



**SFMTA**  
Municipal  
Transportation  
Agency

# **Muni Service Equity Strategy**

Presentation to SFMTA Community  
Advisory Committee  
February 4, 2016

**In May 2014, SFMTA Board of Directors adopted the Muni Service Equity Policy, calling for a biennial Service Equity Strategy in concurrence with the SFMTA budget process**

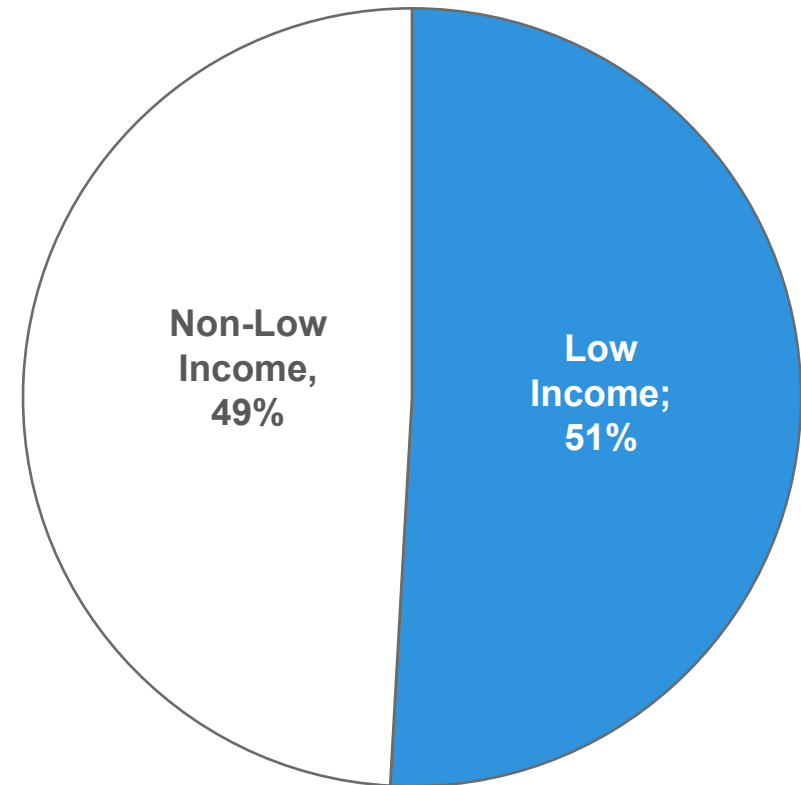
The Service Equity Strategy will:

- Identify and document transit service performance in neighborhoods with high concentrations of low income and minority residents
- Monitor progress toward addressing key needs in each Equity Strategy Neighborhoods
- Link improvement strategies to capital and transit service funding requests as needed



The Equity Strategy builds on the SFMTA's strong foundation in service equity, which is evident in a number of policies and programs:

- Fare policy with free and subsidized passes for residents with low income
- Title IV Program
- Muni Forward



