



# Quarterly Muni Service Update

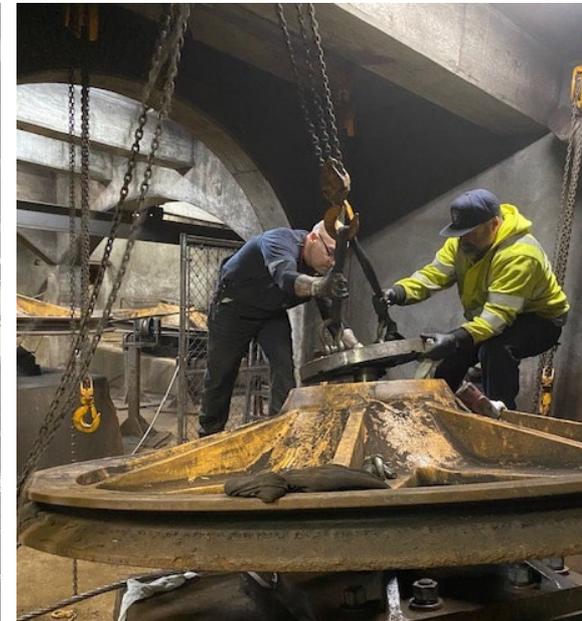
SFMTA Board of Directors  
June 17, 2025



# Quarterly Muni Service Update

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

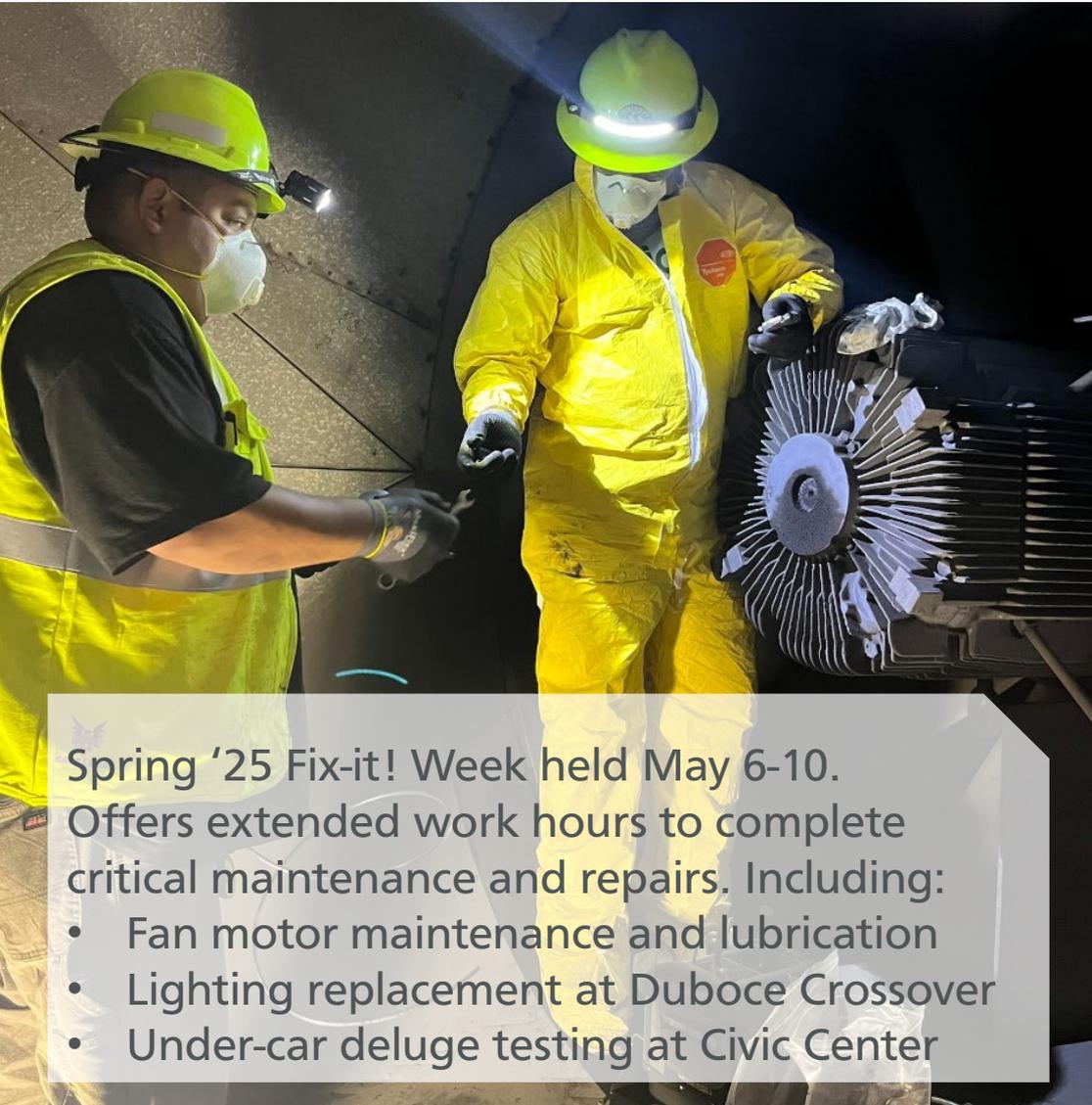
# Maintenance of Way Cable Car Sheaves Upgrade Project



