category is the sum of the impacted population for each route that experienced a service change that meets the criteria for that category.

Per 2022 ACS, 62% of San Francisco residents self-identified as a person of color and 21% of residents reported that they live in a low-income household (a household living at less than 200% of the Federal poverty level).

The proportions of those in the impacted population who identified as a person of color or a person living in a low-income household for all the changes within each major service change category are

then compared to the corresponding proportions for the overall population of San Francisco. Based on the SFMTA's Disparate Impact Policy and Disproportionate Burden Policy, this comparison is used to determine if the service changes in each major service change category are found to result in a disparate impact on San Francisco's communities of color or a disproportionate burden on San Francisco's low-income population.

A disparate impact is found for:

- Service decreases - if people of color comprise a proportion of the impacted population that is eight or more percentage points higher than the proportion of the citywide population
- Service increases - if people of color comprise a proportion of the impacted population that is eight or more percentage points lower than the proportion of the citywide population

A disproportionate burden is found for:

- Service decreases - if those in a low-income household comprise a proportion of the impacted population that is eight or more percentage points higher than the proportion of the citywide population
- Service increases - if those in a low-income household comprise a proportion of the impacted population that is eight or more percentage points lower than the proportion of the citywide population

III. Muni's Current 2024 Service

In the late Summer and Fall of 2021, as many pre-pandemic Muni routes remained suspended, the SFMTA conducted a multi-pronged engagement effort to determine how the agency should prioritize its limited resources. Through community feedback, the proposed Winter 2022 Muni Service Network was developed. It consisted of a package of transit service changes that included which Muni routes were next to be restored, many with modified routing or frequencies compared to pre-pandemic. On December 7, 2021, through SFMTA Board Resolution No. 211207-147, the SFMTA Board approved a Title VI Service Equity Analysis of the Winter 2022 Muni Service Network, which had a planned implementation in early 2022 (See: <https://www.sfmta.com/reports/12-7-21-mtab-item-12-winter-2022-network-plan>).

Resource constraints slowed the implementation of the Winter 2022 Muni Service Network, but as resources allowed, the SFMTA gradually implemented many elements of the plan in 2022 and 2023. As of January 2024, some routes have shorter alignments or less frequent service than what was included in the Winter 2022 Muni Service Network, but all of the lines included in that service plan have been at least partially restored except for the 10 Townsend, which remains suspended. The other pre-pandemic routes that remain suspended include the 3 Jackson, 47 Van Ness, and E Embarcadero as well as most of the pre-pandemic Express and Specialized lines, including the 1AX/1BX California Expresses, 7X Noriega Express, 14X Mission Express, 30X Marina Express, 31AX/31BX Balboa Expresses, 38AX/38BX Geary Expresses, 41 Union, 76X Marin Headlands Express, 81X Caltrain Express, 82X Levi Plaza Express, 88 Bart Shuttle, and NX Judah Express.

Distinct from the Winter 2022 service plan, since April 2022, the SFMTA also opened the Central Subway in January 2023, which completed Phase 2 of the T Third Street Line Light Rail Transit Project. To comply with FTA requirements for New Starts Projects, on June 21, 2022, through

SFMTA Board Resolution No. 220621-057, the SFMTA Board approved a Title VI Service Equity Analysis of the Central Subway Project (see <https://www.sfmta.com/reports/6-21-22-mtab-item-11b-title-vi-analysis-central-subway-project>). During 2022 and 2023, the SFMTA also implemented additional service adjustments to address overcrowding and other emerging needs.

Due to anticipated fiscal constraints over the next two years, the SFMTA is proposing to maintain Muni's current service, as of January 2024, as part of the FY25 & FY26 operating budget. Any future modifications to the current service plan will be cost-neutral, i.e., service increases will be balanced with service decreases so the net service adjustments are cost-neutral systemwide.

The Title VI Circular requires a service equity analysis for major service changes in effect for longer than 12 months. The current Title VI service equity analysis compares April 2022 transit service to Muni's current service, as of January 2024, analyzing service changes that met the SFMTA's Major Service Change definition, and that have been or will be in place for longer than 12 months.

IV. Service Equity Analysis

The service changes that have been implemented since April 2022 have resulted in the Muni's current 2024 service providing a 4% increase in annual revenue service hours systemwide. This increase is less than the 5% threshold in the Major Service Change Policy for a systemwide service change so is considered to not be a major service change.

The service changes since April 2022 that met the thresholds in the Major Service Change Policy for individual routes are broken down and analyzed at the route-level for the following major service change categories with each category being analyzed cumulatively to determine if the package of changes have a disparate impact on communities of color or a disproportionate burden on low-income populations:

- A. Route Segment Eliminations (Service Decreases)
- B. Full Route and Route Segment Additions (Service Increases)
- C. Revenue Service Hour Decreases
- D. Revenue Service Hour Increases

No service changes since April 2022 met the Major Service Change Policy criteria for service span changes.

Table 2 provides a summary of Muni's service changes since April 2022 that meet the criteria in the SFMTA's Title VI Major Service Change Policy.

Table 2: Summary of Service Changes Since April 2022 that Meet the SFMTA’s Major Service Change Criteria

Route	Description of Muni’s Service Changes since April 2022 that met the Major Service Change Criteria & Month Implemented			Major Service Change Criteria met with Service Decrease “(-)” or Increase “(+)”			
				Route-Miles		Revenue Hours	
				(-)	(+)	(-)	(+)
2 Sutter	Restored with shortened route compared to pre-pandemic at 20 min headway on weekdays and weekends.	July 2022		X			
6 Parnassus	Restored pre-pandemic route at 20 min headway on weekdays and weekends.	July 2022		X			
21 Hayes	Restored with shortened route compared to pre-pandemic route at 20 min headway on weekdays and weekends.	July 2022		X			
23 Monterey	Eliminated segment from Santa Clara Ave / St Francis Blvd to West Portal Station and added segment from Santa Clara Ave / St Francis Blvd to Sloat Blvd / 47 th Ave to match pre-pandemic routing.	July 2022	¹	X			
28 19th Ave	(1) Extended route from North Point St / Van Ness Ave to Powell St / Beach St. On weekdays, incrementally increased frequency from 12 min to 10 min during peak periods (1), (2), (3) and then decreased frequency to 12 min when 28R was resumed (4). On weekends, incrementally increased frequency from 15 min to 12 min (2), (3), (5).	(1) July 2022 (2) Jan 2023 (3) June 2023 (4) Aug 2023 (5) Jan 2024				X	
28R 19th Ave Rapid	Restored with route modifications (connection to Daly City BART instead of connection to Balboa Park BART pre-pandemic) at 12 min peak weekday headway.	Aug 2023		X			
43 Masonic	Extended route from Presidio Ave / California St to Fort Mason.	July 2022		X		X	
52 Excelsior	Corresponding to restoration of 6 Parnassus, shortened route to pre-pandemic routing.	July 2022	X		X		
57 Park-merced	Adjusted routing between Eucalyptus Dr / Junipero Serra Blvd / Ocean Ave and Stonestown and added segment between Eucalyptus Dr / Junipero Serra Blvd / Ocean Ave and West Portal Station.	July 2022	¹	X			
58 Lake Merced	Adjusted routing between Sunset Blvd / Sloat Blvd and Stonestown from running on Sloat Blvd and Junipero Serra Blvd to running on Lake Merced Blvd and Winston Dr. Also adjusted routing between John Muir Dr and Daly City BART from running on John Daly Blvd to running on Brotherhood Way and Alemany Blvd. Decreased headway from 20 min to 30 min.	July 2022	²	²	X		

