SFMTA

Muni Equity Working Group

July 18, 2024

Welcome!

Grab some food and drink.
The meeting will start at 5:30 p.m.

Agenda

Time	Item
5:30 p.m.	Welcome!
5:40 p.m.	Deep dive into evaluation metrics and defining Equity Neighborhoods
6:10 p.m.	Break
6:20 p.m.	Biannual Service Evaluation Framework discussion
6:50 p.m.	Co-hosting future meetings
6:55 p.m.	Closing and next meeting preview
7:00 p.m.	Meeting adjourns

SFMTA

Service Metrics Overview

Service Standards & Performance Metrics

Service Standards

establish baseline for service

- Policy headways
- Service coverage
- Transit amenities

Performance Metrics

establish threshold for service quality

- Service Delivery
- Crowding
- Headway Adherence/On-Time Performance

Service Standards

Baseline for Service

Policy Headways	• How frequent should the service come?
Service Coverage	• What is the minimum amount of area of San Francisco we should serve?
Transit Stop Amenities	• What are the basic needs at each stop?

Policy Headways

Daytime Service – varies based on service type

Service Category	Typical Frequency
Muni Metro/Rapid	10 to 12 minutes or less & skip stop service
Frequent	10 minutes or less
Grid	12 to 30 minutes
Connector	30 minutes
Specialized/Historic	Based on demand

Owl Service – 12am-5am service

Service Category	Typical Frequency
Owl	15 to 30 minutes

Example: Frequency Change Decision

14 Mission – Decision made to increase frequency from 9 min to 10 min to save 1 Bus

Reasoning:

- Most trips were underutilized with the buses less than half full
- 10 mins still met minimum frequency for service category
- 1 bus savings reallocated to other route where it was needed more

		% of Trips that are less than half full						
		Time Period						
Route	Direction	0600 AM Peak (6..	0900 Mid-Day..	1400 School (..	1600 PM Peak (4..	1900 Evening..	2200 Night (1..	2500 Owl (1am-6a..
14 MISSION	INBOUND	82%	72%	42%	68%	98%	99%	100%
	OUTBOUND	89%	68%	38%	57%	88%	73%	98%