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

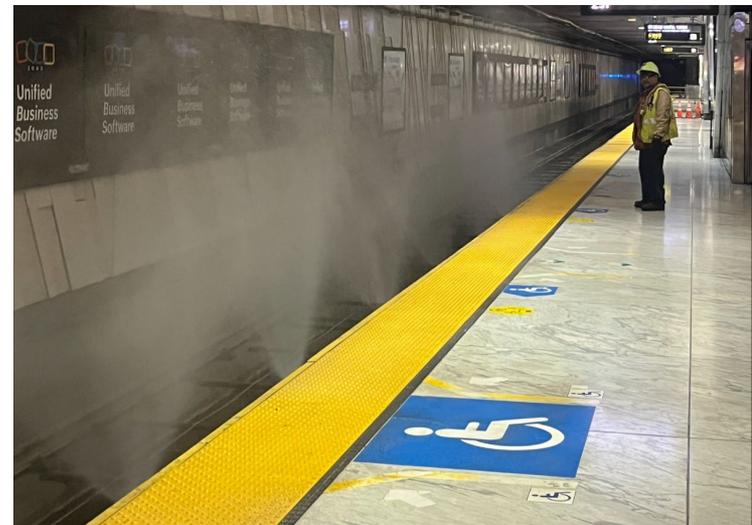
# Maintenance of Way

## Fix it! Week



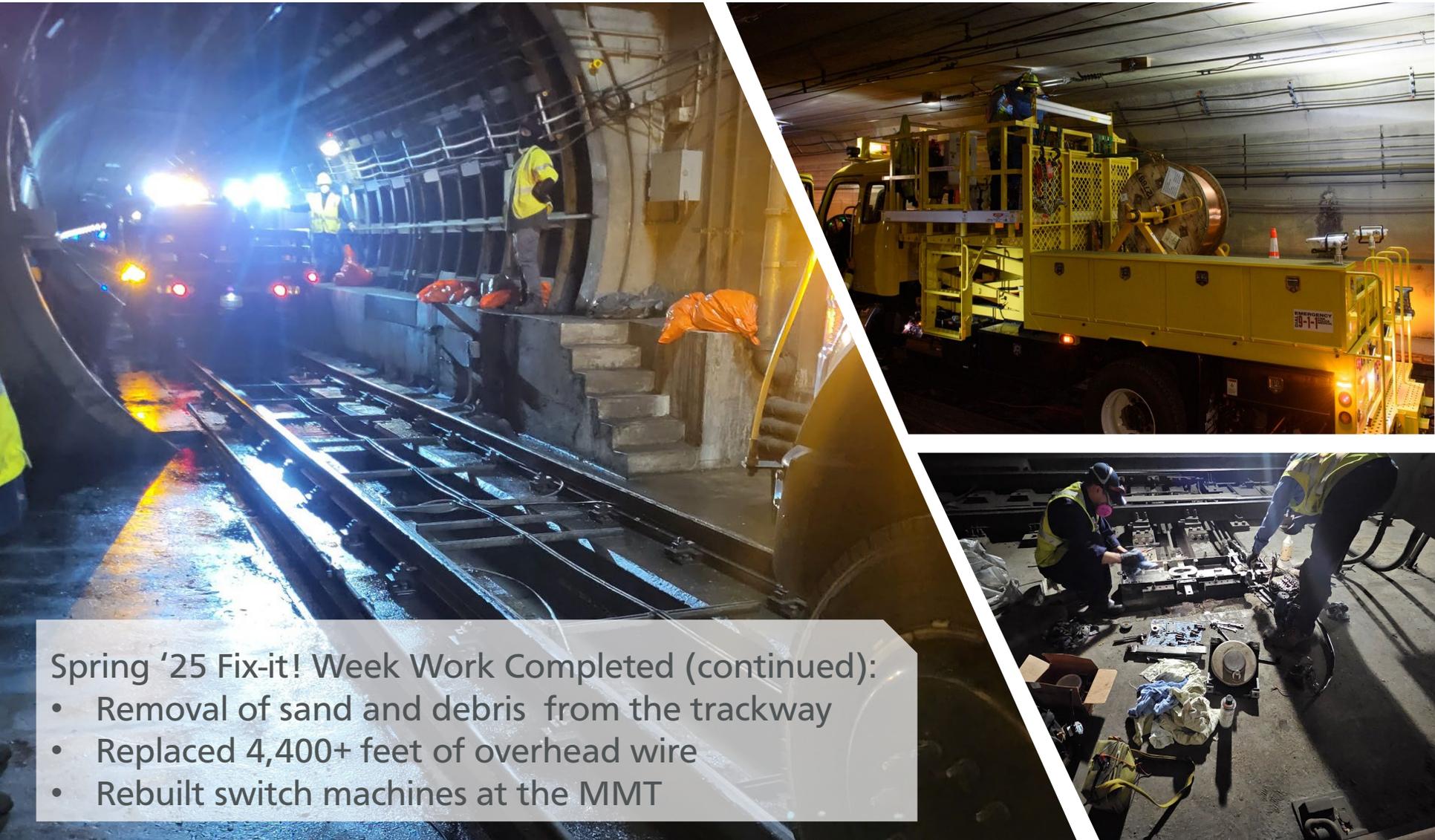
Spring '25 Fix-it! Week held May 6-10. Offers extended work hours to complete critical maintenance and repairs. Including:

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



# Maintenance of Way

## Fix it! Week

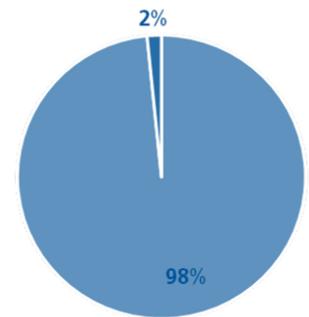


- Spring '25 Fix-it! Week Work Completed (continued):
- Removal of sand and debris from the trackway
  - Replaced 4,400+ feet of overhead wire
  - Rebuilt switch machines at the MMT

# Fleet Maintenance

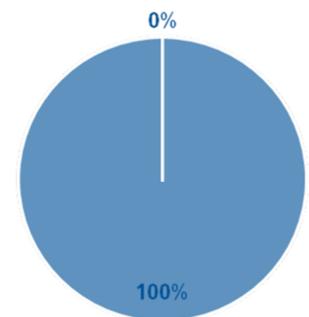
- Approaching total LRV4 "New Vehicle" service—all time high!
- Currently 100% LRV4 weekends, only 2% Breda weekdays
- Breda mileage approaching zero—expected retirement end of summer

