



Muni Update

SFMTA CAC
July 6, 2023



Focusing on Quality

for management of the system and deployment of resources leading to gains in performance and customer feedback

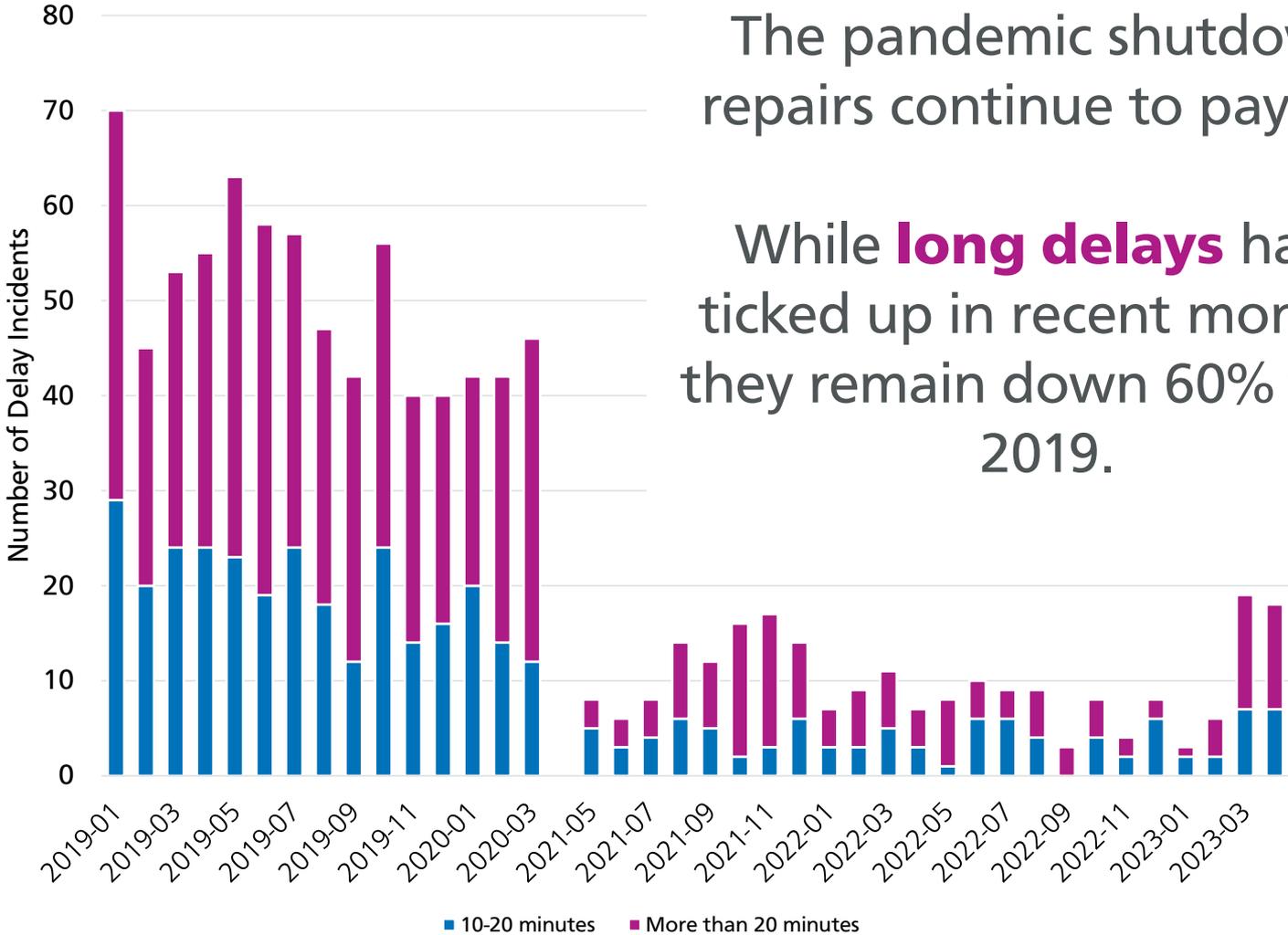
Headway Management

Customers experience shorter waits and fewer service gaps due to proactive service management and fewer missed buses and trains

- Headway adherence for bus/rail service has steadily improved since December 2022
- All service categories above 85%
- Rapid bus and high frequency lines above 90%



