Muni Service Equity Working Group
Welcome!

Grab some food and drink. The meeting will start at 5:30 p.m.
## Agenda

<table>
<thead>
<tr>
<th>Time</th>
<th>Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>5:30 p.m.</td>
<td>Welcome</td>
</tr>
<tr>
<td>5:35 p.m.</td>
<td>Budget Update and Service Change Lookahead</td>
</tr>
<tr>
<td>6:00 p.m.</td>
<td>Break</td>
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<tr>
<td>6:10 p.m.</td>
<td>Muni Service Overview</td>
</tr>
<tr>
<td>6:55 p.m.</td>
<td>Closing and planning next meeting</td>
</tr>
<tr>
<td>7:00 p.m.</td>
<td>Meeting adjourns</td>
</tr>
</tbody>
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Budget Update and Service Change Lookahead
The SFMTA budget pays for ...

- 72 MUNI LINES
- BUSES AND LRVS
- CABLE CARS
- 2,500 MUNI DRIVERS
- PARATRANSIT
- CROSSING GUARDS
- STREET DESIGN
- TAXIS
- BIKESHARE
- TRAFFIC SIGNALS
- STREET SAFETY
- TRANSIT INFRASTRUCTURE
We’re still recovering from the pandemic

FY22-23 revenue was $375M—or 25% less—than FY18-19, adjusted for inflation.
SFMTA FY23-24 Revenue

The operating budget is funded by the SF General Fund and “enterprise revenues” (fares and parking fees). Since the pandemic, the federal government has provided significant relief funding.

TOTAL: $1,473 M
SFMTA FY23-24 Expenses

Staff are the SFMTA’s most important resource.

64% of expenses fund our 5,900+ person workforce. 2,500 of them are Muni operators.

97.25% of positions are non-management.

TOTAL: $1,473 M
To close the budget gap in FY25-26, the SFMTA must identify at least $12.7M in new revenue.
The proposed budget is balanced, but deficits exceed $220M starting in FY26-27 when federal and state relief is no longer available.
New budget, new service plan

We’re only implementing **cost-neutral service changes** for Muni.

- Cost-neutral service changes will use crowding data and feedback from this working group
- Will review service needs analysis through the Biannual Service Evaluation process
- Continue to apply Equity Strategy principles to respond and prioritize service changes
- Focus service management and operational improvements on Equity routes
Supplemental Summer Service

Effective: Memorial Day to Labor Day

Service increases on lines with historic vehicles

• F Market & Wharves streetcar and bus

• Similar to 2023 summer, adding supplemental bus service on Embarcadero on weekends and Streetcar Service on Mondays and Sundays

• Powell-Hyde Cable Car – Additional service from Hyde terminal to Cable Car Museum
Fall Service Change Summary

Anticipated Effective Date: August 17, 2024

Addressing School Demand

• Adding trips on the 28 19th Avenue and 48 Quintara-24th Street during school periods to prepare for school demand
  • Note: We are identifying efficiencies to offset these increases to remain cost-neutral is underway. At our next Working Group meeting, we will focus on these changes to discuss the metrics we currently use to determine these changes.

Project Integration

• Implementing stop changes as part of the 29 Sunset Improvement Project and Safer Taylor Project

Rail service changes coming in late fall, will be timed with launch of L Taraval Rail service
Muni Service Planning Overview
Outline

- Muni Service Today
- Muni Service Changes
- Developing Service Plans
Muni Service Today

- **72 Routes**
  - Daytime and Nighttime routes
  - ~2,500 operators

- **~1,100 Vehicles**
  - 850 buses, 300 rail

- **24/7 service**
  - Daytime routes run 5 a.m. - 12 a.m.
  - Owl service on 12 routes from 12 a.m. – 5 a.m.

