



SFMTA

Transit Update

SFMTA Board of Directors
January 6, 2026

Transit Update

Muni by the numbers

Muni service update

Customer experience

Zero-emissions fleet

- Fleet overview
- Bus procurement updates
- LRV4 Fleet reliability, modifications and planning

Upcoming Fix It! Weeks

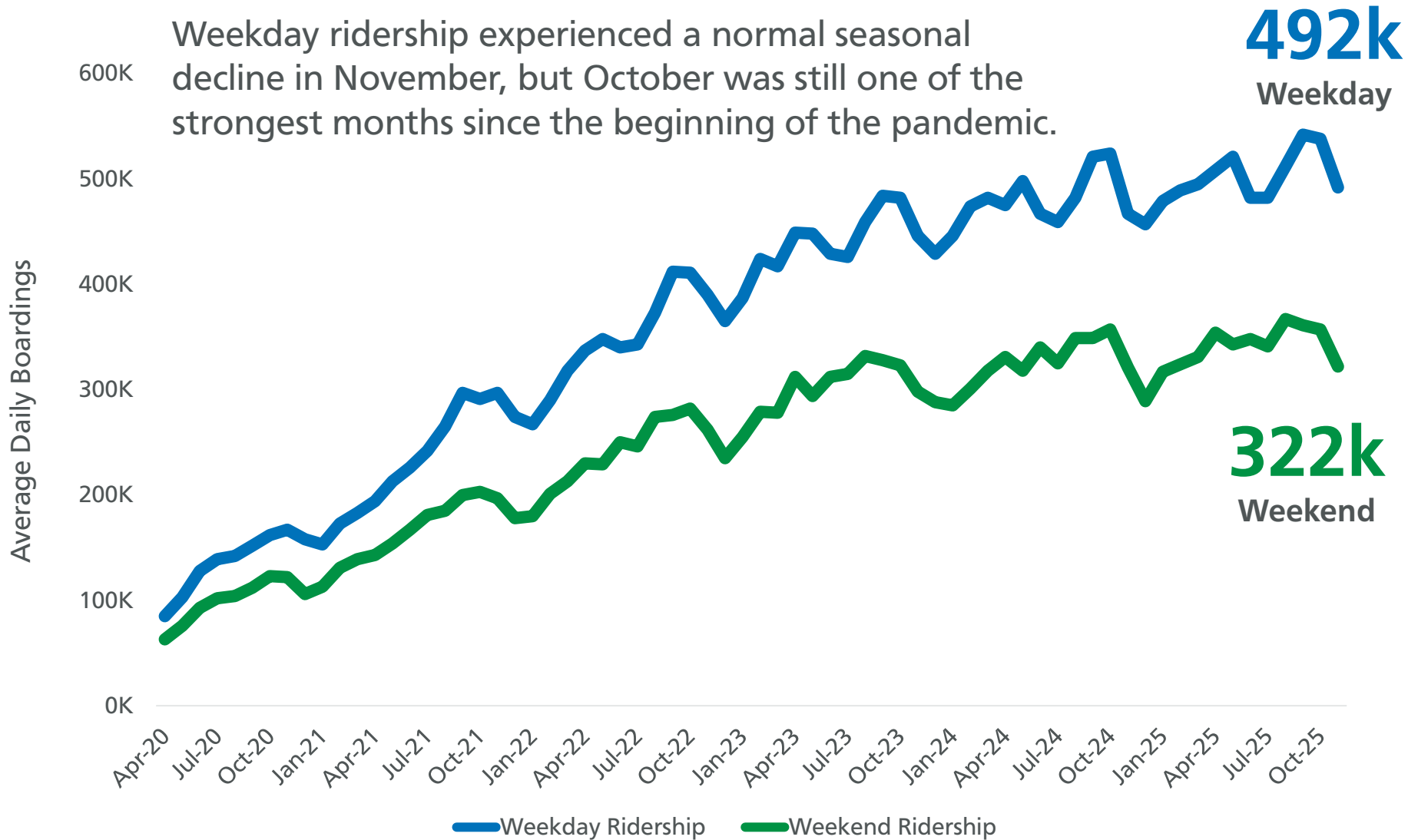




Muni by the Numbers

November Weekday and Weekend Ridership

Weekday ridership experienced a normal seasonal decline in November, but October was still one of the strongest months since the beginning of the pandemic.

