



SFMTA

Muni Equity Working Group

August 14, 2025

Agenda

- **Summer 2025 Service Cuts**
- **Fall 2025 Service Changes**
- **Muni Systemwide Service Evaluation**
 - Seeking feedback on assessing transit need
- **Next Meeting**

Summer 2025 Service Cuts

Summer 2025 Service Cuts

- Recap of Operational Adjustments
 - Hayes Street and Masonic Avenue
 - 11th and Market Streets
- Assessing Need for Revenue-Neutral Adjustments (Early 2026 Implementation)
 - Crowding Data
 - Feedback via 311
 - Intercept Rider Survey
 - Operator Feedback

Fall 2025 Service Changes

Fall Service Change Objectives

Effective Saturday, August 30, 2025

- Cost-neutral changes using new service efficiency strategies
- Address weekday crowding and reliability on routes used by students
- Expand express service for downtown commuters



Cost-Neutral Service Improvements

Package of service efficiencies result in cost-neutral service improvements that address AM Peak school and downtown commute crowding

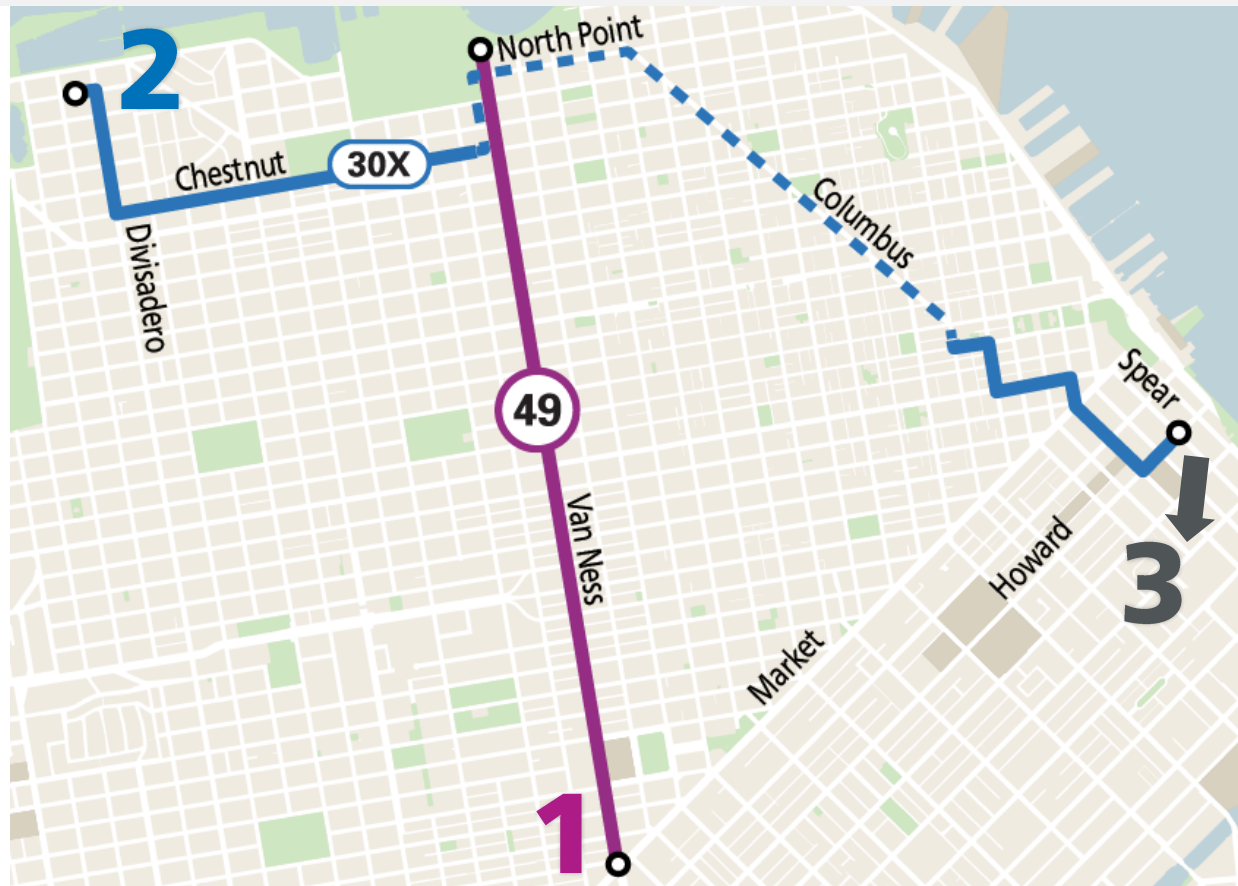
Route	Service Improvement	Service Efficiency
1X California Express	Add back 7:15 a.m. and 7:45 a.m. trips that were cut in February 2025 in response to demand and to lower AM peak demand on 1 California	Reassign two motorcoaches on 30X back to 1X <i>AM trip times 7:15, 7:30, 7:45, 8:00, 8:20 a.m.</i>
30X Marina Express	Add 8:15 a.m. trip in response to demand	Utilize different equipment for express service (trolley buses) with minor stop changes in Marina to accommodate trolley operations <i>AM trip times 7:15, 7:45, 8:15 a.m.</i>
49 Van Ness-Mission	Increase inbound weekday frequency from 6 min to 5 min between 7:30-8:15 a.m.	Shift peak frequency later to 7:30 a.m. and utilize “pull-out” trips to maintain frequencies on Van Ness before 7:30 a.m.

