

# **Appendix E**

## **2014 Transit Effectiveness Project (TEP) Service Changes Title VI Report**

---

**San Francisco Municipal Transportation Agency (SFMTA)**

**March 2014**

## Table of Contents

I.	Background.....	1
II.	SFMTA’s Title VI-related Policies and Definitions.....	2
	Major Service Change Policy .....	2
	Disparate Impact Policy .....	2
	Disproportionate Burden Policy .....	3
	Stakeholder Outreach and Engagement.....	3
	Adverse Effect.....	3
	Definition of Minority .....	4
	Definition of Low Income.....	4
III.	Transit Effectiveness Project Summary.....	4
	Major TEP Goals .....	5
IV.	Proposed Service and Route Changes.....	5
	Frequency Change Summary .....	6
	Route Change Summary.....	9
	Route Additions .....	9
	Route Elimination.....	9
	Route Segment Changes - A change in route-miles of 25 percent or more, where the route moves more than a quarter mile.....	9
V.	Service Change Analysis.....	11
	Frequency Change Analysis .....	11
	Methodology.....	11
	Survey Summary.....	11
	Increased Frequency Change Results – Disparate Impact Analysis for Minority Populations .....	12
	Increased Frequency Change Results – Disproportionate Burden Analysis on Low Income Populations.....	16
	Decreased Frequency Change Results – Disparate Impact Analysis on Minority Populations .....	19
	Decreased Frequency Change Results – Disproportionate Burden Analysis on Low-Income Populations.....	21
	Frequency Change Summary.....	23
	Route Change Analysis .....	23
	Methodology.....	23
	Analyzed Transit Lines.....	24
	Proposed Route Addition and Extension Results – Disparate Impact Analysis for Minority Populations.....	25
	Proposed Route Addition and Extension Results – Disproportionate Burden Analysis on Low-Income Populations.....	27
	Proposed Route and Segment Elimination Results – Disparate Impact Analysis on Minority Populations.....	29
	Proposed Route and Segment Elimination Results – Disproportionate Burden Analysis on Low-Income Populations.....	31
	Route Change Summary .....	33

VI. Outreach Summary.....	33
Results of Outreach.....	36
VII. Summary .....	37

## **I. Background**

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 analysis within this document responds to the reporting requirements contained in the Federal Transit Administration's (FTA) Circular 4702.1B, "Title VI and Title VI-Dependent Guidelines," which provides guidance to transit agencies serving large urbanized areas and requires that these agencies "shall evaluate significant system-wide service and fare changes and proposed improvements at the planning and programming stages to determine whether these changes have a discriminatory impact." (Circular 4702.1B, Chapter IV-10) The FTA requires that transit providers evaluate the effects of service and fare changes on low-income populations in addition to Title VI-protected populations.

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 running the San Francisco Municipal Railway, known universally as "Muni." Muni is the largest transit system in the Bay Area and the eighth largest in the nation, with over 700,000 passenger boardings per day and serving approximately 215 million customers a year. The Muni fleet includes: historic streetcars, 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, the historic streetcar line, 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.

This Title VI document includes:

- SFMTA's Board approved disparate impact and disproportionate burden policies, as well as a summary of the public outreach and engagement process employed in the development of these policies;
- A description of the proposed service changes and background on why the changes are being proposed;
- A data analysis based on ridership survey data and U.S. Census data to determine the number and percent of users impacted by service change proposals: minority, low-income and overall ridership;
- An analysis of potential impacts on minority and/or low-income customers;
- A summary of public outreach and engagement efforts and how these efforts influenced service change proposals.

## II. SFMTA's Title VI-related Policies and Definitions

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

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

In response to Circular 4702.1B, SFMTA developed the following 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 low income and minority communities. The following are SFMTA's Major Service Change Policy, Disparate Impact Policy, and Disproportionate Burden Policy:

### *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:

- A schedule change (or series of changes) resulting in a system-wide change in annual revenue hours of five percent or more proposed 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.

### *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.

#### *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 minority and low-income communities. SFMTA will evaluate positive impact proposals together and negative impact proposals together.

#### Stakeholder Outreach and Engagement

As part of the SFMTA's process to develop the proposed policies, SFMTA conducted a multilingual stakeholder outreach campaign to receive input on the proposed policies and engage the public in the decision making process for adoption of these policies by the SFMTA Board. This effort included presentations to the SFMTA Citizens Advisory Council (CAC) and Muni Accessible Advisory Committee (MAAC), as well as two public workshops. The workshops were promoted through email, telephone calls to community groups and in nine languages on the SFMTA website. Outreach was also targeted to approximately 30 Community Based Organizations and transportation advocates with broad representation among low-income and minority communities. Staff also offered to meet with some community groups if they were unable to attend the public workshops. In addition staff presented the Title VI recommendations at the SFMTA Board of Directors meeting on Tuesday, July 16, 2013. The policies were approved at the Board of Directors meeting on August 20, 2013. A copy of the SFMTA Board of Directors resolution approving the Title VI policy is provided in Appendix A.

#### *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 Title VI Circular, "an adverse effect is measured by the change between the existing and proposed service levels that would be deemed significant." For this Title VI analysis, an adverse effect may be deemed significant in accordance with SFMTA's Major Service Change definition and must negatively impact minority and low-income populations. An adverse effect may be found if:

- 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.

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

And the proposed changes negatively impact minority and low-income populations.

*Definition of Minority*

For the purpose of the Title VI analysis, minority is defined as a person who self-identifies as any race/ethnicity other than white. Minority includes those self-identifying as multi-racial including white.

*Definition of Low Income*

SFMTA defines low income as a person self-reporting their household income at 200% below the 2013 Federal poverty level. The table below shows the 2013 household income levels meeting the 200% Federal poverty level threshold. This definition of low income matches SFMTA’s criteria for Lifeline Muni passes for low-income households in San Francisco.

Household Size	Household Income 200% of the 2013 Federal Poverty Level
1	\$22,980
2	\$31,020
3	\$39,060
4	\$47,100
5	\$55,140
6	\$63,180
7	\$71,220
8	\$79,260
For each additional person, add:	\$8,040

**III. Transit Effectiveness Project Summary**

The Transit Effectiveness Project (TEP) is a major SFMTA initiative to improve Muni and meet our City’s Transit First goals - originally adopted by the Board of Supervisors in 1973, and reaffirmed by voters in 1999, 2007, and 2010. The Transit First Policy and the SFMTA Strategic Plan are geared towards making more attractive and encouraging the use of more sustainable modes like transit, walking, bicycling, and taxis, which will allow San Francisco to continue to grow and flourish into the future.

The TEP’s focus is Muni: the transit backbone of a transportation-rich system that connects all modes and all people, but also—unfortunately—a system that has failed to keep pace with a changing San Francisco. By way of an extensive planning process supported by data,

technical expertise, deep engagement with the community at various levels, and critical lessons learned through the implementation of pilot projects, the TEP represents the first major evaluation of San Francisco's mass transit system in thirty years. While the project is focused on resolving existing issues with Muni service that highly impact the customer's experience, the policies and data analysis methodologies will help Muni identify and respond to the needs of all San Franciscans into the future.

As a result of the extensive data collection, analysis, and public feedback, the TEP identified two key issues that need attention:

- (1) The frequency and layout of existing routes need to be updated to match current travel patterns and address crowding.
- (2) The service that Muni provides is slow and unreliable.

To address these problems, staff developed numerous strategies, including proposals for specific service changes that would improve neighborhood connectivity, reduce transit travel times, increase capacity on crowded routes, and increase reliability. Specifically, the service change proposals seek to **increase overall transit service by 12%** above today's levels between July 2014 and July 2016, redesign routes to streamline travel and improve efficiency, enhance neighborhood connections, increase frequency on popular routes, reduce crowding, modify or discontinue low-ridership routes and segments, and expand limited-stop service. The TEP proposals were initially developed in 2008 during the planning phase of the TEP; however, staff re-evaluated and refined them as part of the development of the TEP EIR Project Description and again over the last few months in order to capture more recent land use and ridership trends. Overall, service change proposals were developed for a large percentage of Muni routes and would distribute benefits citywide, with a focus on communities with the greatest needs.

In addition to service changes, the TEP includes specific capital project recommendations to improve service reliability and travel times by up to 20%. These capital projects include projects such as expanding transit only lanes across San Francisco, expanding bus stop zones through bus stop bulb outs and larger stops, and consolidating bus stops along select corridors.

#### *Major TEP Goals*

The major goals of the TEP are to:

- Improve Muni travel speed, reliability and safety
- Make Muni a more attractive transportation mode
- Improve cost-effectiveness of Muni operations
- Implement the City's Transit First Policy

#### **IV. Proposed Service and Route Changes**

The Transit Effectiveness Project (TEP) proposes increasing service levels by 12% systemwide, making route changes, starting new routes, and eliminating current routes across the Muni system. The proposed changes trigger several criteria in SFMTA's Major Service Change definition:



- A schedule change (or series of changes) resulting in a system-wide change in annual revenue hours of five percent or more proposed at one time or over a rolling 24 month period
- Adding or eliminating a route
- A change in route-miles of 25 percent or more, where the route moves more than a quarter mile

*Frequency Change Summary*

The TEP proposes a 12% increase in service over today's service levels. Under the proposals, 41 Muni lines are proposed for a service increase out of 75 total Muni lines (55% of all Muni lines). Only four lines are proposed for frequency decreases.

The following page summarizes the frequency changes by route.

## TEP Frequency Change Table

Line	AM			Midday			PM		
	7:00am to 9:00am			9:00am to 4:00pm			4.00pm to 6.00pm		
	Change	Proposed (Min)	Current (Min)	Change	Proposed (Min)	Current (Min)	Change	Proposed (Min)	Current (Min)
1 California	No Change	7	7	No Change	5	5	Increase	6	7
2 Clement	Increase	7.5	12	Increase	10	20	Increase	7.5	12
3 Jackson	Decrease	15	12	Decrease	20-30	20	Decrease	15	12
5 Fulton	Increase	3	4	Increase	0	8	Increase	3.5	4.5
8AX Bayshore 'A' Express	Increase	6	7.5	No Change	--	--	Increase	7	7.5
8BX Bayshore 'B' Express	Increase	6	8	No Change	--	--	Increase	7	7.5
8X Bayshore Express	No Change	--	--	Increase	7.5	9	No Change	--	--
9 San Bruno	Increase	10	12	No Change	12	12	Increase	10	12
9L San Bruno Limited	Increase	10	12	No Change	12	12	Increase	10	12
10 Townsend	Increase	6	20	Increase	10	20	Increase	6	20
14L Mission Limited	Increase	7.5	9	No Change	9	9	Increase	7.5	9
14X Mission Express	Increase	7.5	8	No Change	0	0	Increase	7.5	10
17 Parkmerced	Increase	20	30	Increase	20	30	Increase	15	30
21 Hayes	Increase	8	9	No Change	12	12	Increase	9	10
22 Fillmore	Increase	6	9	Increase	7.5	10	No Change	8	8
24 Divisadero	Increase	9	10	No Change	10	10	Increase	9	10
28 19th Avenue	Increase	9	10	Increase	9	12	Increase	9	10
28L 19th Avenue Limited	Increase	9	10	Increase	9	12	Increase	9	0
29 Sunset	Increase	8	9	No Change	15	15	No Change	10	10
30 Stockton	No Change	4	4	No Change	4	4	No Change	4	4
30X Marina Express	Increase	4	4.5	No Change	--	--	Increase	7	7.5
31 Balboa	No Change	12	12	No Change	15	15	Increase	12	14
33 Stanyan	Increase	12	15	No Change	12	15	Increase	12	15