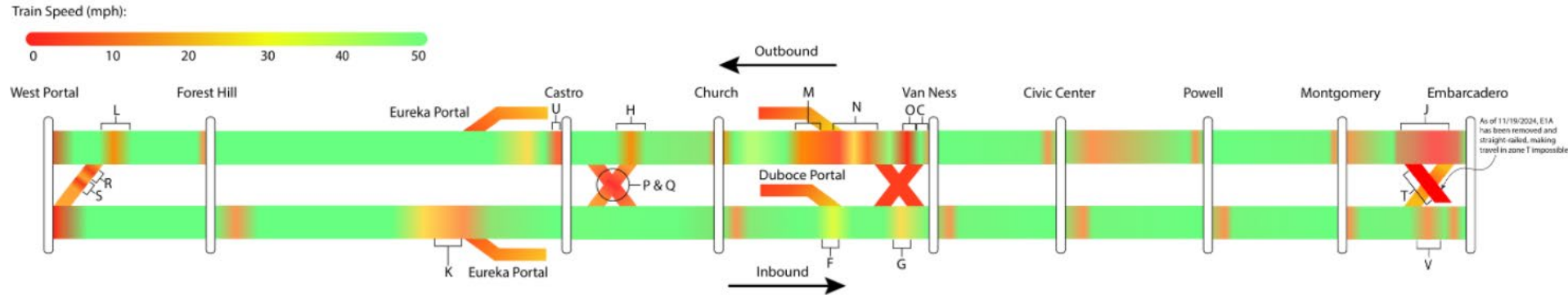


Note: Excludes cable car and streetcar.

Subway Speed Restrictions

Market/Twin Peaks Tunnel

Updated on 12/12/2025



| Zone | Location | Cause Description | Revenue | Restricted Speed | Design Speed | Time Impact | Priority |
|------|---|--|---------|------------------|--------------|-------------|----------|
| J | Embarcadero Platform through crossover, left | Aged and worn frogs | Yes | 10 mph | 50 mph | 50.7 s | 1 |
| U | Track left end of Castro Station Platform, Outbound | Excessive arching on overheard line | Yes | 12 mph | 25 mph | 8.7 s | 2 |
| V | Embarcadero Xover track right | Aged and worn track | Yes | 25 mph | 50 mph | 6.6 s | 2 |
| C | Van Ness end platform | Excessive wear on overheard line | Yes | 10 mph | 35 - 50 mph | 6.1 s | 2 |
| N | Track left before Duboce Portal | Red / Red Auto precaution | Yes | 25 mph | 50 mph | 5.5 s | 3 |
| F | Track right before and after Duboce Portal | Worn out special trackwork from water exposure, wear | Yes | 30 mph | 50 mph | 5.1 s | 3 |
| L | Track left before West Portal crossover | Red / Red Auto precaution | Yes | 25 mph | 50 mph | 4.8 s | 3 |
| G | Van Ness Xover Track Right | Poor condition of track ties and track components | Yes | 30 mph | 50 mph | 4.6 s | 3 |
| H | Track left sections before Castro crossover | Red / Red Auto precaution | Yes | 25 mph | 50 mph | 4.5 s | 3 |
| K | Track right before Eureka Portal | Red / Red Auto | Yes | 25 mph | 35 mph | 2.8 s | 4 |
| M | Track left after Duboce Portal | Worn out special trackwork from water exposure, wear | Yes | 30 mph | 50 mph | 0.2 s | 4 |
| O | Van Ness Xover Track left | Poor conditions of track tie and special track component | Yes | 30 mph | 50 mph | 0 s | 4 |
| P | Castro Xover track, C3A <-> C3B | Recommended to run at 10 mph for reverse | No | 10 mph* | 25 mph | N/A | 5 |
| Q | Castro Xover track, C1A <-> C1B | Recommended to run at 10 mph for reverse | No | 10 mph* | 25 mph | N/A | 5 |
| T | Embarcadero Xover track, E1A <-> E1B | Xover inaccessible due to age, worn track components | No | 0 mph | 25 mph | N/A | 5 |

