



SFMTA

Muni Equity Working Group

August 14, 2025

Agenda

Time	Item
5:30 p.m.	Welcome
5:35 p.m.	Summer 2025 Service Change Update
5:45 p.m.	Fall 2025 Service Changes
6:00 p.m.	Muni Systemwide Service Evaluation
6:55 p.m.	Closing and planning next meeting
7:00 p.m.	Meeting adjourns

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

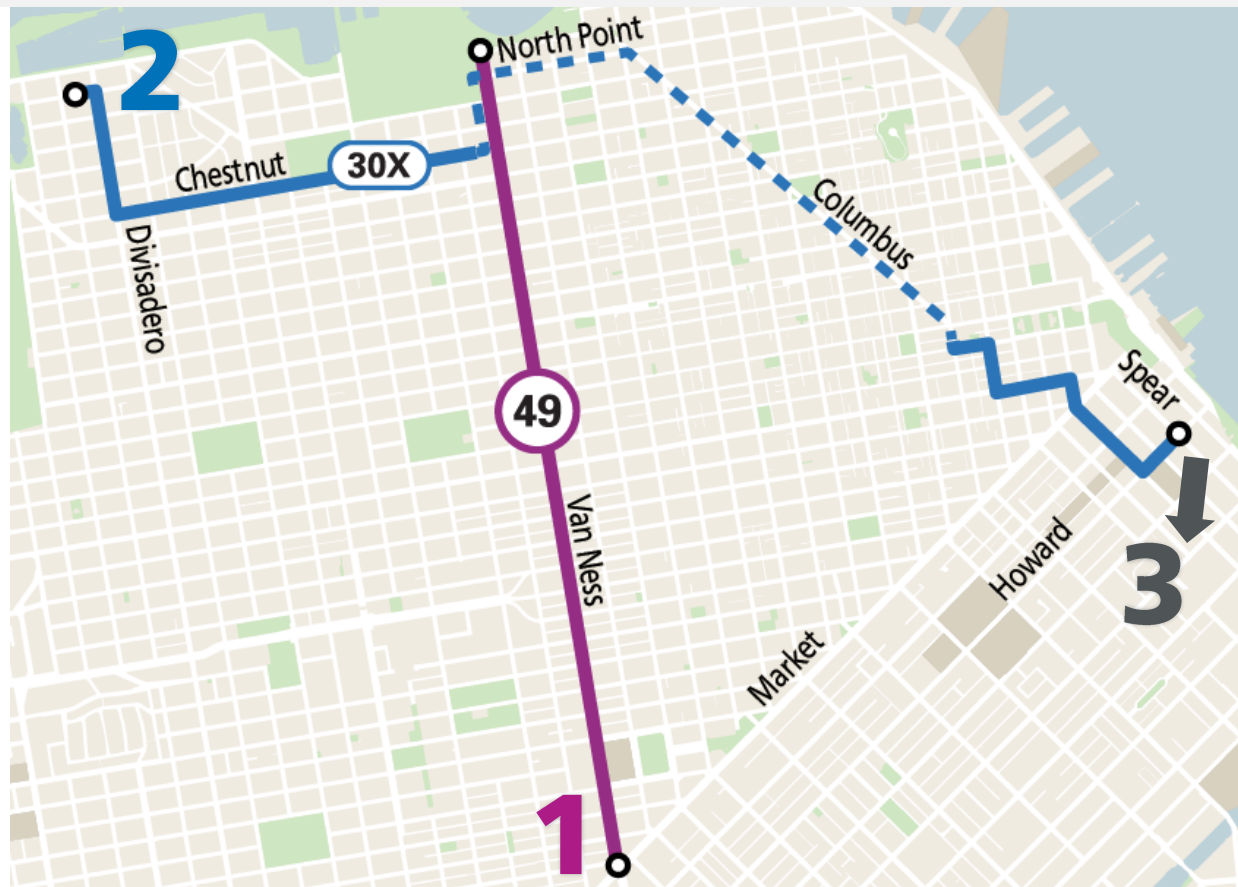
Route	Service Improvement	Service Efficiency
1X California Express	Add back 7:15 a.m. and 7:45 a.m. trips that were cut in February 2025 in response to demand and to lower AM peak demand on 1 California	Reassign two motorcoaches on 30X back to 1X <i>AM trip times 7:15, 7:30, 7:45, 8:00, 8:20 a.m.</i>
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.

