



SFMTA

# MuniSafe and the Safety Equity Initiative

SFMTA CAC Engineering, Maintenance and Safety Committee  
June 26, 2022

# Agenda

- Inspiration and Vision
- Safety and Security on Muni
- Safety Equity Initiative
- Reporting
- Actions and Next Steps



# What safety means to the SFMTA

- Your safety is personal for us; it is our top priority
- SFMTA staff, family, and friends ride Muni too



# Safety and security on Muni

- Crime on transit accounts for 1.3% of all crime in SF.
- Crime on Muni is down 48% since 2018.
- Compared to other transit systems Muni has the lowest percentage of reported violent crime.
- The leading crime on Muni is larceny/theft, accounting for 48% of all crime, while aggravated assaults account for 7% of total crime on Muni.

|   | MTA Crime | SFPD Reported Crime | MTA Percentage of Crime |
|---|-----------|---------------------|-------------------------|
| <b>2018</b>                             | 1,168     | 59,439              | 1.97%                   |
| <b>2019</b>                             | 1,095     | 57,866              | 1.89%                   |
| <b>2020</b>                             | 373       | 44,690              | 0.83%                   |
| <b>2021</b>                             | 483       | 50,777              | 0.95%                   |
| <b>2022</b>                             | 530       | 54,646              | 0.97%                   |
| <b>2023*</b>                            | 604       | 50,659              | 1.19%                   |
| *averaged, last month of data is 8/2023 |           |                     | 1.30%                   |

| Part 1 Crimes (Assault, Homicide, Rape, Robbery) |            |              |            |            |              |            |              |     |
|--|------------|--------------|------------|------------|--------------|------------|--------------|-----|
| Transit Agency                                   | 2018       | 2019         | 2020       | 2021       | 2022         | 2023       | Total        | %   |
| SFMTA  | 35         | 42           | 26         | 32         | 33           | 31         | 199          | 4%  |
| CTA  | 165        | 218          | 169        | 221        | 267          | 210        | 1,250        | 24% |
| LA Metro   | 104        | 83           | 45         | 93         | 116          | 27         | 468          | 9%  |
| MTA NYC  | 429        | 540          | 170        | 257        | 565          | 435        | 2,396        | 46% |
| BART   | 42         | 94           | 81         | 24         | 41           | 44         | 326          | 6%  |
| SEPTA  | 78         | 78           | 90         | 111        | 91           | 69         | 517          | 10% |
| <b>Grand Total</b>                               | <b>871</b> | <b>1,075</b> | <b>592</b> | <b>753</b> | <b>1,142</b> | <b>816</b> | <b>5,156</b> |     |

# Safety and security on Muni

## Transit worker safety is a priority.

- Operator assaults make up 89% of our total employee assaults.
- Over the last two years operator assaults have flattened with a 18.5% decrease in the first quarter of this year.
- Biden Infrastructure Bill – Protect and support transit workers.



# Safety and security on Muni

We are keeping Muni safe.

**Crime on Muni is down 75% since 2015. If you commit a crime on Muni, you WILL be caught and prosecuted.**

- Close coordination with SFPD and the District Attorney's office
- **At least 11 cameras on every Muni bus and train** continually recording video and audio. Footage has allowed police to apprehend instigators.
- **More Transit Ambassadors hired**, increasing staff presence on Muni to assist customers, defuse conflicts, prevent vandalism and assist transit operators
- Every vehicle operator is **trained on customer service and de-escalation** techniques
- Operators, Transit Fare Inspectors, Muni ambassadors, station agents, and security staff **work together to prevent and deter crime before it happens.**

# Inspiration



Transportation is the second most common place where sexual harassment occurs.



Women have complex travel patterns and specific mobility needs



Reliable data is lacking, making it difficult to respond to this persistent problem

# Legislation

## Stop Sexual Assault and Harassment in Transportation Act (H.R. 5139)

Required development of:

- Procedures that facilitate the reporting of a transportation sexual assault or harassment incident
- A prominently displayed written statement prohibiting gender-based assault and harassment

## Transit Operators: Street Harassment Plans (SB1161)

Requires transit operators to:

- Develop and implement a plan to reduce the street harassment experienced by riders
- Consider the safety concerns and needs of riders impacted by street harassment when planning, designing, and operating their systems



# Safety Equity Initiative to Prevent Harassment on Muni



Transportation is the second most common place where harassment occurs. Safer transit is more equitable transit.



# Safety Equity goals

- Increase harassment reporting, investigation and prevention
- Expand data collection and analysis of harassment and assaults on Muni
- Improve our understanding of safety and security trends
- Enhance security policies, systems and staffing on Muni
- Strengthen coordination with the SFPD
- Increase equity by exploring and addressing how harassment shows up for different communities
- Collaborate with community partners to develop community-based solutions
- Develop self-enforcing safety solutions

# Actions we've taken

## Expand and enhance reporting and data collection

- Muni Feedback form
- 311
- Operator incident reports
- Annual ridership survey
- User surveys
- UCLA survey partnership

## Engage SFMTA frontline staff

- Presentations and listening sessions
- All-staff email and meetings
- Intranet banners



# Actions we've taken

## We are reaching out to riders.

- **Audio announcements** on over 600 Muni buses and trains daily
- **Surveyed** 1,600 Muni riders to gather essential data
- **Safety PSAs, posters, decals, video, social media**

Over 1,185 Muni buses and trains  
1,500 Muni stops  
15 Metro stations  
30,000 wallet cards and tear sheets  
16,000 emails  
35,000 text messages

*\*All information and materials in English, Spanish, Chinese (Cantonese) and Filipino*



# Actions we've taken



- **First-ever “MuniSafe Day Out”** - staff posted information and talked to customers about how to report harassment
- **Partnered to distribute Muni safety information** with SF Marathon, Outside Lands, Hardly Strictly Bluegrass, and the Downtown SF Partnership
- **Safety tabling events** in Chinatown, Tenderloin, Excelsior
- **Creating more community partnerships and informational campaigns**
- **Aligning efforts with SB434 requirements**

# Next steps

- Regular frontline staff engagement
- Improvements to the Muni Feedback form
- Drafting a Safety Equity Action Plan identifying specific
- Developing a data dashboard
- Continue building public awareness
- Community events and outreach
- Community partnerships



# What to report

Any type of harassment or behaviors that make you feel unsafe

**For emergencies, call 911. To share information about incidents with the SFMTA directly, call 311.**



# Navigating the Muni Feedback Form

## [SFMTA.com/MuniFeedback](https://www.sf-mta.com/MuniFeedback)

Type of Feedback \*

Complaint

This Feedback Relates to: \*

Muni Service

My services feedback is about: \*

Safety and security

Specifics related to *Safety and Security*: \*

Gender-based harassment

If this is a life-threatening situation - call 911 immediately

\*Please file a police report

- Type of harassment
- Incident details – when, where, when, what, who
- Optional demographic questions
- Option to receive a response
- Customer contact info
- Option to upload images



# Reporting: What Happens Next?

## Muni Customer Service

- Receive information
- Send acknowledgement, if requested
- Pull relevant video



## Security and Investigations

- Investigate reports
- Follow up with customer, if requested
- If actionable, compile an incident bulletin and share with operators
- Coordinate with SFPD as appropriate
- Identify contributing factors, trends

**Reporting informs prevention.**

Thank you!



SFMTA