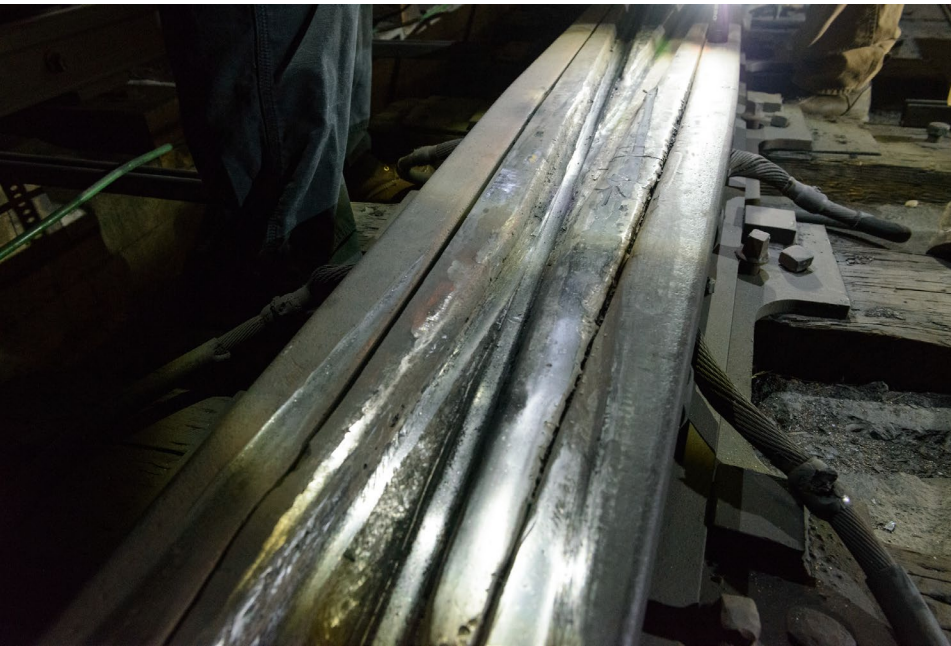
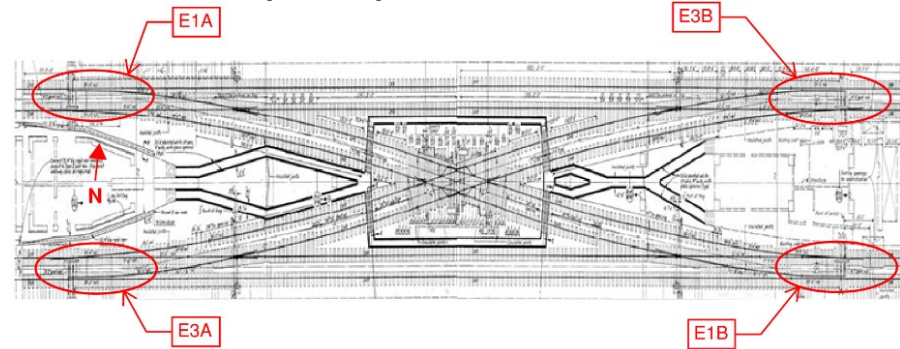
*speed restriction is for reverse direction

