State of Muni

Meeting One: Muni Performance Overview

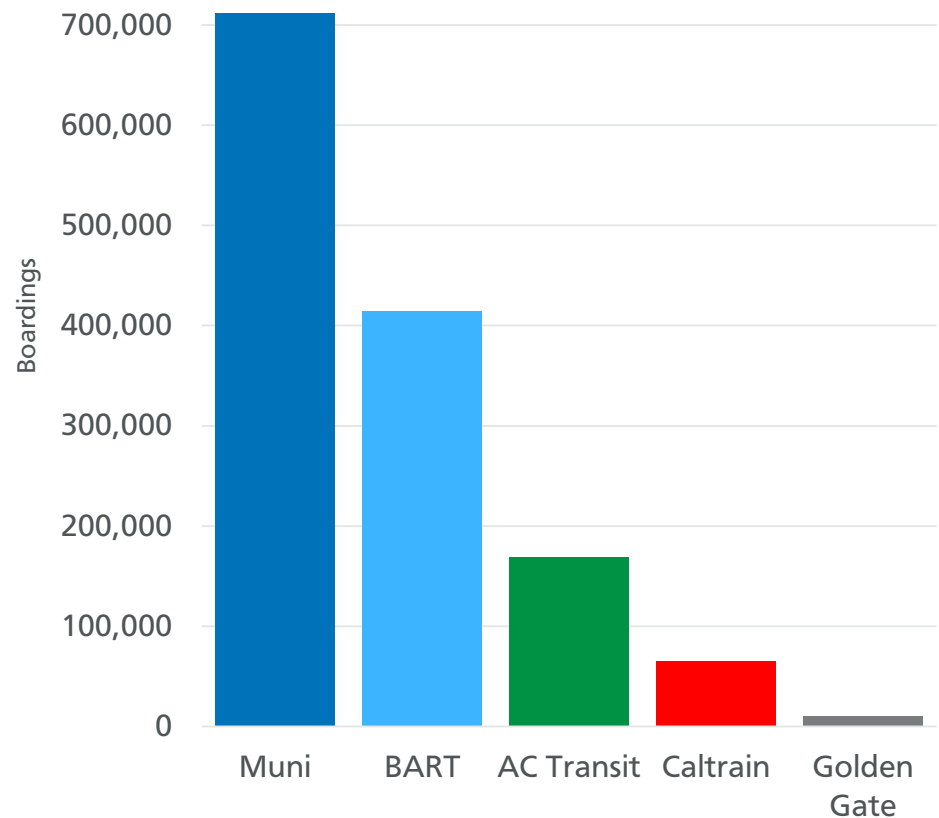July 26, 2019

Agenda: State of Transit

1. Introduction

2. Muni's Challenges

3. Current Initiatives
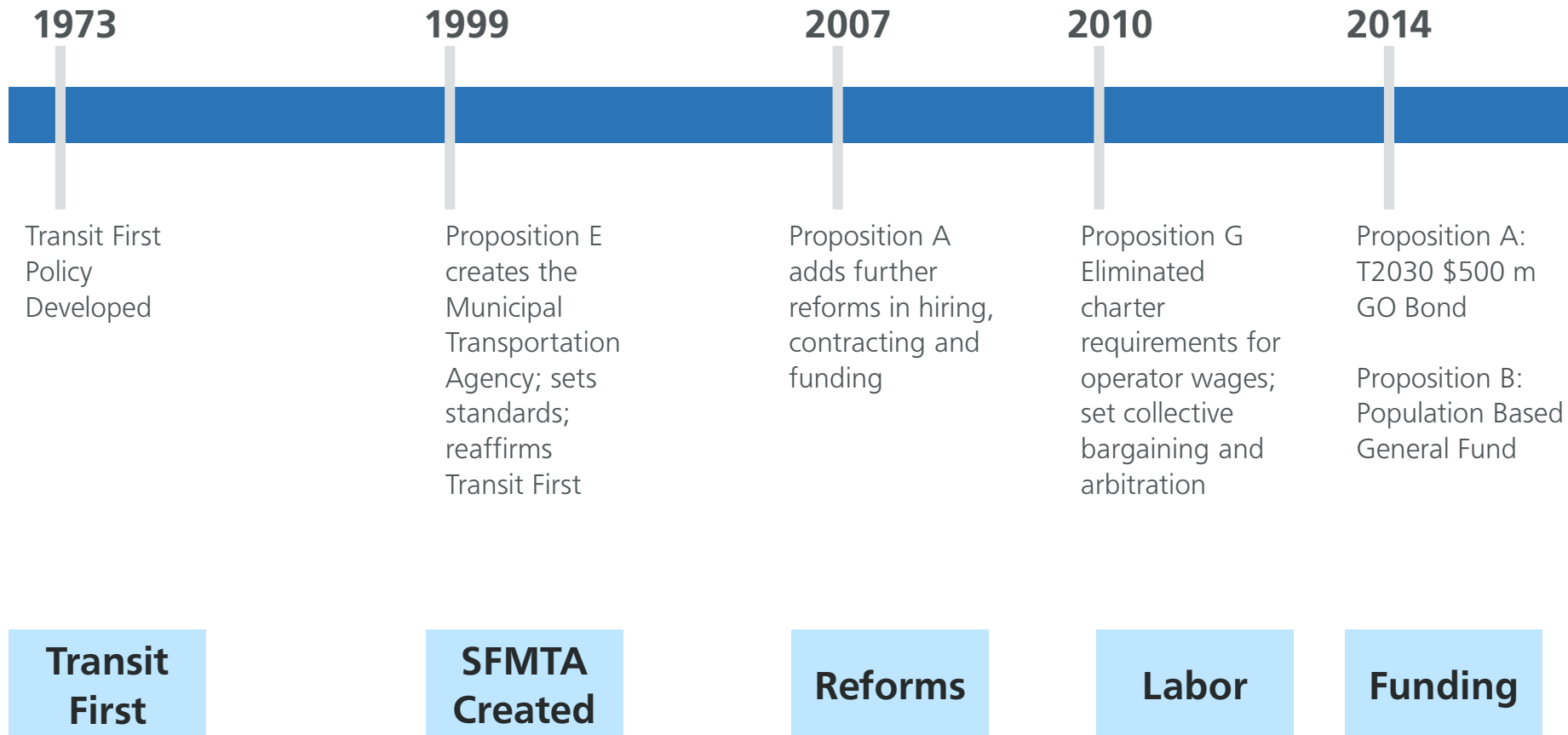
Did You Know?

- 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
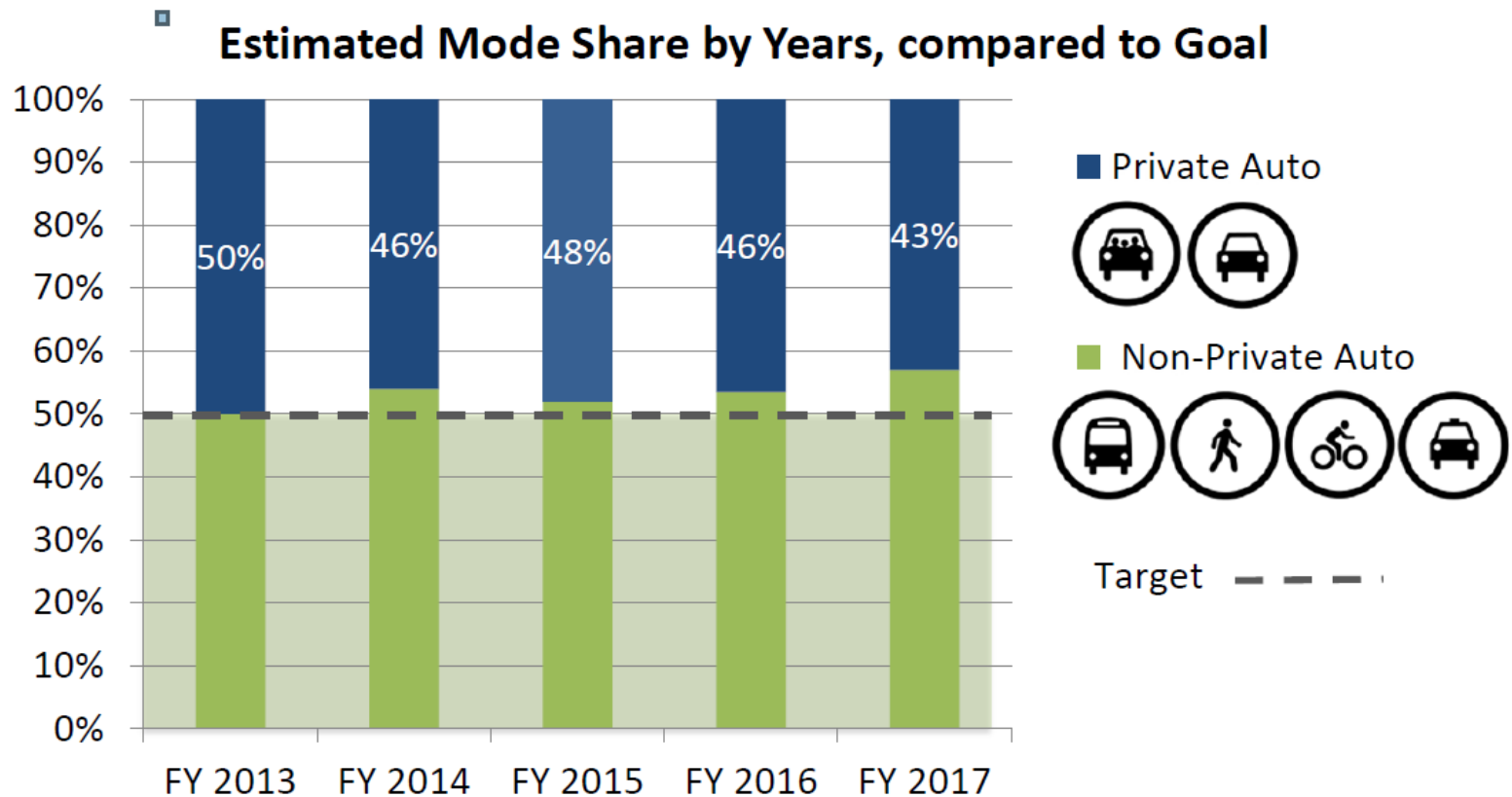
Average Weekday Ridership Comparison

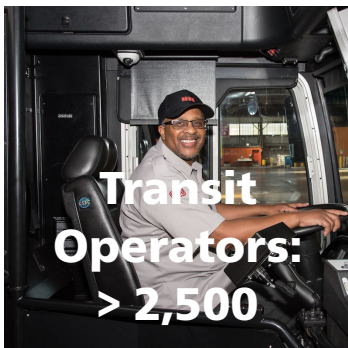# Transit First City

History of passed initiatives.

