



Muni Service Equity Strategy Update

FY25 & FY26

Equity Strategy Background



Rooted in Muni Service Equity Policy

Builds on Title VI requirements

Neighborhood based approach with access for people with disabilities addressed city-wide

Policy developed in collaboration with transportation equity and affordable housing advocates

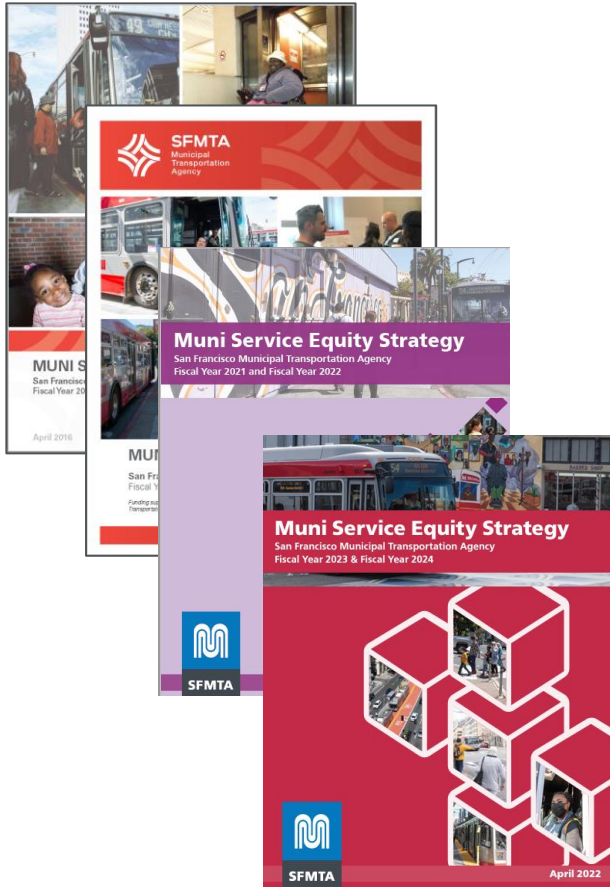
Ensures that investment in Muni system benefits people who rely on transit and need it most

Updated every two years and timed to inform the SFMTA's biennial budget

Equity Strategy Neighborhoods & Routes

Citywide Accessibility	8, 8AX, 8BX, 9, 9R, 14, 14R, 30, 31, 38, 38R, 49
Bayview	T, 15, 19, 23, 24, 29, 44, 54, 56, 91 Owl
Chinatown	1, 8, 8AX, 8BX, 12, 30, 45, 91 Owl
Excelsior-Outer Mission	8, 8AX, 8BX, 14, 14R, 29, 43, 44, 49, 52, 54, 91 Owl
Inner Mission	9, 9R, 12, 14, 14R, 22, 24, 27, 33, 48, 49
Oceanview-Ingleside	K, M, 29, 54
Treasure Island	25
SoMa-Tenderloin	12, 14, 14R, 19, 27, 31, 38, 38R, 49
Visitacion Valley	T, 8, 8AX, 8BX, 9, 9R, 29, 56, 90 Owl, 91 Owl
Western Addition	5, 5R, 6, 7, 21, 22, 24, 31

Building on Previous Reports



FY17 & FY18

Focus on operationalizing equity policy

FY19 & FY20

Focus on outreach and program awareness

FY21 & FY22

Focus on all aspects of transit planning informed by equity principles

FY23 & FY24

Focus on applying equity strategy principles in Covid service recovery/expansion

FY25 & FY26

Focus on using equity strategy principles to respond to service needs cost-neutrally

Progress Made in FY 23 & FY 24

FY 23 & FY 24 Equity Strategy Initiatives

19 service improvements

Identified were completed

- Prioritized route restorations and frequency increases based on resource availability

Responded to Real Time Needs

Implemented other Service Improvements on

17 Equity Routes

- Service increases and route/stop changes to address crowding and improve access

