



SFMTA



State of Muni

Meeting One: Muni Performance Overview

September 24, 2019

Agenda: State of Transit

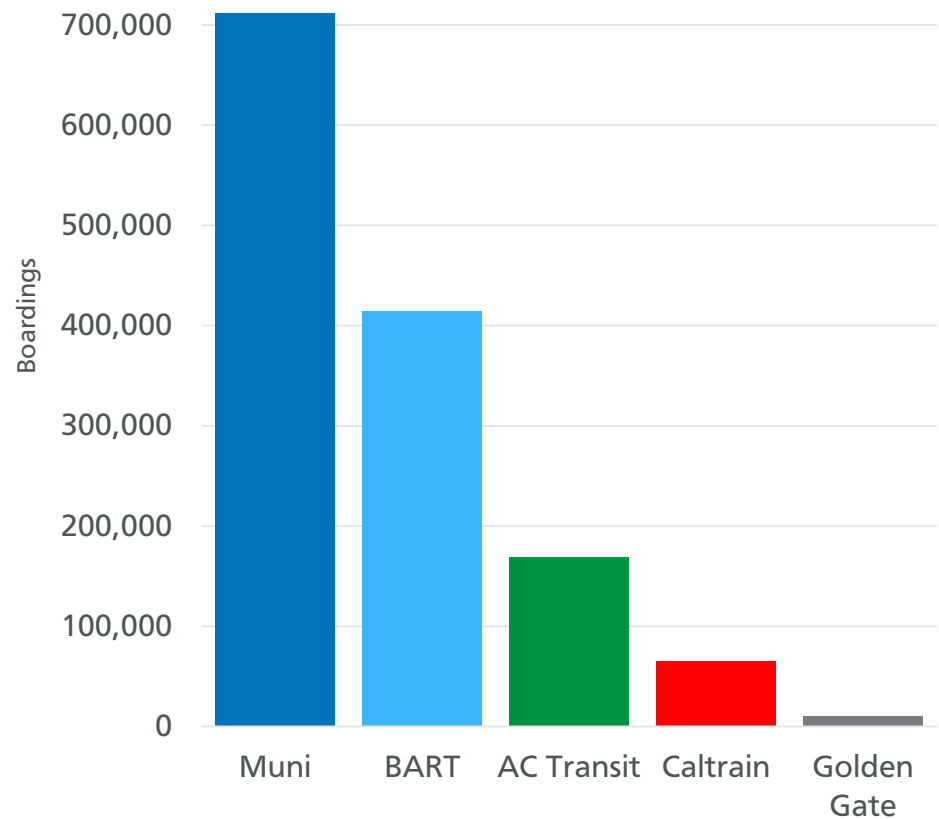
1. Introduction
2. Muni's Challenges
3. Current Initiatives



Did You Know?

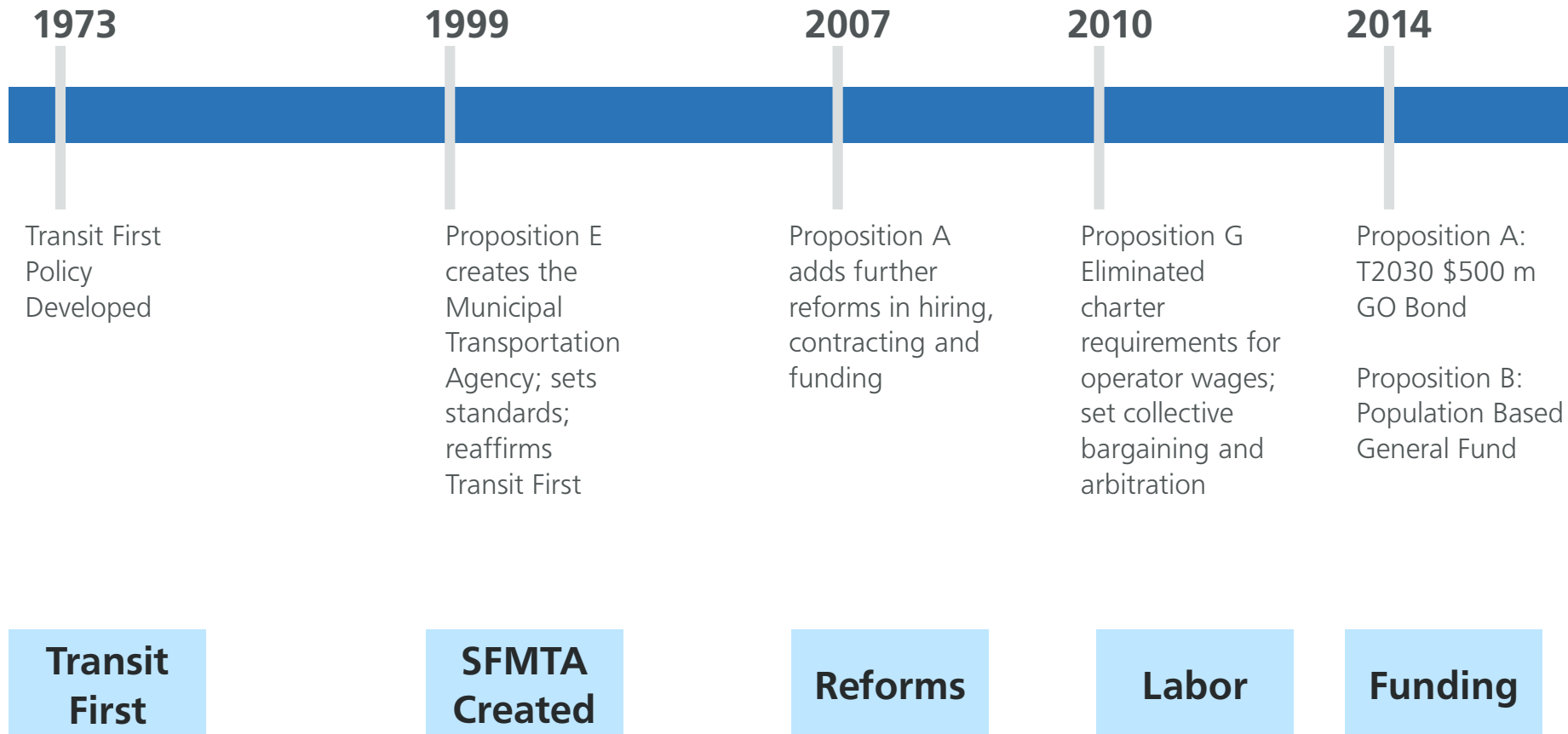
- Muni has the highest ridership in the Bay Area
- 80% of boardings occur on the street
- 70% of LRV service is in mixed traffic
- Greenest fleet in North America

Average Weekday Ridership Comparison



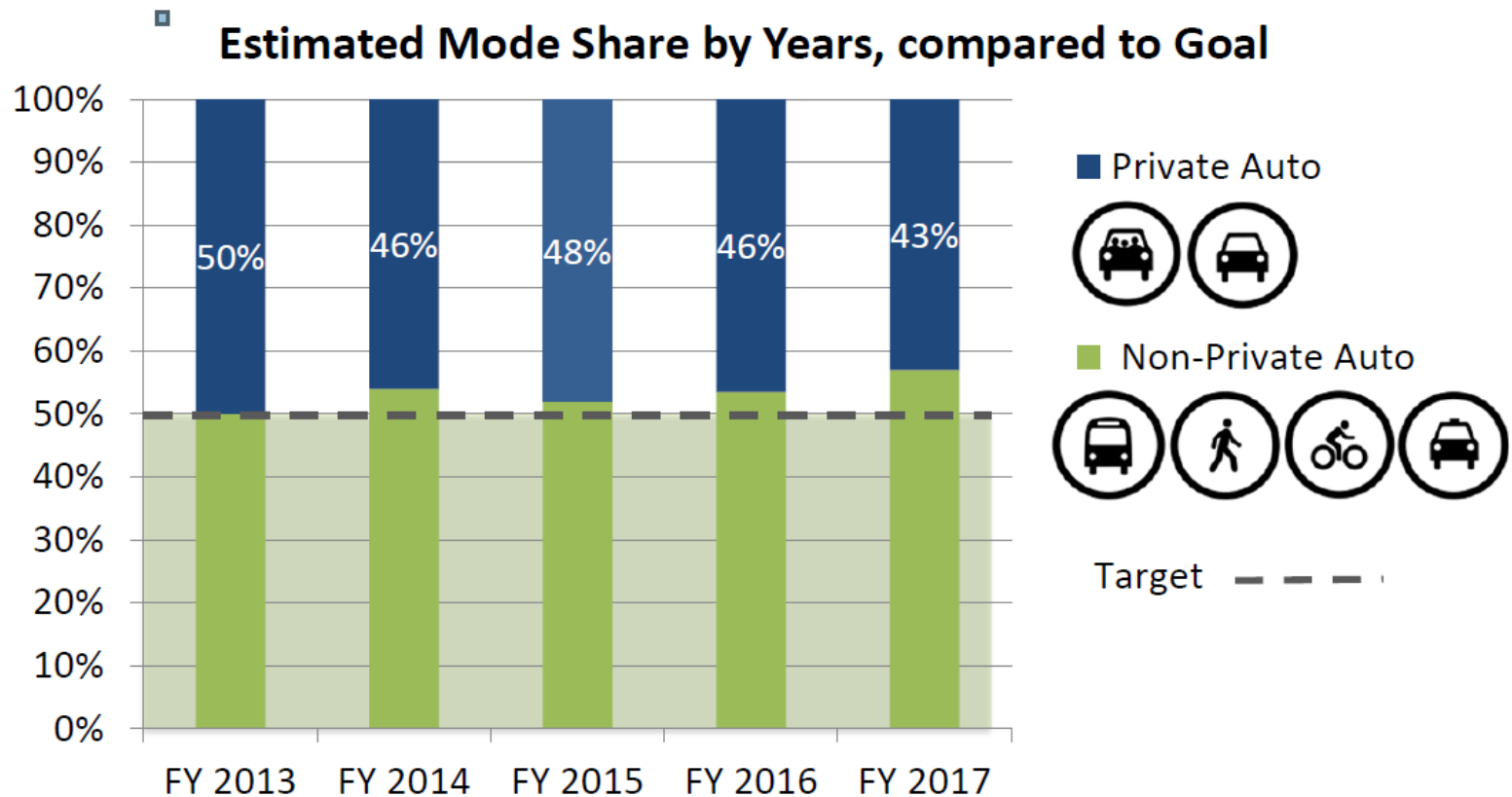
Transit First City

History of passed initiatives.