Embarcadero Crossover

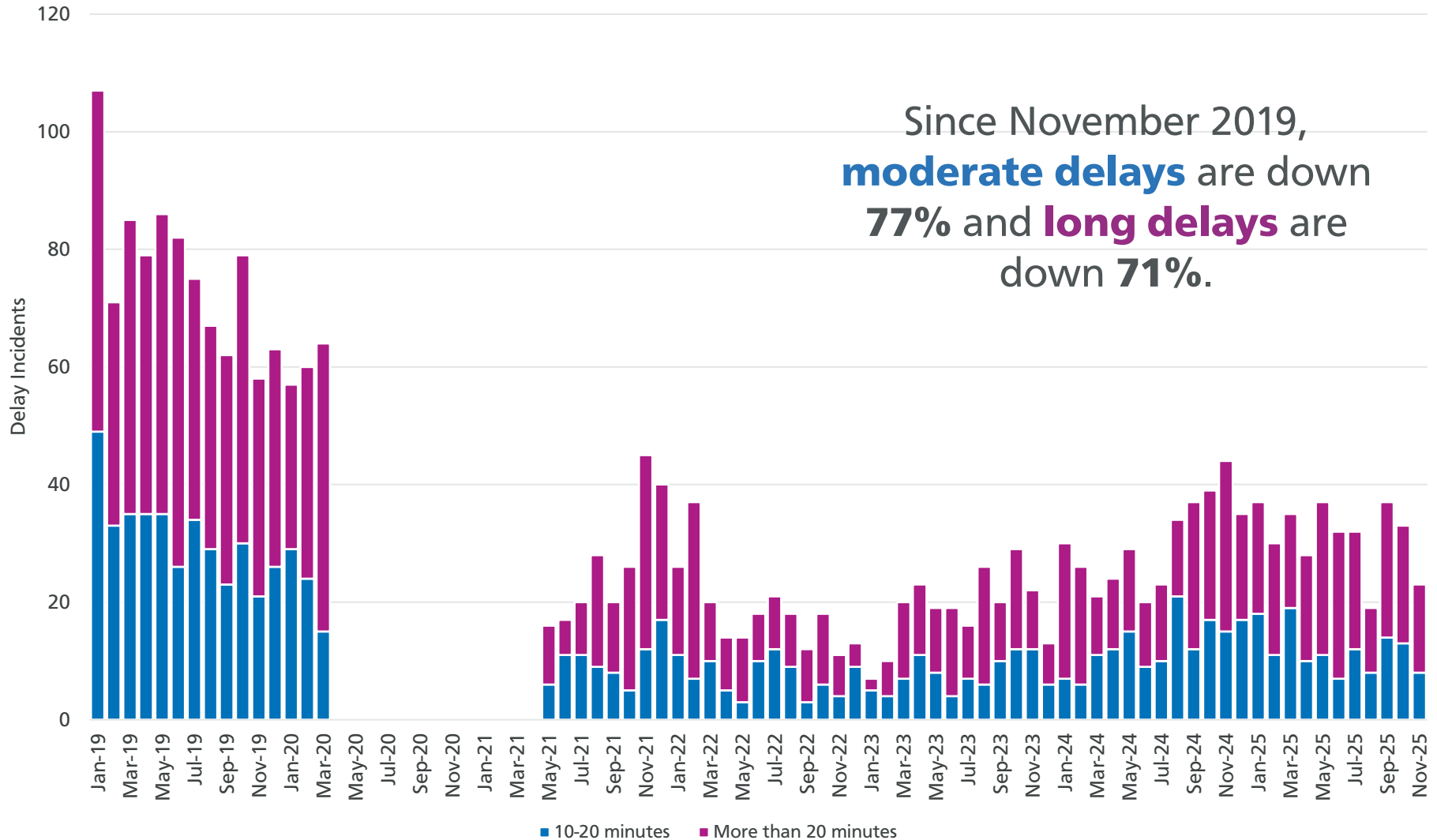
Replace the switch frogs, switch points, and stock rails associated with switches E1A, E1B, E3A, and E3B at the Embarcadero double crossover (DXO).

Schedule:

- NTP for procurement contract – Anticipated March 2026
- Materials fabricated and delivered – Anticipated February 2027
- Construction to be completed by Track Maintenance – TBD upon material delivery



Market Street Subway Delay Events



Note: We have adjusted our methodology for determining whether an event occurred in the subway, slight differences from previous snapshots are due to improved granularity.