Implemented Transit Priority Projects and Treatments on

13 Equity Routes

- Quick-build projects, transit lanes, bus bulbs and signal priority to improve reliability and travel times

Implemented flag stops improvements

19 Equity Routes

- Implemented 20-ft red curb “clear zones” at near-side flag stops to improve stop access

Muni is more reliable than ever

We've achieved **historic levels of service reliability** through new/improved strategies:

- Headway Management: Evenly spacing buses and trains to minimize customer wait times
- Proactive Maintenance: Using data to fix things before they break and keeping our oldest vehicles running reliably
- Fix It Weeks: Doing more subway maintenance more efficiently by closing service early once a quarter

Service delivery, crowding, and gaps on equity routes are similar or better than non-equity routes. So as reliability improves, **Muni gets better for equity neighborhoods.**



Service Improvements

Headway Management

- Modified On Board computers tell Operators how close they are to the vehicle in front of them, which helps to reduce bunching
- Shifted staffing to TMC to make adjustments for even spacing and balanced passenger loads
- Working to improve prediction quality and training for operations staff on headway management



Service Improvements

Focus Line Workshops

- Operations teams identify priority routes every two weeks
- Conduct a deep dive review using a combination of data and in-service observations to identify performance issues
- Collaborate on effective solutions and strategize implementation across transit teams



Service Improvements

Expanded Late Night Metro Service



27 Bryant Reliability Project



Reduced School Crowding



SOMA Mission St Transit Lanes



Service Improvements

Flag Stop Conversion Program

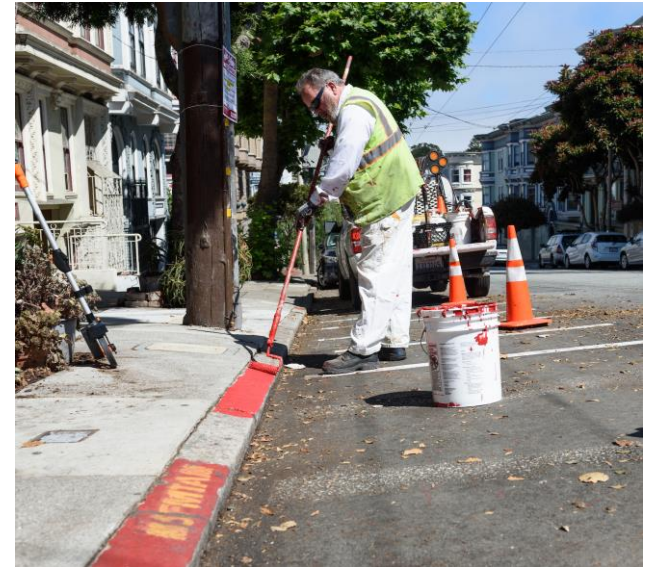
Phase 1: Began March 2023

- Assessed implementation of 20-foot red curb “clear zones” at near-side flag stops
- As of February 2024, implemented red curb at over 200 stops

Phase 2: To Begin in late 2024

- Assess remaining approximately 500 far-side or mid-block flag stops
- Stops may require changes beyond a 20-foot clear zone, which will take more time and include a full public outreach process

**74% of flag stops
converted on equity routes**



Muni Route Service Categories

Service Category	Definition	Typical Weekday Frequency
Metro/Rapid	Heavily used lines form the backbone of the Muni system. Vehicles arriving frequently, delivering speed and reliability.	10 mins or less & skip stop service
Frequent	May overlap with rapid routes but with more stops along the route. Provide premium, frequent service.	10 mins or less
Grid	Combine with Rapid network to form an expansive core system that lets customers get close to their destinations. Typically operates less frequently than the Rapid Network routes.	12-30 mins
Connector	Predominantly circulate through hillside residential neighborhoods, filling in gaps in coverage and connecting customers to major transit hubs.	30 mins

Note: Specialized (express) and Historic are additional service categories which were not included in the performance analysis on subsequent slides to focus instead on core services.

Data Review: Service Delivery



% Service Delivered

% of scheduled service filled (runs filled)

% of scheduled hours delivered (revenue hours)

Muni Equity route service filled and delivered similar to non-equity routes in the same service category.