Line	AM			Midday			PM		
	7:00am to 9:00am			9:00am to 4:00pm			4.00pm to 6.00pm		
	Change	Proposed (Min)	Current (Min)	Change	Proposed (Min)	Current (Min)	Change	Proposed (Min)	Current (Min)
35 Eureka	Increase	20	30	Increase	20	30	No Change	20	20
37 Corbett	No Change	15	15	No Change	20	20	Increase	15	20
38 Geary	Increase	6	6.5	Increase	7.5	8	Increase	6	6.5
38L Geary Limited	Increase	5	5.5	Increase	5	5.5	Increase	5	5.5
41 Union	Increase	7	8	No Change	--	--	Increase	7	8
43 Masonic	Increase	8	10	No Change	12	12	Increase	10	12
44 O'Shaughnessy	Increase	7.5	10	No Change	12	12	Increase	8	9
47 Van Ness	Increase	7.5	10	No Change	9	9	Increase	7.5	10
48 Quintara/24th Street	Decrease	15	12	No Change	15	15	Decrease	15	12
52 Excelsior	No Change	20	20	Increase	20	30	No Change	20	20
54 Felton	Increase	15	20	No Change	20	20	Increase	15	20
71L Haight/Noriega Limited	Increase	7	10	Increase	8	12	Increase	7	10
F Market & Wharves	Decrease	7.5	6.5	Decrease	6	5	Increase	5	6
J Church	Increase	8	9.5	No Change	10	10	No Change	9	9
K Ingleside	Increase	8	9	No Change	10	10	Increase	8	9
L Taraval	Increase	7.5	8	No Change	10	10	No Change	7.5	7.5
M Oceanview	Increase	8.5	9	No Change	10	10	Increase	8.5	9
N Judah	Increase	5.5	7	No Change	10	10	Increase	6	7
T Third Street	Increase	8	9	No Change	10	10	Increase	8	9

### *Route Change Summary*

In addition to frequency changes, several routes are proposed to have route changes including one route elimination (with all segments of this route served by other routes) and two additional new routes. Only routes that qualify as a Major Service Change under the SFMTA's Title VI policy are described below. To qualify as a Major Service Change, the route change must result in:

- A new additional route or a route elimination
- A change in route-miles of 25 percent or more, where the route moves more than a quarter mile

### Route Additions

**E Embarcadero:** The E Embarcadero is a proposed historic streetcar line operating from Fisherman's Wharf along the Embarcadero waterfront to the Caltrain Station located on King Street at 4<sup>th</sup> Street.

**11 Downtown Connector:** The new 11 Downtown Connector will provide service from the northern waterfront to the Mission District via North Beach, the Financial District, and SoMa. The route will operate primarily on North Point Street, Powell Street, Columbus Avenue, Sansome Street, Second Street, Harrison Street, and Folsom Street. The route will take over service on streets where the former 12 Folsom/Pacific operated in the Financial District, SOMA and the Mission District as well as the 47 Van Ness on North Point Street.

### Route Elimination

**12 Folsom/Pacific:** The 12 Folsom/Pacific is proposed for elimination. *All* segments of the 12 Folsom/Pacific route will be covered by the new 11 Downtown Connector or increased frequencies on other lines. Service on Pacific Street will be covered by the 10 Sansome (Townsend) and service from Sansome Street to the southern terminus will be covered by the 11 Downtown Connector. Both routes are proposed to operate at a higher frequency than the current service on the 12 Folsom/Pacific.

### Route Segment Changes - A change in route-miles of 25 percent or more, where the route moves more than a quarter mile

**10 Sansome:** Under the TEP proposal, the renamed 10 Townsend line will be rerouted from Townsend Street, Rhode Island Street, and 17<sup>th</sup> Street to serve the growing Mission Bay area via 4<sup>th</sup> Street, 7<sup>th</sup> Street, Irwin Street, and Mission Bay Boulevard. The 47 Van Ness line will be rerouted to maintain service coverage on Townsend Street.

**17 Parkmerced:** The 17 Parkmerced will be realigned and expanded to serve not only Parkmerced and West Portal but also Daly City BART and the perimeter of Lake Merced. The route will be extended to serve discontinued segments of the 18 46<sup>th</sup> Avenue along Sloat Boulevard, Skyline Boulevard, John Muir Drive, and Lake Merced Drive. The proposed route will no longer operate on Arballo Drive, 19<sup>th</sup> Avenue, Garces Drive, and Gonzalez Drive.

**18 46<sup>th</sup> Avenue:** In order to streamline the 18 Line and facilitate faster connections between 46<sup>th</sup> Avenue and Stonestown Mall and the M Oceanview light rail line, the route will discontinue service around Lake Merced on Skyline Boulevard, John Muir Drive, and Lake Merced Boulevard. These segments will be covered by expanded 17 Parkmerced service.

**22 Fillmore:** In order to provide a direct connection from the 16<sup>th</sup> Street BART Station and the Mission District to Mission Bay, the 22 Fillmore is proposed to operate on 16<sup>th</sup> Street to 3<sup>rd</sup> Street and serve the Mission Bay area. The line would no longer serve 17<sup>th</sup> Street, 18<sup>th</sup> Street, 20<sup>th</sup> Street, Connecticut Street, or Wisconsin Street. The 33 Stanyan line will be rerouted to provide coverage on these segments.

**28L 19<sup>th</sup> Avenue Limited:** Service on the 28L will be concentrated in the Richmond and Sunset and extended to Balboa Park BART Station and the Mission/Geneva corridor via Brotherhood Way, Interstate 280, and Geneva Avenue in the proposal. The portion of the route in the Marina and in the Presidio along Lombard Street, Laguna Street, Presidio Avenue, and Letterman Drive would be eliminated. The route extension to the Mission/Geneva corridor will provide a key link between the Outer Mission and the western portion of San Francisco.

**33 Stanyan:** With the 22 Fillmore reroute into Mission Bay along 16<sup>th</sup> Street and 3<sup>rd</sup> Street, the 33 Stanyan is proposed to provide service on Connecticut Street, Wisconsin Street, 3<sup>rd</sup> Street, 18<sup>th</sup> Street, and 20<sup>th</sup> Street that will be left without service by the rerouted 22 Fillmore line. This reroute to serve portions of the former 22 Fillmore line will result in a discontinuation of 33 Stanyan service on Potrero Avenue between 16<sup>th</sup> Street and Cesar Chavez Street. Service on the 9/9L San Bruno lines will be increased to improve service on Potrero Avenue.

**35 Eureka:** Service on the 35 Eureka will be extended from Farnum, Addison, and Moffitt Streets to Glen Park BART Station via Miguel, Chenery, Diamond, Bosworth, and Wilder Streets. The extension will connect the Castro, Noe Valley, and Glen Park to the Glen Park BART Station and Glen Park neighborhood.

**47 Van Ness:** Under the TEP proposal, service on North Point Street would be discontinued and covered by the new 11 Downtown Connector. Service on 4<sup>th</sup> Street, 5<sup>th</sup> Street, Harrison Street, and Bryant Street would be discontinued and covered by the 9 San Bruno, new 11 Downtown Connector, and 27 Bryant lines. 47 Van Ness service would be rerouted to provide a faster connection between Caltrain and Van Ness Avenue via Division Street, 11<sup>th</sup> Street, and Townsend Street.

**52 Excelsior:** The 52 Excelsior is proposed for extension on the southern end of the route to the Balboa Park BART Station and Phelan Loop (San Francisco City College) via Naples and Geneva Streets. Service will be discontinued on Brazil, Prague, and Grande Streets.

## **V. Service Change Analysis**

For the Title VI review, this document analyzes the impacts of the proposed service and route changes to Muni routes on minority and low-income customers.

### *Frequency Change Analysis*

#### Methodology

To analyze the impacts of the proposed frequency changes on minority and low-income Muni customers, customer on-board survey data was used. For past Title VI analyses, SFMTA has used the most recent United States Census data available on the most detailed level – block groups for ethnicity/race and tracts for household income. Route level customer survey data however provides a more accurate portrait of who uses Muni service and who would be impacted by the proposed changes. U.S. Census data provides information on the general demographics of an area surrounding a transit line but may not accurately reflect the ridership of a specific Muni line. A summary of the on-board survey is provided below.

The survey data showed that 58% of Muni customers self-identify as a minority and 42% identify as a non-minority. These results match the 2010 U.S. Census data for San Francisco resident demographics.

According to survey data, 51% of customers reported that they live in a low-income household (making less than 200% of the 2013 Federal poverty level) and 49% reported living in non-low income households. These results are in contrast to the U.S. Census data which reports that only 31% of San Francisco residents reported living in households making less than 200% of the 2013 Federal poverty level demonstrating that Muni serves an important transportation need for low income San Francisco residents.

#### Survey Demographic Results:

- Percent Minority Customers: 58%
- Percent Low Income Customers: 51%

On-board customer survey data was used to determine the number of low income and minority customers relative to the total ridership by line. For lines with proposed service frequency increases, the number of low-income (for purposes of determining disproportionate burden) and the number of minority customers (for purposes of determining disparate impact) were totaled for all lines with proposed frequency increases. The proportion of low-income and minority customers impacted by the proposed changes was compared to the systemwide low-income and minority customer proportions to determine a disproportionate burden or disparate impact. The same process was followed for proposed service frequency decreases.

#### Survey Summary

An on-board customer survey was distributed to Muni customers including Light Rail and Cable Car customers from March 24, 2013 through May 25, 2013. The survey was administered by Corey, Canapary, & Galanis Research. Hired surveyors boarded Muni routes and offered questionnaires to all customers on the buses, light rail trains, and cable cars. Completed customer surveys were then collected by the surveyors (who stayed onboard during the ride).

Specific steps were taken to ensure the highest possible response rate. This included: using professional/experienced onboard multi-lingual surveyors, printing the questionnaire in English, Spanish and Chinese, offering an online completion option, and providing a business reply mail-back option for persons who did not have time to complete the survey onboard.

Over 22,000 surveys were completed and achieved statistically reliable data on the systemwide level, route level, and time of day level. Overall, the margin of error is +/- 0.66% at the 95% confidence level. The data is not statistically significant at the route segment level.

The survey asked demographics questions for race/ethnicity, household income, household size, gender, age, vehicle ownership, and other information including fare type used on the trip and origin/destination information. A copy of the survey is provided in Appendix B.

Increased Frequency Change Results – Disparate Impact Analysis for Minority Populations  
 Transit service increases are proposed on 41 lines. Based on customer survey data, over 311,000 minority riders from a total of 537,000 minority and non-minority MUNI customers will benefit from the proposed transit service increases. In other words, the survey data indicates that 58% of the total numbers of riders who will benefit from the proposed transit service increases are minority customers. This matches the Muni average systemwide average for minority customers of 58% and is within the 8% disparate impact threshold. As a result, no disparate impact on minority customers is found as a result of the proposed service increases.