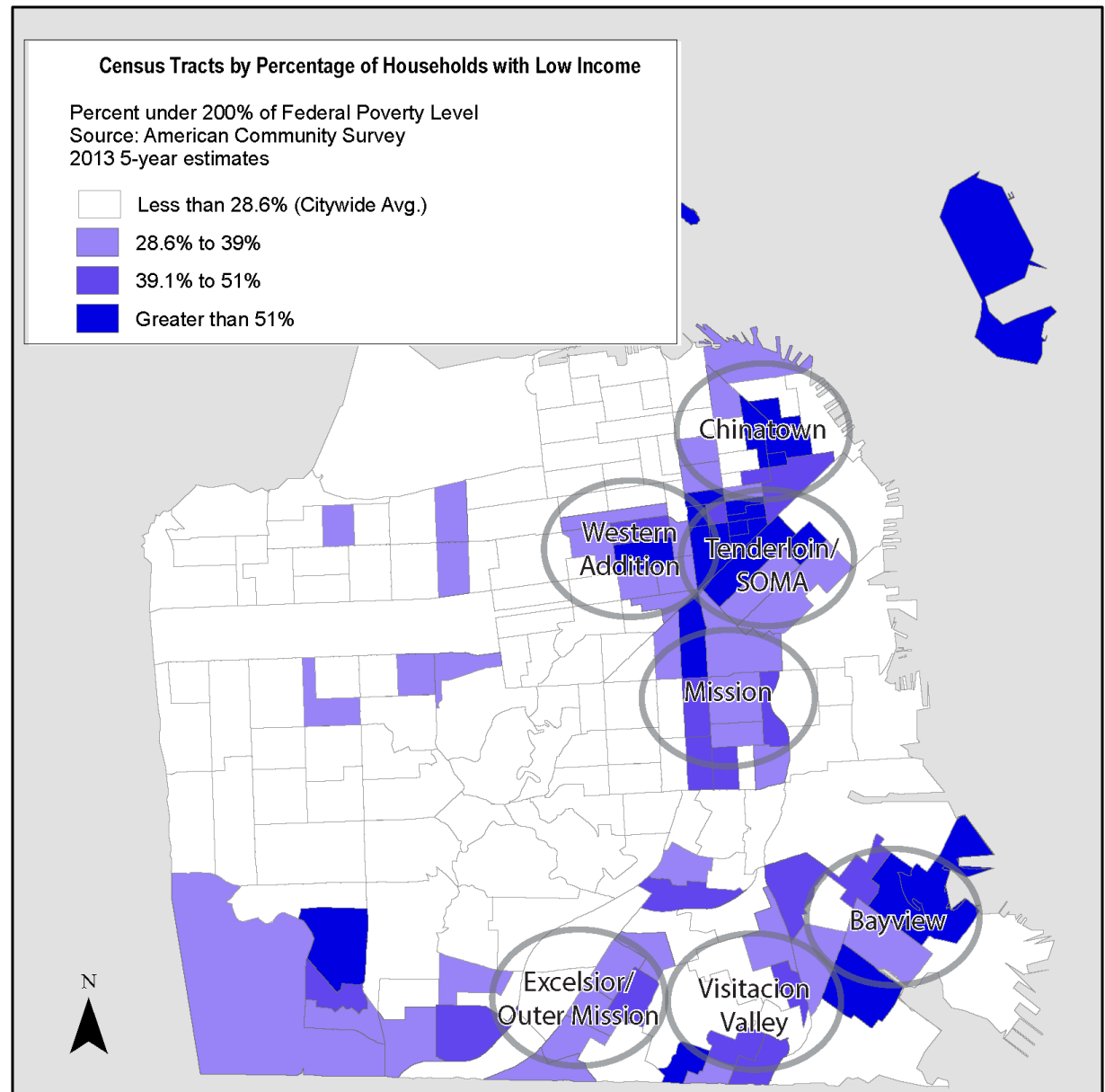
**Half of Muni customers (51%) live households with that qualify as low income, a much higher proportion than the City average (31%)**

# Equity Strategy Neighborhoods

## Muni Equity Strategy

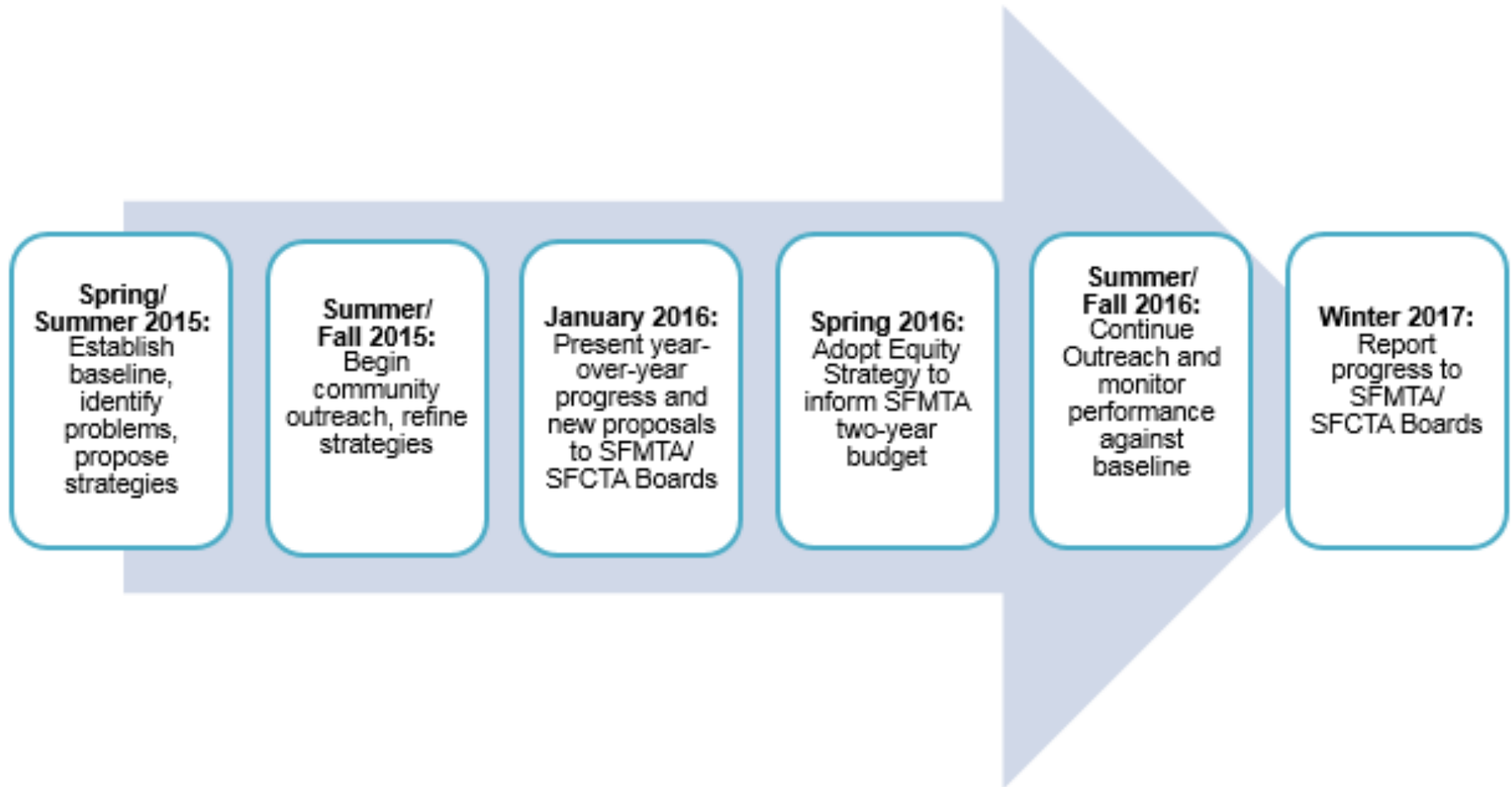
In collaboration with community advocates, SFMTA staff identified **seven equity strategy neighborhoods** based on a number of demographic factors, including:

