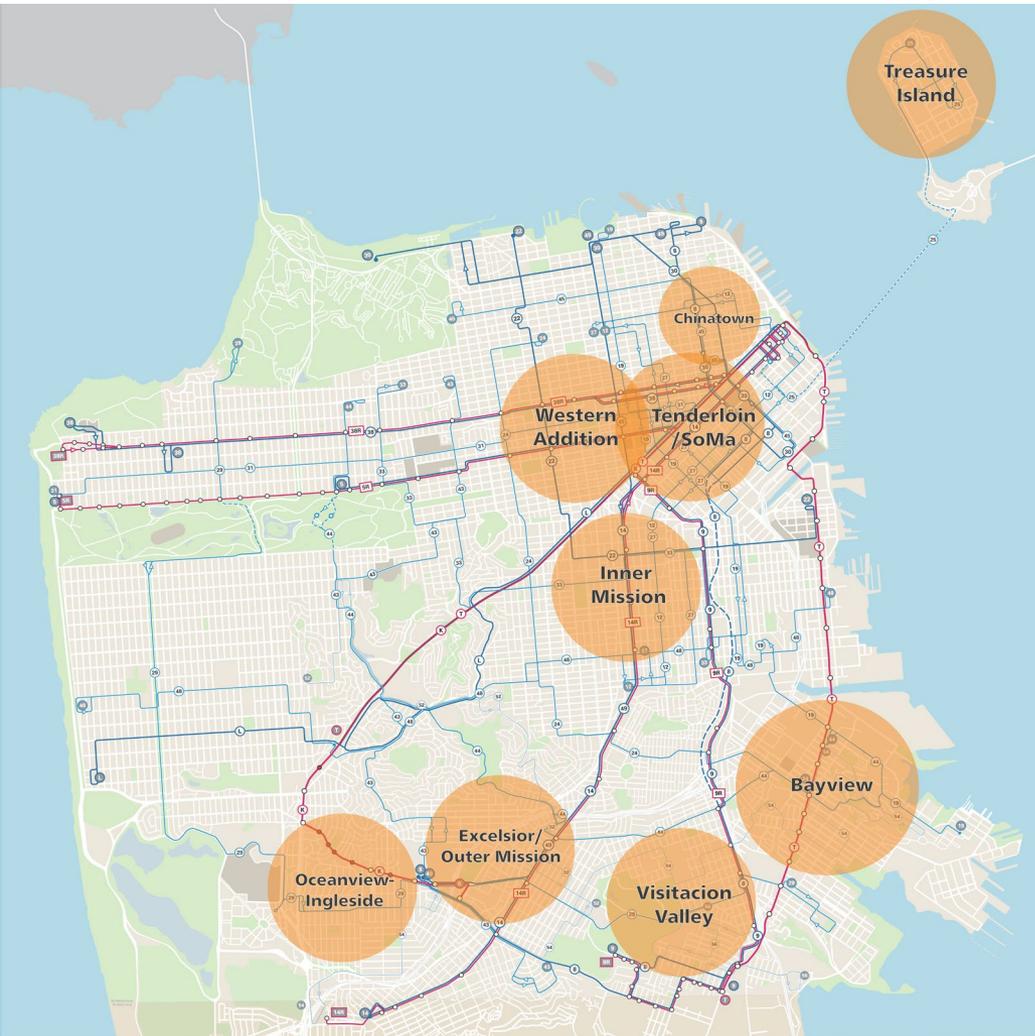




Muni Service Equity Strategy FY26-27 & FY27-28 Update

SFMTA Board of Directors
March 17, 2026

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

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

10 Years of Equity Strategy



**FY16-17 &
FY17-18**

Operationalized equity policy

**FY18-19 &
FY19-20**

Emphasized outreach and program awareness

**FY20-21 &
FY21-22**

Addressed all aspects of transit planning informed by equity principles

**FY22-23 &
FY23-24**

Applied equity strategy principles in Covid service recovery

**FY24-25 &
FY25-26**

Used equity strategy principles to respond cost-neutrally

**FY26-27 &
FY27-28**

Use service improvement resources to address acute crowding and other service needs

Improvements Made in FY24-25 & FY25-26

Given the constraints of the FY24-25 & FY25-26 operating budget, all service improvements were implemented cost-neutrally by reallocating limited resources where they were needed most.

Operational service improvements on **11 Equity Routes**

- Reduced frequency (optimized schedules) to address peak/school crowding
- Route/stop changes to improve reliability and access

Transit Priority projects benefiting **17 Equity Routes**

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

Note: Summer 2025 Service Cuts were not anticipated when the FY 24-25 and FY 25-26 equity strategy was adopted. Equity Strategy principles were applied to develop service cut options.

