



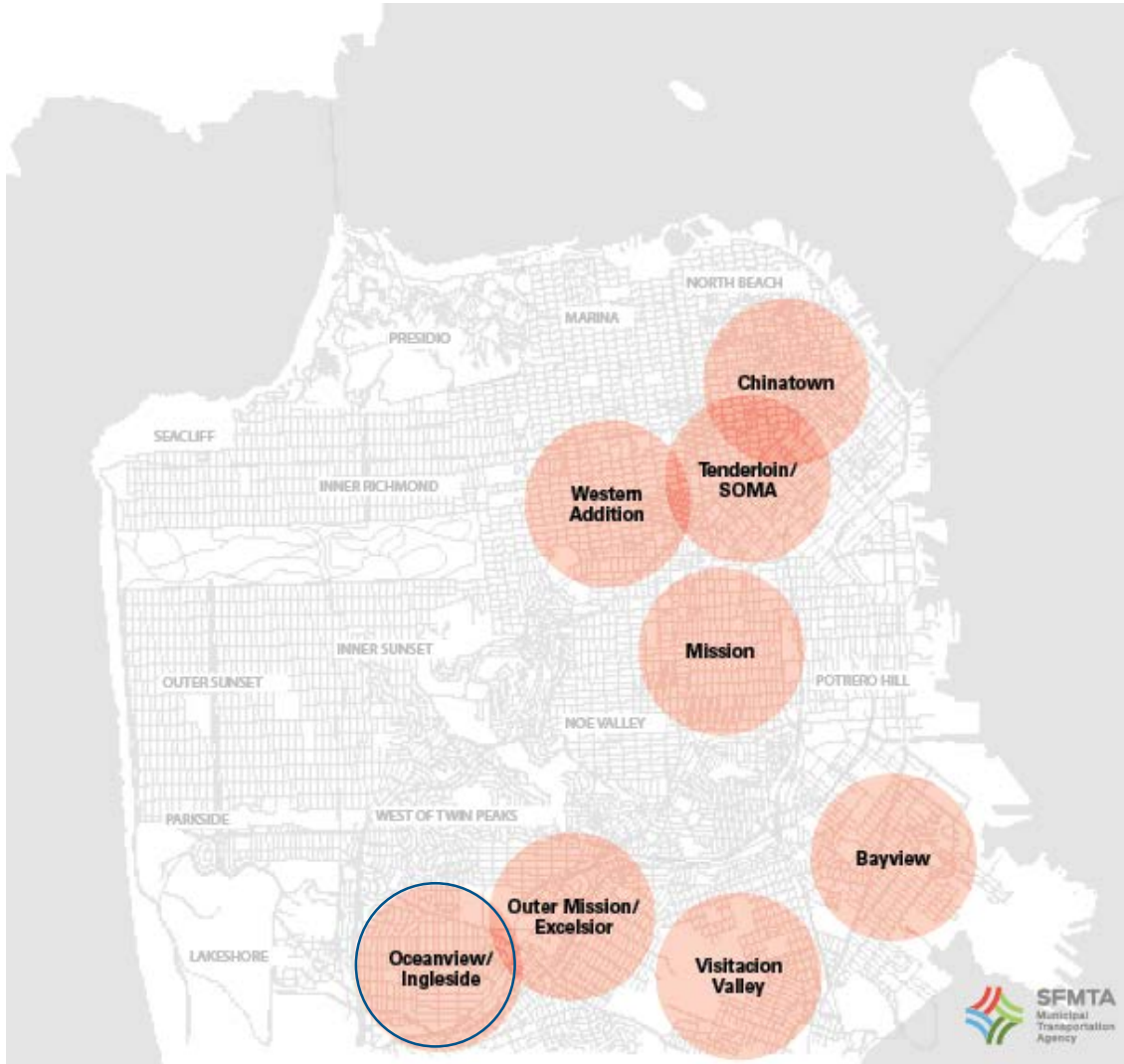
SFMTA

Muni Service Equity Strategy

SFCTA Board of Directors

July 24, 2018

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

2018 Equity Strategy Approach

1. Identify top 2-3 needs per neighborhood based on **data analysis** and **community outreach**
2. Develop tailored strategies that can be implemented in 1-2 years to address key needs for each equity strategy neighborhood
3. Identify funding needs to inform two-year budgets
4. Monitor progress