Service Category	% of Weekday Service Filled	% of Weekday Hours Delivered
Metro/Rapid	100%	97%
Equity Routes	99%	97%
Non-Equity Routes	100%	96%
Frequent	99%	98%
Equity Routes	99%	98%
Non-Equity Routes	100%	99%
Grid	100%	98%
Equity Routes	100%	98%
Non-Equity Routes	100%	98%
Connector	100%	97%
Equity Routes	100%	96%
Non-Equity Routes	100%	97%

Source: Sept-Oct 2023 weekday service data

Data Review: Crowding



% Trips Over Capacity

Trips with at least 5% of stops over crowding capacity for vehicle size

Muni Equity route crowding is similar or better to non-equity routes in the same service category.

Service Category	Weekday Daytime* Avg % Trips Over Capacity	
	Fall 2023	Post Jan 20th
Metro/Rapid	1%	1%
Equity Routes	1%	1%
Non-Equity Routes	1%	1%
Frequent	5%	5%
Equity Routes	5%	4%
Non-Equity Routes	8%	7%
Grid	3%	3%
Equity Routes	3%	3%
Non-Equity Routes	2%	1%
Connector	0%	0%
Equity Routes	0%	0%
Non-Equity Routes	0%	0%

*Daytime Service: 6am-7pm

Fall 2023 Source: Sept-Oct 2023 crowding data

Post January 20th Crowding Changes

Example: 24 Divisadero

Inbound, AM Peak 7-8am

Time Period	Fall 2023 <i>(September - October)</i>		Winter 2024 <i>(January 20 – February 17)</i>	
	Headway	% of Trips Over Capacity	Headway	% of Trips Over Capacity
7:00-7:15 am	15	53%	9	0%
7:15-7:30 am	10.5	35%	9	15%
7:30-7:45 am	10	49%	9	30%
7:45-8:00 am	10	16%	9	18%

January 20 Schedule Changes

- Increased peak frequencies from 10 to 9 mins
- Started peak frequencies 30 mins earlier at 6:45am

Data Review: Performance

Gaps data for routes managed on headway schedule



Headway Adherence
% of evenly spaced arrivals

Muni Equity route performance is better or similar to non-equity routes in the same service category.

Service Category	Weekday Daytime* Avg Performance
Metro/Rapid	90%
Equity Routes	90%
Non-Equity Routes	89%
Frequent	88%
Equity Routes	89%
Non-Equity Routes	84%