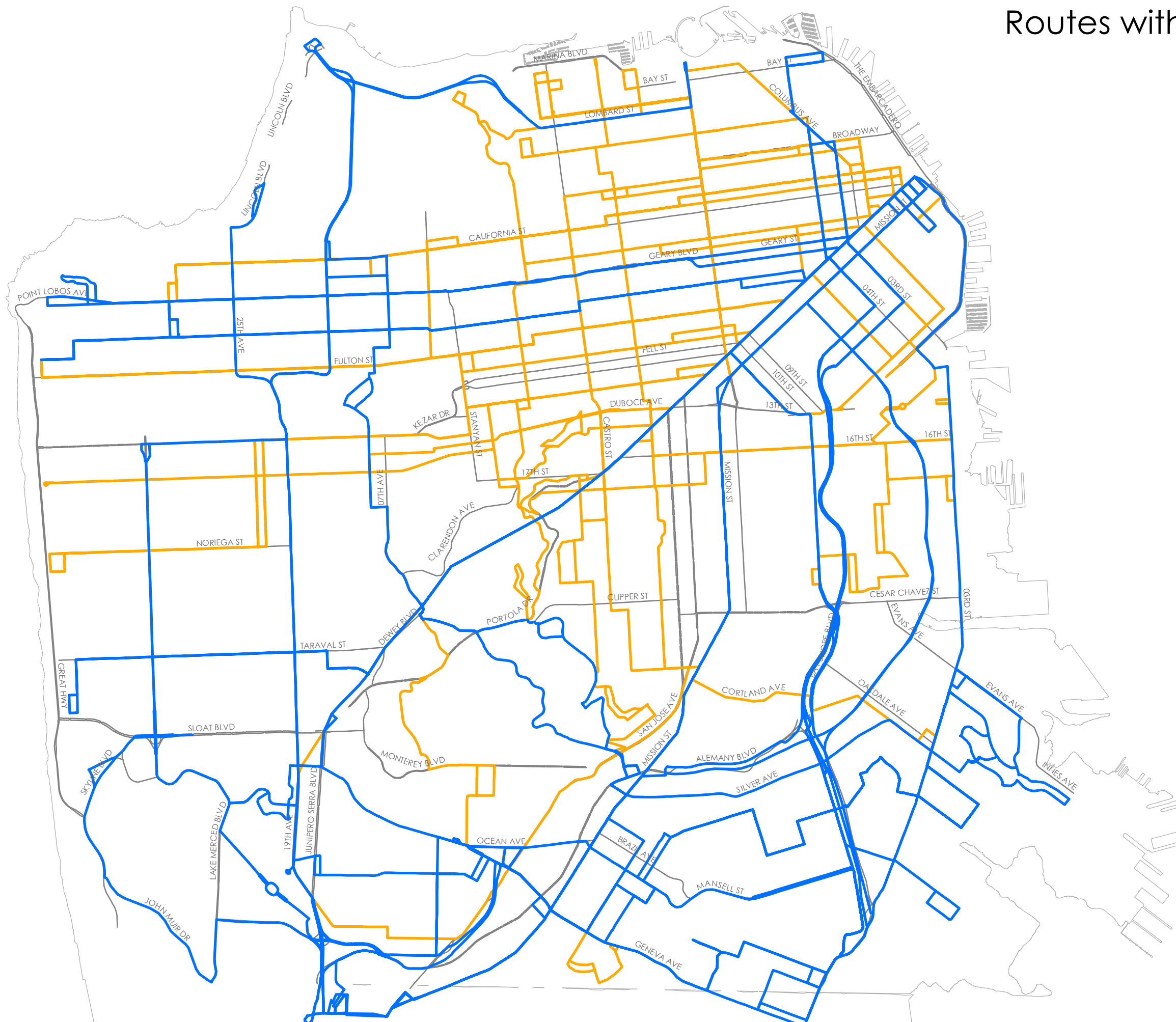
Line	Average Weekday Riders	% Minority	% Non-Minority	Minority Riders	Non-Minority Riders
1 California	26,025	44%	57%	11,321	14,704
2 Clement	5,677	44%	56%	2,521	3,156
5 Fulton	19,702	50%	50%	9,801	9,901
8AX Bayshore 'A' Express	4,507	84%	16%	3,781	726
8BX Bayshore 'B' Express	5,535	84%	16%	4,643	892
8X Bayshore Express	21,850	84%	16%	18,328	3,522
9 San Bruno	11,474	77%	23%	8,815	2,659
9L San Bruno Limited	6,674	77%	23%	5,128	1,546

<b>Line</b>	<b>Average Weekday Riders</b>	<b>% Minority</b>	<b>% Non-Minority</b>	<b>Minority Riders</b>	<b>Non-Minority Riders</b>
10 Townsend	5,854	43%	57%	2,534	3,320
14L Mission Limited	16,243	76%	24%	12,279	3,964
14X Mission Express	2,622	76%	24%	1,982	640
17 Parkmerced	1,269	68%	32%	863	406
21 Hayes	7,935	45%	55%	3,603	4,332
22 Fillmore	17,269	52%	48%	8,975	8,294
24 Divisadero	11,958	51%	49%	6,078	5,880
28 19th Avenue	12,974	62%	38%	8,002	4,972
28L 19th Avenue Limited	2,246	62%	38%	1,385	861
29 Sunset	19,473	74%	26%	14,495	4,978
30 Stockton	26,617	51%	49%	13,670	12,947
30X Marina Express	2,675	19%	81%	498	2,177
31 Balboa	10,090	65%	35%	6,581	3,509
33 Stanyan	7,105	54%	46%	3,826	3,279
35 Eureka	821	44%	56%	361	460
37 Corbett	2,565	37%	63%	956	1,609
38 Geary	26,691	58%	42%	15,476	11,215
38L Geary Limited	26,691	56%	44%	14,911	11,780
41 Union	3,244	31%	69%	989	2,255
43 Masonic	13,222	54%	46%	7,195	6,027
44 O'Shaughnessy	15,467	75%	25%	11,622	3,845
47 Van Ness	12,577	50%	50%	6,302	6,275
52 Excelsior	2,350	63%	37%	1,476	874
54 Felton	6,452	92%	8%	5,957	495
71 Haight/Noriega	10,048	48%	52%	4,773	5,275
71L Haight/Noriega Limited	2,049	48%	52%	973	1,076
F Market & Wharves	23,208	48%	52%	11,051	12,157
J Church	14,767	49%	51%	7,255	7,512
K Ingleside	17,581	59%	41%	10,381	7,200
L Taraval	28,816	58%	42%	16,834	11,982
M Oceanview	26,920	56%	44%	15,046	11,874
N Judah	41,439	48%	52%	19,782	21,657
T Third Street	16,171	68%	32%	11,031	5,140
Total	536,853			311,481	225,372
<b>Percent Impacted</b>				<b>58%</b>	<b>42%</b>



<b>Line</b>	<b>Average Weekday Riders</b>	<b>% Minority</b>	<b>% Non-Minority</b>	<b>Minority Riders</b>	<b>Non-Minority Riders</b>
<b>Systemwide Average</b>				<b>58%</b>	<b>42%</b>
<b>Disparate Impact?</b>	<b>No</b>				

# Routes with Proposed Increased Frequency



Route Considered:

— Minority

— Non-Minority

Minority Designated Route – A minority designated route is a route where the proportion of customers self-identifying as a minority exceeds the Muni systemwide average of minority customers.

0 0.5 1 2 Miles

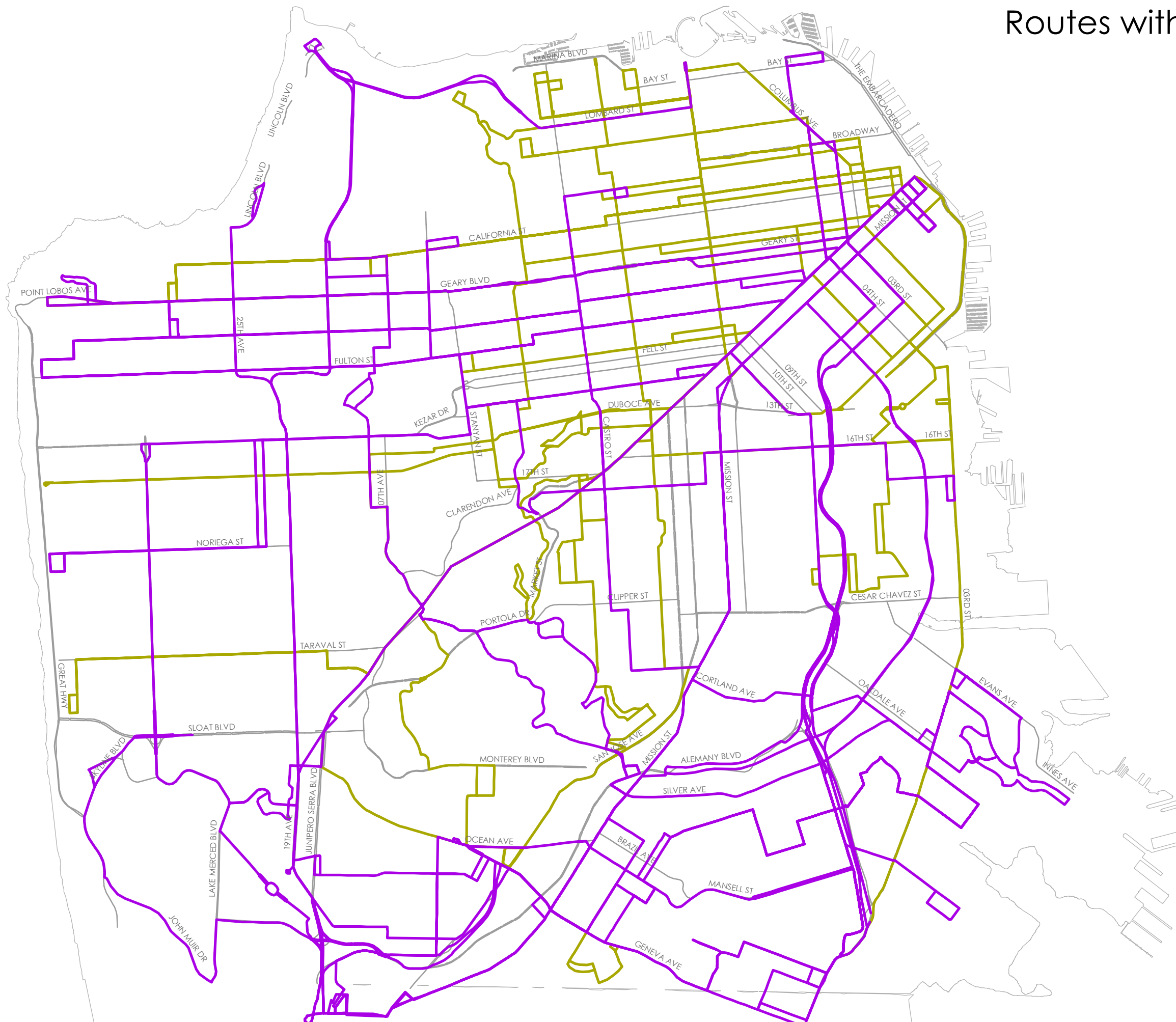
Increased Frequency Change Results – Disproportionate Burden Analysis on Low Income Populations

Based on customer survey data, approximately 275,000 low-income customers from a total 537,000 low-income and non-low income MUNI customers will benefit from the proposed transit service increases. In other words, the survey data indicates that 51% of total numbers of MUNI customers who will benefit from the proposed transit service increases are low income. This matches the Muni average systemwide average for low-income household customers of 51% and is within the 8% disproportionate burden threshold. As a result, no disproportionate burden on low-income customers is found as a result of the proposed service increases.