- Concentration of households with low income
- Concentration of people of color
- Household density
- Vehicle ownership
- Citywide Accessibility



# MUNI SERVICE EQUITY STRATEGY

## Muni Service Equity Strategy Two Year Cycle



# Methodology: Data-Based Analysis

- **On-time performance** – Reliability. On-time is defined as -1 to 4 min. within schedule
- **Gaps** – Deviation of over 5 minutes from scheduled headway
- **Transit to Auto Travel Time Ratio** - Transit to Auto Travel Time Ratio to key destinations, such as the nearest recreation area, SF General Hospital, City College of San Francisco, and Downtown
- **Crowding** – Percent of trips exceeding the planning capacity of the bus or train (e.g., more than 63 passengers per 40ft bus)



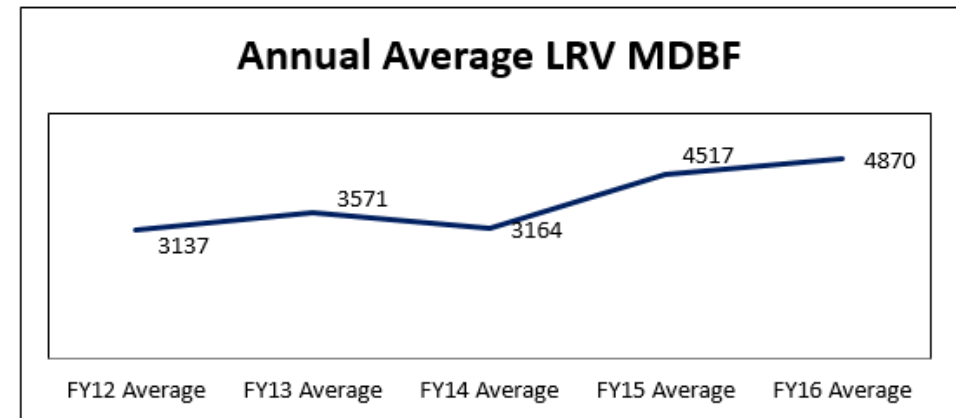
# Key Findings

- Confirmed value and benefit of City-wide investments, such as new buses, for people with low-income and people with disabilities.
  - The benefit of these investments is already evident in service performance data from 2014 to 2015 (e.g., OTP has improved 8% in past 12 months).
  - As a whole, San Francisco's communities of people with low income and people with disabilities tend to use the entire system.
- Confirmed benefit of Muni Forward Projects to target neighborhoods.
- A number of key needs have been addressed or will be addressed with service and capital improvements, many of which are included in the FY 17-18 budget.

