



SFMTA
Municipal
Transportation
Agency

Muni Service Equity Strategy Report

SFMTA Citizens' Advisory Council
March 22, 2018

Equity Strategy Background

- **Muni Service Equity Policy** adopted in 2014
- **First Muni Service Equity Strategy** adopted in 2016
- Uses a **neighborhood-based approach** to improving routes most critical to people from low-income households and people of color



MUNI SERVICE EQUITY STRATEGY REPORT

San Francisco Municipal Transportation Agency
Fiscal Year 2016-17 and 2017-18

April 2016



Service Improvements Across the System

- Muni is making once-in-a-generation investments in service and infrastructure:
 - All-new bus and rail fleet
 - 10% service increase
 - Over 40 miles of transit priority improvements
 - State-of-the-art Transportation Management Center
- Equity Policy objective: Ensure Equity Neighborhoods see equal or better improvement as the system as a whole



Equity Strategy Approach

1. Identify top 2-3 needs per neighborhood based on **data analysis** and **community outreach**
2. Develop tailored strategies to address key needs for each equity strategy neighborhood
3. Identify funding needs to inform two-year budgets
4. Monitor yearly progress with annual report on performance



Community outreach

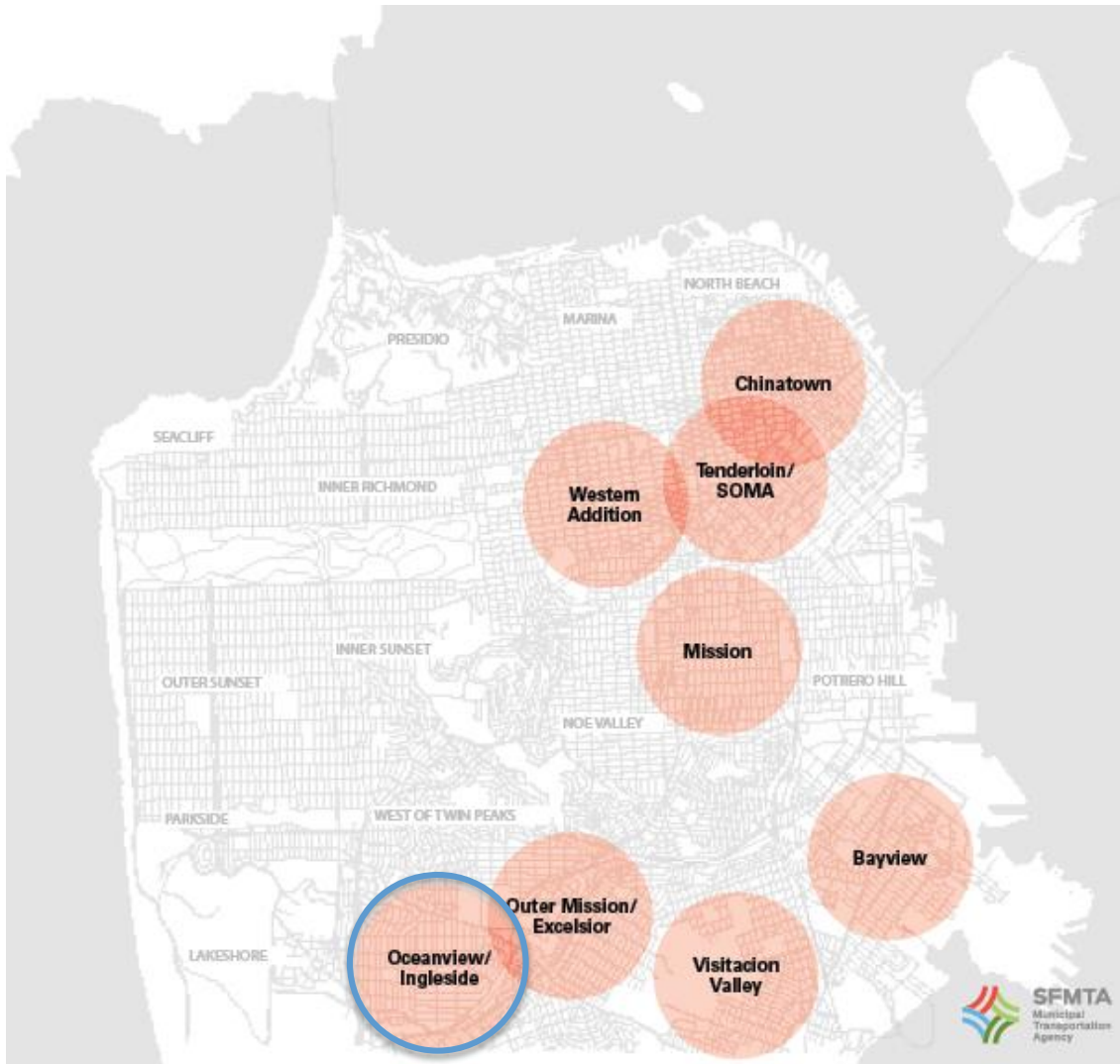
Neighborhood On-Time Performance

Service Category	Route Name	Stop Name	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl
Rapid & Frequent Local	8-Bayshore	Full route	61.9%	63.3%	53.0%	55.4%	60.6%	65.2%	73.2%
		Geneva Ave & Mission St E-FS/BZ	75.4%	77.0%	66.5%	71.7%	79.9%	80.1%	75.6%
		City College Terminal (Phelan Loop) NW-NS/...	84.5%	79.6%	78.3%	81.8%	76.1%	80.7%	83.1%
	14-Mission	Full route	64.4%	59.2%	61.9%	65.7%	60.1%	62.9%	58.5%
		Mission St&Geneva Ave E-FS/BZ	74.8%	72.0%	78.2%	77.4%	69.9%	74.5%	62.5%
	14R-Mission Rapid	Full route	61.8%	66.8%	65.7%	64.4%	23.8%		75.0%
		Mission St&Geneva Ave E-FS/BZ	68.9%	72.9%	72.1%	76.2%			
	49-Van Ness/Mission	Full route	63.2%	59.0%	60.4%	58.0%	55.6%	63.8%	64.4%