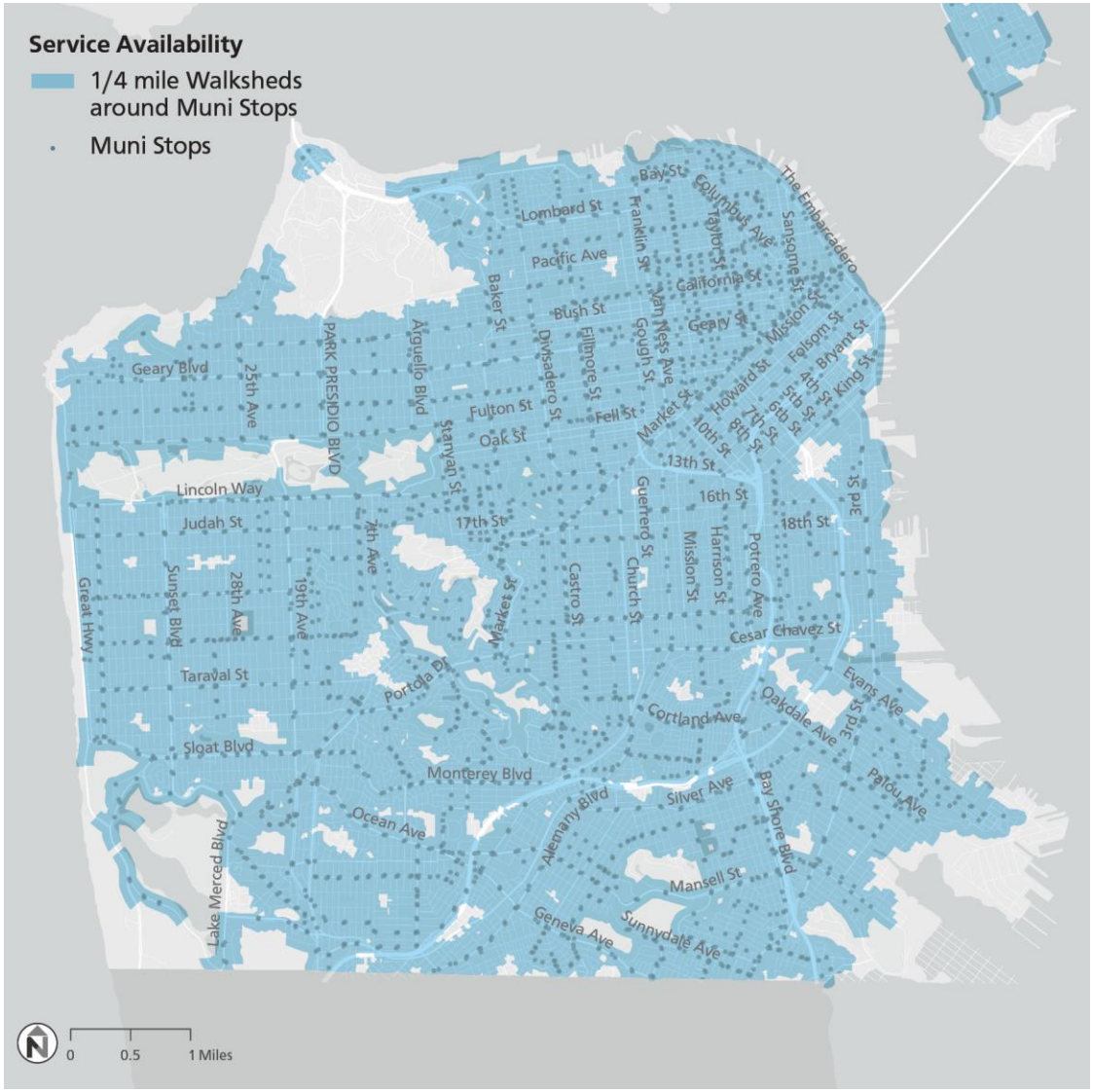
Service Coverage

Daytime Service

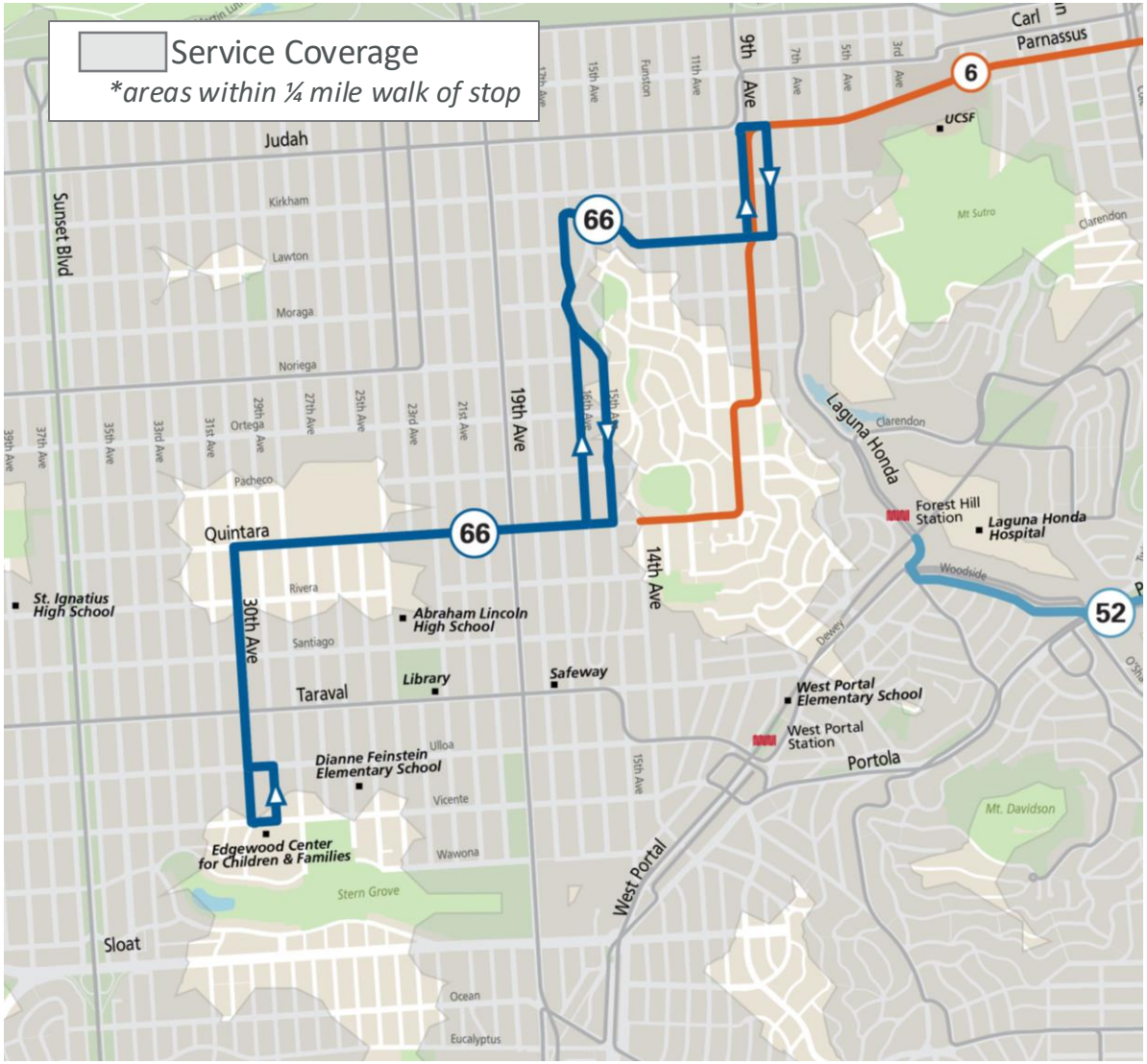
- All residential areas within **¼ mile walking distance (or 5 min)** of a Muni stop

