



SFMTA



Transit Update

SFMTA Citizens' Advisory Council (CAC)

Sep. 3, 2026

Transit Update



Muni Updates

- Service update
- By the numbers

Administration

- Operational data
- Training Department modernization
- Vehicle procurement outlook

Security

- Fares for Our Future

Muni Service Update



Fall 2026 Service Changes

Cost-neutral service changes based on customer and operator feedback

Effective August 29:

Address Weekday Crowding

- Commute & School trips: N Judah, 1 California
- Larger 5R Fulton Rapid vehicles

Schedule Reliability

- 22 Owl
- Adjusting time points and pullouts systemwide that reduce operating costs

School-related improvements

- One-seat ride for Francisco Middle School students traveling from Visitacion Valley
- New 28R 19th Ave. Rapid stop at 19th & Eucalyptus serving Lowell High School

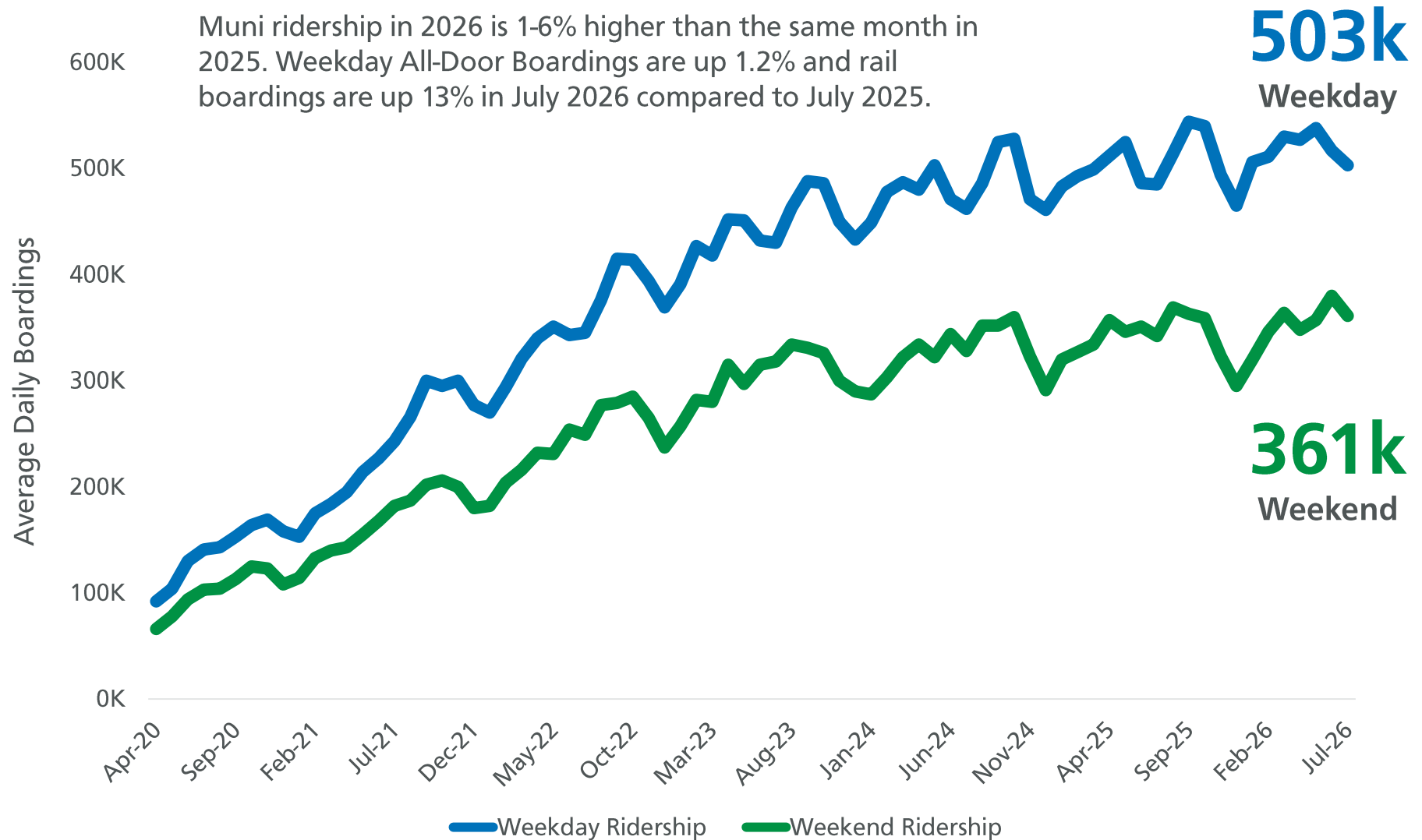


Muni by the Numbers



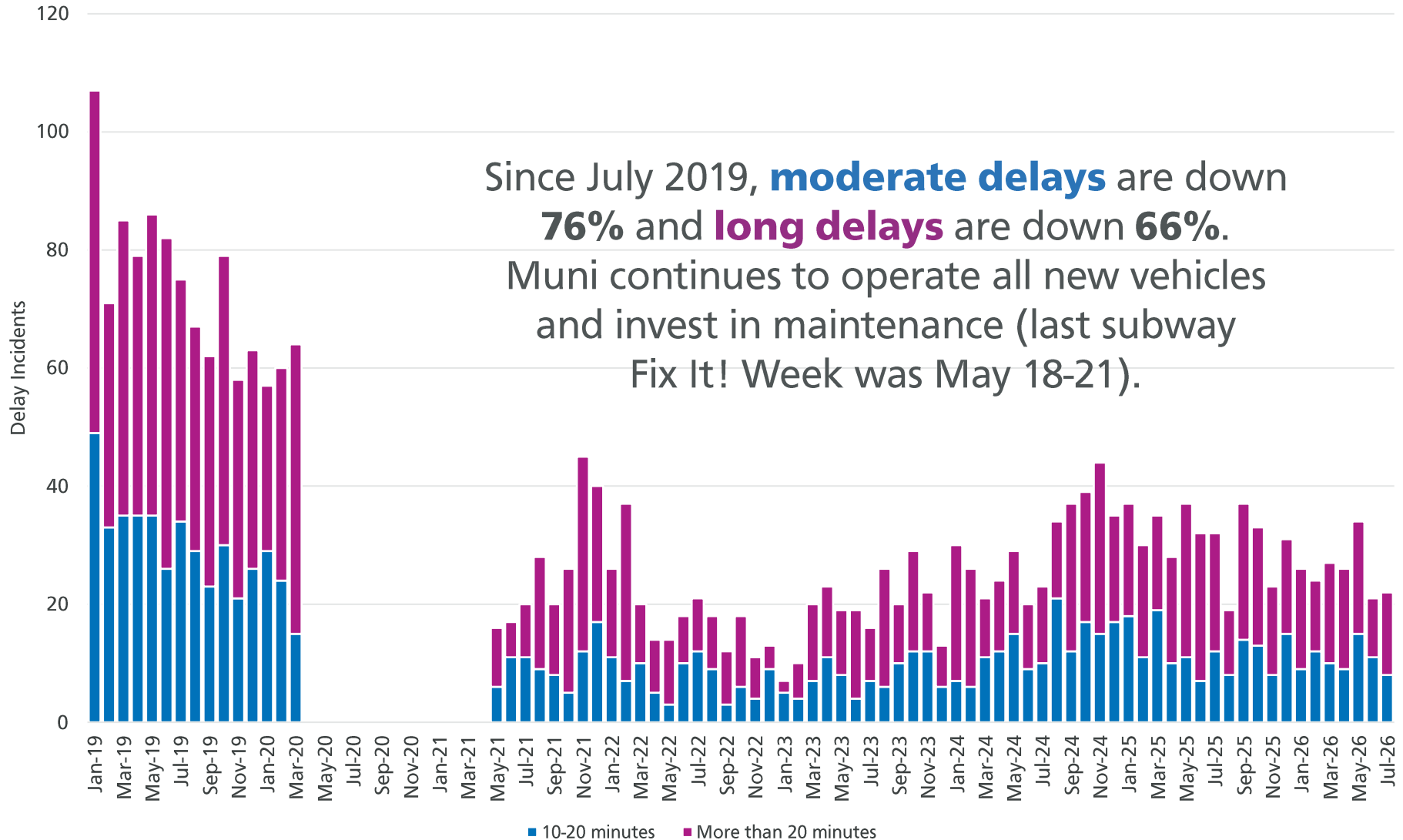
July Weekday and Weekend Ridership

Muni ridership in 2026 is 1-6% higher than the same month in 2025. Weekday All-Door Boardings are up 1.2% and rail boardings are up 13% in July 2026 compared to July 2025.



Note: Excludes cable car and streetcar.

Market Street Subway Delay Events



Transit Administration

Transit Director
Chief Transit Administration Officer

Transit
Workforce &
Budget

Employee
Performance

Transit
Performance &
Technology

Training &
Instruction