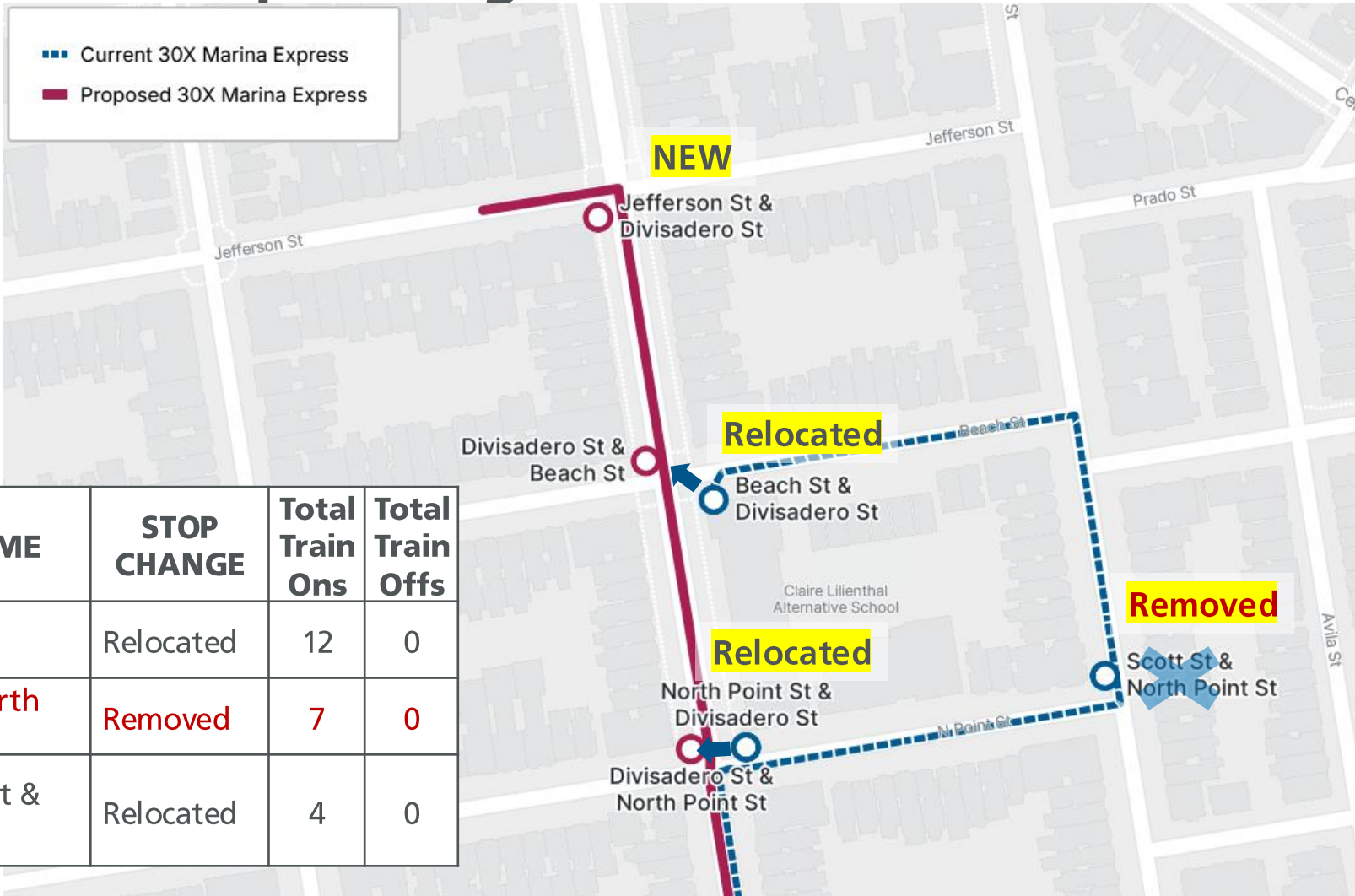
- 1 7:08 a.m.**
Start 49 Van Ness/Mission trip from Market to North Point
- ↓
- 2 8:15 a.m.**
Start **NEW** 30X Stockton Express trip to downtown
- ↓
- 3 8:56 a.m.**
Complete 30X Stockton Express trip, start regular route



