



# Investing in Our Transportation Future

2025 ANNUAL REPORT



# Letter from the Director



It is the honor of my professional life to lead the San Francisco Municipal Transportation Agency. I care deeply about our mission and the work we do every day.

I took on the Director of Transportation role in an acting capacity in January 2025. And I was appointed to the position permanently by Mayor Daniel Lurie the following month. While women before me have served as Acting Directors or General Managers, I am humbled to be the first to be named permanent director.

But nothing I do in this job is possible without the incredible SFMTA staff. I am regularly in awe of their commitment and passion. This report will cover our achievements and accomplishments in 2025. Please know that everything you read on these pages is the result of our staff's tireless efforts.

## **Fiscal responsibility**

2025 has been a year of change in San Francisco and at our agency. It is no secret that the SFMTA is facing a financial crisis. The reality is that our revenue still hasn't returned to pre-pandemic levels. But our city depends on a financially stable SFMTA. We have a clear-eyed understanding of our financial challenges and are prepared to meet them.

Throughout the year, we have worked with state and local government leaders, business and labor partners, community supporters and advocates to develop potential new sources of funding. We have improved fare compliance on Muni. And we have built public trust by delivering our best service in decades and committing to strong fiscal controls to stretch every precious public dollar.

## **People are coming back to Muni**

Our ridership continues to grow as San Francisco's economic recovery continues. Muni delivered 164 million passenger trips in 2025 — a 6 million trip increase from 2024. In October we had the highest number of monthly trips since the beginning of the pandemic and were at 92% ridership recovery on weekends and 77% ridership recovery on weekdays.

Clipper Card system upgrades also went into effect in 2025. Our customers now can tap and pay their fares with credit or debit cards. This isn't just convenient; it makes Muni more accessible than ever.

People are happy with Muni, as well. According to our 2025 Muni rider survey, 78% of our passengers rate the service as "excellent" or "good." That's our highest rating in the survey's 25-year history.

Muni is one of the things that makes San Francisco a world class city. Wherever you need to go, Muni is here to get you there. And we are committed to providing and maintaining a public transit system that is fast, efficient, clean and safe.

## **Safer streets make a safer city**

In December, Mayor Lurie unveiled the city's new Street Safety Initiative. This is the next phase of San Francisco's roadway safety strategy. And the SFMTA is co-leading this effort with the Mayor's Office, the Department of Public Health and the San Francisco Police Department.

But we have been committed to street safety all year. We launched the state's first Speed Safety Camera Program in March. And in August, speed safety cameras installed at 33 locations throughout the city began issuing citations.

We have been painting curbs red near intersections to comply with the state's daylighting law. This helps people driving better see people walking. We have installed speed humps that slow down traffic on dozens of city streets. And we have changed traffic signals throughout the city to give people walking a head start.

Safer streets benefit everyone: people who walk, bike, roll and drive. And they make the city easier to navigate.

We hope you find this report to be helpful and informative. Please feel free to contact us if you have concerns about our projects or processes. We value community feedback and always want to know how we can do better. I'm incredibly proud of what we achieved in 2025. But we strive to do our very best work and that means seeking continuous improvement.

A handwritten signature in black ink, appearing to read "Julie". The signature is fluid and cursive, with a long horizontal stroke at the end.

Julie Kirschbaum  
*Director of Transportation*




PHOTO BY SANDER TRAA

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# Muni by the Numbers

Trolleys  
 278

Hybrid buses  
 566

Historic street cars  
 45

Light rail vehicles  
 188

Average weekday ridership  
 502,000

Muni lines/routes  
 71

Cable cars  
 42

Miles of transit lanes  
 75

Battery electric buses  
 12

Total # of passenger boardings for the year  
 164,000,000

A photograph showing the interior of a Muni train car. The car is filled with passengers, some wearing hats and glasses. The lighting is warm, and the ceiling has a curved, ribbed design. The word "Muni" is overlaid in large white letters on the left side of the image.

