Muni Service Equity Strategy
FY2021 - FY2022
Equity Strategy Background

- Rooted in Muni Service Equity Policy
- Builds on Title VI requirements
- Neighborhood based approach with accessibility 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
Recommendations Informed by Quantitative Data

- **Headway Adherence**
  - % of trips with gaps

- **Crowding**
  - % of trips over capacity

- **On Time Performance**
  - Meeting the schedule

- **Transit-Auto Time Ratio**
  - to key destinations such as SFGH

- **NEW METRIC: Service Delivery**
  - % of scheduled service hours delivered
Recommendations Informed by Qualitative Data

- Engaging with existing commissions and community-based groups
- Feedback via SFMTA community processes
- 311 comments and patterns
- Operator feedback
- Feedback via elected officials
## Service Trends and Feedback Inform Equity Strategy

### Customer Feedback
- New dashboard tailored to extract patterns of customer-reported service issues for Equity Strategy routes

### Service Delivery
- Prioritized Equity Strategy lines for service delivery in the face of operator shortage

### Ongoing Community Work and Engagement
- Bayview CBTP
- HRC Bayview Open House
- SF Youth Commission
- Treasure Island Development Authority (TIDA)
Building on Two Previous Reports

- **FY 17-18**: Focus on operationalizing equity policy
- **FY 19-20**: Focus on outreach and program awareness
- **FY 21-22**: Focus on all aspects of transit planning being informed by equity policy principles
Equity Strategy Informs all Aspects of Service Planning

- Relevant metrics
- Consider all hours & days of service
- Ensure same or better service outcomes

Equity Policy Principles

Equity Strategy
- Trends
- Key needs
- Recommendations

Transit Planning
- Service and operations decisions
- Community engagement and response
- Feedback from riders
- Capital and quick build projects
### Key Themes: Peak Hour Crowding

#### Weekday Inbound

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<th>AM Peak</th>
<th>Mid-Day</th>
<th>School</th>
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#### Weekday Outbound

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Equity Strategy Lines with Peak Hour Crowding

- 5/5R Fulton and Fulton Rapid
- 8/8BX, 8AX Bayshore and Bayshore Expresses
- 10 Townsend
- 12 Folsom
- 14R Mission Rapid
- 29 Sunset

- 38/38R Geary and Geary Rapid
- 43 Masonic
- 44 O’Shaughnessy
- 45 Union-Stockton
- 47 Van Ness
Key Themes: School Crowding

- A number of lines are seeing significant percentage of trips over capacity in the early afternoon: 8, 8AX, 14R, 24, 29, 30, 43, 44, 45, 48
- Feedback from 311, elected officials, and Youth Commission confirm this
- Muni already provides additional afternoon school tripper service on 16 different routes
- Morning crowding is also an issue on select routes
Key Themes: Weekend Crowding

- Weekend crowding on lines that travel south to north
- Inbound/northbound crowding starts earlier
- Outbound/southbound trip crowding later in the day
- Pattern followed by loads on 8, 9, 14R, 44

@sfmtn_muni PLEASE put a larger bus on the #9 Route on Saturday’s and Sunday’s. The 40 foot bus is way too small. Thank You!

Robert - A Muni Passenger
Good News: Evening Headway Improvements for KT

### Neighborhood Gaps - 2019 Bayview versus 2018 (INBOUND)

<table>
<thead>
<tr>
<th>Service Category</th>
<th>Route Name</th>
<th>Stop Name</th>
<th>AM Peak</th>
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<td>Muni Metro</td>
<td>KT-Ingleside/Third</td>
<td>3rd St &amp; Marin St NW-NS/SI</td>
<td>21.9%</td>
<td>15.9%</td>
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<tr>
<td></td>
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<td>3rd St &amp; Oakdale/Palou N-NS/PS</td>
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<td>3rd St &amp; Paul Ave SW-FS/SI</td>
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### Neighborhood Gaps - 2019 Bayview versus 2018 (OUTBOUND)

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<td>Muni Metro</td>
<td>KT-Ingleside/Third</td>
<td>3rd St &amp; Gilman Ave NE-FS/SI</td>
<td>12.1%</td>
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<td>3rd St &amp; Marin St SE-NS/SI</td>
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### Neighborhood Gaps - 2019 Excelsior/Outer Mission versus 2018 (INBOUND)

