



Quarterly Muni Service Update

SFMTA Board of Directors
June 17, 2025

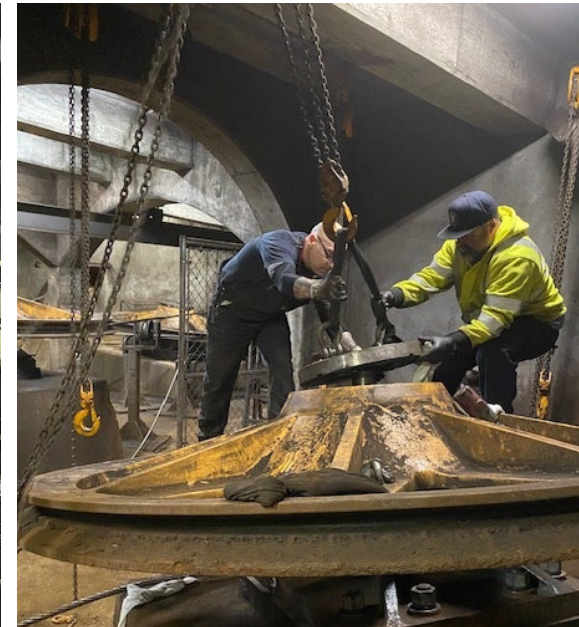


Quarterly Muni Service Update

Maintenance of Way
Fleet Maintenance
LRV4 Procurement
Muni Service Changes
Service Reliability
Ridership Data
Safety & Security
Customer Experience

Maintenance of Way

Cable Car Sheaves Upgrade Project



Staff recently completed systemwide replacement of all (8) sheaves located in the cable car barn. Upcoming work: moving to surface at Powell & Market.

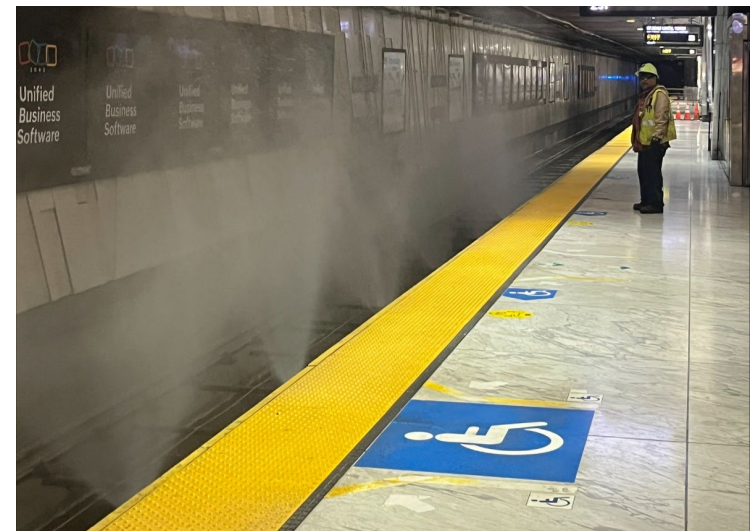
Maintenance of Way

Fix it! Week



Spring '25 Fix-it! Week held May 6-10.
Offers extended work hours to complete critical maintenance and repairs. Including:

- Fan motor maintenance and lubrication
- Lighting replacement at Duboce Crossover
- Under-car deluge testing at Civic Center