Route		Description of Muni's Service Changes since April 2022 that met the Major Service Change Criteria & Month Implemented		Major Service Change Criteria met with Service Decrease “(-)” or Increase “(+)”			
				Route-Miles		Revenue Hours	
				(-)	(+)	(-)	(+)
66	Quintara	Corresponding to restoration of 6 Parnassus, shortened route to pre-pandemic routing.	July 2022	X		X	
PM	Powell-Mason Cable Car	Expanded service span from 10pm to 11pm and increased peak weekday and weekend headway from 11 min to 10 min.	Oct 2022				X
L	Taraval	Shortened weekday and weekend routing so eastern terminal is at West Portal Station instead of the Ferry Building and increased frequency from 10 min to 8 min on weekday (1). Midday on weekdays only, supplemental trips added run between SF Zoo and the Ferry Building at an approximately 50 min headway (2).	(1) July 2022 (2) Oct 2022			X	
T	Third St	Replaced routing from the 4 th St / King Caltrain Station that ran on King St and Embarcadero and in the Market St Subway with a newly constructed alignment on 4 th St and in the Central Subway that connects to Chinatown / Rose Pak Station.	Jan 2023	X	³		

Notes: ¹ Route changes to the 23 Monterey and 57 Parkmerced included both added and removed segments. These changes resulted in a net increase in route-miles, but the removed segments were also analyzed as part of this analysis.

² The 58 Lake Merced route changes include route segment removals and route segment additions. Although the total length of the route changed by less than the 25% major service change threshold, 48% of the baseline routing was shifted in some way and the shift was more than the threshold distance of a ¼-mile for some stops. Both the removed segments and added segments were analyzed as part of this analysis.

³ A Title VI service equity analysis of the Central Subway Project's 1.7-mile alignment addition to the T Third Street Line was approved by the SFMTA Board on June 21, 2022. When accounting for the T Third previously being interlined with the K Ingleside Line, the project resulted in a net decrease in route-miles on the T Third Line, but the added segment was also analyzed as part of this analysis.

A. Route Segment Eliminations (Service Decreases)

Six route segment removals since April 2022 meet the route miles major service change criteria. These route segment removals and the populations determined to be impacted by these changes are summarized in Table 3 and are shown in the maps in Figure 1 and Figure 2. Figure 1 also shows the Census Block groups where people of color make up a larger proportion than in the city's overall population. Figure 2 also shows the Census Block groups where people living in low-income households make up a larger proportion than in the city's overall population.

People of color make up 59% of the impacted population. Since the proportion among the impacted population is 3 percentage points lower and not eight or more higher than the citywide proportion (62%), the route segment removals are not found to result in a disparate impact.

People living in low-income households make up 20% of the impacted population. Since the proportion among the impacted population is 1 percentage point lower and not eight or more higher than the citywide proportion (21%), the route segment removals are not found to result in a disproportionate burden.

Table 3: Route Segment Removals – Major Service Changes since April 2022

Route		Route-Miles % Change	Impacted Population (Within 0.25 Miles of a Stop)	% People of Color ¹	% Low-income ¹
Route Segments					
23	Monterey - Removed Segment	³	2,847	45%	7%
52	Excelsior - Removed Segment	-36%	17,263	59%	10%
57	Parkmerced - Removed Segment	³	2,747	66%	26%
58	Lake Merced - Removed Segments	48% route change ⁴	19,340	70%	17%
66	Quintara - Removed Segment	-32%	18,985	41%	13%
T	Third St - Removed Segment ⁵	-45%	57,701	61%	26%
Total Impacted Population (within 0.25 Miles) ^{1,2}			118,882	59%	20%
Citywide Population ¹				62%	21%
Difference in % Points between Impacted & Citywide Populations				-3	-1
Disparate Impact? (For service <u>decreases</u> , Yes, if +8 or <u>higher</u>)				No	
Disproportionate Burden? (For service <u>decreases</u> , Yes, if +8 or <u>higher</u>)					No

Notes: ¹ Data Source: U.S. Census 2018-2022 American Community Survey 5-year estimates

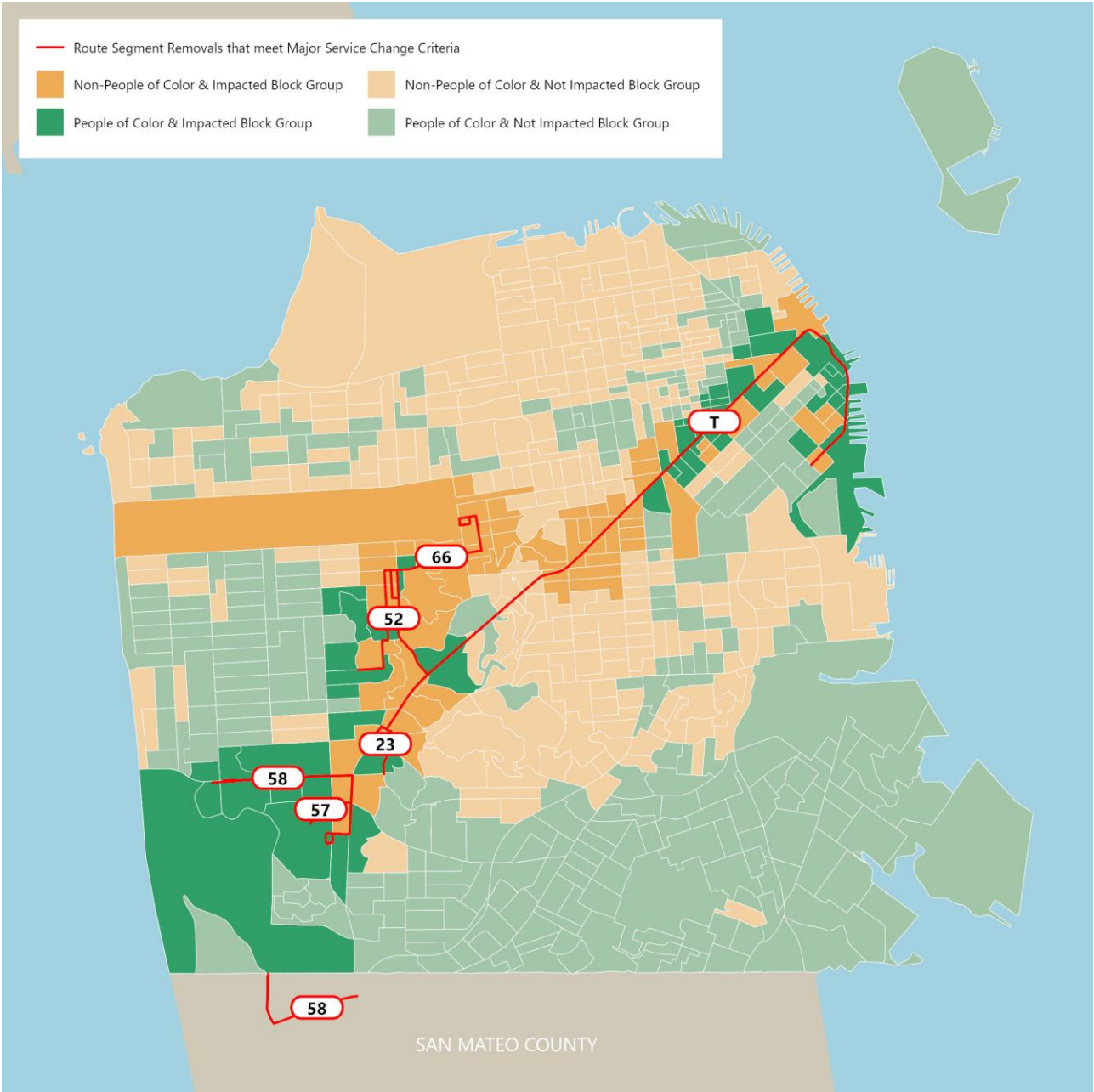
² Residents are counted in the total impacted population as many times as the number of routes for which they are considered to be in the service area.