Line	Average Weekday Riders	% Low Income	% Non-Low Income	Low Income Riders	Non-Low Income Riders
1 California	26,025	36%	64%	9,413	16,612
2 Clement	5,677	29%	71%	1,628	4,049
5 Fulton	19,702	51%	49%	10,122	9,580
8AX Bayshore 'A' Express	4,507	71%	29%	3,201	1,306
8BX Bayshore 'B' Express	5,535	71%	29%	3,931	1,604
8X Bayshore Express	21,850	71%	29%	15,519	6,331
9 San Bruno	11,474	75%	25%	8,645	2,829
9L San Bruno Limited	6,674	75%	25%	5,028	1,646
10 Townsend	5,854	25%	75%	1,490	4,364
14L Mission Limited	16,243	78%	22%	12,667	3,576
14X Mission Express	2,622	78%	22%	2,045	577
17 Parkmerced	1,269	63%	37%	795	474
21 Hayes	7,935	42%	58%	3,352	4,583
22 Fillmore	17,269	47%	53%	8,173	9,096
24 Divisadero	11,958	51%	49%	6,112	5,846
28 19th Avenue	12,974	63%	37%	8,113	4,861
28L 19th Avenue Limited	2,246	63%	37%	1,405	841
29 Sunset	19,473	71%	29%	13,784	5,689
30 Stockton	26,617	47%	53%	12,392	14,225
30X Marina Express	2,675	3%	97%	91	2,584
31 Balboa	10,090	64%	36%	6,408	3,682
33 Stanyan	7,105	51%	49%	3,635	3,470
35 Eureka	821	36%	64%	298	523
37 Corbett	2,565	26%	74%	670	1,895
38 Geary	26,691	57%	43%	15,320	11,371

<b>Line</b>	<b>Average Weekday Riders</b>	<b>% Low Income</b>	<b>% Non-Low Income</b>	<b>Low Income Riders</b>	<b>Non-Low Income Riders</b>
38L Geary Limited	26,691	43%	57%	11,566	15,125
41 Union	3,244	12%	88%	375	2,869
43 Masonic	13,222	51%	49%	6,696	6,526
44 O'Shaughnessy	15,467	64%	36%	9,887	5,580
47 Van Ness	12,577	43%	57%	5,432	7,145
52 Excelsior	2,350	54%	46%	1,276	1,074
54 Felton	6,452	79%	21%	5,109	1,343
71 Haight/Noriega	10,048	54%	46%	5,396	4,652
71L Haight/Noriega Limited	2,049	54%	46%	1,100	949
F Market & Wharves	23,208	38%	62%	8,860	14,348
J Church	14,767	39%	61%	5,687	9,080
K Ingleside	17,581	48%	52%	8,392	9,189
L Taraval	28,816	45%	55%	13,034	15,782
M Oceanview	26,920	56%	44%	15,008	11,912
N Judah	41,439	36%	64%	15,035	26,404
T Third Street	16,171	49%	51%	7,877	8,294
Total	536,853			274,967	261,886
<b>Percent Impacted</b>				<b>51%</b>	<b>49%</b>
<b>Systemwide Average</b>				<b>51%</b>	<b>49%</b>
<b>Disproportionate Burden?</b>	<b>No</b>				

# Routes with Proposed Increased Frequency



Route Considered:

— Low Income

— Non Low Income

Low Income Designated Route – A low income designated route is a route where the proportion of customers self-reporting household income 200% below the federal poverty level exceeds the Muni systemwide average of customers with household income 200% below the federal poverty level.

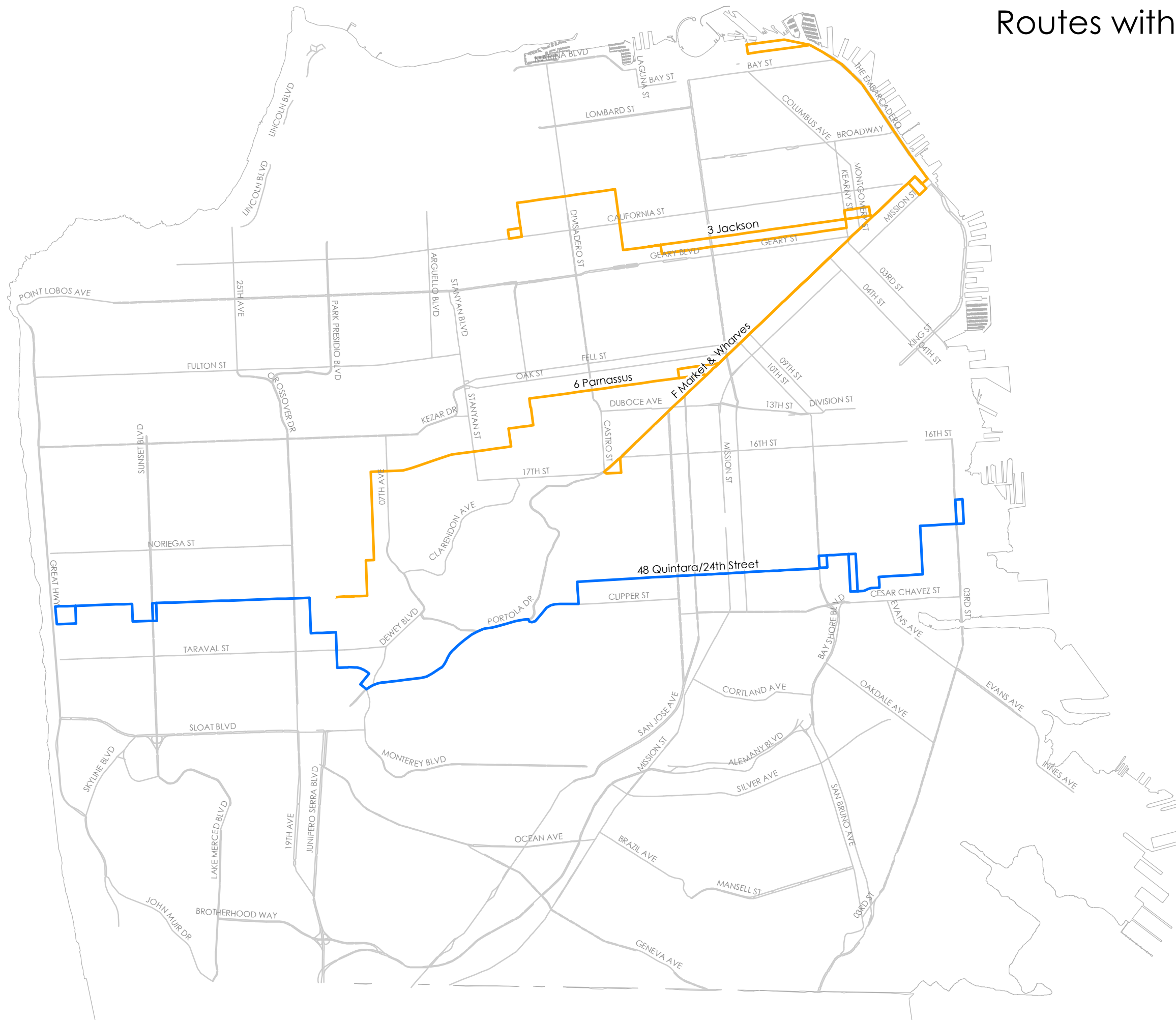
0 0.5 1 2 Miles

Decreased Frequency Change Results – Disparate Impact Analysis on Minority Populations

Service frequency decreases are proposed on only four lines. Approximately 44,000 total Muni customers will be impacted by the proposed changes. Based on customer survey data, approximately 21,500 of the total 44,000 customers on these four transit lines identify as a minority or only 49% of the total. These lines are significantly less minority than the system as a whole (58%) and as a result, no disparate impact on minority customers is found as a result of the proposed service decreases.

<b>Line</b>	<b>Average Weekday Riders</b>	<b>% Minority</b>	<b>% Non-Minority</b>	<b>Minority Riders</b>	<b>Non-Minority Riders</b>
3 Jackson	4,048	48%	52%	1,947	2,101
6 Parnassus	7,697	38%	62%	2,904	4,793
48 Quintara/24th Street	8,723	63%	37%	5,519	3,204
F Market & Wharves	23,208	48%	52%	11,051	12,157
<b>Total</b>	<b>43,676</b>			<b>21,421</b>	<b>22,255</b>
<b>Percentage</b>				<b>49%</b>	<b>51%</b>
<b>System Average</b>				<b>58%</b>	<b>42%</b>
<b>Disparate Impact?</b>	<b>No</b>				

# Routes with Proposed Decreased Frequency



Route Considered:

— Minority

— Non-Minority

Minority Designated Route – A minority designated route is a route where the proportion of customers self-identifying as a minority exceeds the Muni systemwide average of minority customers.



Decreased Frequency Change Results – Disproportionate Burden Analysis on Low-Income Populations

Based on customer survey data, approximately 18,000 of the total 44,000 customers impacted by the service decrease proposals live in low-income households or 42% of the total. The impacted lines are higher income than the system as a whole (51% low income customers systemwide compared to only 42% low income on the proposed lines) and as a result, no disproportionate burden on low-income customers is found as a result of the proposed service decreases.

<b>Line</b>	<b>Average Weekday Riders</b>	<b>% Low Income</b>	<b>% Non Low Income</b>	<b>Low Income Riders</b>	<b>Non-Low Income Riders</b>
3 Jackson	4,048	35%	65%	1,402	2,646
6 Parnassus	7,697	38%	62%	2,896	4,801
48 Quintara/24th Street	8,723	58%	42%	5,047	3,676
F Market & Wharves	23,208	38%	62%	8,860	14,348
Total	43,676			18,206	25,470
<b>Percent Impacted</b>				<b>42%</b>	<b>58%</b>
<b>Systemwide Average</b>				<b>51%</b>	<b>49%</b>
<b>Disproportionate Burden?</b>	<b>No</b>				

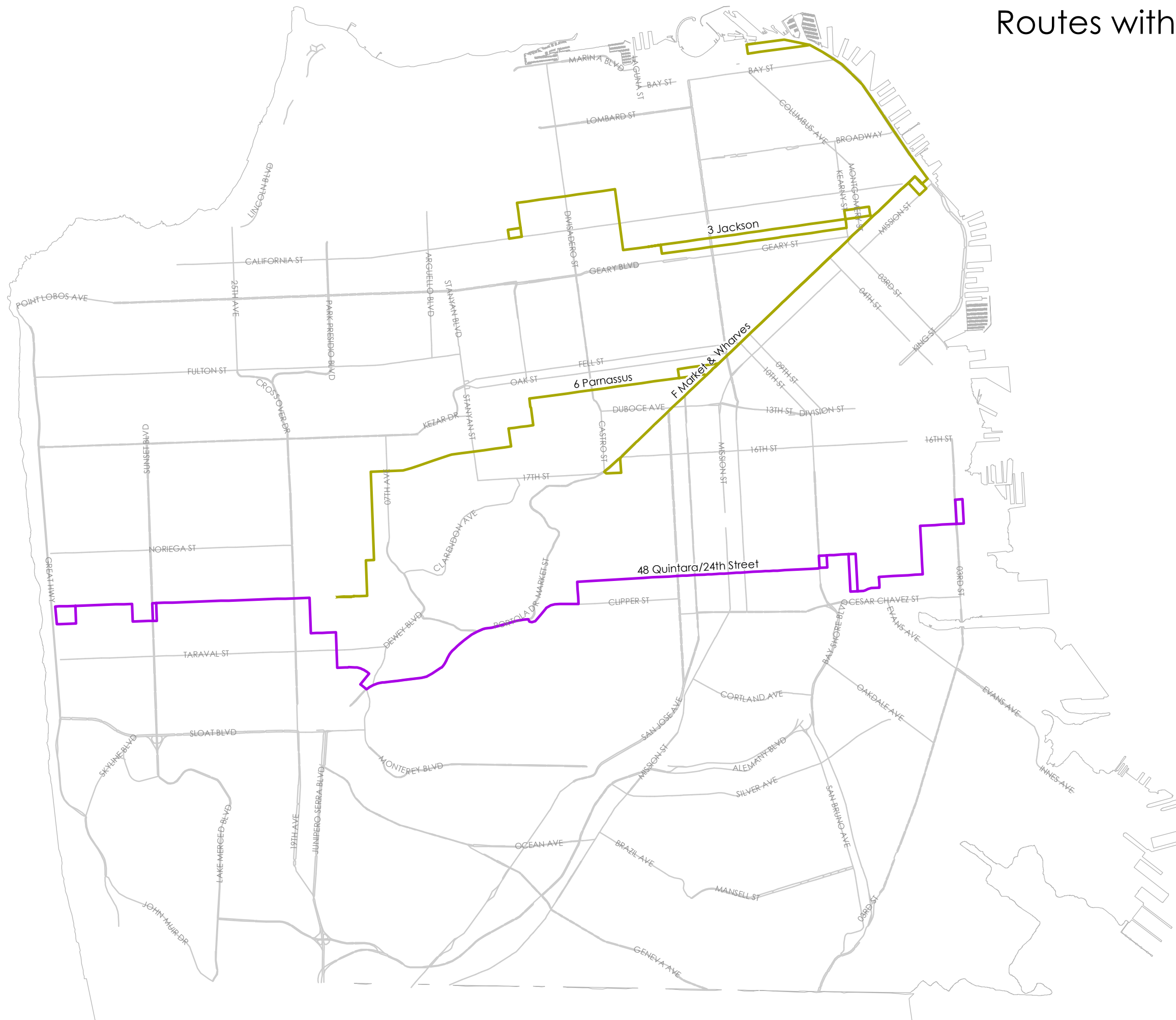


# Routes with Proposed Decreased Frequency

Route Considered:

— Low Income

— Non Low Income



Low Income Designated Route – A low income designated route is a route where the proportion of customers self-reporting household income 200% below the federal poverty level exceeds the Muni systemwide average of customers with household income 200% below the federal poverty level.