# Citywide Trends

## Muni Equity Strategy

- General improvement in reliability from FY14 to FY15
- Reduced in-service vehicle breakdowns by 10%.
- Lines whose routes include traveling on highways are vulnerable to high rates of variability in travel times
- Use of Muni lines by seniors and people with disabilities is distributed throughout the entire system
- High number of construction sites throughout the city and related traffic lane closures/narrowings impact Muni's performance, sometimes muting the impact of improvement projects



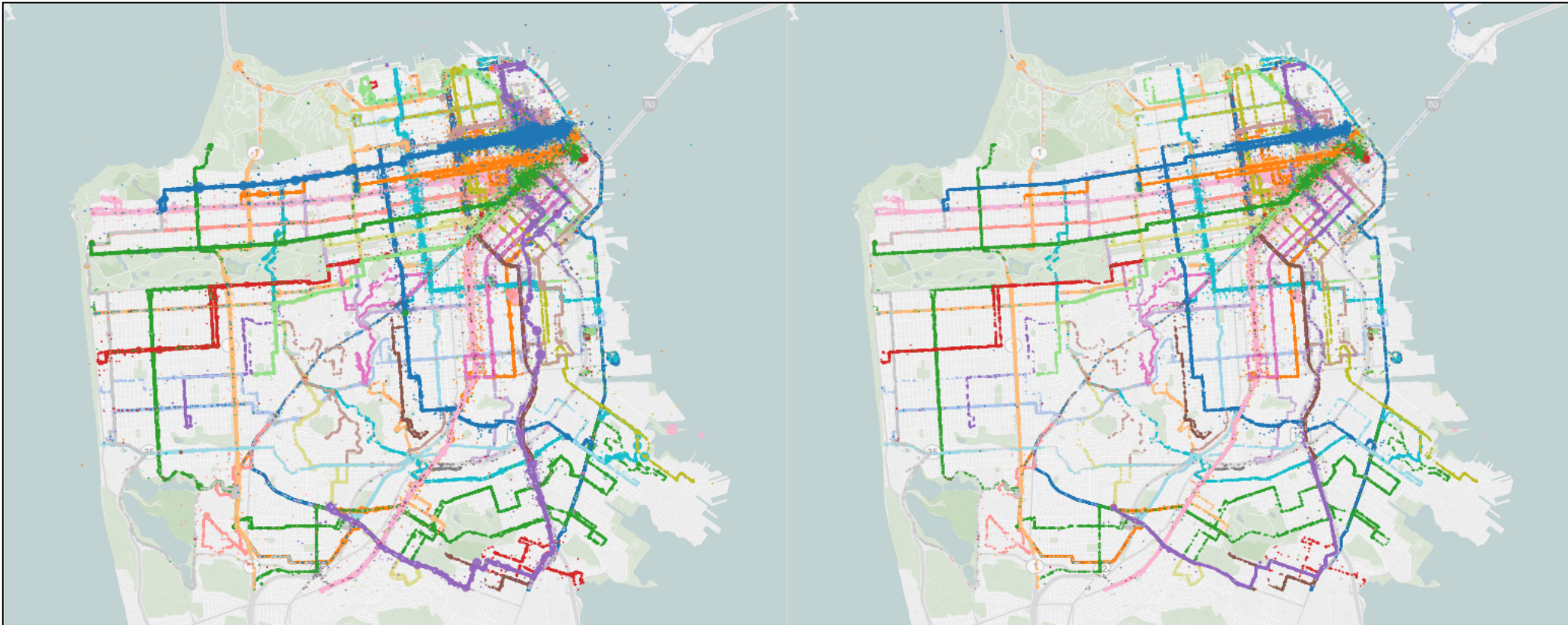


# ACCESSIBILITY

## Transit Patterns by Seniors & People with Disabilities

Senior Clipper  
Card Tags

RTC Clipper Card Tags by  
People with Disabilities

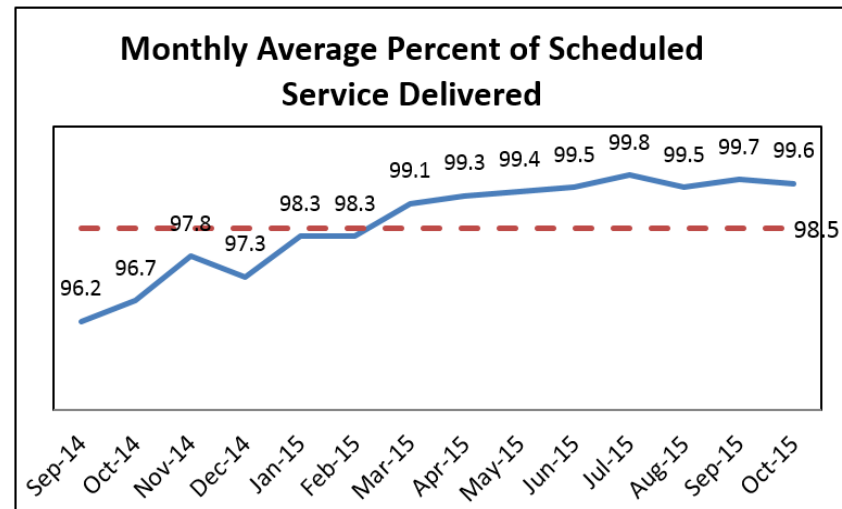
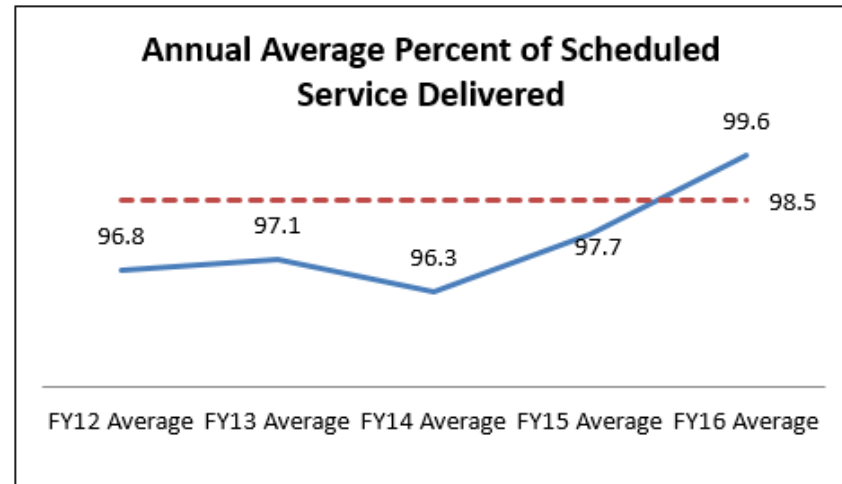