³ Route changes to the 23 Monterey and 57 Parkmerced included both added and removed segments. These changes resulted in a net increase in route-miles, but the removed segments were also analyzed as part of this analysis. The removed segments are represented in this table. The corresponding added segments are represented in Table 4.

⁴ The 58 Lake Merced route changes include route segment removals and route segment additions. Although the total length of the route changed by less than the 25% major service change threshold, 48% of the baseline routing was shifted in some way and the shift was more than the threshold distance of a ¼-mile for some stops. Both the removed segments and added segments were analyzed as part of this analysis. The removed segments are represented in this table. The added segments are represented in Table 4.

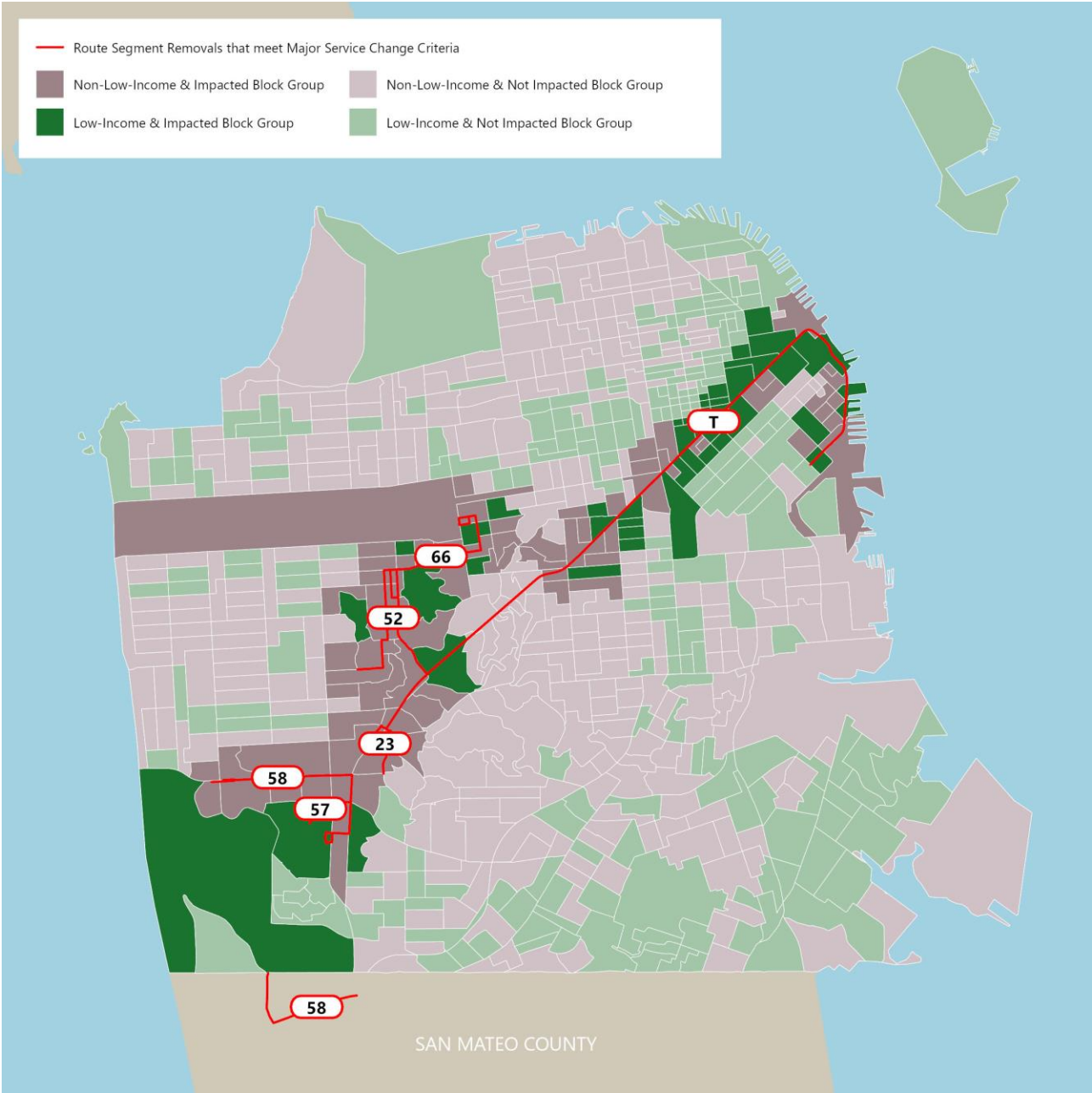
⁵ A Title VI service equity analysis of the Central Subway Project's 1.7-mile alignment addition to the T Third Street Line was approved by the SFMTA Board on June 21, 2022. When accounting for the T Third previously being interlined with the K Ingleside Line, the project resulted in a net decrease in route-miles on the T Third Line, but the added segment was also analyzed as part of this analysis. The removed segment is represented in this table. The added segment is represented in Table 4.

Figure 1: Route Segment Removals – Major Service Changes since April 2022 & Analysis of Impact on People of Color



- Notes:
- **People of Color Block Group:** Census Block Group where people of color make up an equal or greater proportion than in the city’s overall population (62%)
 - **Impacted Block Group:** Census Block Group where at least some residents live within the service area (0.25 miles) of a transit stop of a route with the major service change

Figure 2: Route Segment Removals – Major Service Changes since April 2022 & Analysis of Impact on Low-income Population



- Notes:
- **Low-Income Block Group:** Census Block Group where those living in low-income households make up an equal or greater proportion than in the city’s overall population (21%)
 - **Impacted Block Group:** Census Block Group where at least some residents live within the service area (0.25 miles) of a transit stop of a route with the major service change

B. Full Route and Route Segment Additions (Service Increases)

Four full route additions and five route segment additions since April 2022 meet the route miles major service change criteria. These full route and route segment additions and the populations determined to be impacted by these changes are summarized in Table 4 and are shown in the maps in Figure 3 and Figure 4. Figure 3 also shows the Census Block groups where people of color make up a larger proportion than in the city's overall population. Figure 4 also shows the Census Block groups where people living in low-income households make up a larger proportion than in the city's overall population.

People of color make up 58% of the impacted population. Since the proportion among the impacted population is 4 percentage points lower and not eight or more lower than the citywide proportion (62%), the full route and route segment additions are not found to result in a disparate impact.

People living in low-income households make up 24% of the impacted population. Since the proportion among the impacted population is 3 percentage points higher and not eight or more lower than the citywide proportion (21%), the full route and route segment additions are not found to result in a disproportionate burden.