# Muni

## Riders gave us their highest satisfaction rating ever

In our 2025 customer survey, our riders gave us their highest satisfaction rating in the survey's 25-year history. 78% of riders rated Muni service as excellent or good. This is six points higher than our 2024 overall satisfaction rating, which was already a historic high. Beyond overall rider satisfaction, our ratings on individual service categories, including trip time, reliability, cleanliness and safety, also improved.

## Muni ridership is on the rise

Muni ridership continues to grow thanks to our efforts to make Muni fast, frequent, reliable, clean and safe. Muni delivered 164 million passenger trips in 2025 — a 6 million trip increase from 2024. In October we had the highest number of monthly trips since the beginning of the pandemic and were at 92% ridership recovery on weekends and 77% ridership recovery on weekdays.

## Muni is faster and more reliable

Through our Muni Forward program, we made changes to San Francisco streets that allowed Muni to travel more quickly and more reliably. One example: finishing the installation of a transit lane on 16th Street from Potrero to Church. This means quicker rides on the 22 Fillmore, 33 Ashbury /18th Street and 55 Dogpatch. This work has saved the agency \$10 million annually, because we're able to provide more Muni service with the same number of vehicles and transit operators.

## Payment is easier than ever with "Tap to Pay"

Riders can now tap a credit or debit card or mobile wallet to pay for their trips on Muni – along with other Bay Area transit agencies. This upgrade is great for our customers, making Muni more accessible and easier to get in and out of. This is also a big win for our tourism economy, as most visitors already have this option in other states, and around the world. We were excited to launch in time to welcome tens of thousands of visitors to San Francisco for Super Bowl LX and in June for FIFA World Cup 26™ SF Bay Area.

## Took care of our cable cars

As part of our ongoing maintenance of San Francisco's cable car infrastructure, we replaced the sheaves (grooved wheels) that guide the underground cable and allow the cable cars to travel along their routes. The sheaves are massive, and replacement parts are no longer manufactured. So, staff needed to rebuild the parts to extend the life of each sheave. We replaced 19 sheaves in 2025. And we always kept at least one cable car segment open for the public to ride while our crews upgraded other sections.



## Reduced Muni Metro delays by expanding our Fix It! program

In 2025, we built on the success of our Fix It! Week program by adding Fix It! Weekend events. These brief closures allowed us to make even more safety and reliability upgrades across Muni Metro. And they're paying off. Moderate delays were down 63% in 2025 compared to 2019, and long delays were down 58%.

## Upgraded our light-rail vehicles

In November, we retired our Breda trains after three decades of service. They provided more than 10 million trips! Bredas also helped us expand Muni Metro from Ocean Beach to Dogpatch. We are proud to make Muni service even smoother with our new Siemens trains. They are three to four times more reliable than Bredas and experience fewer service delays.

## Connected riders with cell service in all subways

In 2025, we helped our customers stay connected wherever they ride Muni. We provided cell service in all SFMTA tunnels – from the Central Subway to Market Street. This applies for Verizon, AT&T and T-Mobile customers. Thanks to a partnership with BART, we were able to do this at no cost to our agency.



## Increased our focus on bus shelter cleanliness

We've been improving bus shelter cleanliness by having Clear Channel power wash the Van Ness Avenue bus shelters every weekend and having SFMTA gardening staff maintain the landscaping on Van Ness between North Point and Market Street. Public Works has been assisting us by doing weekend bus shelter cleaning in the entertainment zones.

## Custom Muni wraps strengthened our work connecting communities

This year, our designers created custom vehicle wraps for special events and campaigns. Three routes with psychedelic wraps took riders to Golden Gate Park for Dead & Co and more this summer. Our creativity brought joy and boosted ridership. The 5 Fulton saw its busiest days of 2025 during Hardly Strictly Bluegrass, Outside Lands and Dead & Co. For the holidays, we showed up with festive, patchwork style wraps. These Merry Days rides celebrated how Muni connects people to loved ones and local neighborhoods year-round. More than 12,000 people engaged with our vehicle wrap social media posts.



