



SFMTA



Muni Working Group State of Muni Overview

SFCTA Board Meeting
September 24, 2019

2019 Transit Working Group

Goal

Over the course of 6 months, members of the Transit Working Group will:

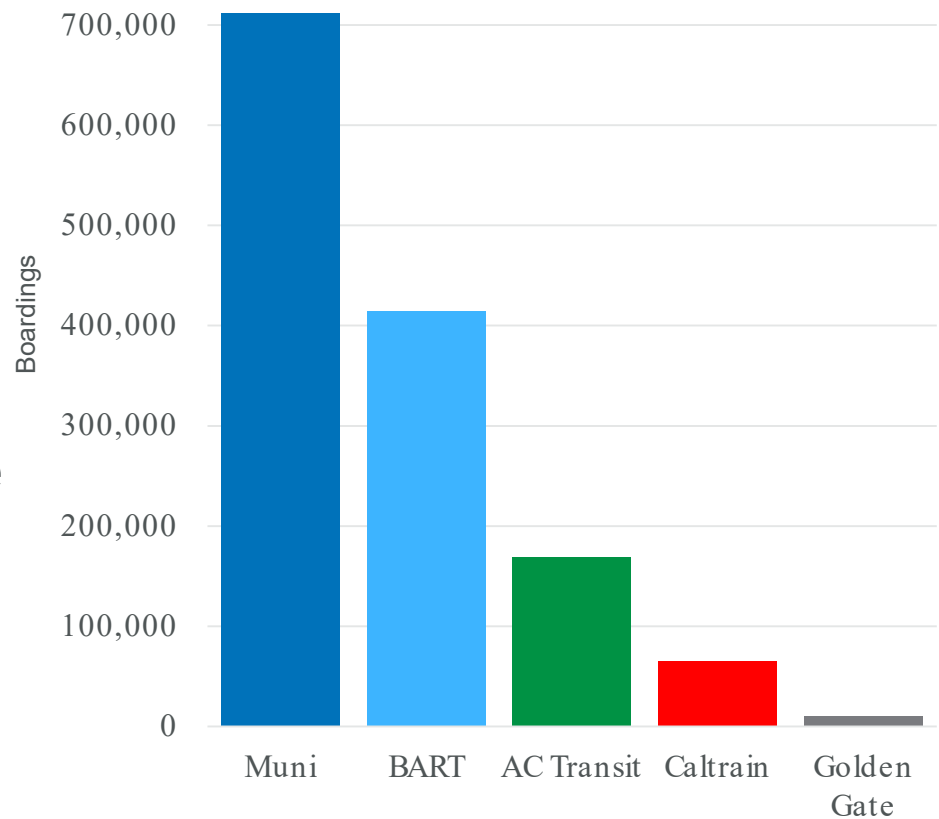
- Review Muni transit operations and improvement work
- Reach a shared understanding of where Muni needs support
- Recommend priority actions for the use of policymakers and a new SFMTA Director over the next ~~18~~ months



Did You Know?