Cost-Neutral Service Efficiencies

Service Efficiency = Interline routes to add capacity and express service using trolley buses

One operator shift will complete trips on three different routes using a hybrid of on-wire and off-wire trolley operations.

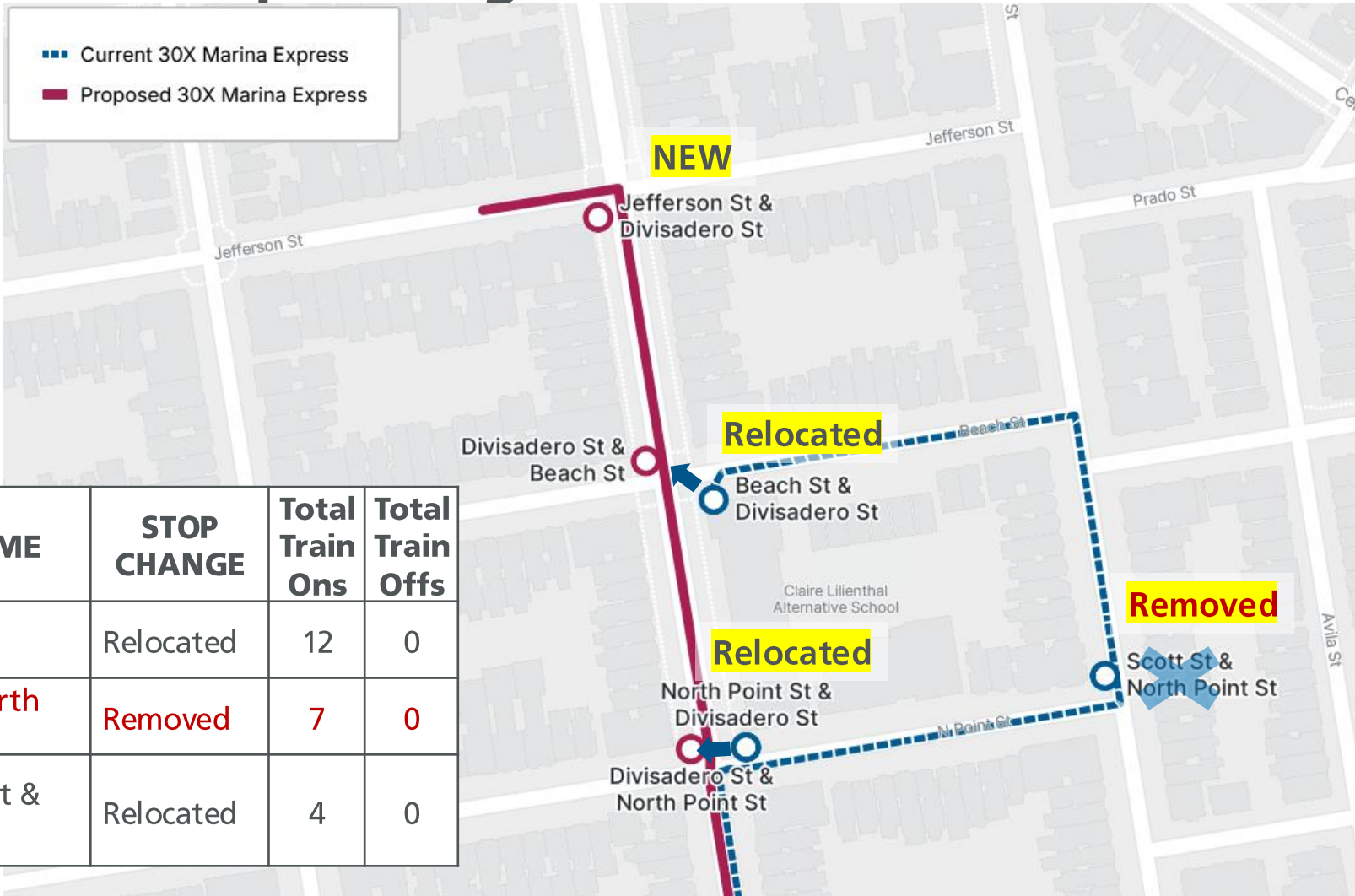
- 1 7:08 a.m.**
Start 49 Van Ness/Mission trip from Market to North Point
- ↓
- 2 8:15 a.m.**
Start **NEW** 30X Stockton Express trip to downtown
- ↓
- 3 8:56 a.m.**
Complete 30X Stockton Express trip, start regular route