Owl Service

- All residential areas within **½ mile walking distance (or 10 min)** of an Owl stop



Example: Service Coverage Decision



Post COVID Service Recovery:

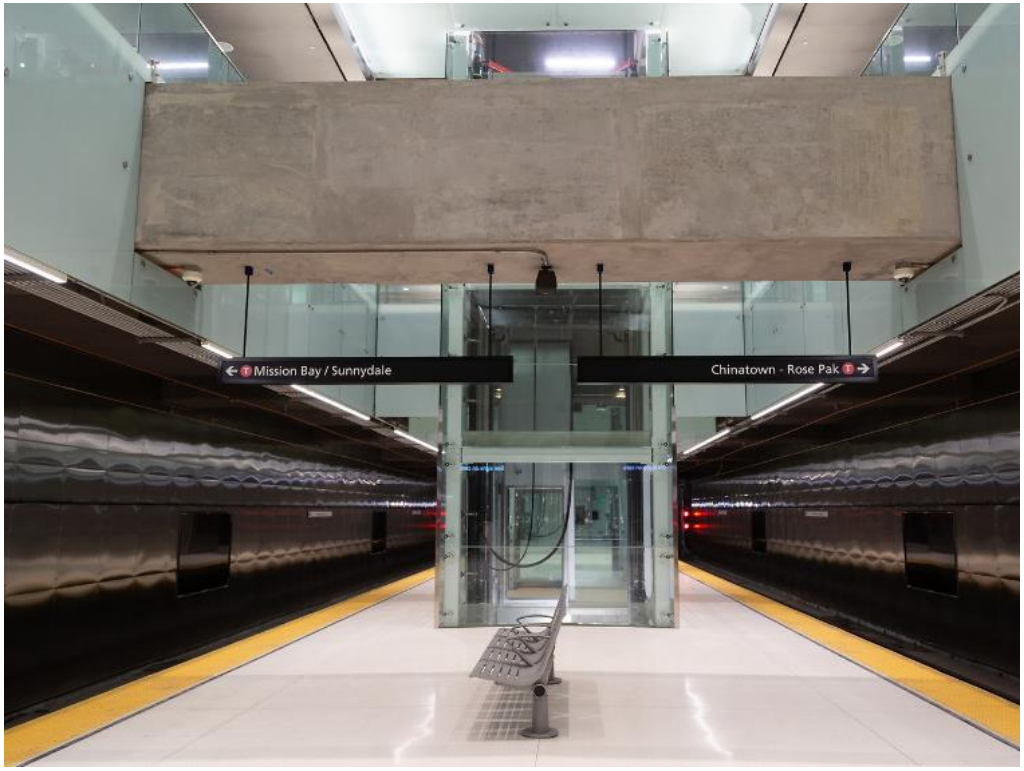
Decision was made to restore 6 Parnassus and 66 Quintara to close gaps in coverage

Transit Stop Amenities

All Stops

- Stop markings and flags
- Transit shelters (priority at stops with 125+ boardings)
- System maps
- Next Bus displays and push-to-talk

Subway Muni Metro stations



- Elevators and escalators
- Digital displays
- Automated voice information systems

Prioritizing stop amenities in equity neighborhoods and expanding on accessible information at stops.

Performance Standards

thresholds for service quality

Service delivery

How well scheduled trips are started and completed.

Crowding

Passenger loads on high-ridership segments and times.

Performance

How well buses are spaced apart.