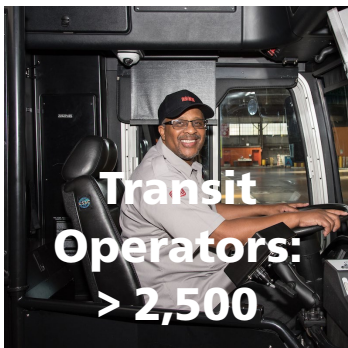
Alternatives to the Private Auto

57% Percent of Total Daily Trips by Sustainable Modes in 2017...Goal: 80% by 2030

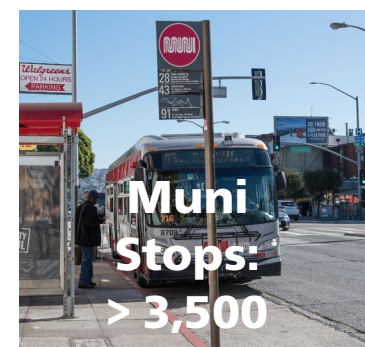
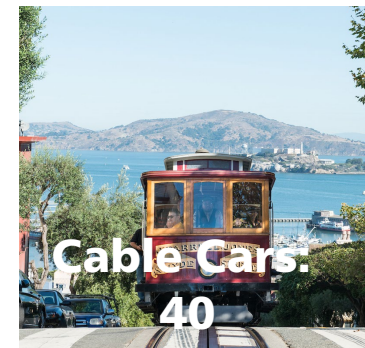


*Note: Variation from 50% goal is within the 3.5% margin for error

Muni: Workhorse of the System

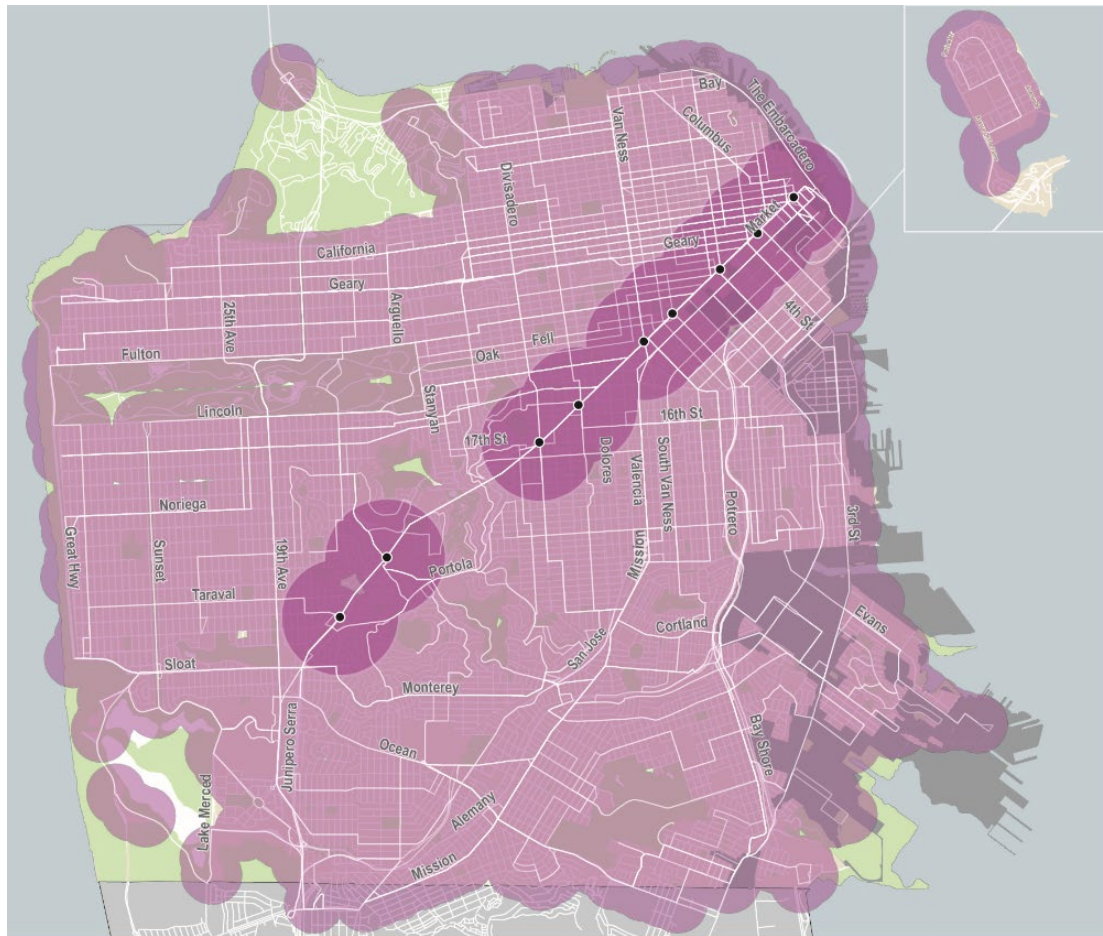


- 24-hour network
- Five unique vehicle types
- 3.6M hours of revenue service
- 260 route miles



Muni: Serving ALL of San Francisco

In San Francisco you are never more than 1/4 of a mile from a public transit stop



- Stations
- Routes
- 1/4 Mile Buffer Around Stops
- 1/2 Mile Buffer Around Underground Stations
- Projects Under Development



Muni's Challenges

Common Customer Frustrations

- Long/ unpredictable wait times
- Major subway delays
- Crowding
- Inaccurate predictions
- Lack of customer information updates



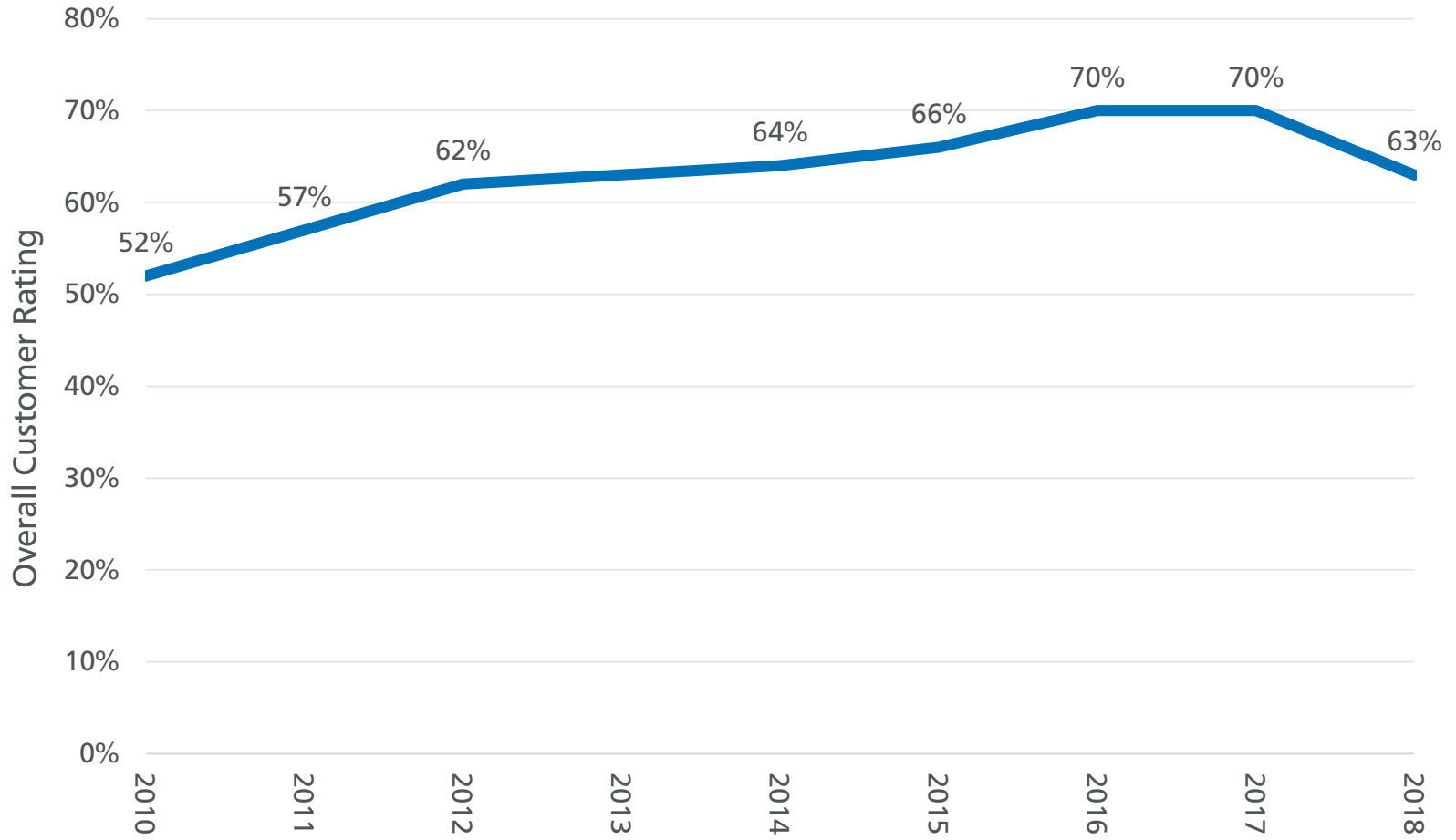
Service Challenges

- Operator shortage, as well as specialized maintenance trades
- Aging infrastructure, especially train control system
- Growing traffic congestion and citywide construction
- Staffing and training to maximize service management technology investments
- Growing service demands and equity needs
- Accurate real time customer information



