

THIS PRINT COVERS CALENDAR ITEM NO.: 13

**SAN FRANCISCO
MUNICIPAL TRANSPORTATION AGENCY**

DIVISION: Transit

BRIEF DESCRIPTION:

Approving the SFMTA's Title VI Service Equity Analysis for the temporary Municipal Railway service and route changes made during the ongoing COVID-19 State of Emergency which compares transit service in effect in March 2020 to transit service in effect in March 2021 and concludes that the temporary service changes do not result in a disparate impact on communities of color or a disproportionate burden on low-income communities under Title VI.

SUMMARY:

- On March 16, 2020, San Francisco's Health Officer issued a Public Health Order in response to the COVID-19 State of Emergency, requiring that residents shelter in place, with the only exception being for essential needs and trips. Shortly thereafter, the SFMTA implemented changes to Municipal Railway service in response to changing travel patterns and significantly reduced staffing levels.
- On April 8, 2020, the SFMTA implemented the initial 17-route COVID-19 Core Service Plan. Given constraints on resources, the SFMTA prioritized service based on which routes more often serve people of color, members of low-income households, and/or those who are dependent upon transit service; crowding data; providing access to critical services; and providing coverage to as much of San Francisco as possible. When resources have allowed, the SFMTA has worked to restore service along previously suspended routes in response to feedback received from customers and staff.
- Although the SFMTA considers these service changes to be temporary, 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.
- The Title VI service equity analysis compares transit service in effect in March 2020 (before the Public Health Order went into effect) to transit service in effect in March 2021.
- The Title VI analysis of the temporary transit service and route changes that qualify as major service changes found that they 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 the COVID-19 Temporary Service Changes

APPROVALS:

DIRECTOR  _____

DATE

May 10, 2021

SECRETARY  _____

May 10, 2021

ASSIGNED SFMTAB CALENDAR DATE: May 18, 2021

PURPOSE

Approving the SFMTA’s Title VI Service Equity Analysis for the temporary Municipal Railway service and route changes made during the ongoing COVID-19 State of Emergency which compares transit service in effect in March 2020 to transit service in effect in March 2021 and concludes that the temporary service changes do not result in a disparate impact on communities of color or a disproportionate burden on low-income communities under Title VI.

STRATEGIC PLAN GOALS AND TRANSIT FIRST POLICY PRINCIPLES

This action supports the following SFMTA Strategic Plan Goal and Objectives:

- Goal 2: Make transit and other sustainable modes of transportation the most attractive and preferred means of travel.
 - Objective 2.1: Improve transit service.
 - Objective 2.2: Enhance and expand use of the city’s sustainable modes of transportation.

- Goal 3: Improve the quality of life and environment in San Francisco and the region.
 - Objective 3.1: Use Agency programs and policies to advance San Francisco’s commitment to equity.
 - Objective 3.5: Achieve financial stability for the agency.

This item addresses the following 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

Background:

On February 25, 2020, Mayor London Breed issued a Proclamation Declaring the Existence of a Local Emergency (COVID-19 State of Emergency) finding that the COVID-19 pandemic posed a threat to the lives, property and welfare of the City and County and its residents.

On March 16, 2020, San Francisco’s Health Officer issued a Public Health Order in response to the COVID-19 State of Emergency requiring that residents shelter in place with the only exception being for essential needs and trips. Shortly thereafter, the SFMTA began implementing changes to its transit service in response to changing travel patterns and significantly reduced staffing levels.

The SFMTA restructured Muni service to respond to the COVID-19 State of Emergency to account for the following significant constraints on resources:

- **Vehicle Capacity:** Physical distancing requirements translated to Muni buses only carrying one-third of the usual passenger load from pre-COVID-19 levels. This meant that it took about three buses to move the same number of people as one bus did prior to the pandemic.
- **Vehicle Availability:** The SFMTA's practice during the pandemic was to return vehicles at the end of each operator's shift for sanitization, which was more frequent than the industry standard of cleaning vehicles at the end of the day, and resulted in fewer vehicles begin available for service.
- **Staff Availability:** Due to a 15% vacancy rate pre-pandemic across the agency and very limited hiring over the past year, the SFMTA has vacancies in many service critical positions, from mechanics to supervisors.

Considering these constraints, the SFMTA prioritized providing and restoring transit service along routes that more often serve people of color, members of low-income households, and/or those who are dependent upon transit service; routes where crowding data shows that higher frequencies would allow for greater physical distancing; routes that provide service to critical services such as hospitals and grocery stores; and routes that have enabled the agency to provide coverage to as much of San Francisco as possible. When resources have allowed, the SFMTA restored service along previously suspended routes in response to feedback received from customers and staff.

Below is an overview of the COVID-19-related Municipal Railway service changes that have been implemented:

- **March 17, 2020:** In response to a steep drop in ridership and staff availability due to the COVID-19 State of Emergency, most express routes, as well as the 41 Union, 88 BART Shuttle and E Embarcadero Streetcar routes, were temporarily suspended. Additionally, in order to reduce risk to operators, Cable Car and F Market service transitioned to using buses which are equipped with operator security partitions.
- **March 30, 2020:** The SFMTA implemented further transit service changes in response to a continued decline in ridership and staff availability. These service adjustments focused on routes where redundant service provided more capacity than what was needed. All Rapid routes, except for the 14R Mission Rapid, were temporarily suspended. All Muni Metro and light rail routes were replaced by buses using stops from the early morning Metro bus service. Closing the Muni Metro underground system allowed the SFMTA to redirect custodial resources to staff facilities and minimize risk to our station agents.
- **April 8, 2020:** Transit service was reduced to the agency's initial temporary COVID-19 Core Service Network comprising Muni's 17 most-used daytime lines. This network provided service on our busiest lines with the highest demand during the pandemic and ensured service was within one mile of all San Franciscans.
 - The 17 daytime routes included: 1 California, 8 Bayshore, 9 San Bruno, 14 Mission, 14R Mission Rapid, 19 Polk, 22 Fillmore, 24 Divisadero, 25 Treasure Island, 29 Sunset, 38 Geary, 38R Geary Rapid, 44 O'Shaughnessy, 49 Van Ness/Mission, L Taraval Bus, N Judah Bus, and T Third Bus.
- **April 25, 2020:** With additional staff resources, the COVID-19 Core Service Network was updated by adding back modified routes and increasing bus frequency on others. Service additions increased coverage across the City and improved connections to additional

essential services. Restored routes included the: 5 Fulton, 12 Pacific (on a temporarily modified route), 28 19th Avenue (on a temporarily modified route), and 54 Felton (on a temporarily modified route).

- **May 4, 2020:** The M Bus returned as a partial “Community Shuttle” between Balboa Park and West Portal station.
- **May 16, 2020:** The SFMTA increased frequency on multiple lines in Muni’s existing COVID-19 Core Service Network and reinstated the 9R San Bruno Rapid.
- **June 13, 2020:** To support the City’s economic recovery, and with additional staff availability, the SFMTA increased Muni service and frequency by adding select routes back into service, extending current routes, and improving frequency on routes with crowding. Restored routes included the: 7 Noriega, 30 Stockton (on a temporarily modified route), and 43 Masonic (on a temporarily modified route).
- **August 22, 2020:** To provide more vehicle capacity for essential travel and physical distancing, the SFMTA reopened the subway system and restored Muni Metro train service with temporary new route configurations for the J Church, K Ingleside, L Taraval, and a subway-only shuttle. In addition to adding back modified rail service, bus service resumed on the 37 Corbett (on a temporarily modified route), 44 O’Shaughnessy (the previously temporarily modified route was extended to the full route), 45 Union-Stockton, 48 Quintata-24th St (on a temporarily modified route), 54 Felton (the previously temporarily modified route was extended to the full route), and 67 Bernal Heights. **August 25, 2020:** The subway was closed again for critical repairs and Muni Metro reverted back to bus service.
- **December 19, 2020:** The SFMTA began phasing Muni Metro rail back into service by restoring the J Church surface route to free up buses for additional service changes to be implemented in January 2021.
- **January 23, 2021:** With nearly a year of COVID-19 transit planning experience, and after working closely with key Muni Service Equity communities and the consideration of public feedback, the SFMTA was able to prioritize vehicle and operator resources to restore service and improve frequencies on multiple routes, including the: 15 Bayview-Hunters Point Express (new route), 22 Fillmore (on a partially new alignment), 27 Bryant, 33 Ashbury, 37 Corbett (the previously temporarily modified route was extended to the full route), 55 Dogpatch (on a partially new alignment) and the T Third Muni Metro rail line (on a temporarily modified route).

The table below provides a summary of Municipal Railway (Muni) service changes between March 2020 and March 2021.

Route		Net Service Changes between March 2020 & March 2021				
		Not in Service	New Service	Re-Route	Frequency Change	Service Span Change
1	California				X	X
1AX	California Express	X				
1BX	California Express	X				
2	Sutter/Clement	X				
3	Jackson	X				
5	Fulton				X	X
5	Fulton Owl	X				
5R	Fulton Rapid	X				
6	Parnassus	X				
7	Haight-Noriega				X	X
7X	Noriega Express	X				
8	Bayshore				X	X
8AX	Bayshore Express			X	X	X
8BX	Bayshore Express	X				
9	San Bruno			X	X	X
9R	San Bruno Rapid				X	X
10	Townsend	X				
12	Folsom-Pacific			X	X	X
14	Mission				X	X
14	Mission Owl				X	X
14R	Mission Rapid				X	X
14X	Mission Express	X				
15	Hunters Pt Express		X			
18	46th Ave	X				
19	Polk				X	X
21	Hayes	X				
22	Fillmore			X	X	X
22	Fillmore Owl					X
23	Monterey	X				
24	Divisadero				X	X
24	Divisadero Owl					X
25	Treasure Island				X	X
25	Treasure Island Owl					X
27	Bryant			X	X	X
28	19th Ave			X	X	X
28R	19th Ave Rapid	X				
29	Sunset				X	X
30	Stockton			X	X	X
30X	Marina Express	X				
31	Balboa	X				
31AX	Balboa Express	X				
31BX	Balboa Express	X				
33	Ashbury-18th St				X	X
35	Eureka	X				
36	Teresita	X				
37	Corbett				X	X
38	Geary				X	X
38	Geary Owl					X
38AX	Geary Express	X				
38BX	Geary Express	X				

Route		Net Service Changes between March 2020 & March 2021				
		Not in Service	New Service	Re-Route	Frequency Change	Service Span Change
38R	Geary Rapid				X	X
39	Coit	X				
41	Union	X				
43	Masonic			X	X	X
44	O'Shaughnessy				X	X
44	O'Shaughnessy Owl					X
45	Union-Stockton				X	X
47	Van Ness	X				
48	Quintara-24th St			X	X	X
48	Quintara Owl	X				
49	Van Ness-Mission			X	X	X
52	Excelsior	X				
54	Felton				X	X
55	16th St (55 Dogpatch)			X	X	X
56	Rutland	X				
57	Parkmerced	X				
66	Quintara	X				
67	Bernal Heights				X	X
76X	Marin Headlands Express	X				
81X	Caltrain Express	X				
82X	Levi's Plaza Express	X				
83X	Mid-Market Express	X				
88	BART Shuttle	X				
90	San Bruno Owl					X
91	3rd St/19th Ave					X
61	California Street Cable Car	X				
60	Powell-Hyde Cable Car	X				
59	Powell-Mason Cable Car	X				
E	Embarcadero	X				
F	Market & Wharves	X				
J	Church			X	X	X
KT	Ingleside/Third St ¹			¹	X	X
L	Taraval				X	X
L	Taraval Owl					X
M	Oceanview			X	X	X
N	Judah				X	X
N	Judah Owl					X
NX	Judah Express	X				

Notes: ¹ In March 2021, the KT Ingleside/Third St is being covered by the K Ingleside Bus and T Third train, but for the purposes of this analysis these routes are considered to be serving the KT Ingleside/Third St route.

TITLE VI ANALYSIS

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. A Title VI service equity analysis is required for service changes that meet the criteria in the SFMTA's Major Service Change Policy.

