



**SFMTA**

# Muni Service Cut Proposals for Summer 2025

February 4, 2025

SFMTA Board of Directors

# A well-functioning Muni is critical to the Bay Area's economic recovery

- Muni supports the climate, equity and economic recovery goals of the entire region
- Muni carries over half of Bay Area transit riders
- Over 60% of all regional transit trips start or end in San Francisco
- Almost half of all Bay Area interagency transit transfers are to or from Muni

**“If we don't have a solvent transit agency, we will never have economic recovery.” –Ted Egan, San Francisco's Chief Economist**





# Investments in Muni service quality are paying off



TRANSIT INFRASTRUCTURE



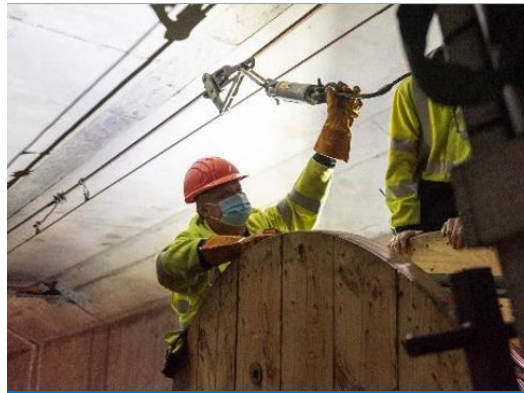
SAFETY



CUSTOMER INFORMATION



CLEANLINESS



MAINTENANCE



EMPLOYEE MENTORING

# December Muni Ridership Recovery

~500,000 average weekday boardings

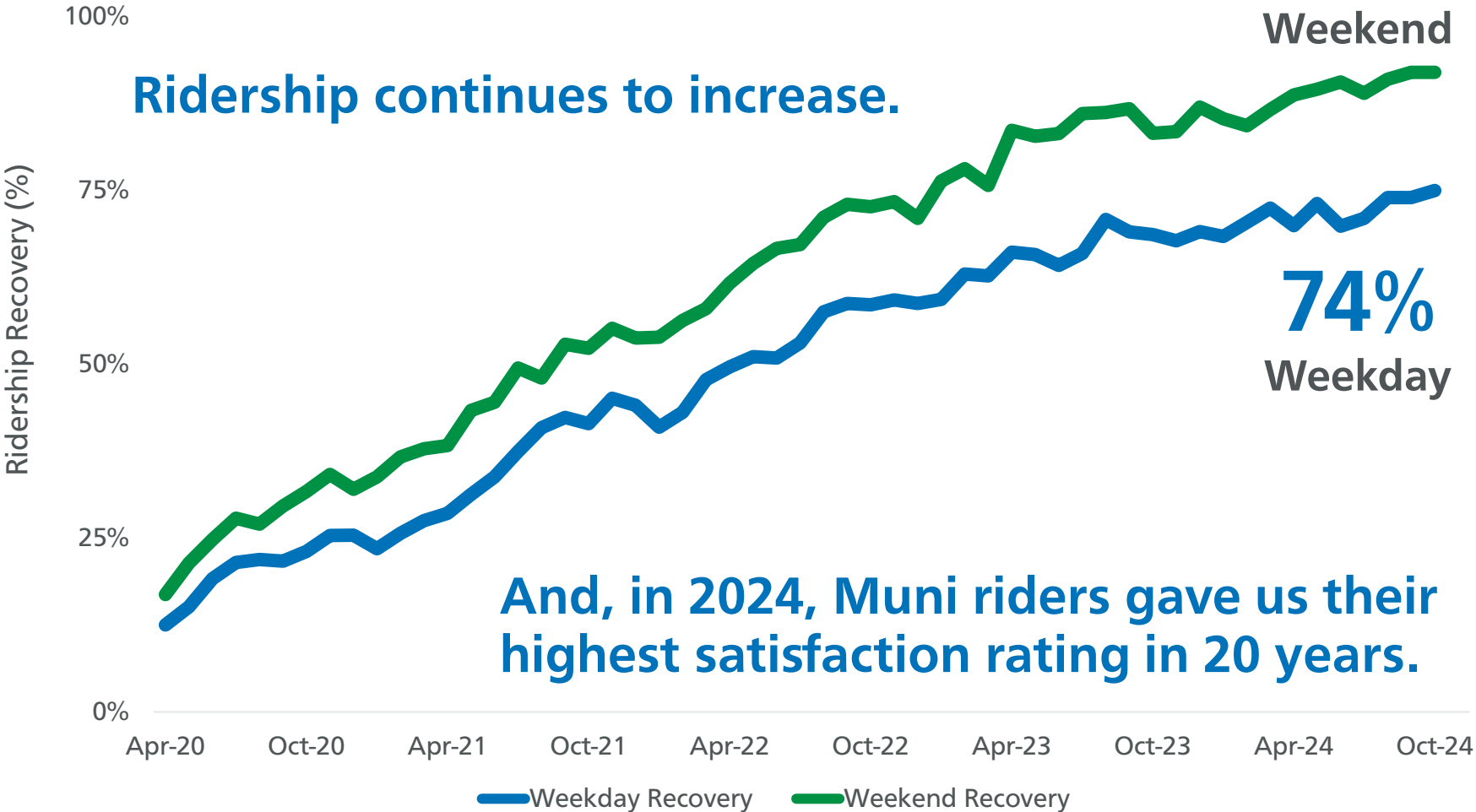
87%

Weekend

Ridership continues to increase.

74%

Weekday



And, in 2024, Muni riders gave us their highest satisfaction rating in 20 years.

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

# Financial Trends



- Revenues are lower than pre-pandemic across the board:
  - Transit use is down
  - Parking use is down
  - General Fund growth is slower than prior decade
- Federal, state and regional relief run out in summer 2026.
- In response, we are reducing spending and planning to cut services. We are working with the Muni Funding Working Group to identify long-term funding solutions.

