

MUNI SERVICE EQUITY STRATEGY

MAKING MUNI ACCESSIBLE TO ALL

Background

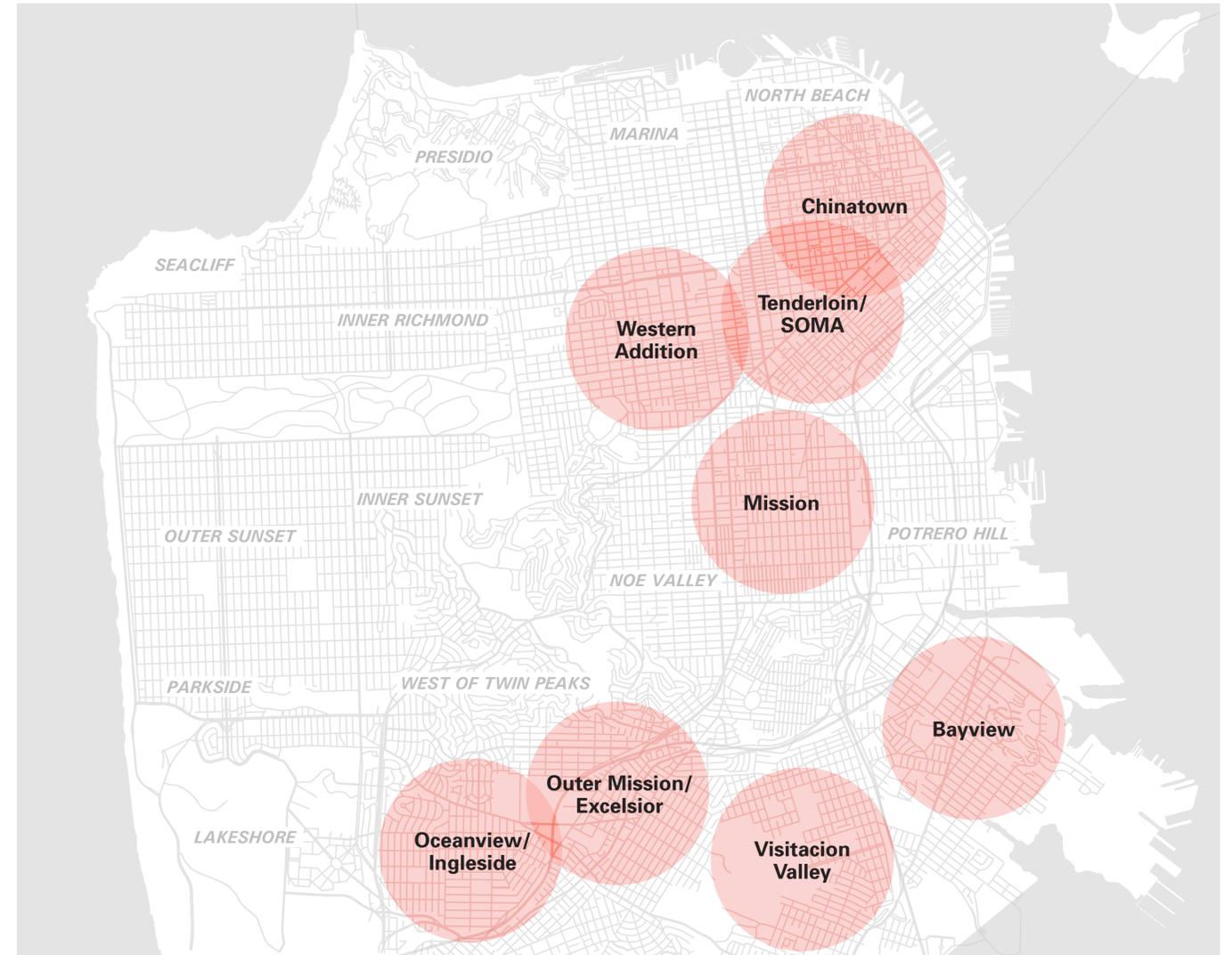
The SFMTA Board adopted the Muni Service Equity Policy in 2014. The Muni Service Equity Strategy implements this policy and focuses on improving routes in San Francisco neighborhoods that rely heavily on transit service. The neighborhoods were selected based on the percentage of households with low incomes, private vehicle ownership and race and ethnicity demographics. The Strategy was developed jointly with transportation equity and affordable housing advocates, who continue to advise SFMTA.

Overview

The Equity Strategy is one component of the agency's commitment to make transit accessible and affordable to all of our customers.

The Equity Strategy will:

- Benefit eight selected Equity Service neighborhoods, seniors and people with disabilities, by implementing quick service treatments while delivering improvements to access to key destinations, reliability, frequency and crowding.
- Establish a performance baseline for Muni routes serving each Equity Strategy neighborhood.
- Provide ongoing analysis that informs our planning and prioritization of service improvements.



The last Equity Strategy Report (released in 2016) evaluated routes in 7 Equity Neighborhoods, and routes that are heavily used by seniors and people with disabilities. The Equity Strategy Report that will be released this year has included Oceanview/Ingleside and a greater focus on rider input.



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OUTREACH SNAPSHOT

Stakeholder interviews and community events across Equity Neighborhoods

Developing recommendations based on community input we've heard

SFMTA Board reviews and potentially adopts 2018 Muni Service Equity Strategy

SPRING

2017

WINTER

2018

SPRING

2018

Extensive in-person and online outreach in Equity Neighborhoods, as well as Muni operator focus groups

Share preliminary Equity Strategy recommendations and continue collecting community input

Recommendations incorporated in upcoming SFMTA budget

*The Equity Strategy will be presented to the San Francisco Municipal Transportation Agency (SFMTA) Board of Directors before the development of the fiscal years 2019 and 2020 capital and operating budget.