The SFMTA's Major Service Change Policy includes the following systemwide 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;

The temporary route suspensions, route additions, frequency changes, and service span changes that were in place in March 2021 have resulted in Muni service providing 30% fewer revenue service hours than what was provided in March 2020 and meets the systemwide major service change criteria. In addition, transit service changes were also broken down and analyzed at the route-level. The SFMTA's Major Service Change Policy includes the following route-level criteria:

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.

To comply with Federal Transit Administration's (FTA's) Title VI service equity analysis requirement in FTA Circular 4702.1B (Title VI) that service changes that are in effect for longer than twelve months and fall within the Agency's definition of a "major service change" identified in SFMTA's Title VI Program are subject to a Title VI service equity analysis. The agency has prepared an analysis that compares pre-pandemic Muni service in effect in March 2020 to the Muni service in effect in March 2021. Changes that met the route-level major service change criteria were grouped by major service change category and analyzed to determine if each category of changes cumulatively resulted in a disparate impact on communities of color or a disproportionate burden on low-income populations.

Under the SFMTA's Disparate Impact Policy, 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 proportions in the citywide population.

Under the SFMTA's Disproportionate Burden Policy, 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.

Based on the route-level major service change criteria and considering routes can meet multiple major service change criteria, the service equity analysis of the COVID-19 Temporary Service Plan in place in March 2021 showed that:

- 47 routes meet the SFMTA’s route-level major service change criteria for routes miles (including 12 express or other peak commute hour routes that other in service daytime routes are serving)
- Nine routes meet the SFMTA’s route-level major service change criteria for revenue service hours
- 14 routes meet the SFMTA’s route-level major service change criteria for service span

For the major service change categories that resulted in service decreases, the proportion of people of color and the proportion of 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 the major service change categories that resulted in service increases, the proportion of people of color and the proportion of 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 of this service equity analysis 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	No. of Routes that meet Major Service Change Criteria	Service Decreases			Service Increases		
		No. of Routes	Disparate Impact?	Disproportionate Burden?	No. of Routes	Disparate Impact?	Disproportionate Burden?
Route Miles	47	42	No	No	5	No	No
Revenue Hours	9	4	No	No	5	No	No
Service Span	14	10	No	No	4	No	No

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.

Given the rapidly changing environment and the need to implement changes quickly, the SFMTA employed a range of communication methods to provide accessible, updated customer information

to the extent possible. Outreach strategies included:

- Deploying on-site Ambassadors, including individuals with bilingual skills, at targeted locations on an ongoing basis and throughout the system when service was being adjusted;
- Establishing a dedicated, multilingual information page at sfmta.com/covid-19, which centralized the agency's COVID-19 information, including up-to-date information on the routes in service;
- Posting multilingual signage at transit stops;
- Providing multilingual announcements on Muni vehicles;
- Distributing multilingual informational fliers and handouts at more than one hundred community-based organizations, at pop-ups in parks and public gathering spaces in neighborhoods identified by the Muni Service Equity Strategy across the city and via neighborhood canvassing efforts;
- Providing briefings to stakeholders, including attending virtual community meetings;
- Issuing blog posts and social media posts; and,
- Engaging in traditional media outreach through press releases, newspaper ads and radio and television public service announcements, including neighborhood papers and on radio in Spanish and Chinese.

As resources allowed, restoring transit service was based on prioritizing providing service along routes that more often serve people of color, members of low-income households, and/or those who are dependent upon transit service; where crowding data showed the higher frequencies would allow for greater physical distancing; that provide service to critical services such as hospitals and grocery stores; and that have enabled the agency to provide coverage to as much of San Francisco as possible. Another primary source of information was the critical feedback received from customers, operators, and other important stakeholders. The following routes have been restored in some form since the initial temporary COVID-19 Core Service Network went into effect:

- 5 Fulton
- 7 Haight-Noriega
- 8AX Bayshore Express
- 9R Bayshore
- 12 Folsom/Pacific (on a temporarily modified route)
- 15 Bayview-Hunters Point Express (new route)
- 27 Bryant (on a temporarily modified route)
- 28 19th Avenue (on a temporarily modified route)
- 30 Stockton (on a temporarily modified route)
- 33 Ashbury
- 37 Corbett
- 43 Masonic (on a temporarily modified route)
- 45 Union-Stockton
- 48 Quintara-24th Street (on a temporarily modified route)
- 54 Felton
- 55 Dogpatch (55 16th Street route was renamed and modified in conjunction with changes to the 22 Fillmore)
- 67 Bernal Heights
- J Church (on a temporarily modified route)

- M Ocean View (on a temporarily modified route)

The agency will continue to incorporate stakeholder feedback to the extent possible as the agency works to restore service, when resources allow, in order to provide San Franciscans with as much service as possible considering the constraints on the agency's resources.

ALTERNATIVES CONSIDERED

The SFMTA implemented transit service changes to respond to the COVID-19 State of Emergency. The SFMTA considered not modifying transit service, but given significantly reduced staffing levels, this approach would have resulted in significant amounts of missed service throughout the system and consequently significant amounts of pass-ups in communities making the most frequent essential trips.

In terms of which routes initially remained in service and which routes have been restored since, the SFMTA prioritized its finite resources to provide service along routes that more often serve people of color, members of low-income households, and/or those who are dependent upon transit service; where crowding data showed the higher frequencies would allow for greater physical distancing; that provide service to critical services such as hospitals and grocery stores; and that enabled the agency to provide coverage to as much of San Francisco as possible. Another primary source of information was the critical feedback received from customers, operators, and other important stakeholders.

FUNDING IMPACT

Before the pandemic, the SFMTA saw declining revenues from parking fees and transit fares. As travel decreased due to the public health emergency, transit fare revenue further decreased and tax revenue also declined. One-time federal funding has saved the SFMTA from devastating cuts and layoffs, but this one-time funding runs out in 2023 and doesn't solve the agency's longer-term funding challenges. Restoring Muni transit service back to 100% of pre-pandemic service levels will require more sustained funding beyond the one-time federal funding that has been secured to date.

ENVIRONMENTAL REVIEW

On April 28, 2021, the SFMTA, under authority delegated by the Planning Department, determined that adoption of the Title VI Service Equity Analysis for the current COVID-19 Temporary Service Plan 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 the SFMTA Board approve the SFMTA's Title VI Service Equity Analysis for the temporary Municipal Railway service and route changes made during the ongoing COVID-19 State of Emergency which compares transit service in effect in March 2020 to transit service in effect in March 2021 and concludes that the temporary service changes do not result in a disparate impact on communities of color or a disproportionate burden on low-income communities under Title VI.

SAN FRANCISCO
MUNICIPAL TRANSPORTATION AGENCY
BOARD OF DIRECTORS

RESOLUTION No. _____

WHEREAS, On March 16, 2020, San Francisco's Health Officer issued a Public Health Order in response to the COVID-19 State of Emergency requiring that residents shelter in place, with the only exception being for essential needs; and

WHEREAS, In response to the shelter in place ordinance, San Francisco Municipal Transportation Agency (SFMTA) reduced transit service, including closing the Muni Metro rail service to minimize risk to customer facing staff and the community and redirect custodial resources to other facilities, and further reductions service on April 8, 2020 to Muni's 17 most-used lines; and,

WHEREAS, The constraints on vehicle capacity due to physical distancing limitations, vehicle availability due to increased sanitization, and staff availability due to pre-pandemic vacancies and very limited hiring during the pandemic all continue to significantly limit the level of transit service Muni can provide; and,

WHEREAS, In response to these constraints, the SFMTA has prioritized providing and restoring service along routes that more often serve people of color, members of low-income households, and/or those who are dependent upon transit service; routes where crowding data shows that higher frequencies would allow for greater physical distancing; routes that provide service to critical services such as hospitals and grocery stores; and routes that have enabled the agency to provide coverage to as much of San Francisco as possible; and,

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

WHEREAS, Given the rapidly changing environment, and the need to implement changes quickly, the SFMTA employed a range of communication methods to provide accessible, updated customer information to the extent possible; and,

WHEREAS, Where resources have allowed, the SFMTA has worked to restore service along previously suspended routes in response to feedback received from customers, staff and other important stakeholders; 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," Muni service adjustments that meet the SFMTA's definition of a major service change and exceed 12 months in duration require a transit service equity analysis, which was conducted by comparing Muni service in effect in March 2020 (before the Public Health Order went into in effect) to Muni service in effect in March 2021; 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, On April 28, 2021, the SFMTA, under authority delegated by the Planning Department, determined that the adoption of the Title VI Service Equity Analysis for the current COVID-19 Temporary Service Plan 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 the SFMTA Board of Directors approves the Title VI Service Equity Analysis for the temporary Municipal Railway service and route changes made during the ongoing COVID-19 State of Emergency which compares transit service in effect in March 2020 to transit service in effect in March 2021 and concludes that the temporary service changes do not result in a disparate impact on communities of color or a disproportionate burden on low-income communities under Title VI.

I certify that the foregoing resolution was adopted by the San Francisco Municipal Transportation Agency Board of Directors at its meeting of May 18, 2021.

Secretary to the Board of Directors
San Francisco Municipal Transportation Agency

Enclosure 2

TITLE VI
SERVICE EQUITY
ANALYSIS
COVID-19 Temporary
Service Changes

May 18, 2021

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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). Regarding temporary service changes, FTA Circular 4702.1B 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 its Response to COVID-19 Pandemic

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 day and serving over 220 million customers a year. 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. Muni provides one of the highest levels of service per capita with 63 bus routes, seven light rail lines, two historic streetcar lines, and three cable car lines and provides regional connections to other Bay Area public transit systems such as BART, AC Transit, Golden Gate Transit and Ferries, SamTrans, and Caltrain.

On February 25, 2020, Mayor London Breed issued a Proclamation Declaring the Existence of a Local Emergency (COVID-19 Local Emergency Proclamation) finding that the COVID-19 pandemic posed a threat to the lives, property and welfare of the City and County and its residents.

On March 16, 2020, San Francisco's Health Officer issued a Public Health Order in response to the COVID-19 State of Emergency requiring that residents shelter in place, with the only exception being for essential needs and trips. Shortly thereafter, the SFMTA implemented changes to Municipal Railway service in response to changing travel patterns and significantly reduced staffing levels. On April 8, 2020, the SFMTA implemented the initial 17-route COVID-19 Core Service Plan. Since April 8, 2020, the agency has brought back service when resources have allowed. Since temporary transit service changes are still in effect twelve months after service reductions were introduced in March 2020, the SFMTA conducted a service equity analysis of its current COVID-

19 Temporary Service Plan as of March 2021 to be responsive to the FTA's requirement that changes in effect longer than twelve months be subject to such an analysis. This analysis is included herein.

SFMTA is required to submit the final service equity analysis to the SFMTA Board of Directors for its consideration, awareness and approval and will provide a copy of the Board resolution to the FTA as documentation. This analysis will be forwarded to the SFMTA Board of Directors for review and public comment on May 18, 2021, responding to the reporting requirements contained in FTA Circular 4702.1B.

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 SFMTA's current COVID-19 Temporary Service Plan and background on what factors were and continue to be considered as the SFMTA works to provide as much service as possible considering the constraints on its resources imposed by the pandemic.
- A summary of the service equity analysis of the COVID-19 Temporary Service Plan based on 2015-2019 American Community Survey (ACS) 5-year estimates data from the US Census Bureau.
- A summary of public outreach and engagement efforts to seek public comment.

II. SFMTA's Title VI-related Policies, Definitions, and Service Equity Analysis Methodology

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 FTA Circular 4702.1B, 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, and Adverse Effect.

A. People and Communities of Color / Minority Populations

FTA’s Circular 4702.1B 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. 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. Individuals who self-identify as Multi-Racial including White, are also considered to be a person of color.

B. Low-income Populations

SFMTA defines low-income individuals as those whose total household income is below 200% of the federal poverty level per household size. The table below shows the 2019 household incomes that meet the 200% Federal poverty level threshold for different household sizes. This definition of low-income households matches SFMTA’s criteria for Lifeline Muni passes for low-income households in San Francisco.