Weekdays

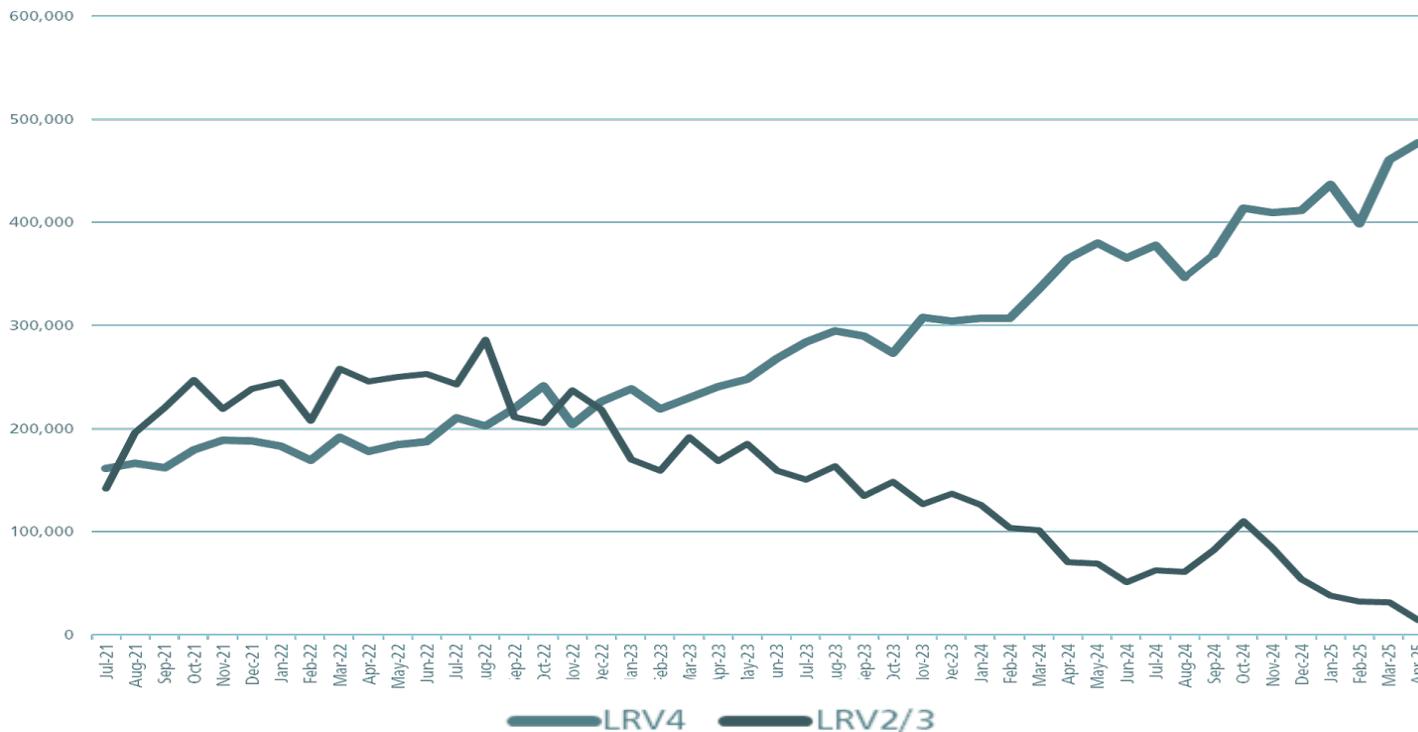


■ Siemens ■ Breda

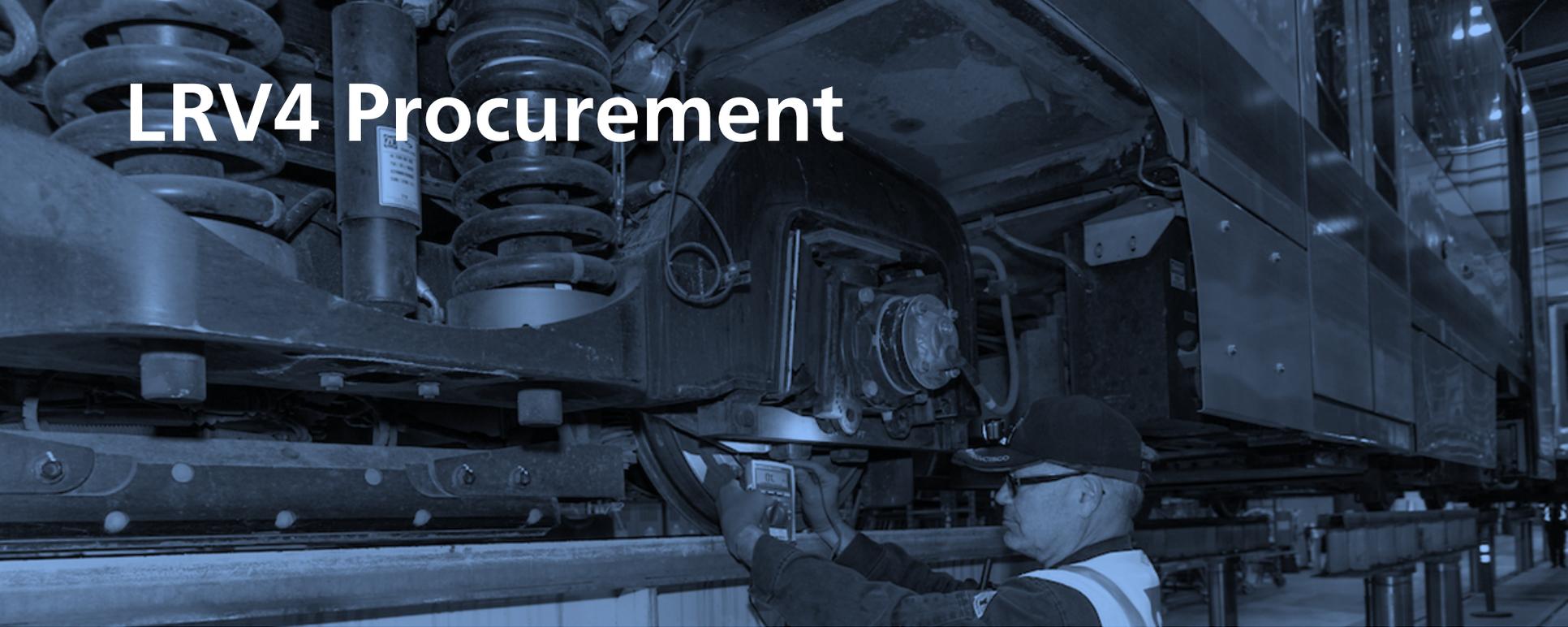
Weekends



■ Siemens ■ Breda



# LRV4 Procurement



- 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!