30X Trolley Operations

Marina Stop Changes

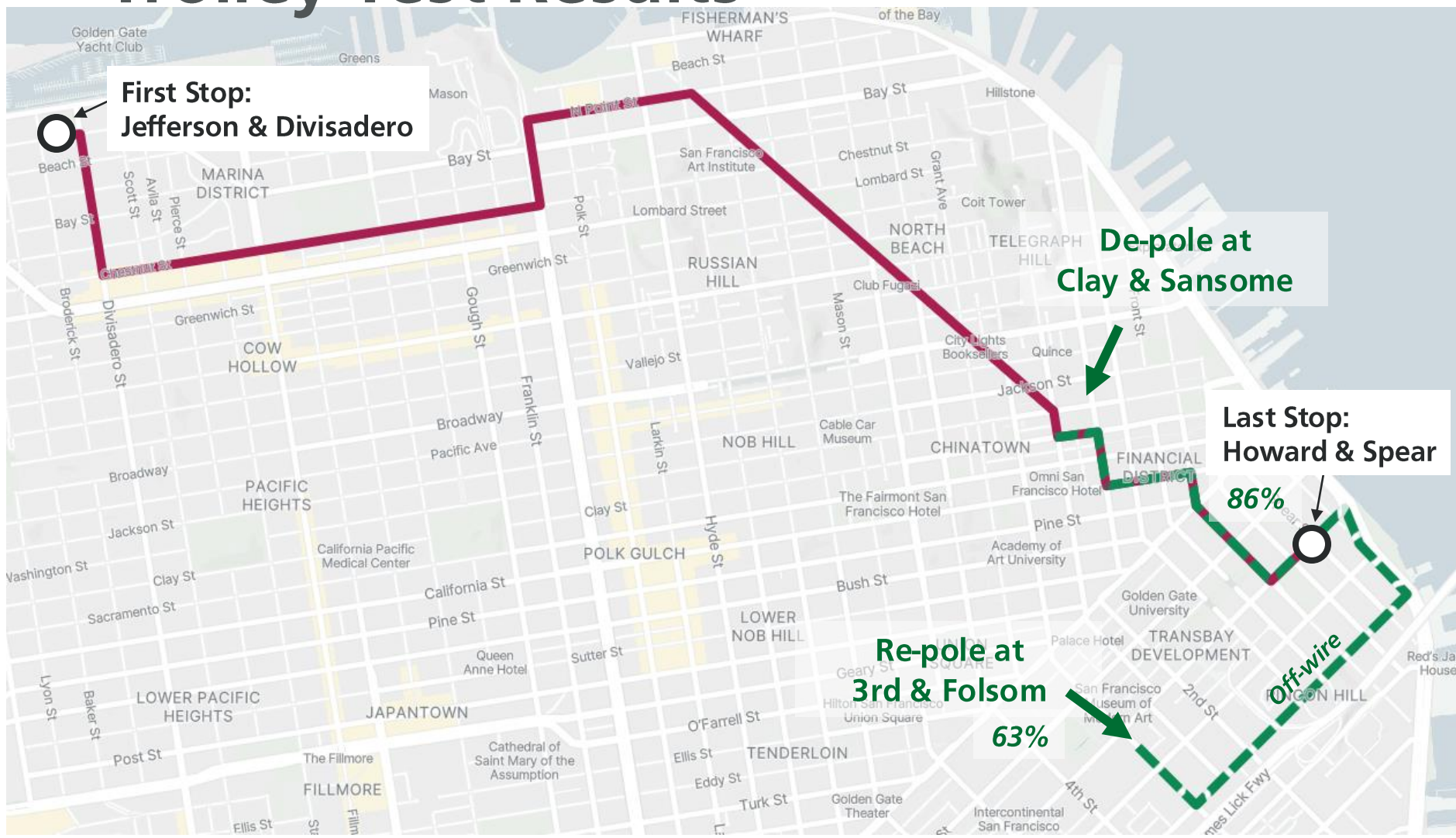
Trolley Route to stay on wire requires re-route and minor stop changes in the Marina



30X Trolley Operations

Trolley Test Results

Off-wire ~2 miles
Max battery drain ~60%



Cost-Neutral Service Efficiencies

Service Efficiency = Adjust peak frequency to after 7:30 a.m. and interline pull-out trips to balance adjustments

Adding trips on segment of route to maintain capacity before 7:30 a.m.