Market Street Subway Delay Events



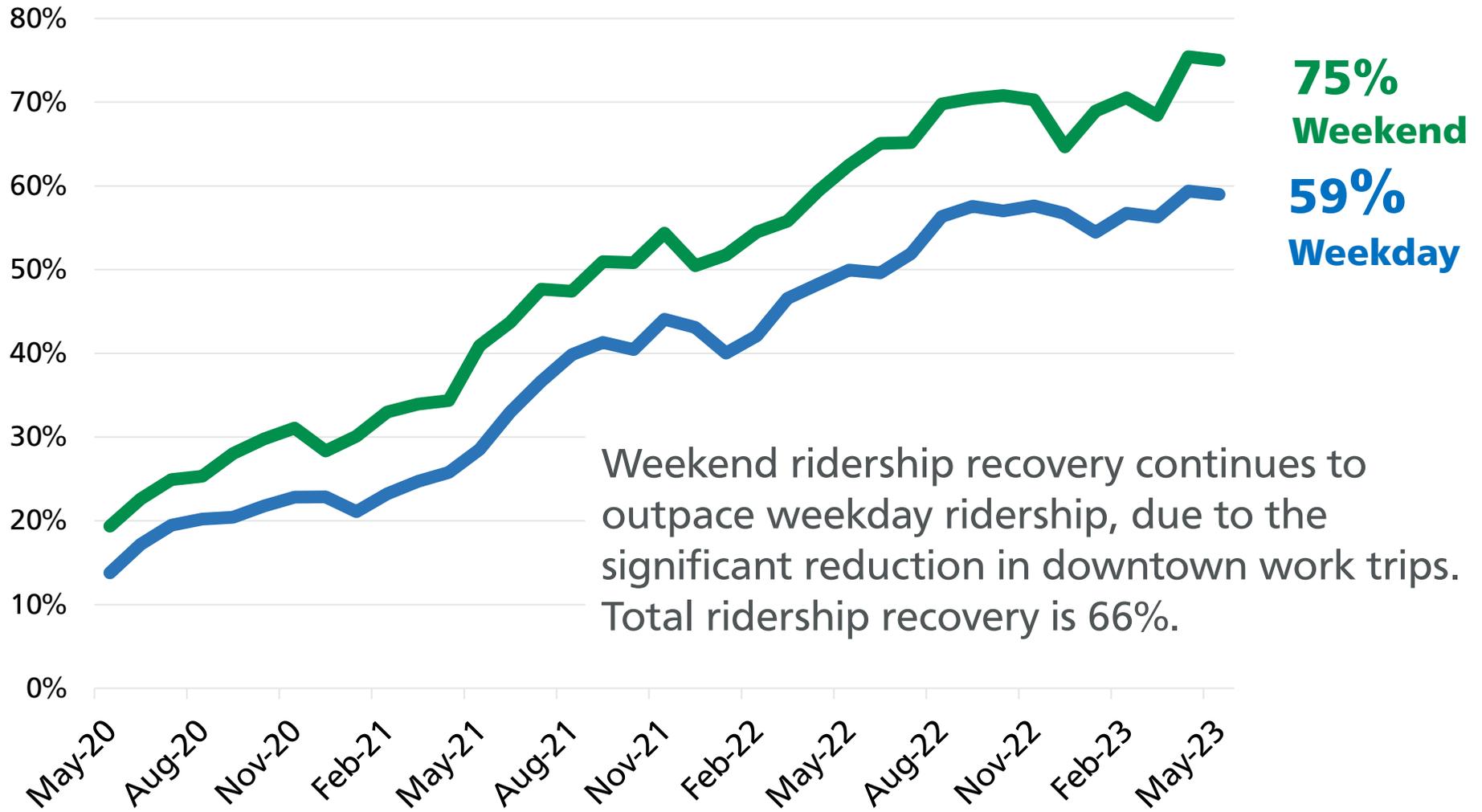
The pandemic shutdown repairs continue to pay off.

While **long delays** have ticked up in recent months, they remain down 60% from 2019.