1973	1999	2007	2010	2014
Transit First Policy Developed	Proposition E creates the Municipal Transportation Agency; sets standards; reaffirms Transit First	Proposition A adds further reforms in hiring, contracting and funding	Proposition G Eliminated charter requirements for operator wages; set collective bargaining and arbitration	Proposition A: T2030 $500 m GO Bond

Proposition B: Population Based General Fund |
| **Transit First** | **SFMTA Created** | **Reforms** | **Labor** | **Funding** |

Alternatives to the Private Auto

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

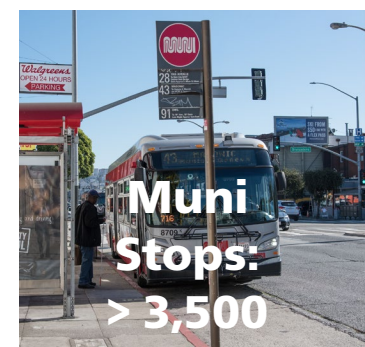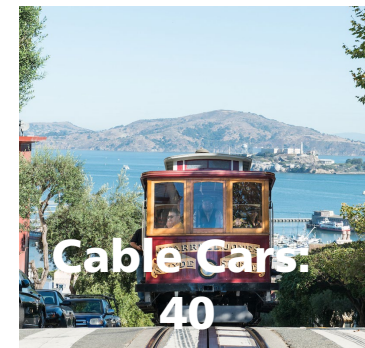**Estimated Mode Share by Years, compared to Goal**

Private Auto: FY 2013: 50%, FY 2014: 46%, FY 2015: 48%, FY 2016: 46%, FY 2017: 43%

Legend: Private Auto, Non-Private Auto, Target

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

Muni: Workhorse of the System

Buses: > 900

Transit Operators: > 2,500

Historic Streetcars: 51

Light Rail Vehicles: 200

Cable Cars: 40
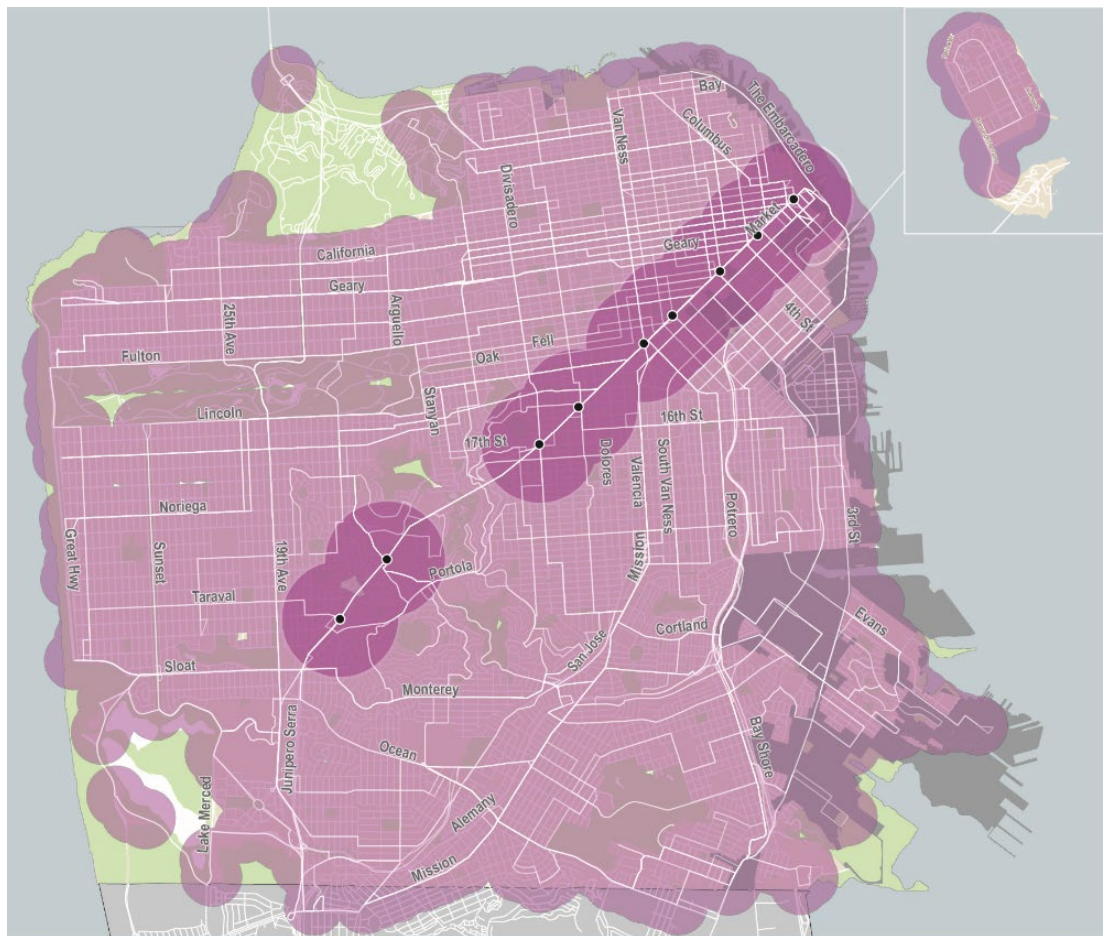

Muni Stops: > 3,500

- 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 ¼ of a mile from a public transit stop