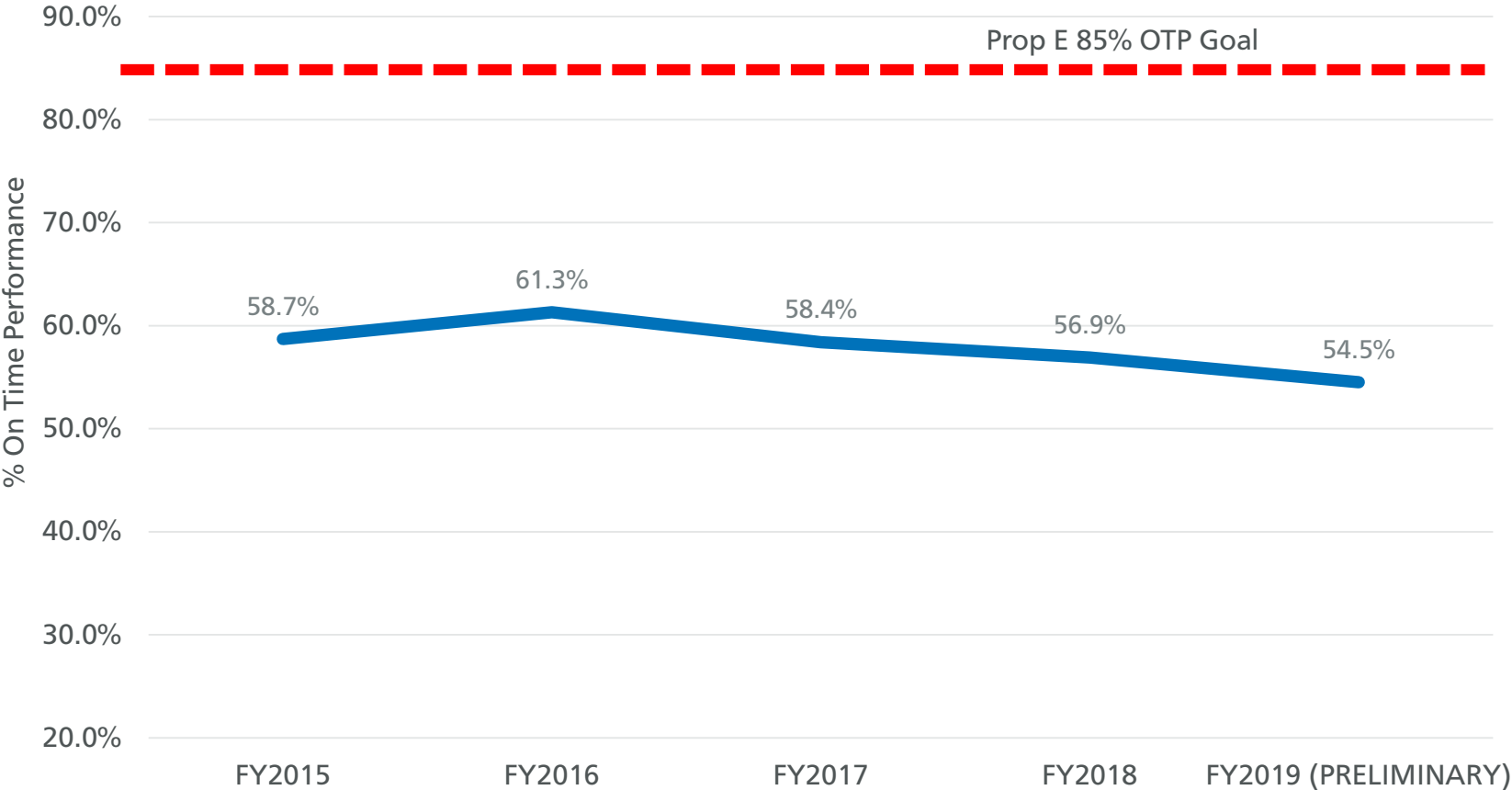
Customer Feedback

Rating of Muni Service



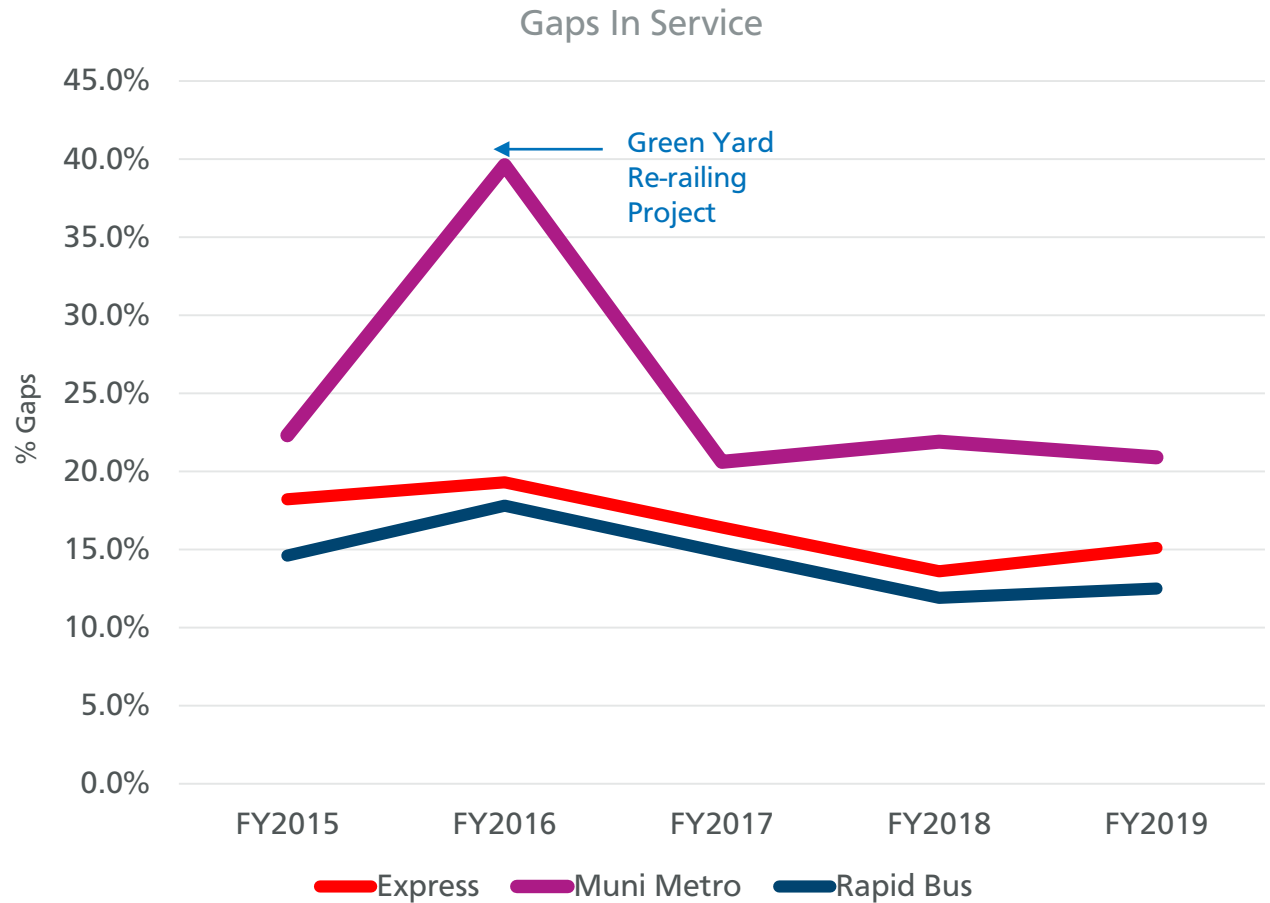
Systemwide On-Time Performance

On Time Performance

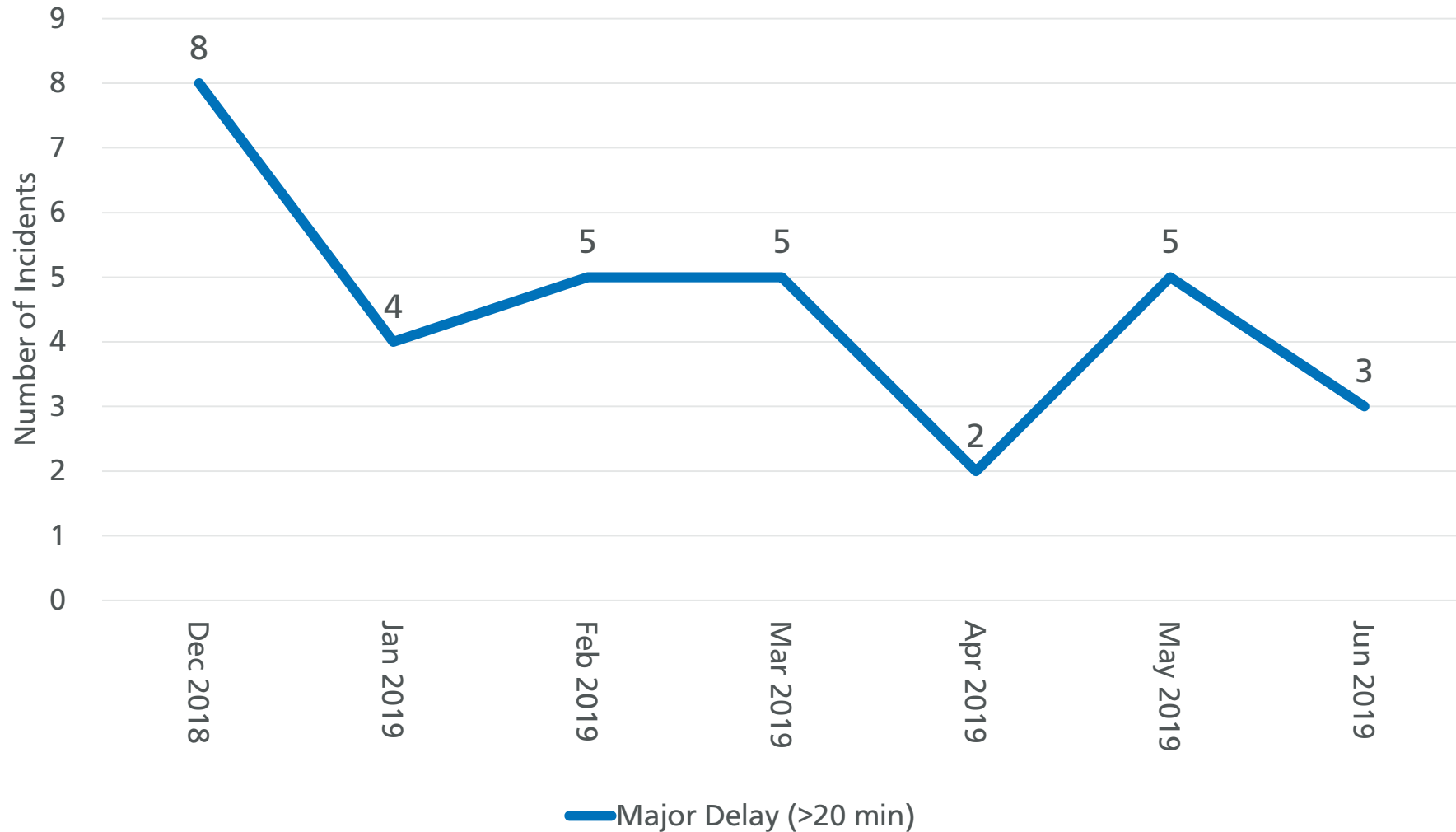


Service Gaps

To better meet customer expectations and reduce gaps and long wait times, we are moving toward managing service on headways especially on Rapid bus, Express and LRV routes

