

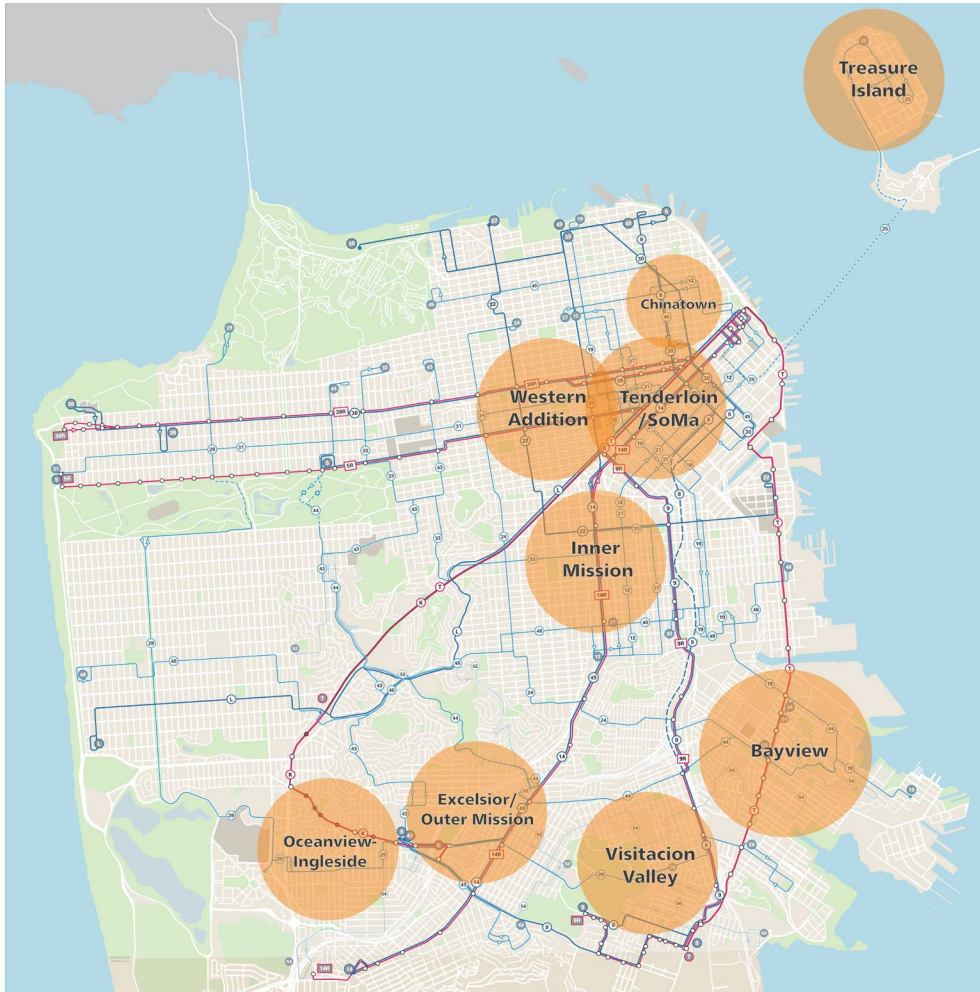


# Muni Service Equity Strategy Update

Fiscal Year 2025 & Fiscal Year 2026

SFMTA Board of Directors – March 5, 2024

# Equity Strategy Background



Rooted in Muni Service Equity Policy

Builds on Title VI requirements

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

Policy developed in collaboration with transportation equity and affordable housing advocates

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

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

# Equity Strategy Neighborhoods & Routes

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

# Building on Previous Reports



FY17 & FY18

Focus on operationalizing equity policy

FY19 & FY20

Focus on outreach and program awareness

FY21 & FY22

Focus on all aspects of transit planning informed by equity principles

FY23 & FY24

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

FY25 & FY26

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

# Progress Made in FY 23 & FY 24

## *FY 23 & FY 24 Equity Strategy Initiatives*

**19 service improvements**

Identified were completed

- Prioritized route restorations and frequency increases based on resource availability