Frequency Change Summary

For proposed frequency increases, increased service is distributed equitably across customers and no disparate impact or disproportionate burden has been found. The proposed frequency decreases have a higher impact on non-minority and non-low income customers and as a result, no disparate impact or disproportionate burden has been found.

Proposed service increases are equitably distributed among minority, non-minority, low-income, and non-low income customers and proposed frequency decreases more heavily impact non-minority and higher income households. As a result, no adverse impacts have been found.

	<b>Total Population Impacted</b>	<b>% Minority</b>	<b>% Low Income</b>	<b>Disparate Impact?</b>	<b>Disproportionate Burden?</b>
Proposed Frequency Increases	536,853	58%	51%	No	No
Proposed Frequency Decreases	43,676	49%	42%	No	No

*Route Change Analysis*

Methodology

Although the SFMTA relied on customer survey data for the above frequency change analysis, the SFMTA used the U.S. Census data to evaluate route segment extensions or route segment eliminations because the ridership data from the on-board customer survey was not designed to be statistically significant on the route segment level (it is statistically significant at the route level) and additional ridership survey data was not collected. For example, when a route is proposed for extension on to a street or into an area without existing transit service, the agency did not collect ridership survey data to determine who would be impacted by the service extension. 2010 U.S. Census data was used as a proxy for assessing impacts to minority and low income customers realizing that not all members of these populations would be impacted by the proposed route changes. U.S. Census data is used on the most detailed level available – block groups for ethnicity/race and Census tracts for household income.

To assess the impacts of route change proposals, all route segment expansions and eliminations including the addition of two new lines and the elimination of one line meeting the SFMTA Major Service Change Policy were mapped. U.S. Census demographic information was analyzed on the Census tract or block group level for all tract or block groups within a quarter of a mile of the impacted route segments. Using the Census data, the number of low income and minority residents within an impacted Census tract or block group was determined. For proposed route expansions, the number of low income and minority residents was totaled for all Census tracts or block groups surrounding all route

segment expansions. The proportion of low income and minority residents impacted by the proposed changes was compared to the San Francisco city low income and minority resident proportions based on 2010 U.S. Census data to determine a disparate impact or disproportionate burden. The same process was followed for proposed route segment eliminations. The populations for all route expansions were analyzed together and the populations of all route segment eliminations were analyzed together.

Route change proposals under the TEP included proposals for extending and removing portions of individual lines. For lines with a route extension and elimination, the absolute value of the route mile change was added together (length of extension + length of elimination) to determine if the total change in miles exceeded 25% of the current route length. In these cases, the extended route segments will be analyzed with all other route extensions and route elimination segments will be analyzed with all other route elimination segments.

According to the 2010 U.S. Census data for San Francisco, 58% of San Francisco residents self-identified as a minority and 31% of residents reported that they live in a low income household (making less than 200% of the Federal poverty level).

2010 U.S. Census Demographics:

- Percent Minority Residents: 58%
- Percent Low Income Residents: 31%

Analyzed Transit Lines

According to the SFMTA Major Service Change definition, new routes, eliminated routes, and a change in route-miles of 25 percent or more, where the route moves more than a quarter mile, qualify as a Major Service Change and must be analyzed under Title VI. Based on the TEP proposals, 12 lines meet the criteria. All route additions (new segments and new lines) are analyzed together and all route and segment eliminations are analyzed together. As a result, segments of each line may appear in both the route addition analysis and route elimination analysis.

<b>Route</b>	<b>Reason for Analysis</b>
E Embarcadero	New Route
10 Sansome	Total Change in Route Miles of 25% or more
11 Downtown Connector	New Route
12 Folsom/Pacific	Discontinued Route
17 Parkmerced	Total Change in Route Miles of 25% or more
18 46 <sup>th</sup> Avenue	Total Change in Route Miles of 25% or more
22 Fillmore	Total Change in Route Miles of 25% or more
28L 19 <sup>th</sup> Avenue Limited	Total Change in Route Miles of 25% or more

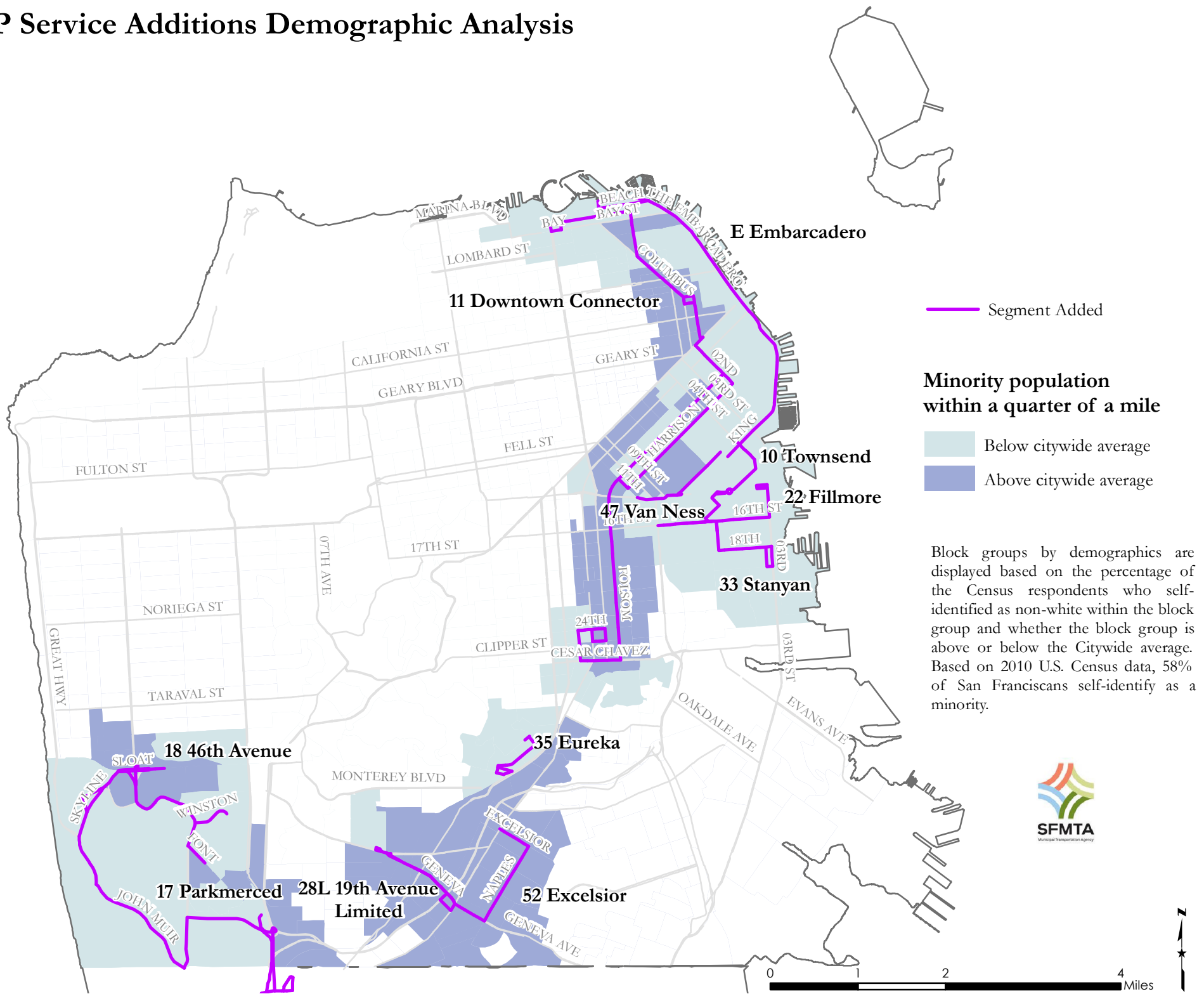
Route	Reason for Analysis
33 Stanyan	Total Change in Route Miles of 25% or more
35 Eureka	Total Change in Route Miles of 25% or more
47 Van Ness	Total Change in Route Miles of 25% or more
52 Excelsior	Total Change in Route Miles of 25% or more

Proposed Route Addition and Extension Results – Disparate Impact Analysis for Minority Populations

Based on the analysis of Census Block Groups within a quarter of a mile of the additional route segments, over 380,000 people benefit from the proposed route segment additions and over 238,000 of the total self-identified as a minority on the 2010 U.S. Census or 63%. As a result, the proposed route additions/extensions provide a higher benefit to minority populations than the citywide average of 58%. No disparate impact is found.

Line	Total Population	% Minority	% Non-Minority	Minority Population	Non-Minority Population
E Embarcadero	40,815	49%	51%	19,983	20,832
10 Sansome	18,026	50%	50%	9,006	9,020
11 Downtown Connector	123,785	58%	42%	71,718	52,067
17 Parkmerced	30,364	65%	35%	19,625	10,739
18 46th Avenue	14,682	60%	41%	8,740	5,942
22 Fillmore	12,130	50%	50%	6,089	6,041
28L 19th Avenue Limited	32,214	88%	12%	28,244	3,970
33 Stanyan	21,660	48%	52%	10,479	11,181
35 Eureka	16,653	57%	43%	9,434	7,219
47 Van Ness	15,863	56%	44%	8,943	6,920
52 Excelsior	53,948	85%	15%	45,909	8,039
Total	380,140			238,170	141,970
Percent Impacted				63%	37%
Systemwide Average				58%	42%
Disparate Impact?	No				