39+

Community led events & meetings attended

6

Focus groups with Muni operators

500+

Organizations

reached in 8 Equity Neighborhoods, as well as organizations serving youth, seniors, and people with disabilities

65,300+

People reached

through 30 Facebook ads in Equity Neighborhoods with over 200 comments in five languages (i.e. Chinese, English, Filipino, Spanish, and Vietnamese)

3,000+

Survey responses

collected through online surveys and rider outreach along 16 equity lines in five languages

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REACHING RIDERS WHERE THEY ARE

BUILDING ON AFFORDABILITY AND ACCESS

Muni is dedicated to serving all of San Francisco. All residents are already within ¼ mile of a transit stop. Over the last few years, we've made system-wide improvements, including a 10% service increase. We are committed to building on the foundation of our affordable service and access.

68,000+

Sign-ups for
Free Muni for Low/Moderate
Income Youth, Seniors and
People with Disabilities

19,500+

Sign-ups for
Lifeline Pass



Image from a recent community conversation for the Equity Strategy.

EQUITY STRATEGY PRINCIPLES

The Muni Equity Strategy evaluates service at all times of day to accommodate a range of jobs and other trip patterns. We are focusing on 2-3 key needs per neighborhood. Narrowing down to 2-3 key needs ensures that we're focusing on what really matters and our solutions can effectively target these needs. Our solutions will be delivered in a 1-2-year timeline so that riders can see a difference quickly.

OUTREACH OVERVIEW

Over the last year, SFMTA has done extensive outreach in Equity neighborhoods to hear from riders. Outreach for the Muni Equity Strategy includes:

Rider outreach at bus stops and on bus routes in Chinese, English, Filipino, Spanish, and Vietnamese.

Multiple online surveys and a text-based survey that were advertised on our website, through community organizations, on bus shelters, and on social media.

Working directly with community organizations to host conversations with riders in their neighborhood.

Outreach is ongoing, as SFMTA staff continue to talk with riders about their needs at churches, community events, backpack giveaways, soup kitchens, and more. Overall, the SFMTA has reached tens of thousands of riders across different demographics, seniors and people with disabilities, and youth.

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IMPROVEMENTS UNDERWAY OR COMPLETED

WESTERN ADDITION

A series of improvements are already underway in this neighborhood to address some of the challenges we've heard from riders.

Key Need	Improvements Underway or Completed
5/5R Fulton Address occasional gaps in service that lead to crowding on the 5/5R Fulton	Muni Forward projects on Fulton and McAllister streets to improve reliability with transit bulbs, new traffic signals, and traffic circles that replace stop signs Switched to larger 60-foot buses all day to reduce crowding
6 Haight-Parnassus Address crowding due to occasional gaps in service on the 6 Haight-Parnassus	Muni Forward project on Haight Street to improve reliability and reduce crowding due to gaps in service by adding new transit bulbs and traffic signals that replace stop signs
7 Haight/Noriega Address frequent gaps in service on the 7 Haight-Noriega	Muni Forward project on Haight Street and Better Market Street project to improve reliability and reduce crowding due to gaps in service by adding new transit bulbs and traffic signals that replace stop signs
21 Hayes Address occasional gaps in service due to delays on Market Street on the 21 Hayes	Better Market Street project to improve travel time and reliability
22 Fillmore Improve travel time and reliability on the 22 Fillmore	Increased service in 2015 22 Fillmore Transit Priority Project on 16th Street to improve travel time and reliability with new transit-only lanes, bus stop enhancements, and other transit priority features
24 Divisadero Improve travel time and address occasional gaps in service that lead to longer wait times on the 24 Divisadero	
31 Balboa Address delays and reliability issues on the 31 Balboa	Added bus bulbs in Tenderloin to improve travel time and accessibility



Images of improvements underway or completed.

PRELIMINARY EQUITY STRATEGY RECOMMENDATIONS

WESTERN ADDITION

Based on feedback we've heard from riders about their challenges, we've developed some new preliminary recommendations. Will the recommendations listed address the need? Tell us what you think below.

Key Need	New Preliminary Recommendations	
5/5R Fulton Address occasional gaps in service that lead to crowding on the 5/5R Fulton	Implement Muni Forward improvements on Fulton from Arguello to 25th Avenue to further improve reliability and address gaps in service that lead to crowding	
6 Haight-Parnassus Address crowding due to occasional gaps in service on the 6 Haight-Parnassus	Pending the effectiveness of improvements underway and completed, no additional recommendations	
7 Haight/Noriega Address frequent gaps in service on the 7 Haight-Noriega	Switch to 60-foot buses 7 days per week to reduce crowding	
21 Hayes Address occasional gaps in service due to delays on Market Street on the 21 Hayes	Pending the effectiveness of improvements underway, no additional recommendations	
22 Fillmore Improve travel time and reliability on the 22 Fillmore	Continue to evaluate service improvements pending effectiveness of improvements underway	
24 Divisadero Improve travel time and address occasional gaps in service that lead to longer wait times on the 24 Divisadero	Long term, explore opportunities for travel time reduction projects on the 24	
31 Balboa Address delays and reliability issues on the 31 Balboa	Explore opportunities for quick and effective travel time improvements on western portion of the line to improve overall reliability	

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