# Our budget challenges



## **FY25-26 Budget: ~\$50 million need**

This budget shortfall starts in July and is why we need to cut Muni service this summer and make other adjustments to programs, services and revenue.

## **FY26-27 Budget: ~\$320 million need**

This budget shortfall starts when federal and state one-time relief funding are exhausted by June 2026.



# Why do we have to cut Muni service in the summer of 2025?

- We are facing a budget shortfall of about \$50 million in FY25-26, which starts this July.
- The reason: lower-than-expected transit and parking revenue and lower-than-expected operating transfers from the city's General Fund.
- We are controlling spending and have become more efficient, increased transit fare enforcement and frozen hiring. It's still not enough to close the gap.
- We will not be able to afford to replace transit operators or afford the same level of maintenance and cleaning.
- So, in summer 2025, we'll have to **reduce Muni service by ~4%**, which costs about \$15 million to provide.



# Service cut schedule to address existing budget shortfall

February 4	Service proposal presented to SFMTA Board (info item); public outreach to collect feedback on approaches begins at <a href="https://www.sfmta.com/ServiceCuts">SFMTA.com/ServiceCuts</a>
February 4 - 25	Public outreach to obtain input on service cut approaches
February 26 - March 17	Develop service proposal based on input. Public outreach and March 18 Board meeting promotion
March 18	Anticipate SFMTA Board consideration of Title VI analysis for approval and service plan direction
Summer 2025	Implement Summer 2025 Muni Service Plan