Performance Metric

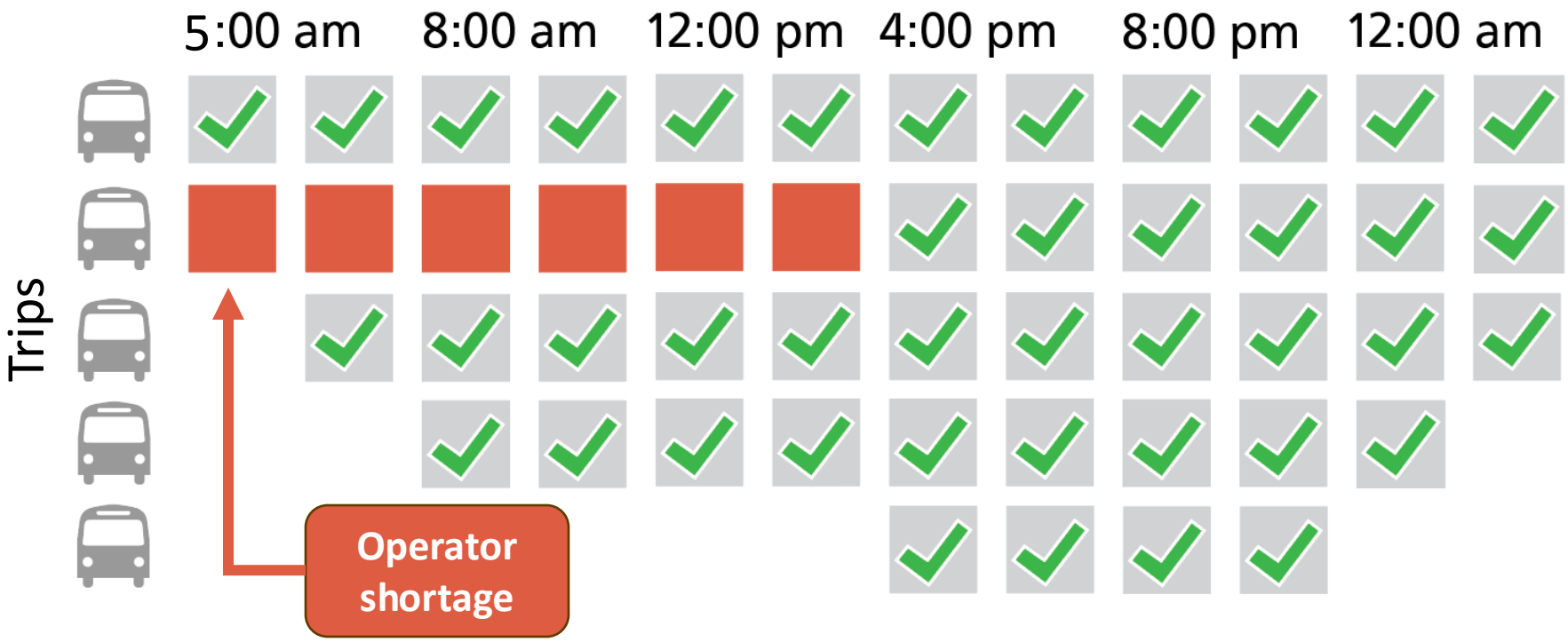
Service Delivery

Scheduled Service Filled

Measure: % of scheduled service filled

Target: 100% of shifts

Measures the number of operator shifts (or runs) filled, accounts for operator availability to deliver service.