30X Trolley Operations

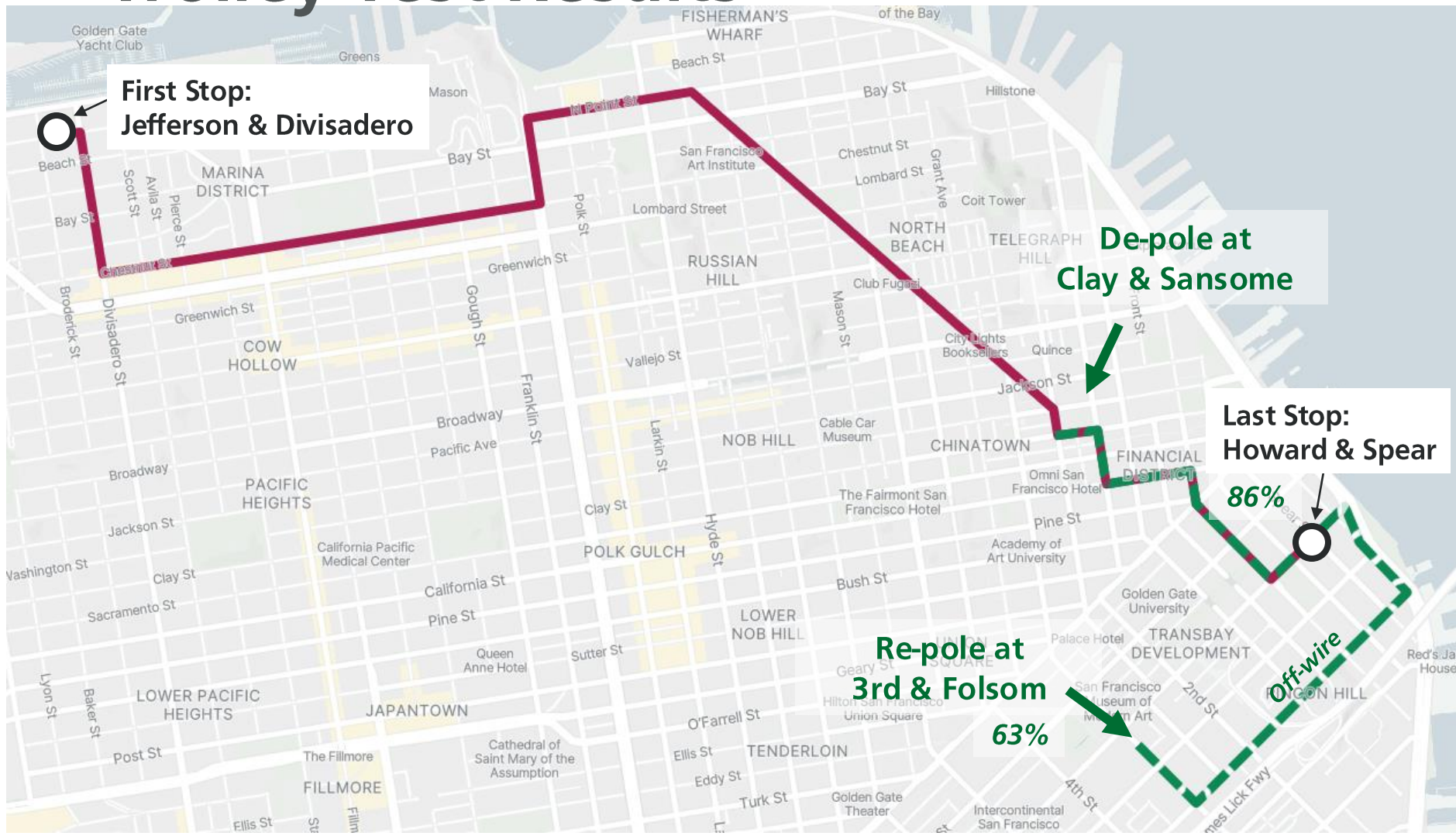
Marina Stop Changes

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

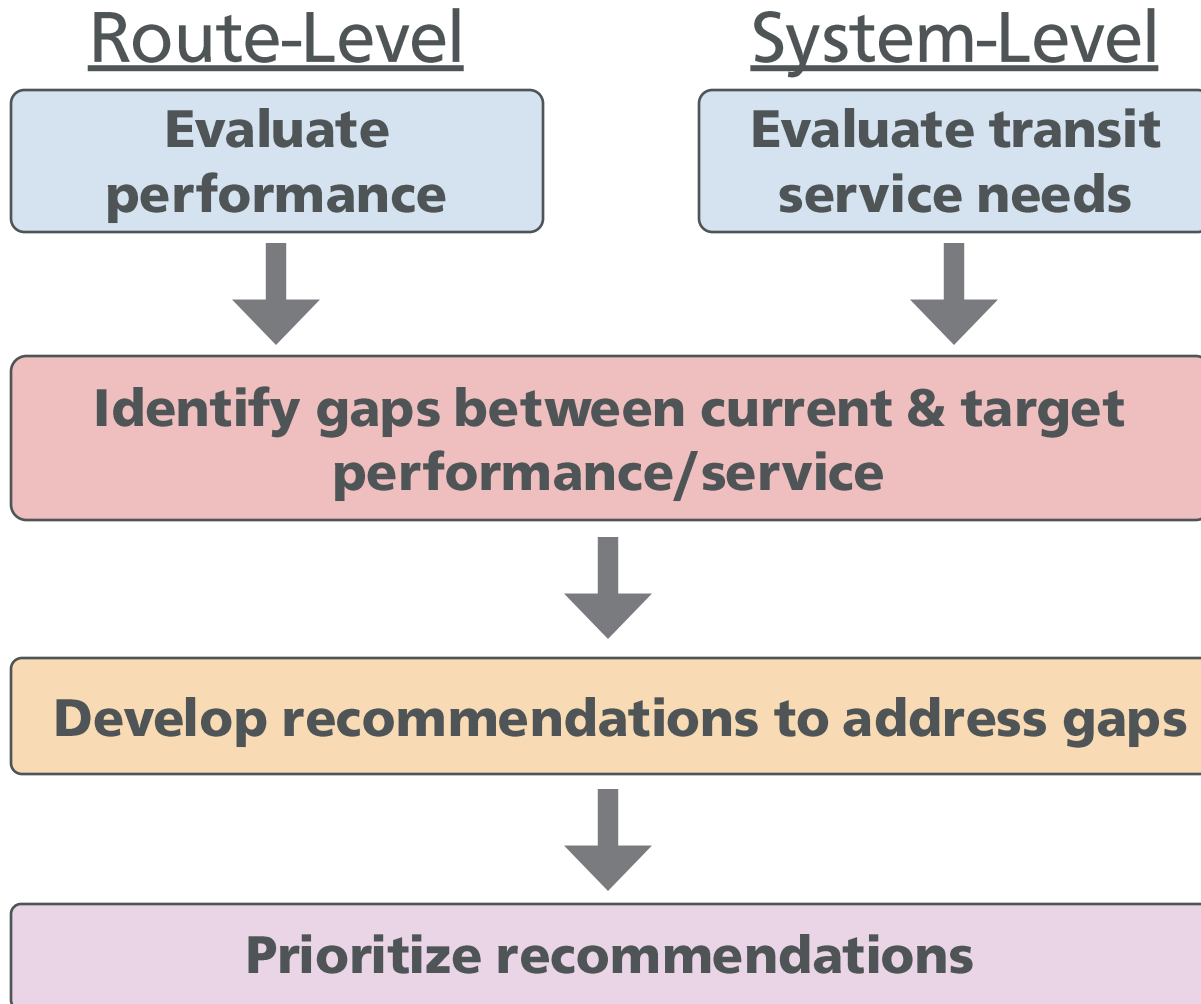
Systemwide Service Evaluation

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

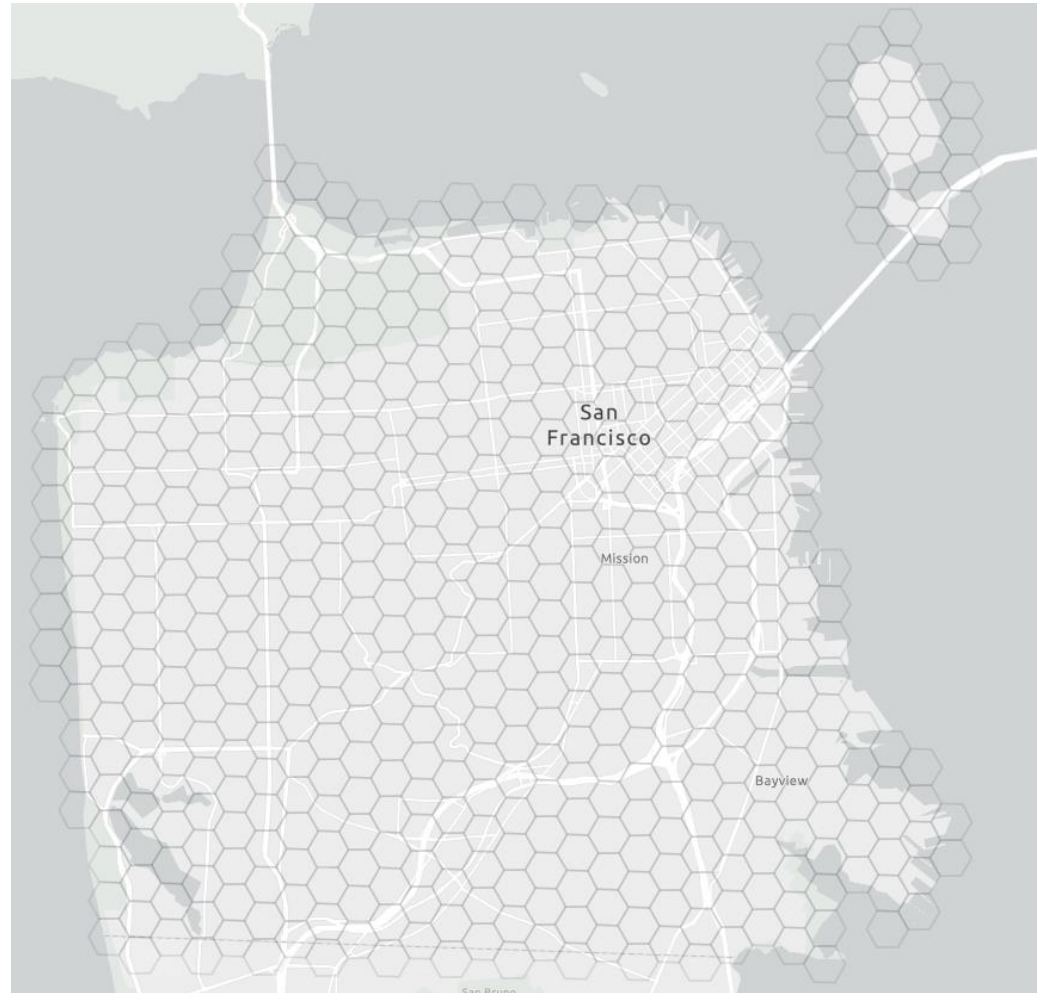
Evaluation Approach



Systemwide Service Evaluation

Defining Transit Need

- Mapping San Francisco as ~550 smaller service areas
- Assessing **transit need** and transit provided for each area



Systemwide Service Evaluation

Defining Transit Need

- **Factors key for defining transit need**
 - Population data (Census)
 - Number of residents