Table 1: 2019 Poverty Designations by Household Size

Household Size	Poverty Guideline	200% of Poverty Guideline
1	\$12,490	\$24,980
2	\$16,910	\$33,820
3	\$21,330	\$42,660
4	\$25,750	\$51,500
5	\$30,170	\$60,340
6	\$34,590	\$69,180
7+ add for each additional household member	+\$4,420	+\$8,840

C. Major Service Change Policy

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

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

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.

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. SFMTA evaluates positive impact proposals together and negative impact proposals together.

F. Adverse Effect

In addition to defining policies relating to Major Service Changes, Disparate Impact, and Disproportionate Burden, SFMTA also must define when an adverse effect may be found. According to the FTA’s Circular 4702.1B (Title VI), “an adverse effect is measured by the change between the existing and proposed service levels that would be deemed significant.” For this Title VI analysis, an adverse effect may be deemed significant if it is in accordance with SFMTA’s Major Service Change definition (per the SFMTA’s 2019 Title VI Program Update) 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.

G. Analysis Methodology

To respond to the requirement stated in FTA Circular 4702.1B (Title VI) that service changes in effect longer than twelve months are subject to a service equity analysis, the analysis included herein compares Muni service at the following two time points:

- March 2020 - Service in effect before the initial COVID-19 service reductions began, which reflects the most recent pre-pandemic service adjustments which went into effect on February 22, 2020.
- March 2021 – Service in effect twelve months from initial COVID-19 service reductions, which reflects the latest service adjustments that went into effect on January 23, 2021.

The analysis involves first determining which, if any, of the service changes that have been implemented 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 service change analyses by using the route’s ridership demographics. However, since the COVID-19 Temporary Service Plan includes the introduction of new service alignments with no existing ridership data for comparison, U.S. Census data, specifically, the 2015-2019 American Community Survey 5-Year Estimates (2019 ACS) data, are used to determine the population that is impacted by each major service change. The population impacted by each change to a Muni route or route segment is considered the population who lives within the service area of the route (or route segment). The service area for each route is defined to be the areas within a quarter mile of all of the stops along the route.

Race/ethnicity and household income data from the 2019 ACS and at the Census block group level are used in conjunction with the quarter-mile buffer from each of the route’s stops. For every block group that is at least partly within the quarter-mile buffer, the percentage of the block group that is within the quarter-mile buffer is applied to the population and demographic data for the entire block group. The result is considered the number of individuals within the block group who are served by

the route and thus comprise the impacted population for the major service change occurring along that route.

The population and demographic data for each route is then combined with the corresponding data for all of the routes in the major service change category to determine the proportion of those in the impacted population who identified as a person of color or a person living in a low-income household. The identified proportions for the impacted population are then compared to the corresponding proportions for the overall population of San Francisco. 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.

Per 2019 ACS, 59% 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).

Based on the SFMTA's Disparate Impact Policy and Disproportionate Burden Policy, the comparisons of the proportions for the impacted population to San Francisco's overall population of San Francisco are then used to determine if each category of major service changes is found to have an impact.

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. COVID-19 Temporary Service Plan

The SFMTA restructured Muni service to respond to the COVID-19 State of Emergency to account for the following significant constraints on resources:

- **Vehicle Capacity:** Physical distancing requirements translated to Muni buses only carrying one-third of the usual passenger load from pre-COVID-19 levels. This meant that it took about three buses to move the same number of people as one bus did prior to the pandemic.
- **Vehicle Availability:** The SFMTA's practice during the pandemic was to return vehicles at the end of each operator's shift for sanitization, which was more frequent than the industry

standard of cleaning vehicles at the end of the day, and resulted in fewer vehicles being available for service.

- **Staff Availability:** Due to a 15% vacancy rate pre-pandemic across the agency and very limited hiring over the past year, the SFMTA has vacancies in many service critical positions from mechanics to supervisors.

Considering these constraints, the SFMTA prioritized providing and restoring transit service along routes that more often serve people of color, members of low-income households, and/or those who are dependent upon transit service; routes where crowding data shows that higher frequencies would allow for greater physical distancing; routes that provide service to critical services such as hospitals and grocery stores; and routes that have enabled the agency to provide coverage to as much of San Francisco as possible. When resources have allowed, the SFMTA restored service along previously suspended routes in response to feedback received from customers and staff.

Below is an overview of the COVID-19-related Municipal Railway service changes that have been implemented:

- **March 17, 2020:** In response to a steep drop in ridership and staff availability due to the COVID-19 State of Emergency, most express routes, as well as the 41 Union, 88 BART Shuttle and E Embarcadero Streetcar routes, were temporarily suspended. Additionally, in order to reduce risk to operators, Cable Car and F Market service transitioned to using buses which are equipped with operator security partitions.
- **March 30, 2020:** The SFMTA implemented further transit service changes in response to a continued decline in ridership and staff availability. These service adjustments focused on routes where redundant service provided more capacity than what was needed. All Rapid routes, except for the 14R Mission Rapid, were temporarily suspended. All Muni Metro and light rail routes were replaced by buses using stops from the early morning Metro bus service. Closing the Muni Metro underground system allowed the SFMTA to redirect custodial resources to staff facilities and minimize risk to our station agents.
- **April 8, 2020:** Transit service was reduced to the agency's initial temporary COVID-19 Core Service Network comprising Muni's 17 most-used daytime lines. This network provided service on our busiest lines with the highest demand during the pandemic and ensured service was within one mile of all San Franciscans.
 - The 17 daytime routes included: 1 California, 8 Bayshore, 9 San Bruno, 14 Mission, 14R Mission Rapid, 19 Polk, 22 Fillmore, 24 Divisadero, 25 Treasure Island, 29 Sunset, 38 Geary, 38R Geary Rapid, 44 O'Shaughnessy, 49 Van Ness/Mission, L Taraval Bus, N Judah Bus, and T Third Bus.
- **April 25, 2020:** With additional staff resources, the COVID-19 Core Service Network was updated by adding back modified routes and increasing bus frequency on others. Service additions increased coverage across the City and improved connections to additional essential services. Restored routes included the: 5 Fulton, 12 Pacific (on a temporarily modified route), 28 19th Avenue (on a temporarily modified route), and 54 Felton (on a temporarily modified route).
- **May 4, 2020:** The M Bus returned as a partial "Community Shuttle" between Balboa Park and West Portal station.
- **May 16, 2020:** The SFMTA increased frequency on multiple lines in Muni's existing COVID-19 Core Service Network and reinstated the 9R San Bruno Rapid.
- **June 13, 2020:** To support the City's economic recovery, and with additional staff

availability, the SFMTA increased Muni service and frequency by adding select routes back into service, extending current routes, and improving frequency on routes with crowding. Restored routes included the: 7 Noriega, 30 Stockton (on a temporarily modified route), and 43 Masonic (on a temporarily modified route).

- **August 22, 2020:** To provide more vehicle capacity for essential travel and physical distancing, the SFMTA reopened the subway system and restored Muni Metro train service with temporary new route configurations for the J Church, K Ingleside, L Taraval, and a subway-only shuttle. In addition to adding back modified rail service, bus service was resumed on the 37 Corbett (on a temporarily modified route), 44 O’Shaughnessy (the previously temporarily modified route was extended to the full route), 45 Union-Stockton, 48 Quintata-24th St (on a temporarily modified route), 54 Felton (the previously temporarily modified route was extended to the full route), and 67 Bernal Heights.
 - On August 25, the subway was closed again for critical repairs and Muni Metro reverted back to bus service.
- **December 19, 2020:** The SFMTA began phasing Muni Metro rail back into service by restoring the J Church surface route to free up buses for additional service changes to be implemented in January 2021.
- **January 23, 2021:** With nearly a year of COVID-19 transit planning experience, and after working closely with key Muni Service Equity communities and the consideration of public feedback, the SFMTA was able to prioritize vehicle and operator resources to restore service and improve frequencies on multiple routes, including the: 15 Bayview-Hunters Point Express (new route), 22 Fillmore (on a partially new alignment), 27 Bryant, 33 Ashbury, 37 Corbett (the previously temporarily modified route was extended to the full route), 55 Dogpatch (on a partially new alignment) and the T Third Muni Metro rail line (on a temporarily modified route).

IV. Major Service Change & Impacted Population Analysis

The temporary route suspensions, route additions, frequency changes, and service span changes that were in place in March 2021, the current COVID-19 Temporary Service Plan, have resulted in Muni service providing 70% of the revenue service hours that were offered in March 2020. This systemwide reduction of 30% is considered a major service change as it exceeds the 5% threshold in the Major Service Change Policy for a systemwide service change. These changes are broken down and analyzed at the route-level for the following major service change categories with all service adjustments within 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. Full Route and Route Segment Temporary Suspensions (Service Decreases)
- B. Full Route and Route Segment Temporary Additions (Service Increases)
- C. Revenue Service Hour Decreases
- D. Revenue Service Hour Increases
- E. Daily Service Span Decreases
- F. Daily Service Span Increases

Table 2 includes a summary of the service changes between March 2020 and March 2021 and the determinations whether the changes met the major service change criteria is included. The changes that are considered a major service change are analyzed further in the following sections.

Table 2: Summary of Net Service Changes Between March 2020 & March 2021 and Determinations if Changes Meet Major Service Change Criteria

Route	Net Service Change between March 2020 & March 2021					Meets Major Service Change Criteria with Service Decrease “(-)” or Increase “(+)”						
	Not in Service	New Service	Re-Route	Frequency Change	Service Span Change	Route-Miles		Revenue Hours ¹		Service Span		
						(-)	(+)	(-)	(+)	(-)	(+)	
1 California				X	X						X	
1AX California Express	X					X						
1BX California Express	X					X						
2 Sutter/Clement	X					X						
3 Jackson	X					X						
5 Fulton				X	X				X	X		
5 Fulton Owl	X ²											
5R Fulton Rapid	X					X						
6 Parnassus	X					X						
7 Haight-Noriega				X	X							
7X Noriega Express	X					X						
8 Bayshore				X	X							
8AX Bayshore Express			X	X	X							X
8BX Bayshore Express	X					X						
9 San Bruno			X	X	X				X			
9R San Bruno Rapid				X	X							
10 Townsend	X					X						
12 Folsom-Pacific			X	X	X	X	X	X				
14 Mission				X	X				X	X		
14 Mission Owl				X	X							X
14R Mission Rapid				X	X				X			X
14X Mission Express	X					X						
15 Hunters Pt Express		X					X					
18 46th Ave	X					X						
19 Polk				X	X							
21 Hayes	X					X						
22 Fillmore			X	X	X							
22 Fillmore Owl					X ²							
23 Monterey	X					X						
24 Divisadero				X	X							
24 Divisadero Owl					X ²							
25 Treasure Island				X	X							
25 Treasure Island Owl					X ²							
27 Bryant			X	X	X							
28 19th Ave			X	X	X	X	X					
28R 19th Ave Rapid	X					X						
29 Sunset				X	X							
30 Stockton			X	X	X						X	
30X Marina Express	X					X						
31 Balboa	X					X						
31AX Balboa Express	X					X						
31BX Balboa Express	X					X						
33 Ashbury-18th St				X	X							
35 Eureka	X					X						
36 Teresita	X					X						
37 Corbett				X	X						X	

Route	Net Service Change between March 2020 & March 2021					Meets Major Service Change Criteria with Service Decrease “(-)” or Increase “(+)”						
	Not in Service	New Service	Re- Route	Frequency Change	Service Span Change	Route-Miles		Revenue Hours ¹		Service Span		
						(-)	(+)	(-)	(+)	(-)	(+)	
38	Geary			X	X						X	
38	Geary Owl				X ²							
38AX	Geary Express	X				X						
38BX	Geary Express	X				X						
38R	Geary Rapid			X	X							X
39	Coit	X				X						
41	Union	X				X						
43	Masonic			X	X	X		X				
44	O'Shaughnessy				X							
44	O'Shaughnessy Owl											
45	Union-Stockton				X							
47	Van Ness	X				X						
48	Quintara-24th St			X	X	X	X					
48	Quintara Owl	X ²										
49	Van Ness-Mission			X	X							
52	Excelsior	X				X						
54	Felton				X							
55	16th St (55 Dogpatch)			X	X	X	X		X			
56	Rutland	X				X						
57	Parkmerced	X				X						
66	Quintara	X				X						
67	Bernal Heights				X							
76X	Marin Headlands Express	X ²										
81X	Caltrain Express	X ²										
82X	Levi's Plaza Express	X ²										
83X	Mid-Market Express ³	X ³										
88	BART Shuttle	X ²										
90	San Bruno Owl											X ²
91	3rd St/19th Ave											X ²
61	California Street Cable Car	X										X
60	Powell-Hyde Cable Car	X										X
59	Powell-Mason Cable Car	X										X
E	Embarcadero	X										X
F	Market & Wharves	X										X
J	Church			X	X	X	X		X			X
KT	Ingleside/Third St ⁴			⁴	X	X						X
L	Taraval				X	X						X
L	Taraval Owl											X ²
M	Oceanview			X	X	X	X		X			
N	Judah				X	X						X
N	Judah Owl											X ²
NX	Judah Express	X										X

Notes: ¹ Owl routes with corresponding daytime routes are considered to be distinct from the daytime routes for the route-miles and service span major service change categories, but combined for the revenue service hour major service change category.