# Outreach Process: Objectives

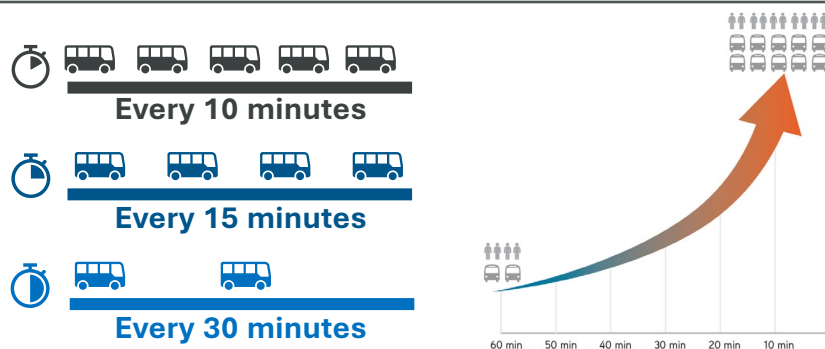
- **Outline Muni service cuts** that would best align service with available resources.
- **Create public awareness** of 3 approaches the SFMTA could take for Muni service cuts.
- **Collect feedback** on each of the approaches.
- **Use feedback for a proposal** to cut Muni service. (Requires SFMTA Board approval, currently anticipated at March 18, 2025, Board meeting.)
- **Maintain public trust** by providing significant notice and transparency about service cuts scheduled in summer 2025