## Supported our customers with a more proactive maintenance strategy

Last year, we worked even more proactively to keep your rides clean and reliable. Using data and feedback, we placed cleaning teams at high-traffic bus stops. There, they quickly supported multiple vehicles needing attention. We also had more staff cleaning at high-need times of day, like early morning. In our shops, data helped us order commonly needed parts earlier on. We also updated schedules to invest more time on preventative repairs. All of this helped to reduce delays.

## Made a long-term investment in your Muni Metro rides

In August, we won a competitive \$41 million state grant that will support our Train Control Upgrade Project. The upgrades will modernize Muni Metro technology and improve subway efficiency. The project will also bring a range of new safety and service features. Our control center will be able to better manage Metro trains and troubleshoot issues citywide. Better traffic signal integration will make trips faster and more reliable.



## Educated riders about how to report safety concerns

In May, we held our second Muni Safe Day Out. This event is part of our work to keep Muni safe, reduce harassment and strengthen the culture of respect on Muni. Representatives from community-based organizations joined 60 SFMTA staff and volunteers to encourage Muni riders to report anything they see or experience that feels unsafe. We posted almost 300 signs at Muni stops, spoke to hundreds of Muni customers and distributed pamphlets in English, Chinese and Spanish.

## Prepared for the modernization of Potrero Yard

In 2025, we took the final steps to prepare for the closure of the Potrero bus yard. We plan to replace this 111-year-old yard with a modern, efficient, earthquake-safe facility to house and maintain Muni's electric trolley bus fleet. To make the project affordable, we had to reduce costs for the bus yard. Unfortunately, the changes reduced the amount of potential housing that could be built there. However, the project still enables 100 units of proposed affordable housing along Bryant Street.

## Hosted rail professionals from throughout the U.S. and Canada

We co-hosted the 2025 American Public Transportation Association Rail Conference with BART in July. More than 2,000 professionals from transit agencies and companies from all over the U.S. and Canada attended the event, and Mayor Daniel Lurie and California Transportation Secretary Toks Omishakin were among the opening speakers. As part of the conference, we led tours of our cable car, Muni Metro East and Central Subway operations.



# Our Streets by the Numbers



Traffic signals

1,306



Accessible/audible pedestrian signals

576



Bikeshare trips

3,917,845



Pedestrian countdown signals

1,235



Off-street parking garages

22



Metered parking spaces

26,524



Permitted Shared Spaces

371



Slow Streets miles

32



Vision Zero Quick Builds

43



Miles of separated bike lanes

52



Miles of bike paths

87



Bikeshare stations

352



Corridors with 20 mph restriction or reduced speed

103



Miles of bike lanes

131



Miles of bike routes

203



Scooters

5,500



E-bikes

2,366

# Streets



## Helped reduce speeding with new safety cameras in 33 locations

Speed safety cameras are a proven tool to reduce severe and fatal injury traffic collisions. We were the first city in California to install them, and they're already working to slow down speeds. Data we collected in October showed that speeding was down 78% on average at most locations when compared to pre-installation. That means 40,000 fewer speeding vehicles every day.

## Adopted a new biking and rolling plan for the city

San Francisco's Biking and Rolling Plan was adopted by our Board of Directors in March 2025. The plan is a roadmap for building a safe and connected biking and rolling network within a quarter mile of all residents. It prioritizes connecting people from historically underserved neighborhoods. It also serves as a framework for how to engage small business owners, emergency responders and service workers in planning for future bikeways.

## Improved visibility at hundreds of intersections

The new state "Daylighting" law keeps the area next to crosswalks clear of parked vehicles. This makes it easier for everyone to navigate intersections. As we implement this law, we have focused on vulnerable populations. That includes prioritizing school zones and high-injury network corridors.

## Invested in street safety with quick-build projects

Quick-builds, our innovative and lower-cost street safety improvement program, continued to deliver results in 2025. In 2025, we completed four quick-build projects: Alemany Boulevard, Lincoln and Sloat Connections, Sloat Boulevard and Lake Merced Boulevard. These projects aim to slow traffic speeds and provide safer bicycle connectivity. With these four projects, we have completed a total of 43 quick-build corridor projects.