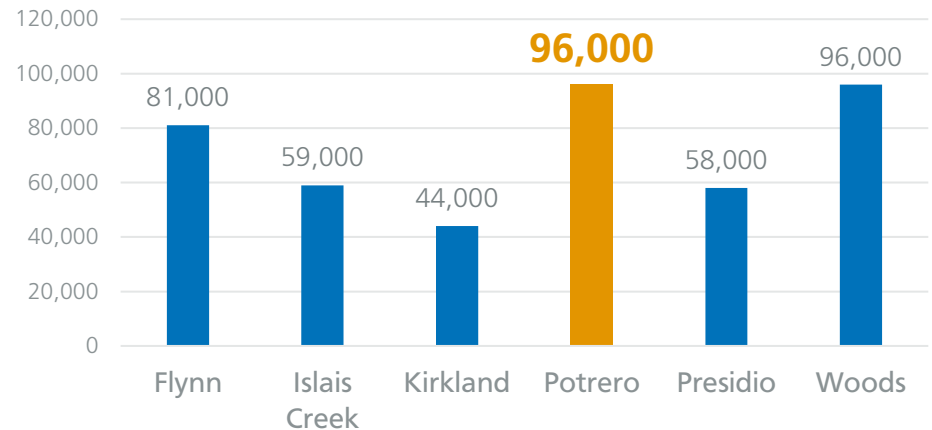
Muni Service Update



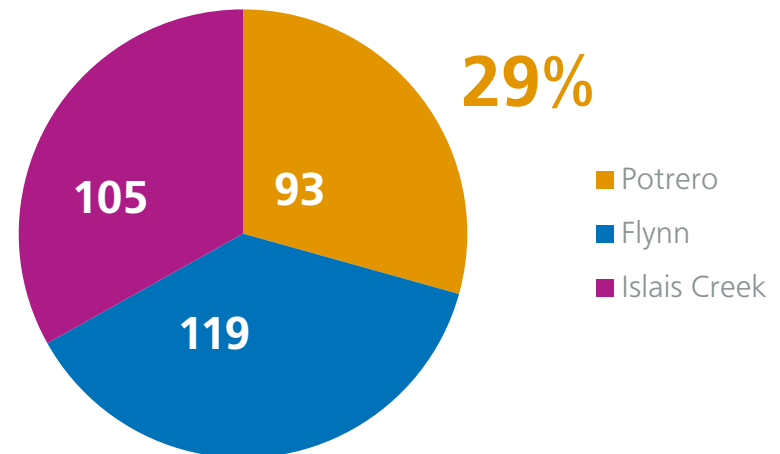
Potrero Yard Muni Service Delivery

- Serves highest ridership routes in the Muni system with average of about 96,000 weekday riders, or **22% of Weekday Bus Ridership**
- Articulated fleet carries about half of bus riders. Potrero is our only facility with infrastructure to maintain 60' (articulated) Trolley Buses, **Potrero maintains 29% of 60' Muni fleet**

Boardings by Bus Divisions
Fall 2025



Articulated Bus Fleet (60ft)



Planning Potrero Facility Closure

Route Reassignment Objectives

Muni Service & Operations

- Maintain current service capacities to minimize impact to customers
- Keep some 60' Trolley Coaches in service to avoid downsizing routes

Maintenance & Fleet Engineering

- Maximize number of vehicles at each Division based on facility and maintenance staffing capacity, including capturing savings expected with Potrero closure
- Ability to cycle all vehicles stored into service at some point

Overhead Infrastructure

- Continue trolley operations on all existing overhead as much as possible

Special Events & Operator Training

- Prepare for upcoming major construction projects along trolley routes (i.e. Mission Repaving)
- Account for Special Event service and Operator Training demands

Winter Service Changes

- General Sign-up (GSU) linked to winter service changes
- Effective Date: Saturday, February 14, 2026
- Service Plan focus:
 - Route reassignments to facilitate Potrero closure
 - Cost-neutral service improvements



Winter Service Changes

Effective: Saturday, February 14, 2026

Schedule improvements

- **Adjusting departures** for better spacing at commute times
- **Regional connections** that better align with BART
- **Addressing reliability** by evaluating and adjusting various route schedules, including focus on Owl Network

Frequency changes to address changes in vehicle availability and crowding

Route and Stop Changes to reduce travel times, improve reliability, transfers and customer information



Bloomberg Challenge

14 Mission Pilot

Being one of 50 finalist cities worldwide in the Bloomberg Mayors Challenge is a call to action to rethink how we serve.



"If we want different outcomes, we must disrupt expectations and raise ambition." – James Anderson of Bloomberg Philanthropies

Problem: Riders face recurring pain points that diminish trust and satisfaction, highlighting the need for visible, proactive efforts to improve the customer experience.


Vision: Reimagine Muni as a responsive, people-centered system that listens and acts in real time.

Bloomberg Challenge

14 Mission Pilot

Bloomberg Challenge

14 Mission Pilot



Proactive and visible
response to rider
concerns

A replicable approach
using data insights to
identify hot spot routes
with acute safety and
cleanliness concerns

Stronger rider trust built
on visible improvements

2-week pilot on the 14 Mission to improve safety and cleanliness

Staff deployed at key locations to address customer pain points around safety, cleanliness

20 riders recruited for daily feedback and a focus group; small incentives provided

Staff ambassadors engaged customers and promoted public survey

Onboard announcement that invited rider participation and feedback

Bloomberg Challenge

14 Mission Pilot

- We received 347 responses to our pilot survey
- The proactive response model delivered noticeable improvements for our riders:
 - 19% of survey respondents said the buses were cleaner.
 - 37% of survey respondents felt safer.
 - When Transit Ambassadors were present, 91% of survey respondents felt safe.
- A few reflections from our focus group:

"The buses were definitely cleaner—no trash on the ground. That was the biggest thing I noticed."

"When it is cleaner, it does feel safer, it feels much easier getting on the bus."

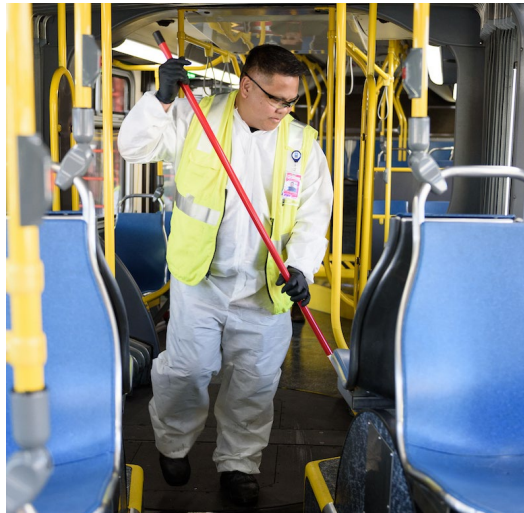
"I think proactive and predictive cleaning turns into consistency and consistency turns into increased ridership."