# Levers For Service Modifications

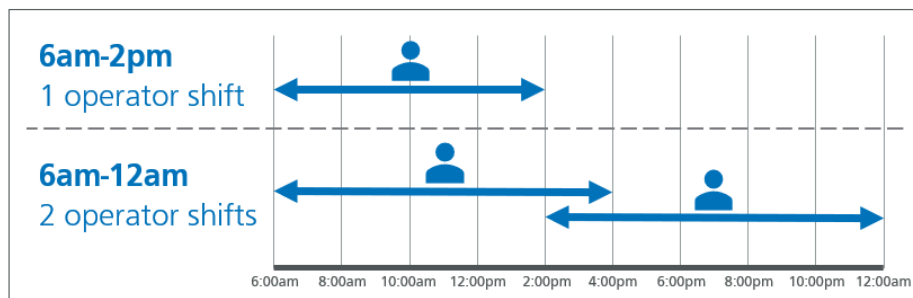
## Frequency

- How frequent a bus arrives at a stop
- **More Frequency = More \$\$\$**



## Time Span

- What hour the service starts and stops
- **Longer Time Spans = More \$\$\$**



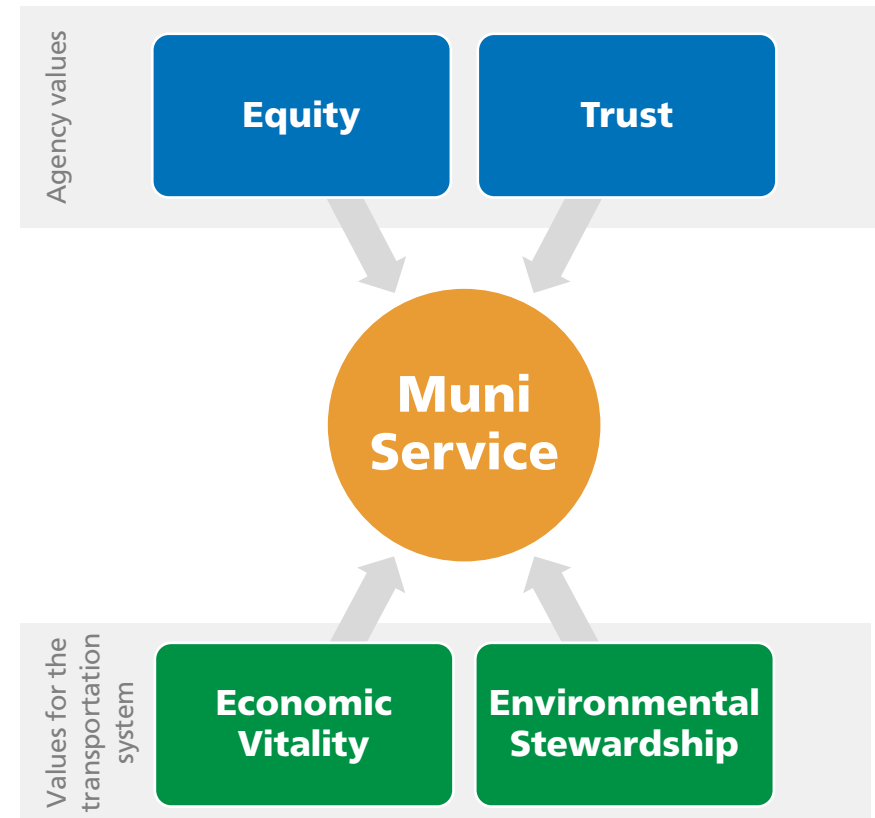
## Route Design

- Where the route goes and stops
- **More Coverage = More \$\$\$**



# Muni Service Decision-Making Criteria

- Neighborhoods identified by the Muni Service Equity Strategy
- Service coverage and locations of trip generators
- Access to opportunities
- Ridership demand (crowding) and frequency
- Feedback from customers, operators and policymakers
- Support economic recovery