Performance Metric

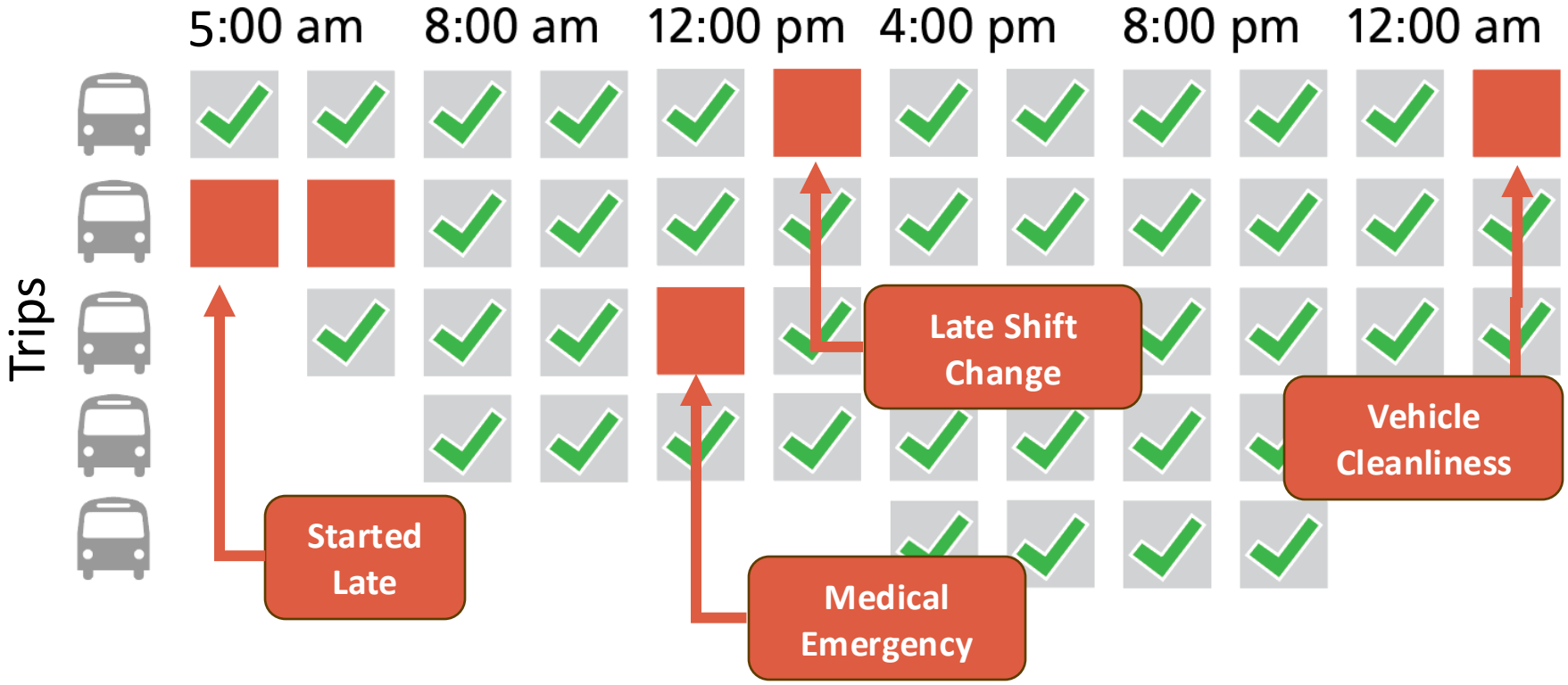
Service Delivery

Scheduled Hours Delivered

Measure: % of scheduled hours delivered

Target: More than 98.5% of scheduled hours

Measures the number of scheduled hours delivered, accounts for unexpected disruptions in service.



Example: Aligning Schedule
1 California

- Schedule did not match operator availability, as a result were missing a lot of service.
- In April 2022, adjusted to operator availability. Reduced service from 4-8 mins to 7 mins but service delivery improved.

Time Period	Avg Service Hours Delivered
Before April 2022	72.9%
After April 2022	99.9%

27% increase in service delivery

Crowding

Performance Metric

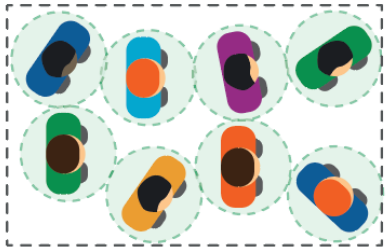
- SFMTA has three different thresholds for capacity standards based on number of seats plus standing space for passengers (in square feet)
- Standing space varies by vehicle type
- Capacity thresholds balance comfort and efficiently carrying people

Planning Capacity

Per standing passenger:
4.5 sq ft (bus)
3.7 sq ft (rail)

Crowding Capacity

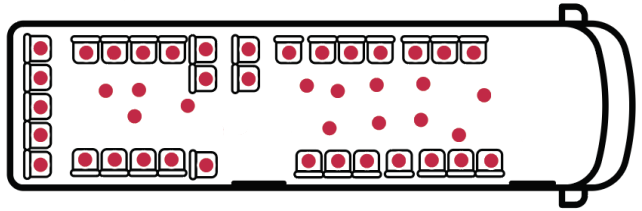
Per standing passenger:
3.0 sq ft (bus)
2.7 sq ft (rail)



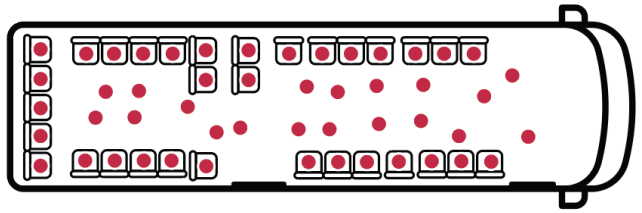
Crush Capacity

Per standing passenger:
1.5 sq ft (bus)
1.8 sq ft (rail)