Bloomberg Challenge

14 Mission Pilot

Next steps:

- Expect to hear back on final determination by the end of January
- Align existing resources to feedback received from pilot for Clean Corridor Program
- Map out duplication of this effort on other high-volume lines and establish evaluation period and metrics to assess operationalization



Fleet Update



Fleet Overview

Transit Director Fleet Maintenance Management

Bus Maintenance
Bus Fleet Appearance

Materials Storerooms
Management
Revenue Collection and Farebox

Rail Maintenance
Management
Rail Fleet Appearance

Bus Maintenance

Potrero Division
Kirkland Division
Flynn Division
Presidio Division
Islais Creek Division
Woods Division
Unit Repair – Bus
Paint & Body
Maintenance Controller
& Warranty
NRV Scott Center
Administration

Fleet Maintenance Support

Fleet Electronic Support Shops
Quality Assurance
Maintenance Training Unit

Rail Maintenance

MME Division
Mobile Response Unit
LRV4 Team
Green Division
Body & Paint Shops
Cam Beach Division
Cable Car Barn
Emergency Response Unit
Analysts
Administration

Bus Fleet Details

870 vehicles total:

- 324 x 40' hybrid diesel
- 224 x 60' hybrid diesel
- 32 x 30' buses
- 185 x 40' trolley buses
- 93 x 60' trolley buses
- 12 battery electric buses



Less than 0.02% of transportation-related greenhouse gas emissions are attributable to the Muni fleet.

Data source: SF Environment Greenhouse Gas Inventory



It's the climate-friendly way for 800,000+ people to move around

Bus Fleet Breakdowns



- The bus fleet traveled 20,255,603 miles in FY2025.
- The number of mechanical breakdowns was reduced every quarter.
- Reliability remains top priority while performing midlife overhauls and procuring new equipment to replace an aging fleet.

New Flyer First Article Inspection



2025 SFMTA Hybrid
Pilot Production

Safety: Operator Barrier

- Joint Labor Management Committee (JLMB) & SFMTA Management Team concern about operator safety and assault incident prevention
- Fully enclosed operator barrier is one measure to enhance safety
- New Flyer dispatched a Demo vehicle with an enhanced enclosed barrier to SFMTA in January 2025
- Stakeholders reviewed the new enclosed barrier
- SFMTA conducted a week of driving tests with Operators and Training Personnel



Safety: Operator Barrier

- Feedback is mostly positive; consensus is to incorporate barrier into next procurement for further evaluation
- The first fully enclosed barrier vehicle is being tested but hasn't been commissioned or accepted yet
- Continue to collect feedback and comments from Operations
- Potential concerns:
 - Communications with patrons is obstructed due to fully enclosed glass barrier
 - Glare/light reflections
 - Confined space



Onboard Systems: Digital Side Mirrors



- Digital side mirrors allow for enhanced driver visibility and a fully enclosed operator area
- New Muni vehicles equipped with digital side mirrors New Flyer 40' hybrids
 - Solaris 40' and 60' battery buses
 - New Flyer battery buses and Gillig buses will have provisions for the digital side mirrors



Onboard Systems: Rear-View Mirror



Rearview mirror normal state



Displaying rear exit live view

- Rear-view mirror with integrated monitor displays rear door camera (or the back of the bus when in reverse)
- Approved in February 2025 by the Change Control Board. Installed on New Flyer BEB (5003) since November 2024
- More intuitive for operators to use, removes need to display video on the dash or use dedicated display
- Working with the JLMB, operations and training to possibly include this mirror in the upcoming New Flyer battery bus order

Trolleys:

In-Motion Charging Program

- 4 test vehicles with In-Motion Charging upgrades
(2 x 40', 2 x 60')
- Operating in modified revenue service from of Potrero Yard, makes use of additional battery capacity
- Worked through first-generation issues with this system, buses are now reliable assets to our fleet



Trolleys:

In-Motion Charging Program

- In its In-Motion Charging (IMC) program report, SFMTA's Fleet Engineering recommends:
- 40' buses upgraded during midlife overhaul; benefit more from upgrades and are newer
- 60' kept as conventional; 60' buses have limited potential as IMC vehicles