Table 4: Route Additions – Major Service Changes since April 2022

Route		Route-Miles % Change	Impacted Population (Within 0.25 Miles of a Stop)	% People of Color ¹	% Low-income ¹
Full Routes					
2	Sutter	100%	64,981	57%	30%
6	Haight-Parnassus	100%	89,842	55%	22%
21	Hayes	100%	60,018	54%	26%
23	Monterey – Added Segment	26%	13,548	64%	12%
28R	19th Ave Rapid	100%	38,791	66%	15%
43	Masonic – Added Segment	35%	20,933	28%	8%
57	Parkmerced – Added Segment	27%	8,652	57%	17%
58	Lake Merced – Added Segments	48% route change ³	16,401	75%	21%
T	Third St – Added Segment ⁴	⁴	25,529	78%	45%
Total Impacted Population (within 0.25 Miles) ^{1,2}			338,695	58%	24%
Citywide Population ¹				62%	21%
Difference in % Points between Impacted & Citywide Populations				-4	+3
Disparate Impact? (For service <u>increases</u> , Yes, if -8 or lower)				No	
Disproportionate Burden? (For service <u>increases</u> , Yes, if -8 or lower)					No

Notes: ¹ Data Source: U.S. Census 2018-2022 American Community Survey 5-year estimates

² Residents are counted in the total impacted population as many times as the number of routes for which they are considered to be in the service area.

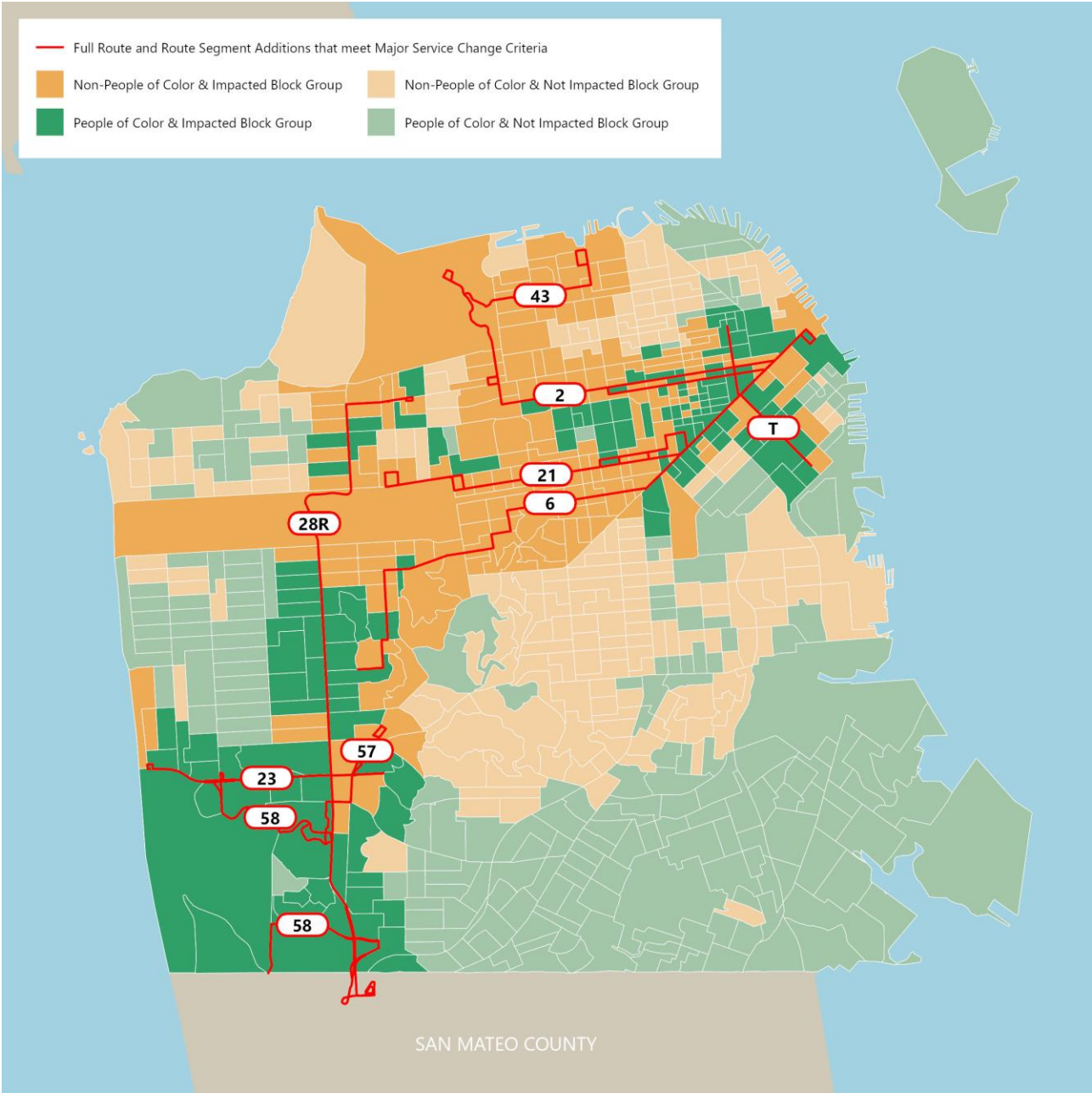
³ The 58 Lake Merced route changes include route segment removals and route segment additions. Although the total length of the route changed by less than the 25% major service change threshold, 48% of the

baseline routing was shifted in some way and the shift was more than the threshold distance of a ¼-mile for some stops. Both the removed segments and added segments were analyzed as part of this analysis. The removed segments are represented in Table 3. The added segments are represented in this table.

⁴ A Title VI service equity analysis of the Central Subway Project's 1.7-mile alignment addition to the T Third Street Line was approved by the SFMTA Board on June 21, 2022. When accounting for the T Third previously being interlined with the K Ingleside Line, the project resulted in a net decrease in route-miles on the T Third Line, but the added segment was also analyzed as part of this analysis. The removed segment is represented in Table 3. The added segment is represented in this table.