Customer Experience Investments



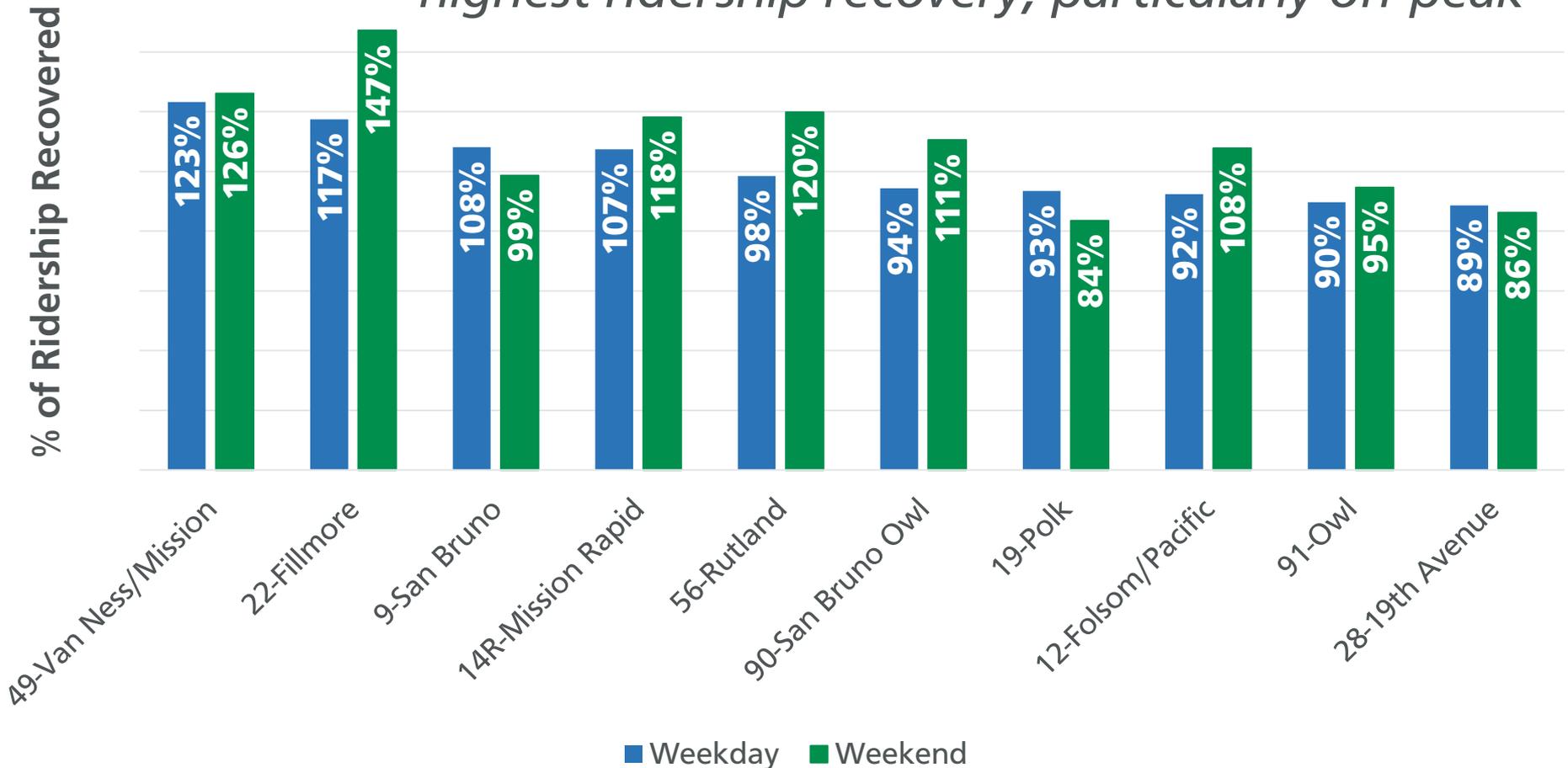
Weekday and Weekend Ridership Trends



Highest Ridership Recovery Routes

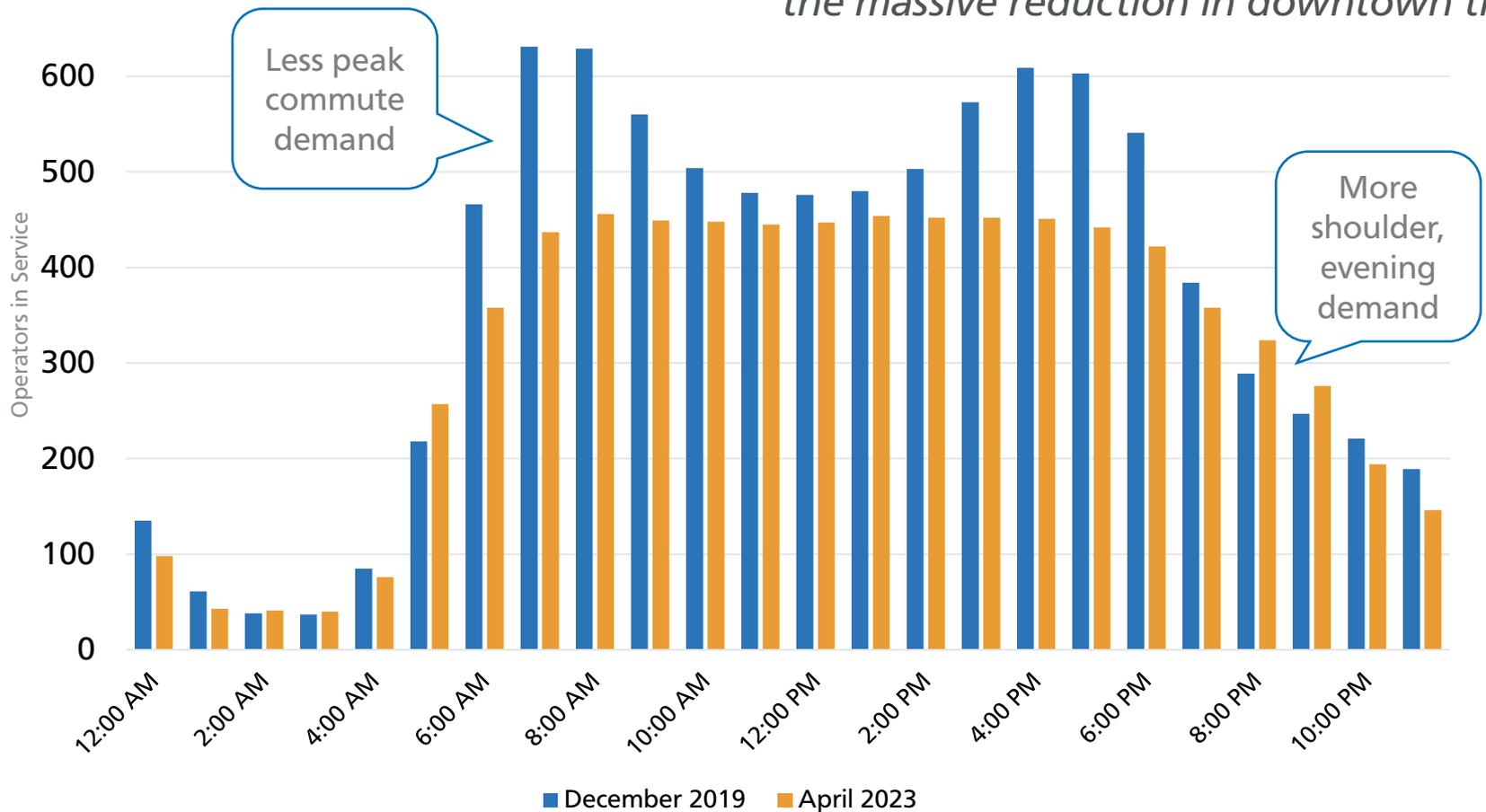
April 2019 vs April 2023

Lines connecting neighborhoods are seeing highest ridership recovery, particularly off-peak



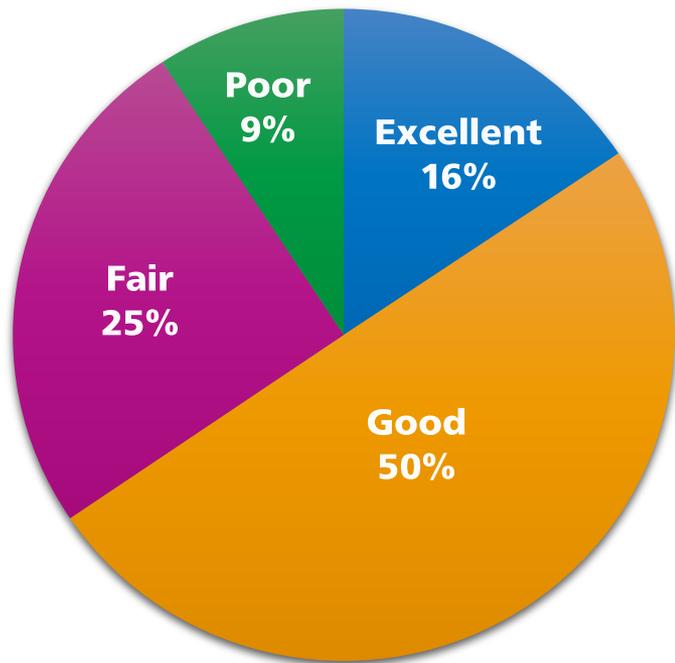
Adjusted Muni Service to Meet New Demand Patterns

*Service during non-commute hours is 90-110% of pre-pandemic levels.
Commute service is ample and is scaled to reflect the massive reduction in downtown trips.*



Riders are Noticing the Quality of Muni service

Overall, how would you rate Muni's service?



Source: 2023 SFMTA Ridership Survey

66% of Muni riders rate service as good or excellent, +9% from 2021

— 2023 SFMTA Ridership Survey

Muni at highest rating since 2013