## Took leadership on San Francisco's new Street Safety Initiative

In December, Mayor Lurie issued an executive directive to launch the new Street Safety Initiative. This effort brings a whole-of-city government approach to ensure that everyone who uses San Francisco's streets can do so safely. Complemented by the Board of Supervisors' Street Safety Act, which also passed in 2025, the initiative moves forward the next phase of San Francisco's work to prevent severe and fatal traffic crashes. The Street Safety Initiative is co-led by the Mayor's Office, SFMTA, Department of Public Health and San Francisco Police Department.



## Kept traffic flowing on the West side of San Francisco

In 2024, a ballot initiative closed the Great Highway to cars and created the new Sunset Dunes Park. To support traffic flow and safety, we worked with several city agencies. They included Public Works, San Francisco Recreation and Parks and the Public Utilities Commission. The city team activated three new traffic signals and repaved part of Sunset Boulevard. It also added signage to direct drivers to alternative routes, among other improvements.

## Installed a side-running bikeway on Valencia Street

We held dozens of meetings with Valencia Street merchants, community groups and residents, advocacy organizations and other stakeholders to reach a consensus on a new bike lane for Valencia Street. The result was the move from the center-running bikeway pilot project to a more traditional side-running bikeway that also accommodates parklets and the needs of the business community. The protected bikeway ensures that people who bike and roll have a safe and separated option for traveling on Valencia Street.



## Grew the bikeshare program

The Bay Wheels bikeshare program set ridership records in 2025. Usage increased every month. And usage each month was 16%-46% higher than the same month in 2024. In San Francisco, the system last year recorded almost 4 million rides, and 4.4 million rides throughout the Bay Area service area. We ended the year with 352 bike share stations and a fleet of 2,366 ebikes and 1,327 pedal bikes.

## Helped students get to school safely

Our Safe Routes to School educational program held 243 events in 2025, reaching more than 9,000 students and 4,000 adults. The program teaches students and their parents and caregivers to use the “Four Fun Ways” to get to school: walking, biking, carpooling and transit. The goals are to reduce single-family car trips to schools, build community, teach practical transportation skills and build young people’s independence in navigating the city.



## Supported citywide events

We approved 509 street closure applications in 2025. Those applications and others under review from last year represent more than 4,500 events with a combined attendance of more than 4.5 million. These events range from neighborhood block parties and street fairs to film shoots and Bay to Breakers. Our sign shop teams and other staff supported them with everything from “no parking” signs to bus reroutes and traffic management services.

## Partnered with neighborhood businesses to improve parking access

Our Curb Management team met with merchants in commercial corridors across the city to study parking options that will help businesses while also keeping traffic moving safely. Our focus on listening to the community was recognized by the San Francisco Council of District Merchants Association. The organization honored our Curb Management team with its Clarity Award for “strengthening the daily links between San Francisco neighborhoods and the lifeline that sustains their communities.”

## Met community needs as we updated parking policies

We worked hard to meet the needs of local communities as we updated our parking policies in March 2025. We increased meter time limits from two to four hours. This makes it easier for people to park and shop. We also enhanced mobile booking and payment options at our garages. Where we had to raise rates, we did so to keep up with inflation and protect the critical services our agency provides.

# Advancing Equity and Accessibility by the Numbers



Disabled parking zones

832



Essential Trip Card enrollments

1,327



Paratransit vehicles

151



Essential Trip Card trips

104,000



Paratransit % on time performance

95%



Taxi medallions

861



Paratransit trips

585,000



Taxi trips

2,300,000



Flag stop conversions

360



SFMTA staff trained in racial equity

2,612

# Advancing Equity and Accessibility



## Trained staff in racial equity

We trained 2,612 agency staff members this year on topics related to race, equity and thriving in a diverse workplace. These courses, delivered in partnership with Diversity Training University International, represent the SFMTA's ongoing commitment to supporting an equitable and inclusive working environment.