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<td>San Jose &amp; Geneva N-MB/BZ</td>
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### Neighborhood Gaps - 2019 Oceanview-Ingleside versus 2018 (INBOUND)

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Good News: 8 Bayshore Headways

### Neighborhood Gaps - 2019 Excelsior/Outer Mission versus 2018 (INBOUND)

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<td>Geneva Ave &amp; Mission St SE-FS/BZ</td>
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### Neighborhood Gaps - 2019 Chinatown versus 2018 (INBOUND)

| Specialized       | 8AX-Bayshore A Express | Kearny St&Pacific Ave NE-FS/SB | 18.8%   | 6.8%   |

### Neighborhood Gaps - 2019 Chinatown versus 2018 (OUTBOUND)

| Frequent Local | 8-Bayshore         | Columbus Ave&Union St NW-NS/BZ   | 10.6%   | 10.3%  | 16.5%  | 9.9%    | 14.5%   | 13.5% | 1.4% |
| Specialized    | 8AX-Bayshore A Express | Kearny St&Pacific Ave NE-FS/SB   |         |       |       | 23.8%   | 11.3%   |       |     |
|                | 8BX-Bayshore B Express | Columbus Ave&Union St NW-NS/BZ   | 0.0%    | 17.7%  | 0.0%   |         |         |       |     |

### Neighborhood Gaps - 2019 Visitacion Valley versus 2018 (INBOUND)

| Frequent Local & Rapid Bus | 8-Bayshore         | City College Terminal NW-FS/SI   | 3.9%    | 7.9%   | 9.3%   | 14.2%   | 15.3%   | 8.9%  | 25.0% |
|                           | San Bruno Ave&Arleta Ave NE-FS/BZ |         |        |        |         |         |         |       |      |
|                           | Santos St&Geneva Ave E-FS/BZ       | 12.2%   | 13.3%  | 19.5%  | 18.3%   | 18.7%   | 12.3%  | 32.5% |
| Specialized               | 8BX-Bayshore B Express | Bay Shore Blvd&Blanken Ave SE-NS/BZ | 11.1%   | 12.1%  | 15.6%  | 16.4%   | 18.2%   | 11.3%  | 28.1% |
|                           | City College Terminal NW-FS/SI     | 6.4%    | 11.2%  |        |         |         |         |       |     |

### Neighborhood Gaps - 2019 Visitacion Valley versus 2018 (OUTBOUND)

| Frequent Local | 8-Bayshore         | City College Terminal NW-FS/SI   | 31.3%   | 21.5%  | 22.5%  | 19.2%   | 16.4%   | 23.6% | 0.0% |
| Specialized    | 8BX-Bayshore B Express | City College Terminal NW-FS/SI   |         |       |       |         |         |       |      |
Notable Findings

"It took me **1 hour and 20 minutes** to get home from **school today**. A trip that by car should take 15 minutes... I now have to stay up until 1AM trying to get my homework done, get 5 **HOURS** of sleep, and get up at 6 AM... **Imagine having an hour long commute and being diagnosed with something called chronic stress at the age of 15.**"

- Missed service due to operator shortage is a significant source of stress that impacts people with low income the most
- Long travel times between Bayview and Downtown
Neighborhood recommendations

- Neighborhood Muni Route
  - Key transit neighborhood need #1
    - Recommendation to address need requires new funding

- Neighborhood Muni Route
  - Key transit neighborhood need #2
    - Recommendation to address need does not require new funding

- Neighborhood Muni Route
  - Key transit neighborhood need #3
    - Recommendation to address need is partially funded
Bayview

KT Ingleside-Third
Address long travel times and service gaps

Transit signal priority improvements for improved reliability; explore express service from Bayview to Downtown

19 Polk
Improve service delivery, long travel times and route adherence

Continue operator recruitment efforts and address Larkin/O’Farrell “hot spot” with quick build treatment

9 San Bruno & 8 Bayshore
Reduce weekend crowding northbound early in the morning and southbound later in the day

Increase weekend service

23 Monterey
Improve reliability

Adjust travel time and monitor current construction reroute for impacts and benefits
Bayview cont.