² This route had fewer than the 25 one-way trips in March 2020. One of the SFMTA's Major

Service Change criteria is that routes have 25 or more one-way trips.

³ The suspension of the 83X is not included in this analysis as its elimination was approved through MTA Board Resolution No. 200407-036 on April 7, 2020.

⁴ In March 2021, the KT Ingleside/Third St is being covered by the K Ingleside Bus and T Third train, but for the purposes of this analysis these routes are considered to be serving the KT Ingleside/Third St route.

A. Full Route and Route Segment Temporary Suspensions (Service Decreases)

The COVID-19 Temporary Service Plan as of March 2021 includes 42 temporary suspensions, compared to the service that was in place in March 2020 prior to the initial COVID-19 service reductions, that meet the SFMTA's major service change criteria. These changes include 35 routes that are temporarily not in service and 7 routes that are in service, but where a segment of the route has been suspended. Twelve of the 35 routes (34%) that are not in service are express or other routes that serve pre-pandemic peak commute hours along corridors/alignments where the primary daytime route is in service. The temporary route and route segment suspensions 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 this proportion is not eight or more percentage points higher than the proportion people of color make up of the citywide population, which is also 59%, the temporary route and route segment suspensions are found to not result in a disparate impact.

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

Table 3: Temporary Route Suspensions – Major Service Changes in Effect March 2021

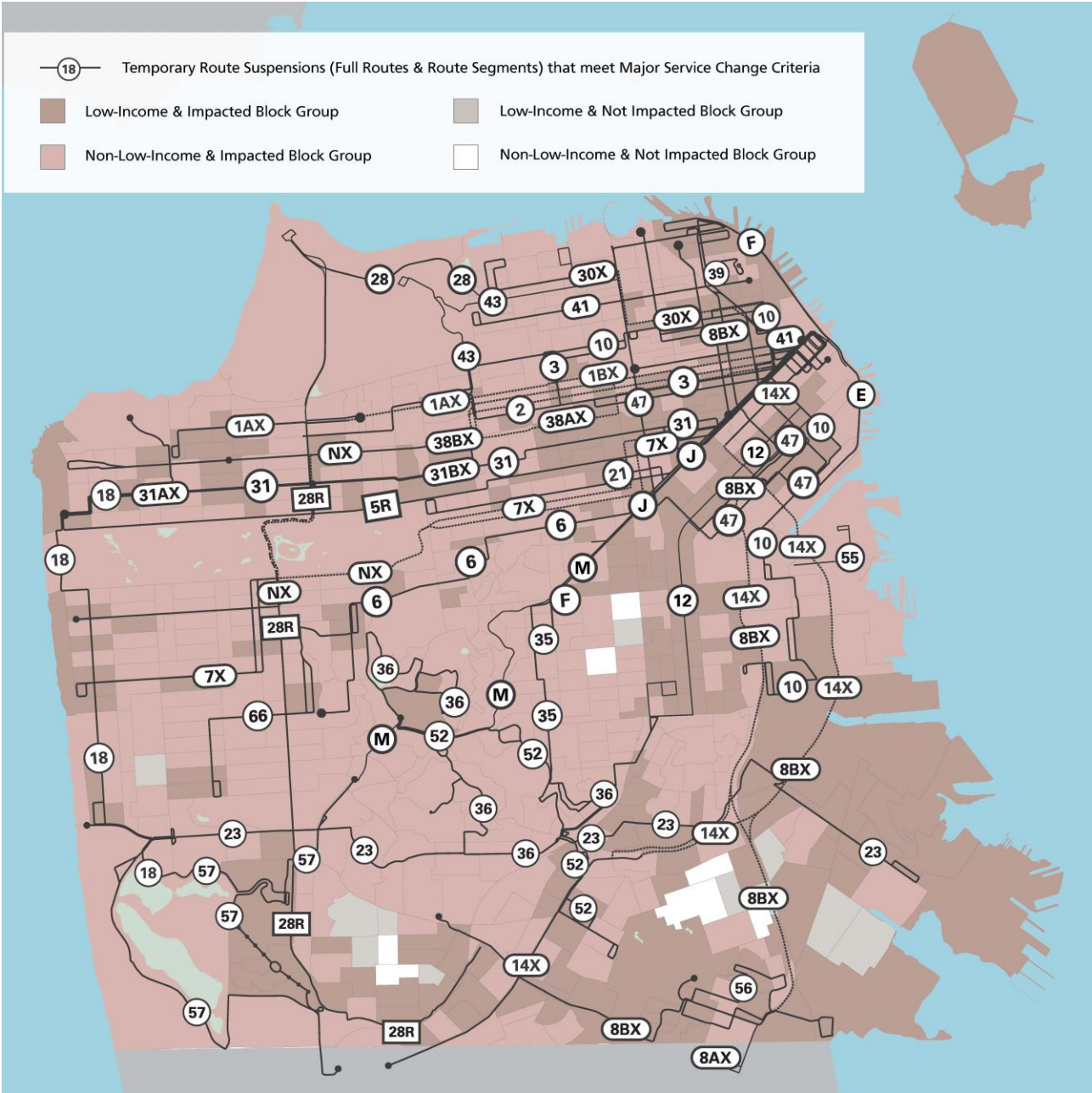
Route		Route-Miles % Change	Impacted Population (Within 0.25 Miles of a Stop)	% People of Color ¹	% Low-income ¹
Route Segments					
12	Folsom-Pacific Removed Segment	-69%	61,496	62%	28%
28	19th Ave Removed Segment	-40%	22,320	21%	9%
43	Masonic Removed Segment	-27%	22,144	23%	9%
48	Quintara-24 th Removed Segment	-38%	38,144	56%	12%
55	16th St Removed Segment	²	6,034	58%	14%
J	Church Removed Segment	-40%	28,765	68%	28%
M	Oceanview Removed Segment	-57%	48,376	58%	27%
Full Routes					

Route		Route- Miles % Change	Impacted Population (Within 0.25 Miles of a Stop)	% People of Color ¹	% Low- income ¹
1AX	California Express	-100%	28,402	54%	20%
1BX	California Express	-100%	30,267	43%	15%
2	Sutter / Clement	-100%	87,971	53%	24%
3	Jackson	-100%	68,367	52%	25%
5R	Fulton Rapid	-100%	81,473	59%	28%
6	Parnassus	-100%	88,030	51%	22%
7X	Noriega Express	-100%	81,433	65%	27%
8BX	Bayshore Express	-100%	92,737	77%	34%
10	Townsend	-100%	89,429	55%	25%
14X	Mission Express	-100%	74,199	82%	27%
18	46th Ave	-100%	48,454	64%	18%
21	Hayes	-100%	70,078	56%	27%
23	Monterey	-100%	60,946	67%	19%
28R	19th Ave Rapid	-100%	47,094	66%	17%
30X	Marina Express	-100%	36,356	45%	22%
31	Balboa	-100%	112,762	62%	28%
31AX	Balboa Express	-100%	34,867	62%	19%
31BX	Balboa Express	-100%	34,258	56%	19%
35	Eureka	-100%	32,336	36%	11%
36	Teresita	-100%	51,102	49%	15%
38AX	Geary Express	-100%	24,184	62%	23%
38BX	Geary Express	-100%	39,573	57%	19%
39	Coit	-100%	19,639	60%	36%
41	Union	-100%	56,276	48%	24%
47	Van Ness	-100%	74,094	52%	27%
52	Excelsior	-100%	37,777	66%	18%
56	Rutland	-100%	22,248	93%	30%
57	Parkmerced	-100%	32,690	68%	24%
66	Quintara	-100%	33,100	64%	14%
61	C California Street Cable Car	-100%	38,359	57%	26%
60	PH Powell-Hyde Cable Car	-100%	52,386	59%	31%
59	PM Powell-Mason Cable Car	-100%	43,980	65%	37%
E	Embarcadero	-100%	23,588	54%	19%
F	Market & Wharves	-100%	62,063	57%	29%
NX	Judah Express	-100%	28,514	63%	17%
Total Impacted Population (within 0.25 Miles) ^{1, 3}			2,066,311	59%	24%
Citywide Population ¹				59%	21%

Route	Route-Miles % Change	Impacted Population (Within 0.25 Miles of a Stop)	% People of Color¹	% Low-income¹
Difference in Percentage Points			0	+3
Disparate Impact? (Difference of 8 or more percentage points <u>higher</u> for service <u>decreases</u> ?)			No	
Disproportionate Burden? (Difference of 8 or more percentage points <u>higher</u> for service <u>decreases</u> ?)				No

- Notes: ¹ Data Source: U.S. Census Bureau 2015-2019 American Community Survey 5-year estimates
- ² For this route there is a segment addition in addition to a segment suspension. The cumulative percent change in route-miles is positive (noting a service increase) and is thus shown with the route segment additions. See Table 4 for the cumulative percent change.
- ³ 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 2: Temporary Route Suspensions – Major Service Changes in Effect March 2021 & 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 Temporary Additions (Service Increases)

The COVID-19 Temporary Service Plan as of March 2021 includes five temporary additions, compared to the service that was in place in March 2020 prior to the initial COVID-19 service reductions, that meet the SFMTA's major service change criteria. These changes include one new route and four routes that were in service prior to the pandemic, but where a segment has been added to the route. It should be noted that every route that had a segment added also had a segment that was suspended. The suspended segments were analyzed in the Temporary Suspensions section above.

The temporary 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 62% of the impacted population. Since this proportion is not eight or more percentage points lower than the proportion people of color make up of the citywide population (59%), the temporary route and route segment additions are found to not result in a disparate impact.

People living in low-income households make up 25% of the impacted population. Since this proportion is not eight or more percentage points lower than the proportion living in low-income households make up of the citywide population (21%), the temporary route and route segment additions are found to not result in a disproportionate burden.