Transit Program
Delivery

Budget Reduction Summary

Fiscal Year 26-27 & Fiscal Year 27-28

Transit is the largest division within SFMTA and accounts for 75% of agency expenditures

Cost savings implemented throughout the division include:

- Elimination of vacant positions
- Reduction of non-labor spending
- Implementation of maintenance shift efficiencies



Staffing Levels

- Operator hiring continues to be prioritized to maximize service delivery
- Prolonged hiring restrictions in non-Operator positions leading to high vacancies, including maintenance/crafts
- Large classifications and specialty areas (e.g., machinists) pose largest risks
- Current hiring process aims to prevent further declines

Largest Transit Division Job Classifications in FY 2026-27

JOB CLASS TITLE	TOTAL FTE	% VACANT*
Electrical Transit System Mechanic	250	20%
Automotive Mechanic	175	17%
Electronic Maintenance Technician	140	14%
Transit Car Cleaner	131	12%
Transit Supervisor	243	7%
Transit Operator	2,522	3%

* Vacancies as of June 24, 2026

Training Department



Responsible for developing, governing and managing training programs, training records and staff development that support safe, reliable and efficient transit operations

Training Department

Partnership with WSP



Training Program
Assessment



Conducted
comprehensive
review of
training program

 **Phase 1**

Phase 2

Current
Phase

Review
Baseline
Assessment