Maintenance of Way

Fix it! Week

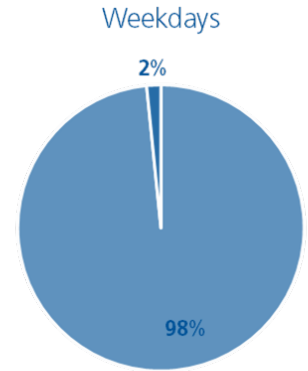
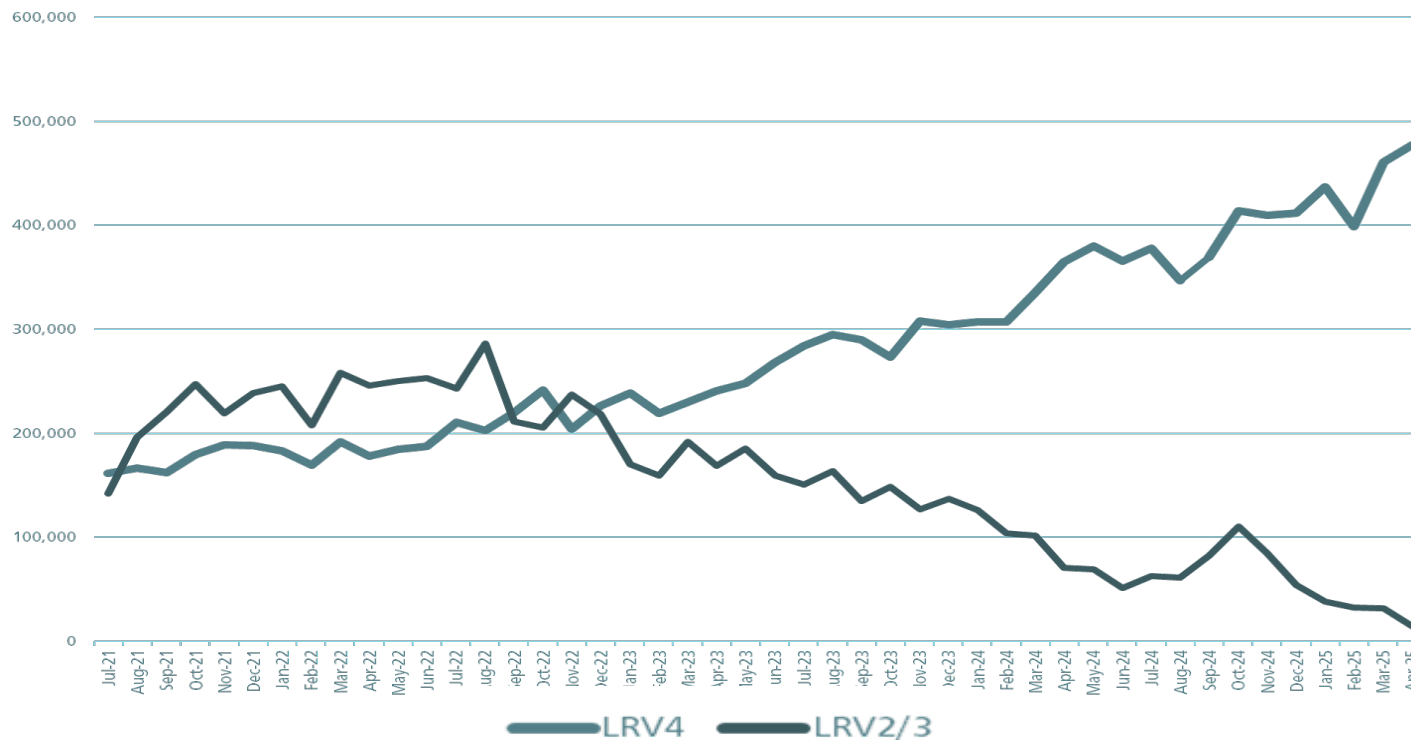


Spring '25 Fix-it! Week Work Completed (continued):

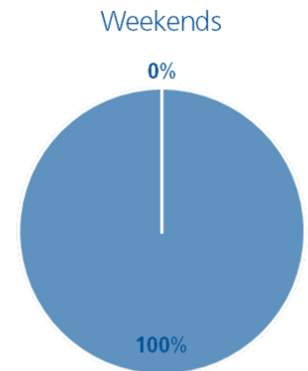
- Removal of sand and debris from the trackway
- Replaced 4,400+ feet of overhead wire
- Rebuilt switch machines at the MMT

Fleet Maintenance

- Approaching total LRV4 "New Vehicle" service—all time high!
- Currently 100% LRV4 weekends, only 2% Breda weekdays
- Breda mileage approaching zero—expected retirement end of summer



■ Siemens ■ Breda



■ Siemens ■ Breda

LRV4 Procurement

A black and white photograph showing a worker in a hard hat and safety vest inspecting the underside of a train car. The worker is holding a tablet or clipboard. The image shows the complex mechanical components of the train's undercarriage, including springs and suspension systems.

- LRV4s are 4x more reliable than Bredas
- Fail Smart – advanced warnings, avoid line blockage and delays
- Modern Data Driven Systems – inform vehicle maintenance, reduce in-service failures, support wayside with precise operating data
- Program focus evolving to lifecycle management and overhauls—Phase 1 vehicles are now 5 years old!