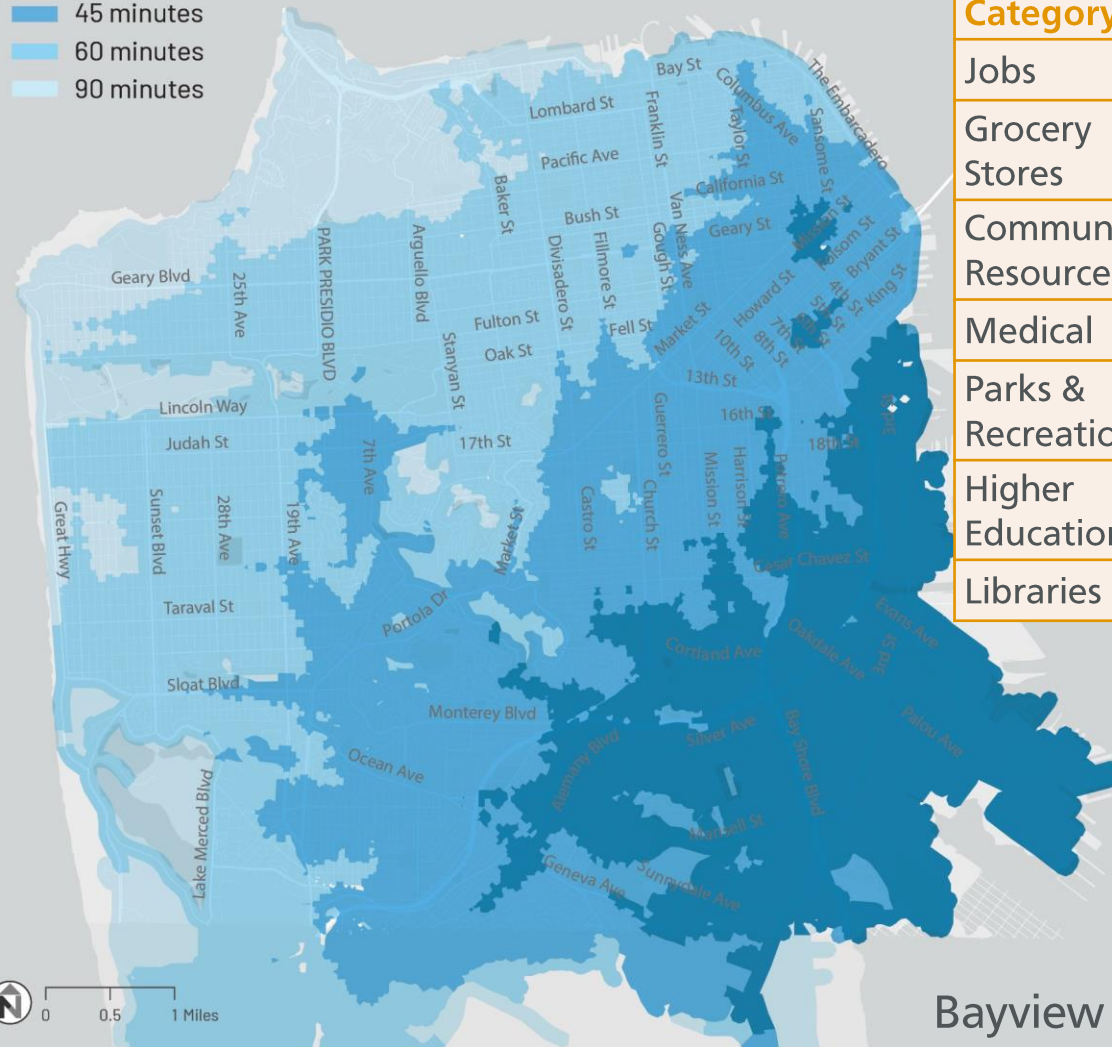
Source: Sept-Oct 2023 performance data

**Daytime Service: 6am-7pm*

Data Review: Travel Time & Access

Transit Commute Sheds

- 30 minutes
- 45 minutes
- 60 minutes
- 90 minutes



Destinations Accessible by Transit (Muni & Regional) from the Bayview

Category	30 min	45 min	60 min	90 min
Jobs	103,000	567,00	775,000	1,071,000
Grocery Stores	13	41	68	72
Community Resources	17	89	121	122
Medical	2	6	14	16
Parks & Recreation	53	136	200	208
Higher Education	2	18	20	20
Libraries	8	17	28	29

- Equity Toolkit Expansion
- Updating transit sheds for each neighborhood
- Expanding analysis to include access to key destinations

Bayview

FY25 & FY26 Recommendations

- Convene Muni Equity Working Group quarterly
- No service changes proposed in FY25 & FY26 operating budget, service changes will be done cost-neutrally based on crowding data and feedback from working group
- Apply equity strategy principles to respond and prioritize service changes
- Focus service management and operational improvements on equity routes
- Complete Transit Priority projects underway



Title VI Analysis

- While no service changes proposed as part of budget, asking Board to formalize the current service plan
- As required by Title VI and our Board approved Major Service Change definition, we conducted a service equity analysis of the past 2 years of service changes
 - Includes implemented 2022 Muni Service network changes and other service adjustments
 - Compares service from April 2022 to current service (January 2024)
 - No disparate impact on communities of color or disproportionate burden on low-income communities found
- The Title VI Service Equity Analysis of our current service plan will be on consent for approval at April 2 MTAB meeting