**29 Sunset**
Address crowding and pass ups, especially during school times, in addition to long travel times

**44 O'Shaughnessy**
Address crowding and pass ups, especially during school times

**54 Felton**
Improve reliability, particularly in the evening

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**Continue community-based process to implement service increase and travel time improvements**

**Increase service and address “hot spots” on Silver/Bayshore and Woodside/Portola with quick build treatment**

**Implement quick build treatment for Van Dyke/3rd “hot spot” and increase evening service**
Chinatown

8/8AX/8BX Bayshore
Address crowding on weekdays and weekends (8 Bayshore)

Increase service

30 Stockton
Address crowding, especially early afternoon inbound

Increase service and upsize all vehicles on the line

10 Townsend
Improve reliability inbound, reduce crowding, and improve service delivery

Adjust running time and continue operator recruitment efforts

12 Folsom
Improve reliability inbound

Implement Rincon Hill extension, including running time adjustment and transit lanes on Folsom
Excelsior/Outer Mission

8/8AX/8BX Bayshore
Crowding on weekdays and weekends (8 Bayshore)
Increase service

14 Mission Rapid
Reduce crowding and service gaps
Increase weekday and weekend service; consider extending evening service span

29 Sunset
Consistent crowding and long travel times
Continue community-based process and implement service increase and travel time improvements

54 Felton
Improve reliability, particularly in the evening
Implement quick build treatment for Van Dyke/3rd “hot spot” and increase evening service
Ingleside/Oceanview

- **KT Ingleside-Third**: Address long travel times and service gaps.
  - Separate K Ingleside from T Third when Central Subway opens and begin capital project to better serve two-car trains on Ocean Ave.

- **M Oceanview**: Improve outbound service reliability.
  - Monitor West Portal Pilot for potential long-term improvements; add supervision at critical locations.

- **14X Mission Express**: Deliver consistent service.
  - Continue operator recruitment efforts.

- **29 Sunset**: Address crowding and pass ups, especially during school times, in addition to long travel times.
  - Continue community-based process to inform service increase and travel time improvements.

- **54 Felton**: Improve reliability, particularly in the evening.
  - Implement quick build treatment for Van Dyke/3rd “hot spot” and increase evening service.
Inner Mission

10 Townsend
- Improve reliability inbound, reduce crowding, improve service delivery
- Adjust travel time and continue operator recruitment and retention efforts

12 Folsom
- Improve reliability inbound
- Implement Rincon Hill extension, including running time adjustment, and implement transit lanes on Folsom

14 Mission
- Improve service delivery and reduce service gaps
- Continue operator recruitment efforts

14 Mission Rapid
- Reduce crowding
- Increase weekday and weekend service; consider extending evening service span

27 Bryant
- Improve reliability and reduce service gaps
- Implement quick build treatment on 5th/Mission “hot spot” and adjust travel time
**Tenderloin/SOMA**

- **19 Polk**
  - Improve service delivery and long travel times

- **14 Mission**
  - Improve service delivery and reduce service gaps

- **14 Mission Rapid**
  - Reduce crowding and service gaps

- **27 Bryant**
  - Improve reliability and reduce service gaps

- **Continue operator recruitment efforts and address Larkin/O’Farrell “hot spot” with quick build treatment**

- **Continue operator recruitment efforts**

- **Increase weekday and weekend service; consider extending evening service span**

- **Implement quick build treatment on 5th/Mission “hot spot” and adjust travel time**
25 Treasure Island

Improve reliability and travel times

- Adjust running times and increase frequency
- Add inspector support at Transit Center to ensure on-time departures.
- Work with construction routing to enhance signage during construction reroutes.
Visitacion Valley

**8/8AX/8BX Bayshore**
Crowding on weekdays and weekends (8 Bayshore)

- **Increase service**

**9 San Bruno**
Improve service delivery on the 9 San Bruno

- **Continue operator recruitment efforts**

**9 San Bruno & 8 Bayshore**
Reduce weekend crowding northbound early in the morning and southbound later in the day

- **Increase service**

**29 Sunset**
Address crowding and pass ups, especially during school times, in addition to long travel times

- **Continue community-based process and implement service increase and travel time improvements**