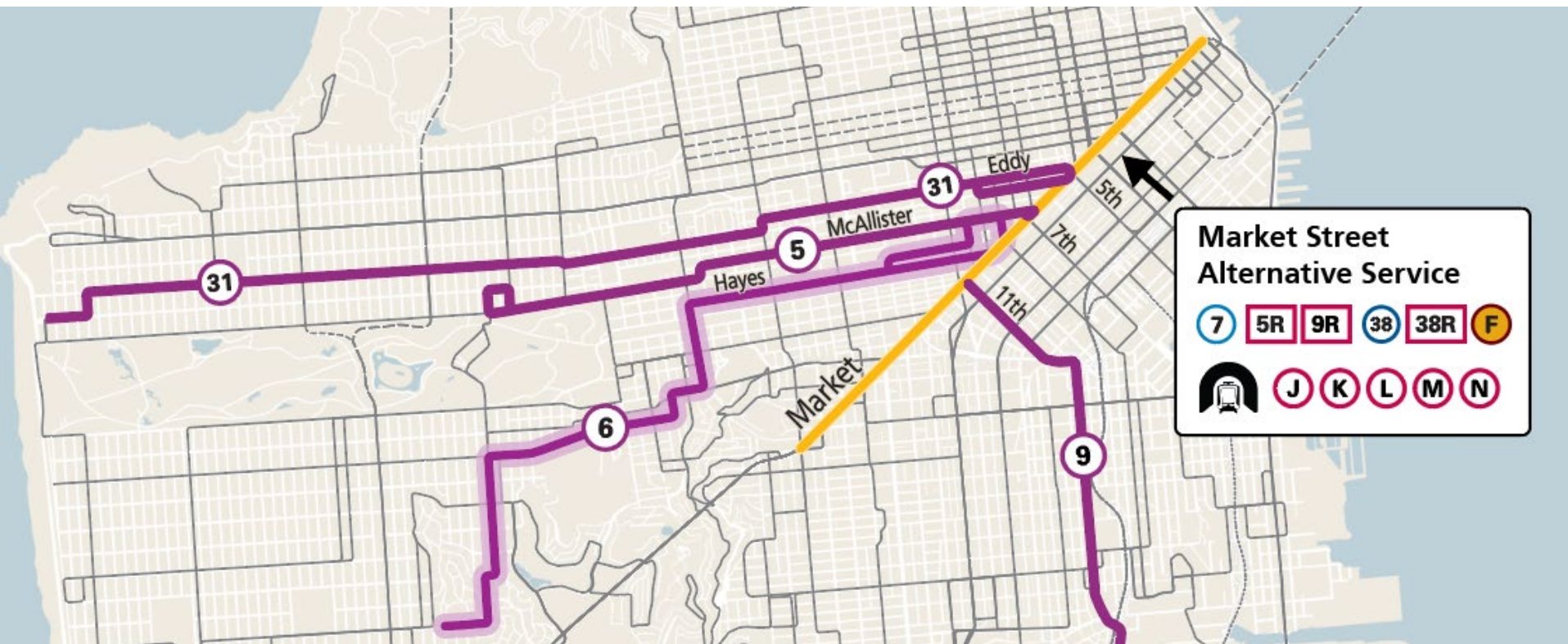
LRV4 Procurement

- \$1.2B over 10+ years – bridging the pandemic
- On schedule, on budget: 75%+ complete – 164 of 219 LRV4s conditionally accepted into revenue service; 55 remain. Target 1/week – finishing 2026
- Success story of partnerships
 - Internal project delivery with maintenance and operators
 - External project delivery with Siemens and sub-suppliers
 - Partnerships avoid contract disputes by emphasizing technical collaboration

Service Changes

Using Market Street Transit Capacity

- 5 Fulton:** Turns around at McAllister & Market/Civic Center Station on weekdays when 5R Fulton Rapid is in service
- 9 San Bruno:** Turns around at 11th & Market/Van Ness Station on weekdays when 9R San Bruno Rapid is in service
- 31 Balboa:** Turns around at 5th & Market/Powell Station on weekdays (current weekend route)
- New route: 6 Hayes-Parnassus,** combines portions of 6 Haight-Parnassus and 21 Hayes, turns around at Hyde & Market/Civic Center Station