49 Van Ness-Mission

Inbound

*Projected Percent of Crowded Capacity between
Van Ness at Market to at North Point*

Departures from Market at Van Ness	Current Crowding	Peak Frequency Adjustment Only	Peak Frequency Adjustment + Pull-out Trips
7:15 - 7:30 AM	85%	99%	74%
7:30 - 7:45 AM	121%	127%	94%
7:45 - 8:00 AM	132%	132%	106%
8:00 - 8:15 AM	137%	120%	120%
8:15 - 8:30 AM	135%	113%	113%
8:30 - 8:45 AM	131%	108%	108%
8:45 - 9:00 AM	122%	115%	115%
9:00 - 9:15 AM	119%	119%	119%
9:15 - 9:30 AM	91%	91%	91%

Layered service efficiencies projected to reduce crowding in AM Peak

Cost-Neutral Service Efficiencies

Layered service efficiencies allow for cost-neutral service improvements

Service Efficiency Strategies

Interline new trips and pull-out trips to address crowding



Utilize trolley equipment technology for express service



Adjust frequencies to where they are needed most



Service Improvements

1X California

2 restored 1X trips at 7:15 a.m. and 7:45 a.m.

30X Marina Express

1 new 30X trip at 8:15 a.m.

49 Van Ness-Mission

Increased weekday inbound frequency during AM Peak

Additional Service Improvements

- **Service Reliability** - schedule adjustments to improve reliability during PM peak
 - **8 Bayshore**
 - **29 Sunset**
- **New Stop** - adding stop at Masonic & Oak in response to customer feedback on **6 Hayes-Parnassus**



Next Steps

- Implement service changes on **August 30, 2025**
- Evaluate service efficiency strategies
 - Effectiveness to reduce crowded trips
 - Monitor express trolley operations and reliability of interlined trips
- Prepare for next service change in early 2026