# TEP Service Additions Demographic Analysis

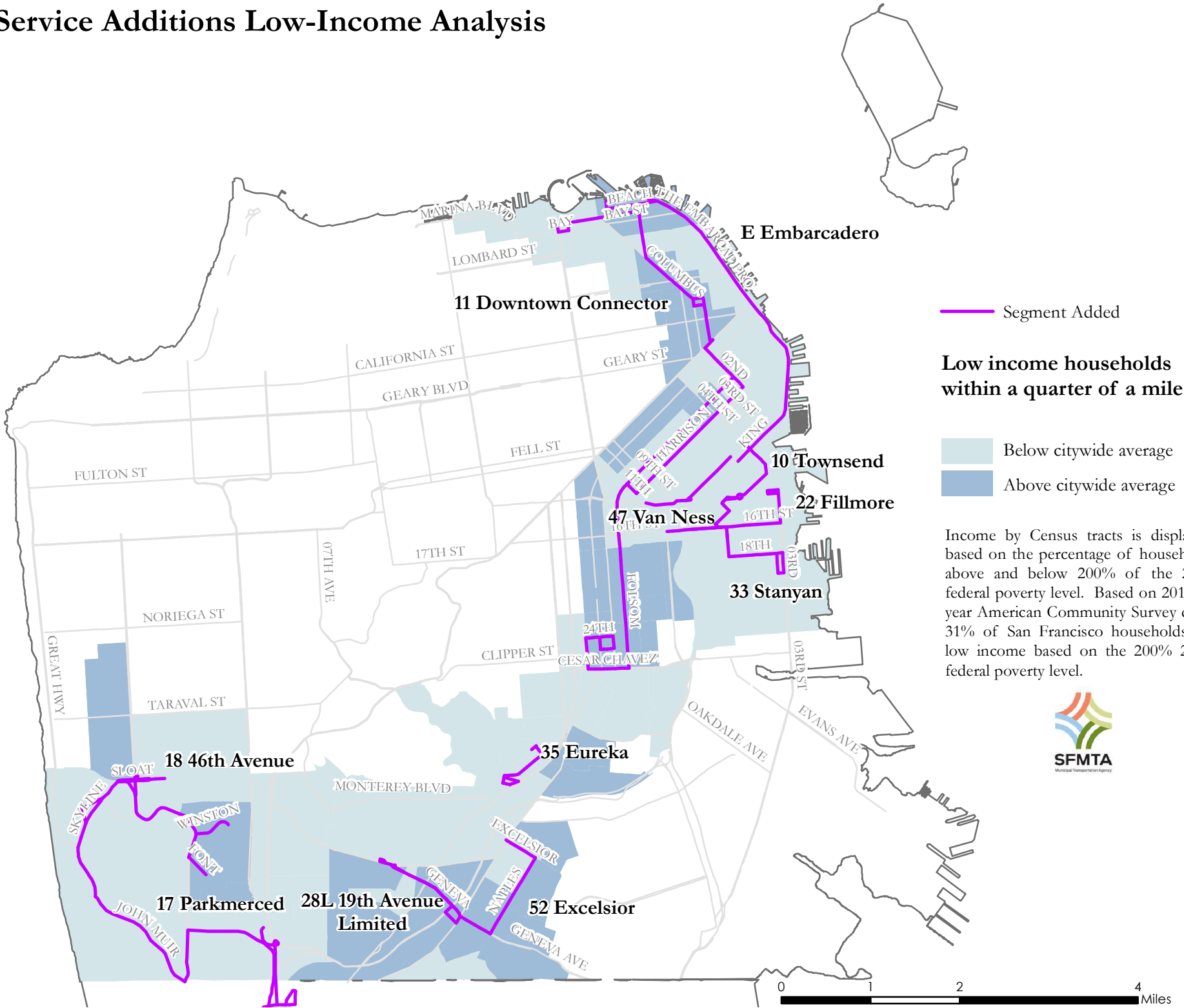


Proposed Route Addition and Extension Results – Disproportionate Burden Analysis on Low-Income Populations

Based on the analysis of Census Tracts within a quarter of a mile of the additional route segments, over 209,000 households benefit from the proposed route segment additions and over 61,000 of the total reported household incomes below 200% of the federal poverty level on the 2010 U.S. Census or 29%. Based on Census data, 31% of households are low-income in San Francisco. Because 29% is within 8% of the citywide average of low-income households, no disproportionate burden is found.

<b>Line</b>	<b>Total Population</b>	<b>% Low Income</b>	<b>% Non-Low Income</b>	<b>Low Income Population</b>	<b>Non-Low Income Population</b>
E Embarcadero	26,380	29%	71%	7,576	18,804
10 Sansome	13,892	15%	85%	2,099	11,793
11 Downtown Connector	63,404	35%	65%	21,986	41,418
17 Parkmerced	18,855	28%	72%	5,312	13,543
18 46th Avenue	8,732	29%	71%	2,543	6,189
22 Fillmore	8,123	17%	83%	1,349	6,774
28L 19th Avenue Limited	16,652	34%	66%	5,672	10,980
33 Stanyan	13,452	21%	79%	2,786	10,666
35 Eureka	11,407	27%	73%	3,041	8,366
47 Van Ness	6,954	20%	80%	1,412	5,542
52 Excelsior	21,239	35%	66%	7,338	13,901
<b>Total</b>	<b>209,090</b>			<b>61,114</b>	<b>147,976</b>
Percent Impacted				29%	71%
Systemwide Average				31%	69%
Disproportionate Burden?	No				

# TEP Service Additions Low-Income Analysis



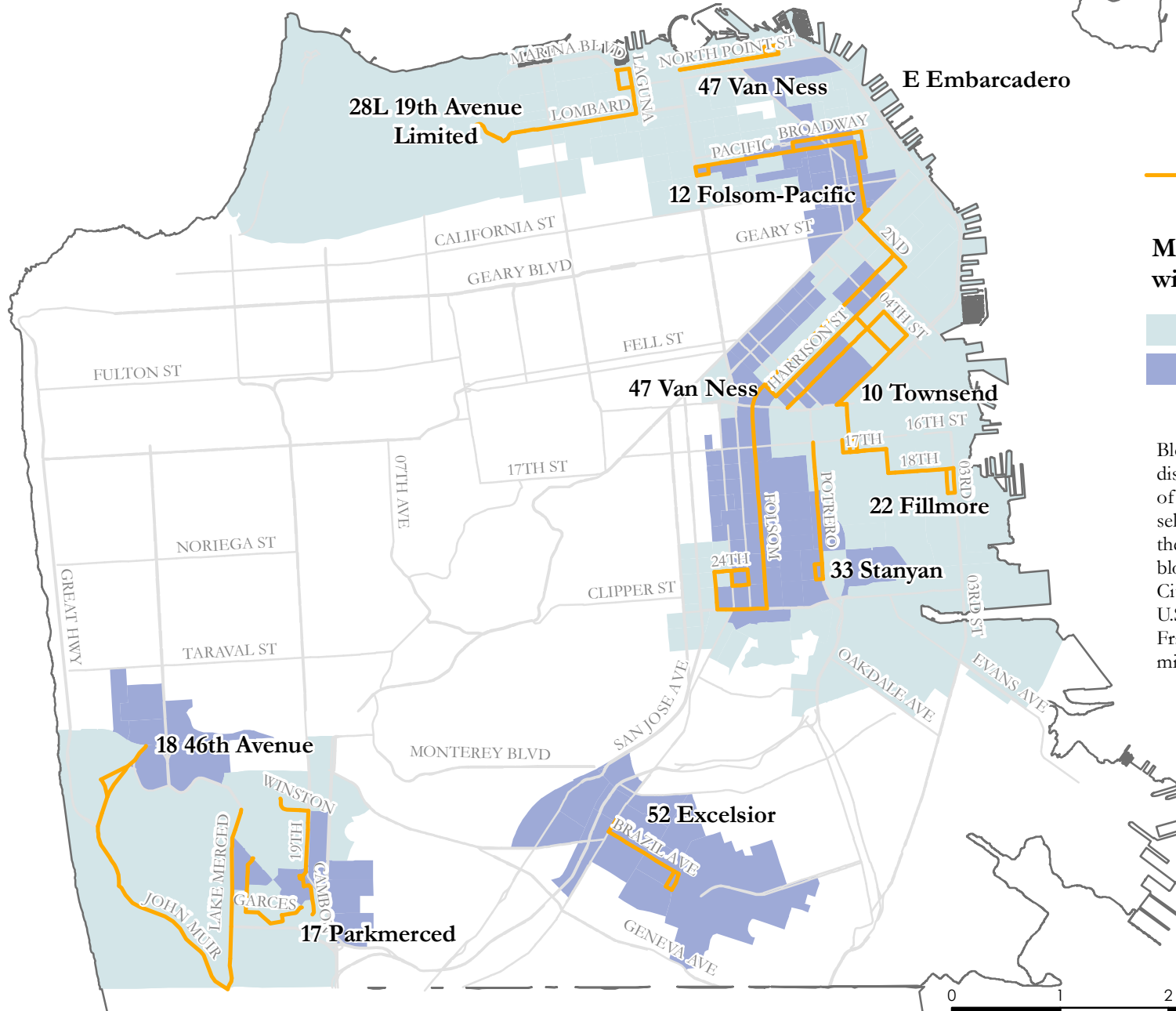
Proposed Route and Segment Elimination Results – Disparate Impact Analysis on Minority Populations

Based on the analysis of Census Block Groups within a quarter of a mile of the eliminated route segments, approximately 324,000 people are impacted by the proposed route segment eliminations and 176,000 of the total people self-identified as a minority or 54% of the total. This is below the citywide average minority population of 58% and as a result, the proposed route segment eliminations impact fewer minority people than the citywide average. No disparate impact is found.

<b>Line</b>	<b>Total Population</b>	<b>% Minority</b>	<b>% Non-Minority</b>	<b>Minority Population</b>	<b>Non-Minority Population</b>
10 Sansome	19,077	50%	50%	9,546	9,531
12 Folsom/Pacific	132,588	58%	42%	76,491	56,097
17 Parkmerced	18,851	60%	40%	11,327	7,524
18 46th Avenue	18,389	59%	41%	10,794	7,595
22 Fillmore	17,976	46%	55%	8,180	9,796
28L 19th Avenue Limited	27,459	20%	80%	5,560	21,899
33 Stanyan	26,304	57%	43%	15,096	11,208
47 Van Ness	39,571	48%	52%	19,148	20,423
52 Excelsior	23,859	84%	16%	19,986	3,873
Total	324,074			176,128	147,946
Percent Impacted				54%	46%
Systemwide Average				58%	42%
Disparate Impact?	No				



# TEP Service Removal Demographic Analysis

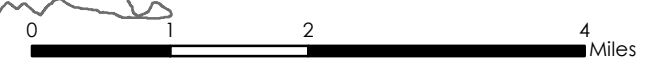


— Segment Removed

**Minority population within a quarter of a mile**

- Below citywide average
- Above citywide average

Block groups by demographics are displayed based on the percentage of the Census respondents who self-identified as non-white within the block group and whether the block group is above or below the Citywide average. Based on 2010 U.S. Census data, 58% of San Franciscans self-identify as a minority.

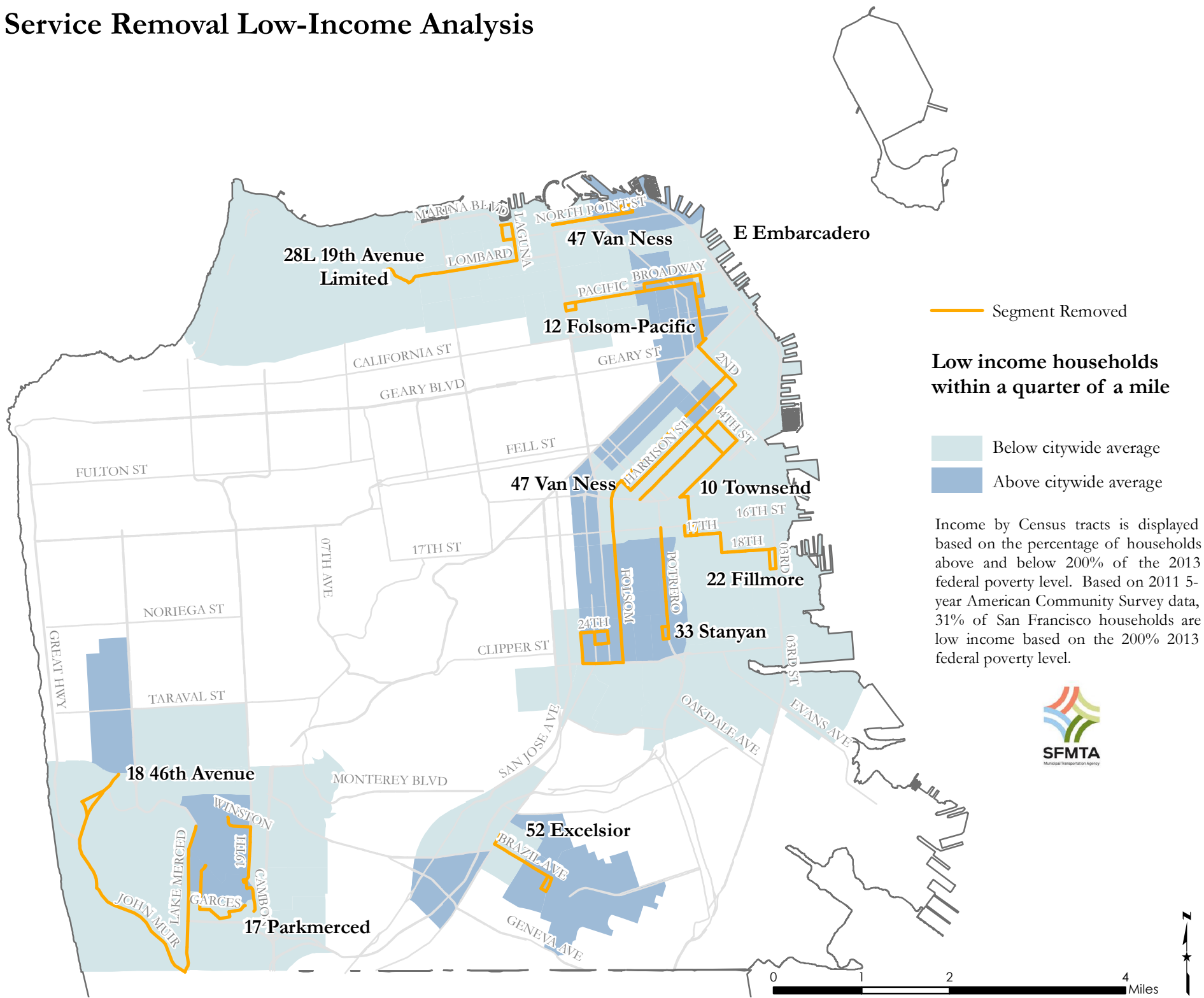


Proposed Route and Segment Elimination Results – Disproportionate Burden Analysis on Low-Income Populations

Based on the analysis of Census Tracts within a quarter of a mile of the eliminated route segments, over 188,000 households are impacted by the proposed route segment eliminations and approximately 55,600 of the total reported household incomes below 200% of the federal poverty level on the 2010 U.S. Census or 27%. Based on Census data, 31% of households are low income in San Francisco. As a result, fewer low income households are being impacted by the proposed eliminations than the citywide average and no disproportionate burden is found.