- **Over 3,000 stops**
  - All residents within SF are ¼ mile of a stop

- **13 Subway Stations**
  - Two tunnels – Market Street and Central Subway
Muni Route Service Categories

<table>
<thead>
<tr>
<th>Service Category</th>
<th>Definition</th>
<th>Typical Weekday Frequency</th>
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</thead>
<tbody>
<tr>
<td><strong>Metro/Rapid</strong></td>
<td>Heavily used lines form the backbone of the Muni system. Vehicles arriving frequently, delivering speed and reliability.</td>
<td>10 mins or less &amp; skip stop service</td>
</tr>
<tr>
<td><strong>Frequent</strong></td>
<td>May overlap with rapid routes but with more stops along the route. Provide premium, frequent service.</td>
<td>10 mins or less</td>
</tr>
<tr>
<td><strong>Grid</strong></td>
<td>Combine with Rapid network to form an expansive core system that lets customers get close to their destinations. Typically operates less frequently than the Rapid Network routes.</td>
<td>12-30 mins</td>
</tr>
<tr>
<td><strong>Connector</strong></td>
<td>Predominantly circulate through hillside residential neighborhoods, filling in gaps in coverage and connecting customers to major transit hubs.</td>
<td>30 mins</td>
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Note: Specialized (express) and Historic are additional service categories which were not included in the performance analysis on subsequent slides to focus instead on core services.
Muni Modes

Operators are trained on their assigned mode

Light Rail Vehicles
Motor Coach
32’, 40’ and 60’ sizes

Streetcar
Trolley Coach
40’ and 60’ sizes

Cable Car
Battery Electric
40’ size
Weekday & Weekend Ridership Trends

March ridership highest in four years. Total ridership recovery is 76%.
Average Boardings: **467K weekday, 302K weekend**
Top 10 Ridership Recovery Routes March 2019 vs March 2024

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

Weekday  Weekend

- 49 Van Ness/Mission: 140% 137%
- 56 Rutland: 133% 50%
- 22 Fillmore: 126% 197%
- 14R Mission Rapid: 113% 116%
- 48 Quintara/24th Street: 108% 116%
- 12 Folsom/Pacific: 106% 131%
- 9 San Bruno: 105% 100%
- 7 Haight/Noriega: 103% 100%
- 27 Bryant: 102% 96%
- 18 46th Avenue: 100% 87%
Ridership Demographics

- Based on 2022 Census data:
  - 62% of residents are people of color
  - 21% of residents live in low-income households
- Based on 2017 On-Board survey*:
  - 57% of residents are people of color
  - 38% of residents live in low-income households

*Muni Customer On-Board Survey underway that is collecting more current demographic data of ridership.
Muni Service Changes

• Service Changes are planned typically 3 times/year
• Operators can pick a new shift during a “Sign-up”
• Every 2 years operators can switch modes
<table>
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<tr>
<th>Timeline</th>
<th>Action Description</th>
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<tbody>
<tr>
<td>3+ Months Before</td>
<td>Develop service proposal and vet proposal internally (e.g. scheduling, divisions, dispatch)</td>
</tr>
<tr>
<td>Implementation</td>
<td></td>
</tr>
<tr>
<td>2 Months Before</td>
<td>Finalize “Weekday” and “Weekend” Service Plan (two service day types)</td>
</tr>
<tr>
<td>Implementation</td>
<td></td>
</tr>
<tr>
<td>1 Month Before</td>
<td>Review proposal with unions and schedule into software</td>
</tr>
<tr>
<td>Implementation</td>
<td></td>
</tr>
<tr>
<td>6-8 Weeks Before</td>
<td>Communicate upcoming changes to community members and riders</td>
</tr>
<tr>
<td>Implementation</td>
<td></td>
</tr>
<tr>
<td>Implementation</td>
<td>Deliver implementation communications (e.g. ambassadors, signage) and monitor performance and feedback</td>
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Muni Service Decision-Making Criteria

• Resource neutral changes
• 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
Question

How do you all think we come up with service plans?
Developing Service Plans

Service Needs Analysis

• Service Standards & Equity
  • Is there service that is not meeting our standards?