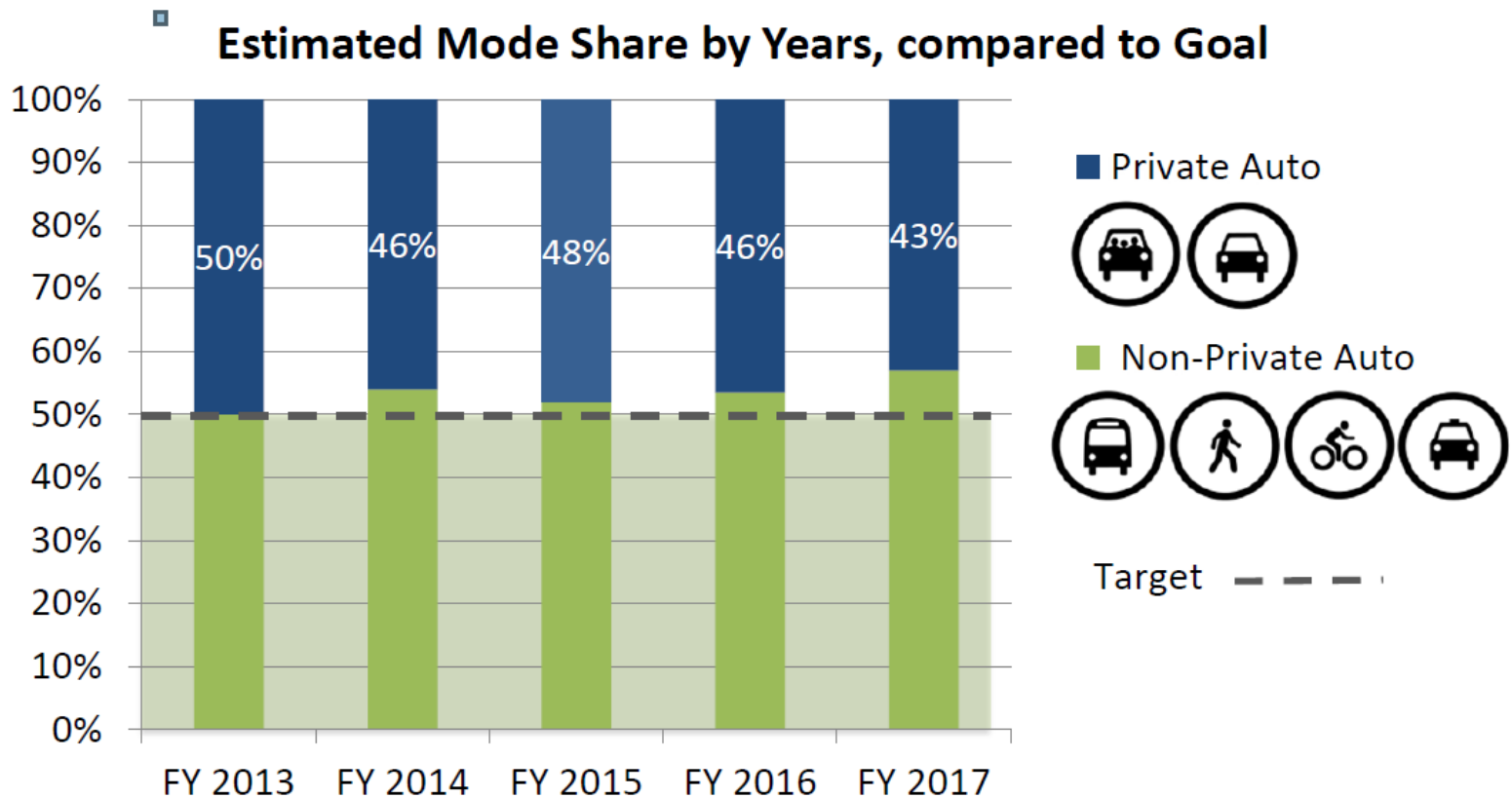
- Muni has the highest ridership in the Bay Area
- 80% of boardings occur on the street
- 70% of LRV service is in mixed traffic
- Greenest fleet in North America