<b>Line</b>	<b>Total Population</b>	<b>% Low Income</b>	<b>% Non-Low Income</b>	<b>Low Income Population</b>	<b>Non-Low Income Population</b>
10 Sansome	15,144	16%	84%	2,445	12,699
12 Folsom/Pacific	71,440	34%	66%	24,145	47,295
17 Parkmerced	10,458	28%	72%	2,975	7,483
18 46th Avenue	11,723	31%	69%	3,612	8,111
22 Fillmore	10,514	19%	81%	1,990	8,524
28L 19th Avenue Limited	16,738	17%	83%	2,805	13,933
33 Stanyan	16,638	26%	74%	4,261	12,377
47 Van Ness	27,428	23%	77%	6,342	21,086
52 Excelsior	8,197	37%	63%	3,014	5,183
Total	188,280			51,589	136,691
Percent Impacted				27%	73%
Systemwide Average				31%	69%
Disproportionate Burden?	No				

# TEP Service Removal Low-Income Analysis



### Route Change Summary

For proposed route and segment additions, route additions/extensions are distributed equitably across minority and low-income populations and no disparate impact or disproportionate burden is found for segment additions. Segment additions benefit minority populations higher than the citywide average and benefit low-income populations slightly below the citywide average but within our 8% threshold. Proposed route and segment eliminations have a lower impact on minority and low-income populations than the citywide average for each category and as a result, no disparate impact or disproportionate burden is found for segment eliminations.

The proposed route changes are distributed equitably among minority, non-minority, low-income, and non-low income communities. As a result, no adverse impacts are found.

	<b>% Impacted Minority Population</b>	<b>% Low Income Impacted Population</b>	<b>Disparate Impact?</b>	<b>Disproportionate Burden?</b>
Proposed Route Segment Additions	63%	29%	No	No
Proposed Route Segment Eliminations	54%	27%	No	No

## **VI. Outreach Summary**

Given the diversity of the SFMTA's service area and ridership and pursuant to Title VI of the Civil Rights Act of 1964 and its implementing regulations, 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 low-income, minority, and Limited-English Proficient individuals, and regardless of race, color or national origin.

Begun in 2008, the TEP is a multi-year initiative that represents the first top-to-bottom review of San Francisco's public transit system in over a generation. TEP recommendations have been communicated through extensive multilingual outreach campaigns and modified based on thousands of comments received over multiple years and various phases of the project.

The SFMTA recently conducted an additional round of multilingual outreach across the City to share the proposals that have been modified as a result of the feedback received prior to Board consideration. This multilingual campaign began in January 2014 and included widely noticed neighborhood meetings, an online tool for submitting comments, meetings with members of the Board of Supervisors and their staff, and citywide meetings to share potential revisions to the proposed changes staff is considering.

From early February to mid-March 2014, SFMTA held 12 community evening and weekend meetings with at least one community meeting held in each Board of Supervisor district across San Francisco. SFMTA also held two citywide open houses to discuss the proposals and any revisions that were made based on the initial community meetings, and to record additional feedback. Outreach community meetings concluded on March 12. Translators were available upon request in multiple languages including Spanish and Chinese. Translators were used at several meetings by Spanish and Chinese speakers. Each meeting was open to the public and focused on the service changes that were proposed for that meeting's corresponding district. The meeting format provided explanations to attendees and collected feedback from stakeholders about the proposals. Over 800 people attended the outreach meetings.

<b>Outreach Meeting Dates</b>
Wednesday, February 12, 2014
Tuesday, February 18, 2014
Wednesday, February 19, 2014
Saturday, February 22, 2014
Monday, February 24, 2014
Tuesday, February 25, 2014
Wednesday, February 26, 2014
Thursday, February 27, 2014
Saturday, March 01, 2014
Monday, March 03, 2014
Wednesday, March 05, 2014
Thursday, March 06, 2014
Saturday, March 08, 2014
Wednesday, March 12, 2014

In addition to the neighborhood meetings and open houses, SFMTA held two SFMTA Board of Director meetings, two SFMTA Citizen Advisory Council meetings and one SFMTA Multimodal Accessibility Advisory Committee (MAAC) meeting regarding the proposed service changes. These meetings were open to the public and provided another opportunity for public comment and involvement. Agendas for the meetings are available 72 hours in advance and are posted at City Hall, the San Francisco Main Library, and on [www.sfmta.com](http://www.sfmta.com). All meetings have a public comment period and translators are available upon request. The Board of Director meetings were held in City Hall, which is easily accessible by transit and all other meetings were held at SFMTA's offices at 1 South Van Ness Avenue. Regular SFMTA Board meetings and selected other meetings are broadcast on cable via SFGTV and streamed on the Internet. Board Agendas and Minutes are available to the public at [www.sfmta.com](http://www.sfmta.com).

All meeting notifications were available in ten languages – English, Spanish, Chinese (Mandarin and Cantonese), Japanese, Russian, Korean, Tagalog, Thai, Vietnamese, and French. Newspaper ads were also taken out in English, Spanish, Chinese, and Russian newspapers.

The SFMTA Board of Directors will consider legislating the proposed service changes on Friday, March 28, 2014.

<b>Meeting Name</b>	<b>Date/Time</b>
Citizen’s Advisory Committee (CAC)	Thursday, March 6, 2014 at 5:30 P.M.
SFMTA Board of Director’s Meeting	Friday, March 14, 2014 at 9:00 A.M.
Multimodal Accessibility Advisory Committee (MAAC)	Thursday, Mach 20, 2014 at 2:00 P.M.
Citizen’s Advisory Committee (CAC)	Thursday, March 20, 2014 at 5:30 P.M.
Policy & Governance Committee (PAG)	Friday, March 21, 2014 at 9:00 A.M.
SFMTA Board of Director’s Meeting	Friday, March 28, 2014 at 8:00 A.M.

In addition to federal guidelines, Charter Section 16.112 requires published notice and a public hearing prior to any significant change in the operating schedule or route of a street railway, bus line, trolley bus line or cable car line. Pursuant to Charter Section 16.112, advertisements were placed starting on March 25, 2014, in the City’s official newspaper, the San Francisco Chronicle, for four days to provide notice that the SFMTA Board of Directors will hold a public hearing on March 28, 2014, to consider the modifications detailed in the previous section.

In addition to the required legal notice, information about the hearing was posted on the SFMTA Website in nine languages to reach customers with Limited English Proficiency, and multilingual (English, Spanish and Chinese) announcements were posted on the bus stops that would be most affected by the changes. Advertisements were also placed in the Examiner, as well as Spanish, Chinese and Russian language papers: El Mensajero, Sing Tao and Ktsati. Additionally, the March 28<sup>th</sup> public hearing was announced at each of the 14 community workshops and an email was sent to the TEP list serv.

In addition to attending meetings, hundreds of residents provided feedback about the proposals through the online input tool at [www.TellMuni.com](http://www.TellMuni.com). The TellMuni website feedback portal is available in ten languages – English, Spanish, Chinese (Mandarin and Cantonese), Japanese, Russian, Korean, Tagalog, Thai, Vietnamese, and French. Other means of providing feedback have been through Muni’s multi-lingual Customer Service Line (3-1-1), through the TEP email address ([tep@sfmta.com](mailto:tep@sfmta.com)), and all proposals are publically available through [www.sfmta.com/tep](http://www.sfmta.com/tep).

Additionally, the outreach process includes one open house held at each Muni operating division for the purpose of collecting proposal-related input from operators and other front line personnel.

### ***Results of Outreach***

In response to customer feedback, while considering previously-conducted planning, coordination, outreach efforts, and analysis, SFMTA developed revisions to some of its service change proposals, which were presented to the public during the two citywide outreach meetings and are also posted on the project website at [www.sfmta.com/tep](http://www.sfmta.com/tep).

The modified proposals went to the Board of Directors on March 28, 2014. These modifications aim to retain the benefits of the initial proposals, while addressing key community concerns. Several of the modifications were on low income and/or minority routes.

- **3 Jackson:** The original recommendation proposed eliminating the 3 Jackson line due to low ridership west of Fillmore Street and to reinvest service from the 3 Jackson onto the 2 Clement. Based on community feedback, this segment of the 3 Jackson is not proposed for elimination. Instead, the proposal is to decrease frequency on the route to better match demand and service will be increased on the 2 Clement.
- **6 Parnassus:** Under the original TEP proposal, the 6 line would be discontinued in Ashbury Heights along Masonic Avenue, Frederick Street, Clayton Street, and a portion of Parnassus Avenue. The 6 line would be rerouted onto Haight and Stanyan Streets in order to increase service capacity on a major transit corridor. Based on community concern over loss of transit service in a hilly neighborhood, the proposal to reroute the 6 will not be pursued. Instead, service will be reduced on the 6 line and service will be added to the 71 line in order to improve transit capacity on Haight Street.
- **8X Bayshore Express:** The original proposal discontinued service on the 8X Bayshore Express north of Broadway. The proposal was created to address crowding concerns on the 8X and start service in Chinatown with empty buses in order to provide seats and capacity through Chinatown. Based on community feedback, the new 8X proposal will continue to provide service north of Broadway on every other trip.

*The 8X Bayshore Express is a minority and low income route.*

- **17 Parkmerced:** The original proposal eliminated service on Lake Merced Boulevard and extended the route to Daly City BART via John Daly Boulevard to provide a connection to Westlake Plaza. Based on community feedback, staff is proposing an alternative that will shift service to a portion of Lake Merced Boulevard and use Brotherhood Way to access the Daly City BART Station.

*The 17 Parkmerced is a minority and low income route.*

- **27 Bryant/11 Downtown Connector:** The original proposal eliminated service on Bryant Street in the Mission District on the 27 Bryant and moved the service to Folsom Street. SFMTA created this proposal to eliminate a relatively unproductive north-south transit corridor in the Inner Mission and to maintain service on Folsom Street due to the elimination of the 12 Folsom/Pacific. We will not pursue this proposal and service will remain on Bryant Street on the 27 Bryant Line as it is today. The 11 Downtown

Connector will be extended from SOMA onto Folsom Street to cover the portion of the route that the 12 Folsom/Pacific provides today.

*The 27 Bryant is a minority and low income route.*

- 28/28L 19<sup>th</sup> Avenue: The original proposal discontinued 28 19<sup>th</sup> Avenue service in the Marina and had the route end at the Golden Gate Bridge. The 28L 19<sup>th</sup> Avenue Limited maintained service east of the Golden Gate Bridge. With community feedback, SFMTA amended the proposal and the 28 19<sup>th</sup> Avenue will continue to serve the Marina and will be extended to Van Ness Avenue as the 28L was originally planned to do. The 28L 19<sup>th</sup> Avenue Limited will terminate in the Richmond at California Street under the revised proposal.