Muni Systemwide Service Evaluation

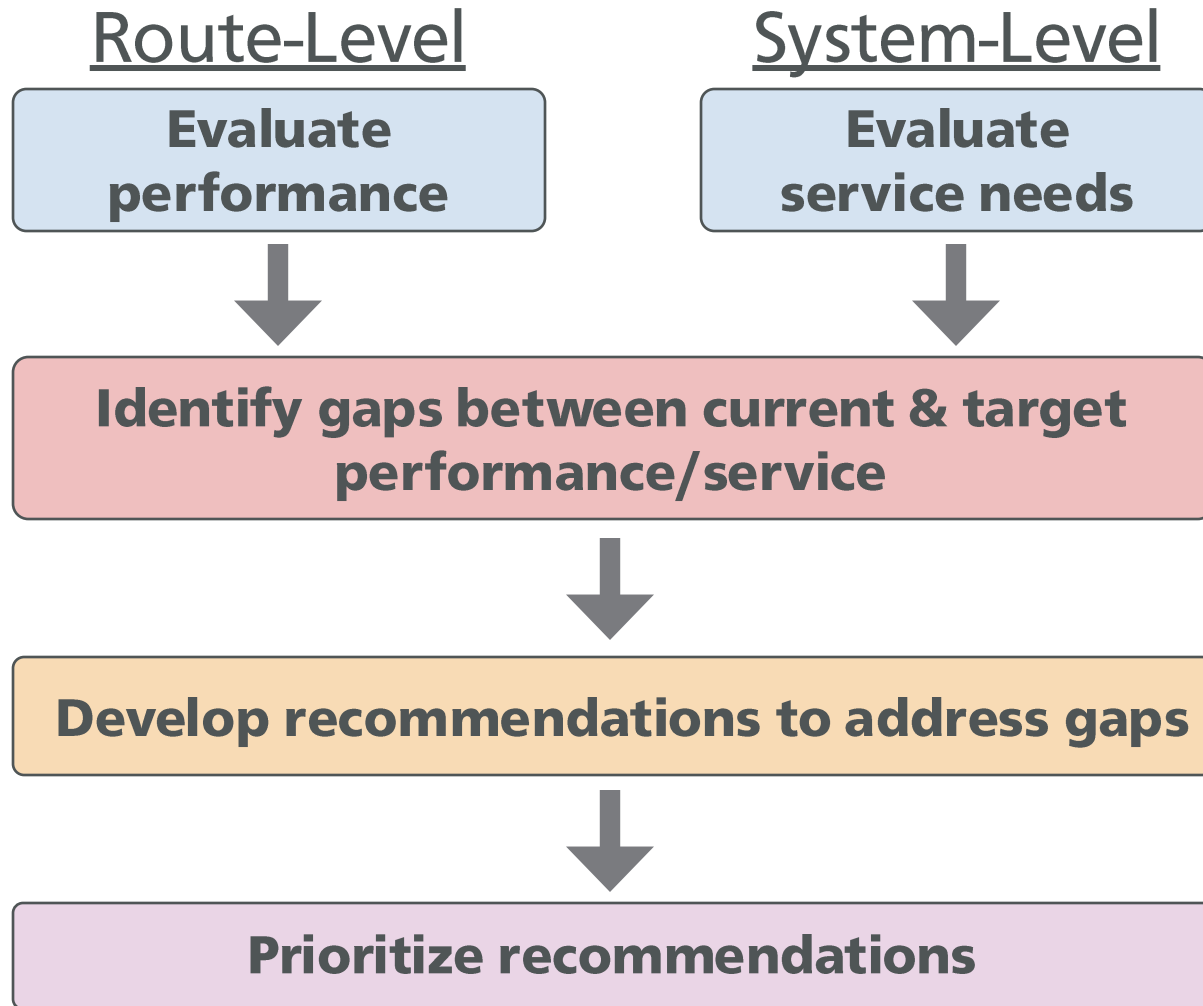
Systemwide Service Evaluation

Project Goal

- Builds off the Muni Equity Strategy framework
- Evaluates transit performance systemwide and at route-level
- Aims to inform both service increases (when funding available) and any needed service decreases to most effectively serve Muni customers
- Timed with the 2-year budget cycle to inform budget decision making

Systemwide Service Evaluation

Evaluation Approach



Systemwide Service Evaluation

Defining Transit Need

- Geography
 - Mapping San Francisco as smaller service areas
 - Assessing **transit need** and transit provided
- Defining transit need
 - Population
 - Number of residents
 - Demographics of residents
 - Employment
 - Schools
 - Other key destinations

Systemwide Service Evaluation

Defining Transit Need - Residents

	Not important to consider	Important	Very Important – consider highly relative to other groups
People of Color*	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Low-Income households (below 200% of federal poverty level)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Low-income people of color*	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rent-burdened households (gross rent 50% or more of household income)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People with Disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Seniors (Age 65+)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Car-deficit households (Ratio of vehicles available to total household size, to people 16 and older, or to working adults)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Families with children	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Single-parent households	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People born outside the US	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify in the text box below):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Systemwide Service Evaluation

Defining Transit Need – Jobs

- All jobs
- "Essential" jobs
(e.g., health care, food service, education, transit)
- Jobs by pay range
(e.g., low-wage and middle-wage)
- Jobs by educational attainment
- Other?

Systemwide Service Evaluation

Defining Transit Need – Schools

- Public Elementary (Grades K-5)
- Public Middle (Grades 6-8)
- Public High (Grades 9-12)
- Private Elementary, Middle, and/or High Schools
- Community Colleges
- Universities (public or private)
- Vocational/technical training centers
- Other?

Systemwide Service Evaluation

Defining Transit Need – Key Destinations other than Jobs & Schools

- Grocery stores
- Parks & Recreation
- Hospitals
- Libraries
- Community Support
 - e.g. Social service providers, community centers, etc.
- Affordable/Public Housing Sites
- Senior Housing Sites
- Other?

Systemwide Service Evaluation

Next Steps

Summer 2025

- Collect feedback on defining transit service need

Fall 2025 / Winter 2026

- Collect feedback route-level and systemwide transit performance & service needs
- Collect feedback on draft recommendations to address needs
- Establish policy for prioritizing service needs
- Draft service plans based on FY26-27 & FY27-28 budget scenarios & prioritization policy
- Update service plans based on feedback and budget projections

Spring 2026

- Seek SFMTA Board approval on final service plan that will be one of the pieces of the balanced FY26-27 & FY27-28 budget
- Budget will be presented to the mayor by May 1

Next Meetings

- Options for follow-up on defining service needs in September
 - Survey to members
 - Virtual meeting
- Tentative in-person meeting on Thursday, October 16 from 5:30 – 7 p.m.