Women's Agenda Department Action Plan
San Francisco Municipal Transportation Agency (SFMTA)
FY 2026–27 through FY 2028–29

Women's Agenda Vision

The San Francisco Municipal Transportation Agency (SFMTA) will partner with DOSW to improve real and perceived safety for women, girls, and gender-diverse people using and operating San Francisco's transportation system. Through infrastructure improvements, public education, employee training, strengthened reporting pathways, and coordinated incident response, SFMTA will help create a transit system in which riders and employees feel safe, supported, and confident seeking assistance.

Women's Agenda | Pillar Alignment

Pillar	Department Alignment
Health	Not Applicable
Safety	Priority Area
Economic Mobility & Security	Not Applicable
Civic Leadership & Community Engagement	Not Applicable

FY 2026–27 | Planning & Alignment

Overall

- Report on gender representation for department personnel and services provided by the department.

Health

Not Applicable – This pillar was not identified as a departmental priority area in the Women's Agenda Questionnaire.

Safety

- Partner with DOSW to review real and perceived safety concerns affecting women, girls, and gender-diverse riders and employees collected to date.
- Review safety conditions in Metro stations, transit vehicles, stops, and surrounding public spaces.
- Identify opportunities to improve lighting and other environmental conditions that affect rider safety.
- Review current incident-reporting and response pathways involving operators, fare inspectors, the Transportation Management Center, law enforcement, and other responders.
- Develop public education through Muni Safe Day Out regarding reporting options, available assistance, and when to contact specific responders.
- Increase awareness of the policy allowing operators to provide between-stop drop-offs after 8 PM when it is safe and operationally feasible.

- Identify training opportunities to help operators and fare inspectors respond appropriately when riders experience harassment, violence, or other safety concerns.
- Explore strategies that encourage reporting by improving public confidence that concerns will receive a timely response.

Economic Mobility & Security

Not Applicable – This pillar was not identified as a departmental priority area in the Women's Agenda Questionnaire.

Civic Leadership & Community Engagement

Not Applicable – This pillar was not identified as a departmental priority area in the Women's Agenda Questionnaire.

FY 2027–28 | Implementation

Health

Not Applicable – This pillar was not identified as a departmental priority area in the Women's Agenda Questionnaire.

Safety

- Launch or expand Muni Safe Day Out education for riders and employees.
- Continue to implement priority lighting and station-safety improvements.
- Strengthen coordination among the Transportation Management Center, transit personnel, law enforcement, community responders, and victim-service partners.
- Improve rider-facing information regarding reporting options and available assistance.
- Monitor reported incidents, rider feedback, and employee training participation.
- Pilot strategies to improve real-time communication and response during safety incidents.

Economic Mobility & Security

Not Applicable – This pillar was not identified as a departmental priority area in the Women's Agenda Questionnaire.

Civic Leadership & Community Engagement

Not Applicable – This pillar was not identified as a departmental priority area in the Women's Agenda Questionnaire

FY 2028–29 | Sustainability & Continuous Improvement

Health

Not Applicable – This pillar was not identified as a departmental priority area in the Women's Agenda Questionnaire.

Safety

- Institutionalize successful rider-safety education and employee-training practices.
- Evaluate the effectiveness of lighting, station, reporting, and incident-response improvements.
- Analyze rider and employee perceptions of safety by gender and other demographic indicators when available.
- Collaborate with the Department on the Status of Women to strengthen coordination with community-based and survivor-service organizations.

- Partner with DOSW to develop recommendations for future transit-safety investments and Women's Agenda priorities.

Economic Mobility & Security

Not Applicable – This pillar was not identified as a departmental priority area in the Women's Agenda Questionnaire.

Civic Leadership & Community Engagement

Not Applicable – This pillar was not identified as a departmental priority area in the Women's Agenda Questionnaire.

Women's Agenda | Gender Representation

DOSW requests that SFMTA report workforce and service-related gender data, including:

- Workforce composition by gender across employee classifications and leadership levels.
- Hiring, promotion, and retention outcomes by gender.
- Gender representation among operators, fare inspectors, and senior management.
- Rider safety concerns, complaints, and survey responses providing gender data when available.

- **Annual Performance Measures**

  - Collaborate on Muni Safe Day Out education and outreach activities.
  - Number of stations, stops, or facilities receiving lighting or safety improvements, as funding allows.
  - Rider and employee perceptions of safety through annual survey.
  - Number of collaborative initiatives with DOSW and community partners.
  - Annual progress toward departmental Women's Agenda implementation goals.

Summary of Key Deliverables

FY 2026–27

- Assess transit-safety concerns affecting women and gender-diverse riders and employees.
- Muni Safe Day Out visibility, advocacy, and awareness event.
- Continue to identify priority lighting and safety improvements, as funding allows.
- Monitor workforce, rider-safety, and performance measures as described in annual performance measures.

FY 2027–28

- Expand rider and employee safety education.
- Continue to implement priority station and lighting improvements.
- Deliver employee training on harassment, violence, human trafficking and survivor-centered response in partnership with DOSW.
- Continue to monitor safety reports and public feedback.

FY 2028–29

- Continue safety education and training.
- Continue evaluation of infrastructure and response improvements.
- Develop recommendations for future Women's Agenda transit-safety priorities.

City Department Contact Information		
Role	**Contact**	**Information**
Department Head	Julie Kirschbaum	Julie.Kirschbaum@sfmta.com
Women's Agenda Champion	Kamini Lall, Deputy Chief of Staff	Kamini.Lall@sfmta.com

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Department Certification

I certify that this report accurately reflects the department's implementation of its Women's Agenda Action Plan during the reporting period.

Department Head

Name: Julie B Kirschbaum

Signature: _____ Date: October 30, 2026

Women's Agenda Champion

Name: Kamini Lall

Signature: Kamini Lall Date: October 30, 2026