## *Responded to Real Time Needs*

Implemented other Service Improvements on

**17 Equity Routes**

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

Implemented Transit Priority Projects and Treatments on

**13 Equity Routes**

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

Implemented flag stops improvements

**19 Equity Routes**

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

# Muni is more reliable than ever

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

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

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



# Service Improvements

## *Headway Management*

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



# Service Improvements

## *Focus Line Workshops*

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





# Service Improvements

## Expanded Late Night Metro Service



## 27 Bryant Reliability Project



## Reduced School Crowding



## SOMA Mission St Transit Lanes



# Service Improvements

## Flag Stop Conversion Program

### Phase 1: Began March 2023

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

### Phase 2: To Begin in late 2024

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

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



# Muni Route Service Categories

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

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

# Data Review: Service Delivery



## % Service Delivered

% of scheduled service filled (runs filled)

% of scheduled hours delivered (revenue hours)

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

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

Source: Sept-Oct 2023 weekday service data

# Data Review: Crowding



## % Trips Over Capacity

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

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

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

\*Daytime Service: 6am-7pm

Fall 2023 Source: Sept-Oct 2023 crowding data

# Post January 20<sup>th</sup> Crowding Changes

## Example: 24 Divisadero

*Inbound, AM Peak 7-8am*

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

### January 20 Schedule Changes

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

# Data Review: Performance

*Gaps data for routes managed on headway schedule*



**Headway Adherence**  
% of evenly spaced arrivals

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

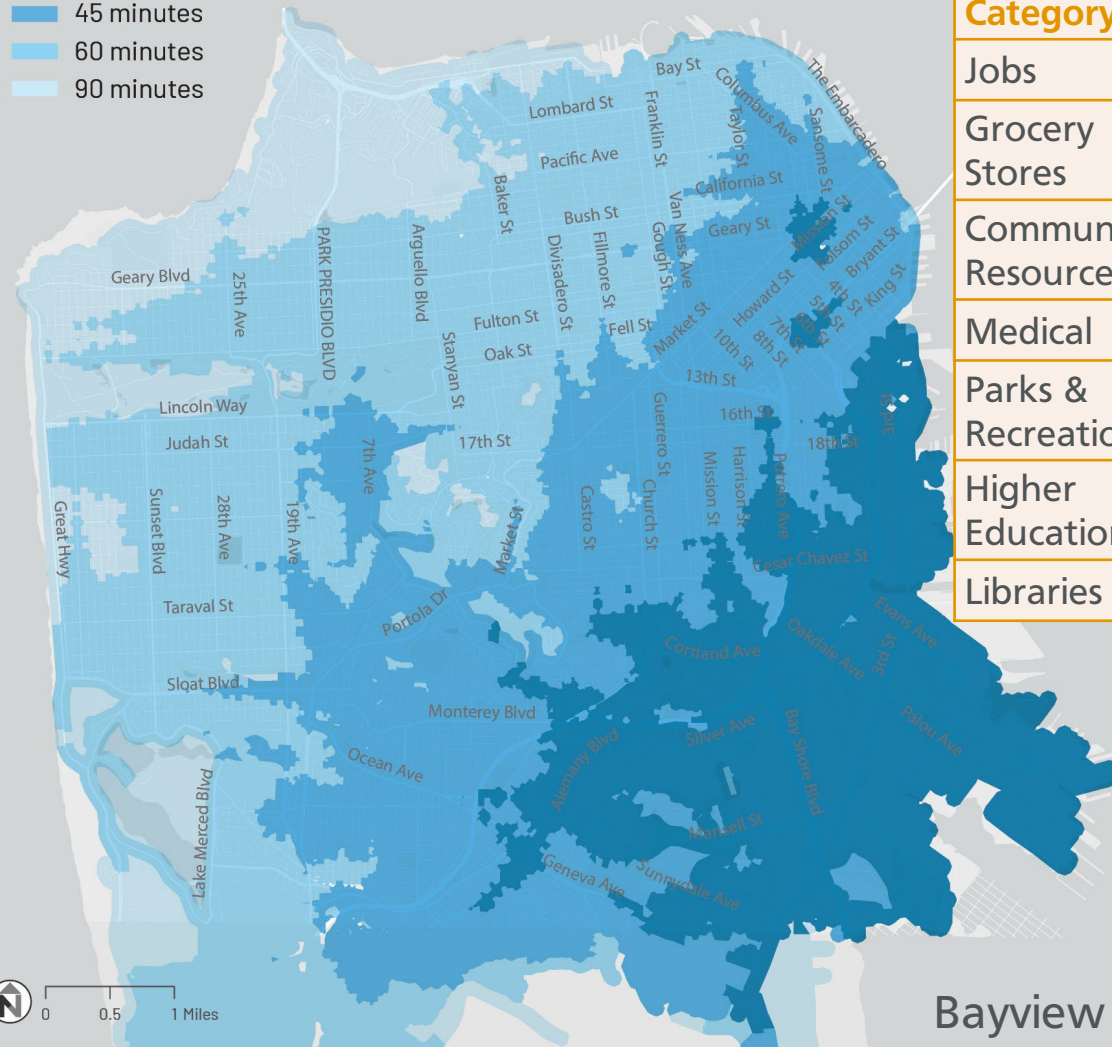
Service Category	Weekday Daytime* Avg Performance
<b>Metro/Rapid</b>	<b>90%</b>
Equity Routes	90%
Non-Equity Routes	89%
<b>Frequent</b>	<b>88%</b>
Equity Routes	89%
Non-Equity Routes	84%