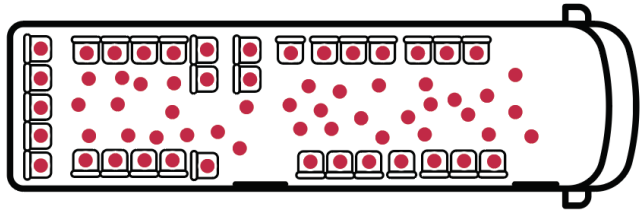
Example: 40 ft Motor Coach



44 Total



51 Total



71 Total

Crowding

Performance Metric

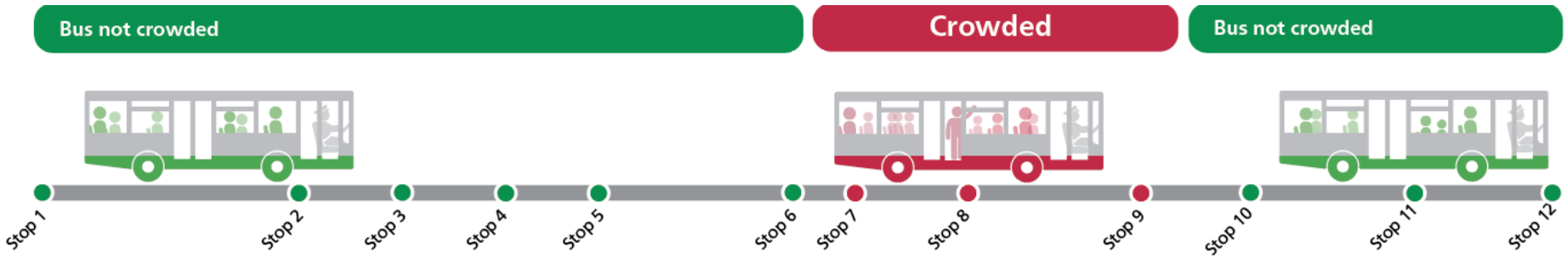
Measure: % of trips over "crowding" capacity

Target: Less than 10% of trips crowded in one hour

Measures the number of trips with passenger loads over the crowding capacity for at least 5% of stops.

- Track total percent of trips in hourly increments that are crowded.
- Routes with 10% of more of trips crowded are "most crowded" routes.

Example of Crowded Trip = 25% (3 of 12) of the stops at "crowding" capacity



Example: Addressing Crowding

March 2024 Crowding

Step 1: Evaluate Crowding Data

Route	Month	Time Period / Hour: 0600 AM Peak (6am-.. 7	8	1400 School (2pm-4pm) 14	15	1600 PM Peak (4pm-.. 16	17
44 O'SHAU..	Mar 2024	20%	19%	12%	19%	19%	
48 QUINTA..	Mar 2024	19%	21%	15%	18%		
49 VAN NE..	Mar 2024	18%	12%	10%	19%	13%	12%

How do we select which crowded routes to add resources to?

Step 2: Identify Worst Crowded Routes

Route	Over 10% of trips Crowded?	3+ stops over Crush?
44 O'Shaughnessy	Yes	No
48 Quintara	Yes	Yes
49 Van Ness	Yes	No