## Offered an on-demand shuttle service in the Bayview

The Bayview Community Shuttle helps people in the neighborhood get around more easily. It connects them to local businesses, community events and trips on Muni and BART. Riders also tell us they enjoy the chance to meet neighbors on board. In 2025, this on-demand, grant-funded service saw ridership grow by 48%. During that time, the shuttle provided trips to more than 1,700 unique users.

## Provided more than half a million paratransit trips

Through SF Paratransit, we provided van and taxi service to seniors and people with disabilities who are unable to use Muni. In 2025, we provided approximately 590,000 paratransit trips with overall on-time reliability at 95%. SF Paratransit continues to receive exceptionally high marks from riders. The latest customer satisfaction survey, which was conducted in March and April 2025, revealed 90 percent overall satisfaction with the service.

## Asked San Franciscans about transportation accessibility

Accessibility is one of our core values at the SFMTA, and we are working hard to make our system accessible for everyone. More than 1,300 people responded to our recent Accessibility Needs Survey. Our next step is to develop goals and actions to address the highest priority needs identified in the survey.

## Supported sustainable travel with curbside EV chargers

Along with city partners, we took an exciting step to support sustainable trips. In April 2025, we launched the city's first curbside electric vehicle charging stations. The two dedicated spaces are in Duboce Triangle at 55 Fillmore Street. They are part of a pilot program. It aims to make charging more accessible for people who live in multi-family housing.

# Building a Thriving and Accountable Organization by the Numbers



SFMTA employees

5,921



Muni operators

2,438



Parking control officers

340



Customer inquiries

23,652



Crossing guards

161



Hires in 2025

410



Outreach events

118



Labor unions that represent our workforce

18



Commendations as a % of Customer Feedback

8%



Website page views

33,927,889

# Building a Thriving and Accountable Organization



## Improved Muni fare compliance

By hiring more fare inspectors and deploying them more effectively, we doubled the average number of inspections performed every month and grew revenue by about \$5.4 million in 2025. As a result, inspectors have observed a 30% decrease in the fare evasion rate. A playful *Don't be a Dodger* campaign ran from September through the end of the year that captured the public's attention and, hopefully, encouraged 'sometimes' evaders to join the right team.

## Modernized SFMTA parking garages

All SFMTA-owned parking garages now accept mobile payments. People can bypass pay stations and simply scan their garage tickets with their devices and pay. This speeds up the exit process. We also began the transition from plastic access cards to QR codes for monthly parking passes. And we've implemented an online reservation system at the Performing Arts and Civic Center Garages that lets people pre-pay for a guaranteed spot.

## Co-led the Muni Funding Working Group

Along with the Controller's Office, we brought together the Muni Funding Working Group. The group helped city officials, SFMTA Board members, union and business leaders, transportation experts, transit advocates and others align on how to approach the large budget gap we face at the SFMTA.

## Drove efficiencies and streamlined processes

To bridge our budget gap, we have been hard at work driving efficiencies and streamlining processes. For example, we eliminated more than 500 vacant positions. These roles would have cost us \$170 million annually. We also reorganized to reduce the number of divisions and high-level managers.