 - Demographics of residents
 - Employment/Jobs data (Census)
 - Schools
 - Other key destinations
- **7 survey responses – Thank you!**
 - Review survey responses
 - Share some additional context

Systemwide Service Evaluation

Defining Transit Need - Summary of Survey

- **Demographics of residents > Number of residents**
 - People of color in low-income households
 - Students. K-12: public schools over private schools
 - People with disabilities
- **Jobs**
 - “Essential” jobs & jobs by pay level > all jobs
- **Other Key Destinations**
- **Other factors**
 - Terrain/Hills
 - Regional transit hubs

Systemwide Service Evaluation

Defining Transit Need – Resident Demographics

Factors	Importance Level for Defining Transit Need (# of survey responses)		Pct of SF Overall
	Very Important	Important	
Highest Priorities			
*Low-Income households	7 responses	-	21%
*People with Disabilities	7 responses	-	7%
Low-income people of color	6 responses	-	10%^
Rent-burdened households	6 responses	1 responses	18%
*Seniors (Age 65+)	5 responses	2 responses	17%
*Car-deficit households	5 responses	2 responses	30%
*People of color	3 responses	4 responses	63%

Lower Priorities			
Families with children	2 responses	4 responses	16%
Single-parent households	3 responses	3 responses	4%
People born outside the US	2 responses	2 responses	34%