Prioritized to Address Crowding

Performance Metric

Route Performance

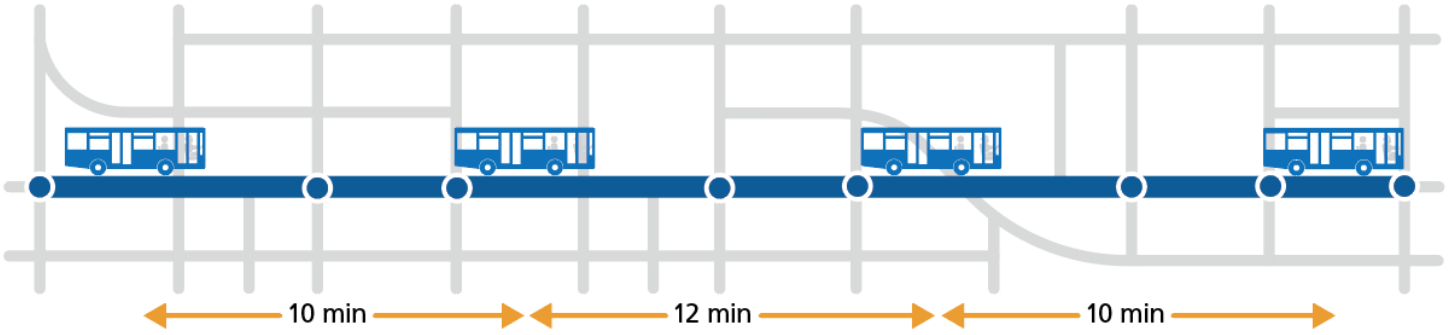
Headway Adherence

Measure: % of evenly spaced arrivals

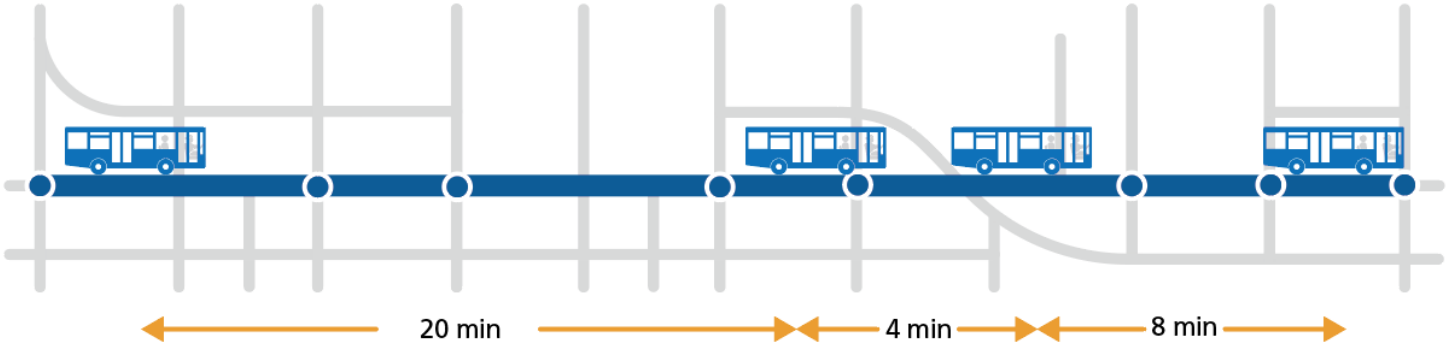
Target: More than 86% of arrivals evenly spaced

Measures the number of times a vehicle arrives evenly spaced (gap is less than 5 mins above scheduled headway) at stops along the route.