**56 Rutland**
Improve on-time performance and headway adherence. Route is Vulnerable to mechanical issues since it’s a one bus route

- **Add another bus, extend route to Mansell and connect with 29 Sunset**
Western Addition

- **24 Divisadero**: Reduce crowding during peaks and school hours. Increase service, particularly during school hours. Address Mission/Cortland “hot spot” with quick build treatment.
- **5 Fulton Owl**: Improve reliability. Adjust running time (implemented Feb 2020).
- **7 Haight-Noriega**: Address crowding and improve reliability, add evening service options. Add capacity with larger buses (implemented Feb 2020) and increase evening frequency.
Accessibility

9 San Bruno, 14 Mission
Improve service delivery and reduce service gaps.

14R Mission Rapid
Reduce crowding on weekdays and weekends

9 San Bruno & 8 Bayshore
Reduce weekend crowding northbound early in the morning and southbound later in the day

Continue operator recruitment efforts

Increase service

Increase service
Accomplishments to Date

5 Fulton
- Implemented 5R
- 6th and Market Muni Forward Capital Project
- Adjusted Owl running time

8 Bayshore
- Increased service
- San Bruno Ave. Improvement Project

8AX/8BX Bayshore Express
- San Bruno Improvement Project

9/9R San Bruno
- Boarding islands on 11th St. and Bayshore Boulevard
- Upsized 9R to articulated buses
- Potrero Ave. Streetscape and San Bruno Ave Improvement Projects

10 Townsend
- Extended Sansome contraflow lane
- Service Increase
Accomplishments to Date

12 Folsom
- Extended Sansome contraflow lane
- Service Increase

14/14R Mission & Mission Rapid
- Upsized to articulated buses
- 14 Mission Rapid Project

27 Bryant
- 27 Bryant Improvement Project

29 Sunset
- Increase service frequency in the AM peak

44 O’Shaughnessy
- Added school tripper
## Accomplishments to Date

<table>
<thead>
<tr>
<th>Route</th>
<th>Details</th>
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<tbody>
<tr>
<td>30 Stockton</td>
<td>Transit Priority Project</td>
</tr>
<tr>
<td>48 Quintara</td>
<td>Service extended Great Highway all day</td>
</tr>
<tr>
<td>54 Felton</td>
<td>54 Felton Realignment Project</td>
</tr>
</tbody>
</table>
| M Oceanview-Ingleside | Service increase  
|                 | Two-car weekend service  
|                 | West Portal Pilot                                                      |
| KT Ingleside-Third | 3rd St. signal improvements  
|                 | Service increase  
|                 | Two-car trains                                                         |
## Work Underway

<table>
<thead>
<tr>
<th>Route</th>
<th>Details</th>
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<tbody>
<tr>
<td>1 California</td>
<td>Road diet on California St. between Park Presidio and 6th Ave. to improve transit safety and reliability</td>
</tr>
<tr>
<td>5/5R Fulton</td>
<td>Muni Forward project on Fulton between 6th to 25th Ave.</td>
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<tr>
<td>7 Haight-Noriega</td>
<td>Upsized to articulated buses</td>
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<tr>
<td>12 Folsom</td>
<td>Transit lanes to improve reliability</td>
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<tr>
<td></td>
<td>Extension to Rincon Hill, including run time adjustments</td>
</tr>
<tr>
<td>23 Monterey</td>
<td>Reinvesting travel time savings from construction reroute</td>
</tr>
<tr>
<td>29 Sunset</td>
<td>Ongoing process to identify most effective ways to improve travel time and increase capacity</td>
</tr>
<tr>
<td>T Third</td>
<td>Central Subway</td>
</tr>
<tr>
<td>9 San Bruno, 14X Express, 19 Polk, 23 Monterey</td>
<td>Operator recruitment and retention efforts</td>
</tr>
</tbody>
</table>
What’s Next?

- Gender equity and gender-specific issues on transit
- Evening and owl service route and schedule adherence in Eastern Neighborhoods
- Continue to improve on Equity Strategy process and outcomes
Thank You