— The City Survey, 2023

Top 5 North American cities for riders most likely to recommend their public transit system to a friend

— Transit App's North America Transit Rider Happiness Benchmarking Survey



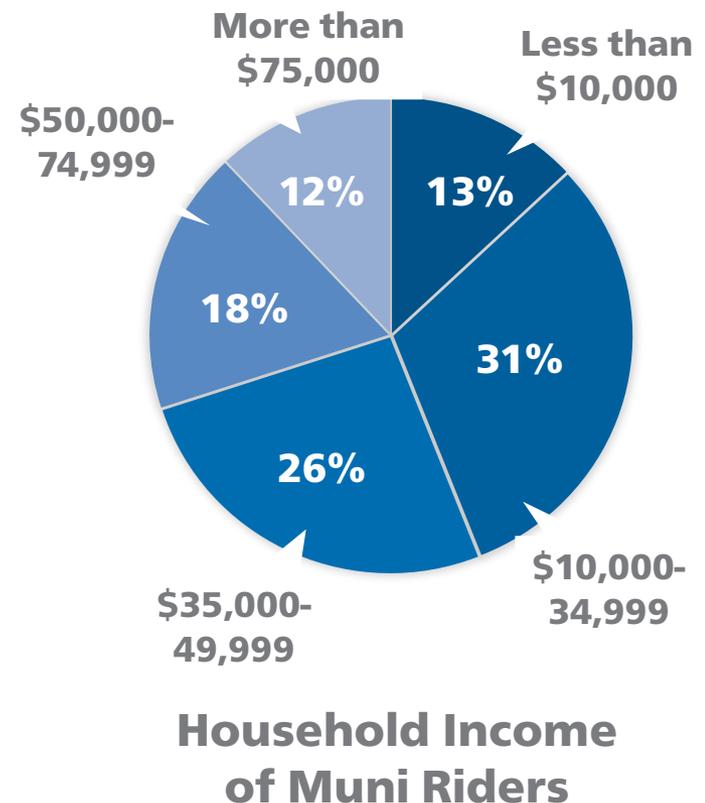
Current revenue conditions

requires modifying approach to service changes to maintain quality of Muni service

Quality Muni Service Matters

Muni service impacts hundreds of thousands who depend on Muni every day

- More than 50% of public transit trips in the Bay Area are on Muni, currently and pre-pandemic
- 70% of riders' households make less than \$50,000/year
- 57% of riders are people of color



Source: 2017 Systemwide On-Board Survey

Quality Muni Service Matters

- Economic recovery...
- Climate action goals...
- Social equity goals...
- San Francisco's livability and vibrancy...