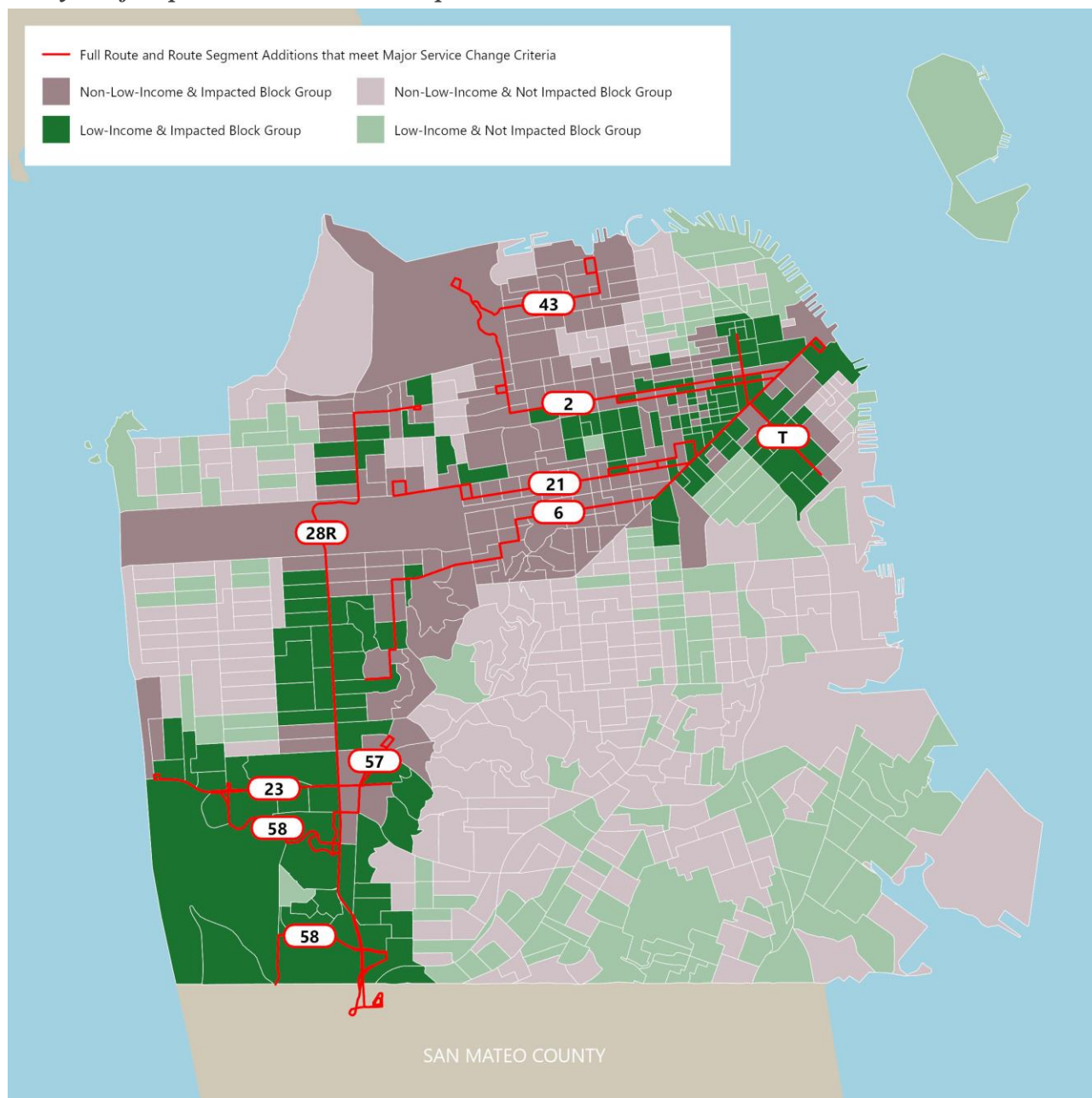


Figure 3: Full Route & Route Segment Additions – Major Service Changes since April 2022 & Analysis of Impact on People of Color



- Notes:
- **People of Color Block Group:** Census Block Group where people of color make up an equal or greater proportion than in the city’s overall population (62%)
 - **Impacted Block Group:** Census Block Group where at least some residents live within the service area (0.25 miles) of a transit stop of a route with the major service change

Figure 4: Full Route & Route Segment Additions – Major Service Changes since April 2022 & Analysis of Impact on Low-income Population



- Notes:
- **Low-Income Block Group:** Census Block Group where those living in low-income households make up an equal or greater proportion than in the city’s overall population (21%)
 - **Impacted Block Group:** Census Block Group where at least some residents live within the service area (0.25 miles) of a transit stop of a route with the major service change

C. Route-Level Revenue Service Hour Decreases

The service decreases since April 2022 on four routes meet the individual route annual revenue service hours major service change criteria. These route-level revenue service hour decreases and the populations determined to be impacted by these changes are summarized in Table 5 and are shown in the maps in Figure 5 and Figure 6. Figure 5 also shows the Census Block groups where people of color make up a larger proportion than in the city's overall population. Figure 6 also shows the Census Block groups where people living in low-income households make up a larger proportion than in the city's overall population.

People of color make up 64% of the impacted population. Since the proportion among the impacted population is 2 percentage points higher and not eight or more higher than the citywide proportion (62%), the route segment removals are not found to result in a disparate impact.

People living in low-income households make up 19% of the impacted population. Since the proportion among the impacted population is 2 percentage point lower and not eight or more higher than the citywide proportion (21%), the route segment removals are not found to result in a disproportionate burden.

Table 5: Revenue Service Hour Decreases – Major Service Changes since April 2022

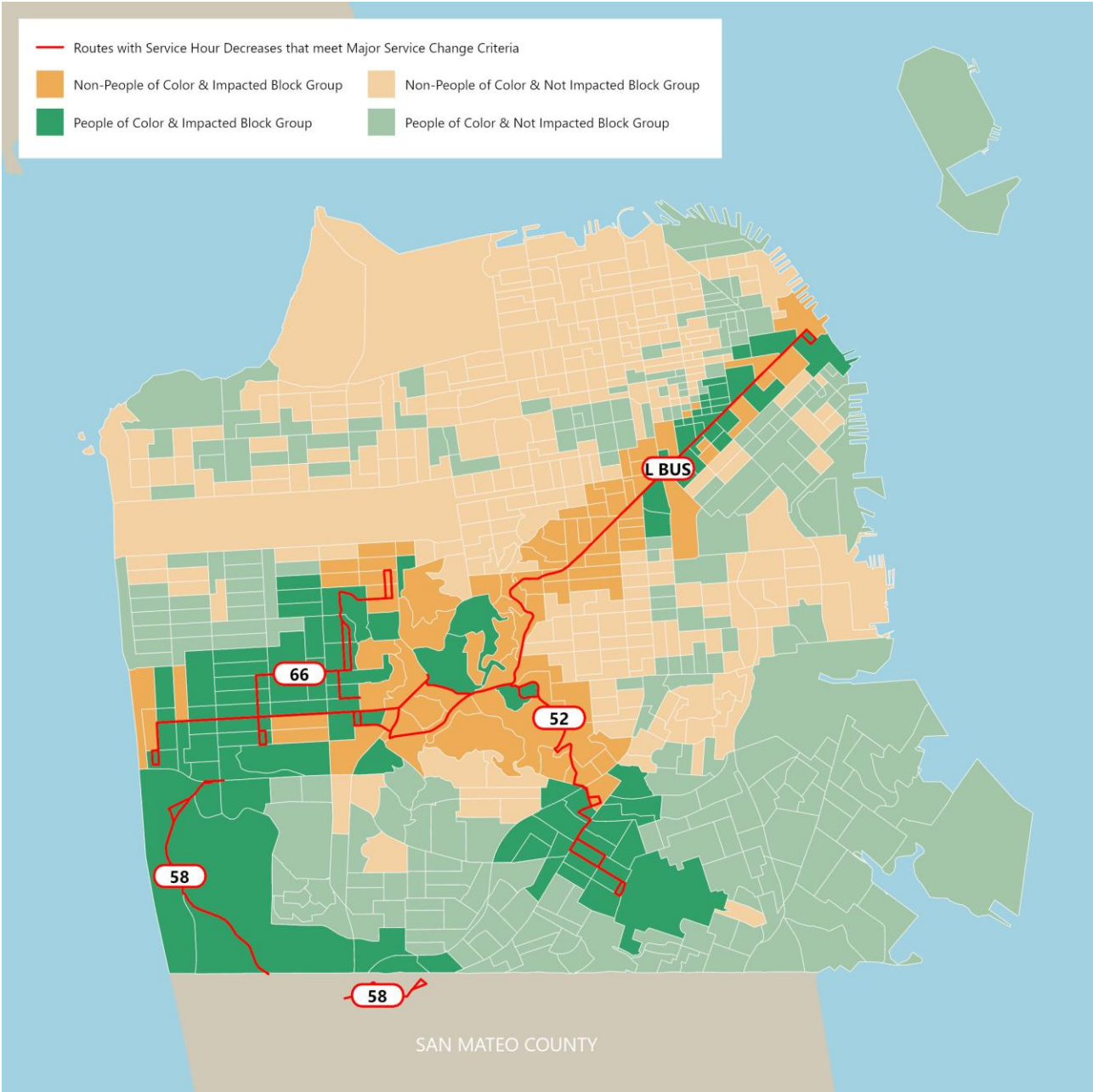
Route		Revenue Service Hour % Change	Impacted Population (Within 0.25 Miles of a Stop)	% People of Color ¹	% Low-income ¹
52	Excelsior	-32%	36,801	66%	16%
58	Lake Merced (Baseline Segments that Remain unchanged)	-26%	12,161	82%	19%
66	Quintara	-42%	32,622	67%	12%
L	Taraval Bus ³	-56%	92,291	60%	23%
Total Impacted Population (within 0.25 Miles) ^{1, 2}			173,875	64%	19%
Citywide Population ¹				62%	21%
Difference in % Points between Impacted & Citywide Populations				+2	-2
Disparate Impact? (For service <u>decreases</u> , Yes, if +8 or <u>higher</u>)				No	
Disproportionate Burden? (For service <u>decreases</u> , Yes, if +8 or <u>higher</u>)					No