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

SFMTA

Muni's Challenges

Common Customer Frustrations

- Long/ unpredictable wait times

- Major subway delays

- Crowding

- Inaccurate predictions

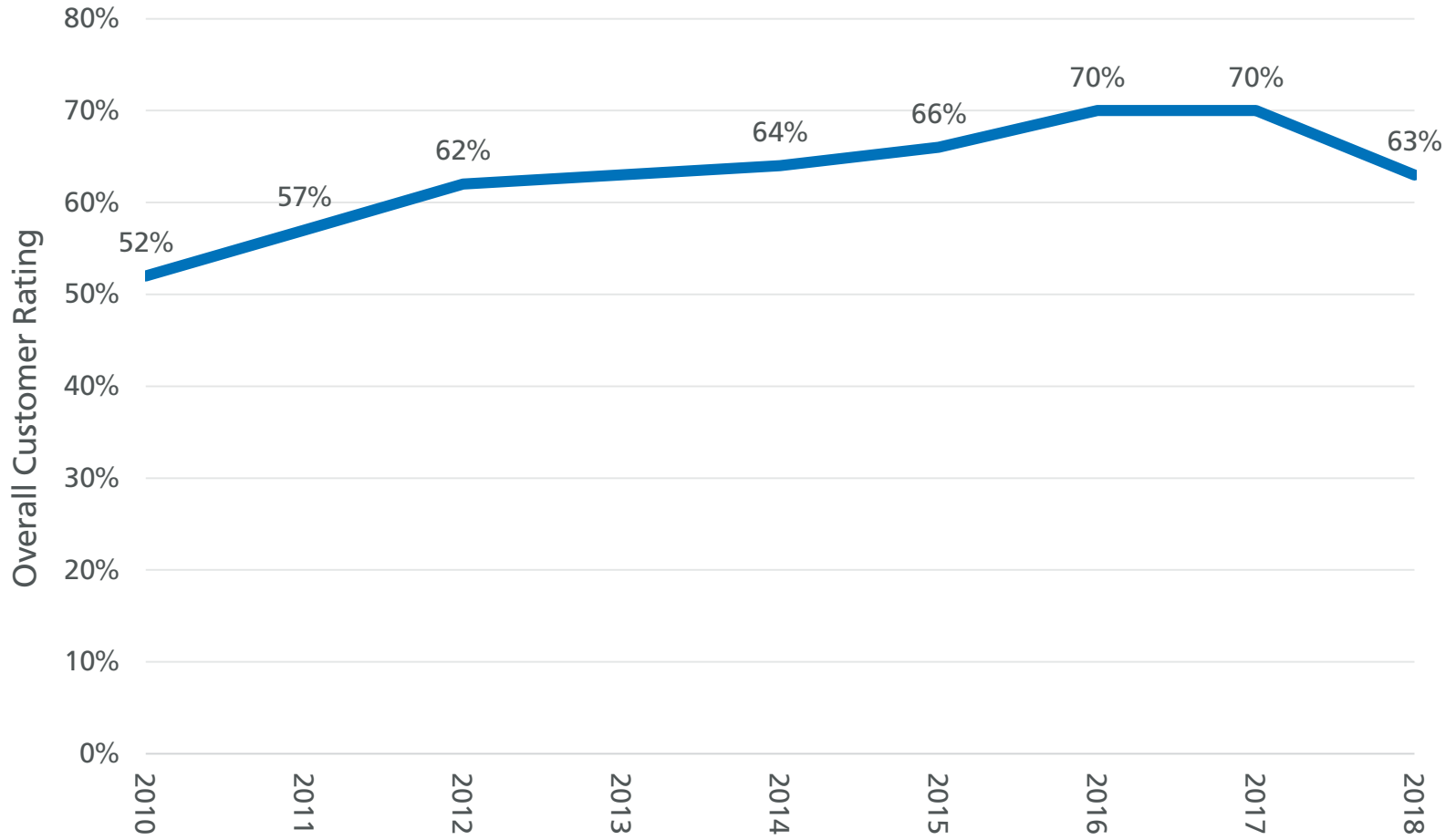- Lack of customer information updates

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

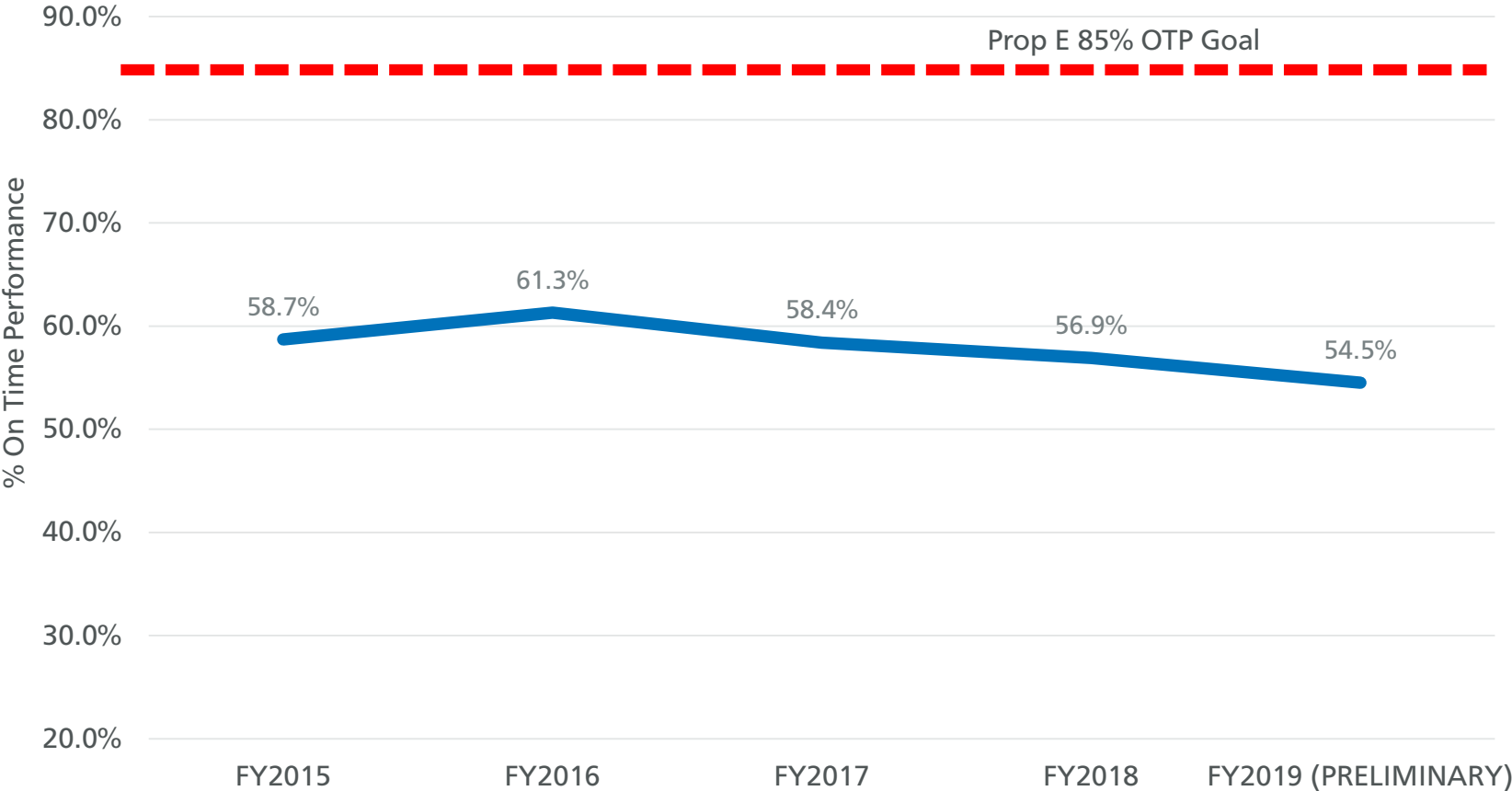- Accurate real time customer information

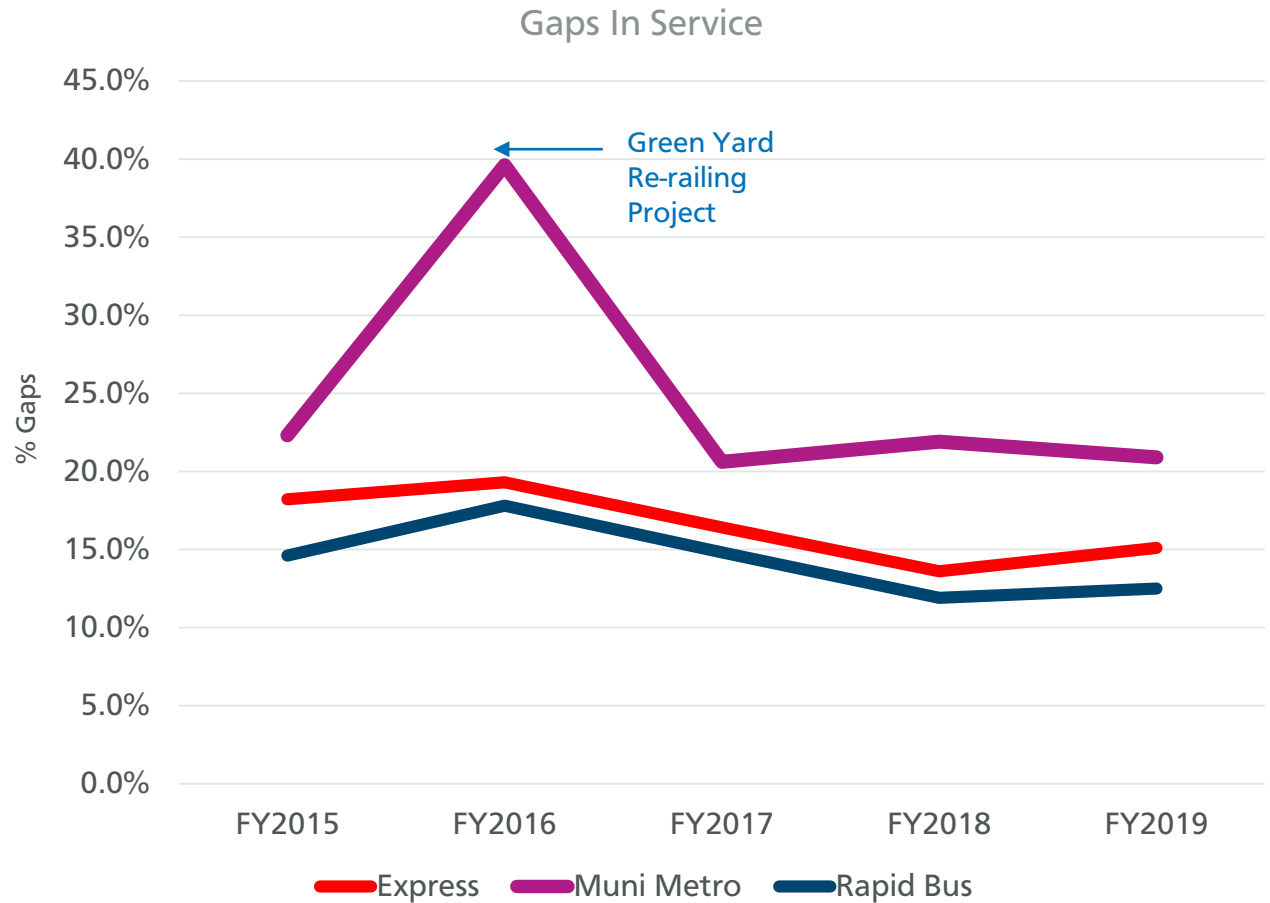# Customer Feedback

Rating of Muni Service

Systemwide On-Time Performance

On Time Performance

Prop E 85% OTP Goal

58.7% 61.3% 58.4% 56.9% 54.5%

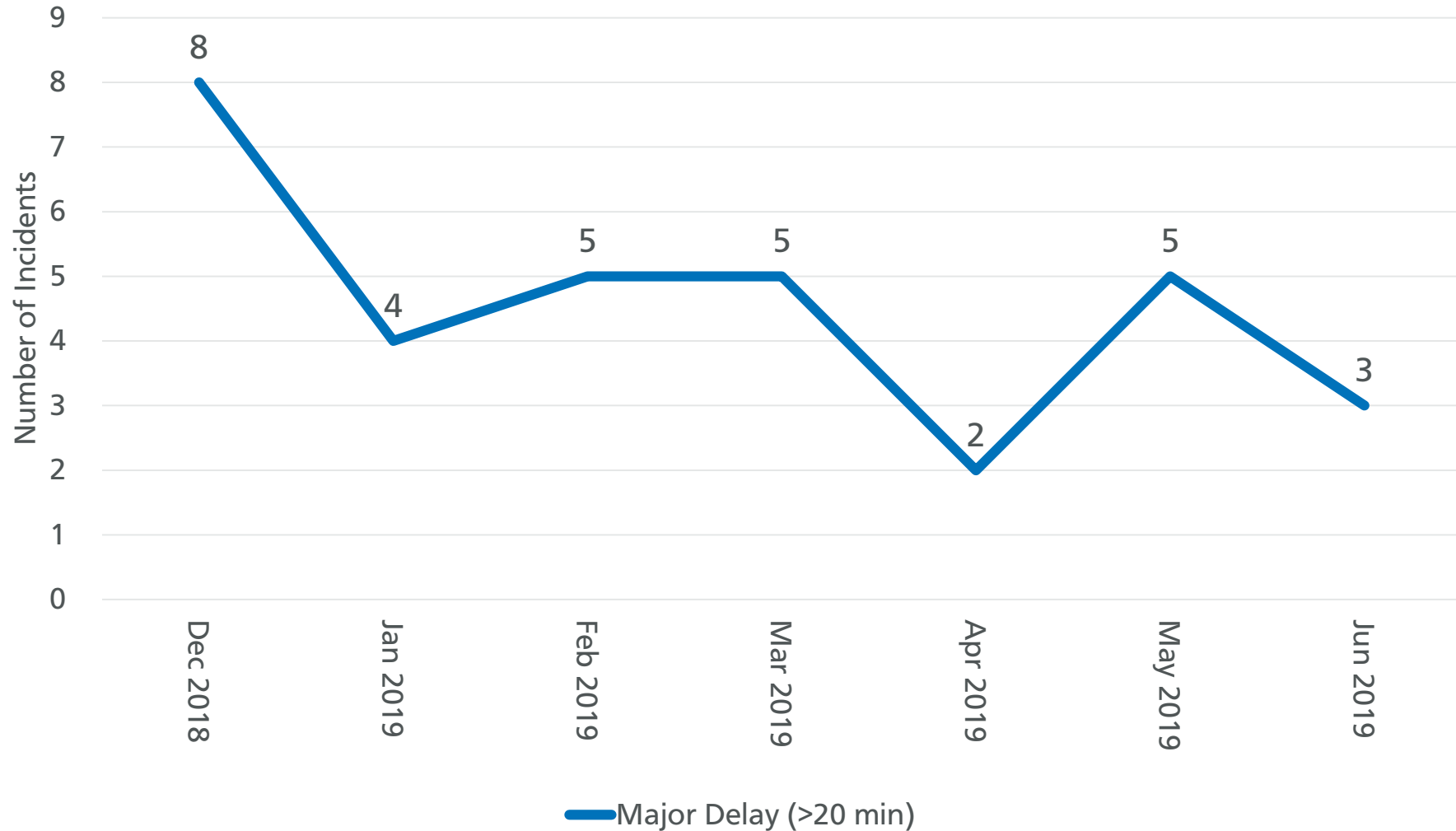FY2015   FY2016   FY2017   FY2018   FY2019 (PRELIMINARY)