Average Weekday Ridership Comparison



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's Challenges

Common Customer Frustrations

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



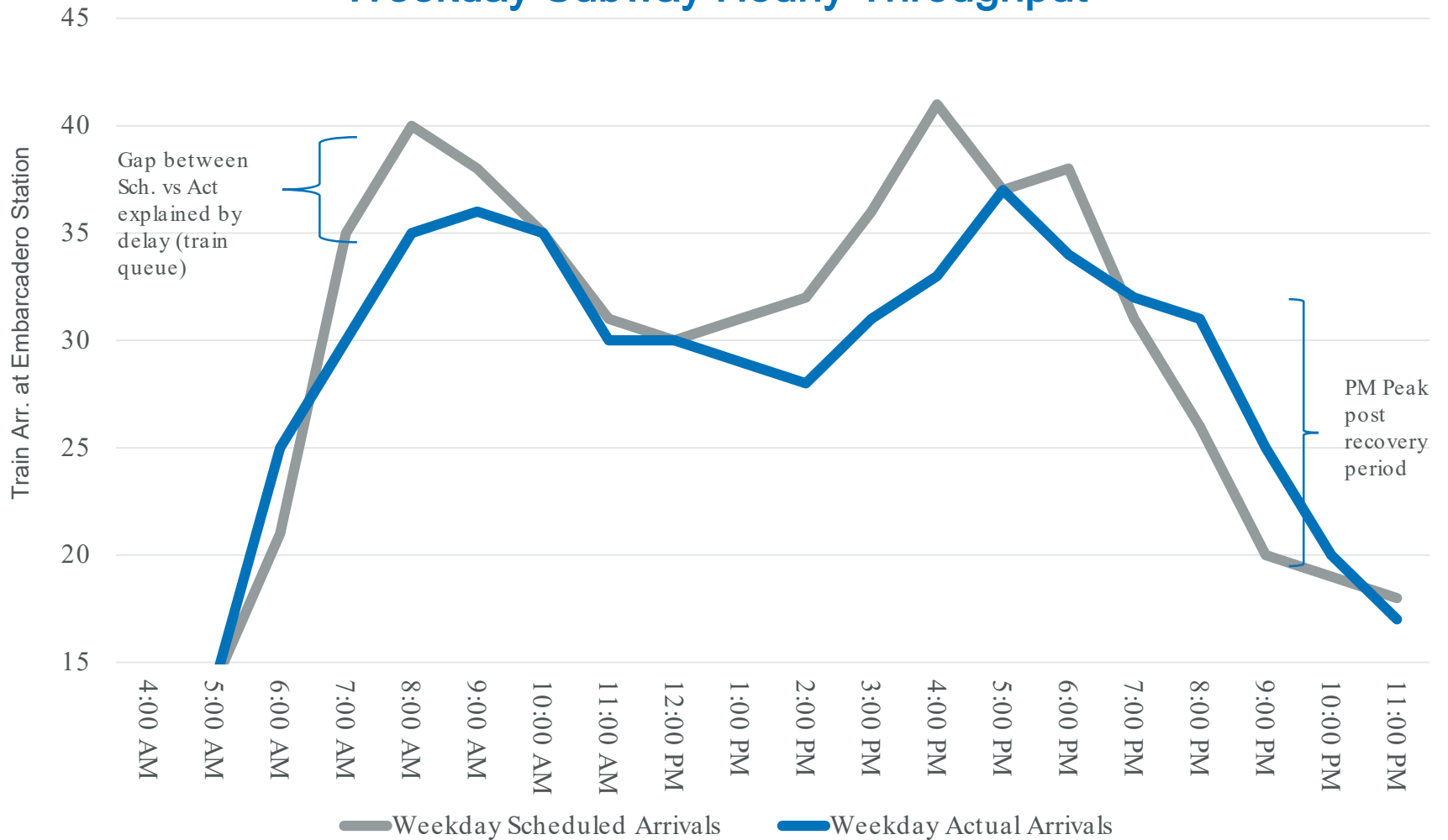
Service Challenges