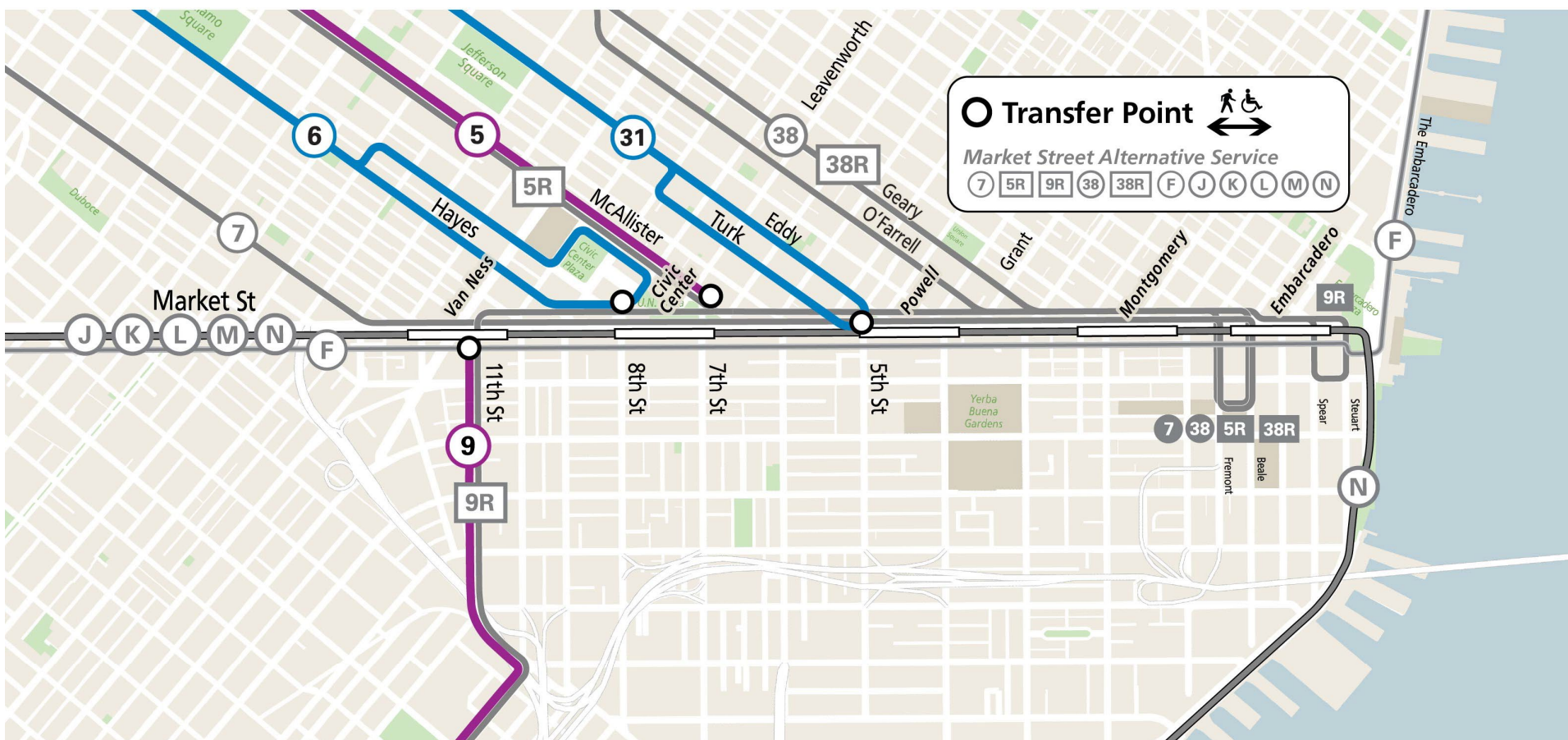
Service Changes

Weekdays Only, 7 a.m.-7 p.m.