## Actions Taken to Drive Up On-Time Performance

- New vehicles & Maintenance Investments – Almost 200 new rubber tire vehicles over the last 24 months and investments in better maintenance paying off.
- Operator Availability – We have enough operators! Exceeding Proposition E goal and delivery is near 100% each day.
- Muni Forward Service – 10% service increase, benefitting hundreds of thousands of customers
- Schedule Updates – In the cycle of constantly reviewing and refining schedules on a 3-4 month basis now.
- New LRVs

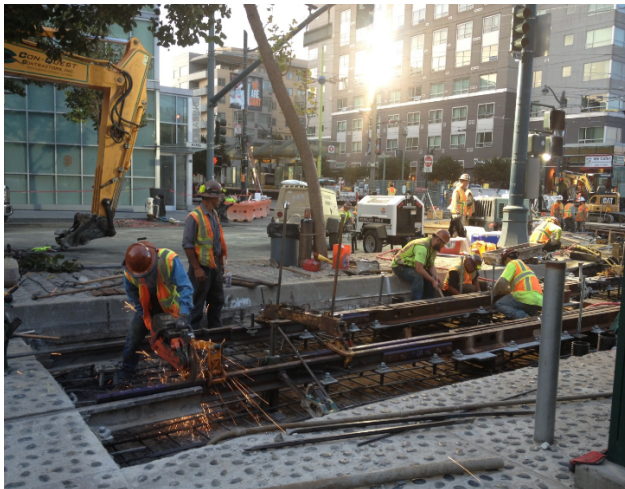
# Exceeding Service Delivery Goals

We have exceeded our goal of delivering at least 98.5% of scheduled service for each month since March 2015, with an average of 99.0% since January 2015