Bye Bye Bredas



- LRV4s serving Muni Metro for 100% of trips as of summer 2025
- LRV4s are more cost-effective to maintain and 3-4x more reliable than Bredas
- Bye Bye Breda event celebrated the storied 30-year career of the Bredas on Nov. 12
- Vehicle #1534 donated to Western Railway Museum

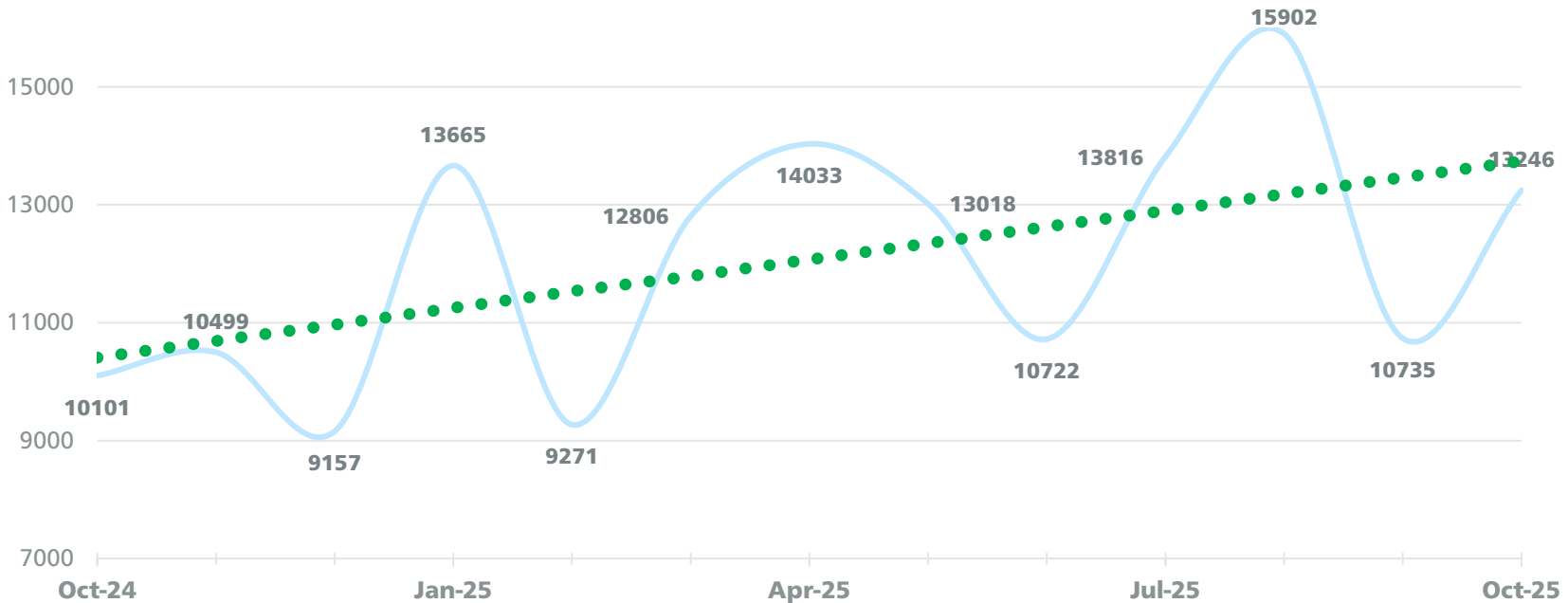
LRV4 Fleet Details

- 204 Siemens LRV4 cars delivered
- 185 cars accepted for revenue service
- 18 cars in acceptance testing and certification
- 15 cars remain for delivery (last car expected fall 2026)