- 5 To Market & 7th
- 9 To 11th & Market

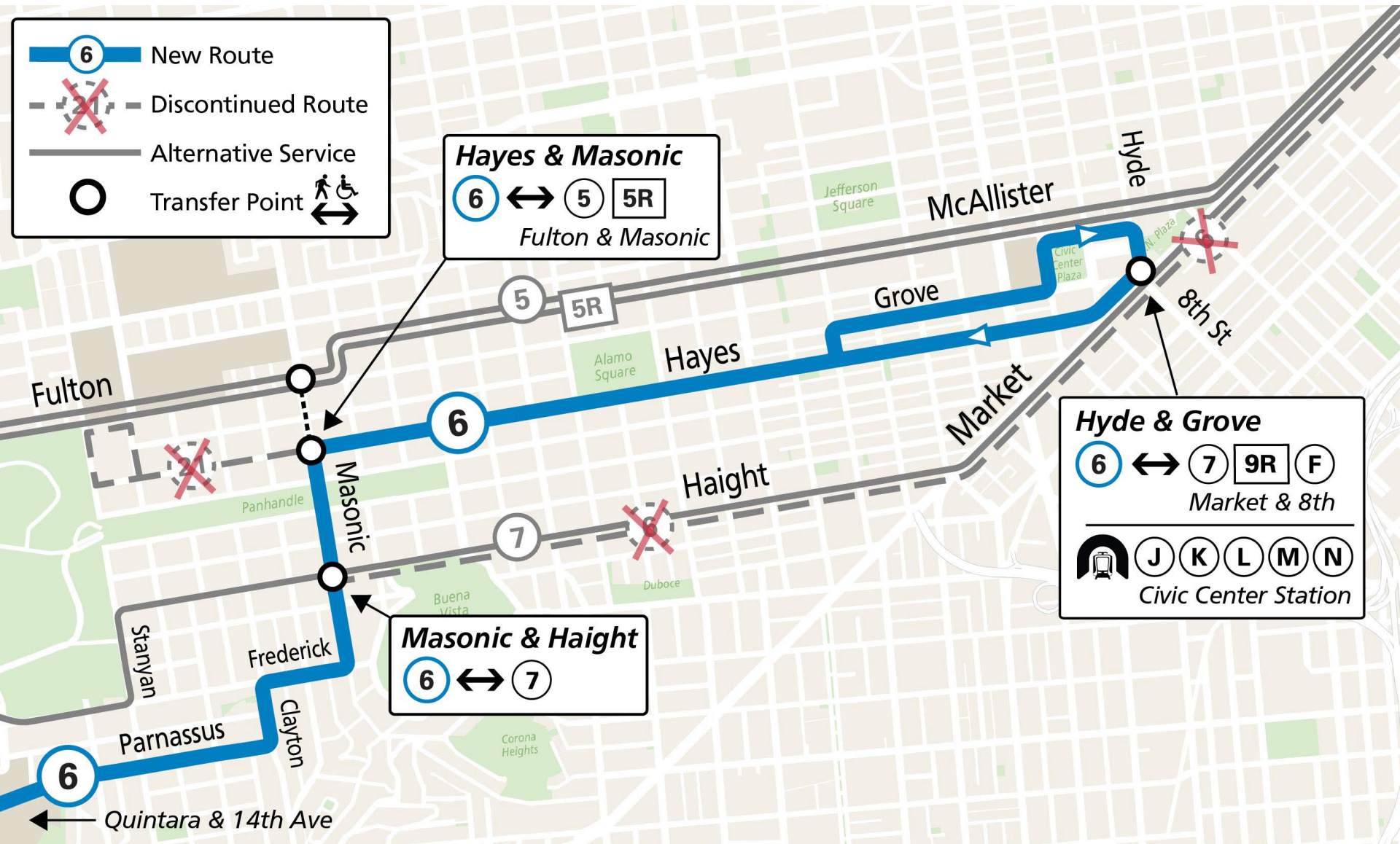
Weekdays & Weekends

- 6 To Hyde & Grove *via Hayes*
- 31 To Cyril Magnin & Market



New Route: 6 Hayes-Parnassus

Effective June 21, 2025



Service Changes

Response to Operator & Customer Feedback

Route	Change	Map
15 Bayview Hunters Point Express	4 th and Berry OB stop relocated to 4 th and Townsend near side for safety improvement.	 A map of the area around 4th and Berry streets. A blue dashed line represents the bus route. A legend indicates that a dashed blue circle represents the 'Former location' and a solid blue circle represents the 'New location'. The new location is shown at the intersection of 4th and Townsend.
15 Bayview Hunters Point Express	New stops on Hudson at Newhall for access improvement.	 A map of the area around Hudson and Newhall streets. A blue dashed line represents the bus route. A legend indicates that a solid blue circle represents 'New stop locations' and a dashed blue circle represents 'Existing Stops'. Two new stop locations are shown on Hudson at Newhall.