- 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



Daily Subway Congestion

Weekday Subway Hourly Throughput



Increasing Downtown Congestion

2009



2017

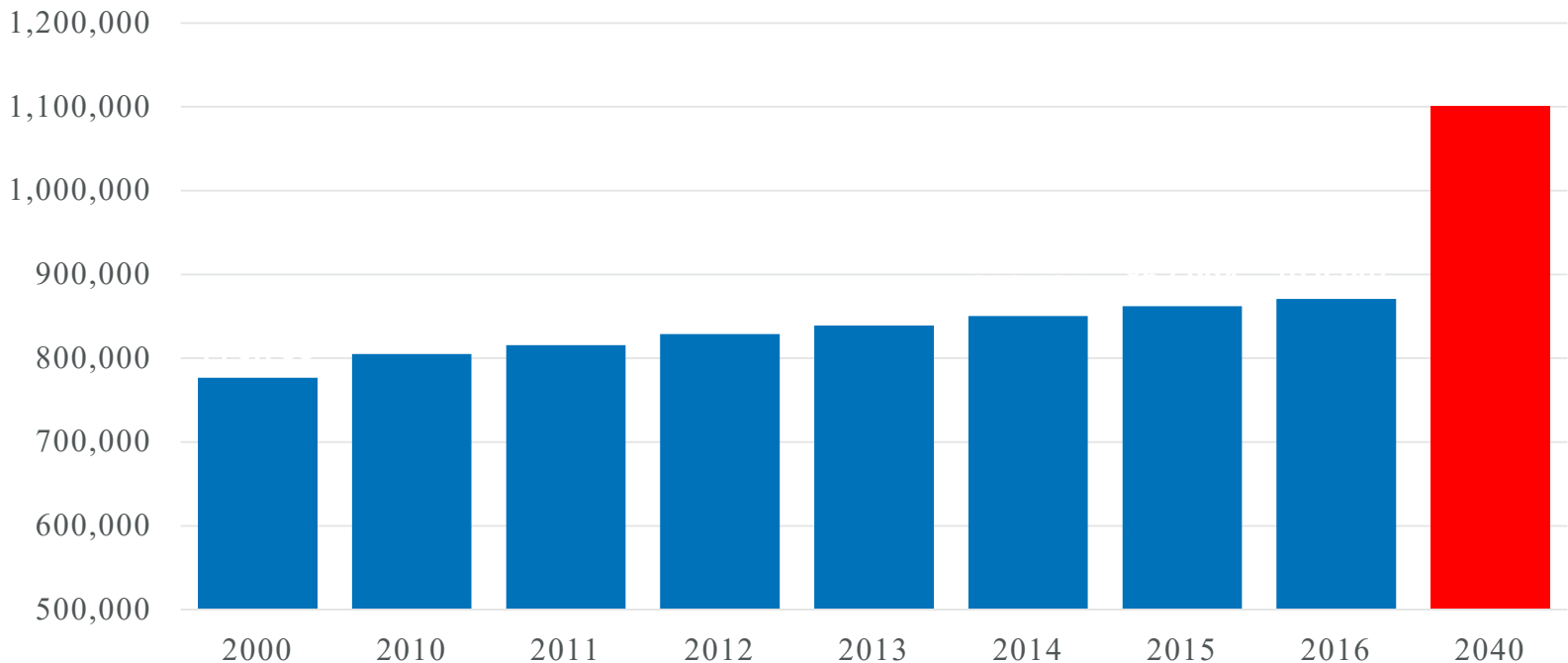


Average Auto Speed (mph)