Community outreach

Neighborhood On-Time Performance

Service Category	Route Name	Stop Name	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl
Rapid & Frequent Local	8-Bayshore	Full route	61.9%	63.3%	53.0%	55.4%	60.6%	65.2%	73.2%
		Geneva Ave & Mission St E-FS/BZ	75.4%	77.0%	66.5%	71.7%	79.9%	80.1%	75.6%
		City College Terminal (Phelan Loop) NW-NS/...	84.5%	79.6%	78.3%	81.8%	76.1%	80.7%	83.1%
	14-Mission	Full route	64.4%	59.2%	61.9%	65.7%	60.1%	62.9%	58.5%
		Mission St&Geneva Ave E-FS/BZ	74.8%	72.0%	78.2%	77.4%	69.9%	74.5%	62.5%
	14R-Mission Rapid	Full route	61.8%	66.8%	65.7%	64.4%	23.8%		75.0%
Mission St&Geneva Ave E-FS/BZ		88.9%	72.0%	72.1%	76.2%				
48-Van Ness/Mission	Full route	63.2%	59.0%	60.4%	58.0%	55.6%	63.8%	64.4%	
	Mission St&Silver Ave S-NS/BZ	60.3%	75.6%	78.8%	77.1%	84.1%	83.2%	75.8%	
Grid	29-Sunset	Full route	53.5%	49.0%	44.8%	45.1%	47.2%	56.9%	61.6%
		Balboa Park BART Station NE-MB/BZ	51.6%	44.0%	45.6%	34.9%	32.7%	66.0%	76.9%
	43-Masonic	Full route	54.1%	55.6%	65.3%	59.9%	56.9%	44.2%	50.7%
Connector	52-Excelsior	Geneva Ave & Mission St E-NS/BZ	57.9%	58.1%	70.8%	74.3%	69.2%	58.3%	53.8%
		Full route	49.2%	60.5%	58.5%	62.1%	74.5%	75.2%	
Specialized	8BX-Bayshore B Express	Mission St&Excelsior Ave E-FS/BZ	51.9%	57.7%	68.7%	67.0%	83.0%	83.6%	
		Full route	61.1%	40.0%					
		Geneva Ave & Mission St E-FS/BZ							
14X-Mission Express	Full route	City College Terminal (Phelan Loop) NW-NS/...	83.9%	68.4%					
		Mission St&Geneva Ave E-FS/BZ	63.4%	55.3%					
Owl	91-Owl	Full route	0.0%					65.5%	56.3%
								62.7%	71.4%

Data analysis by neighborhood

Values are shaded green if neighborhood performance exceeded system performance by more than 10% and red if neighborhood performance lagged system performance by more than 10%.

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

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.



Want to help by answering some quick questions?

Text YES to 415-885-0322

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Focus groups with Muni operators



500+

Organizations reached in 8 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

39+

Community led events & meetings attended

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)



FY19/20 Service Recommendations

Neighborhood / Target	Route	Recommendation for FY 19-20 Budget
Oceanview-Ingleside	M	Increase service frequency
Oceanview-Ingleside	K	Increase service frequency (June 2018)
Bayview, Visitacion Valley	T	Increase service frequency (June 2018)
Chinatown, Excelsior-Outer Mission, Visitacion Valley	8	Increase service frequency (June 2018)
Inner Mission, Visitacion Valley	9R	Switch to 60' buses on the 9 Rapid (June 2018)
Chinatown	10	Focus on active line management to address gaps in service in peak periods
Chinatown, Inner Mission, SoMa-Tenderloin	12	Increase service frequency
Excelsior-Outer Mission, Oceanview-Ingleside	29	Increase service frequency all-day
Chinatown	30	Switch to 60' buses for all trips
Bayview	44	Increase service frequency all-day
Inner Mission	48	Extend service to the Beach in midday (August 2018)
Visitacion Valley	56	Implement schedule enhancements to improve reliability

Next Steps

This summer: Begin implementing recommended strategies

Coming year: Continue ongoing conversations with riders and community groups, which will actively shape future service changes