		Mission St&Silver Ave S-NS/BZ	60.3%	75.6%	78.8%	77.1%	64.1%	83.2%	75.8%
	Grid	29-Sunset	Full route	53.5%	49.0%	44.8%	45.1%	47.2%	56.9%
Balboa Park BART Station NE-MB/BZ			51.6%	44.0%	45.6%	34.9%	32.7%	66.0%	76.9%
Connector	52-Excelsior	Full route	54.1%	55.6%	65.3%	59.9%	56.9%	44.2%	50.7%
		Geneva Ave & Mission St E-NS/BZ	57.9%	58.1%	70.8%	74.3%	69.2%	58.3%	53.8%
		Mission St&Excelsior Ave E-FS/BZ	51.9%	57.7%	68.7%	67.0%	83.0%	83.6%	
Specialized	8BX-Bayshore B Express	Full route	61.1%	40.0%					
		Geneva Ave & Mission St E-FS/BZ							
		City College Terminal (Phelan Loop) NW-NS/...	83.9%	68.4%					
	14X-Mission Express	Full route	63.4%	55.3%					
Mission St&Geneva Ave E-FS/BZ		74.0%	66.8%						
Owl	91-Owl	Full route	0.0%				65.5%	56.3%	
						62.7%	71.4%		

Values are shaded green if neighborhood performance exceeded system performance by more than 5% and red if neighborhood performance lagged system performance by more than 10%.

Data analysis by neighborhood

Equity Neighborhoods and Routes



2016 Equity Strategy:

- 7 neighborhoods
- Routes heavily used by seniors and people with disabilities

2018 Equity Strategy:

- Adds **new** neighborhood: Oceanview/Ingleside
- Expanded focus on engaging riders and community-based organizations

Outreach Process

Stakeholder interviews and community events across Equity Neighborhoods

Developing recommendations based on community input we've heard

SFMTA Board reviews and potentially adopts 2018 Muni Service Equity Strategy

SPRING

2017

WINTER

2018

SPRING

2018

Extensive in-person and online outreach in Equity Neighborhoods, as well as Muni operator focus groups

Share preliminary Equity Strategy recommendations and continue collecting community input

Recommendations incorporated in upcoming SFMTA budget

*The Equity Strategy will be presented to the San Francisco Municipal Transportation Agency (SFMTA) Board of Directors before the development of the fiscal years 2019 and 2020 capital and operating budget.