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
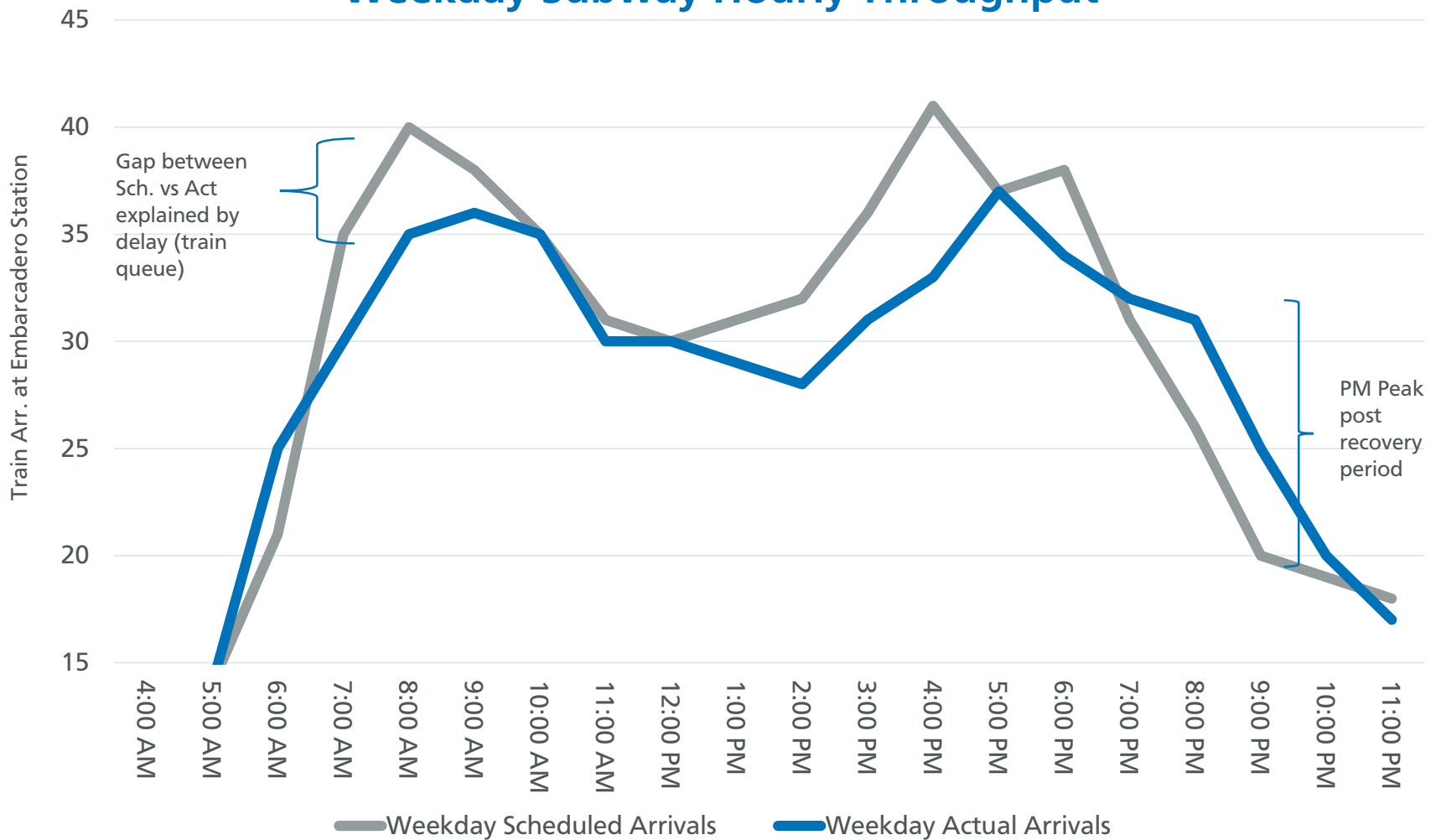
Gaps In Service

Green Yard Re-railing Project

Legend: Express, Muni Metro, Rapid Bus

* Gap defined as the scheduled headway plus five minutes

Major Subway Delays

Line chart titled "Major Subway Delays" showing Number of Incidents (y-axis, 0–9) over time (x-axis) for "Major Delay (>20 min)":
- Dec 2018: 8
- Jan 2019: 4
- Feb 2019: 5
- Mar 2019: 5
- Apr 2019: 2
- May 2019: 5
- Jun 2019: 3

Daily Subway Congestion

Weekday Subway Hourly Throughput

Gap between Sch. vs Act explained by delay (train queue)

PM Peak post recovery period

Weekday Scheduled Arrivals — Weekday Actual Arrivals

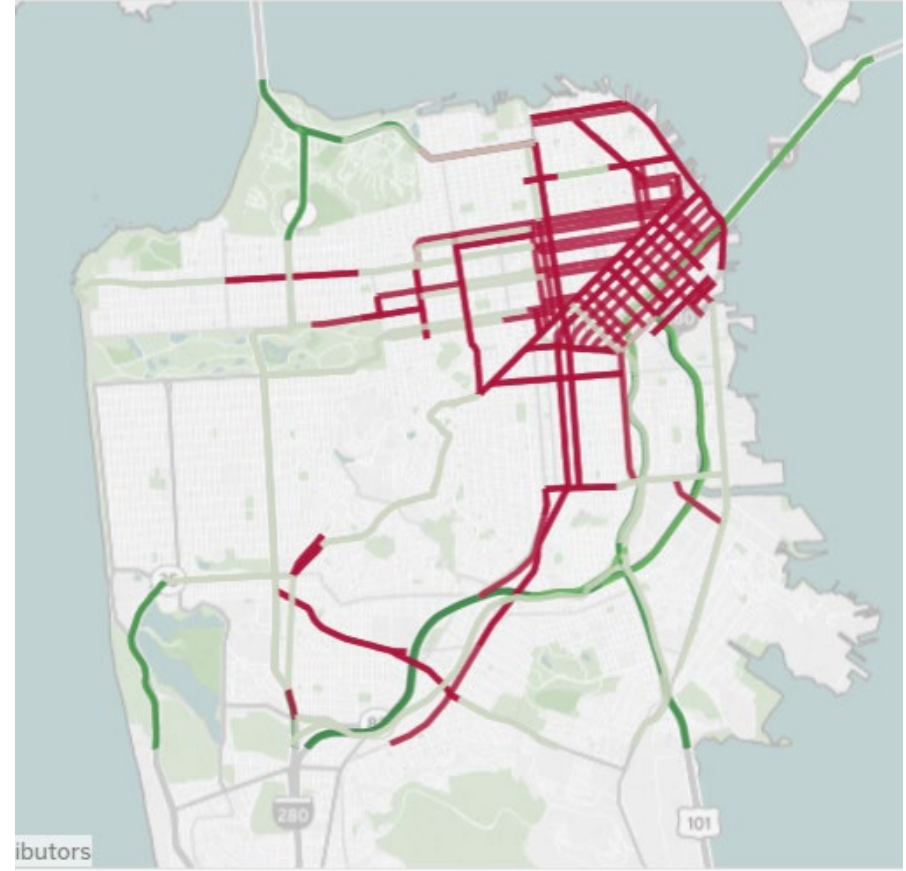# Increasing Downtown Congestion

2010

2018

Average Auto Speed (mph)