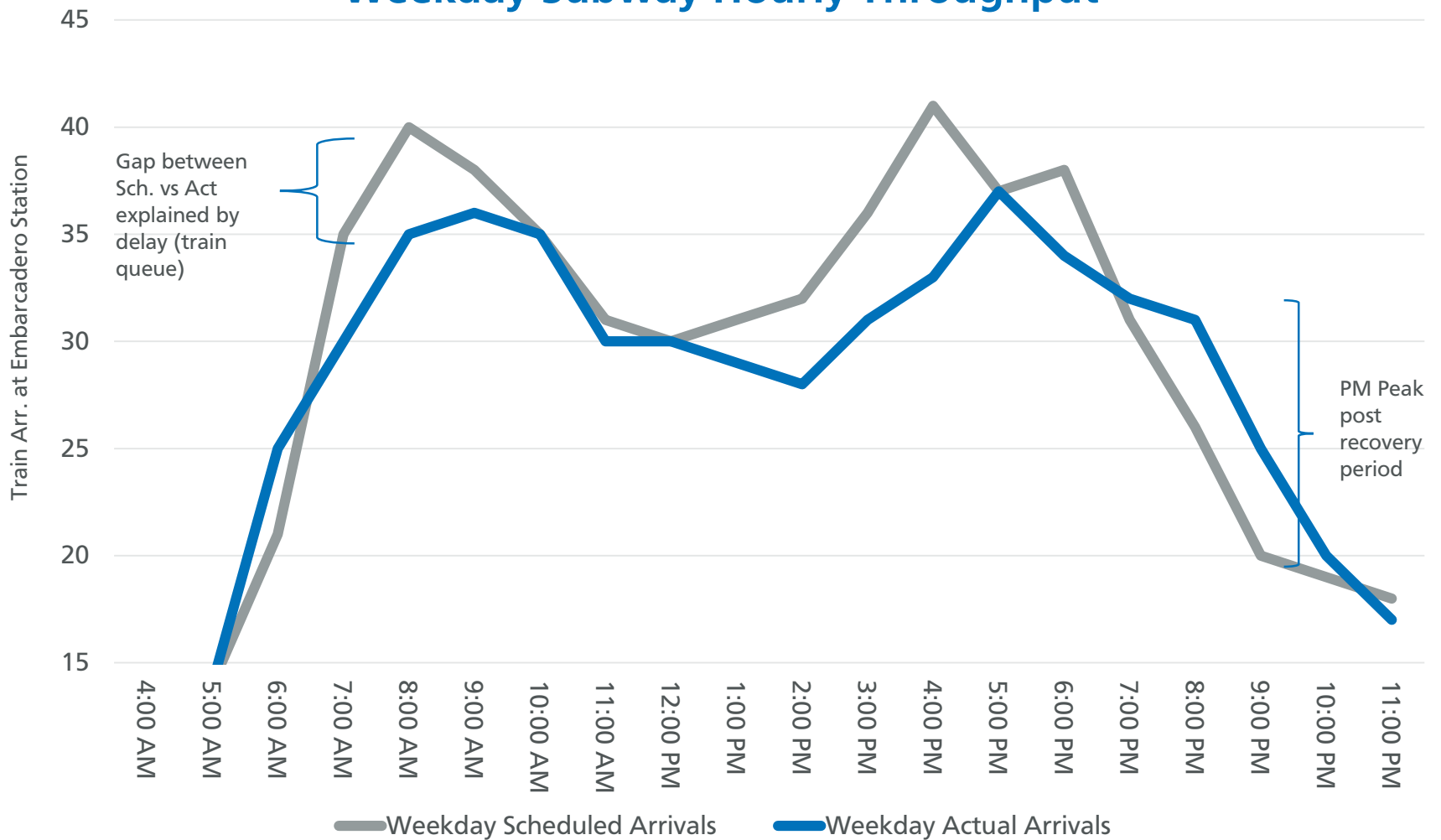


Major Subway Delays



Daily Subway Congestion

Weekday Subway Hourly Throughput

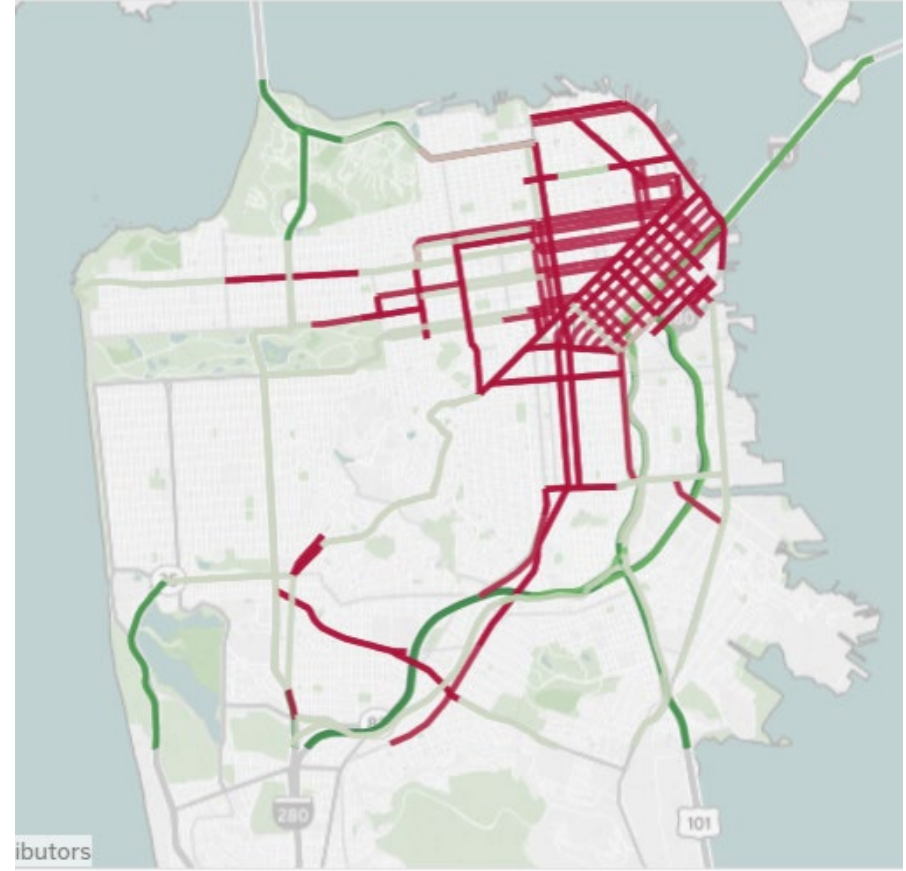


Increasing Downtown Congestion

2010



2018

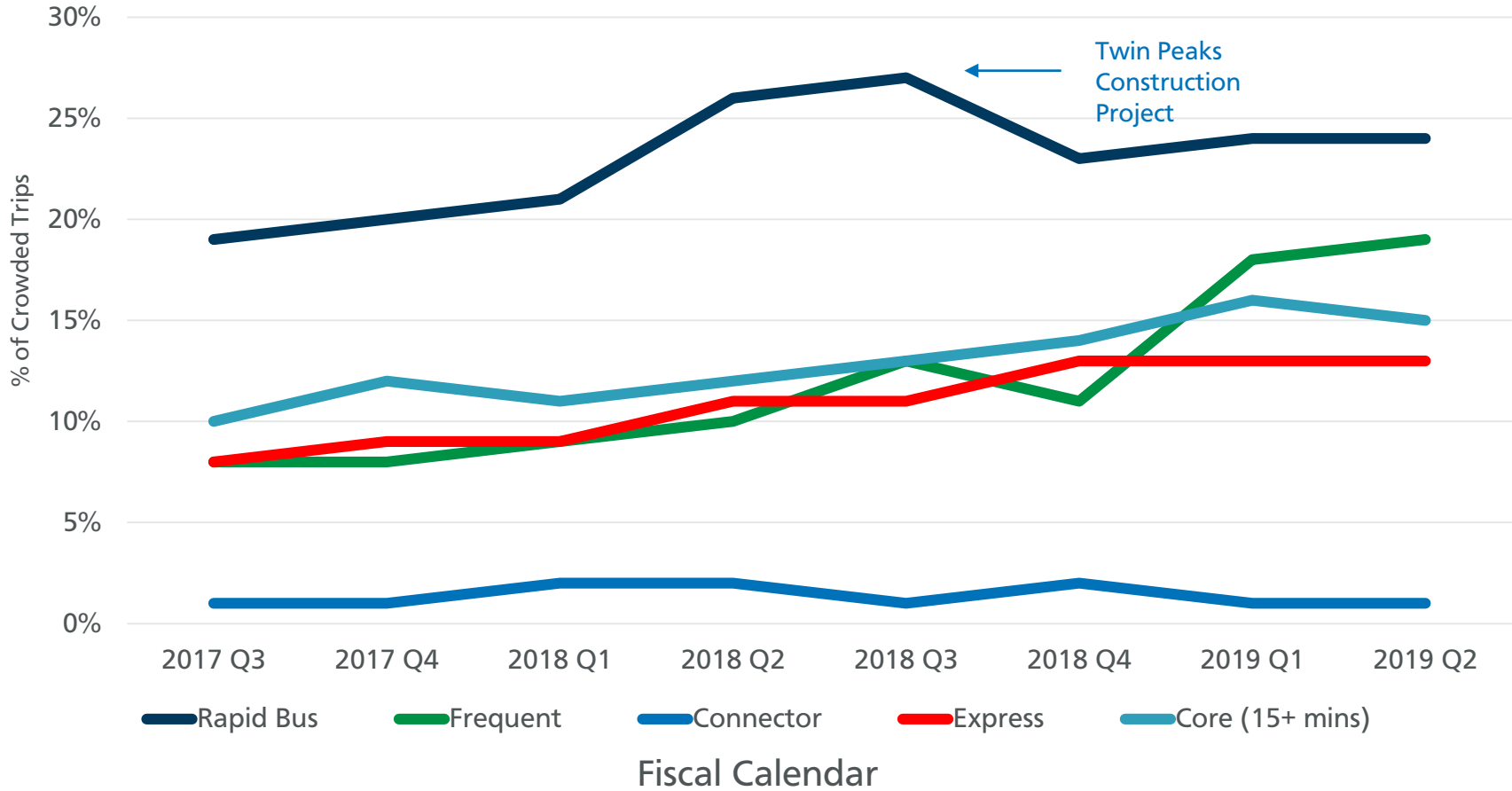


Average Auto Speed (mph)