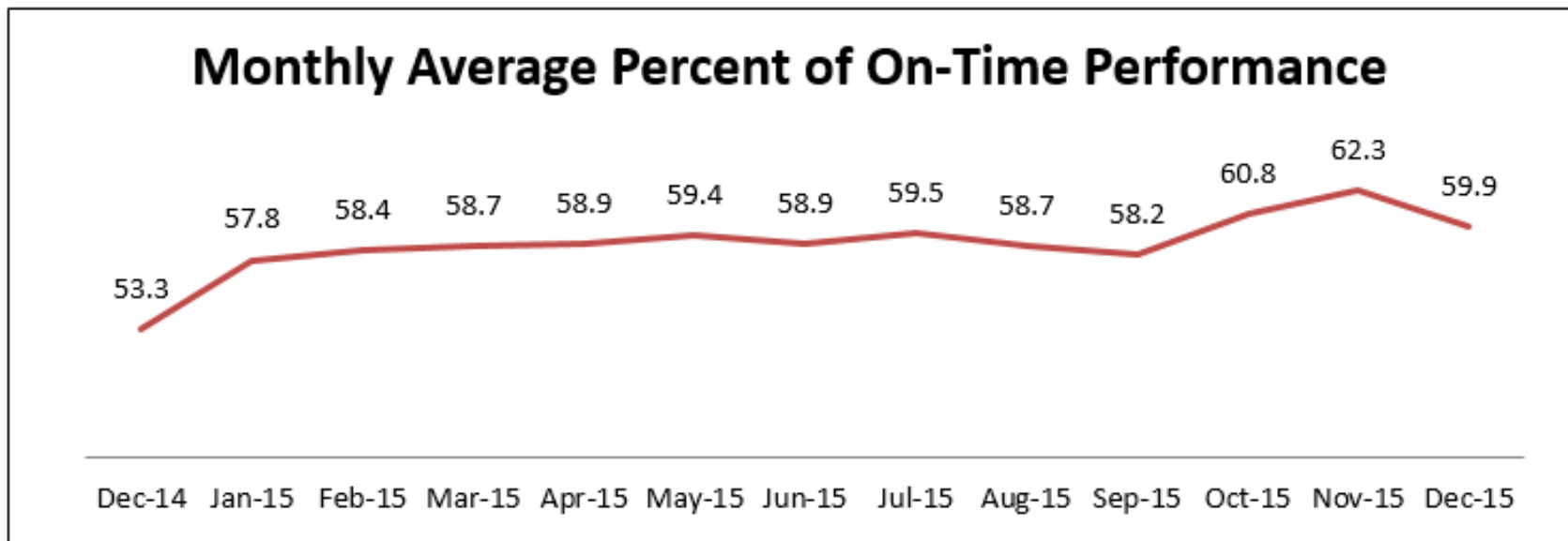
# UPGRADING INFRASTRUCTURE

- Establishing Transportation Management Center.
- Implementing Signal Standardization.
- Upgrading Power Distribution Network.
- Advancing ATCS projects.
- Establishing Transit Signal Priority and transit-only lanes.



# On Time Performance Improvements

**Our On-Time Performance (OTP) has improved 8% in the past 12 months and is at least at a 3 year high!**



All Muni vehicles are tracked in real-time 24 hours a day

# Systemwide 2016 Investments

## **Goal of 65-68% by the end of 2016**

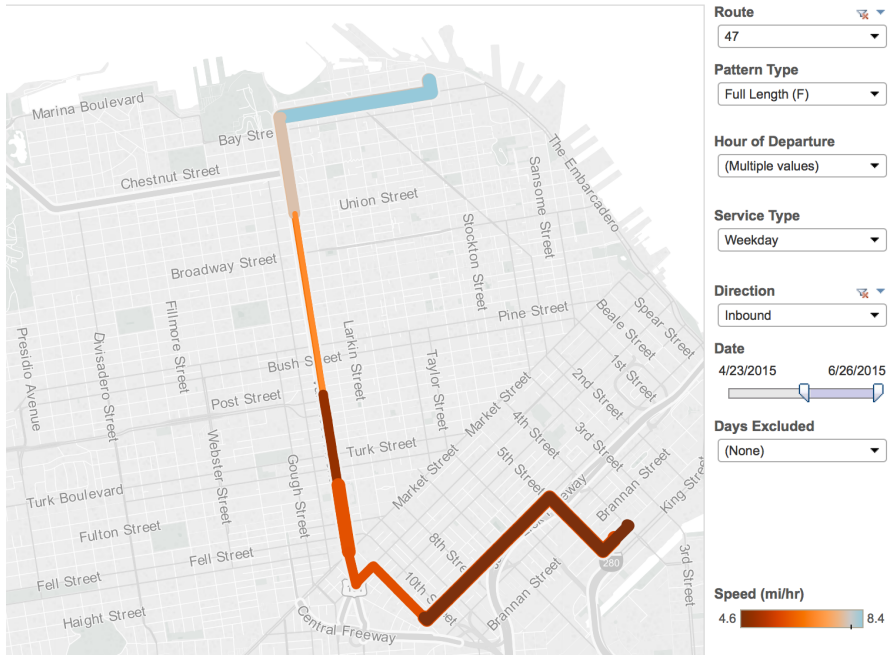
We aim to achieve this with the following actions:

- Continue to improve maintenance and reduce vehicle delays on the street.
- Better and faster deployment of supervision resources through opening and coordination of TMC.
- Operator training program and technology improvements for operators (with the new radio operators will have a screen telling them how on time they are).
- Better traffic management through dedicated PCOs and better coordination through TMC.
- Use technology to gather and capture OTP data to ensure accuracy.