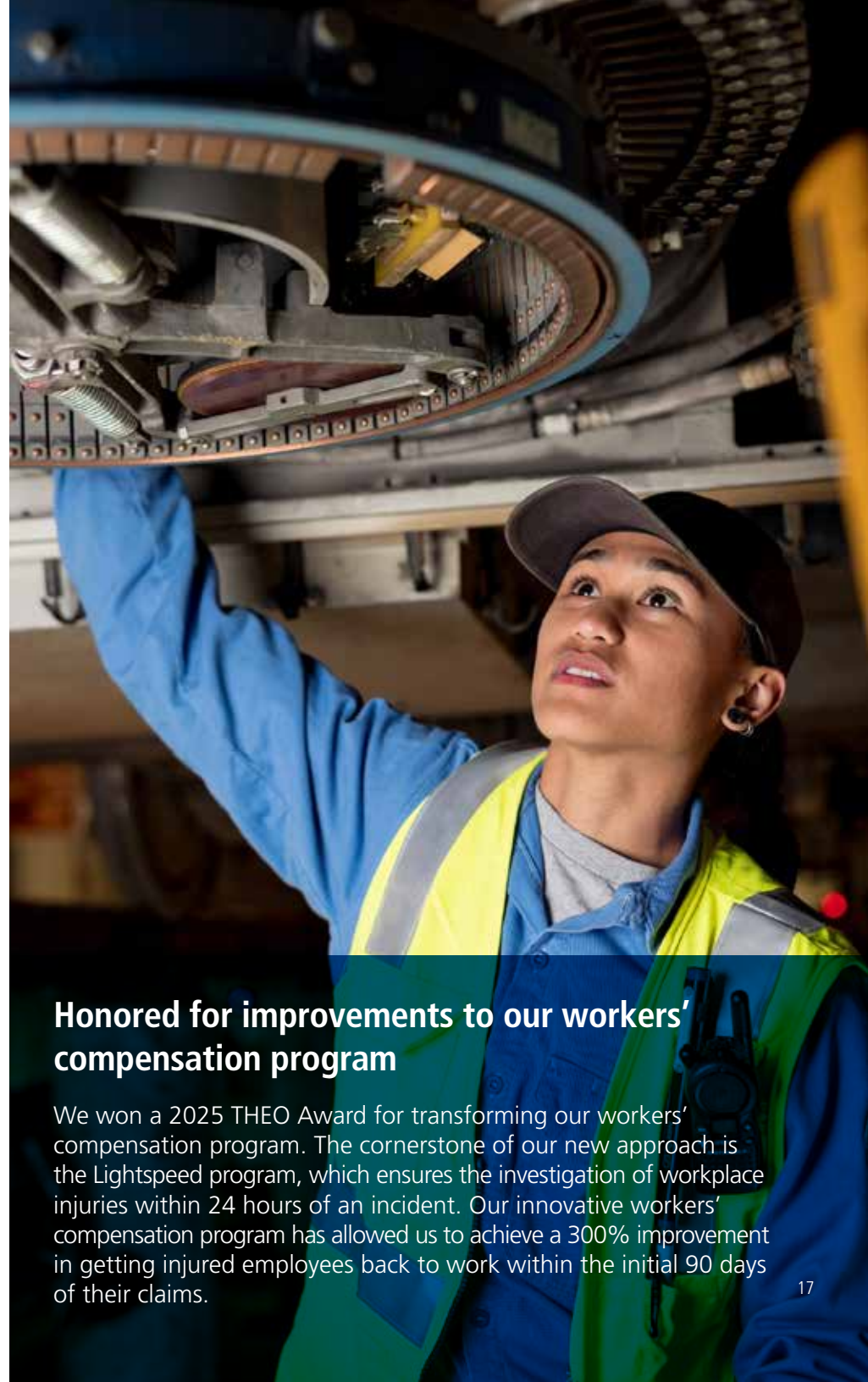


## Developed solutions to the Muni funding crisis

To address the agency's \$307 million budget gap that starts in July 2026, we worked with policymakers and community groups throughout the Bay Area to develop potential new sources of funding. We supported Senate Bill 63, which authorized the placement of a regional revenue measure on the November 2026 ballot to fund Muni, BART, Caltrain, AC Transit and other transit agencies. At the direction of Mayor Lurie, we also worked with a wide diversity of stakeholders to develop a parcel tax. In spring 2026 signature gathering was underway to place both measures on the November 2026 ballot.