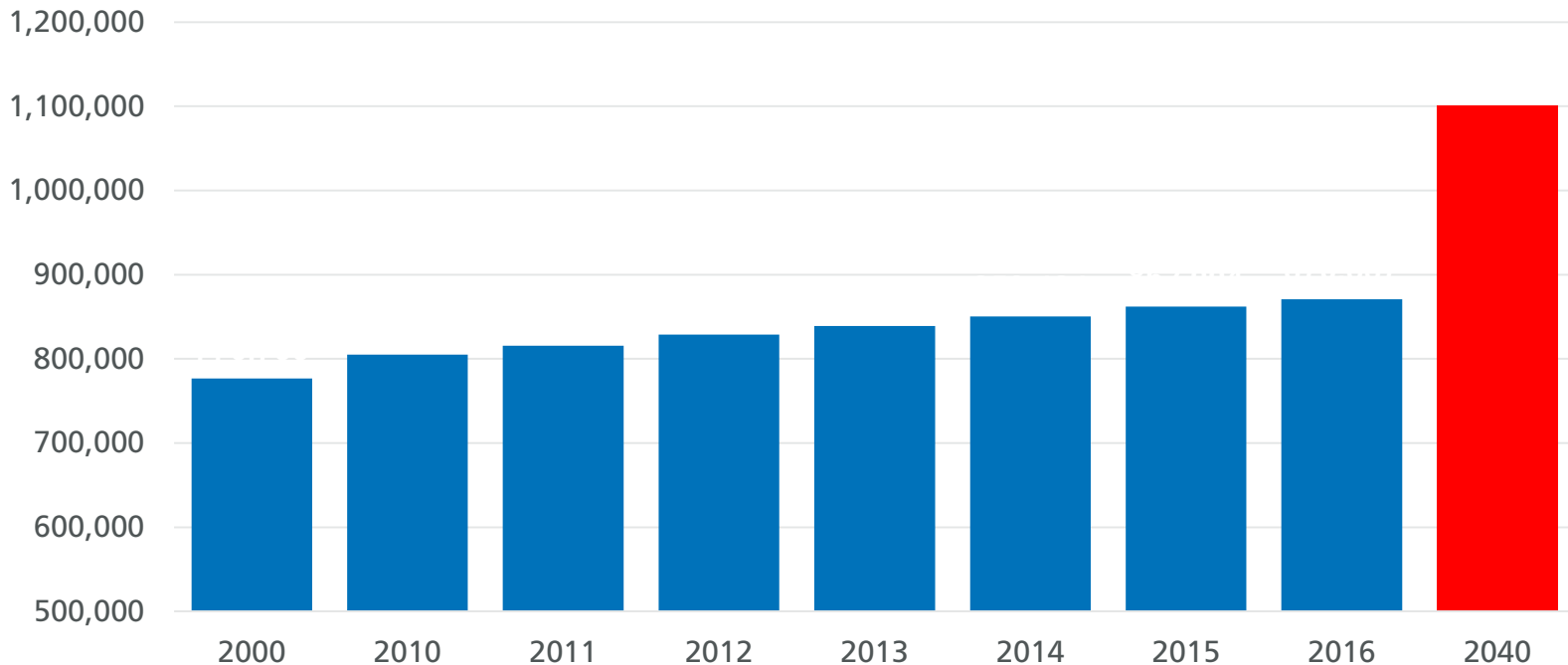
Crowding Snapshot

Service Category Crowding Statistics



San Francisco Continues to Grow

One of 20 Fastest-Growing Cities in the United States



- Population expected to reach 1.1 million by 2040 (~26% increase over current conditions)
- 80% of growth expected to occur in 20% of the City
- Transit alone accounts for 26% of all trips in SF, and that we are going to have to raise that number to meet the new sustainable mode share strategic goal of 80% by 2035.

We're Listening...



dhbearguy
@dhbearguy

Follow

@sfmta_muni what the heck. Disappearing buses at 4:45 in the am. Showing on prediction then not showing up.

5:09 AM - 9 Jul 2019 from San Francisco, CA

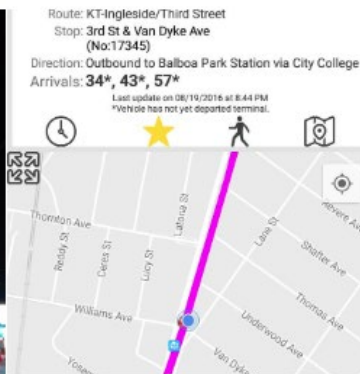


Tweet your reply



Chema Hernández Gil @elsanfranciscan · 19 Aug 2016

Making transit impractical is a guaranteed way to get people in the Bayview to drive @sfmta_muni. #TTrainSlowTrain



3 replies, 5 retweets, 9 likes



AntiAntergy
@downpitchfork

Follow

Replying to @sfmta_muni

Does NextBus accurately display this? I'm sitting at sunset with nextbus saying 3 and 4 mins, but saw train leave 2 mins ago when Nextbus said 3 mins ago then.

7:28 AM - 15 Jul 2019





Current Initiatives

Current Initiatives

- Muni Forward
- Service Increase
- Fleet Enhancements
- Equity Strategy
- Accessibility
- Transportation Mgmt. Center (TMC)
- Customer Information Systems



Delivering Muni Forward



- **Improved reliability:** Over 50 miles of reliability improvements, including transit-only lanes, bus bulbs and traffic signals that stay green for transit
- **Rapid Network:** More Rapid lines and expanded frequency
- **More service:** 10% service increase since 2015; 20% since 2010
- **Equity:** A focus on improving service in Equity Strategy neighborhoods
- **New fleet:** All-new bus and rail vehicles

Muni Forward Targeted Successes



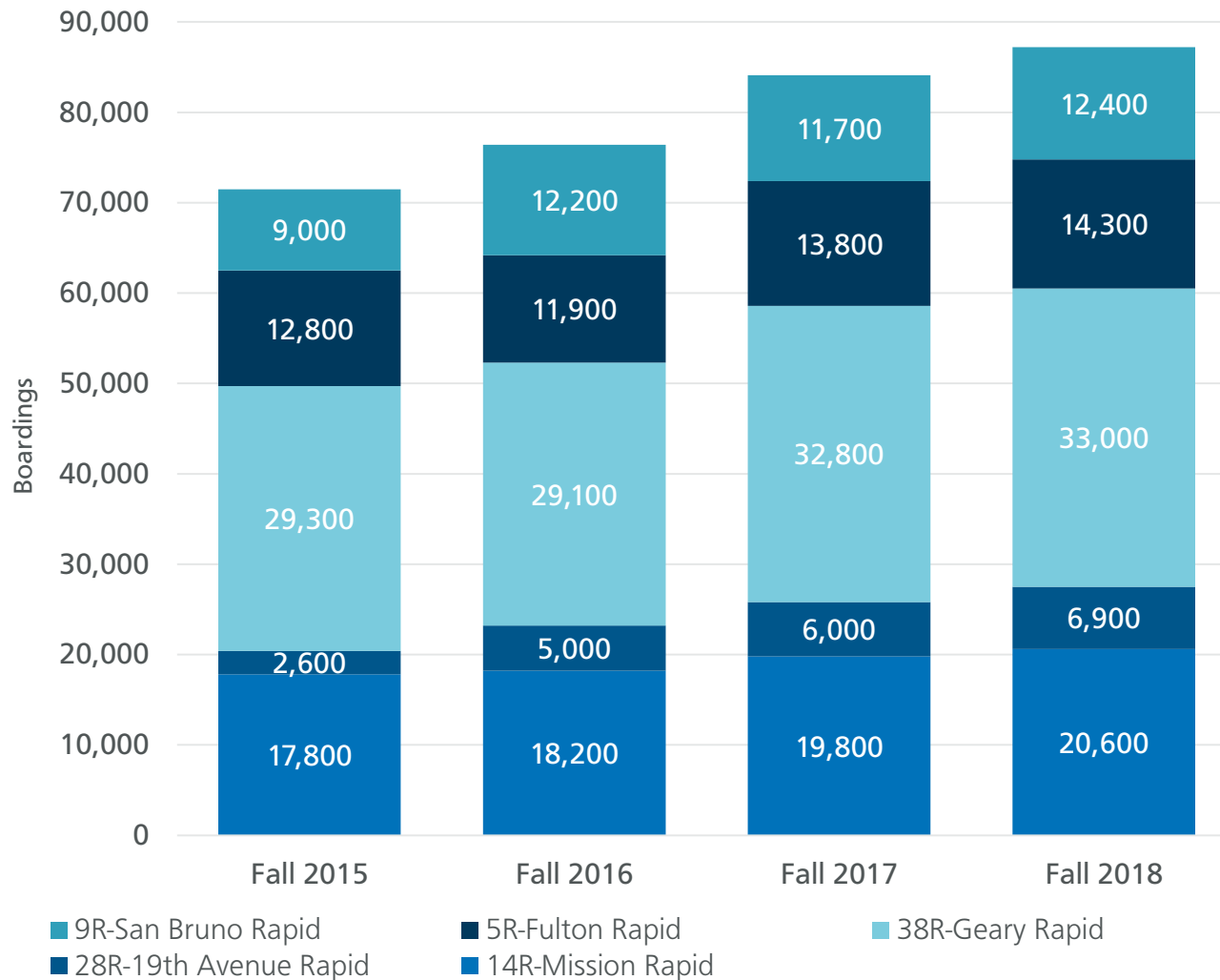
9 Rapid Improvements

- Transit priority on nearly the entire route
- Expanded Rapid service
- Larger, more spacious vehicles
- Pedestrian safety features and accessibility enhancements

Highlights

- Ridership increased 8% over two years on Rapid bus
 - 8 Bayshore: 11% ridership increase
 - Mission/Van Ness corridor: 11% ridership increase
 - Geary corridor: 6% ridership increase
- Route changes made connections more direct
 - 35 Eureka to Glen Park BART: ridership increased 38%
 - 29 Sunset realignment: saved 4,000 riders 3-4 minutes
 - 18 48th Ave. and 57 Parkmerced realignment: ridership increased 14%
 - 28/28R: ridership increased 28%

Rapid Ridership Growing

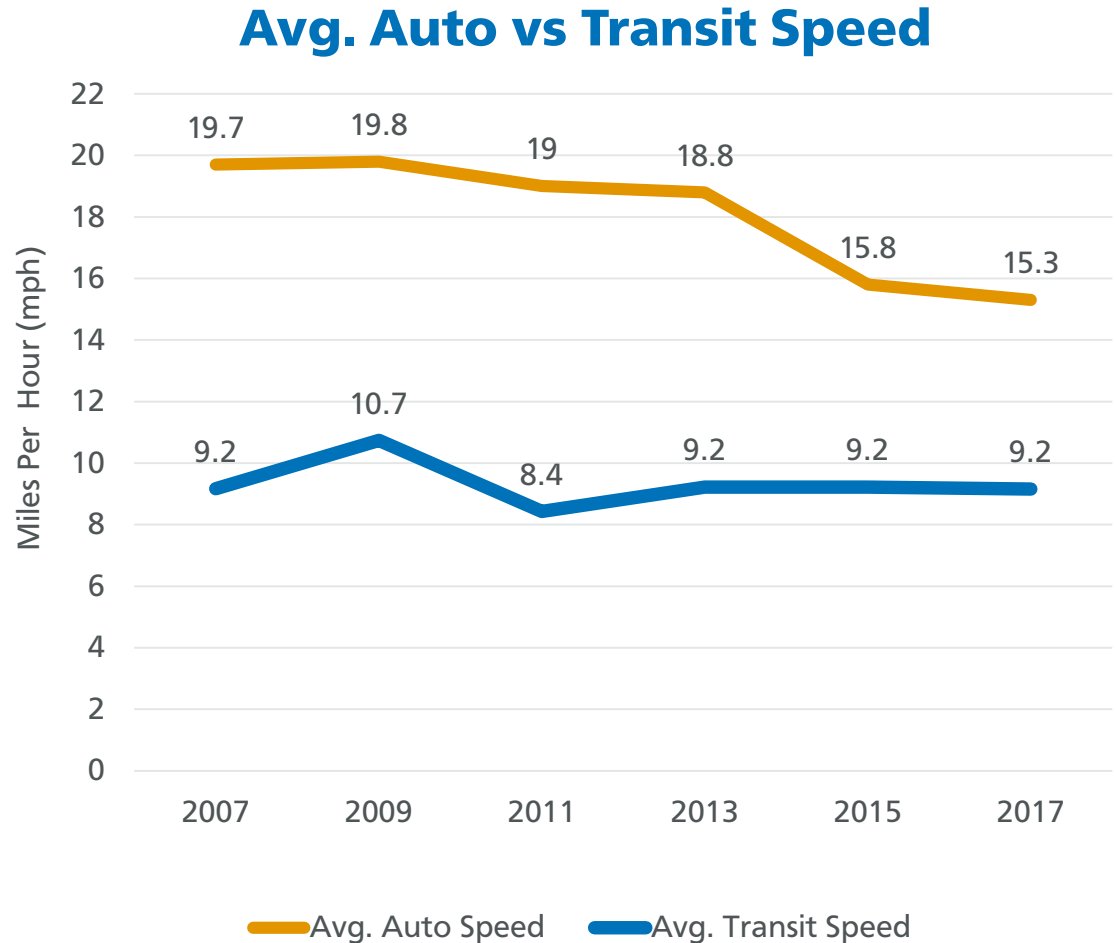


Since 2015, ridership on the Rapid Network has increased **22%**.