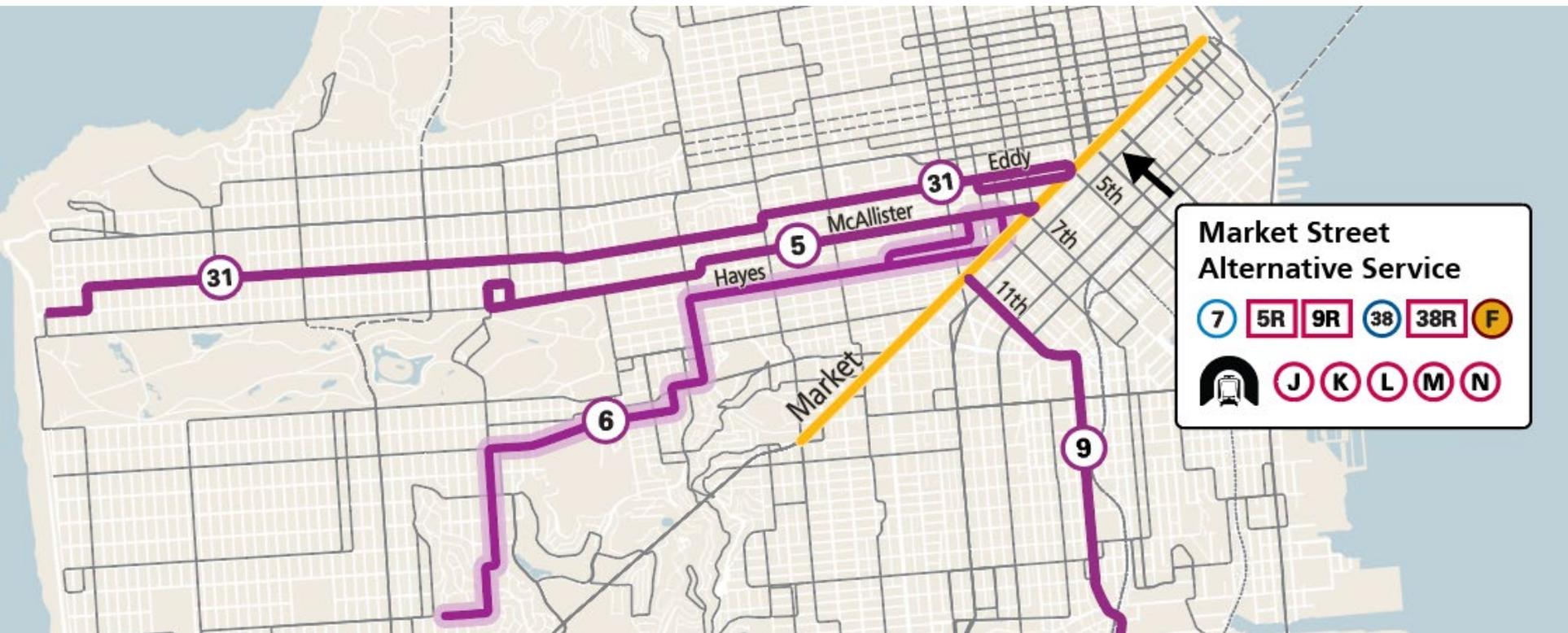
# LRV4 Procurement

- \$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 11<sup>th</sup> & Market/Van Ness Station on weekdays when 9R San Bruno Rapid is in service
- 31 Balboa:** Turns around at 5<sup>th</sup> & 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