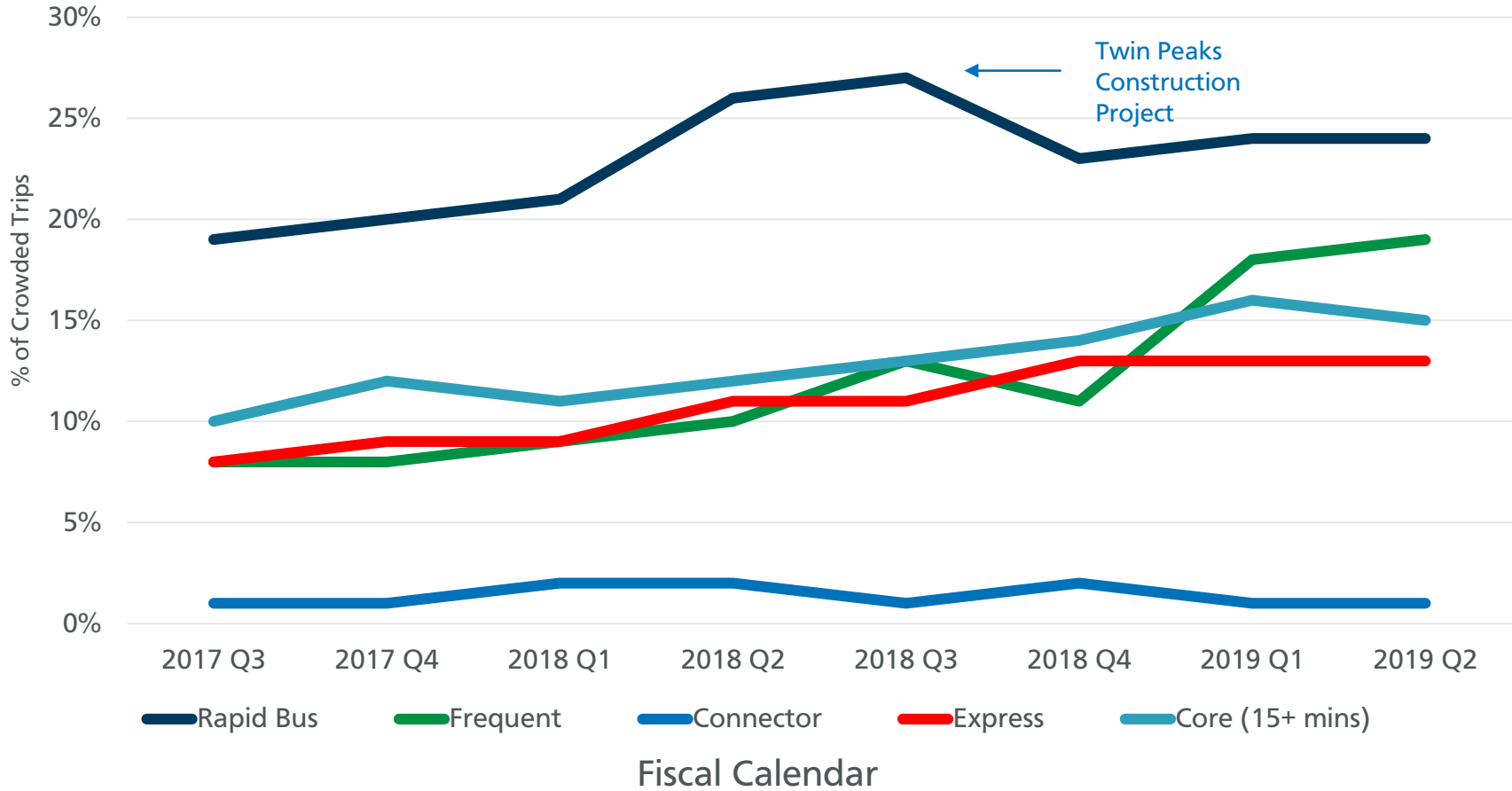5.0   55.0
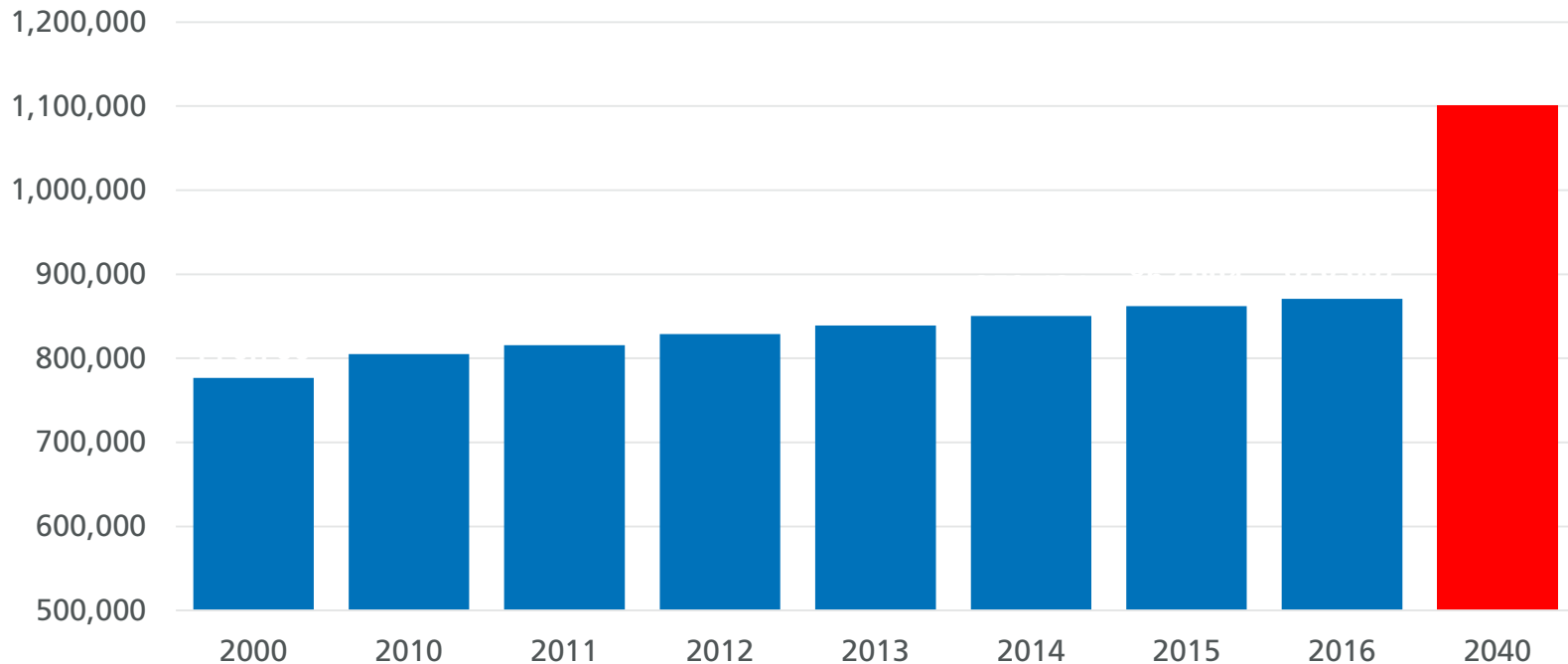
Crowding Snapshot

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

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

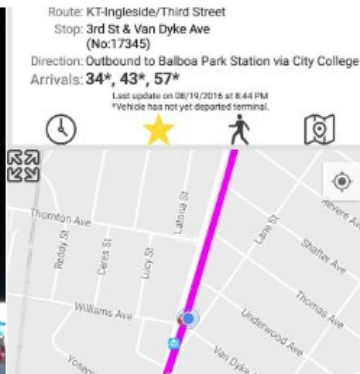5:09 AM - 9 Jul 2019 from San Francisco, CA

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

Route: KT-Ingleside/Third Street
Stop: 3rd St & Van Dyke Ave (No:17345)
Direction: Outbound to Balboa Park Station via City College
Arrivals: 34*, 43*, 57*

3   5   9

AntiAntergy @downpitchfork

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

1

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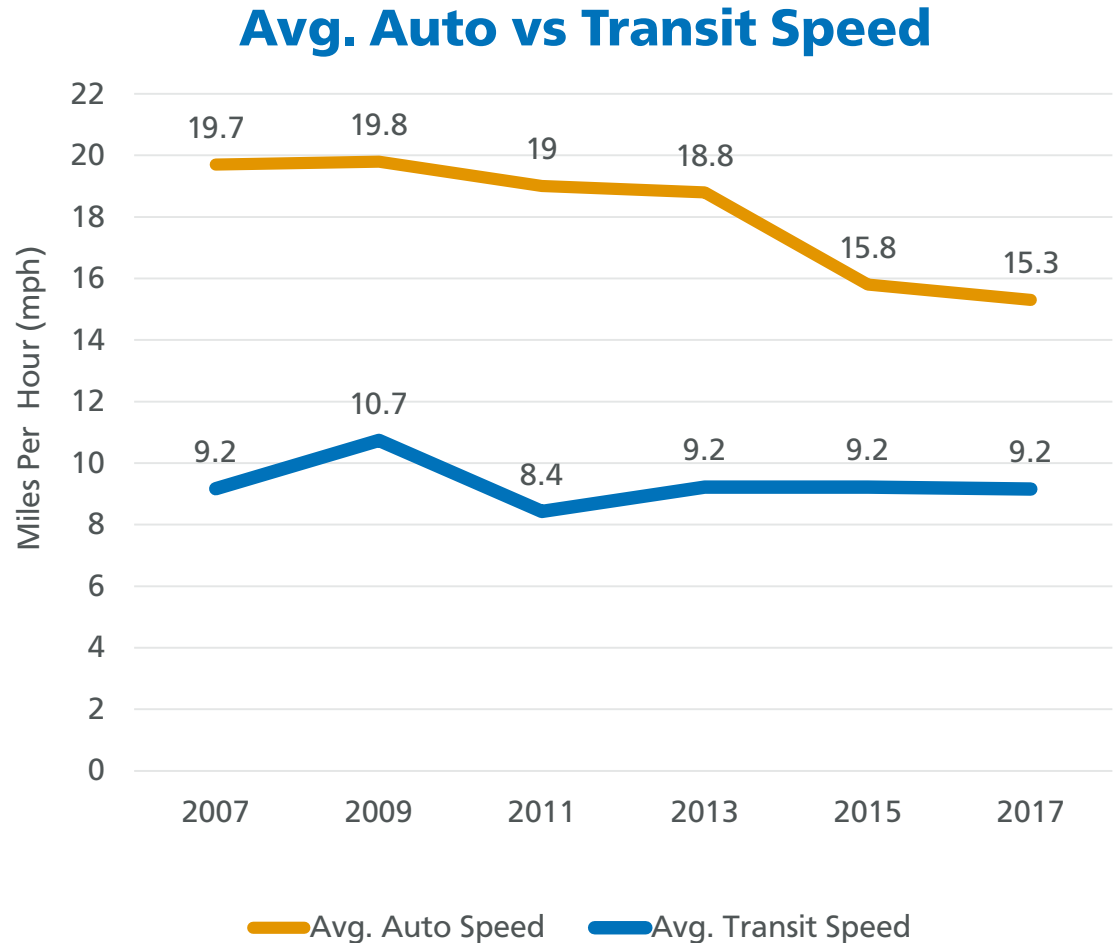
Rapid Ridership Growing
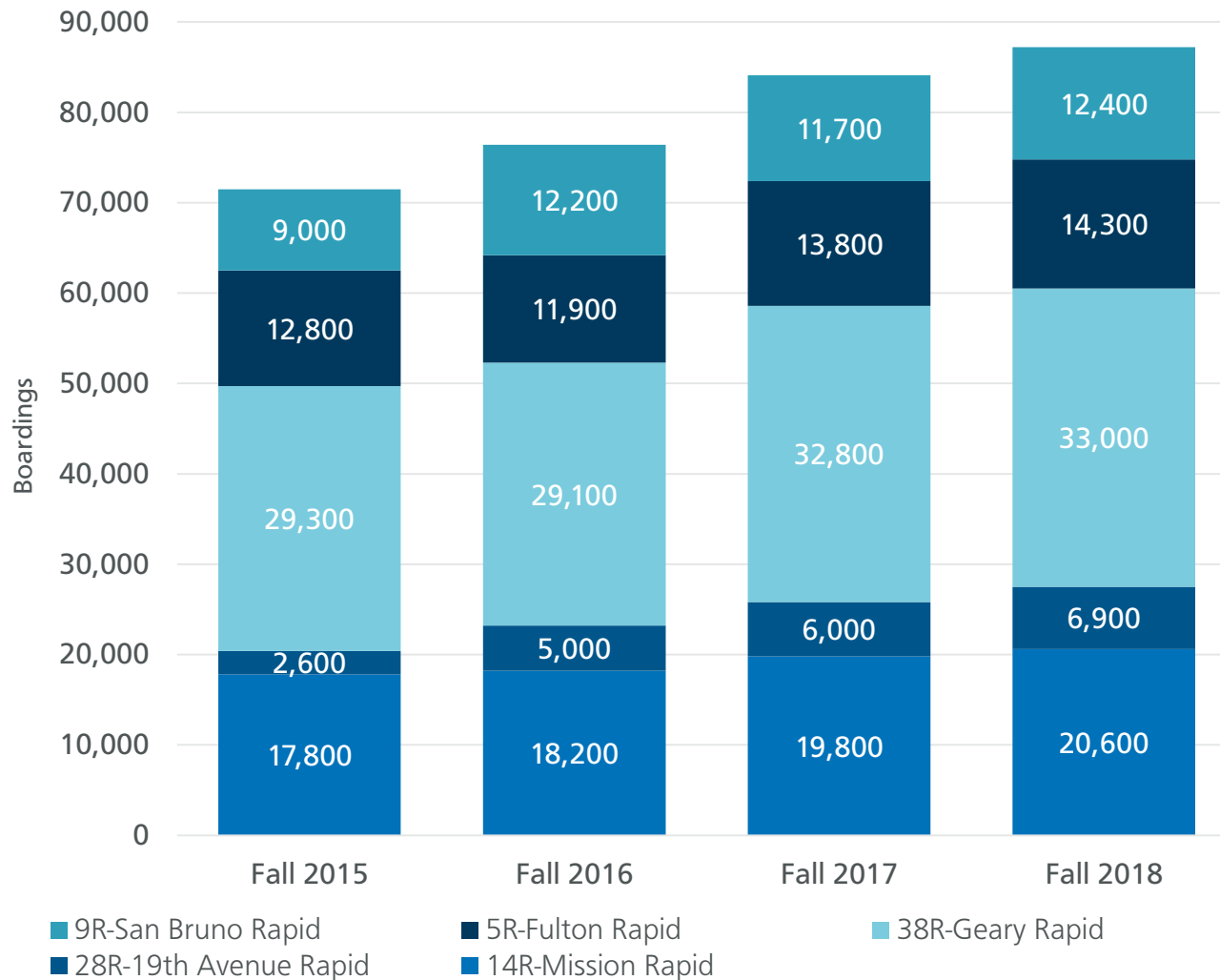
Since 2015, ridership on the Rapid Network has increased **22%.**