- Cost per rider



***Muni service criteria  
based on agency values***



# Muni Service Cut Scenarios

**Note:** Each scenario aims for a 4% systemwide service cut

## Service Cut Scenarios

### Scenario 1: **Preserve high ridership routes**

- Suspend lower ridership routes where there are parallel options

### Scenario 2: **Maintain existing connections**

- Maintain all connections and coverage by reducing frequency on Rapid corridors and connectors service across the system

### Scenario 3: **Prioritize equity routes**

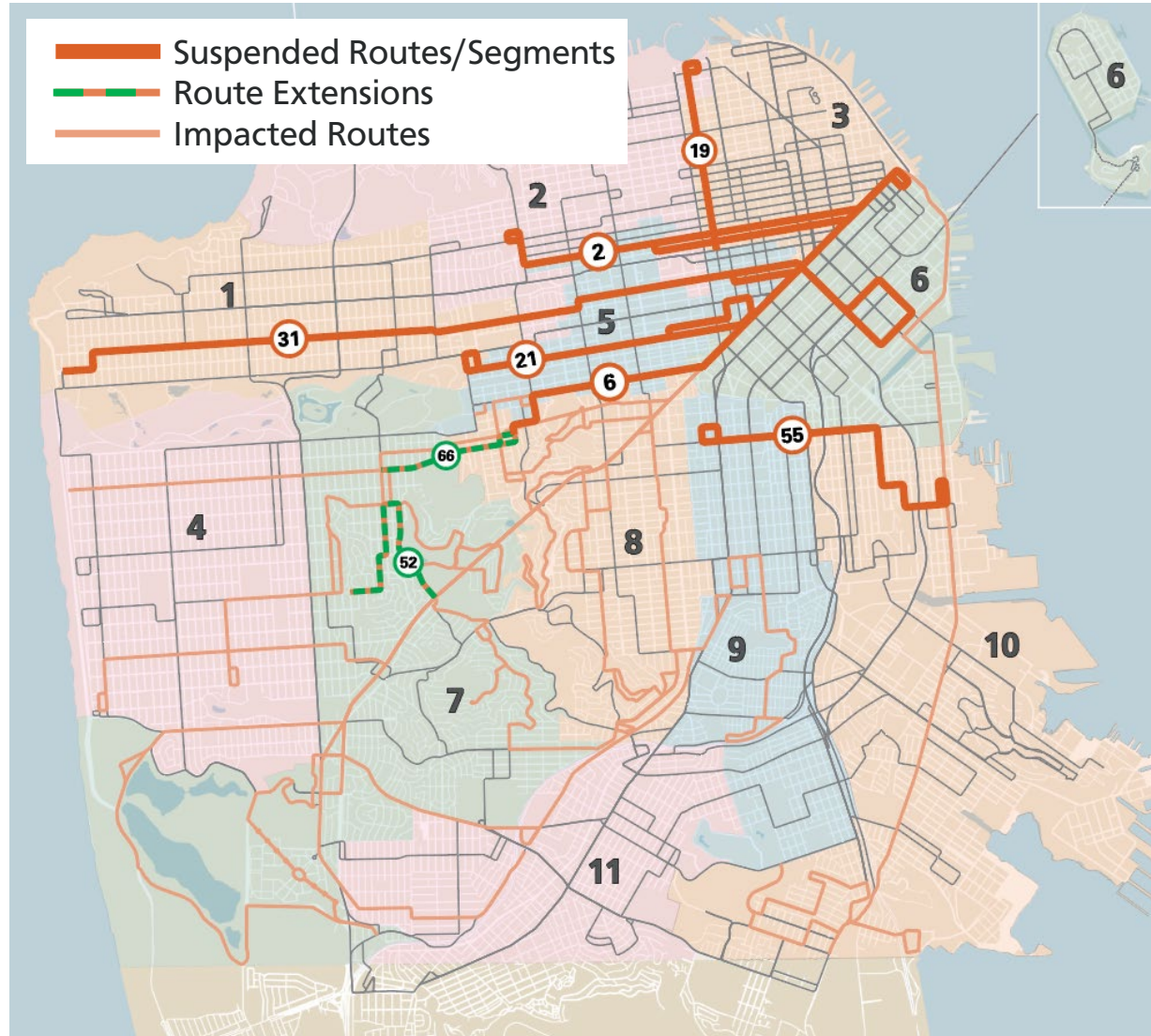
- Prioritize service on Muni Equity routes and access in Muni Equity Neighborhoods by suspending routes and reducing frequencies elsewhere