***... all depend on
quality Muni service!***



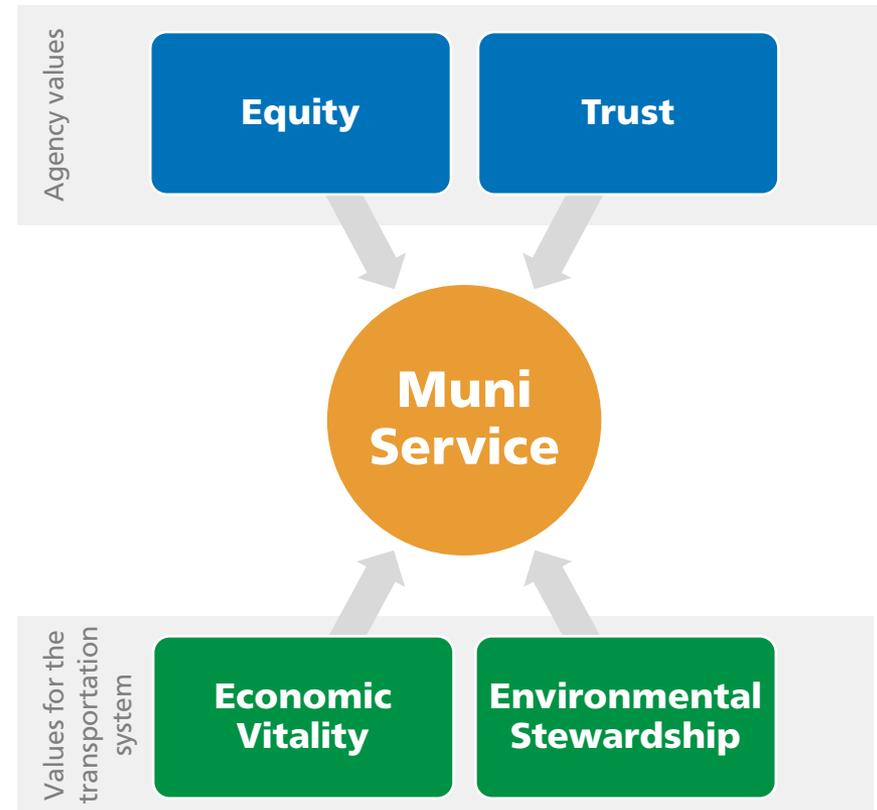
Financial Impacts to Muni service

- We are so grateful to everyone who is working to advocate for Muni funding!
- State budget includes funding that gives more time to identify new, long-term funding sources
- Local and regional funding needed to close budget gap
- Operator hiring will continue to match attrition (250-300 people per year)
- Previously planned Muni service restoration is postponed
- Shifting to “survival scenario:” Revenue-neutral service changes that maintain current service levels by moving service from less crowded lines



Muni Service Decision-Making Criteria

- Neighborhoods identified by the Muni Service Equity Strategy
- Ridership demand (crowding) and frequency
- Minimum policy frequencies
- Access for people with disabilities and seniors
- Support economic recovery



***Muni service criteria
based on agency values***

Weekday – Most Crowded Routes

% of trips with crowding

		AM Peak		Mid-Day				School		PM Peak			Evening		
		7	8	9	10	11	13	14	15	16	17	18	19	20	21
1-California	April 2023	16%	14%						5%	13%	21%				
	May 2023	14%	15%	7%						14%	20%	6%			
5-Fulton	April 2023		9%												
	May 2023		9%	1%	0%	0%									
14R-Mission Rapid	April 2023	10%								10%					
	May 2023	5%							6%	11%					
18-46th Avenue	April 2023								12%	0%	0%	0%	0%	0%	0%
	May 2023								11%						
19-Polk	April 2023								6%						
22-Fillmore	April 2023	5%							7%	8%					
	May 2023								5%	8%					
24-Divisadero	April 2023	6%							19%						
	May 2023	6%							22%						
28-19th Avenue	April 2023	7%	7%				6%	12%	27%	7%					
	May 2023	10%	7%					14%	28%	6%					
29-Sunset	April 2023	5%					5%	13%	17%	5%					
	May 2023	5%						13%	21%	7%					
30-Stockton	April 2023		6%						10%	6%					
	May 2023		5%						9%	6%					
38R-Geary Rapid	April 2023	15%	7%						6%	6%	9%				
	May 2023	9%	10%							6%	10%				
44-O'Shaughnessy	April 2023	20%	10%	8%	0%	0%		5%	21%	17%					
	May 2023	21%							21%	19%					
45-Union/Stockton	April 2023		9%							10%	6%	0%	0%	0%	
	May 2023		9%							10%					
48-Quintara/24th Street	April 2023	8%	8%					9%	16%	10%					
	May 2023		10%					5%	13%	8%	1%	0%	0%	0%	0%
49-Van Ness/Mission	April 2023	13%							6%	8%					
	May 2023	13%							6%	11%	1%	0%	0%	0%	0%

Top routes with over 5% of trips crowded in a single hour.