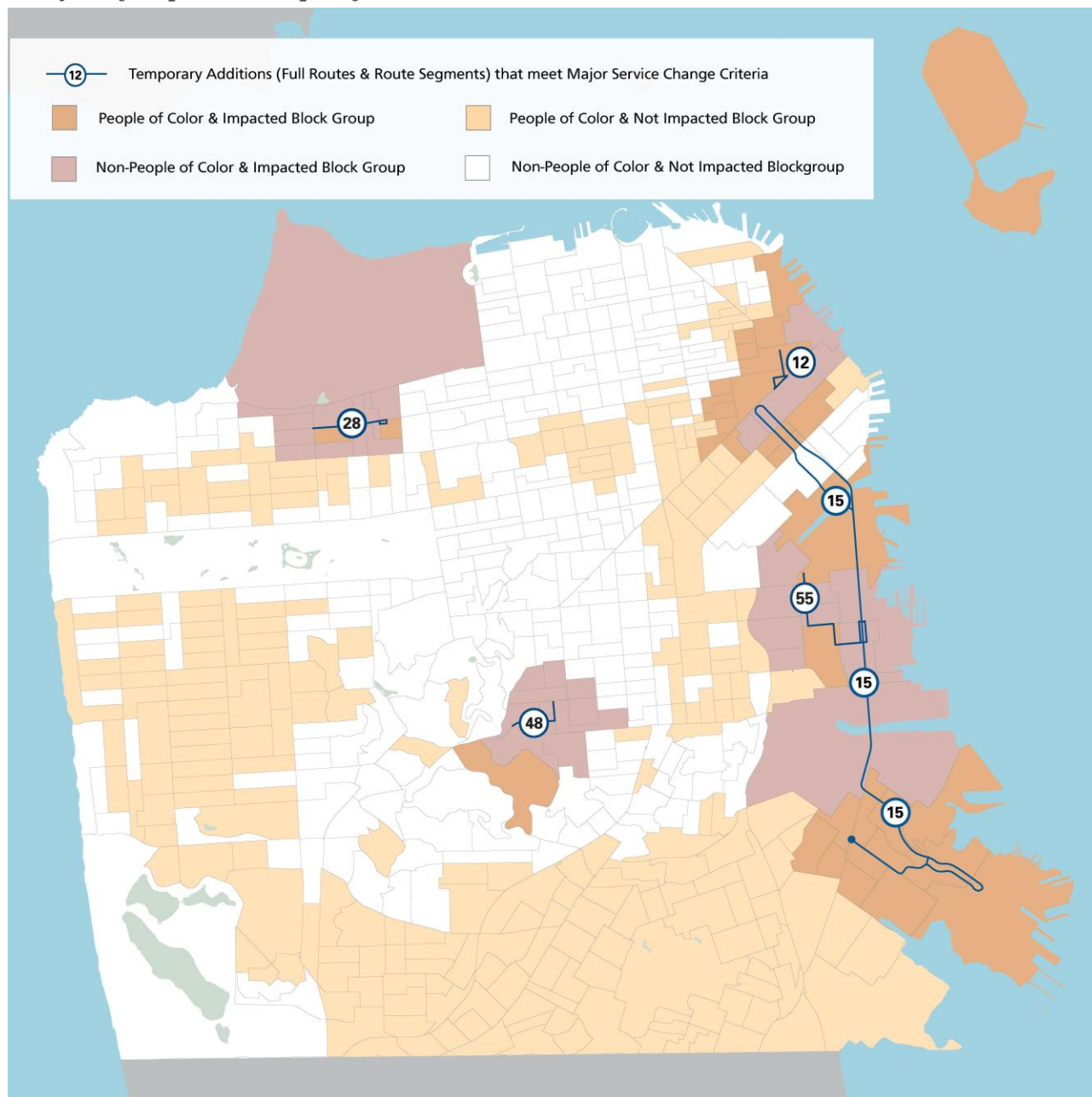
Table 4: Temporary Route Additions – Major Service Changes in Effect March 2021

Route		Route-Miles % Change	Impacted Population (Within 0.25 Miles of a Stop)	% People of Color ¹	% Low-income ¹
Route Segments					
12	Folsom-Pacific Added Segment	²	3,109	71%	32%
28	19th Ave Added Segment	²	9,394	46%	15%
48	Quintara-24 th St Added Segment	²	5,944	32%	8%
55	Dogpatch Added Segment	+28%	7,795	46%	13%
Full Routes²					
15	Bayview Hunters Pt Express	100%	23,184	81%	37%
Total Impacted Population (within 0.25 Miles) ^{1,3}			49,426	62%	25%
Citywide Population ¹				59%	21%
Difference in Percentage Points				+3	+4
Disparate Impact? (Difference of 8 or more percentage points <u>lower</u> for service <u>increases</u> ?)				No	
Disproportionate Burden? (Difference of 8 or more percentage points <u>lower</u> for service <u>increases</u> ?)					No

Notes: ¹ Data Source: U.S. Census Bureau 2015-2019 American Community Survey 5-year estimates

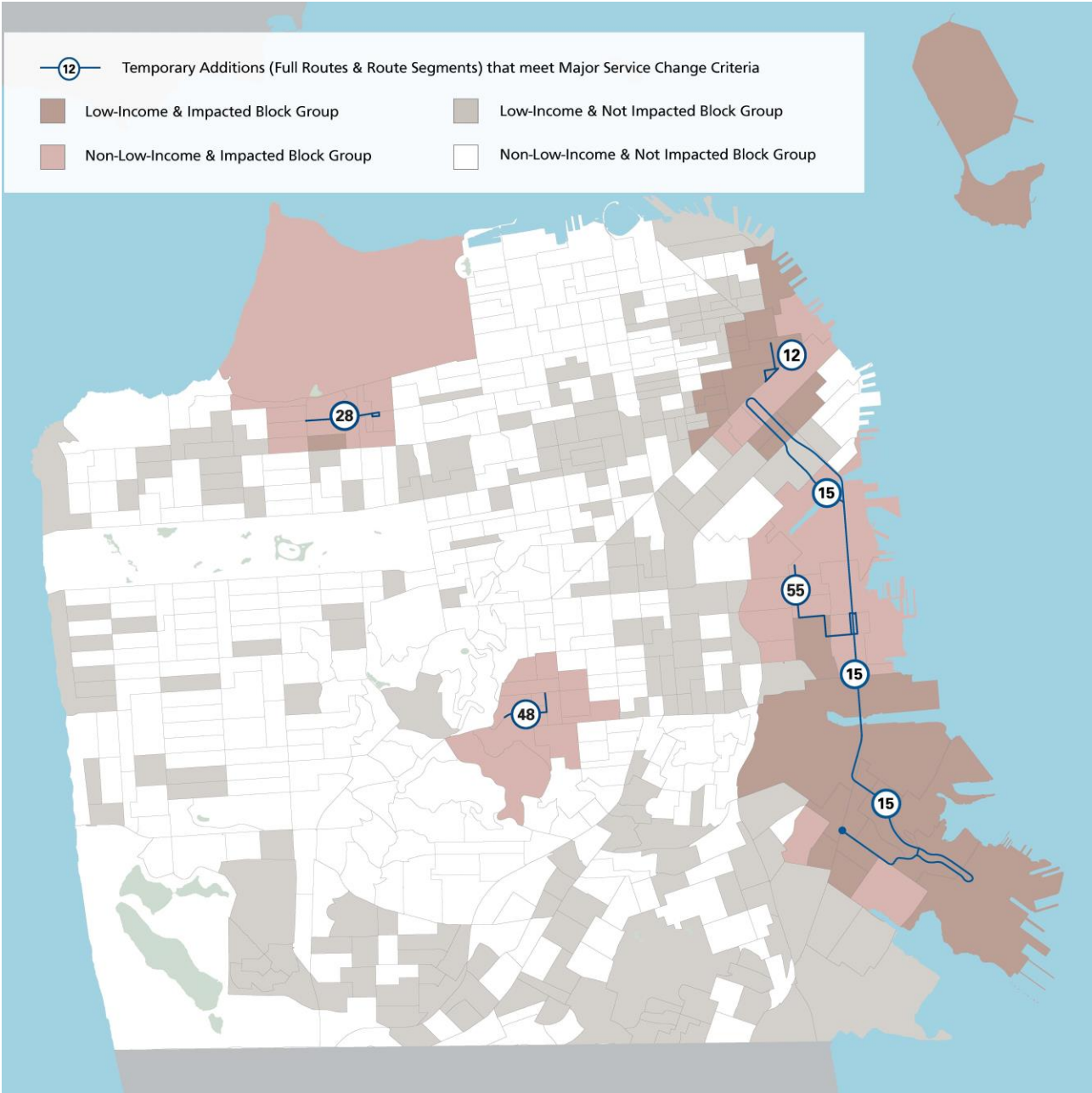
- ² For this route there is a segment suspension in addition to a segment addition. The cumulative percent change in route-miles is negative (noting a service decrease) and is thus shown with the route segment suspensions. See Table 3 for the cumulative percent change.
- ³ Residents are counted in the total impacted population as many times as the number of routes for which they are considered to be in the service area.

Figure 3: Temporary Route Additions – Major Service Changes in Effect March 2021 & 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 (59%)
 - **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: Temporary Route Additions – Major Service Changes in Effect March 2021 & 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 COVID-19 Temporary Service Plan as of March 2021 includes 4 temporary route-level revenue service hour decreases, compared to the service that was in place in March 2020 prior to the initial COVID-19 service reductions, that meet the SFMTA’s 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 58% of the impacted population. Since this proportion is not eight or more percentage points higher than the proportion people of color comprising the citywide population (59%), the temporary revenue service hour decreases are found to not result in a disparate impact.

People living in low-income households make up 21% of the impacted population. Since this proportion is not eight or more percentage points higher than the proportion living in low-income households make up of the citywide population (21%), the revenue service hour decreases are found to not result in a disproportionate burden.

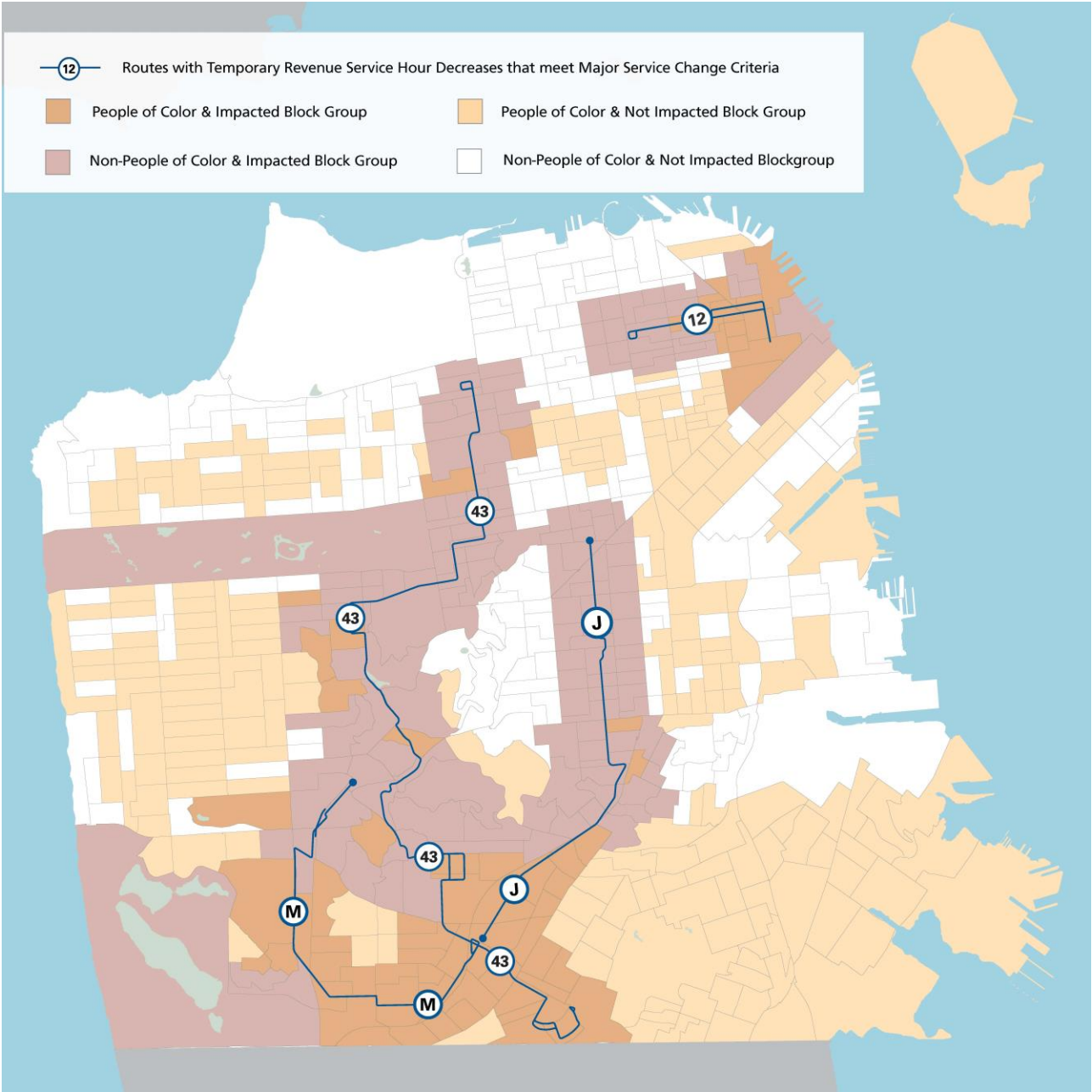
Table 5: Temporary Revenue Service Hour Decreases – Major Service Changes in Effect March 2021