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

Avg. Auto vs Transit Speed

Y-axis: Miles Per Hour (mph), 0 to 22

Avg. Auto Speed: 19.7 (2007), 19.8 (2009), 19 (2011), 18.8 (2013), 15.8 (2015), 15.3 (2017)

Avg. Transit Speed: 9.2 (2007), 10.7 (2009), 8.4 (2011), 9.2 (2013), 9.2 (2015), 9.2 (2017)

— Avg. Auto Speed   — Avg. Transit Speed

Invested In More Transit Service

Muni Increased Service by More Than 20% from 2010 Levels

Service Hours Delivered
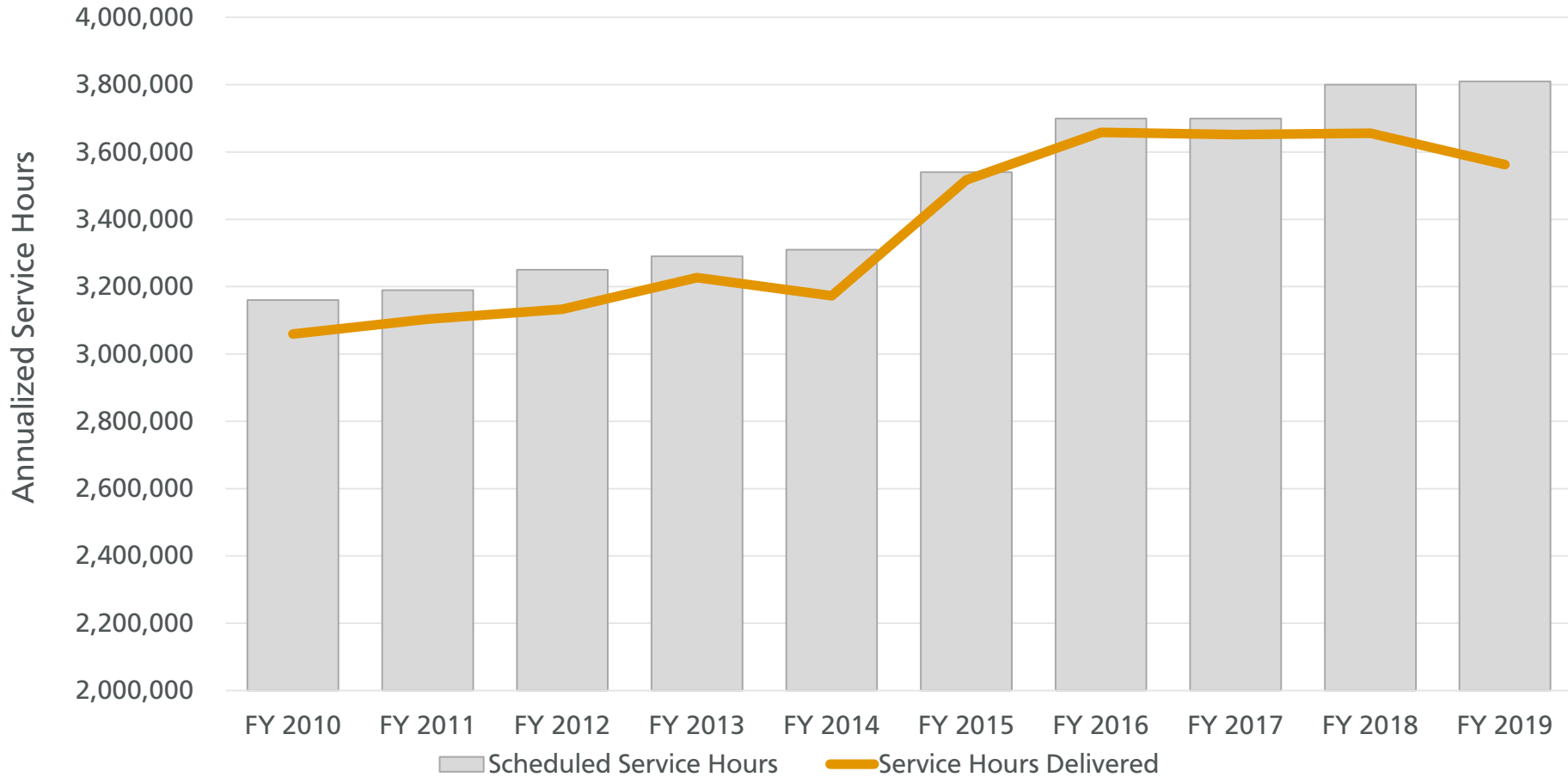
BUT: Impacted by Operator Shortage
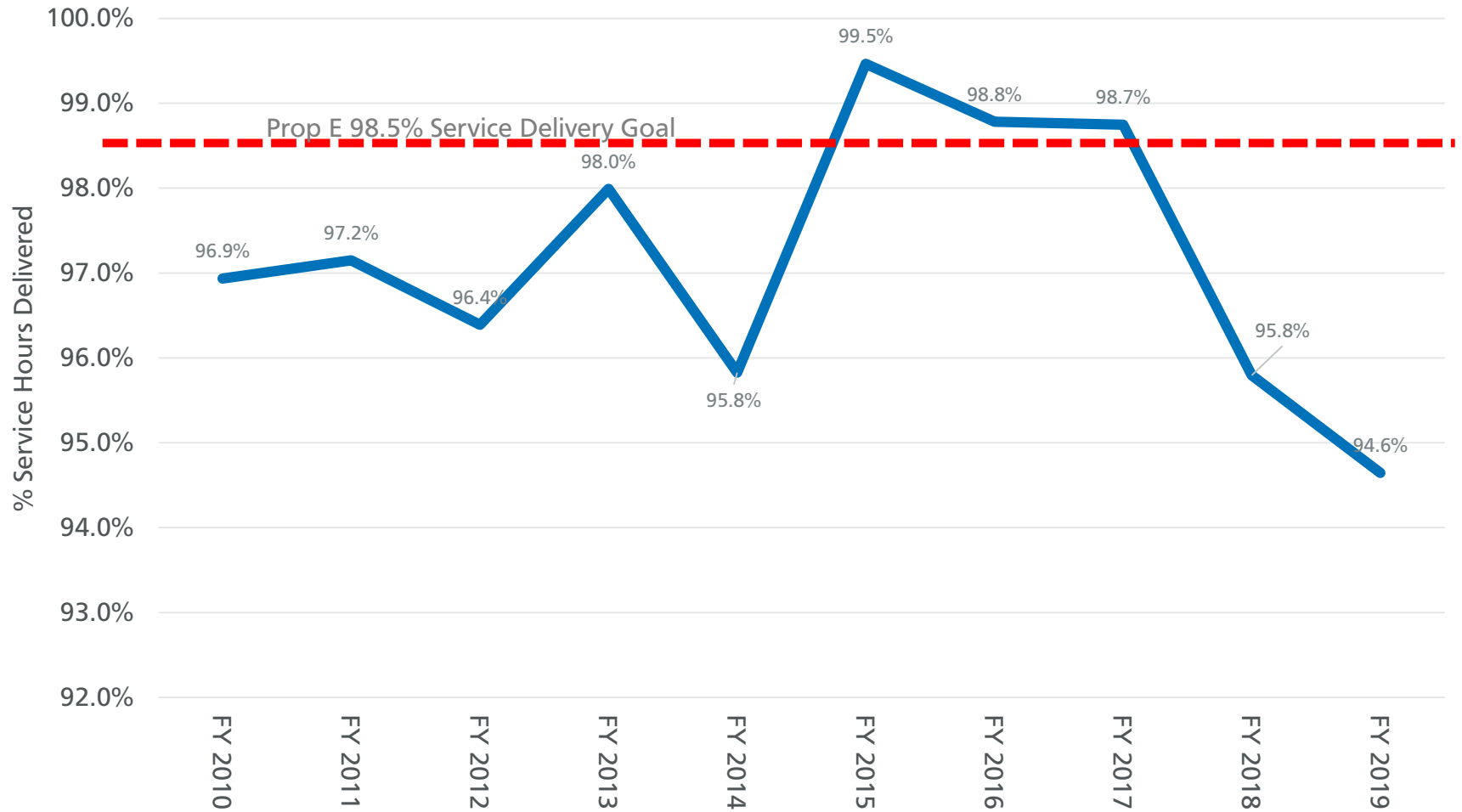
Muni Equity: Affordability and Access