Report from
Phase 1



Develop
standard
operating
procedures,
leadership
training,
Intelix
programing.
Digitize
training
materials.



Train the
trainers to
review SOPs
for record
keeping,
training
creation and
best practices.

Phase 3

Conduct
baseline
assessment
report

Enhance
usability of
Intelix
training
platform

Centralized
professional
training
system

Enhancement of Maintenance

WSP Project Outcomes

A single integrated Transit Training Program that supports operational excellence across the Transit Division.

Safety
Better
training
consistency



Workforce
Stronger
career
development



Operations & Maintenance
Increased
readiness
and efficiency



Culture
Higher
employee
engagement



Program Delivery:

30' Fleet Update

- Hold and Inspection initiated June 1 for fleet of 30 vehicles
- Affected service on 35 Eureka, 36 Teresita, 37 Corbett, 39 Coit, 56 Rutland, 66 Quintara and 67 Bernal Heights
- Implemented an accelerated inspection cycle every 2,000 miles (~monthly)
- Meritor/Cummins (braking system manufacturer) supplied reinforced, redesigned brackets to be installed on entire 30-foot fleet
- Installation of new parts is underway, expected completion in mid- to late-September



Program Delivery: Overhauls

Phase 1 - Hybrid Midlife Overhauls

- Performed by SFMTA Maintenance and Complete Coach Works (CCW)
- Overhaul of 315 40' and 60' hybrid electric coaches
- Completed June 2026