Route		Revenue Service Hour % Change	Impacted Population (Within 0.25 Miles of a Stop)	% People of Color ¹	% Low-income ¹
12	Folsom-Pacific	-60%	42,408	59%	32%
43	Masonic	-38%	87,227	55%	16%
J	Church	-38%	52,687	48%	15%
M	Oceanview	-57%	35,274	80%	25%
Total Impacted Population (within 0.25 Miles) ^{1,2}			217,596	58%	21%
Citywide Population ¹				59%	21%
Difference in Percentage Points				-1	0
Disparate Impact? (Difference of 8 or more percentage points <u>higher</u> for service <u>decreases</u> ?)				No	
Disproportionate Burden? (Difference of 8 or more percentage points <u>higher</u> for service <u>decreases</u> ?)					No

Notes: ¹ Data Source: U.S. Census Bureau 2015-2019 American Community Survey 5-year estimates

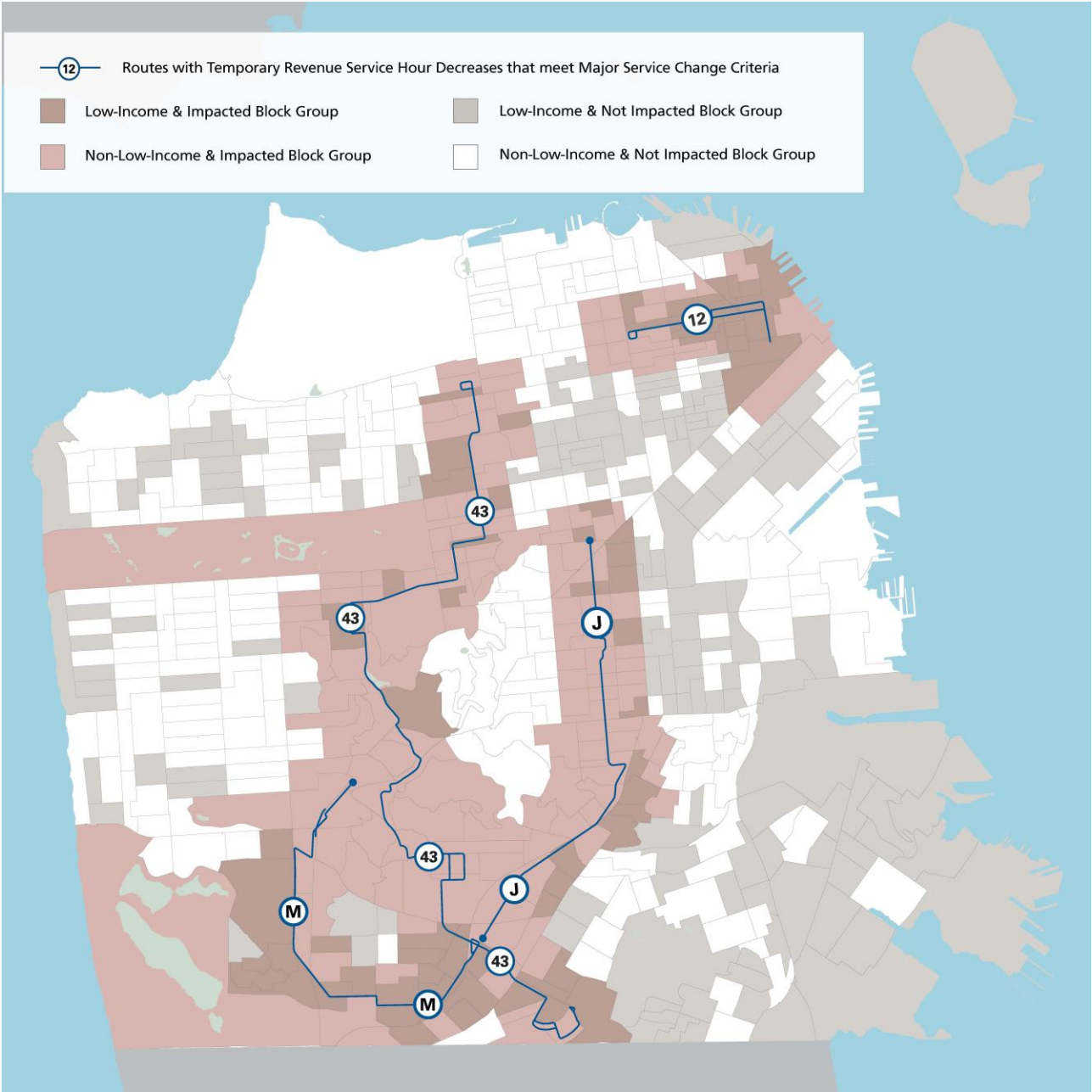
² Residents are counted in the total impacted population as many times as the number of routes for which they are considered to be in the service area.

Figure 5: Temporary Revenue Service Hour Decreases – Major Service Changes in Effect March 2021 & 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 (59%)
 - **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: Temporary Revenue Service Hour Decreases – Major Service Changes in Effect March 2021 & 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 COVID-19 Temporary Service Plan as of March 2021 includes five temporary revenue service hour increases, compared to the service that was in place in March 2020 prior to the initial COVID-19 service reductions, that meet the SFMTA's major service change criteria. These temporary 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 70% of the impacted population. Since this proportion is not eight or more percentage points lower than the proportion people of color make up of the citywide population (59%), the temporary revenue service hour increases are found to not result in a disparate impact.

People living in low-income households make up 27% of the impacted population. Since this proportion is not eight or more percentage points lower than the proportion living in low-income households make up of the citywide population (21%), the temporary revenue service hour increases are found to not result in a disproportionate burden.

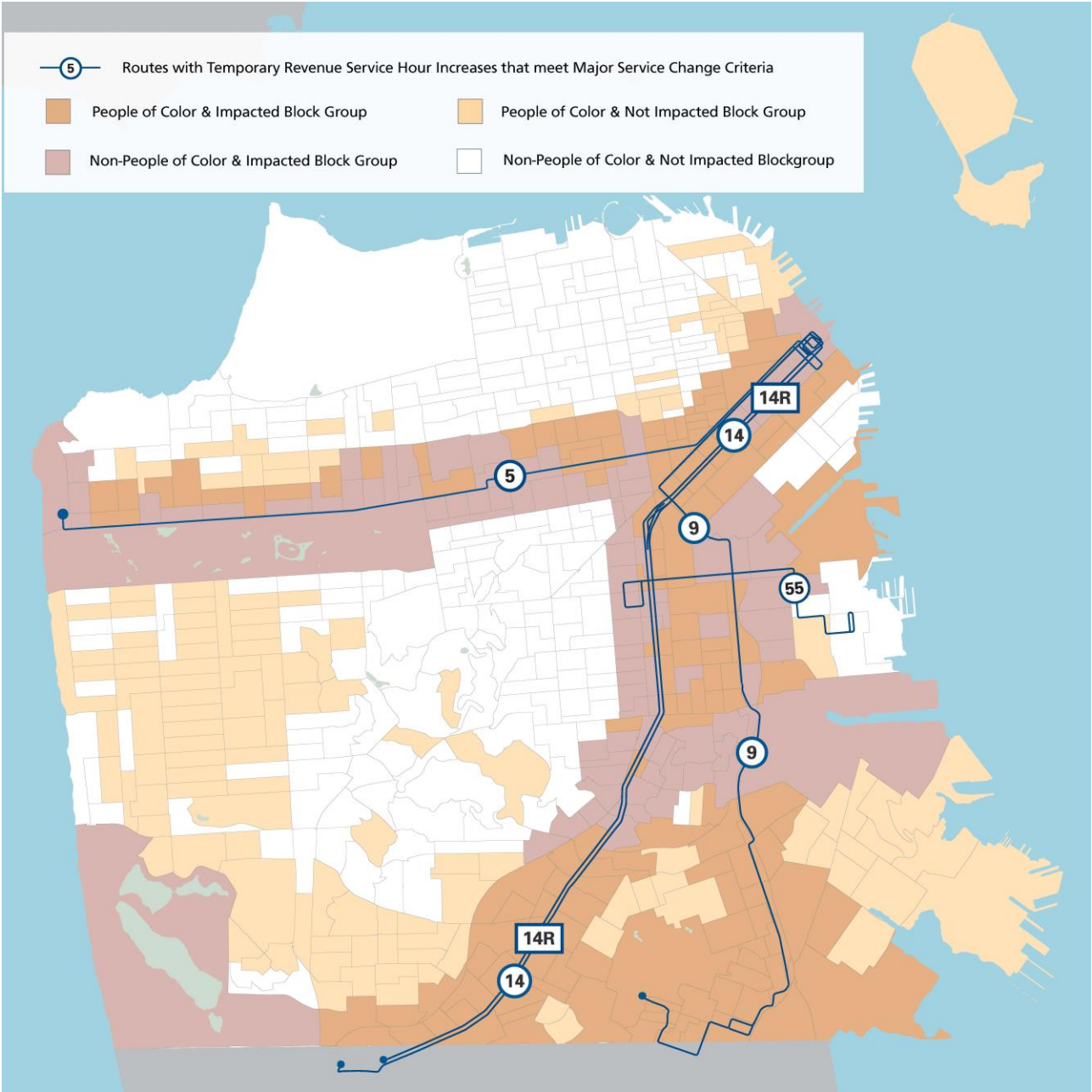
Table 6: Temporary Revenue Service Hour Increases – Major Service Changes in Effect March 2021

Route		Revenue Service Hour % Change	Impacted Population (Within 0.25 Miles of a Stop)	% People of Color ¹	% Low-income ¹
5	Fulton	78%	88,042	59%	28%
9	San Bruno	37%	85,935	77%	30%
14	Mission	33%	121,421	71%	26%
14R	Mission Rapid	101%	102,560	72%	26%
55	Dogpatch (formerly 55 16th St)	39%	11,847	60%	27%
Total Impacted Population (within 0.25 Miles) ^{1, 2}			409,803	70%	27%
Citywide Population ¹				59%	21%
Difference in Percentage Points				+11	+6
Disparate Impact? (Difference of 8 or more percentage points lower for service increases?)				No	
Disproportionate Burden? (Difference of 8 or more percentage points lower for service increases?)					No

Notes: ¹ Data Source: U.S. Census Bureau 2015-2019 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: Temporary Revenue Service Hour Increases – Major Service Changes in Effect March 2021 & 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 (59%)
 - **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: Temporary Revenue Service Hour Increases – Major Service Changes in Effect March 2021 & 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. Route-Level Daily Service Span Decreases

The COVID-19 Temporary Service Plan as of March 2021 includes 13 temporary route-level daily service span decreases (on a total of ten routes), compared to the service that was in place in March 2020 prior to the initial COVID-19 service reductions, that meet the SFMTA's major service change criteria. These route-level daily service span decreases and the populations determined to be impacted by these changes are summarized in Table 7 and are shown in the maps in Figure 9 and Figure 10. Figure 9 also shows the Census Block groups where people of color make up a larger proportion than in the city's overall population. Figure 10 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 57% of the impacted population. Since this proportion is not eight or more percentage points higher than the proportion people of color make up of the citywide population (59%), the temporary daily service span decreases are found to not result in a disparate impact.

People living in low-income households make up 23% of the impacted population. Since this proportion is not eight or more percentage points higher than the proportion living in low-income households make up of the citywide population (21%), the daily service span decreases are found to not result in a disproportionate burden.