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



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



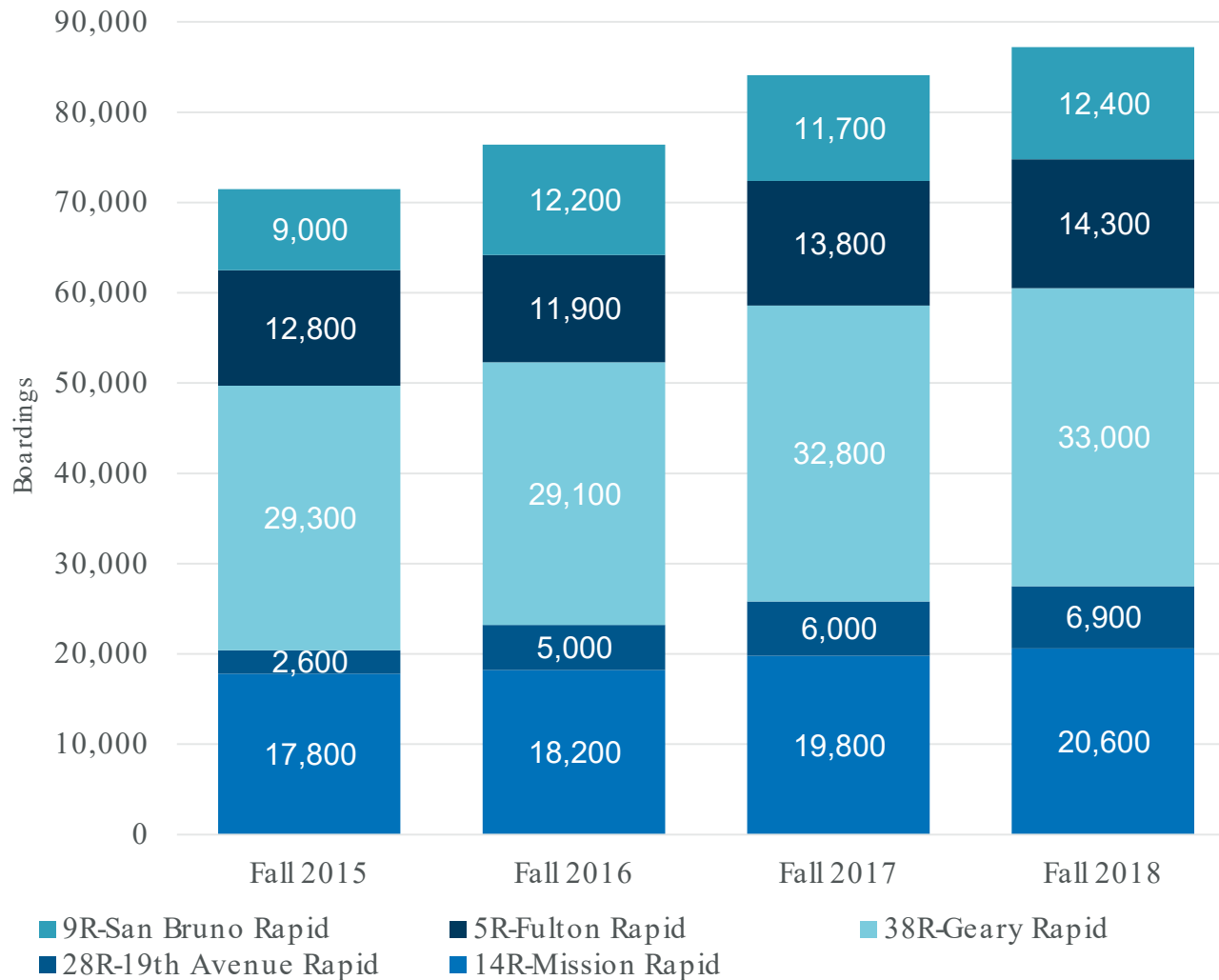
9 Rapid Improvements