*Source: Sept-Oct 2023 performance data*

*\*Daytime Service: 6am-7pm*

# Data Review: Travel Time & Access

## Transit Commute Sheds



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

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

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

Bayview



# FY25 & FY26 Recommendations

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



# Title VI Analysis

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

# Next Steps

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



# Thank You



# Appendix

# Title VI Analyses - Background

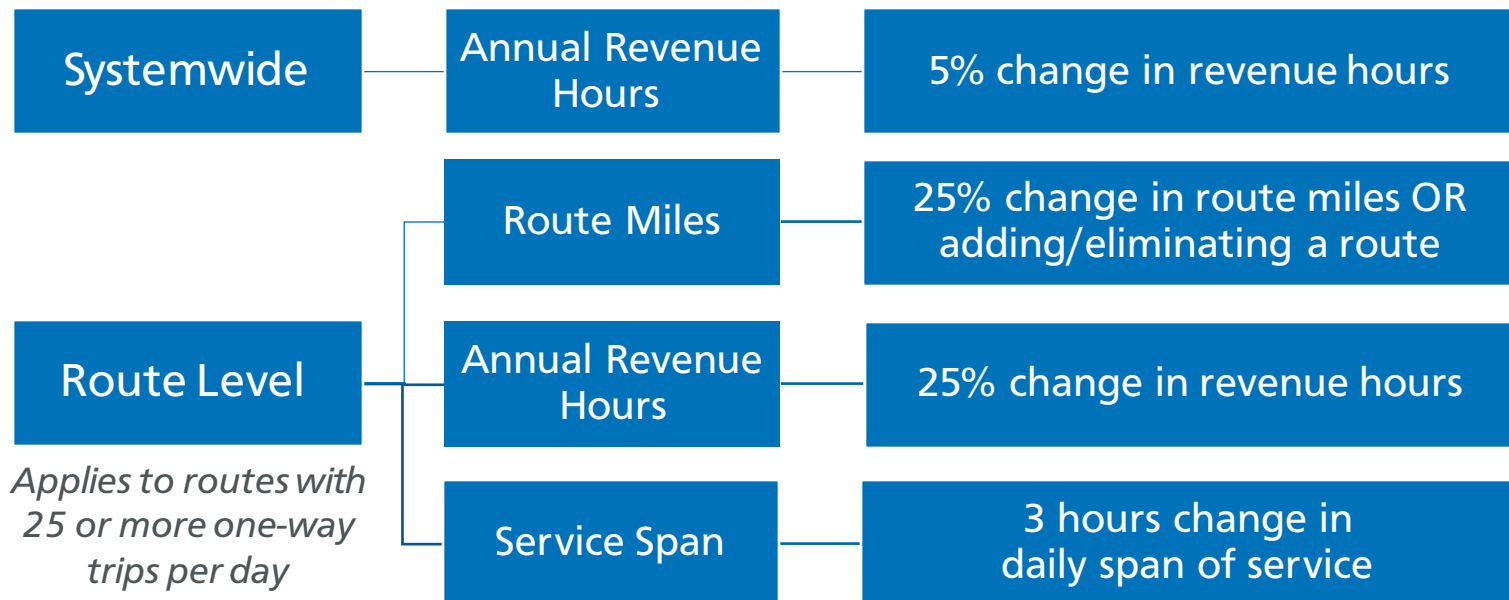
- **Title VI of the Civil Rights Act of 1964 states:**
  - *“No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”*
- **FTA Requirement for Service Changes**
  - Transit providers to complete a service equity analysis for major service changes, solicit public feedback, and obtain Board approval
- **Each Transit Provider Defines**
  - **Major Service Change Criteria** – Magnitude of service changes that are in effect longer than 12 months that require a service equity analysis
  - **Disparate Impact** – Threshold when populations based on race/ethnicity are more impacted by service changes than non-protected populations
  - **Disproportionate Burden** – Threshold when populations based on household income are more burdened by service changes than non-protected populations

