Muni Service Equity Strategy
FY 2019 and FY 2020
Equity Strategy Background

- **Muni Service Equity Policy** adopted in 2014
- **First Muni Service Equity Strategy** adopted in 2016
- Uses a **neighborhood-based approach** to improving routes most critical to people from low-income households and people of color
Service Improvements Across the System

- Muni is making once-in-a-generation investments in service and infrastructure:
  - All-new bus and rail fleet
  - 10% service increase
  - Over 40 miles of transit priority improvements
  - State-of-the-art Transportation Management Center

- Equity Policy objective: Ensure Equity Neighborhoods see equal or better improvement as the system as a whole
1. Identify top 2 to 3 needs per neighborhood based on **data analysis** and **community outreach**

2. Develop tailored strategies to address key needs for each equity strategy neighborhood

3. Identify funding needs to inform two-year budgets

4. Monitor yearly progress with annual report on performance
Equity Neighborhoods and Routes

2016 Equity Strategy:
- 7 neighborhoods
- Routes heavily used by seniors and people with disabilities

2018 Equity Strategy:
- Adds **new** neighborhood: Oceanview/Ingleside
- Expanded focus on engaging riders and community-based organizations
Outreach Process

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

**2017**

**SPRING**

We are working to improve Muni service in this neighborhood.

What to help by answering some quick questions?

Text YES to 415-385-4037

**2018**

**WINTER**

6

Focus groups with Muni operators

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

39+

Community led events & meetings attended

65,300+

People reached through 30 Facebook ads in Equity Neighborhoods with over 280 comments in five languages (i.e. Chinese, English, Filipino, Spanish, and Vietnamese)

500+

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

4,000+

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

**2018**

**SPRING**

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.*
Outreach Round 1: Identifying Key Needs

- Attending existing Community events
- Rider surveys: over 4,000 responses
- Operator focus groups at six divisions
- Community Conversations at 12 Organizations
Outreach Round 2: Vetting Recommendations

Round 2 outreach focused on vetting our recommendations through:

- Five neighborhood-focused workshops
- Direct feedback from community-based organizations
- Distribution to over 700 riders signed up for email/text message updates
<table>
<thead>
<tr>
<th>Key Need</th>
<th>Improvements</th>
<th>Preliminary FY 2019 FY 2020 Recommendations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address travel time and crowding issues on the 1 California</td>
<td>• Upgraded existing transit-only lanes with red coloration on parts of Clay Street downtown. Increased service frequency</td>
<td>• Long term, explore Muni Forward improvements to improve reliability and address crowding.</td>
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<tr>
<td>Reduce crowding and occasional service gaps on the 8/8AX/8BX</td>
<td>• Muni Forward reliability improvements on San Bruno Avenue.</td>
<td>• Increase service frequency to reduce crowding.</td>
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<td></td>
<td>• Explore transit reliability improvements on the rest of the 8 line (e.g. Visitacion Valley and 3rd St in SoMa)</td>
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<tr>
<td>Address service gaps that lead to crowding on the 10 Townsend</td>
<td>• Sansome Street contraflow lane.</td>
<td>• Focus on active line management to address gaps in service in peak periods.</td>
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<tr>
<td>Address service gaps and occasional crowding on the 12 Folsom</td>
<td>• Increased service frequency.</td>
<td>• Increase service to reduce gaps.</td>
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<td></td>
<td>• New low-floor buses.</td>
<td>• Vet a more direct route to 24th Street BART Station.</td>
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<td>• Explore transit-only lanes on Folsom Street in SoMa.</td>
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<tr>
<td>Reduce crowding on the 30 Stockton and 45 Union/Stockton</td>
<td>• Muni Forward reliability improvements (Chestnut, North Point, Polk)</td>
<td>• Switch all buses to 60-foot to increase capacity.</td>
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<td></td>
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<td>• Evaluate further travel time and</td>
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## FY 2019 and FY 2020 Service Recommendations

### Neighborhood / Target

<table>
<thead>
<tr>
<th>Neighborhood / Target</th>
<th>Route</th>
<th>Recommendation for FY 19-20 Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ocean View-Ingleside</td>
<td>K and M</td>
<td>Increase service frequency</td>
</tr>
<tr>
<td>Bayview, Visitacion Valley</td>
<td>T</td>
<td>Increase service frequency</td>
</tr>
<tr>
<td>Chinatown, Excelsior-Outer</td>
<td>8</td>
<td>Increase service frequency</td>
</tr>
<tr>
<td>Mission, Visitacion Valley</td>
<td></td>
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<tr>
<td>Inner Mission, Visitacion Valley</td>
<td>9R</td>
<td>Switch to 60' buses on the 9 Rapid</td>
</tr>
<tr>
<td>Chinatown</td>
<td>10</td>
<td>Focus on active line management to address gaps in service in peak periods</td>
</tr>
<tr>
<td>Chinatown, Inner Mission, SoMa-Tenderloin</td>
<td>12</td>
<td>Increase service frequency</td>
</tr>
<tr>
<td>Excelsior-Outer Mission, Ocean View-Ingleside</td>
<td>29</td>
<td>Increase service frequency all-day</td>
</tr>
<tr>
<td>Chinatown</td>
<td>30</td>
<td>Switch to 60’ buses for all trips</td>
</tr>
<tr>
<td>Bayview</td>
<td>44</td>
<td>Increase service frequency all-day</td>
</tr>
<tr>
<td>Inner Mission</td>
<td>48</td>
<td>Extend service to the Beach in midday</td>
</tr>
<tr>
<td>Visitacion Valley</td>
<td>56</td>
<td>Implement schedule enhancements to improve reliability</td>
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Next Steps

• **This summer**: Begin implementing recommended strategies

• **Coming year**: Continue engagement with riders and community groups and evaluate effectiveness of this year’s strategies
Thank You