# Scenario 1: Preserve high ridership routes

Suspend lower ridership routes where there are parallel options

## Proposed Service Changes

- **Suspend service** (maintain parallel service)
  - **2 Sutter** (1, 38, 38R)
  - **21 Hayes** (5, 5R)
  - **31 Balboa** (5, 5R)
  - **55 Dogpatch** (19, 22, 48)
- **Route Modifications**
  - **19 Polk**, terminate at Geary
  - **6 Haight suspend**, but extend **52 Excelsior** over Sunset Heights and **66 Quintara** over Parnassus
- **Reduce Time Spans**
  - **Metro** (J, K, L, M, N, T), Reduce to 7 a.m. to 10 p.m. (currently 5 a.m. to 12 a.m.)
- **Connector Routes** (35,36,37,52,56,57,58,66,67), end service at 7 p.m. (currently end at 9 or 10 p.m.)



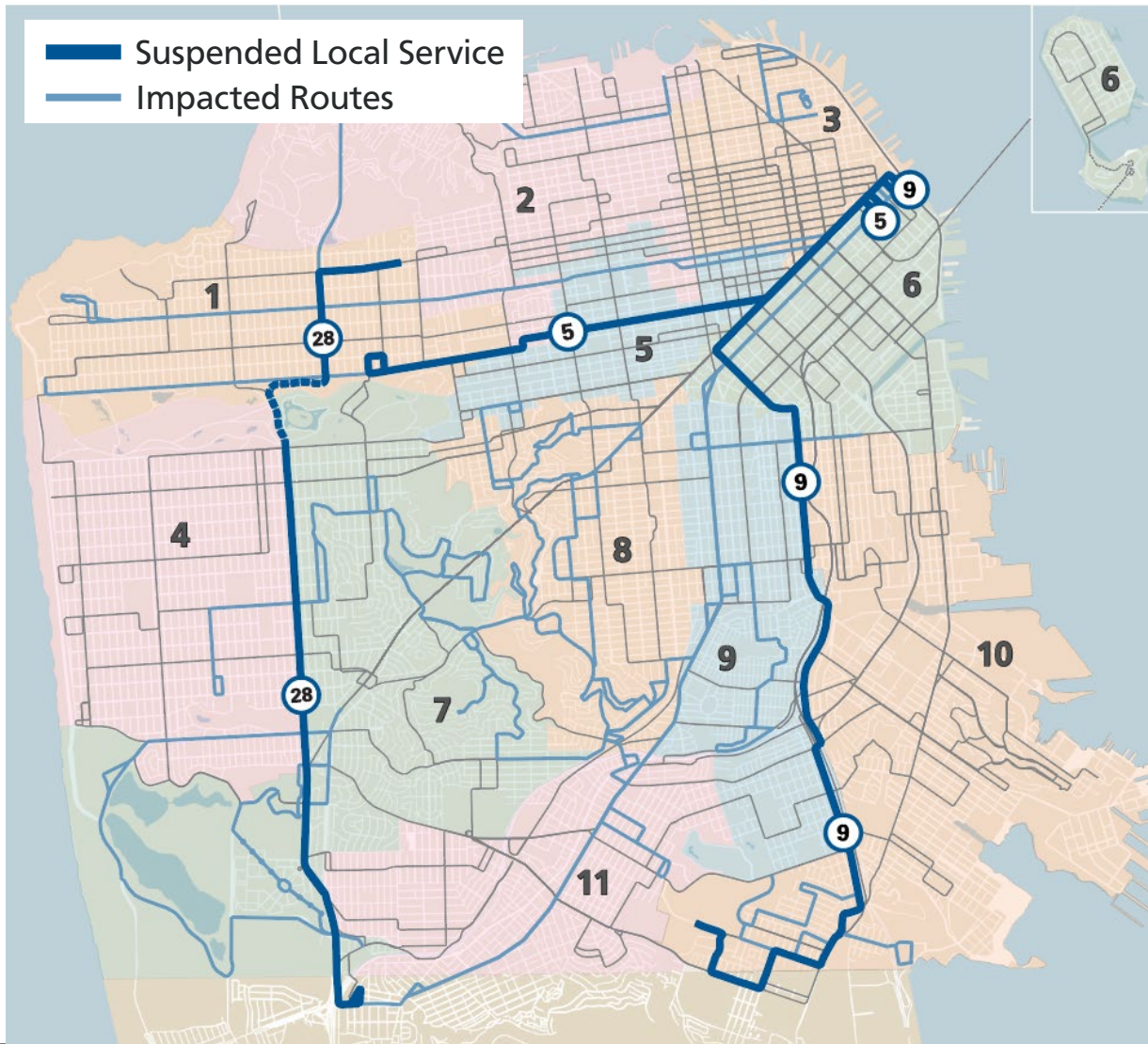
# Scenario 2: Maintain Existing Connections

Maintain all connections and coverage by rebalancing Rapid corridors and Connector service across the system

## Proposed Service Changes

- **Decrease Connector Frequency**
  - **35, 36, 37, 39, 52, 55, 56, 57, 58, 66, 67**  
*decrease service to 30-45 min (currently 20-30 min)*
- **Rebalance Service on Rapid Corridors**
  - **5 Fulton, 9 San Bruno, 28 19<sup>th</sup> Avenue**  
*suspend local service*
  - **14 Mission, 38 Geary**  
*decrease service to every 16 min (currently every 8 min)*
  - **5R, 9R, 14R, 28R\***  
*increase service to every 8 min (currently every 12 min)*

\* reverse routing of 28 19<sup>th</sup> Avenue, 28R 19<sup>th</sup> Avenue Rapid service. Cover area, stops north of California