Next Steps

- Approve FY25 & FY26 Equity Strategy and Approve Title VI Update at April 2 MTAB Meeting
- Quarterly Equity Working Group Meetings
- Finalize Systemwide Service Evaluation



Thank You



Appendix

Title VI Analyses - Background

- **Title VI of the Civil Rights Act of 1964 states:**

- *“No person in the United States shall, on the ground 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.”*

- **FTA Requirement for Service Changes**

- Transit providers to complete a service equity analysis for major service changes, solicit public feedback, and obtain Board approval

- **Each Transit Provider Defines**

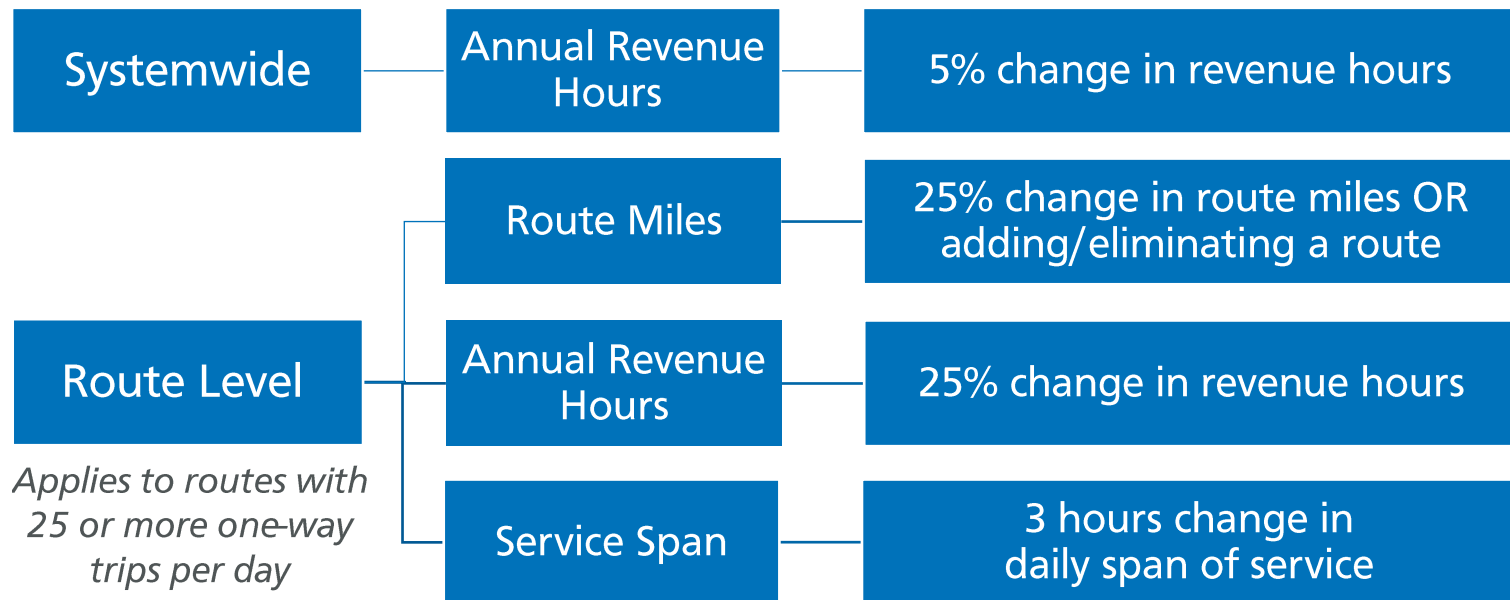
- **Major Service Change Criteria** – Magnitude of service changes that are in effect longer than 12 months that require a service equity analysis
- **Disparate Impact** – Threshold when populations based on race/ethnicity are more impacted by service changes than non-protected populations
- **Disproportionate Burden** – Threshold when populations based on household income are more burdened by service changes than non-protected populations

SFMTA's Title VI Analyses Definitions

SFMTA Board Approved Title VI Analysis Definitions

- After extensive public outreach, SFMTA Board approved major service change, disparate impact, and disproportionate burden polices in August 2013