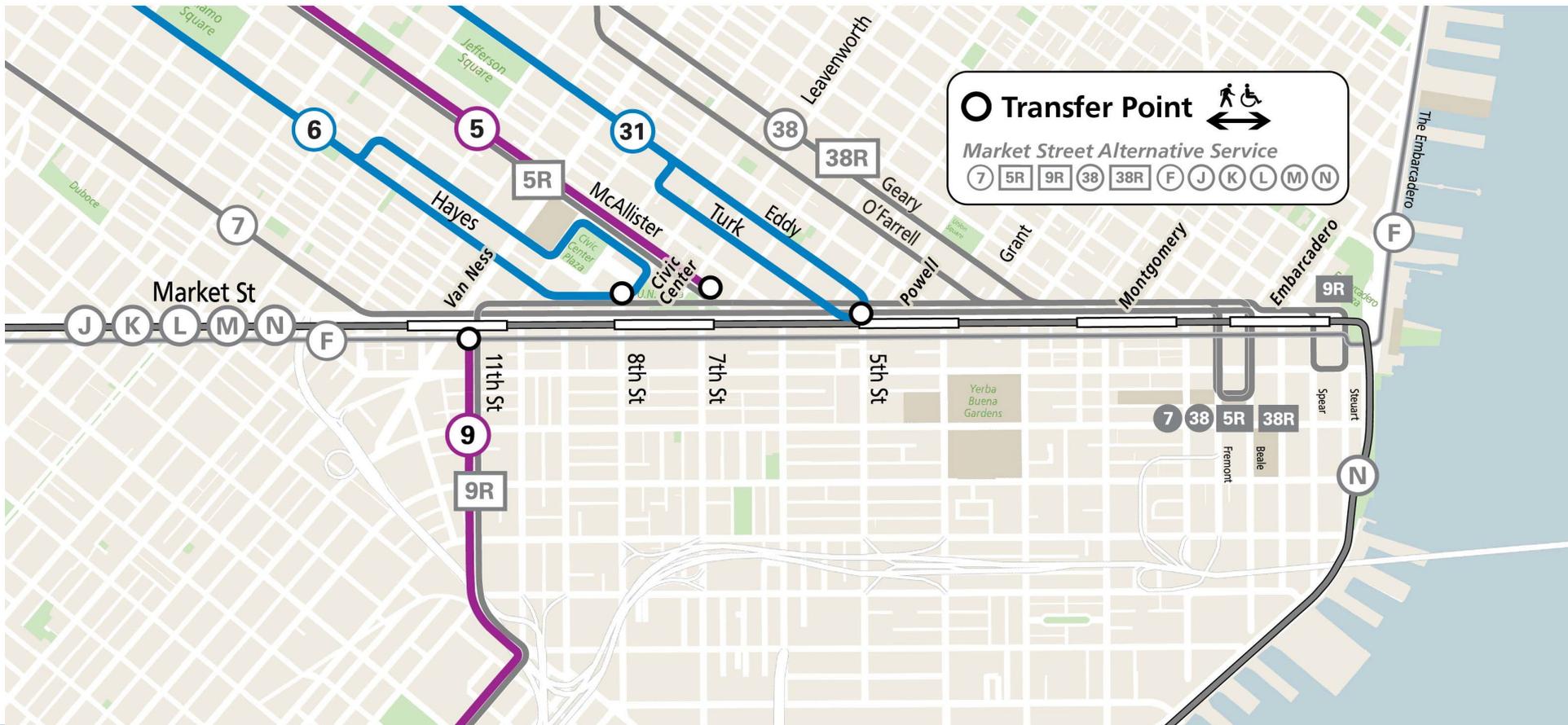
# Service Changes

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

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