Crowded Trip = at least 10% of stops had load that was at or over the crowding capacity

Publicly-available Dashboards

The public can follow along on service evaluation dashboards related to crowding, on-time performance, ridership at [SFMTA.com/MuniData](https://www.sfmta.com/MuniData)

Muni Data

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Muni service evaluation dashboards.

- 

Average daily Muni boardings by route and month
Includes data pre-pandemic to present
- 

Muni system recovery percentage by month
Includes data April 2020 to present
- 

Crowding
Percent of Muni trips crowded by route and month
- 

Service delivery and ridership recovery
- 

Subway performance data
Metrics used to inform day-to-day Metro service
- 

Strategic planning metrics
Muni service quality

Summer Muni Service Changes

- Addressing crowding on most non-school crowded corridors
 - 1 California
 - 28 19th Avenue
 - 38R Geary Rapid
 - 44 O'Shaughnessy
- Supporting economic recovery
 - 1X California Express will start earlier with more morning trips
 - F Market & Wharves will have a bus overlay summer weekend afternoons



Fall Muni Service Changes

- Addressing school crowding
 - Restore supplemental school service, additional trips
 - Additional service during the day on 14R Mission Rapid, 29 Sunset and 48 Quintara/24th Street
- Increasing access and regional connectivity
 - Restore weekday 28R 19th Avenue Rapid service (to Daly City BART, not Balboa Park BART)
 - Extend 31 Balboa on 5th Street to Caltrain on weekdays
- Adjusting to weekend ridership
 - Additional service during the day on the 22 Fillmore
 - Additional frequency on 38 Geary during late night hours
 - Discontinue F Market & Wharves bus overlay service on weekend afternoons



Semi-annual Evaluation

- As service changes are implemented, staff reviews data and community feedback
- New opportunities for improvements will be identified and documented based on existing service delivery metrics (on-time performance, crowding, etc.)
- Adjustments prioritized by Muni Service Equity Strategy
- Changes implemented 2-3 times per year informed by staffing and budget considerations



Recommended Next Steps

- Continue to invest in reliability and travel time improvements throughout the network
- Remainder of 2022 Service Plan that no longer aligns with current resource constraints put on hold
- Provide SFMTA Board quarterly updates that respond to changing funding conditions





Questions?

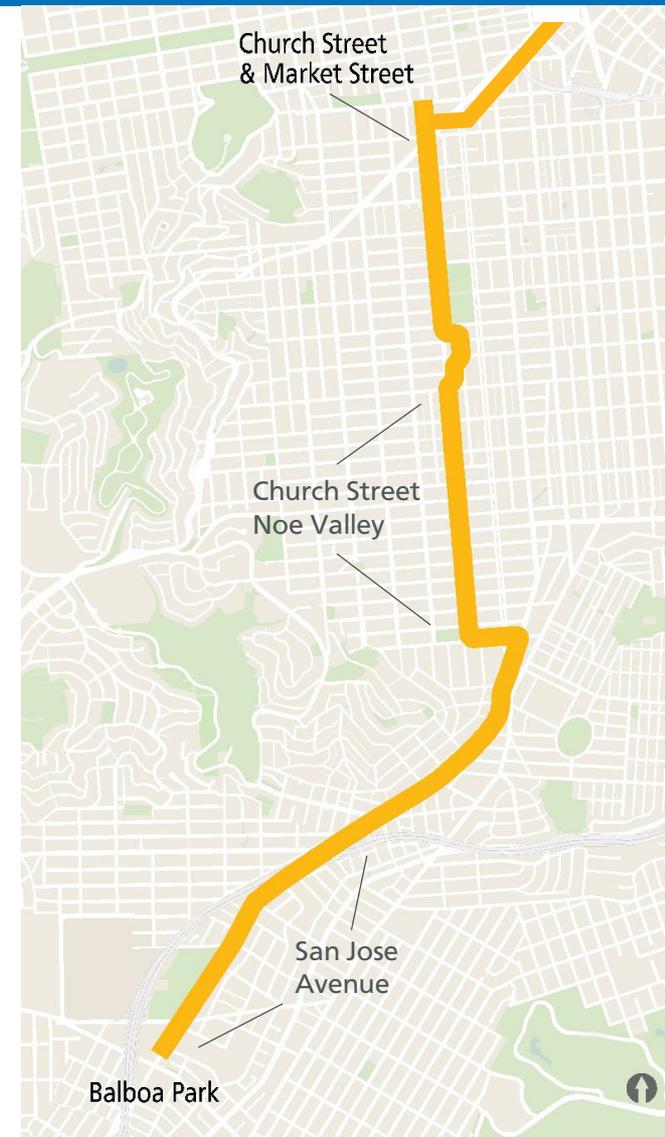
J Church Muni Forward Upgrades

Overview

- Muni Forward capital project to reduce travel time and improve reliability
- Three segments
 - Market/Church transit plaza
 - San Jose Avenue
 - Church Street – Noe Valley (later in 2023)