- 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



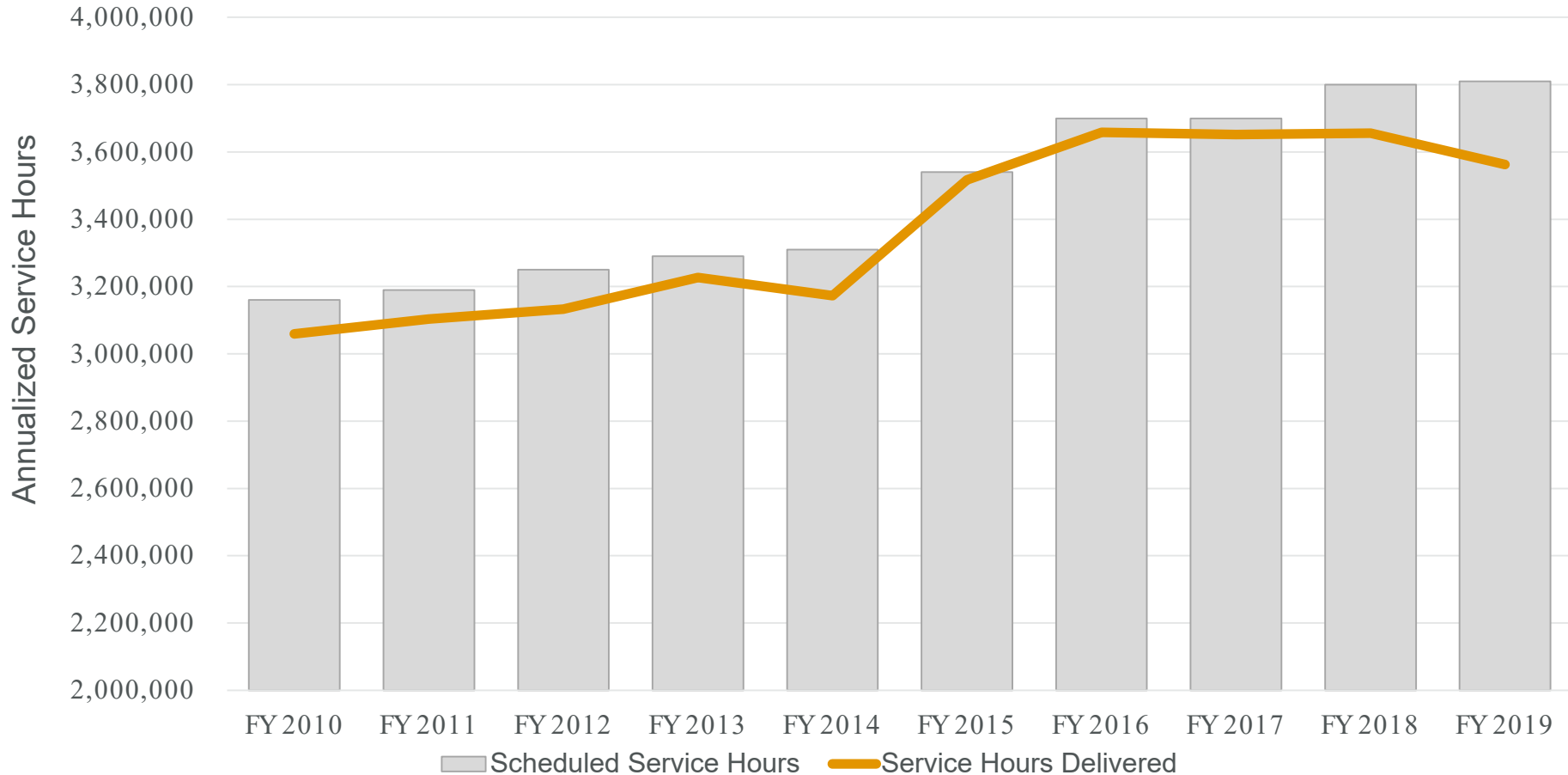
Since 2015, ridership on the Rapid Network has increased **22%**.