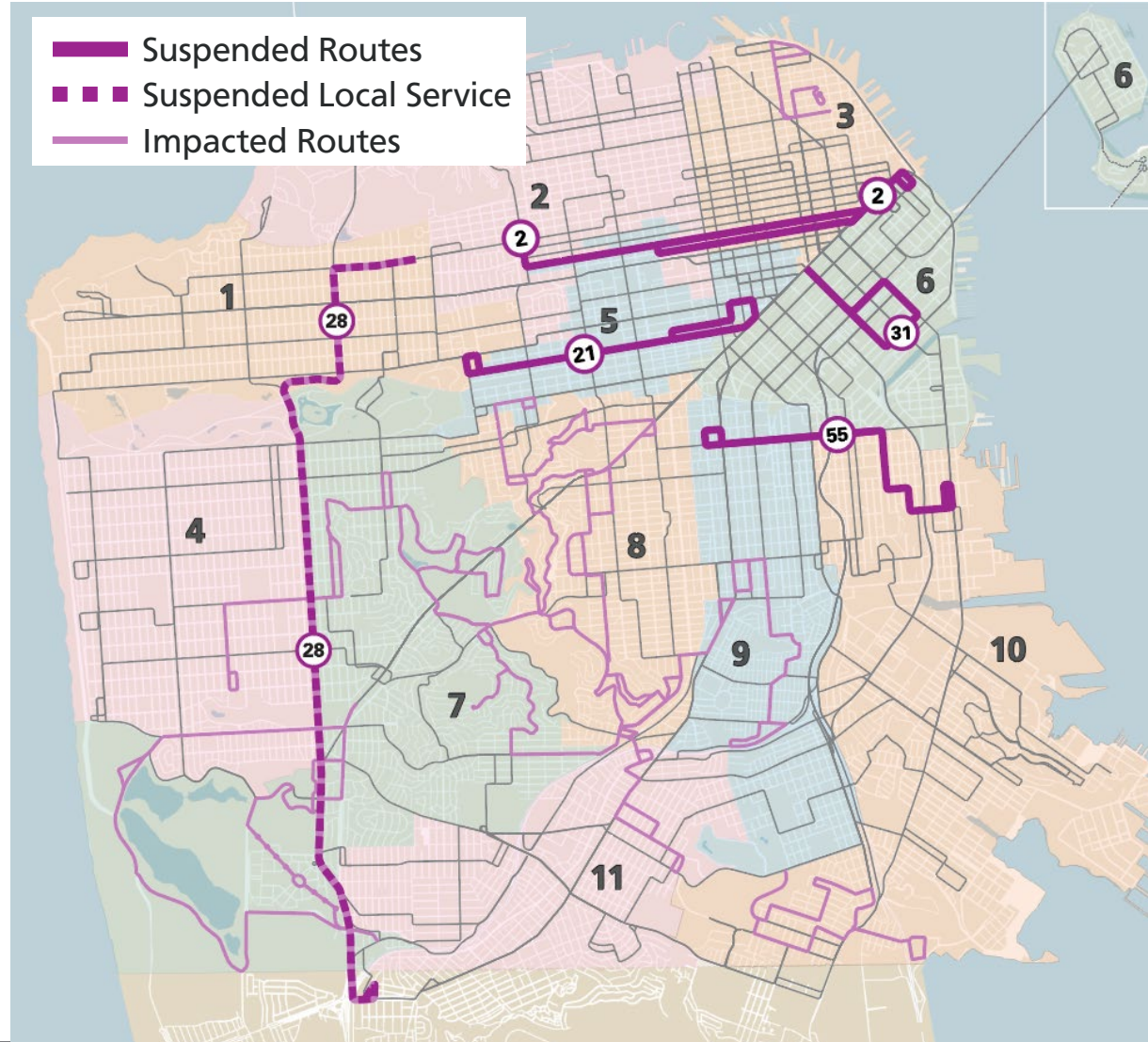
# Scenario 3: Prioritize Equity routes

Preserve service on Muni Equity routes and access in Muni Equity Neighborhoods by **suspending routes and reducing frequencies** elsewhere

## Proposed Service Changes

- **Suspend service** (maintain parallel service)
  - **2 Sutter** (keep 1, 38, 38R)
  - **21 Hayes** (keep 5, 5R)
  - **55 Dogpatch** (19, 22, 48)
- **Route Modifications**
  - **31 Balboa** terminate at Civic Center
- **Decrease Connector Frequency**
  - **35, 36, 37, 39, 52, 55, 56, 57, 58, 66, 67**, decrease service to 30-45 min (currently 20-30 min)
- **Rebalance Service on Rapid Corridor**
  - **28**, suspend local service
  - **28R\***, increase service to 8 min (currently every 12 min)