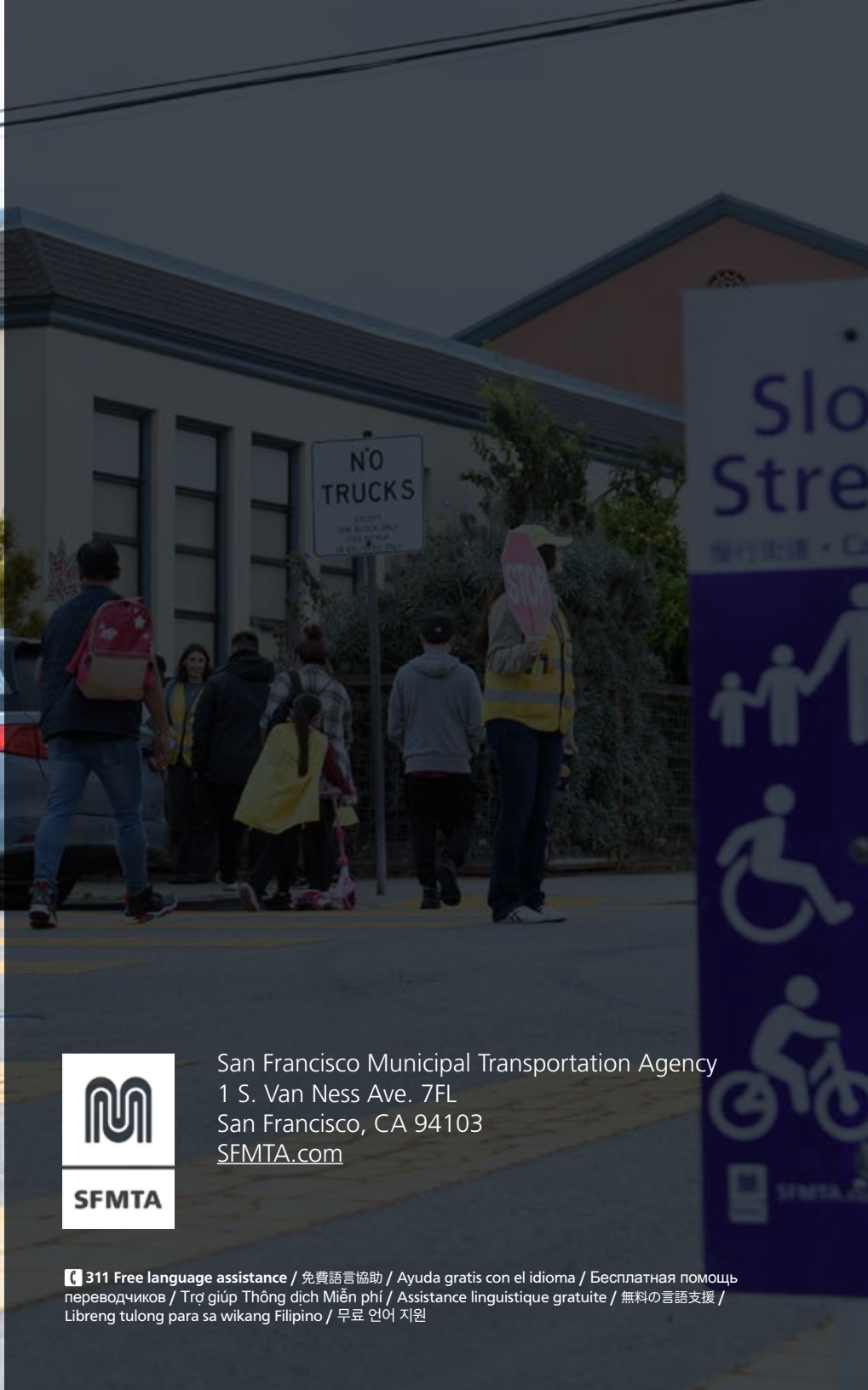
## Helped local venues thrive: New self-post sign program

In the fall, we supported local arts and culture venues with our new Entertainment Venue Self-Post Program. Venues can now print and post their own "Temporary Tow-Away No Stopping" signs. This makes it easier to reserve curb space. Venues need it to quickly load and unload equipment for events. The program even saves venues money, reducing permitting costs by about 30%.



## Honored for improvements to our workers' compensation program

We won a 2025 THEO Award for transforming our workers' compensation program. The cornerstone of our new approach is the Lightspeed program, which ensures the investigation of workplace injuries within 24 hours of an incident. Our innovative workers' compensation program has allowed us to achieve a 300% improvement in getting injured employees back to work within the initial 90 days of their claims.



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