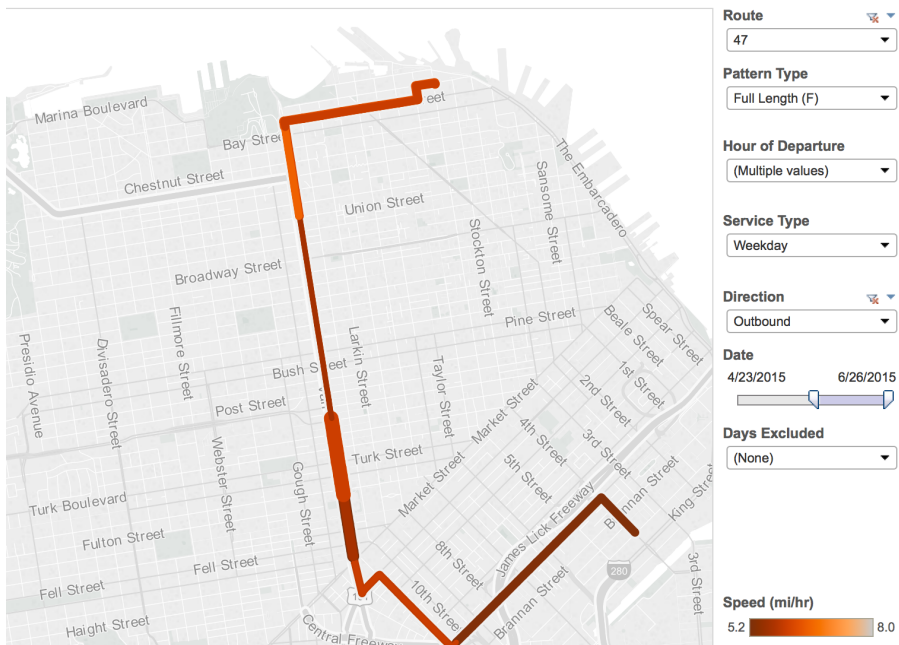
# NEIGHBORHOOD EXAMPLE: TENDERLOIN/SOMA

Key Need	Improvements Underway or Completed	Preliminary FY17-18 Recommendations
<p><b>Improve service reliability on the 19 Polk, 27 Bryant 31 Balboa, and 47 Townsend</b></p>	<ul style="list-style-type: none"> <li>▪ <i>Permanent reroute for 27 to avoid SoMA freeway, Apr '15</i></li> <li>▪ <i>Schedule adjustment for 27 implemented, Apr '15</i></li> <li>▪ Rebuild 47 schedule and run on Townsend instead of Harrison and Bryant, Spring 2016</li> <li>▪ Bus bulbs and signal priority added to Polk Street complete streets project</li> </ul>	<ul style="list-style-type: none"> <li>▪ Schedule adjustments for 19 Polk (to address congestion variability through Tenderloin)</li> <li>▪ Shortening 19 Polk at SFGH proposed to reduce crowding and improve OTP, part of proposed 19/48 reroute (outreach planned Winter '16)</li> <li>▪ Add bus bulbs on 31 Balboa in Tenderloin as part of DPW curb ramp project</li> <li>▪ Implement travel time and reliability toolkit north of Market Street where travel time is slowest along 27 route</li> </ul>
<p><b>Reduce crowding on 38R Geary Rapid in the PM peak</b></p>	<ul style="list-style-type: none"> <li>▪ <i>Service increase for 38R, Apr '15</i></li> <li>▪ <i>Transit signal priority added to the 38 Geary</i></li> </ul>	<ul style="list-style-type: none"> <li>▪ Pending the effectiveness of the April improvements, no additional recommendation</li> </ul>