• Ridership & Performance Analysis
  • Where is the most crowding and what routes are not meeting their schedule?

• Feedback
  • What are we hearing from customers, operators and other front-line staff?

• Operator & Fleet Availability
  • How many operators and vehicles do we have available for service?

Service Plan Details

• Frequency
  • How often does the bus run?

• Time Span
  • From when to when does the service run?

• Route
  • On what streets does the bus run?

Bus Stops

• Where are the stops and what type?

• Vehicle Type
  • What mode should the routes run on - rail, electric trolley, motor coach, streetcar, etc.?
Frequency

- **Headways** describe how frequently a bus arrives at a stop, *i.e.*
  headways of 10 mins = bus arrives every 10 mins

- Set based on service standards and ridership demand

- Can vary by time of day, day of week, and route segment

![Graph showing frequency vs. resources](image)

Higher Frequency = More $$$

- Every 10 minutes
- Every 15 minutes
- Every 30 minutes
- Every 60 minutes

**Resources**

- More
- Less
Time Span

- Time Span describes the time the service starts and ends on a given service day.
- Spans are consistent across service day types.
- Typically a service day is 18 hours and is covered by two shifts of operators.
- Service can be covered with one shift if the span is less than 8 hours.

Longer Time Spans = More $$$

**6am-2pm**
1 operator shift

**6am-12am**
2 operator shifts
Factors that influence travel time include route design and congestion

**EXAMPLE: Cost to Provide 10-Minute Bus Frequency, 6 AM – 12 AM, daily**

<table>
<thead>
<tr>
<th>Travel Time</th>
<th>Buses Required</th>
<th>Annual Cost</th>
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<tbody>
<tr>
<td>30 minutes</td>
<td></td>
<td>$4 million</td>
</tr>
<tr>
<td>45</td>
<td></td>
<td>$6 million</td>
</tr>
<tr>
<td>60</td>
<td></td>
<td>$8 million</td>
</tr>
<tr>
<td>75</td>
<td></td>
<td>$10 million</td>
</tr>
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Assumes operating cost of $200/hour per vehicle for example purposes only. Actual costs vary by mode.

More Time = More $$$
Route Design – Impacts to Time

Access to Destinations vs. Direct Routes

- Shorter routes take fewer vehicles to run at higher frequencies
- Direct routes mean fewer opportunities for it to get delayed

Fewer Stops vs. More Stops

- Fewer stops means faster service and fewer opportunities for the bus to be delayed at stops

20 min = 5 min savings

25 min
Congestion – Impacts to Time

Unreliable service (bunching and gapping), lack of traffic signal priority or transit only lanes, slow speeds

Roundtrip Travel Time: 60 mins
6 Coaches for 10 mins service

Time Savings of 10 mins
Roundtrip Travel Time: 50 mins
5 Coaches for 10 mins service (~1 million/year)

Traffic signal priority and transit only lanes, more reliable service, faster speeds
Next Meeting: Deep Dive into Evaluation Metrics

- Policy Headways
- Service Coverage
- Transit Amenities
- Equity Neighborhoods – Demographic Metrics
- Performance Metrics

<table>
<thead>
<tr>
<th>Service delivery</th>
<th>Crowding</th>
<th>Headway Adherence</th>
<th>On-Time Performance</th>
</tr>
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<tbody>
<tr>
<td>How well scheduled trips are started and completed.</td>
<td>Passenger loads on high-ridership segments and times.</td>
<td>Frequent routes, how well buses are spaced apart.</td>
<td>Actual departure times relative to the published schedule.</td>
</tr>
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</table>
Next Meeting Discussion

Items
Next Meeting

Date: Thursday, July 18 5:30 – 7 p.m.

Topics

- Deep Dive Into Evaluation Metrics
  - Overview of Metrics
  - Begin to discuss Biannual Service Evaluation of framework
- Presentation on Transit-Related Topics
  - Fare Compliance