Notes: ¹ Data Source: U.S. Census 2018–2022 American Community Survey 5-year estimates

² Residents are counted in the total impacted population as many times as the number of routes for which they are considered to be in the service area.

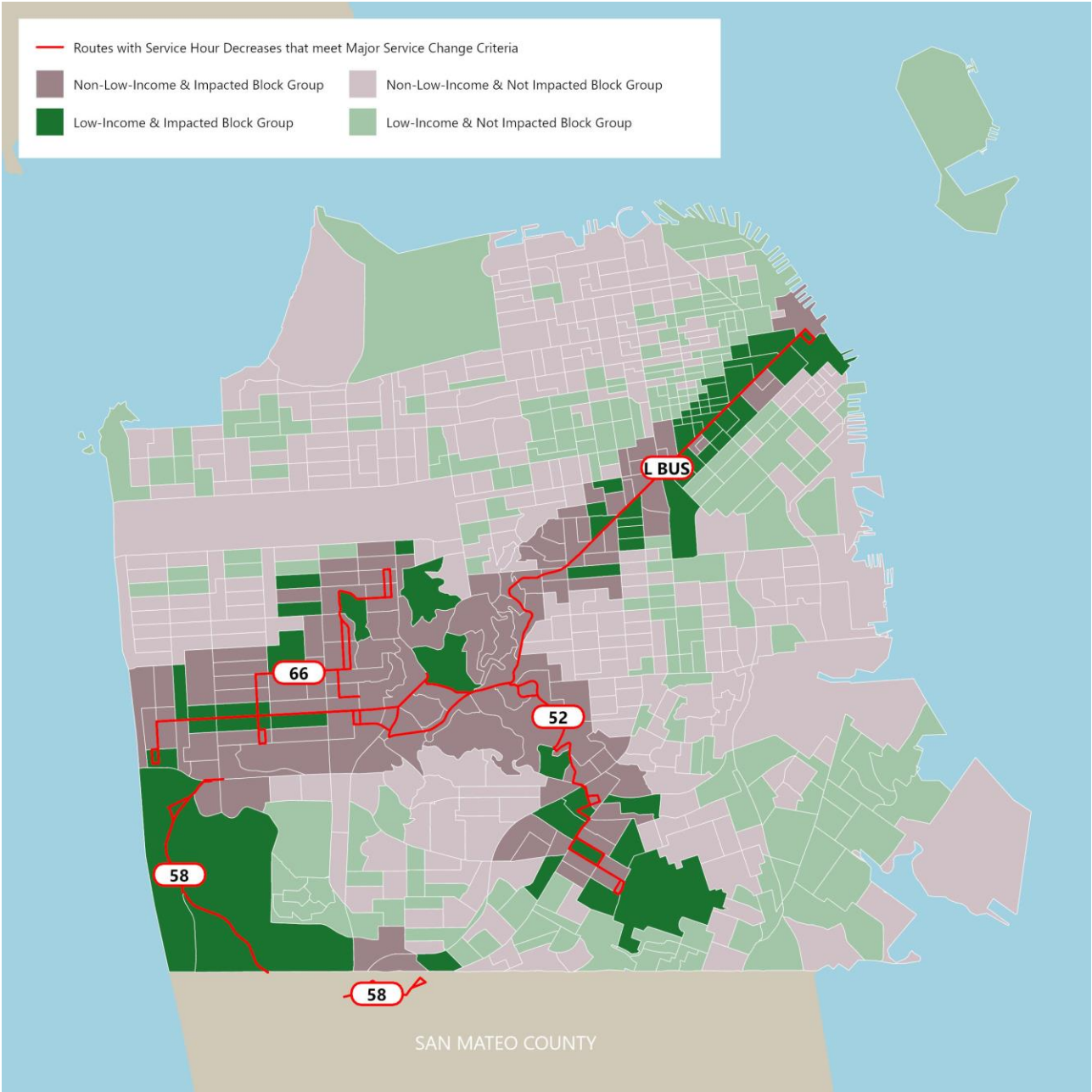
³ The service changes on the L Taraval Bus included shortening the weekday and weekend routing so the eastern terminal is at West Portal Station instead of the Ferry Building and increasing the frequency from 10 min to 8 min on weekdays. Following this change, midday on weekdays only, supplemental trips were added to run between SF Zoo and the Ferry Building at an approximately 50 min headway.

Figure 5: Revenue Service Hour Decreases – Major Service Changes since April 2022 & Analysis of Impact on People of Color



- Notes:
- **People of Color Block Group:** Census Block Group where people of color make up an equal or greater proportion than in the city’s overall population (62%)
 - **Impacted Block Group:** Census Block Group where at least some residents live within the service area (0.25 miles) of a transit stop of a route with the major service change

Figure 6: Revenue Service Hour Decreases – Major Service Changes since April 2022 & Analysis of Impact on Low-income Population



- Notes:
- **Low-Income Block Group:** Census Block Group where those living in low-income households make up an equal or greater proportion than in the city’s overall population (21%)
 - **Impacted Block Group:** Census Block Group where at least some residents live within the service area (0.25 miles) of a transit stop of a route with the major service change

D. Route-Level Revenue Service Hour Increases

The service increases since April 2022 on three routes meet the individual route annual revenue service hours major service change criteria. These revenue service hour increases and the populations determined to be impacted by these changes are summarized in Table 6 and are shown in the maps in Figure 7 and Figure 8. Figure 7 also shows the Census Block groups where people of color make up a larger proportion than in the city's overall population. Figure 8 also shows the Census Block groups where people living in low-income households make up a larger proportion than in the city's overall population.

People of color make up 56% of the impacted population. Since the proportion among the impacted population is 6 percentage points lower and not eight or more lower than the citywide proportion (62%), the full route and route segment additions are not found to result in a disparate impact.

People living in low-income households make up 19% of the impacted population. Since the proportion among the impacted population is 2 percentage point lower and not eight or more lower than the citywide proportion (21%), the full route and route segment additions are not found to result in a disproportionate burden.