Evenly Spaced



Gapped & Bunched



Performance Metric

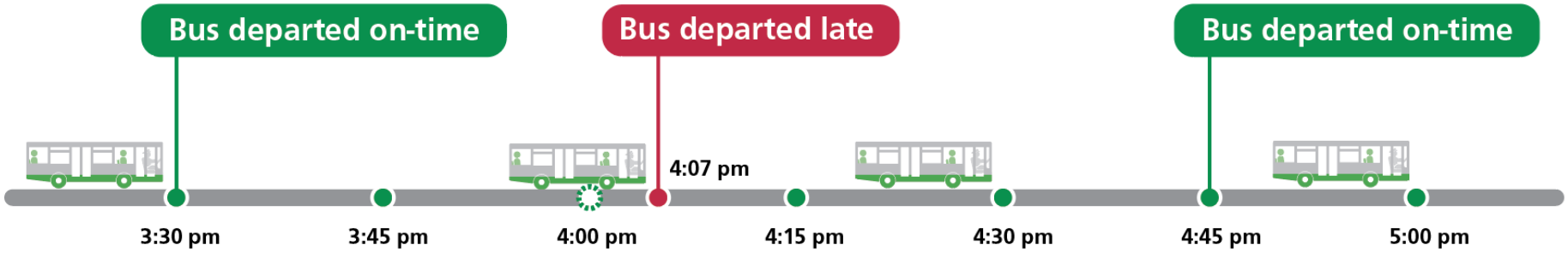
Route Performance

Schedule Adherence

Measure: % of timepoints on time

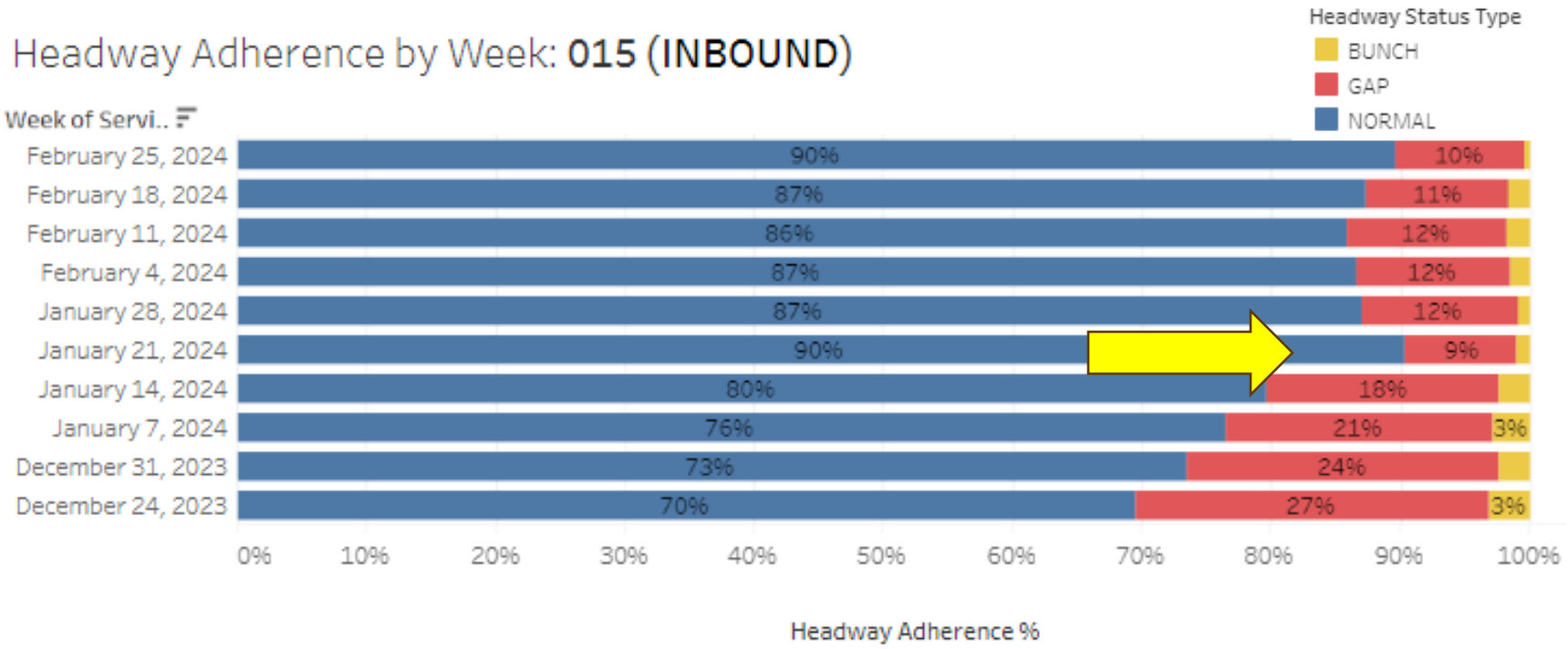
Target: 85% of arrivals on time

Measures the number of times a vehicle meets the scheduled timed arrival (up to 1 minute early and four minutes late).



Example: Adjust Schedule
15 HPX

In January 2024, adjusted schedule to improve route performance. Gaps in service decreased after the adjustment.



SFMTA

Systemwide Service Evaluation Framework

Background

- Streamline reporting into one process
- **Evaluates transit performance** based on variety of metrics to identify service needs
- Looks at entire system and builds off the Muni Equity Strategy framework
- Timed with the 2-year budget cycle to inform budget decision making

Anticipated Timeline

- **Spring/Summer 2024**
  - Review existing performance metrics and reporting for consolidation
  - Identify performance metrics and establish framework for systemwide evaluation
  - Develop policy for prioritizing service needs
- **Fall 2024**
  - Create tools for sharing information with public
  - Community discussions on service needs
  - Complete systemwide evaluation of prioritized service needs
- **Winter 2025**
  - Match prioritized service needs with budget resources

Working Group Support Needed

- **Collaborate in development of performance metrics**
- **Define policy to prioritize implementing service needs**
- Review reporting tools and provide feedback
- Inform your communities of this process and bring feedback

Discussion Questions
Service Standards

Existing Metrics:
- **Policy Headways**
- **Service Coverage**
- **Transit Stop Amenities**

- Do these service standards seem adequate, or should we consider redefining these service minimums?
- Are there other service standards we should consider?
- What standards could we include that better address issues of equity and accessibility in our system?

Discussion Questions
Performance Metrics

Existing Metrics:
- **Service Delivery (Service Filled & Hours Delivered)**
- **Crowding**
- **Route Performance (Headway & Schedule Adherence)**

- Are there other performance metrics that better match customer experiences with Muni?
- What metrics should we look at for evaluating service cuts (i.e. cost per revenue hour, route productivity v. demographics of route, etc.)?
- How should we weigh the metrics? Are there some that are more important than others?

Next Meeting Discussion Items

Next Meeting

Date: Thursday, September 21 5:30 – 7 p.m.

Location: Co-hosting?

Topics

- Presentation on Transit-Related Topics
    - Fare Compliance
- Continue discussion and review of performance metrics and framework for systemwide evaluation