- 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

  o 123,000 using Free Muni for Youth, Seniors and People with Disabilities

  o 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

SFMTA
Municipal
Transportation
Agency

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
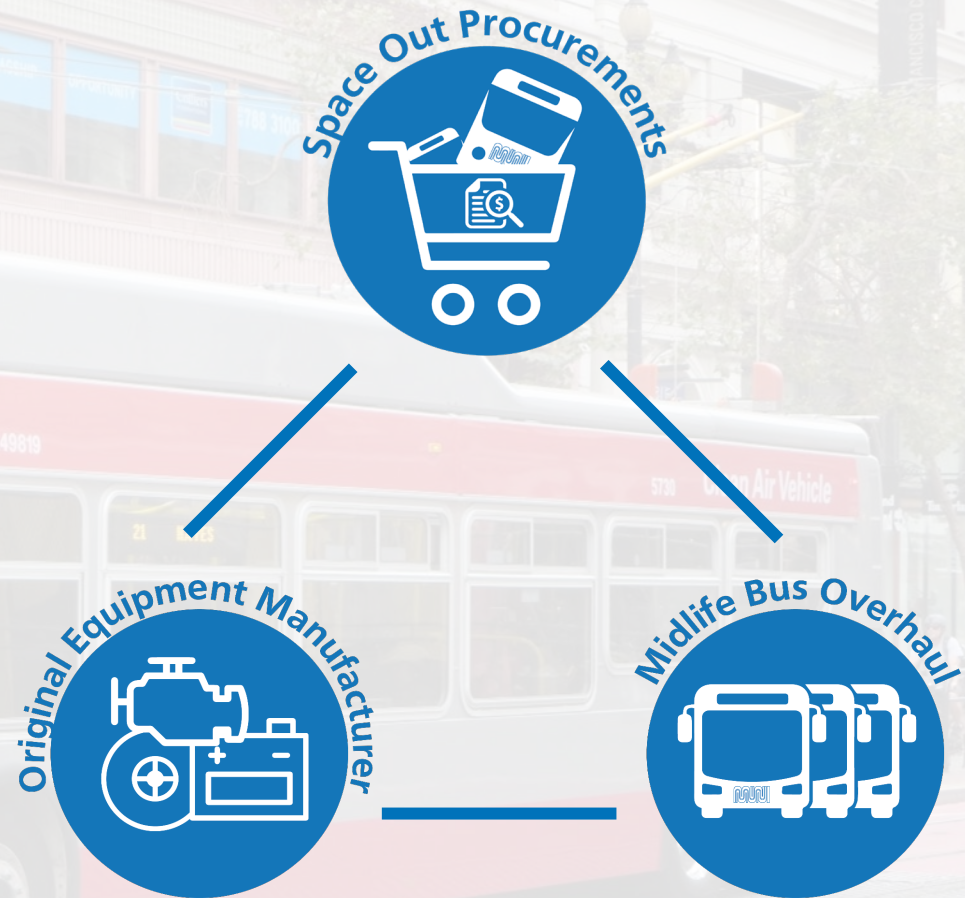- Many existing stops are being retrofitted

Introduced Real Time Elevator Status

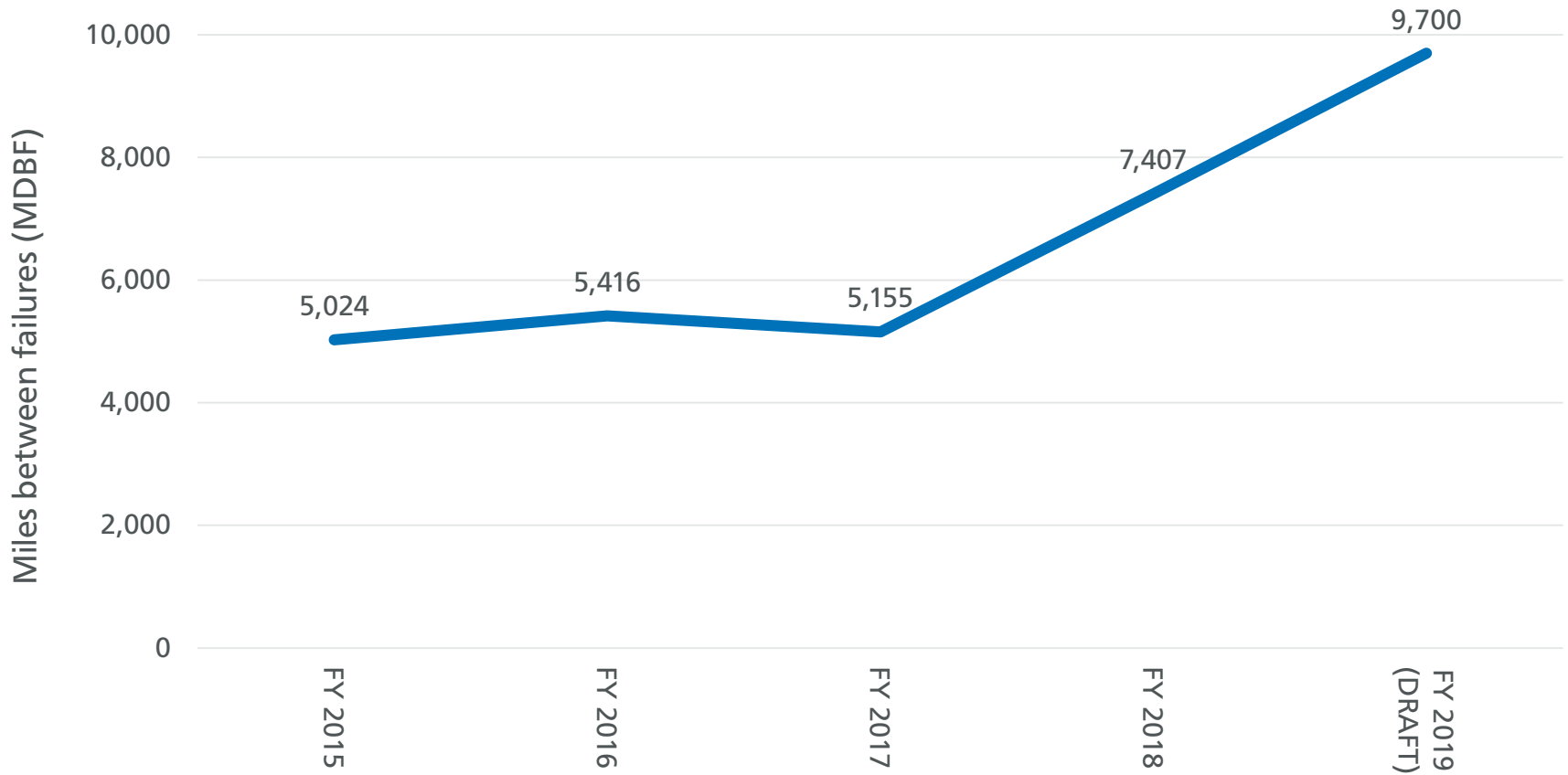- Passengers can access the Agency website or 311 to get current information on all elevators

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
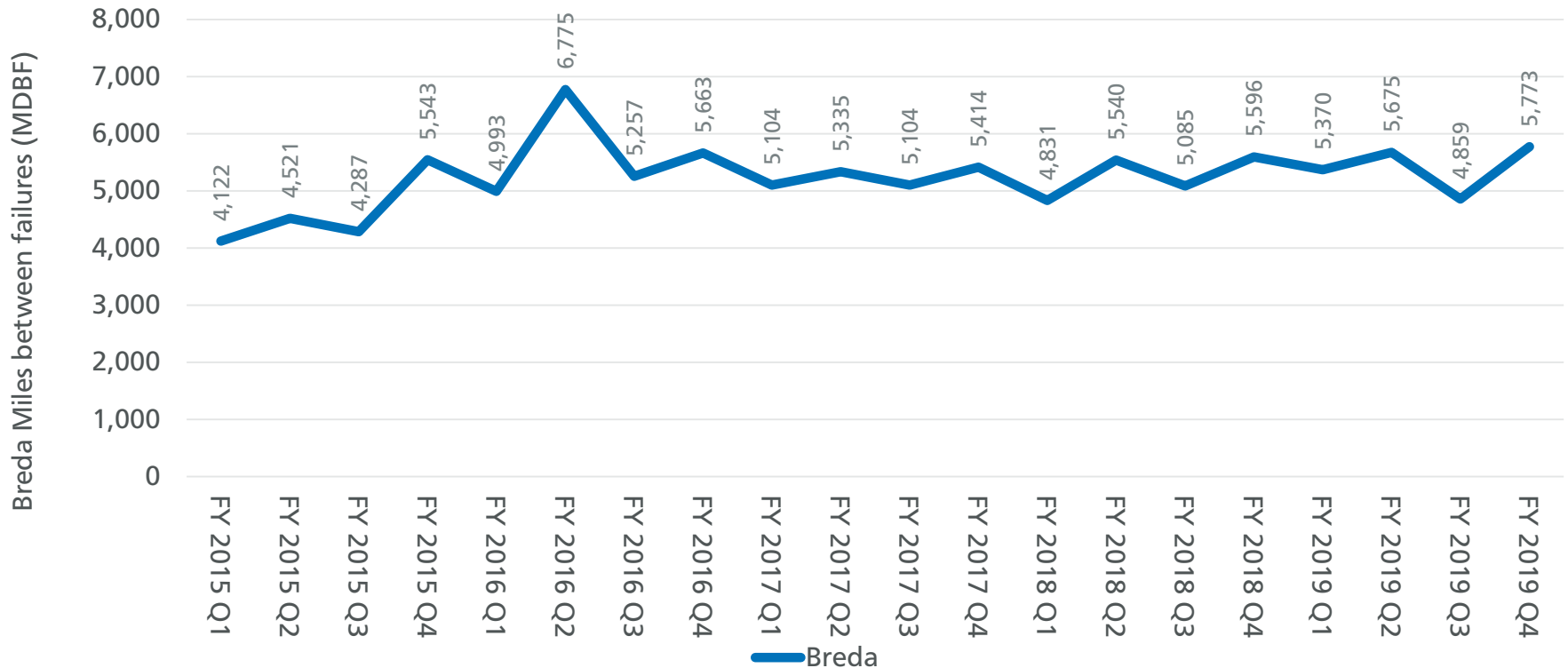
Space Out Procurements