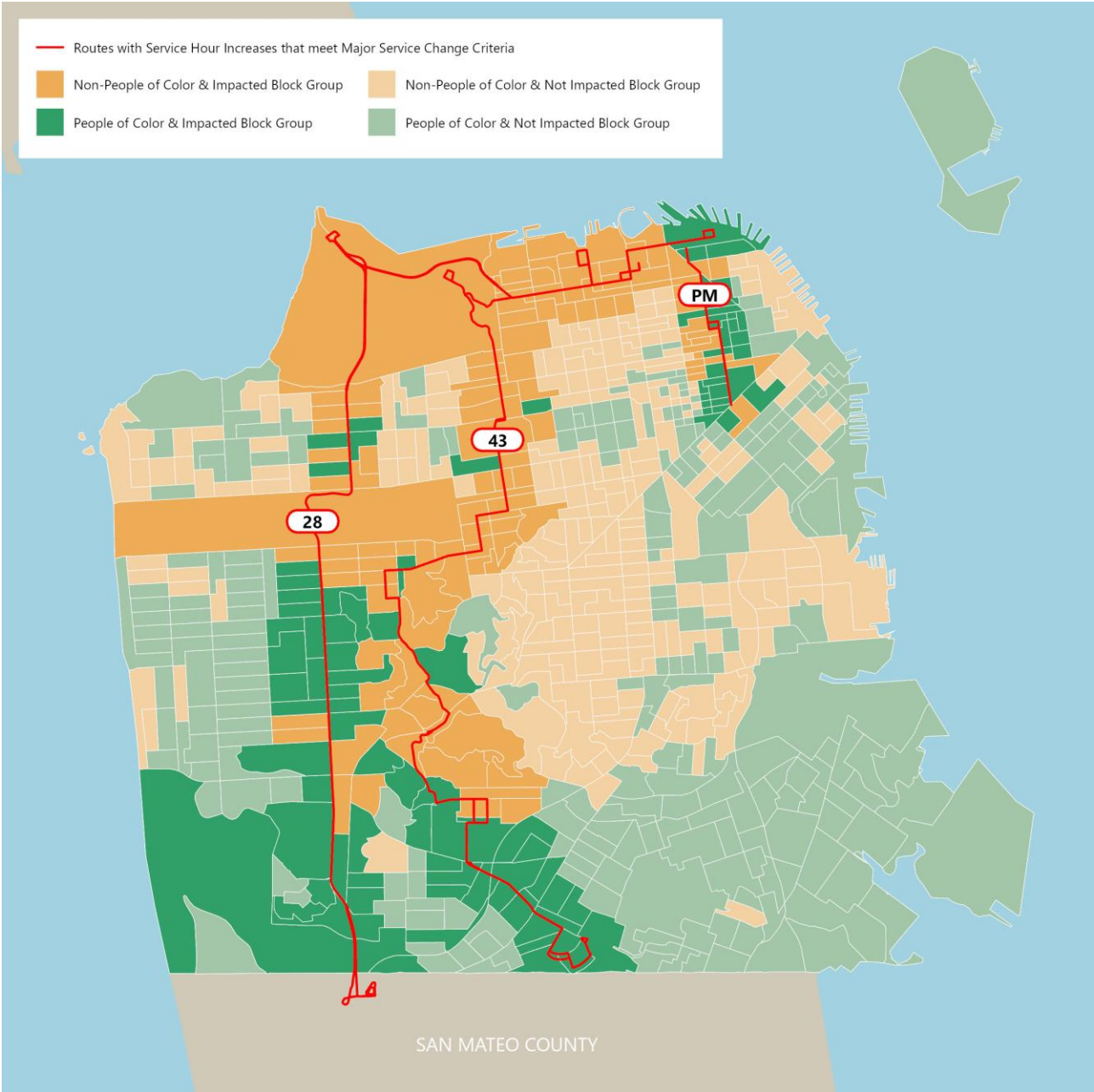
Table 6: Revenue Service Hour Increases – Major Service Changes since April 2022

Route		Revenue Service Hour % Change	Impacted Population (Within 0.25 Miles of a Stop)	% People of Color ¹	% Low-income ¹
28	19th Ave	31%	70,628	55%	14%
43	Masonic	48%	101,964	53%	14%
PM	PM Powell-Mason Cable Car	26%	42,986	68%	40%
Total Impacted Population (within 0.25 Miles) ^{1,2}			215,578	56%	19%
Citywide Population ¹				62%	21%
Difference in % Points between Impacted & Citywide Populations				-6	-2
Disparate Impact? (For service <u>increases</u> , Yes, if -8 or <u>lower</u>)				No	
Disproportionate Burden? (For service <u>increases</u> , Yes, if -8 or <u>lower</u>)					No

Notes: ¹ Data Source: U.S. Census 2018-2022 American Community Survey 5-year estimates

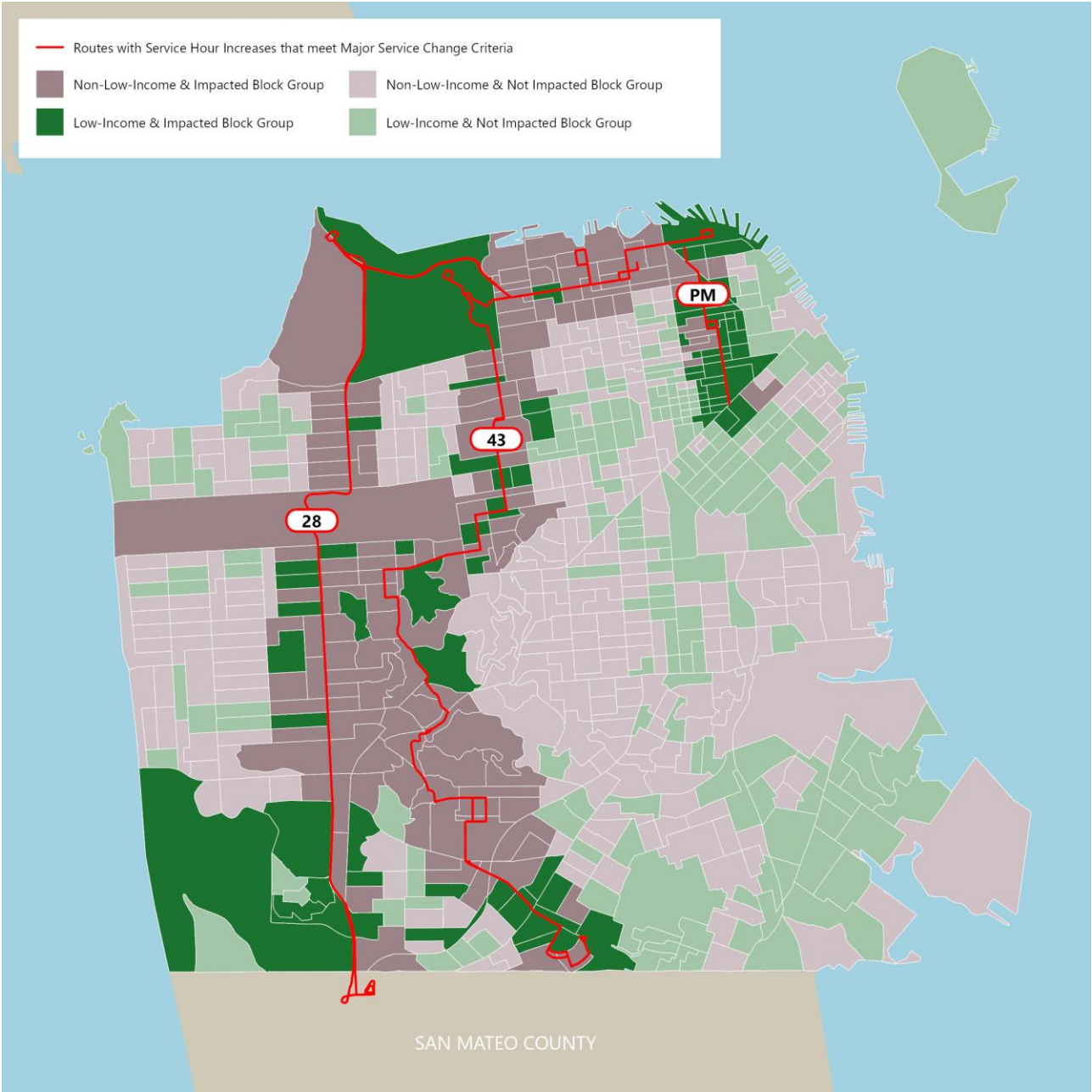
² Residents are counted in the total impacted population as many times as the number of routes for which they are considered to be in the service area.