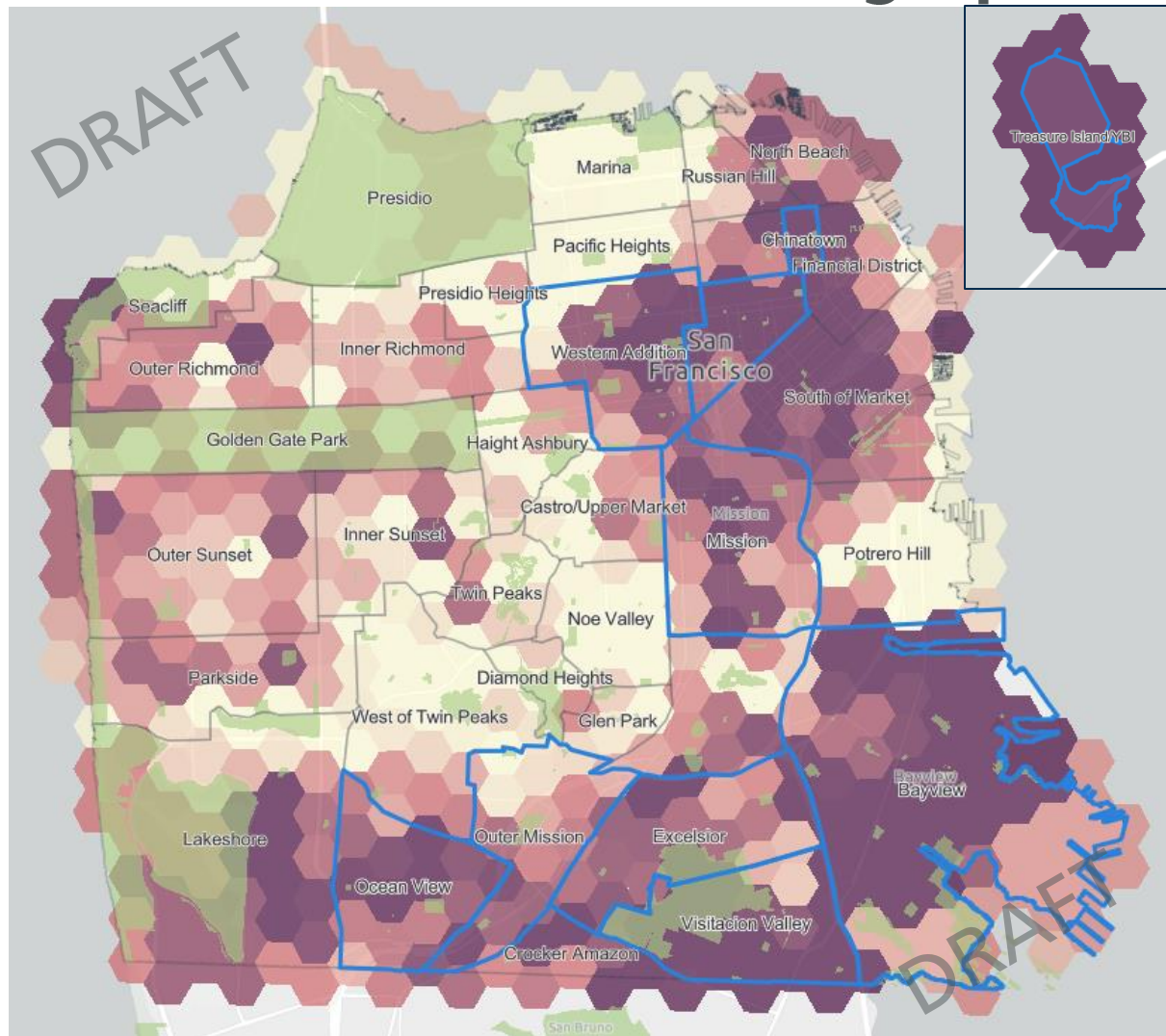
Write-in Responses			
Multi-generational San Franciscans			
Students, students of color, education status			
Employment Status			
Current riders (SF residents > no SF residents)			

*Included in Equity Strategy analysis; ^^Low-income data by race/ethnicity available for 125% of Federal Poverty Level. SFMTA defines low-income as 200% of FPL. For reference only, 13% of SF Population is at 125% of Federal Poverty Level

Systemwide Service Evaluation

Defining Transit Need – Resident Demographics

- Highest priority demographic characteristics from survey only
- Composite Score
- No normalizing for population size shown