\* reverse routing of 28 19<sup>th</sup> Avenue, 28R 19<sup>th</sup> Avenue Rapid service. Cover area, stops north of California



# Next Steps

- **Begin multilingual outreach** to gather feedback on the three approaches for service cuts. Materials and feedback form at [SFMTA.com/MuniCuts](https://SFMTA.com/MuniCuts)
- For multilingual information and questions: 415.646.2005 or [MuniCuts@SFMTA.com](mailto:MuniCuts@SFMTA.com)
- Return to the Board on March 18 with a report on the public feedback and final proposal for approval.
- Return to the Board on Feb. 18 with a **detailed financial update**.
- Continue working with the **Muni Funding Working Group** to gain consensus on a package of efficiency measures, service cuts and funding measures to bridge the FY26-27 budget shortfall.





# Appendix

A blue-tinted photograph of a city street scene. In the foreground, three people are standing on a sidewalk, looking towards a blurred bus that is moving past them. The bus is white with dark windows and is in motion, creating a sense of speed. The background shows a city street with buildings and a sign that reads "HONDA SERVICE". The overall scene is captured in a cinematic, slightly desaturated style.



# Scenario 1

## Minimize Crowding

### Suspended Routes Data

*Weekday Route Data Shown from Fall 2024 Schedule*

Route	Equity Route	Peak Frequency	Peak Vehicle Demand	Cost Per Rider	Ridership	Alternative Routes
2 Sutter	No	20 min	5	\$6	2,600	1, 38, 38R
6 Parnassus	Yes	20 min	7	\$6	4,900	N, 7, 52*, 66*
21 Hayes	Yes	20 min	3	\$9	1,500	5, 5R
31 Balboa	Yes	20 min	7	\$5	5,500	5, 5R
55 Dogpatch	No	20 min	3	\$7	1,600	19, 22, 48

*\*extend to cover suspended 6 line*

### Tradeoffs

- Longer walks to bus stops
- Increase in transfers to destinations

Service Category	Typical Frequency	Average Cost Per Rider
Rapid/Frequent	10 min or less	\$4
Grid	12-30 min	\$6
Connector	30 min	\$18
Specialized	Based on Demand	\$5

# Scenario 2

## Maintain Existing Connections

### Suspended Routes Data

*Weekday Route Data Shown from Fall 2024 Schedule*

Route	Equity Route	Peak Frequency	Peak Vehicle Demand	Cost Per Rider	Ridership	Alternative Routes
5 Fulton	Yes	12 min	9	\$6	7,700	5R
9 San Bruno	Yes	12 min	12	\$5	10,500	9R
28 19 <sup>th</sup> Ave	No	12 min	14	\$4	13,500	28R*

\* reverse routing of 28 local and rapid service to cover service area north of California

### Tradeoffs

- Longer wait times
- More crowded buses
- Increased pass-ups at stops

Service Category	Typical Frequency	Average Cost Per Rider
Rapid/Frequent	10 min or less	\$4
Grid	12-30 min	\$6
Connector	30 min	\$18
Specialized	Based on Demand	\$5

# Scenario 3

## Preserve Equity Service

### Suspended Routes Data

*Weekday Route Data Shown from Fall 2024 Schedule*

Route	Equity Route	Peak Frequency	Peak Vehicle Demand	Cost Per Rider	Ridership	Alternative Routes
2 Sutter	No	20 min	5	\$6	2,600	1, 38, 38R
21 Hayes	Yes	20 min	3	\$9	1,500	5, 5R
28 19 <sup>th</sup> Ave	No	12 min	14	\$4	13,500	28R*
55 Dogpatch	No	20 min	3	\$7	1,600	19, 22, 48

*\* reverse routing of 28 local and rapid service to cover service area north of California*

### Tradeoffs

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