Muni Service Improvements

Additional Peak Trips



New Stops to Increase Access



Route Changes to Improve Reliability



Safer Boarding Islands



Muni Route Service Categories

Service Category	Definition	Typical Weekday Frequency
Metro/Rapid	Heavily used lines form the backbone of the Muni system. Vehicles arriving frequently, delivering speed and reliability.	10 mins or less & skip stop service
Frequent	May overlap with rapid routes but with more stops along the route. Provide premium, frequent service.	10 mins or less
Grid	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
Connector	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 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 Hours Delivered
Metro/Rapid	98%
Equity Routes	98%
Non-Equity Routes	98%
Frequent	99%
Equity Routes	99%
Non-Equity Routes	99%
Grid	99%
Equity Routes	99%
Non-Equity Routes	99%
Connector	98%
Equity Routes	98%
Non-Equity Routes	98%

Source: Sept-Oct 2025 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
Metro/Rapid	4%
Equity Routes	4%
Non-Equity Routes	3%
Frequent	7%
Equity Routes	7%
Non-Equity Routes	13%
Grid	5%
Equity Routes	5%
Non-Equity Routes	4%
Connector	0%
Equity Routes	0%
Non-Equity Routes	0%

*Daytime Service: 6am-7pm

Fall 2023 Source: Sept-Oct 2025 crowding data

Data Review: Performance

Gaps data for routes managed on headway schedule



Headway Adherence

% of evenly spaced arrivals

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

Service Category	Weekday Daytime* Avg Performance
Metro/Rapid	89%
Equity Routes	89%
Non-Equity Routes	90%
Frequent	87%
Equity Routes	87%
Non-Equity Routes	83%