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Focus groups with Muni operators



500+

Organizations reached in 8 Equity Neighborhoods, as well as organizations serving youth, seniors, and people with disabilities

4,000+

Survey responses collected through online surveys and rider outreach along 16 equity lines in five languages



65,300+

People reached

through 30 Facebook ads in Equity Neighborhoods with over 200 comments in five languages (i.e. Chinese, English, Filipino, Spanish, and Vietnamese)



39+

Community led events & meetings attended

Outreach Round 1: Identifying Key Needs



Attending existing community events



Rider surveys: over 4,000 responses



Operator focus groups at six divisions

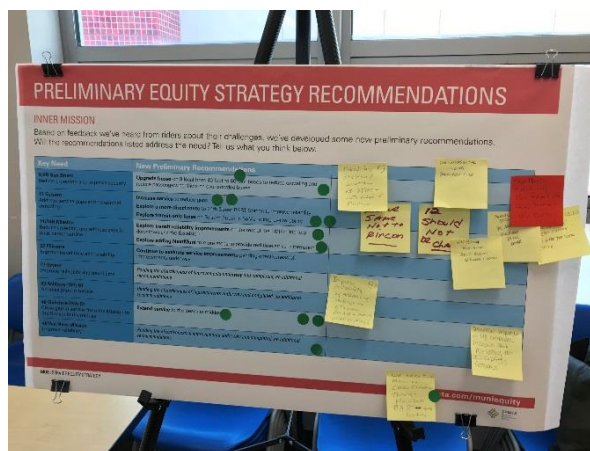


Community conversations at 12 Organizations

Outreach Round 2: Vetting Recommendations

Round 2 outreach focused on vetting our recommendations through:

- Five neighborhood-focused workshops
- Direct feedback from community-based organizations
- Distribution to over 700 riders signed up for email/text message updates



Neighborhood Example: Chinatown

Key Need	Improvements Underway or Completed	Preliminary FY 2019 FY 2020 Recommendations
<p>Address travel time and crowding issues on the 1 California</p>	<ul style="list-style-type: none"> Upgraded existing transit-only lanes with red coloration on parts of Clay Street downtown Increased service frequency 	<ul style="list-style-type: none"> Long term, explore Muni Forward improvements to improve reliability and address crowding
<p>Reduce crowding and occasional service gaps on the 8/8AX/8BX</p>	<ul style="list-style-type: none"> Muni Forward reliability improvements on San Bruno Avenue 	<ul style="list-style-type: none"> Increase service frequency to reduce crowding Explore transit reliability improvements on the rest of the 8 line (e.g. Visitacion Valley and 3rd St in SoMa)
<p>Address service gaps that lead to crowding the 10 Townsend</p>	<ul style="list-style-type: none"> Sansome Street contraflow Increased service frequency New low-floor buses 	<ul style="list-style-type: none"> Focus on active line management to address gaps in service in peak periods
<p>Address service gaps and occasional crowding on the 12 Folsom</p>	<ul style="list-style-type: none"> Increased service frequency in 2016 to reduce crowding 	<ul style="list-style-type: none"> Increase service to reduce gaps Vet a more direct route to 24th BART Station Explore transit-only lanes on Folsom Street in SoMa
<p>Reduce crowding on the 30 Stockton and 45 Union/ Stockton</p>	<ul style="list-style-type: none"> Muni Forward reliability improvements (Chestnut, North Point, Polk) 	<ul style="list-style-type: none"> Switch all buses to 60-foot to increase capacity Evaluate further travel time and reliability improvements

FY19 20 Service Recommendations

Neighborhood / Target	Route	Recommendation for FY 19-20 Budget
Ocean View-Ingleside	K and M	Increase service frequency
Bayview, Visitacion Valley	T	Increase service frequency
Chinatown, Excelsior-Outer Mission, Visitacion Valley	8	Increase service frequency
Inner Mission, Visitacion Valley	9R	Switch to 60' buses on the 9 Rapid
Chinatown	10	Focus on active line management to address gaps in service in peak periods
Chinatown, Inner Mission, SoMa-Tenderloin	12	Increase service frequency
Excelsior-Outer Mission, Ocean View-Ingleside	29	Increase service frequency all-day
Chinatown	30	Switch to 60' buses for all trips
Bayview	44	Increase service frequency all-day
Inner Mission	48	Extend service to the Beach in midday
Visitacion Valley	56	Implement schedule enhancements to improve reliability

- **This summer:** Begin implementing recommended strategies
- **Coming year:** Continue engagement with riders and community groups and evaluate effectiveness of this year's strategies

Thank You