We've added capacity and increased frequencies on rapid routes which has not only brought new riders but also shifted demand from Local to Rapid service.

BUT: Growing Congestion Dilutes Success

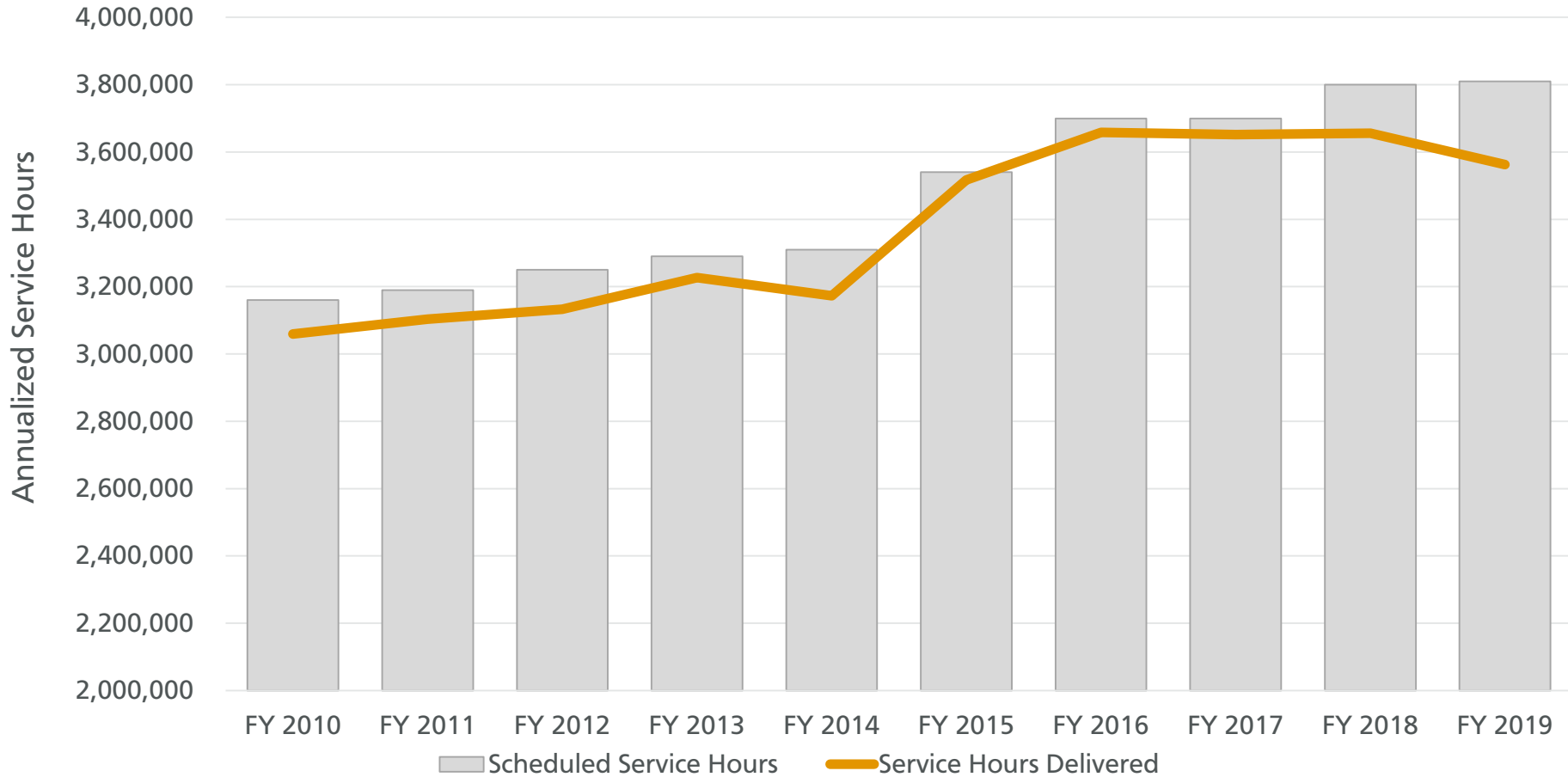
- Average Auto speeds have declined by more than 20% across the City
- While Transit has observed a slight downward trend, we remained relatively flat since 2013
- Expanded route level efforts should be complemented with systemwide approaches
- Interventions are often costly, politically challenged, and may conflict with other policy initiatives



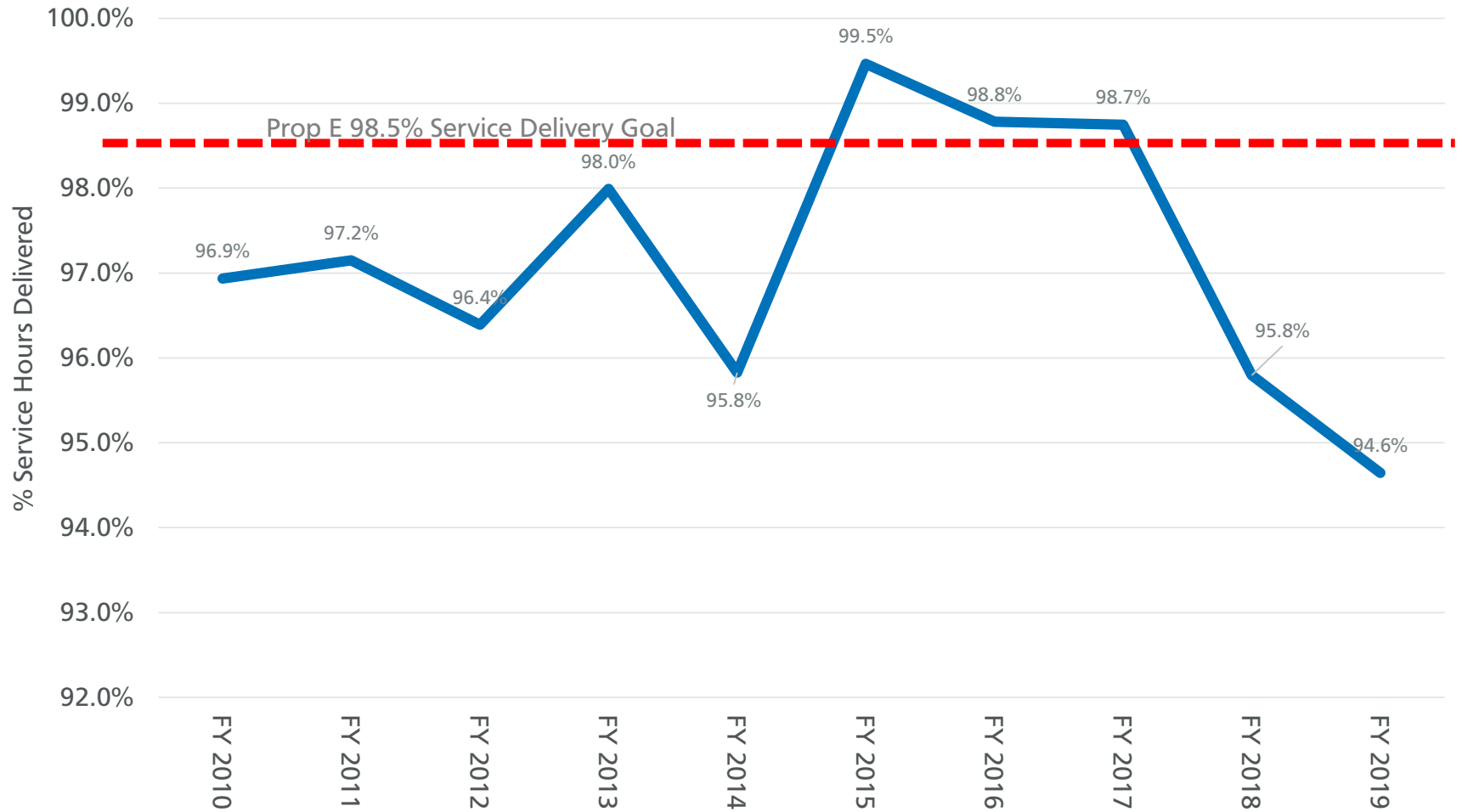
Invested In More Transit Service

Muni Increased Service by More Than 20% from 2010 Levels

Service Hours Delivered



BUT: Impacted by Operator Shortage



Muni Equity: Affordability and Access

- Identified lines that are most critical to connecting neighborhoods with high percentage of low-income residents and residents of color to economic, educational, and recreational opportunities.
- Under the Equity Strategy, identified neighborhood lines are monitored to make sure those lines perform as good or better than the average line in their service category.
- All San Francisco residents within ¼ mile of a transit stop
- Muni Equity Strategy informs planning and budget process
- Affordable service
 - 123,000 using Free Muni for Youth, Seniors and People with Disabilities
 - 17,000 using discounted Lifeline monthly pass



MUNI SERVICE EQUITY STRATEGY REPORT

San Francisco Municipal Transportation Agency
Fiscal Year 2016-17 and 2017-18

April 2016



Expanding Access for People with Disabilities

Through community collaboration, we've created an accessible system that is designed to be user friendly and innovative. Our efforts have:

Created a Fully Accessible Fleet

- Procured low floor buses for easy boarding with ramps & kneelers
- Installed stroller seating along the rear of the bus
- Added priority seating with pictorial decals on seats
- Automated audible and digital announcements including accessible stop indicators on LRV fleet
- Mounted yellow stanchions - easy to see

Adding and Retrofitting Stops

- All new stops/stations designed to be universally accessible
- Many existing stops are being retrofitted