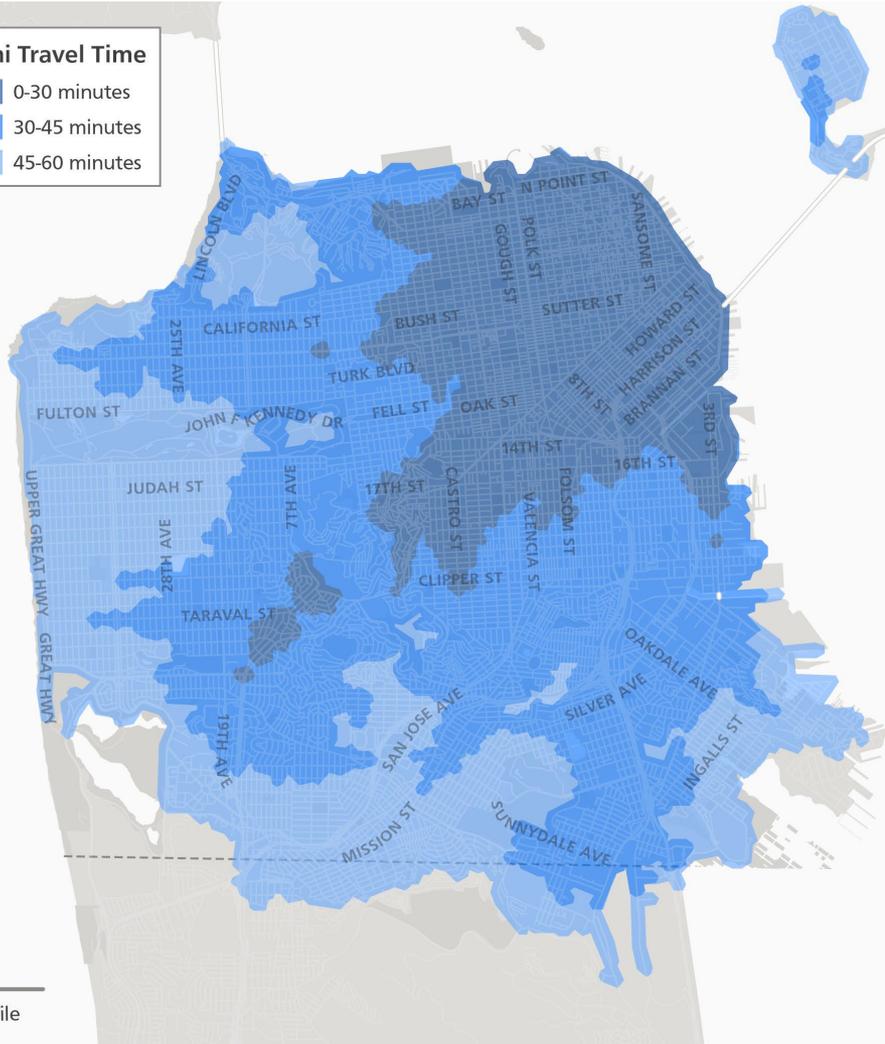
Source: Sept-Oct 2025 performance data

*Daytime Service: 6am-7pm

Data Review: Travel Time & Access

Chinatown

Muni Travel Time



1 Mile

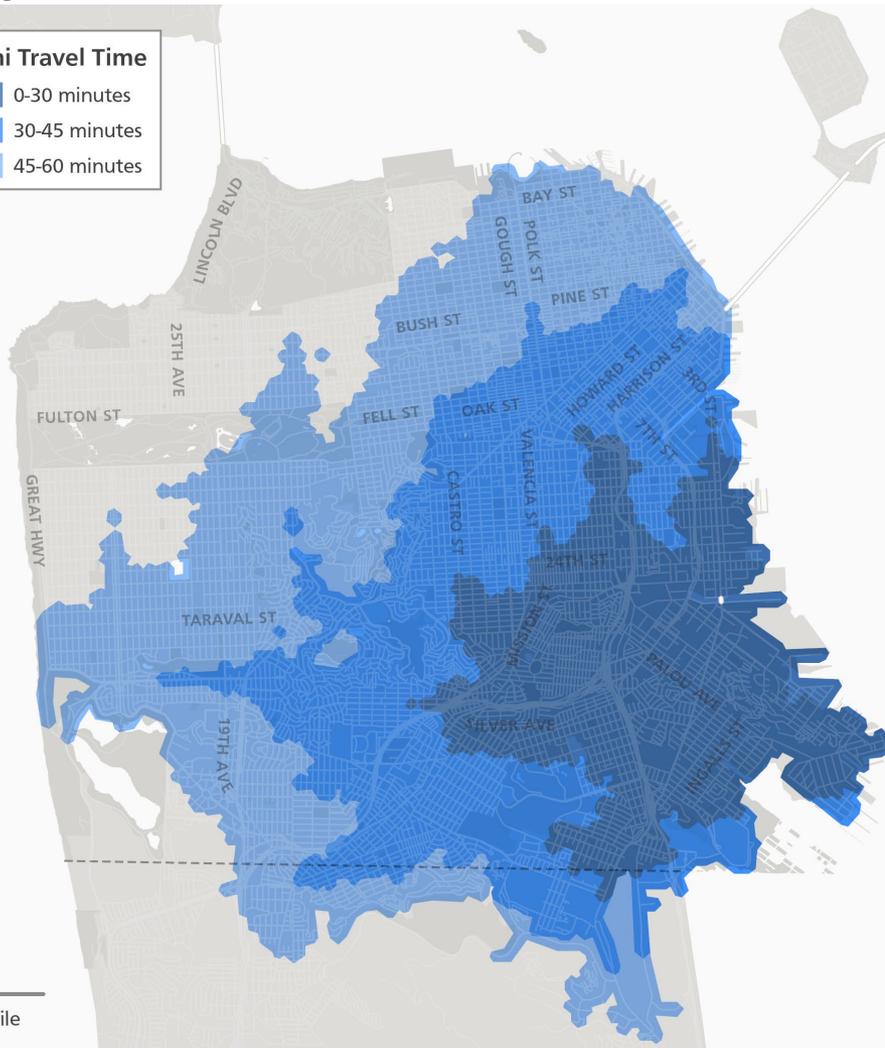
Destinations Accessible by Muni From Chinatown

Category	30 min	45 min	60 min
Jobs	573,000	707,000	748,000
Grocery Stores	280	458	497
Community Resources	88	115	122
Medical	7	11	12
Parks	87	195	247
Higher Education	15	18	20
Libraries	12	26	29

Data Review: Travel Time & Access

Bayview

Muni Travel Time



1 Mile

Destinations Accessible by Muni from the Bayview

Category	30 min	45 min	60 min
Jobs	64,000	455,000	716,000
Grocery Stores	88	251	448
Community Resources	17	70	115
Medical	3	6	11
Parks & Recreation	58	140	226
Higher Education	1	13	20
Libraries	8	15	25

Initiatives Continuing into FY26-27 & FY27-28

Muni Equity Working Group

- First meeting held in February 2024, meet at least bi-monthly
- Members represent equity strategy neighborhoods and various transit dependent populations
- Focus on systemwide evaluation development
- Serve as sounding board for service proposals, i.e. summer 2025 service cuts