LRV4 Fleet Reliability

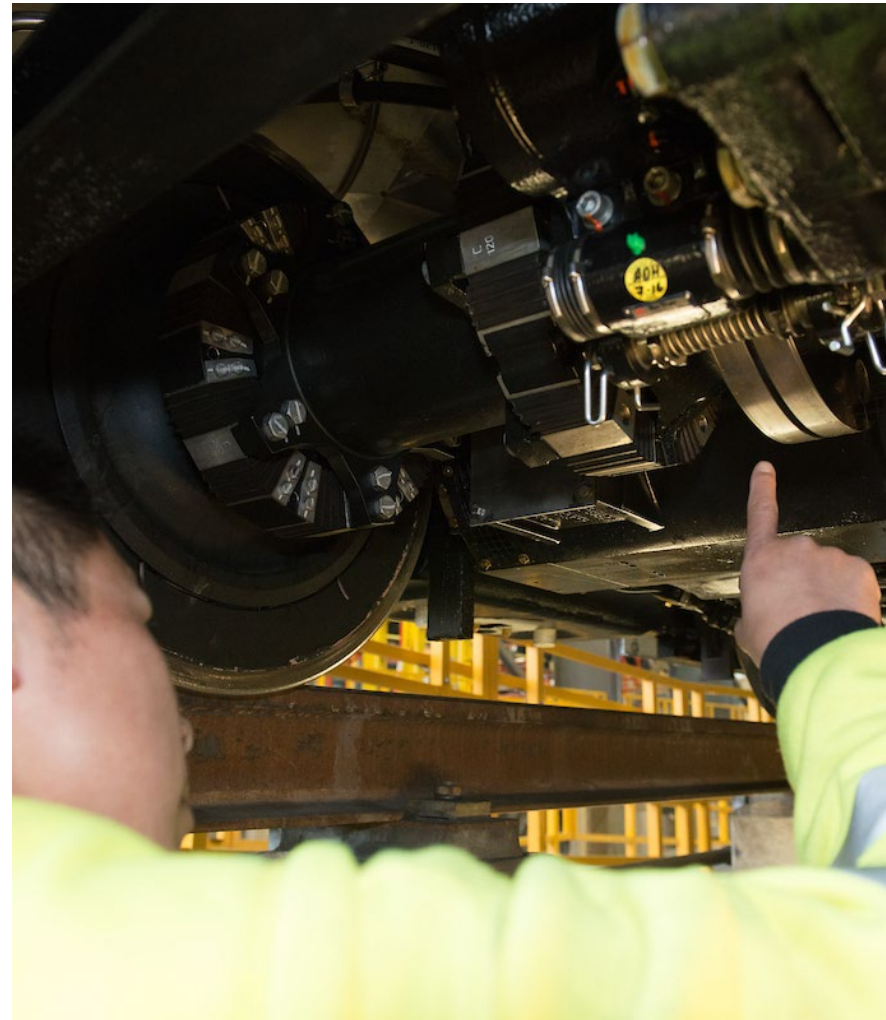
Mean Distance Between
Service Interruptions
(Miles)



- 12,780 miles Mean Distance Between Service Interruptions for November
- 12,867 MDBSI average for the last six-months
- Average mileage of 487,342 miles per month for the last six months (record is 524,759 in August 2025)
- Mileage trending upward over 2025
- Of 36 chargeable incidents for November 2025, 20 were chargeable to Siemens

Factors that affect LRV4 Fleet Reliability

- Planned changes to improve reliability by addressing issues to brakes, steps, doors
- Upcoming major field modifications to brakes, steps and center trucks
- Overhauls to trucks, brakes and couplers



Upcoming Fix-it Weeks

Cameron Beach Yard

- February 23-27th

Market Street Subway

- Targeting April 2026

T-line Corridor

- In Planning



Thank You



Winter Service Changes

Effective: February 14, 2026

Schedule improvements

- **Improving commutes:** Adjusting departures on the 1X California Express from 7:45am to 7:40am and 8:00am to 7:55am for better spacing with 1 California schedule
- **Improving regional connections:** To better align with BART, adjusting arrivals and departures on the 54 Felton and 57 Parkmerced
- **Improving schedule reliability:** To improve reliability, evaluating and adjusting various route schedules, including focus on Owl Network

Frequency changes

- **5 Fulton*:** Weekend frequency from 10 min to 7 min.
- **5R Fulton Rapid*:** Weekday peak frequency from 12 min to 8 min.
- **14 Mission:** Weekend frequency from 7 min to 8 min based on demand.

**Frequency changes are being implemented to maintain peak capacities due to mix of 40' and 60' buses on routes related to Potrero closure. Also adding some peak capacity to 5R Fulton Rapid in response to increase in crowding since June service changes.*

Winter Service Changes

Effective: February 14, 2026

Route and Stop Changes

- **6 Hayes-Parnassus:** To improve customer information, continue to implement reroute through Special Event service on closure days, remove Hayes Street reroute from official schedule
- **8 Bayshore*:** To improve reliability, reroute inbound from Hahn to Rey around Sunnydale construction
- **48 Quintara:** To reduce travel time and reliability, reroute outbound from Vicente and West Portal to Ulloa
- **15 Hunters Point Express:** To improve transfers to Union Square/Market Street Station, adding outbound stop at Stockton & Geary



**Implemented as construction order on December 2, formally in schedule in Feb 2026*