# SFMTA's Title VI Analyses Definitions

## SFMTA Board Approved Title VI Analysis Definitions

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

## Major Service Change Definition



## Disparate Impact, and Disproportionate Burden Definition

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

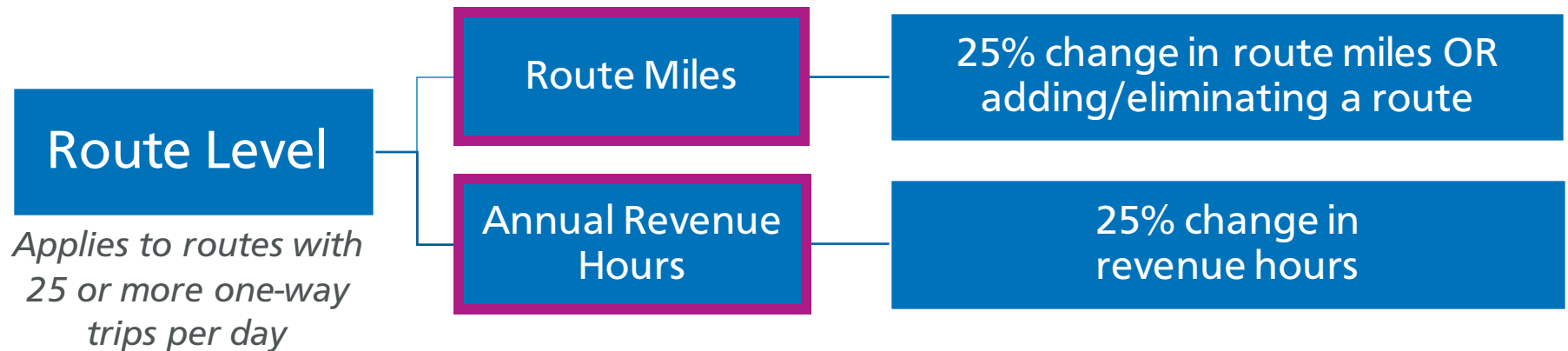
# FY25 & FY26 Budget Title VI Analysis

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



# FY25 & FY26 Budget Title VI Analysis

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



# FY25 & FY26 Budget Title VI Analysis

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

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

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