Project goals

- Improve reliability on the J Church
- Improve safety, access and comfort at J Church stops on San Jose Avenue, Church Street, and additionally improve the boarding experience at Market/Church
- Address traffic safety concerns along San Jose Avenue



J Church: San Jose Avenue

What we've heard:

- Transit reliability concerns
- Pedestrian safety concerns including wide streets, multiple lanes to cross, and speeding traffic
- Safety concerns for people walking to and from Balboa Park

What we're proposing:

- Transit lanes to reduce speeding
- Extending train stops that are too short
- Rapid flashing beacons for people crossing the street
- Corner sidewalk extensions (bulbs)
- Intersection "daylighting"
- New wheelchair-accessible transit stops



J Church: Church/Market Plaza



We've heard a need for:

- Safer, more inviting public space
- Better transit boarding experience
- Better accessible connection to Muni Metro underground

What we've done:

- Temporary, long-term concrete installed and wood platform rebuilt in early 2023 prior to the permanent plaza being constructed

What we're proposing:

- Upgraded permanent transit stop and welcoming public plaza
- Improved design to increase transit lane compliance
- Pursuing funding for new second elevator to Muni Metro station (through separate project)

Church/Market Plaza Quick Build



Rendering of potential quick-build plaza improvements in advance of permanent project

Quick-build features coming later this year ahead of permanent project:

- New painted pedestrian/transit stop space (already implemented)
- Improved, more durable wooden transit boarding platform (already implemented)
- Improved signage for drivers (already implemented)
- Flexible space for activation and community-based events
- Potential space for café-style seating or additional landscaping

J Church Muni Forward: Timeline

Late 2022 through Spring 2023

- Targeted presentations to community-based organizations and leaders to introduce project and collect community feedback
- Internal discussions and feedback to adjust designs

Summer 2023 (now)

- Public hearings for San Jose Avenue and Church/Market project segments
- SFMTA Board review of San Jose Avenue segment and Market/Church clean-up legislation

Fall 2023

- Pending Board approval, implement quick-build elements of the proposal
- Kick-off outreach for Noe Valley project segment (timing TBD)
- Start detailed design of permanent improvements

2025 to 2027

- Construction of full capital project: plaza, boarding islands, accessible stops and bulbs