Phase 2 - Hybrid Midlife Overhauls

- Work underway, performed by CCW
- Overhaul of 221 40' and 60' hybrid electric coaches
- Program completion expected 2028 Q4

60' Trolley Midlife Overhaul

- First-of-kind in-house overhaul targeting April 2027
- Hiring 6 mechanic positions for this work
- Program completion expected 2029



Program Delivery:

Procurements

94 x 40' low floor hybrid electric coaches

Production ongoing:

- Pilot delivered Nov. 2025
- Production started Mar. 2026
- 20+ coaches delivered to SFMTA
- Last bus scheduled delivery 2027 Q2



New Bus Features

- Full enclosure operator barrier
- Digital video side mirrors (additional to the conventional mirrors)
- USB charging ports
- Additional stroller parking
- Plug style exit door



Program Delivery:

Procurements

Zero-Emission Buses

New Flyer

4 x 40' Battery Electric Buses
Delivery Sep. 2026 - Mar. 2027

3 x 60' Battery Electric Buses
Delivery Nov. 2026 – Mar. 2027

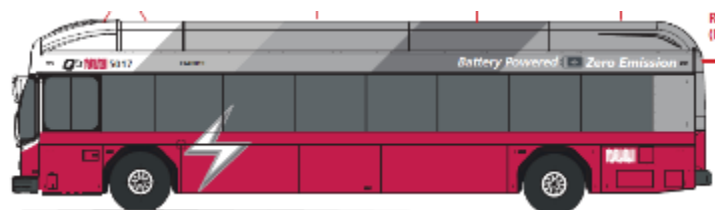
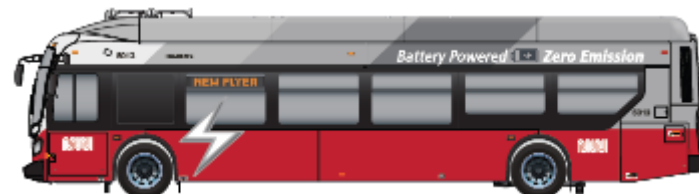
Gillig

5 x 40' Battery Electric Buses
Delivery Oct 2026 – Mar 2027

Solaris

3 x 40' Battery Electric Buses
Delivery Jan 2027 – Oct 2027

3 x 60' Battery Electric Buses
Delivery Nov 2026 – Jan 2028



Program Delivery:

Procurements

LRV4

- 217 out of 219 vehicle delivered
- Completion of vehicle acceptance and remaining deliverables
- Keeping vehicles in state of good repair via planned system overhauls
- Increased brake system reliability
- 3-4 times more reliable than Bredas and experience fewer service delays



Paratransit Procurements

Scheduled	Scope	Status
FY26	35 paratransit vehicles (all replacement) Includes 2 nd BEB Paratransit Pilot, different OEM	19 vehicles completed production - In acceptance process - Remaining vehicles to be purchased when funding available in Oct 2026, \$2.3M
FY28	27 Paratransit vehicles (22 replacement, 5 expansion)	Scheduled to start Detail Design in 2027
FY30-33	71 Paratransit vehicles 1 st batch - 33 replacement 2 nd batch - 38 replacement	Scheduled start Detail Design mid-2028