Table 7: Temporary Daily Service Span Decreases – Major Service Changes in Effect March 2021

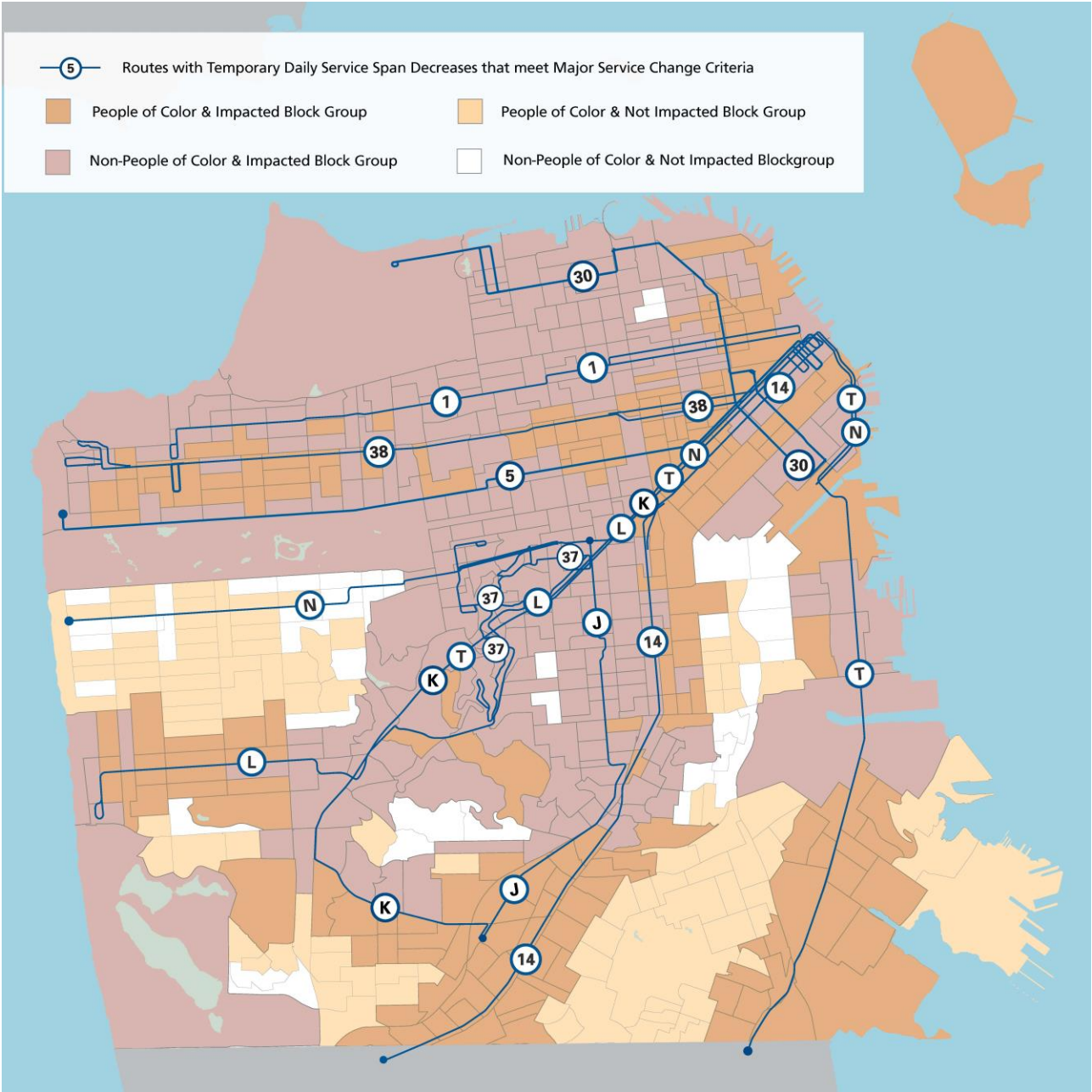
Route ²		Change in Daily Service Span (Hours)	Impacted Population (Within 0.25 Miles of a Stop)	% People of Color ¹	% Low-income ¹
Weekday²					
5	Fulton	-3.17	88,042	59%	28%
14	Mission	-3.63	121,421	71%	26%
30	Stockton	-3.00	72,691	52%	28%
38	Geary	-3.25	114,942	59%	26%
J	Church	-4.50	52,687	48%	15%
KT	Ingleside-Third St	-5.25	129,031	63%	23%
L	Taraval	-3.75	90,751	58%	23%
N	Judah	-4.00	110,746	57%	22%
Weekend²					
1	California	-3.50	94,708	50%	21%
37	Corbett	-3.50	49,568	32%	13%
38	Geary	-3.05	2	2	2
J	Church	-3.25	2	2	2
KT	Ingleside-Third St	-4.25	2	2	2
Total Impacted Population (within 0.25 Miles) ^{1,2}			924,587	57%	23%
Citywide Population ¹				59%	21%

Route²	Change in Daily Service Span (Hours)	Impacted Population (Within 0.25 Miles of a Stop)	% People of Color¹	% Low-income¹
Difference in Percentage Points			-2	+2
Disparate Impact? (Difference of 8 or more percentage points <u>higher</u> for service <u>decreases</u> ?)			No	
Disproportionate Burden? (Difference of 8 or more percentage points <u>higher</u> for service <u>decreases</u> ?)				No

Notes: ¹ Data Source: U.S. Census Bureau 2015-2019 American Community Survey 5-year estimates

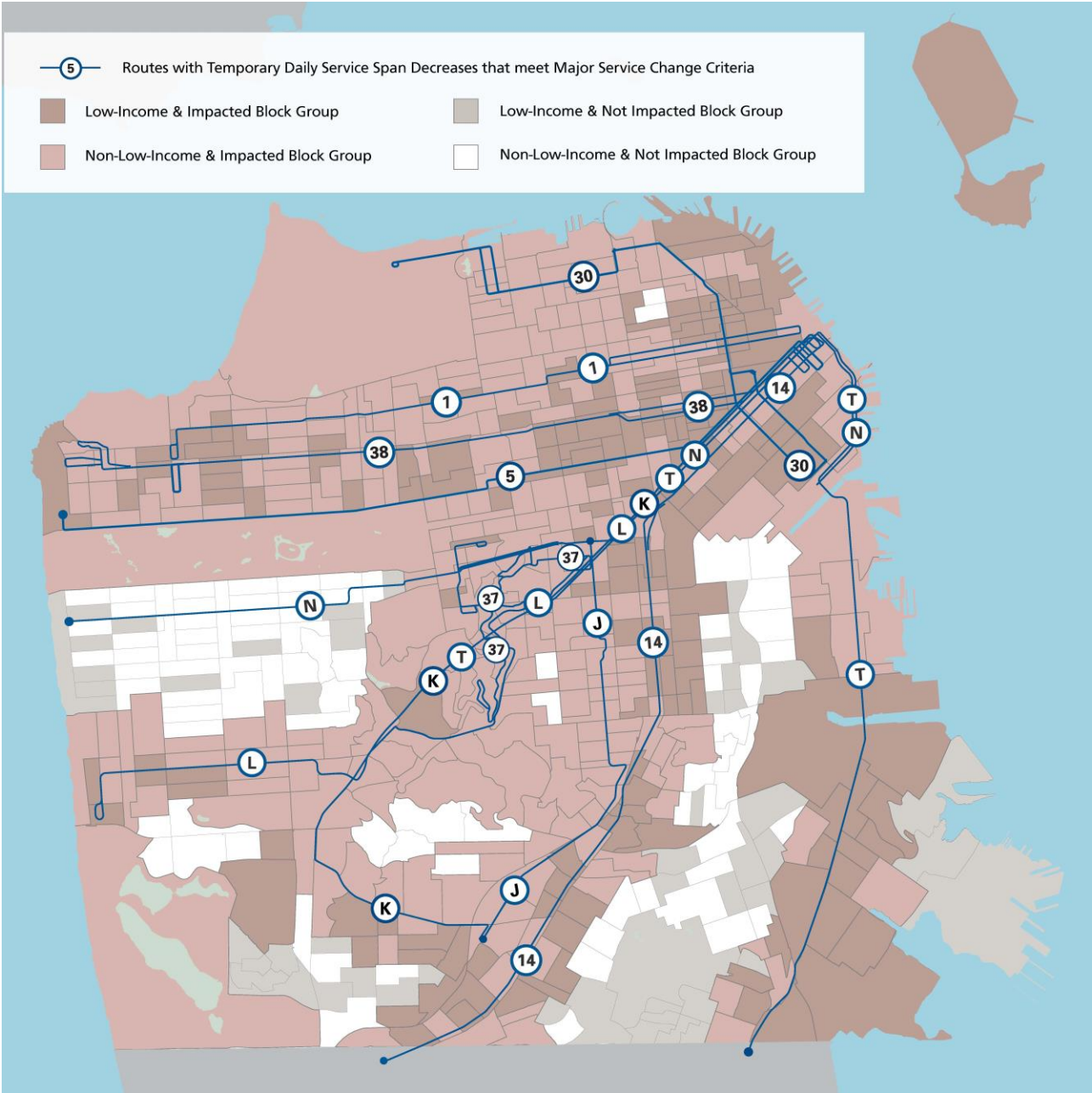
² Residents are counted in the total impacted population as many times as the number of routes for which they are considered to be in the service area. For routes where the service span change met the major service change criteria for both the weekday and the weekend, the population impacted by the change was counted once since the changes are occurring on the same route.

Figure 9: Temporary Daily Service Span Decreases – Major Service Changes in Effect March 2021 & 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 (59%)
 - **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 10: Temporary Daily Service Span Decreases – Major Service Changes in Effect March 2021 & 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

F. Route-Level Daily Service Span Increases

The COVID-19 Temporary Service Plan as of March 2021 includes six temporary route-level daily service span increases (on a total of four routes), compared to the service that was in place in March 2020 prior to the initial COVID-19 service reductions, that meet the SFMTA's major service change criteria. These temporary daily service span increases and the populations determined to be impacted by these changes are summarized in Table 8 and are shown in the maps in Figure 11 and Figure 12. Figure 11 also shows the Census Block groups where people of color make up a larger proportion than in the city's overall population. Figure 12 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 69% of the impacted population. Since this proportion is not eight or more percentage points lower than the proportion people of color make up of the citywide population (59%), the temporary daily service span increases are found to not result in a disparate impact.

People living in low-income households make up 28% of the impacted population. Since this proportion is not eight or more percentage points lower than the proportion living in low-income households make up of the citywide population (21%), the temporary daily service span increases are found to not result in a disproportionate burden.

Table 8: Temporary Daily Service Span Increases – Major Service Changes in Effect March 2021