Figure 7: Revenue Service Hour Increases – Major Service Changes since April 2022 & Analysis of Impact on People of Color



- Notes:
- **People of Color Block Group:** Census Block Group where people of color make up an equal or greater proportion than in the city’s overall population (62%)
 - **Impacted Block Group:** Census Block Group where at least some residents live within the service area (0.25 miles) of a transit stop of a route with the major service change

Figure 8: Revenue Service Hour Increases – Major Service Changes since April 2022 & Analysis of Impact on Low-income Population



- Notes:
- Low-Income Block Group: Census Block Group where those living in low-income households make up an equal or greater proportion than in the city’s overall population (21%)
 - Impacted Block Group: Census Block Group where at least some residents live within the service area (0.25 miles) of a transit stop of a route with the major service change

E. Summary Analysis and Findings

The current Title VI analysis found that the service changes that have been implemented since April 2022 and that have resulted in the Muni's current service, as of January 2024, resulted in a 4% increase in annual revenue service hours systemwide. This increase is less than the 5% threshold in the Major Service Change Policy for a systemwide service change so is considered to not be a major service change.

The system changes were also broken down and analyzed at the route-level. At the route-level, service changes to 14 routes met one or more major service change criteria. Six route segment removals, four full route additions, and five route segments additions met the route miles major service change criteria. The service decreases on four routes and service increases on three routes met the annual revenue hours major service change criteria. No service changes since April 2022 met the service span major service change criteria.

The route-level major service changes were grouped by major service change category (route miles or annual revenue hours) and whether the changes resulted in a service increase or decrease and were then analyzed to determine if each category of changes cumulatively indicated a disparate impact on communities of color or a disproportionate burden on low-income populations.

For major service changes that resulted in service decreases, the proportions of people of color and individuals living in low-income households in the impacted population were not eight or more percentage points higher than the respective proportions of the citywide population.

For major service changes that resulted in service increases, the proportions of people of color and individuals living in low-income households in the impacted population were not 8 or more percentage points lower than the respective proportions of the citywide population.

These results indicate that no disparate impact or disproportionate burden was found. These findings are summarized in Table 7.

Table 7: Summary of Impacted Population and Findings for Service Equity Analysis

Major Service Change Type	% People of Color ¹ (% of impacted population)	Difference from Citywide Population	Disparate Impact?	% Low-income ¹ (% of impacted population)	Difference from Citywide Population	Disproportionate Burden?
Service Decreases (Is Difference from Citywide Population +8 or higher?)						
Route Miles	59%	-3	No	20%	-1	No
Revenue Hours	58%	-4	No	24%	+2	No
Service Increases (Is Difference from Citywide Population -8 or lower?)						
Route Miles	64%	+2	No	19%	-2	No
Revenue Hours	56%	-6	No	19%	-2	No
Citywide Population ¹	62%			21%		

Note: ¹ Data Source: U.S. Census 2018-2022 American Community Survey 5-year estimates

V. Outreach Summary

Pursuant to Title VI of the Civil Rights Act of 1964 and its implementing regulations, as well as state and local laws, the SFMTA takes responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of SFMTA's programs and activities for individuals regardless of race, color or national origin. Given the diversity of San Francisco and of Muni's ridership, the SFMTA is particularly committed to disseminating information that is accessible to individuals who may have a limited ability to read, write or speak English.

In addition to the outreach and public comment that occurred around the Muni service changes implemented since April 2022, multiple methods were used to engage Muni customers and solicit feedback from the community regarding Muni's current service, as of January 2024, as part of the extensive FY25-FY26 budget outreach process.

The budget outreach strategies included:

- Multilingual collateral on Muni vehicles publicizing budget feedback opportunities, including proposed fare and service changes, and notice of free language assistance in 10 languages:
 - 1,400 infocards posted in all vehicles, buses and LRVs
 - 400 ads posted on LRV4s
 - 1,000 ads posted on buses
- Newspaper ads in 13 newspapers, including ethnic media, publicizing budget feedback opportunities:
 - SF Examiner
 - Bay Area Reporter
 - SFNNA Group
 - Marina Times
 - Noe Valley Voice
 - Potrero View
 - Richmond ReView
 - San Francisco Bay View
 - Sunset Beacon
 - El Tecolote
 - Sing Tao Daily
 - World Journal
 - Wind Newspaper
 - Kstati
- Social media posting on official SFMTA accounts:
 - Total views of Facebook posts on the budget process: 301
 - Total views of Instagram posts on the budget process: 1,306
 - Total views of Twitter posts on the budget process: 7,037
 - Total views of LinkedIn posts on the budget process: 3,164
- A social media advertising campaign from February 7, 2024 to February 29, 2024 on Facebook, Instagram and Twitter publicizing budget feedback opportunities. This campaign had a reach of 200,854, with 473,096 total impressions in four languages:
 - English: 206,542 impressions
 - Spanish: 139,919 impressions

- Chinese: 85,217 impressions
- Filipino: 41,418 impressions
- An online budget balancing tool to help members of the public learn about the tradeoffs the agency is considering as we develop the budget. There was a total of 529 views of the tool in four languages:
 - English: 510 views
 - Spanish: 4 views
 - Chinese: 15 views
 - Filipino: 0 views
- Direct email updates to members of the public signed up for agency updates:
 - Emails on 2/15/2024, 2/22/2024, and 2/29/2024: 192,239 delivered
 - SMS/text messages on 2/15/2024, 2/22/2024, 2/29/2024, and 2/29/2024: 104,757 delivered
- Public listening sessions open to all members of the public:
 - Virtual Meeting on February 22 from 5:00-7:00pm on Zoom - included a presentation from SFMTA CFO, an invitation to try out the Budgeting Exercise, and breakout rooms on Transit; Streets; Taxis, Mobility, and Accessibility; and General Topics
 - Simultaneous interpretation provided in American Sign Language (ASL), Filipino (Tagalog), Spanish, and Cantonese
 - 107 community members attended
 - In-Person Meeting on March 2 from 11:30-1:30pm at the Richmond Library – included a presentation from SFMTA CFO, an invitation to try out the Budgeting Exercise, and a question-and-answer session
 - 3 community members utilized interpretation services (Cantonese)
 - Interpretation services were also available in American Sign Language (ASL), Filipino (Tagalog), Spanish, and Russian.
 - 32 community members attended

In addition, information was included on a dedicated, multilingual information page at sfmta.com/budget and on Muni's schedule and routes page and included information on how to provide feedback via the budget hotline, a dedicated email or by attending the SFMTA Board of Directors' meetings. Over 50 comments related to Muni service were received as a result of this outreach effort and were considered as part of the budget process. The agency will continue to consider stakeholder feedback to inform future cost-neutral service changes.

VI. Summary

Based on the Title VI Service Equity Analysis conducted, the transit service changes implemented since April 2022 that comprise Muni's current service, as of January 2024, are not found to disparately impact communities of color or disproportionately burden low-income populations.