Service Changes

Response to Operator & Customer Feedback

Route	Change	Map
48 Quintara-24 th St	<p>Removing the Hoffman by-request segment to improve route reliability.</p> <p>Adding a stop at Clipper at Diamond to improve transfers between the 48 Quintara-24th St and 35 Eureka for access to Hoffman area</p>	
67 Bernal Heights	<p>Rerouting the outbound route to Folsom between Ripley and Bernal Heights Blvd. to reduce conflicts on Ripley between inbound and outbound coaches.</p>	

Service Changes

Stop changes to improve safety and access

Route(s)	Change	Improves
9 San Bruno	228 Bayshore stop moves to Costa Street	Safety
18 46th Avenue	Lincoln Way & Great Highway stop moves near side	Access
28R 19th Avenue Rapid	New Rapid stop added at 19th Avenue & Lincoln	Travel time, Crowding
33 Ashbury-18th Street	Clayton & Carmel stop moves far side	Safety
43 Masonic	Naples & Rolph, Naples & Geneva stops consolidate to Naples at Rolph, near side. Curtis & Prague, Prague & Drake stops consolidate to Curtis at Prague, far side. Lombard & Lyon stop moved near side	Safety, Access
44 O'Shaughnessy, 52 Excelsior	Still & Lyell stop moves near side	Safety
54 Felton	Hudson & Ardath stop moves south ~75'	Access
57 Parkmerced	Outbound 20th Ave & Buckingham Way, 20th Ave/Stonestown Mall stops consolidate in front of Whole Foods Market. Inbound consolidates to 20th Ave/ Stonestown	Access, Travel Times

Biennial Service Evaluation

Alignment with Budget

- SFMTA is committed to making incremental adjustments necessary to match expenditures with revenues
- Timed with the 2-year budget cycle to inform budget decision making

Foundation and Feedback

- Builds off the Muni Equity Strategy framework
- Will be seeking feedback from Equity Working Group, SFMTA staff and Muni riders

Approach

- Evaluates transit performance systemwide and at route-level based on variety of metrics to identify service need
- Establishes policy for prioritizing service investment based on operationalized Equity Strategy and needs identified through service metrics evaluation
- Aims to inform both service increases (when funding available) and any needed service decreases to most effectively serve Muni customers

Biennial Service Evaluation

Next Steps

Summer
2025

- Evaluate systemwide transit performance
- Identify service needs
- Collect feedback on evaluation metrics and service needs

Fall 2025

- Establish policy for prioritizing service needs
- Draft service plans based on budget scenarios and service prioritization policy