Systemwide Service Evaluation

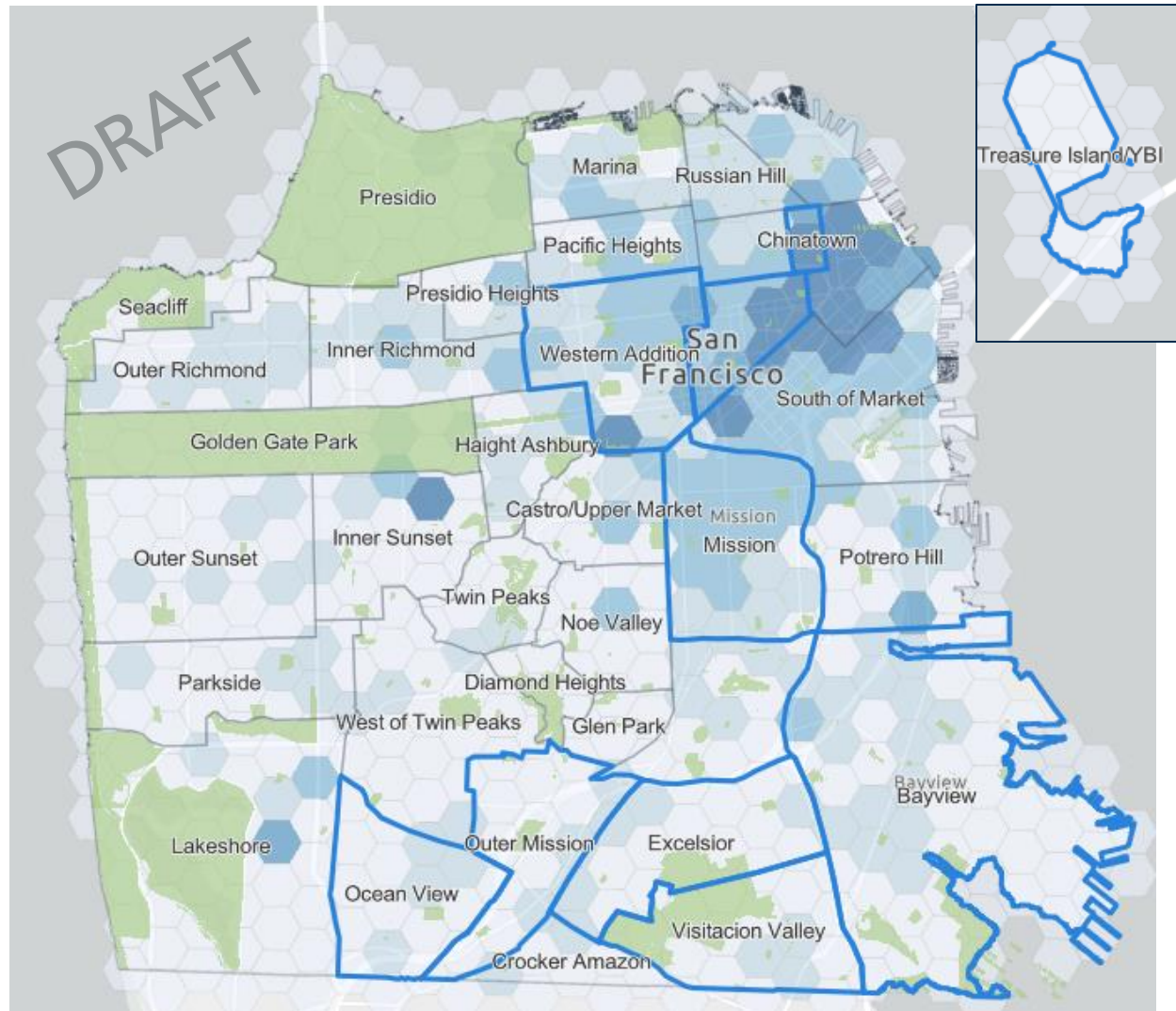
Defining Transit Need – Jobs

Job Type	Survey Responses to Include in Analysis?	# of Jobs in SF (2022)	Pct of Jobs in SF (2022)
Highest Priorities			
"Essential" Jobs (e.g., health care, food service, education, transit)	5 responses		
Jobs by pay level (e.g., low-wage and middle-wage)	5 responses	~91,000 (~\$40K/year or less)	24%
Lower Priorities			
All jobs	3 responses		
Jobs by educational requirement	1 response	~186,000 (Up to High School)	30%
Write-in Responses			
Jobs with alternative schedules			