Original Equipment Manufacturer

Midlife Bus Overhaul

Fewer In-Service Bus Breakdowns

Chart: Miles between failures (MDBF) by fiscal year

| FY 2015	FY 2016	FY 2017	FY 2018	FY 2019 (DRAFT)
5,024	5,416	5,155	7,407	9,700

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
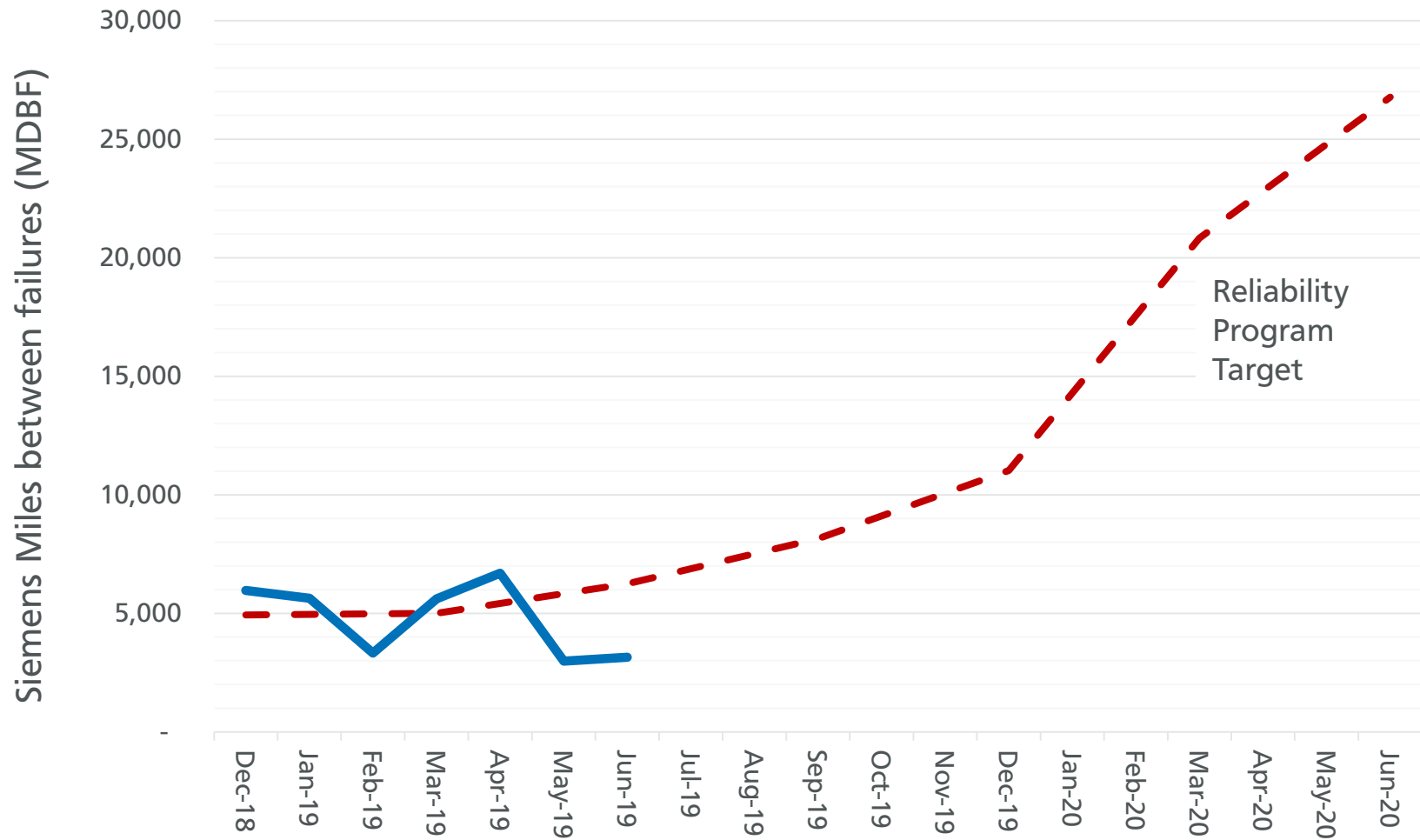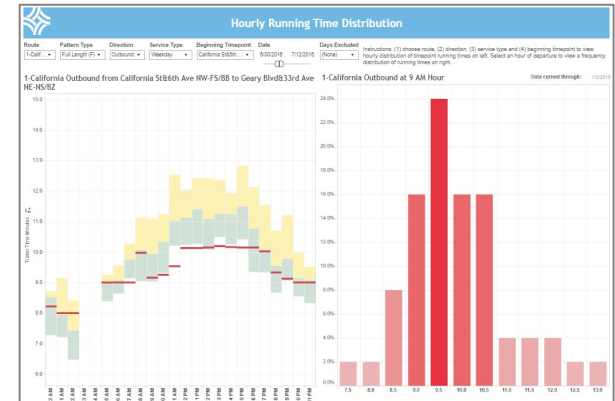
Investing in Service Management

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

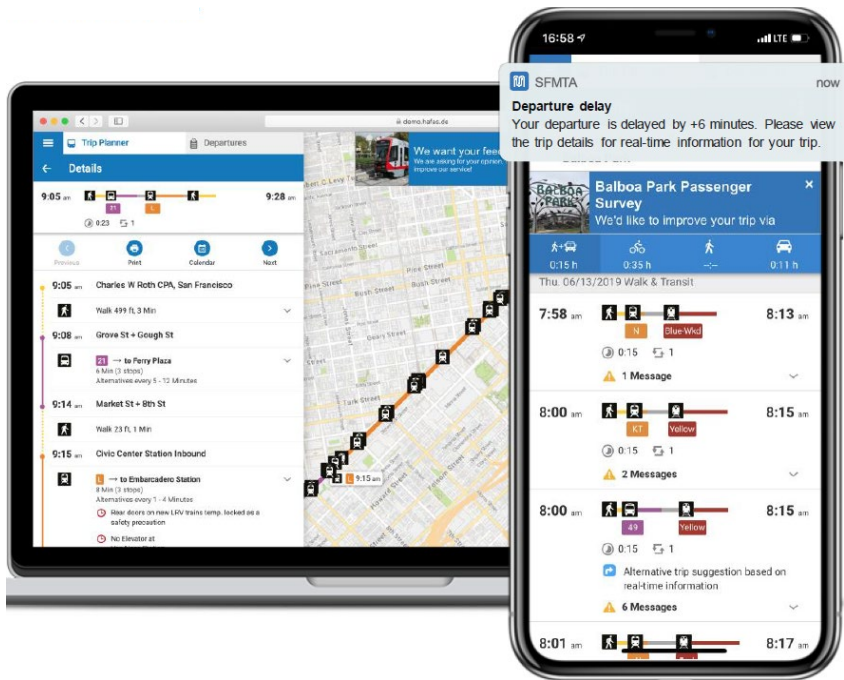New Transportation Management Center (TMC) and Radio System

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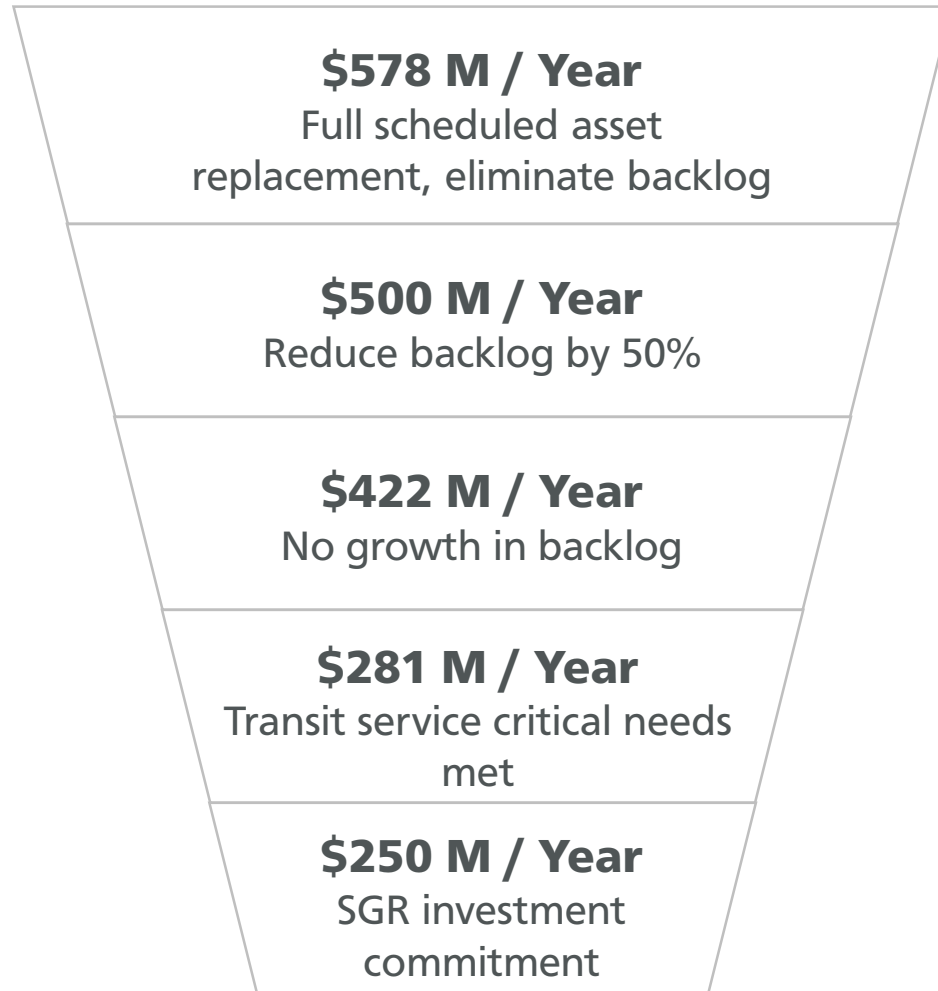
Improving Customer Information

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)

$578 M / Year
Full scheduled asset
replacement, eliminate backlog

$500 M / Year
Reduce backlog by 50%

$422 M / Year
No growth in backlog

$281 M / Year
Transit service critical needs
met

$250 M / Year
SGR investment
commitment

Tactical Actions: 90-Day Plan

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

Safety

Reduce preventable collisions and enhance passenger and operator security

Service Reliability

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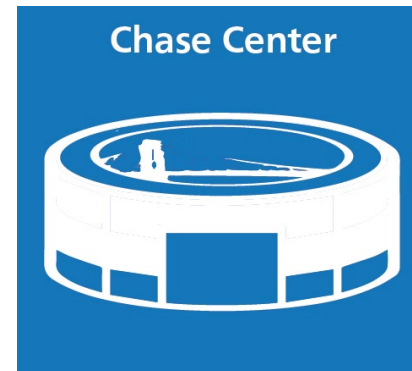
Subway Performance

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

LRV4

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

Chase Center

Operationalize service plan and implement for Chase Center opening

Thank you

SFMTA