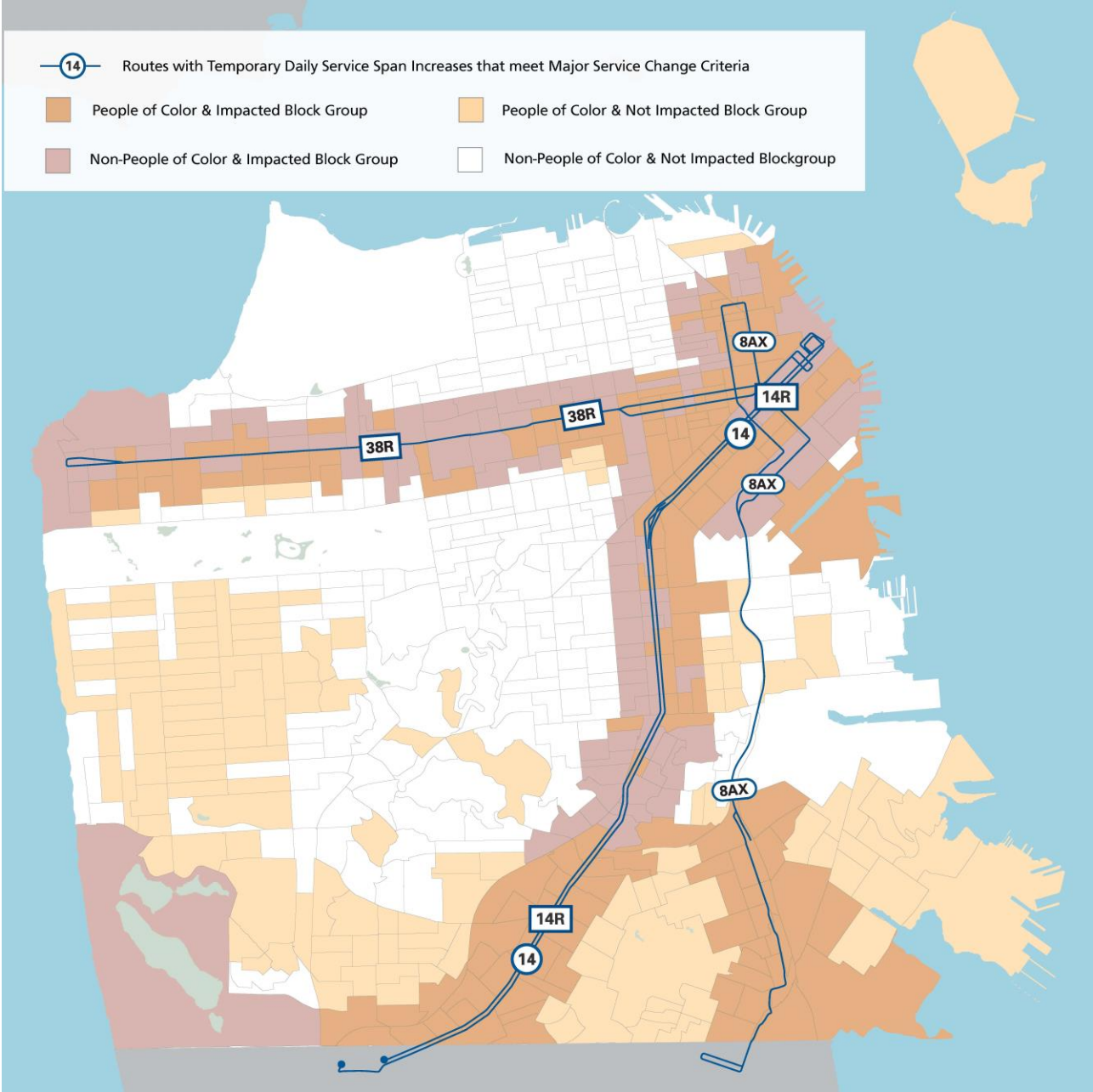
Route ²		Change in Daily Service Span (Hours)	Impacted Population (Within 0.25 Miles of a Stop)	% People of Color ¹	% Low-income ¹
Weekday²					
8AX	Bayshore Express	9.50	62,609	77%	37%
14	Mission Owl	3.32	121,421	71%	26%
14R	Mission Rapid	4.00	102,560	72%	26%
Weekend²					
14	Mission Owl	3.13	2	2	2
14R	Mission Rapid	5.25	2	2	2
38R	Geary Rapid	6.25	101,667	60%	27%
Total Impacted Population (within 0.25 Miles) ^{1,2}			388,257	69%	28%
Citywide Population ¹				59%	21%
Difference in Percentage Points				+10	+7
Disparate Impact? (Difference of 8 or more percentage points lower for service increases?)				No	
Disproportionate Burden? (Difference of 8 or more percentage points lower for service increases?)					No

Notes: ¹ Data Source: U.S. Census Bureau 2015-2019 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. For routes where the service span

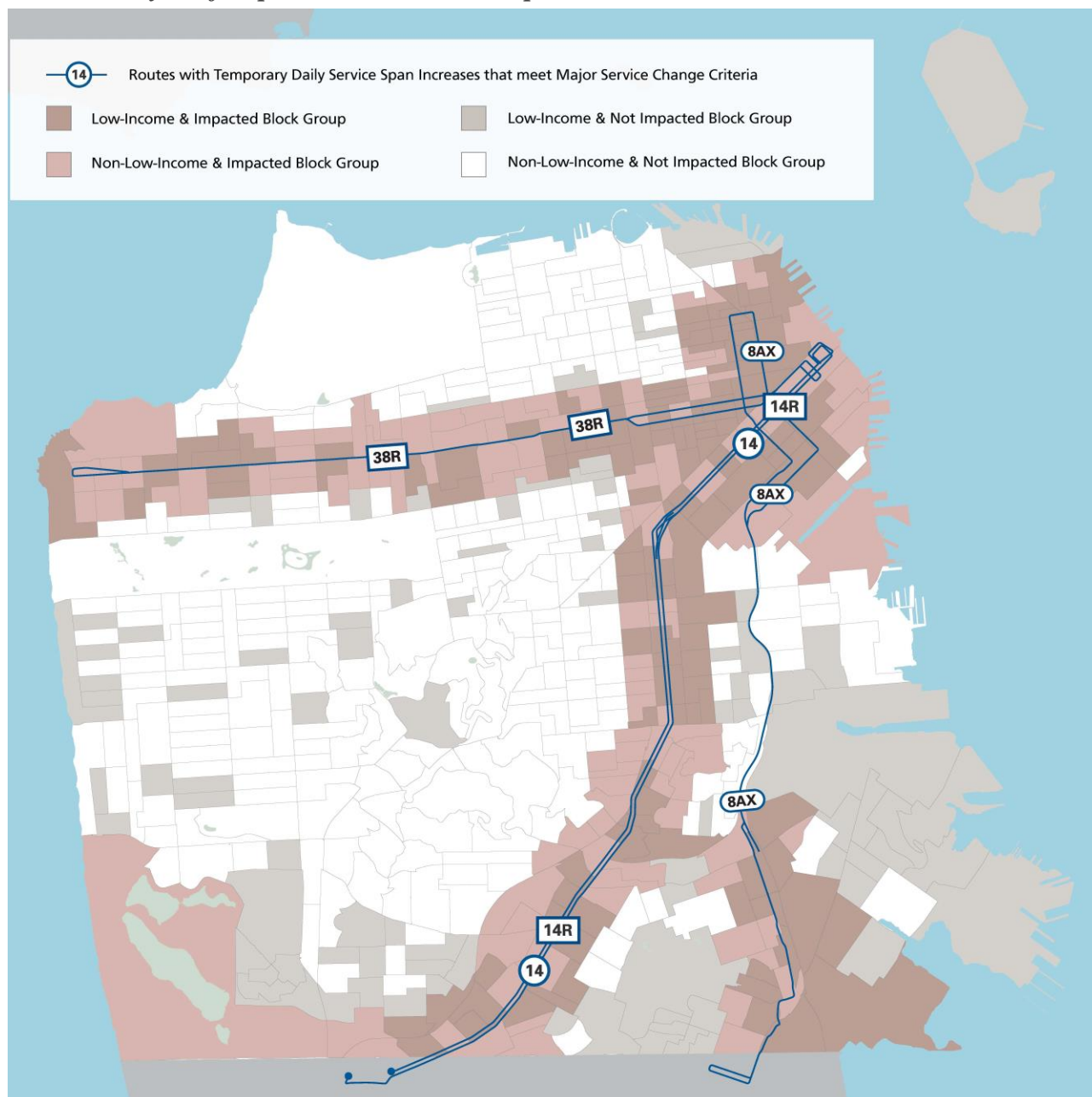
change met the major service change criteria for both the weekday and the weekend, the population impacted by the change was counted once since the changes are occurring on the same route.

Figure 11: Temporary Daily Service Span Increases – Major Service Changes in Effect March 2021 & 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 (59%)
 - **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 12: Temporary Daily Service Span Increases – Major Service Changes in Effect March 2021 & 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

G. Summary Analysis and Findings

The temporary route suspensions, route additions, frequency changes, and service span changes that were in place in March 2021 have resulted in Muni service providing 30% fewer revenue service

hours than what was provided in March 2020 prior to the pandemic, meeting the systemwide major service change criteria. The system changes were then broken down and analyzed at the route-level. Changes that met the route-level major service change criteria were grouped by major service change category and 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 change categories that resulted in service decreases, the proportion of people of color and the proportion of 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 change categories that resulted in service increases, the proportion of people of color and the proportion of 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 is found. These findings are summarized in Table 9.

Table 9: Summary of Findings for Service Equity Analysis

Major Service Change Type	No. of Routes that meet Major Service Change Criteria	Service Decreases			Service Increases		
		No. of Routes	Disparate Impact?	Disproportionate Burden?	No. of Routes	Disparate Impact?	Disproportionate Burden?
Route Miles	47	42	No	No	5	No	No
Revenue Hours	9	4	No	No	5	No	No
Service Span	14	10	No	No	4	No	No

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.

Given the rapidly changing environment and the need to implement changes quickly, the SFMTA employed a range of communication methods to provide accessible, updated customer information to the extent possible. Outreach strategies included:

- Deploying on-site Ambassadors, including individuals with bilingual skills, at targeted locations on an ongoing basis and throughout the system when service was being adjusted;

- Establishing a dedicated, multilingual information page at sfmta.com/covid-19, which centralized the agency's COVID-19 information, including up-to-date information on the routes in service;
- Posting multilingual signage at transit stops;
- Providing multilingual announcements on Muni vehicles;
- Distributing multilingual informational fliers and handouts at more than one hundred community-based organizations, at pop-ups in parks and public gathering spaces in neighborhoods identified by the Muni Service Equity Strategy across the city and via neighborhood canvassing efforts;
- Providing briefings to stakeholders, including attending virtual community meetings;
- Issuing blog posts and social media posts; and,
- Engaging in traditional media outreach through press releases, newspaper ads and radio and television public service announcements, including neighborhood papers and on radio in Spanish and Chinese.

A. Stakeholder Feedback

Throughout the pandemic, the SFMTA received extensive feedback through various channels from various stakeholders regarding the COVID-19 service adjustments. For example, the SFMTA received Customer Service Reports through 311 requesting service changes for specific routes to expand access and address crowding and pass-ups. Customers also posted comments on the agency's blog posts and on the SFMTA's Twitter account inquiring about service changes.

Staff also engaged front-line staff including transit operators and held numerous meetings with various advocacy groups, District Supervisors' offices, and members of business, merchant and neighborhood groups. Among the groups included were Senior and Disability Action, the SFMTA's Multimodal Accessibility Advisory Committee, the SFMTA's Transportation Working Group, Walk San Francisco, the San Francisco Bicycle Coalition, the West Portal Merchants, the Greater West Portal Neighborhood Association and the San Francisco Transit Riders. Starting in August 2020, agency staff participated in biweekly Tenderloin Community Benefit District, Tenderloin People's Congress and Tenderloin Traffic Safety Task Force meetings.

SFMTA staff tracked the feedback received to help inform the decision-making process regarding which routes to restore when resources allowed.

B. Service Restoration Methodology

As resources allowed, restoring transit service was based on prioritizing providing service along routes that more often serve people of color, members of low-income households, and/or those who are dependent upon transit service; where crowding data showed the higher frequencies would allow for greater physical distancing; that provide service to critical services such as hospitals and grocery stores; and that have enabled the agency to provide coverage to as much of San Francisco as possible. Another primary source of information was the critical feedback received from customers, operators, and other important stakeholders. The following routes have been restored in some form since the initial temporary COVID-19 Core Service Network went into effect:

- 5 Fulton
- 7 Haight-Noriega

- 8AX Bayshore Express
- 9R Bayshore
- 12 Folsom/Pacific (on a temporarily modified route)
- 15 Bayview-Hunters Point Express (new route)
- 27 Bryant (on a temporarily modified route)
- 28 19th Avenue (on a temporarily modified route)
- 30 Stockton (on a temporarily modified route)
- 33 Ashbury
- 37 Corbett
- 43 Masonic (on a temporarily modified route)
- 45 Union-Stockton
- 48 Quintara-24th Street (on a temporarily modified route)
- 54 Felton
- 55 Dogpatch (55 16th Street route was renamed and modified in conjunction with changes to the 22 Fillmore)
- 67 Bernal Heights
- J Church (on a temporarily modified route)
- M Ocean View (on a temporarily modified route)

The agency will continue to incorporate stakeholder feedback to the extent possible as the agency works to restore service, when resources allow, in order to provide San Franciscans with as much service as possible considering the constraints on the agency's resources.

VI. Summary

Based on the Title VI Service Equity Analysis conducted, the transit service changes that comprise the current COVID-19 Temporary Service Plan that was in place in March 2021 are not found to disparately impact communities of color or disproportionately burden low-income populations when compared to transit service in effect in March 2020.