Winter
2026

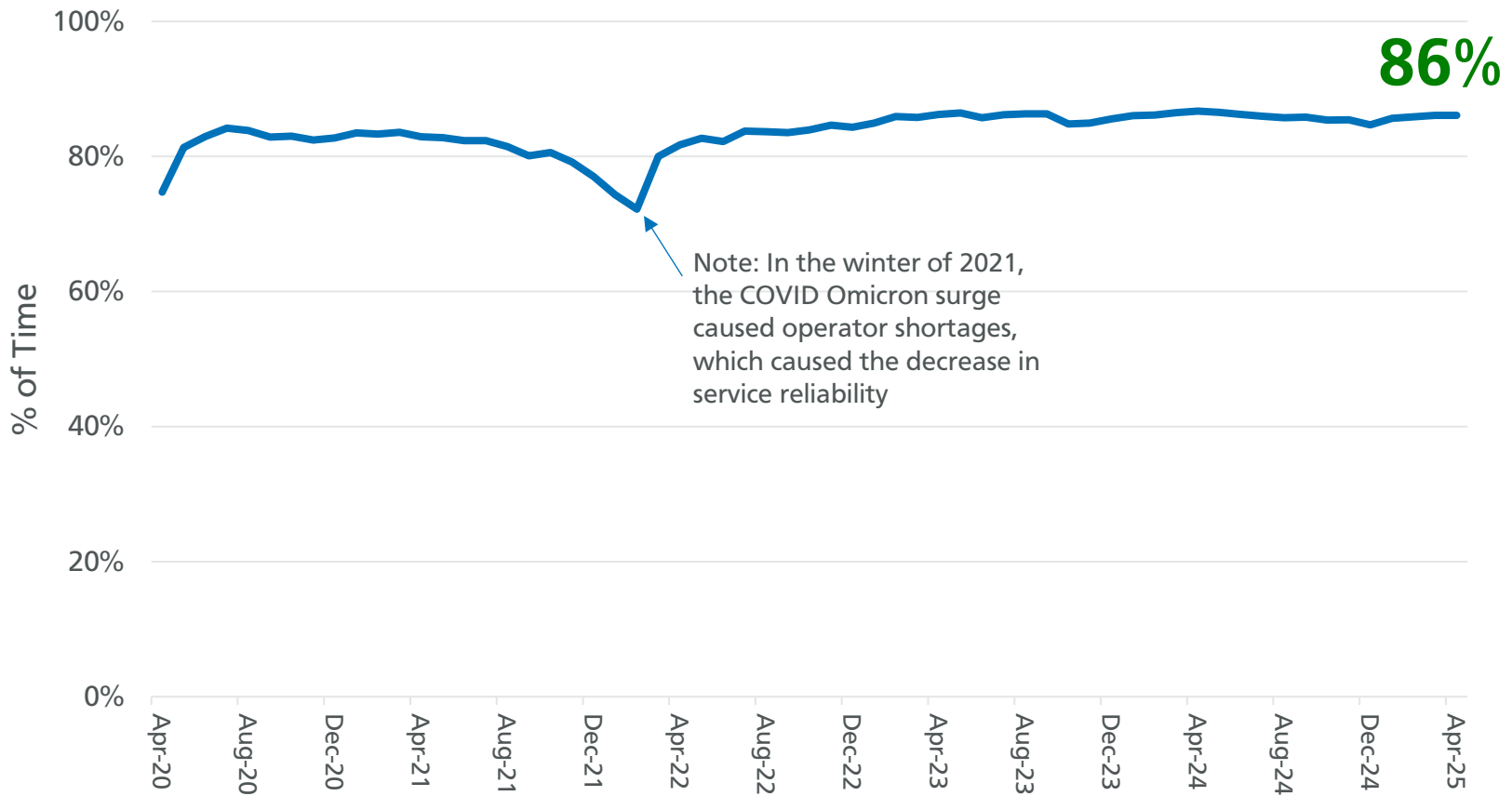
- Collect feedback on draft service plans
- Update service plans based on feedback and budget projections

Spring
2026

- Seek approval on final service plan that will be one of the pieces of the balanced FY26-27 and FY27-28 budget that will be presented to the Mayor by May 1

Service Reliability

Percent of time with service frequencies delivered equal to or shorter than scheduled



Special Events Spotlight

Chinese New Year & NBA All-Star Weekend

Muni systemwide:

- 391,000 trips Feb. 15,
+35,000 than typical Saturday in 2025
- 331,000 trips Feb. 16,
+29,000 than a typical Sunday in 2025

Muni Metro:

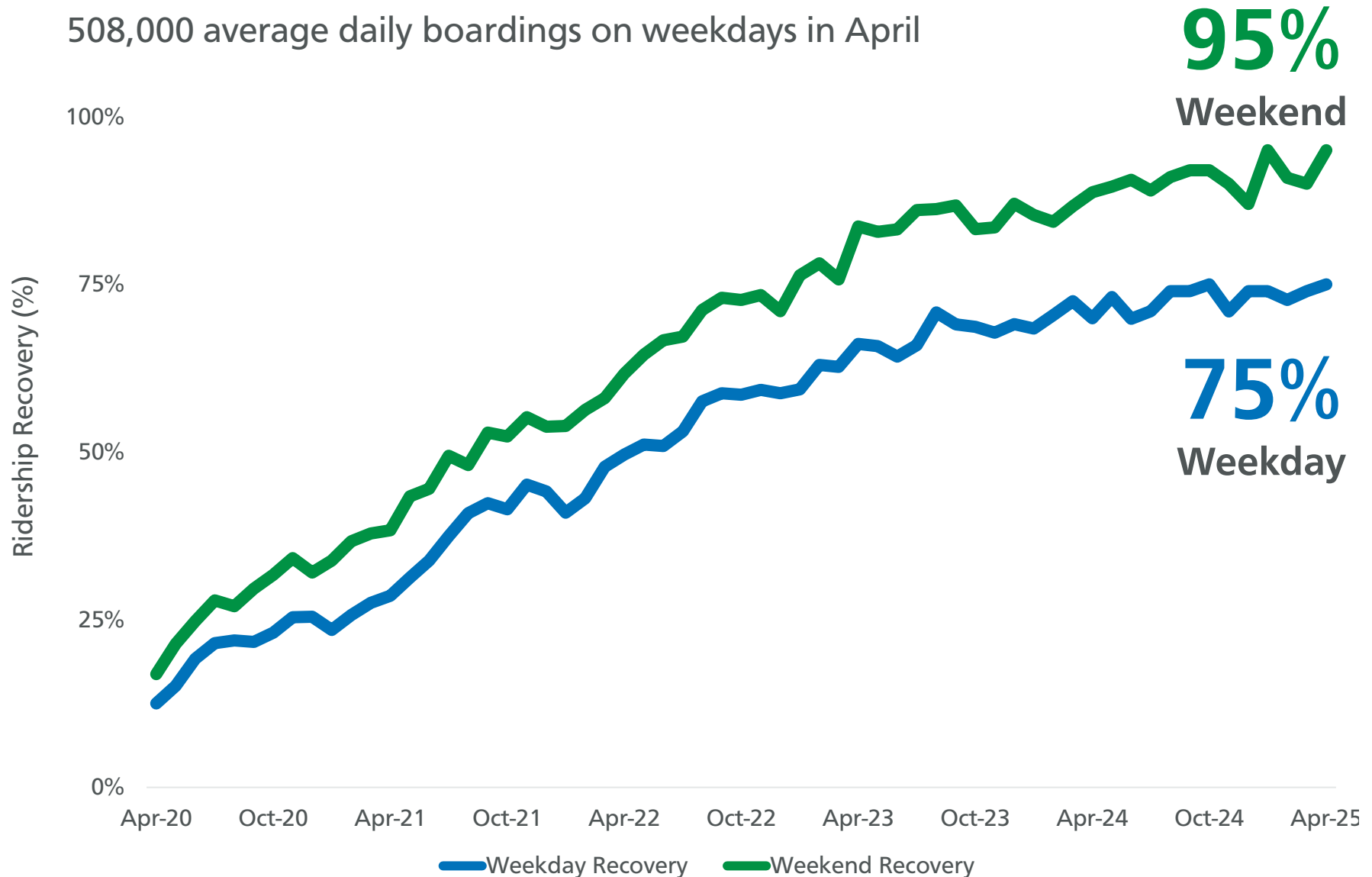
Muni Metro had 107,000 trips Feb. 15,
+34,000 trips than a typical Saturday in 2025
Its busiest weekend day since 2020!

- **T Third** (serves both Chinatown and the Chase Center) had ~29,000 trips Feb. 15
Nearly twice as many as typical Saturday!
- The **N Judah** and **L Taraval**:
busiest Saturday since 2019!



April Weekday and Weekend Recovery

508,000 average daily boardings on weekdays in April



Note: Excludes cable car and streetcar. Recovery baselined against average daily boardings from the same month in calendar year 2019.

Safety & Security Improvements through efficiency building

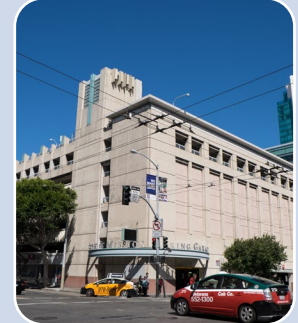
Centralized daily security operations

Improved communications

Strengthen internal/external coordination

Effective information management

Improved security response



Complete security operations center

To improve response to incidents, track and address incident patterns

Increase transit ambassador staff

To reduce incidents on Muni

Add solar lighting to select transit stops

Ensures stops for Muni Service Equity lines are well lit

Refresh city-owned parking garages

To improve the cleanliness and improve directional signage and lighting (includes power washing, repainting and striping)

A group of people are waiting at a bus stop on a city street. A white bus is partially visible on the right. A red sign reads "NO STOPPING ANY TIME". A street sign indicates "PARK PRESIDIO" and "400". A person is standing next to a green scooter.

- 72% of Muni riders report satisfaction—aiming for 80%+
- Systematic improvements to the rider journey
- Aligns with 60+ other North American transit CX programs

Customer Experience Roadmap

Implementation

Strategic Objectives

Remedy rider pain points

Cultivate a customer-centric culture

Involve customers in produce design

15 workstreams over 3.5 fiscal years

“Early wins” launched, with regular progress updates

Cross-departmental Core Team

Looking Ahead

A unified roadmap to elevate satisfaction, ridership, and public trust

Thank you!