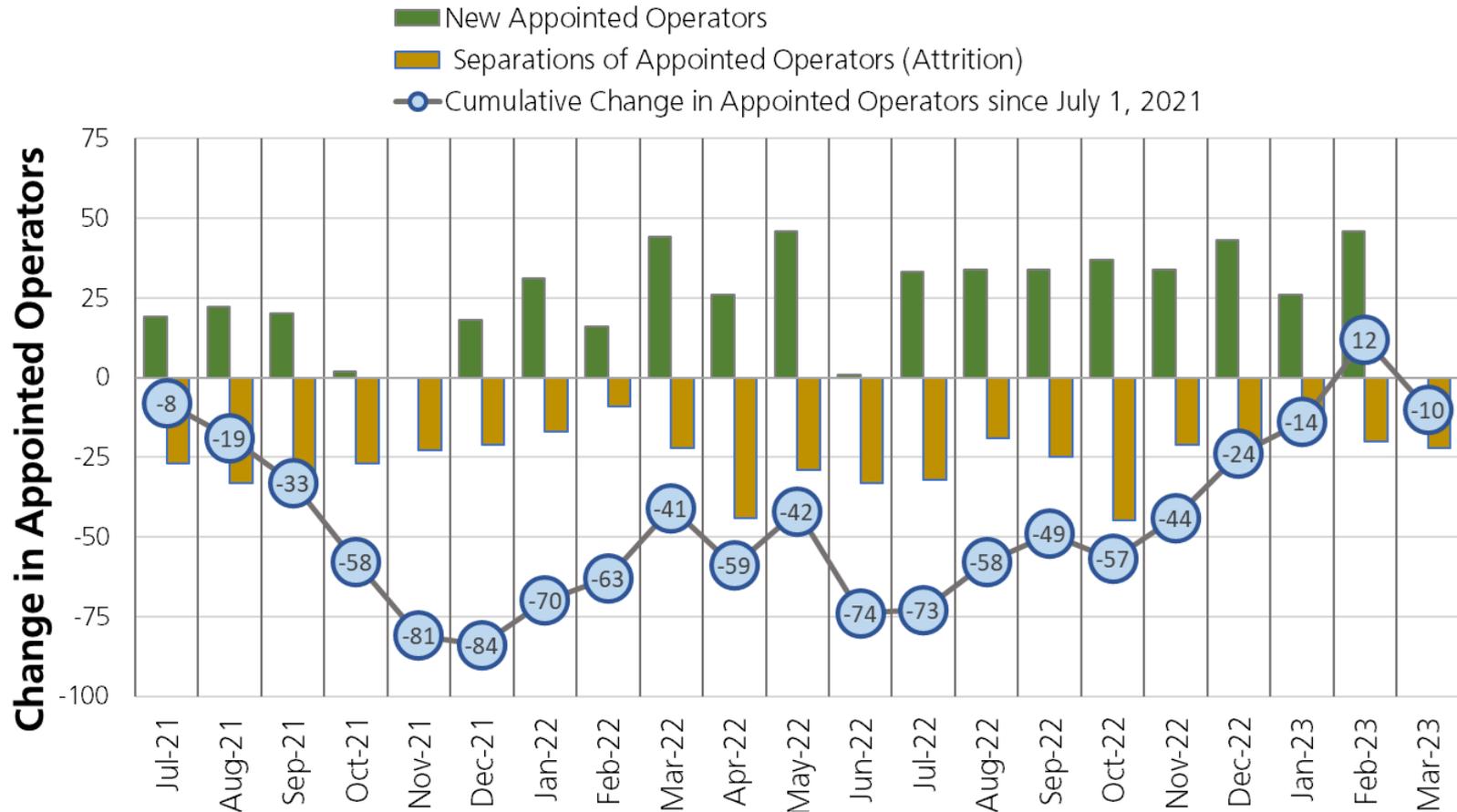


SFMTA

Appendix

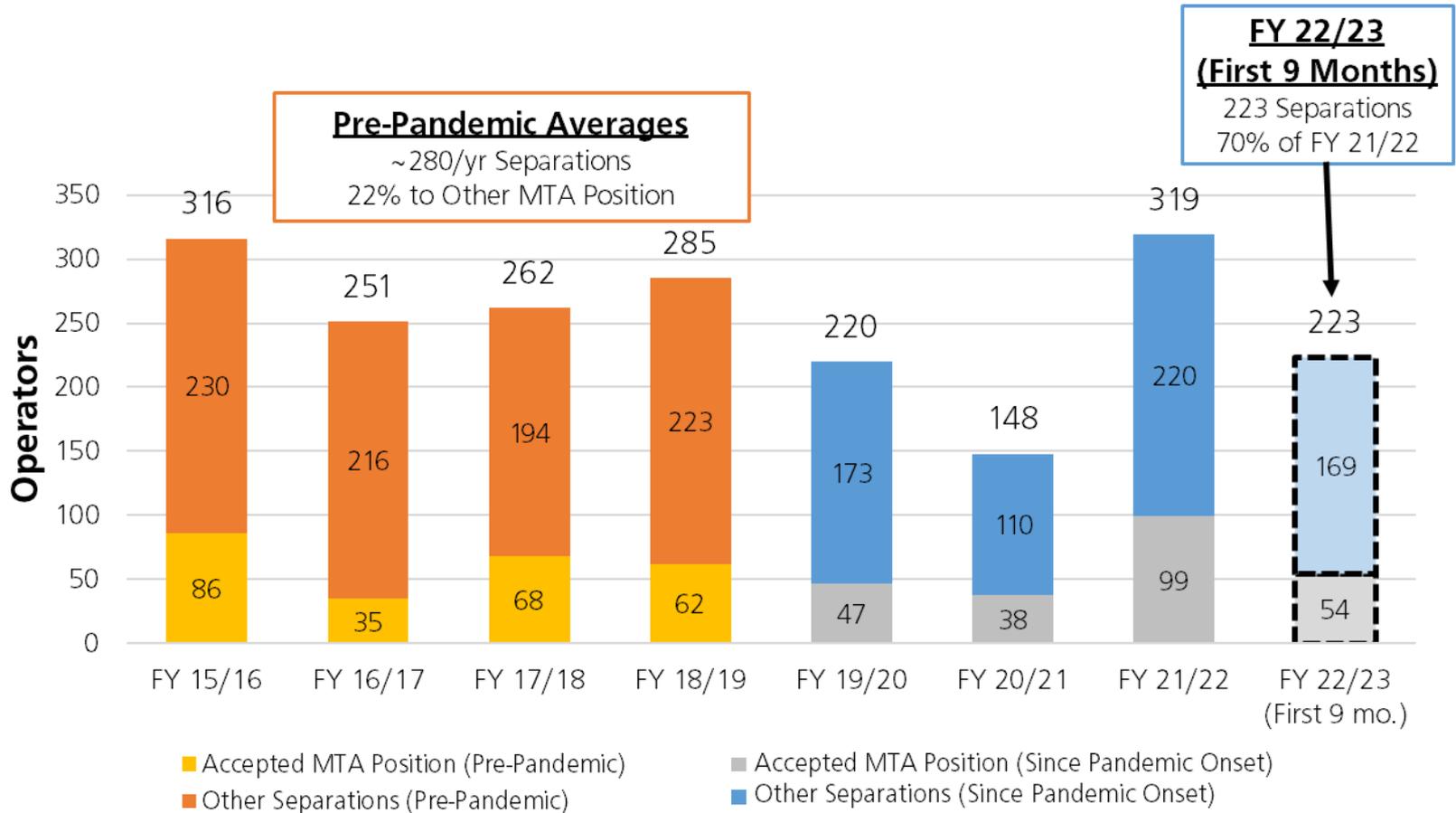
Appointed Operators – New vs. Attrition

(July 2021 – March 2023)



- High attrition and small operator classes led to decline in operators in FY22
- Larger class sizes continuing to help increase operator availability in FY23

Operator Attrition Trends



- FY22 operator attrition was significantly higher than previous 2 years
- Q1-Q3 FY23 is on pace with Q1-Q3 FY22 (Note: Q4 had highest attrition in FY22)