Security & Investigations



Security & Investigations

Transit Director
Chief Security Officer
Deputy Chief Security Officer

Security &
Investigations
Program

Security Operations
Center

SFPD Muni Response

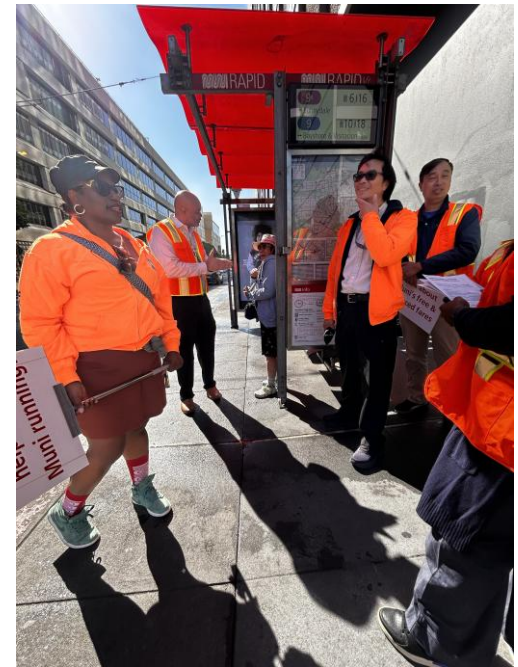
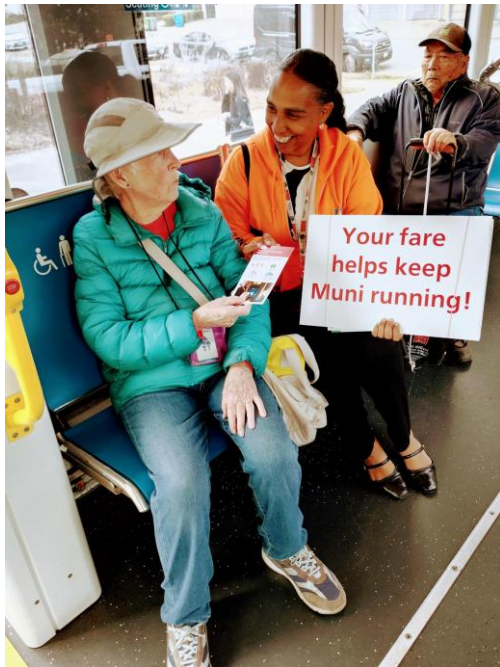
Security Contract

Muni Transit
Ambassador
Program

Proof of
Payment

Fares for Our Future Day Out

Support Transit Fare Inspectors and help customers avoid citations



- 91 SFMTA ambassadors engaged with riders about fare payment on August 11
- Raised awareness about our free and discounted fare programs

Fares For Our Future Day Out

August 11, 2026



Transit fare revenue is +\$18 million above budgeted FY26 projections due to growing ridership and increased fare compliance

Key Takeaways

We're doing great work on a limited budget.

- Muni riders feel the impact of the great work we're doing.
- We're being creative and nimble with the resources we have.

We are readying our fleet, staff and customers for our next chapter

- We're ensuring our operations continue to run safety and smoothly while we lay the foundation for the transit system of the future.





Thank You

August 29 Muni Service Changes

Addressing Weekday Commutes

- **1 California**

- Frequency increases on short and long lines, 10 min to 9 min each for combined 4-5 min frequency
- Adjusting short line pull-out trips to serve California & Presidio

- **N Judah**

- Frequency increase during peaks from 10 to 9 min
- Shifting recovery times to reduce terminal congestion at La Playa terminal

- **5R Fulton Rapid**

- Upsizing to all 60' buses at 10 min out of Islais Creek (Marin)

August 29 Muni Service Changes

Responding to Feedback

- **22 Owl**
 - Adding vehicle during owl period to address running time needs
- **Employee Shuttle**
 - Adding deadhead routing into predictions so operators can receive better real-time information
- **Various Routes**
 - Adjusting time points for more reliable schedules
 - 22 Fillmore, 25 Treasure Island, 25 Owl, 27 Bryant, 29 Sunset, 57 Parkmerced
 - Adjusting pull-out/in times based on actual running times
 - 38 Geary, N Bus

August 29 Muni Service Changes

Adjusting School Service

8AX/8 Bayshore

Converting two AM peak 8AX trips to 8 trips to add additional capacity and reduce transfers/improve access



28R 19th Avenue

Adding rapid stop at 19th & Eucalyptus to add capacity to 19th Ave and improve access