Systemwide Service Evaluation

Defining Transit Need – Jobs

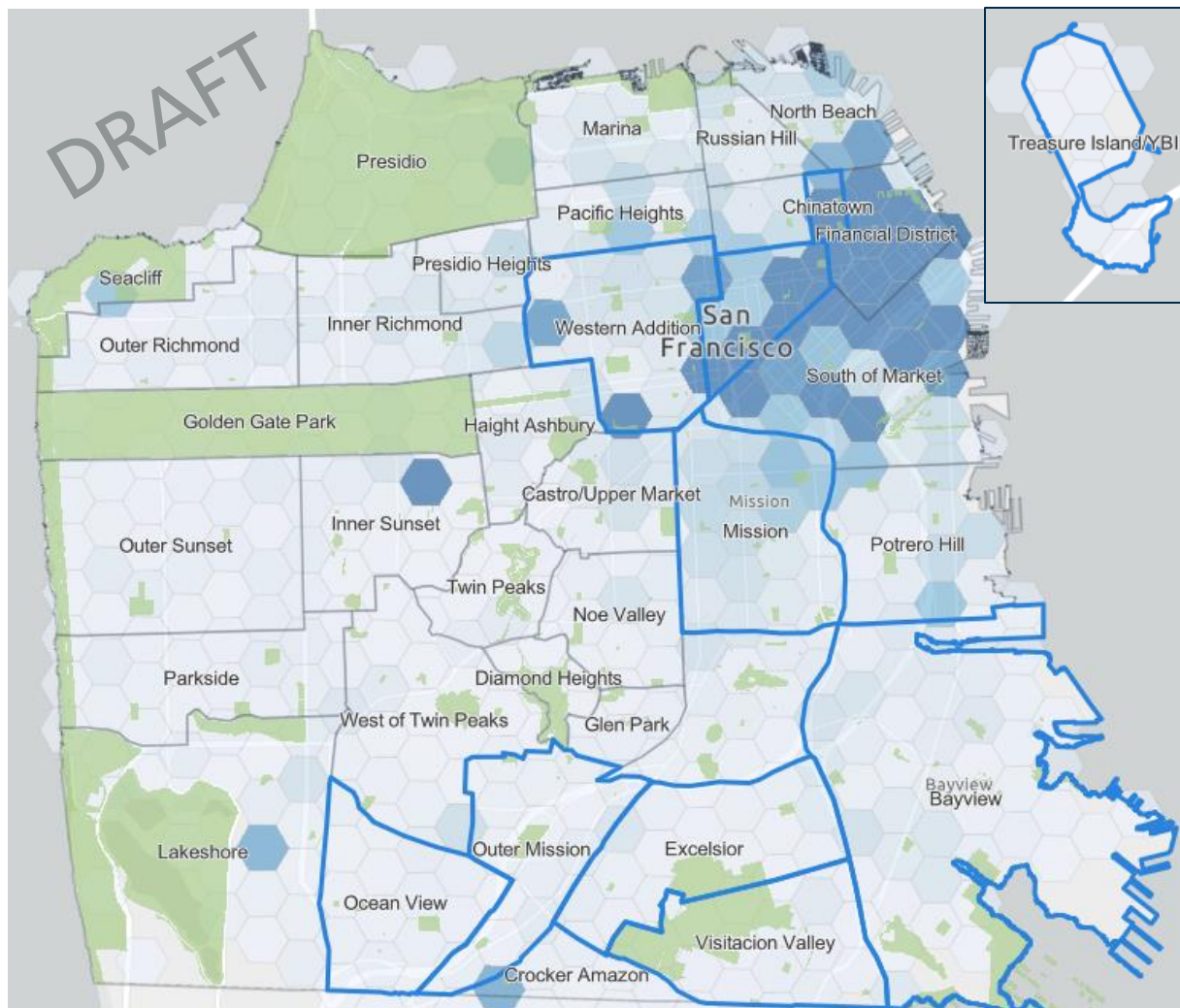
Lower-Wage Jobs
(\$40K/year)



Systemwide Service Evaluation

Defining Transit Need – Jobs

All Jobs



Systemwide Service Evaluation

Defining Transit Need – Schools

School/Education Type	Survey Responses to Include in Analysis?
Highest Priorities	
Public (K-12)	7 responses
Community Colleges	7 responses
Universities	6 responses
Vocational/technical training centers	5 responses
Lower Priorities	
Private (K-12)	3 responses

- Public > Private?

Systemwide Service Evaluation

Defining Transit Need – Other Destinations

Other Destination Type	Survey Responses to Include in Analysis?
Highest Priorities	
Grocery Stores, Parks & Recreation, Community Support, Affordable/Public Housing Sites, Seniors Housing Sites	7 responses
Hospitals	6 responses
Libraries	5 responses
Write-in Responses	
Regional transit hubs	
Government buildings	

Systemwide Service Evaluation

Defining Transit Need – Other Factors

- Terrain/Hills
- Past harms (eg urban renewal, road/highway expansions)
- Future needs (eg housing growth)
- Routes with riders with grocery store carts, laundry carts, large packages
- Service areas most impacted by cuts

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.