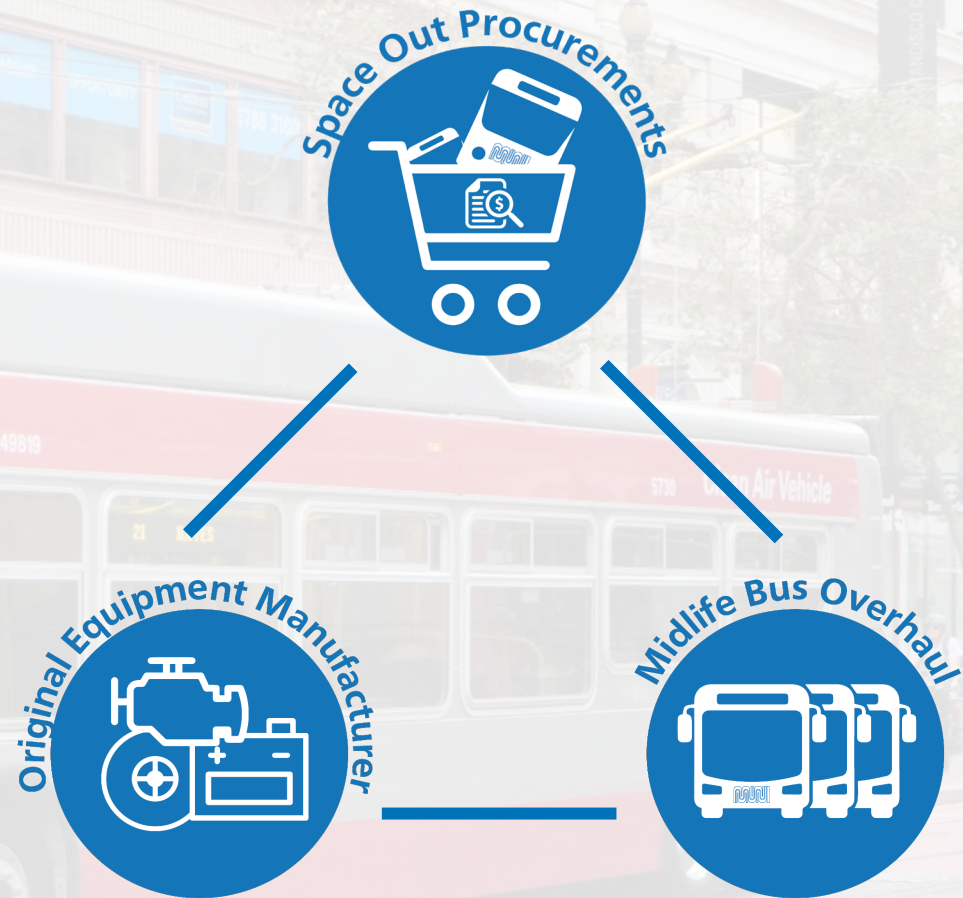
Introduced Real Time Elevator Status

- Passengers can access the Agency website or 311 to get current information on all elevators

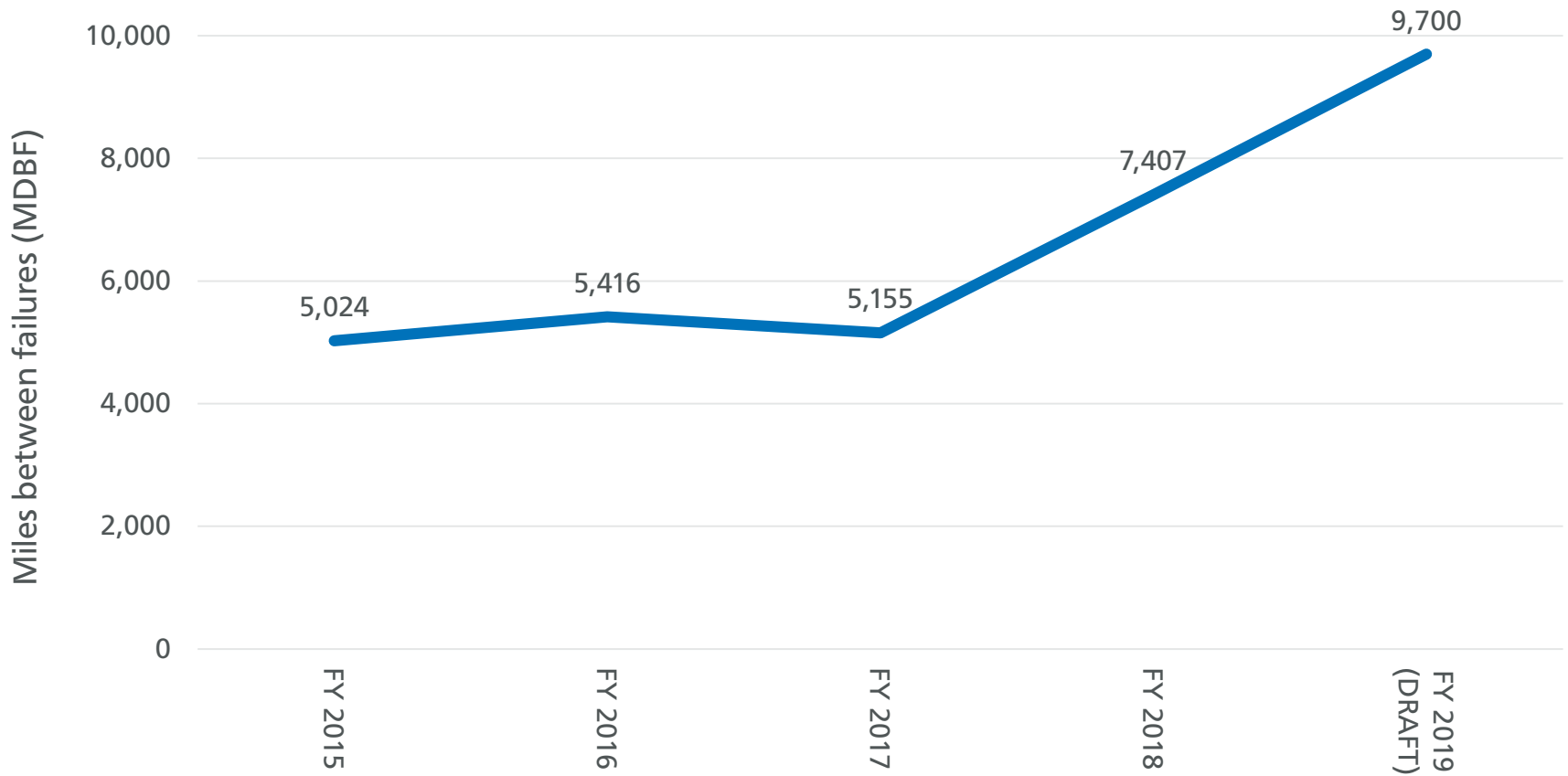


Bus Performance Trending Up

- Overhauled the motor and trolley coach fleet!
- Rubber tire fleet is the greenest in North America
- Compared to FY 2015, mileage between bus failures has nearly doubled in FY 2019. Our buses are having fewer breakdowns in service