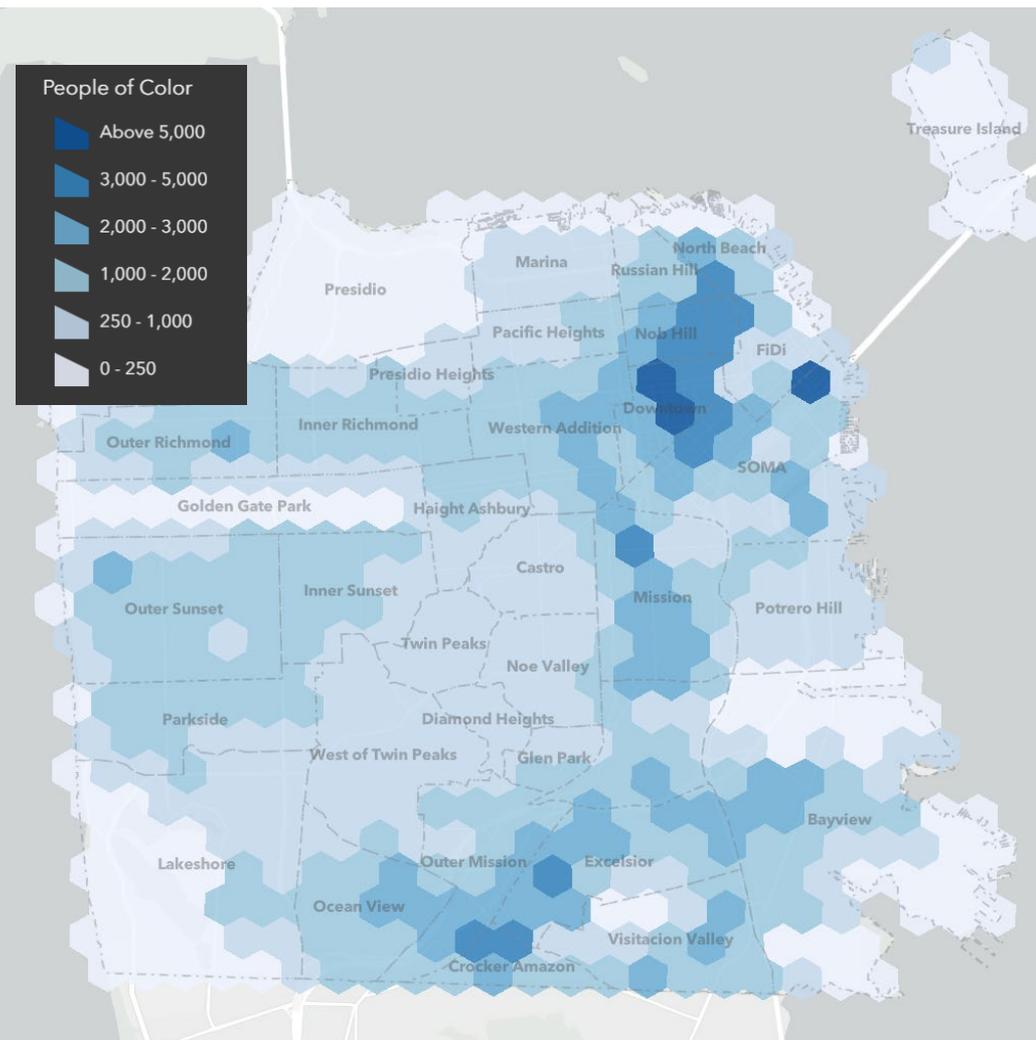


Initiatives Continuing into FY26-27 & FY27-28

Systemwide Service Evaluation

- Applying equity strategy principals to systemwide evaluation framework
- Using performance and demographic data to develop data driven approach that expands analysis at route and systemwide level
- Framework will be used to evaluate transit service, identify gaps and prioritize service changes

Sample Demographic Analysis in Progress



FY26-27 & FY27-28 Recommendations



- Finalize systemwide evaluation framework in collaboration with Muni Equity Working Group
- Continue to monitor performance and crowding on Muni equity routes
- Pursue cost-neutral changes in FY26-27, informed by systemwide evaluation, working group and equity strategy principals
- Develop modest service improvement proposals in FY27-28 if parcel tax is approved

Next Steps

- Approve FY26-27 & FY27-28 Equity Strategy at April 7 SFMTA Board Meeting
- Finalize Systemwide Service Evaluation in Fall 2026
- Keep SFMTA Board updated on development of cost-neutral and possible service improvement service plans



Thank You