*The 28/28L 19<sup>th</sup> Avenue is a minority and low income route.*

- 35 Eureka: The original proposal eliminated service on Moffitt, Farnum, Addison, and Bemis Streets in order to provide a new, direct connection to Glen Park and the BART Station via Diamond Street. In working closely with the community, a new community supported alternative maintains service on Moffitt, Farnum, Addison, and Bemis and extends the route to Glen Park via Miguel and Chenery Streets.
- 36 Terasita: Under the original proposal, service on Warren Drive would be eliminated. With the elimination of Warren Drive and shortened travel distance, service would be increased from every 30 minutes to every 20 minutes. Based on community feedback and concerns on the steep terrain on Warren Drive, service will remain on Warren Drive and the service frequency will remain unchanged from its current 30 minute frequency.
- 43 Masonic: Due to concerns about rerouting the 43 Masonic into the Presidio off of Lombard Street raised by the senior community, the proposal was updated to maintain access to a senior living facility on Lombard Street at Lyon Street and serve the Presidio Transit Center via another routing.
- 56 Rutland: The 56 Rutland proposal significantly changed the route and discontinued service to Executive Park, Sunnysdale Avenue, and Visitation Avenue. By discontinuing service on some segments of the route, service would be concentrated where most customers currently ride and the frequency would be increased due to the shorter route length. Based on community feedback however, the proposal will not be pursued.

*The 56 Rutland is a minority and low income route.*

## **VII. Summary**

For proposed frequency increases, increased service is distributed equitably across customers and no disparate impact or disproportionate burden has been found. Proposed frequency decreases have a higher impact on non-minority and non-low income customers and as a result, no disparate impact or disproportionate burden has been found.



For proposed route changes, no disparate impact or disproportionate burden has been found.

**Appendix A:** SFMTA Board Resolution Accepting the Major Service Change, Disparate Impact, and Disproportionate Burden Policies

SAN FRANCISCO  
MUNICIPAL TRANSPORTATION AGENCY  
BOARD OF DIRECTORS

RESOLUTION No. 13-192

WHEREAS, Title VI of the Civil Rights Act of 1964 addresses discrimination in almost all aspects of public services and programs administered or funded by the federal government in the United States, such as SFMTA's public transit service; and

WHEREAS, The SFMTA receives federal funds through the Federal Transit Administration (FTA) and is required to have in place a Title VI program that ensures that the level and quality of public transportation service is provided in a nondiscriminatory manner, promotes full and fair participation in public transportation decision-making without regard to race, color, or national origin, and ensures meaningful access to transit-related programs and activities by persons with limited English proficiency; and

WHEREAS, The FTA's updated Title VI Circular (FTA C 4702.1B), issued on October 1, 2012, requires that the governing board of a transit agency approve a Major Service Change Definition and Disparate Impact and Disproportionate Burden policies; and

WHEREAS, As part of FTA's Title VI Program requirements, SFMTA must perform a service equity analysis when a major service change is proposed or any fare change that will exceed six months to determine if the change will adversely affect minority and low-income populations; and

WHEREAS, Based on data from the 2010 U.S. Census, 58 percent of San Francisco residents are minority and 31 percent of San Francisco households are at or below 200 percent of the federal poverty level; and

WHEREAS, If the service or fare equity analysis identifies a potential disparate impact on minority populations or customers, SFMTA is required to consider alternative proposals to avoid, minimize, or mitigate the disparate impact and the service or fare changes can only be implemented if (1) a substantial legitimate justification for the service or fare change exists, (2) there are no comparably effective alternative practices that would result in a less disparate impact on minority populations, and (3) the justification for the service change is not a pretext for discrimination; and

WHEREAS, If a disproportionate burden is found, the service or fare change may only be carried out if further mitigation measures or alternatives that would reduce the disproportionately high and adverse effects on low-income populations are not practicable; and

WHEREAS, SFMTA has performed multilingual community and peer outreach during the development of these policies; and

WHEREAS, After reviewing demographic data, characteristics of system ridership and conducting peer reviews/comparisons, a threshold of eight percent was determined to be the appropriate proposed threshold for both the Disparate Impact Policy and Disproportionate Burden Policy; and

WHEREAS, SFMTA staff recommend the following Major Service Change Definition be adopted by the SFMTA Board of Directors:

Major Service Change - A change in transit service that would be in effect for more than a 12-month period and that would consist of any of the following criteria:

- A schedule change (or series of changes) resulting in a system-wide change in annual revenue hours of five percent or more implemented at one time or over a rolling 24 month period;
- A schedule change on a route with 25 or more one-way trips per day resulting in:
  - Adding or eliminating a route;
  - A change in annual revenue hours on the route of 25 percent or more;
  - A change in the daily span of service on the route of three hours or more; or
  - A change in route-miles of 25 percent or more, where the route moves more than a quarter mile.

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

- The implementation of a New Start, Small Start, or other new fixed guideway capital project, regardless of whether the proposed changes to existing service meet any of the criteria for a service change described above; and

WHEREAS, SFMTA staff recommends that the following Disparate Impact Policy be adopted by the SFMTA Board of Directors:

Disparate Impact 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; and

WHEREAS, SFMTA staff recommends that the following Disproportionate Burden Policy be adopted by the SFMTA Board of Directors:

Disproportionate Burden 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 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; now, therefore, be it;

RESOLVED, That the SFMTA Board of Directors approves the Major Service Change Definition and Disparate Impact and Disproportionate Burden policies that are required to be adopted pursuant to the FTA's updated Circular 4702.1B issued on October 1, 2012.

I certify that the foregoing resolution was adopted by the San Francisco Municipal Transportation Agency Board of Directors at its meeting of August 20, 2013.

*R. Bowmer*

---

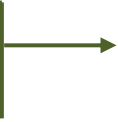
Secretary to the Board of Directors  
San Francisco Municipal Transportation Agency

## **Appendix B:** SFMTA 2013 On-Board Customer Survey Instrument

ABOUT YOU (CONTINUED)

16. How well do you speak English?

- Very well
- Well
- Not well
- Not at all



Language(s) spoken in the home:

- Mandarin
- Cantonese
- Spanish
- Other (specify) \_\_\_\_\_

17. Do you own a smartphone (e.g. iPhone, Android, etc.)?

- Yes
- No

18. Do you typically access the Internet . . . ?

- Daily
- Several times a week
- Less than once a week
- Never

19. Do you own or have access to a vehicle?

- No
- Yes →  Own  Shared (e.g. ZipCar)  Other \_\_\_\_\_

20. Home ZIP Code \_\_\_\_\_

Outside USA

COMMENTS

---



---



---



---



---



---



---

Thank you for your responses! You can complete this survey by:

- Returning it to the surveyor on the bus;
- Using the QR Code on the front of this questionnaire (Use the Run ID on the front);
- Visiting [www.sfmta.com/munisurvey](http://www.sfmta.com/munisurvey) (use the Run ID on the front); OR
- Mailing it to SFMTA Survey, c/o Corey, Canapary & Galanis, 447 Sutter Street, Penthouse North, San Francisco, CA 94108.

# Muni Customer Survey 2013



Muni would like your input. Please take a few moments to complete this survey. Thank you!

ABOUT THIS TRIP ON MUNI

Please provide as much information as possible. It will be used to improve access to Muni.

1. Starting Point. Where did you BEGIN this trip?

*(such as home or work – before arriving at stop/station)*

a. Address or Nearest Intersection \_\_\_\_\_

b. City:  San Francisco  Other (specify) \_\_\_\_\_

c. Place Name or Landmark \_\_\_\_\_  
*(e.g. "AT&T Park," "Cliff House," "home," or "school")*

2. Destination. Where will you END this trip?

*(final destination – such as home or work)*

a. Address or Nearest Intersection \_\_\_\_\_

b. City:  San Francisco  Other (specify) \_\_\_\_\_

c. Place Name or Landmark \_\_\_\_\_  
*(e.g. "AT&T Park," "Cliff House," "home," or "school")*



[www.sfmta.com/munisurvey](http://www.sfmta.com/munisurvey)

Run ID: \_\_\_\_\_

**3. Getting to/from Muni.**

**3a. How did you get to this Muni vehicle?**

- Walked all the way
- Biked
- BART
- Caltrain
- Transferred from another Muni route
- Drove alone and parked
- Carooled (including dropped off)
- Other (specify) \_\_\_\_\_

**3b. How will you get to your final destination after you exit this vehicle?**

- Walk all the way
- Bike
- BART
- Caltrain
- Transfer to another Muni route
- Drive alone and park
- Carpool (including being picked up)
- Other (specify) \_\_\_\_\_

**4. Transfers.**

**4a. Did you transfer from a different Muni route to this one?**

- No
- Yes → Route transferred from \_\_\_\_\_

**4b. Will you transfer to another Muni route after getting off?**

- No
- Yes → Route will transfer to \_\_\_\_\_

**5. Payment. How did you pay your fare?**

- |   |   |
|---|---|
| <b>By Clipper®</b>                                | <b>By cash or paper</b>                                   |
| <input type="checkbox"/> Cash value on Clipper®   | <input type="checkbox"/> Cash                             |
| <input type="checkbox"/> Monthly Pass on Clipper® | <input type="checkbox"/> Paper transfer                   |
| <input type="checkbox"/> Other Clipper® _____     | <input type="checkbox"/> Single fare or round-trip ticket |
|   | <input type="checkbox"/> Passport or CityPASS             |
|   | <input type="checkbox"/> Other cash or paper _____        |

**6. Fare Category. What type of fare did you pay for this trip?**

- Adult
- Youth
- Senior
- Disabled/Medicare Card Holder (RTC)
- Other \_\_\_\_\_

**7. Trip Purpose. What is the primary purpose of your trip?**

- Commute to/from work
- Work-related event
- School
- Medical/Dental
- Shopping
- Social/recreation/entertainment
- Personal errands
- Escorting others (children, elderly)
- Other \_\_\_\_\_

**YOUR OPINION OF MUNI**

8. Please rate the following features of Muni services on a 5-point scale. (5=Excellent is the highest rating; 1=Poor is the lowest rating.)

	Excellent	←—————→			Poor
<b>a. Frequency of service</b>	5	4	3	2	1
<b>b. On-time performance</b>	5	4	3	2	1
<b>c. Total trip time</b>	5	4	3	2	1
<b>d. Overall Experience</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>

**ABOUT YOU**

**9. How long have you been using Muni?**

- 5 or more years
- 1 to 4 years
- Less than 1 year
- Visitor – first time user

**10. How often do you typically ride Muni?**

- 5+ days/week
- 3-4 days/week
- 1-2 days/week
- 1-3 times/month
- Less than once a month

**11. Gender**     Male     Female     Other \_\_\_\_\_

**12. Race/Ethnicity** (Check all that apply)

- African American
- Asian
- Hispanic/Latino
- White
- American Indian or Alaska Native
- Native Hawaiian or Pacific Islander
- Other \_\_\_\_\_

**13. Age**

<input type="checkbox"/> Under 12	<input type="checkbox"/> 35 - 44
<input type="checkbox"/> 12 - 17	<input type="checkbox"/> 45 - 54
<input type="checkbox"/> 18 - 24	<input type="checkbox"/> 55 - 64
<input type="checkbox"/> 25 - 34	<input type="checkbox"/> 65 and older

**14. Annual Household Income**

- Under \$15,000
- \$15,000 - \$24,999
- \$25,000 - \$34,999
- \$35,000 - \$49,999
- \$50,000 - \$99,999
- \$100,000 - \$149,999
- \$150,000 - \$199,999
- \$200,000 and above

**15. How many people are in your household?**

- 1
- 2
- 3
- 4
- 5
- 6+