Fewer In-Service Bus Breakdowns





TEST
TRAIN

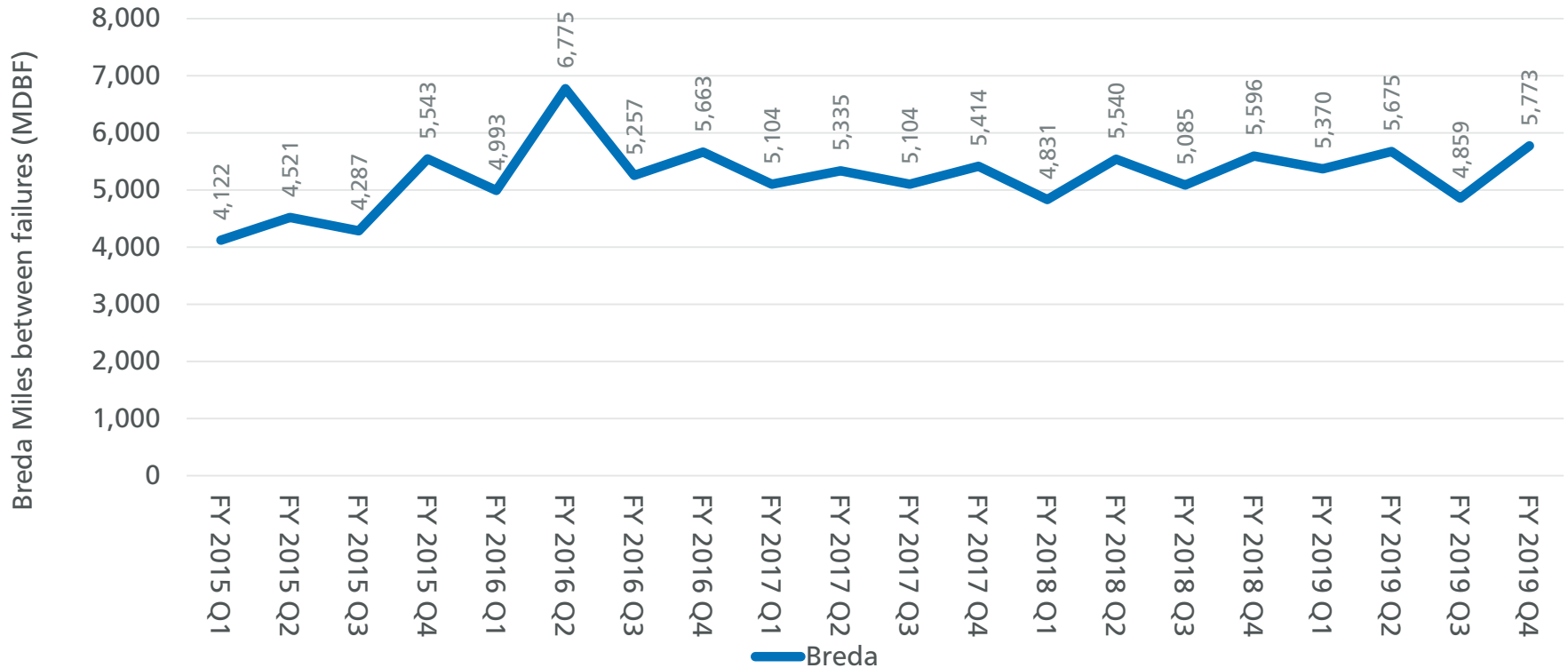
MUNI

TEST
TRAIN

sfmta.com

DO NOT PASS

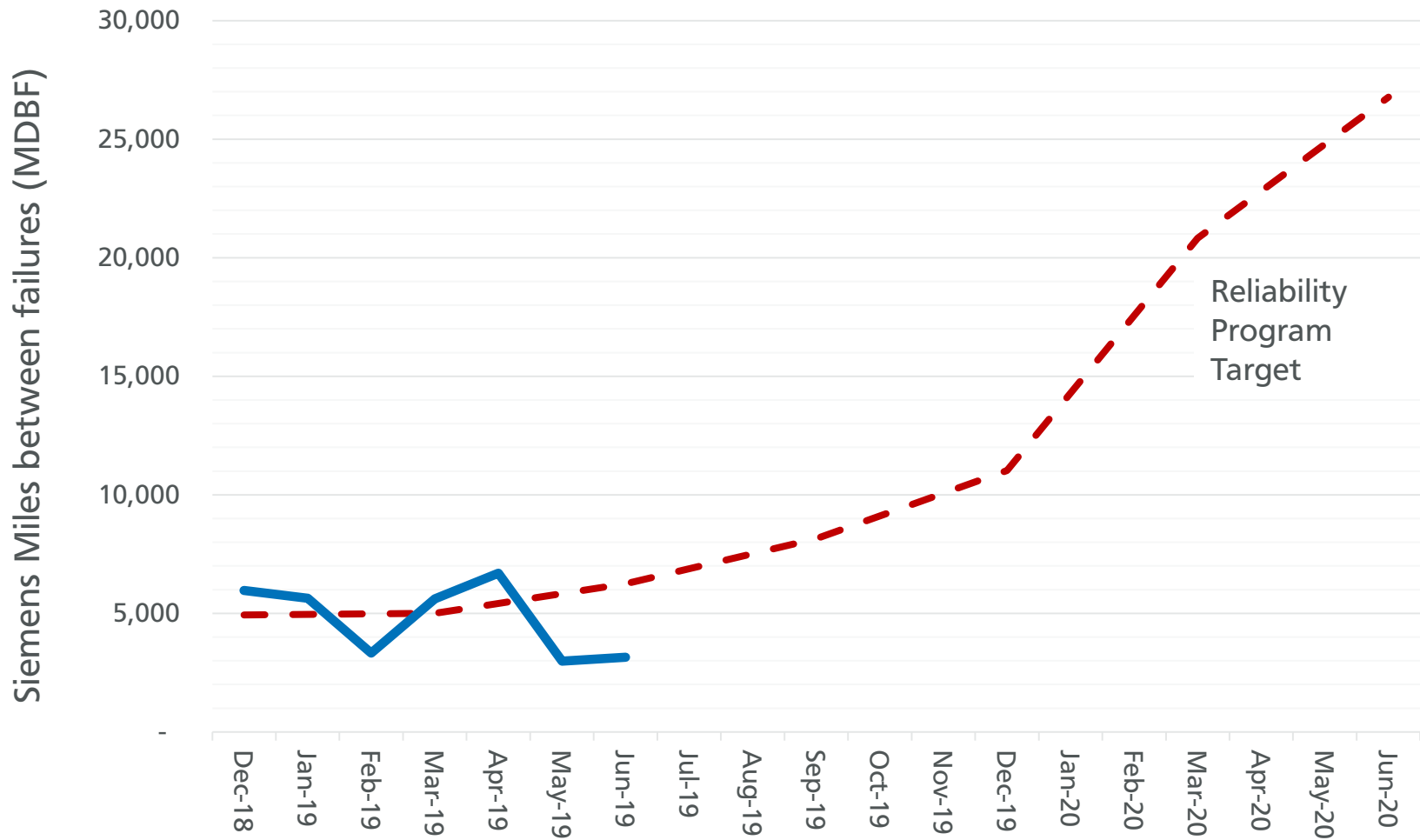
Breda Trains Approaching End of Lifecycle



Reliability Issues

To keep up with growing demand we need to expand rail service. Increasing the rail car count is an integral piece. We are currently working through the following issues on the rail fleet: flat wheels, propulsions, steps, doors, couplers, and track brakes

New Trains Still Unproven, But Hold Promise



Investing in Service Management

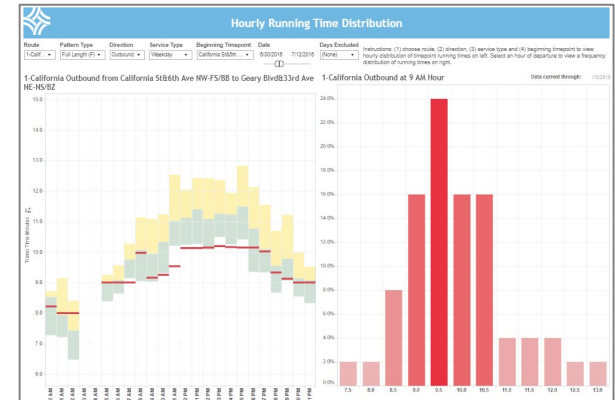
Technology has great potential to enhance service management, but more staff resources, training and practical experience are needed to fully realize potential



Dedicated
Customer Information
Officers



New Transportation
Management Center (TMC)
and Radio System

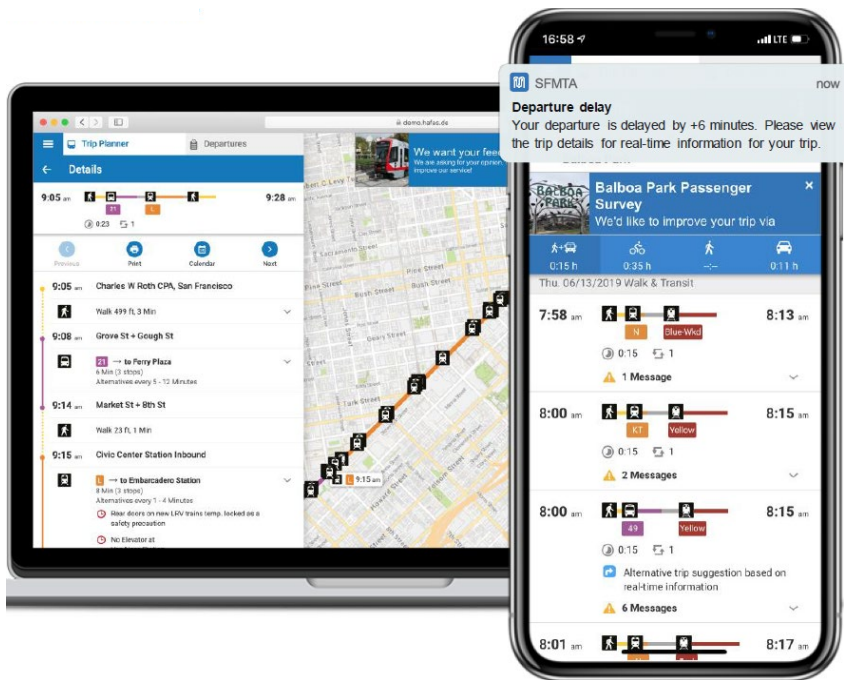


Data driven schedules to
right-size service and keep
up with congestion

Improving Customer Information

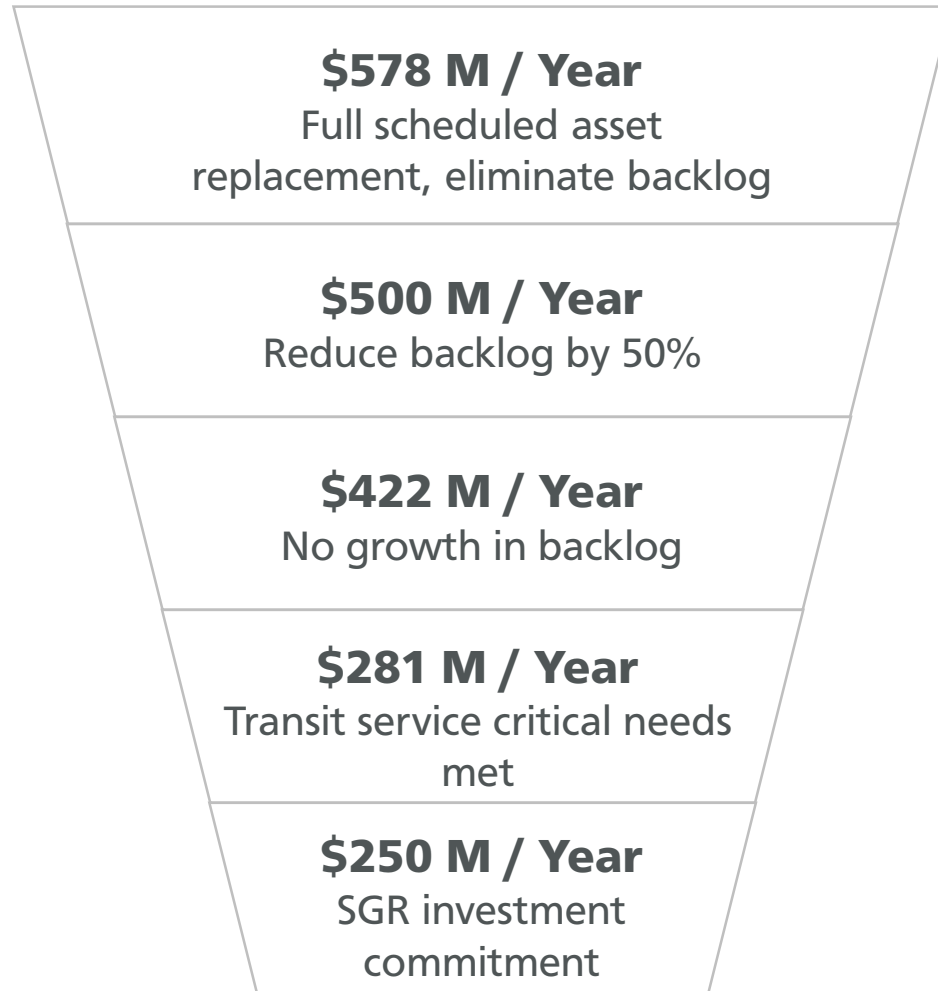
Next Generation Customer Information System Procurement Underway

- Delivering more accurate predictions
- More signs in more locations
- Improved capability to display messages on signs



Investing in Assets Backlog

Annual State of Good Repair Need (\$2018)



Tactical Actions: 90-Day Plan

Continue Breaking Strategic Plan goals Into Quarterly “Bite-Sized Pieces”
with Concrete Actions and Interim Goals



Reduce preventable collisions and enhance passenger and operator security



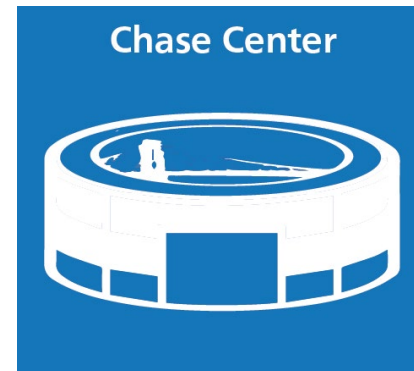
Improve reliability of transit service to ensure passengers are provided with the service they expect



Reduce delays in the subway and improve the customer experience during delays



Ensure that benefits of the new fleet are realized, and project delivery is on track



Operationalize service plan and implement for Chase Center opening



Thank you