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.

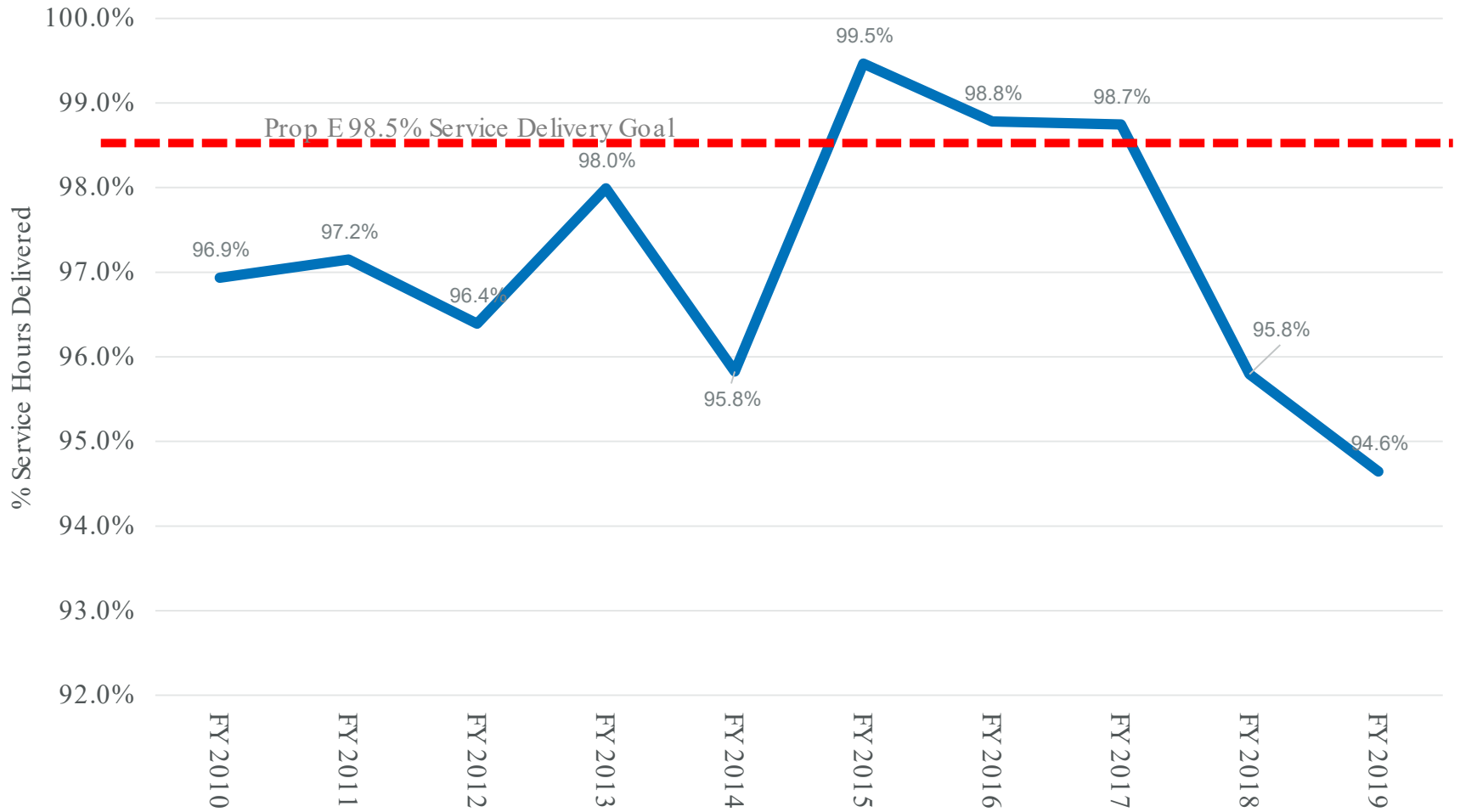
Invested In More Transit Service

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



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



Investing in Service Management

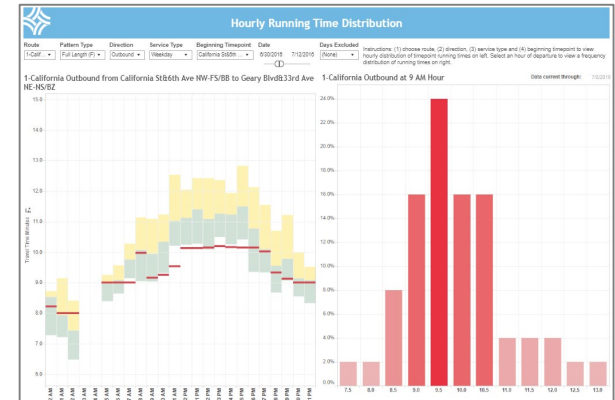
Technology has great potential to enhance service management, but more staff resources, training and practical experience are needed to fully realize potential



Dedicated
Customer Information
Officers



New Transportation
Management Center (TMC)
and Radio System

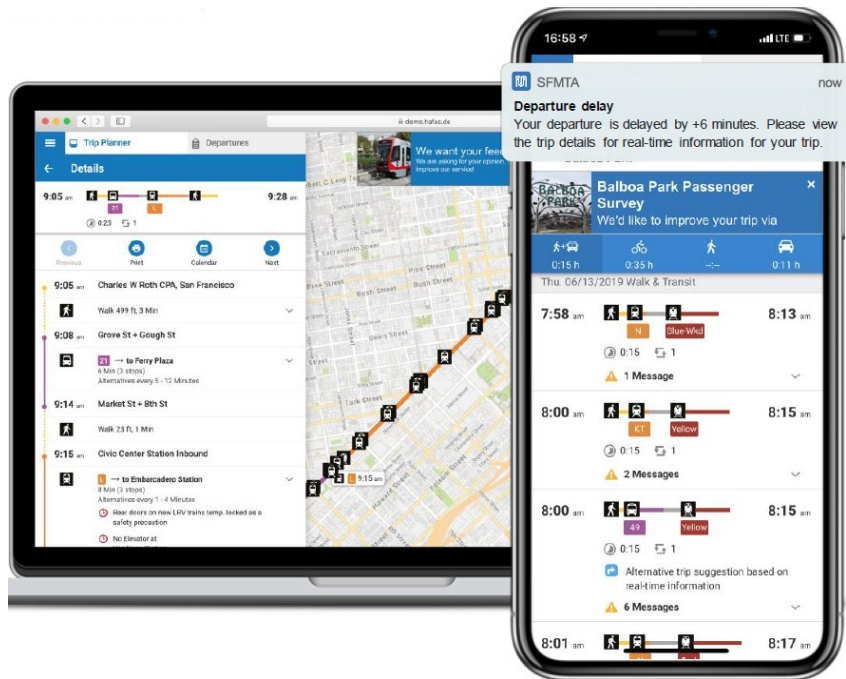


Data driven schedules to
right-size service and keep
up with congestion

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



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



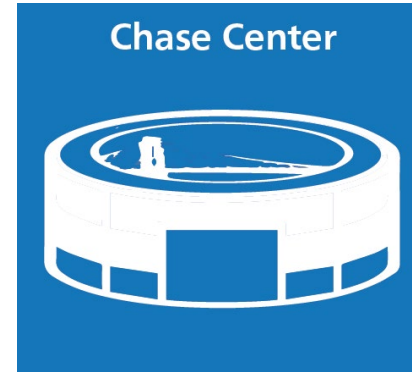
Subway Performance

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



Feedback?