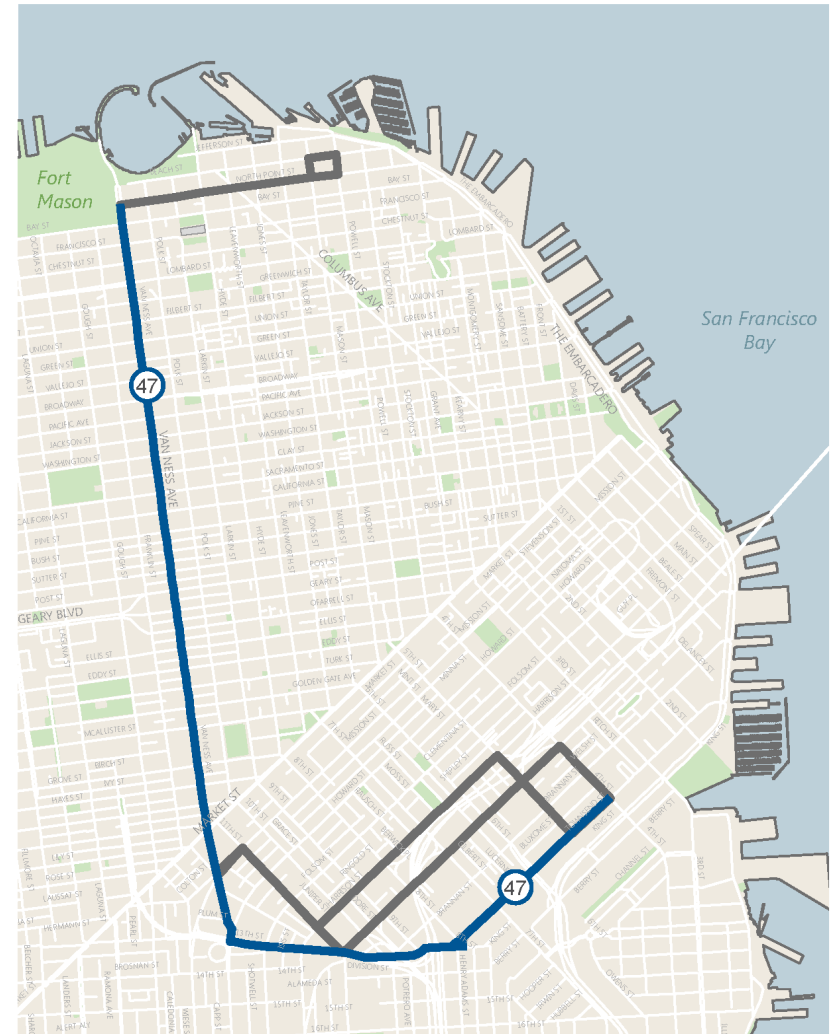
## Travel Speed Map



## Travel Speed Map



## 47 Van Ness



### Frequent Local

- Recommended Route
- Segment Proposed for Elimination

### Feature Summary





# FY17-18 CAPITAL RECOMMENDATIONS

Key Need	Neighborhood/Target	Line	Recommendation for FY 17-18
Improve service reliability on 31 Balboa	Citywide Accessibility, Tenderloin/SOMA	31	Add bus bulbs on 31 Balboa in Tenderloin as part of DPW curb ramp project
Improve service reliability on the 19 Polk, 27 Bryant, and 47 Townsend	Tenderloin/SOMA		Implement travel time and reliability toolkit north of Market Street where travel time is slowest along 27 route
Improve service reliability on the 7R Haight-Noriega and 5 Fulton local in PM peak period	Western Addition	7R and 5	5 Fulton Muni Forward Project on McAllister, Central, Fulton
Faster transit times to key destinations, such as SFGH and City College	Western Addition	9/9R and 22	Add transit signal priority on Fillmore St.
Improve Reliability on KT inbound toward Bayview	Bayview	KT	As new rail vehicles arrive, consider interlining T line with a different rail line (e.g. L Taraval)
Address schedule delays that are impacting reliability on the 23 Monterey toward Bayview inbound	Bayview	23	Identify opportunities for transit priority street changes
Improve service reliability in the outbound direction for the 14 Mission, 14X, and 49 Van Ness-Mission	Excelsior/Outer Mission	14X	Longer-term SFMTA is partnering with MTC and SFCTA on freeway managed lanes project
Improve reliability for 27 Bryant	Inner Mission	27	Implement travel time and reliability toolkit north of Market Street and on 5th Street where travel time is slowest along 27 route
Improve service reliability on 8 Bayshore	Citywide Accessibility, Chinatown, Visitacion Valley	8, 8AX, 8BX	Develop capital project to improve transit, biking and walking conditions on Kearney

# FY17 18 SERVICE RECOMMENDATIONS

Key Need	Neighborhood/Target	Line	Recommendation for FY 17-18
Address schedule delays that are impacting reliability on the 23 Monterey toward Bayview inbound	Bayview	23	Run on Industrial and Palou instead of deviating to Produce Market; reinvest travel time to improve on-time performance
Improve service reliability and reduce crowding on the 29 Sunset	Bayview, Excelsior/Outer Mission	29	Add more peak service in FY17/18 budget for the peak periods
Improve reliability for 12 Folsom Pacific	Inner Mission	12	Implement Rincon Hill Recommendations to reroute the 12 Folsom
Improve reliability for 12 Folsom Pacific	Inner Mission	12	Vet a more direct route to 24th Street BART Station
Reduce crowding on 1 California and 45 Union/Stockton	Chinatown	1 and 45	Add more peak service in FY17/18 budget for 1 California peak periods
Improve service reliability on 8 Bayshore	Citywide Accessibility, Chinatown, Visitacion Valley	8, 8AX, 8BX	Begin increased use of non-freeway route in AM Peak after Potrero construction is completed
Improve service reliability on the 19 Polk, 27 Bryant, and 47 Townsend	Tenderloin/SOMA	19, 27, 47	Implement travel time and reliability toolkit north of Market Street where travel time is slowest along 27 route
Improve service reliability on the 19 Polk, 27 Bryant, and 47 Townsend	Tenderloin/SOMA	19, 27, 47	Schedule adjustments for 19 Polk (to address congestion variability through Tenderloin)
Improve service reliability on the 19 Polk, 27 Bryant, and 47 Townsend	Tenderloin/SOMA	19, 27, 47	Shortening 19 Polk at SFGH proposed to reduce crowding and improve OTP, part of proposed 19/48 reroute
Improve service reliability on the 7R Haight-Noriega and 5 Fulton local in PM peak period	Western Addition	7R and 5	All day rapid service and service increases recommended for 7 Haight-Noriega in 2017
Improve service reliability on the 7R Haight-Noriega and 5 Fulton local in PM peak period	Western Addition	7R and 5	Gap management for 7R Outbound



**Thank You**