Major Service Change Definition



Disparate Impact, and Disproportionate Burden Definition

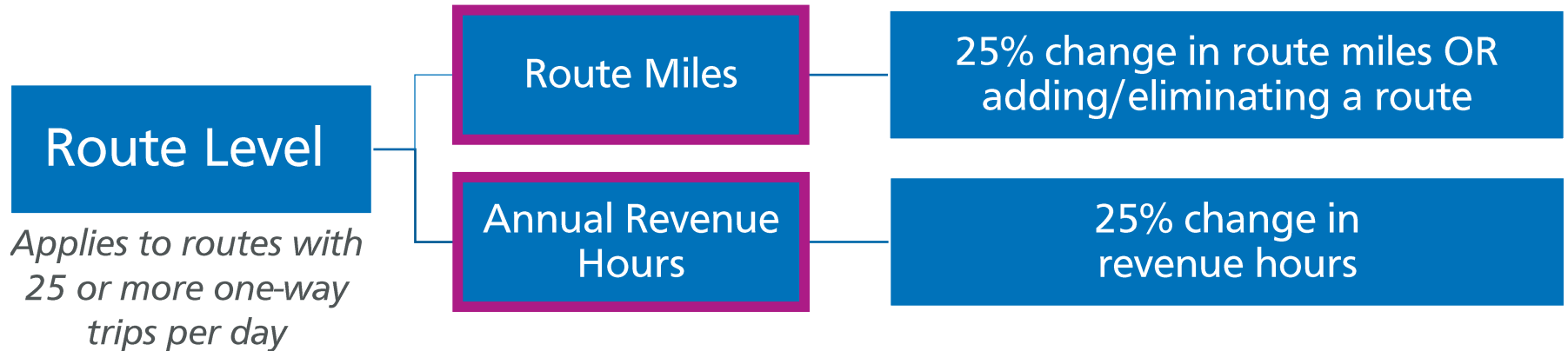
- Found if proportion of protected classes among population impacted by service changes is 8% greater than the proportions systemwide

FY25 & FY26 Budget Title VI Analysis

- **Analyzing past 2 years as look to next budget cycle**
 - **FY23/FY24 Budget Title VI Service Equity Analysis**
 - Title VI service equity analysis approved in December 2021 for the 2022 Muni Service Network was used for the FY23 & FY24 Budget.
 - The **2022 Muni Service Network** was not fully implemented due to:
 - Resource constraints
 - Pivot to respond to emerging ridership needs
 - **FY25/FY26 Budget Title VI Service Equity Analysis**
 - Compares service from April 2022 to current service (January 2024)
 - No service changes proposed for FY25 & FY26 Budget
- **Data for Determining Impacted Populations**
 - 2021 ACS Census Data, 1/4-mile from transit stops
 - Note that Muni Customer On-Board Survey underway, which will collect more current demographic data of ridership.

FY25 & FY26 Budget Title VI Analysis

Major Service Changes Triggered in Analysis: Route Miles and Route Annual Revenue Hours



FY25 & FY26 Budget Title VI Analysis

The differences between the populations impacted and San Francisco's overall population do not result in a disparate impact or a disproportionate burden

Major Service Changes Triggered		Impacted Population <small>Source: 2021 ACS data</small>			
		People of Color		Living in Low-Income Households	
		% People of Color	Disparate Impact?*	% Low-income	Disproportionate Burden?*
Route Miles <small>>=25% change in route miles</small>	<i>Decreases</i>	57%	-1 / No	19%	0 / No
	<i>Increases</i>	58%	-3 / No	22%	+2 / No
Annual Revenue Hours (Individual Route) <small>>=25% change annual revenue hours</small>	<i>Decreases</i>	64%	+2 / No	19%	-1 / No
	<i>Increases</i>	55%	-6 / No	19%	-1 / No
Citywide Population		61%	-	20%	-

*Threshold for Difference from Citywide: -8 for increases, +8 for decreases