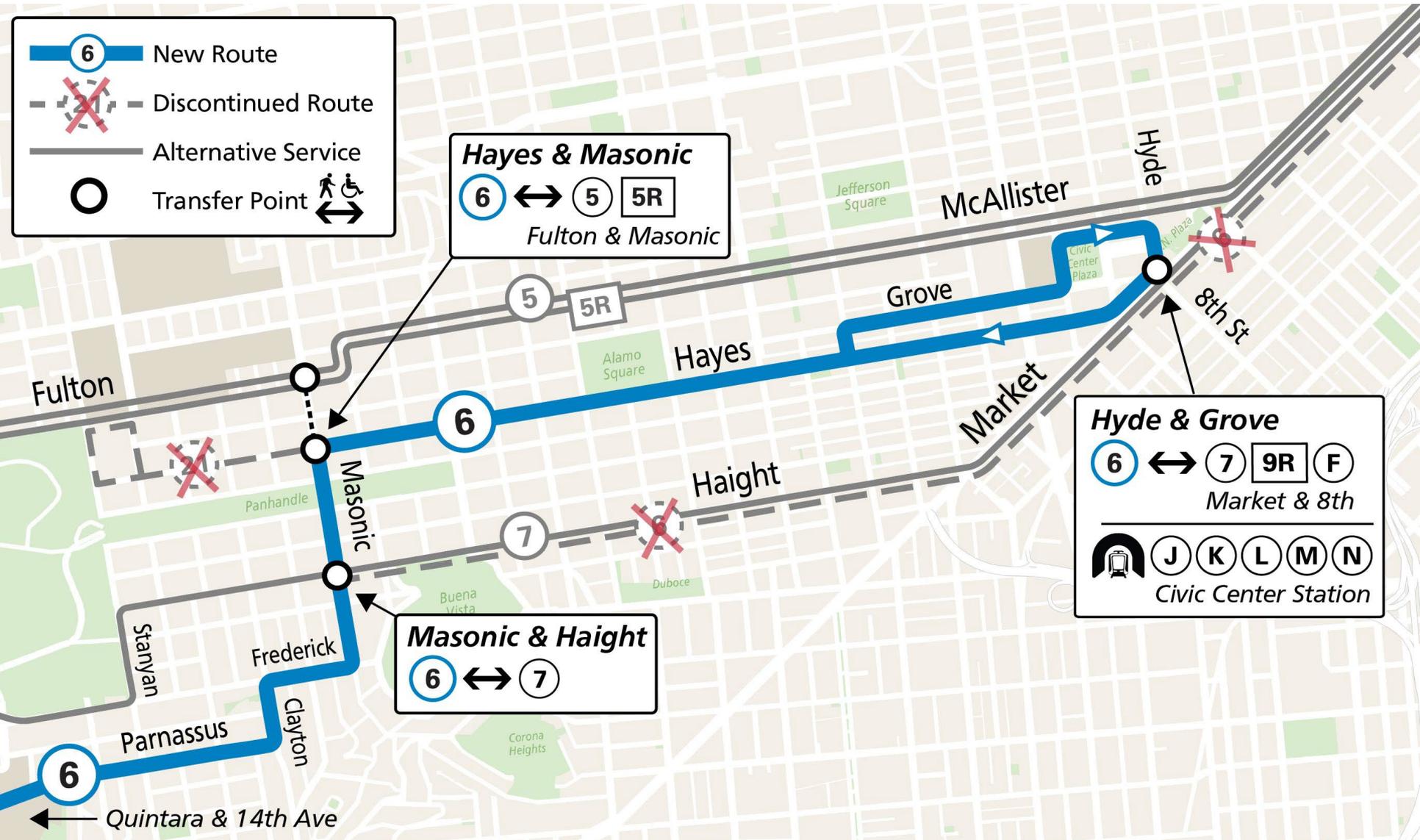
Weekdays & Weekends

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



# New Route: 6 Hayes-Parnassus

Effective June 21, 2025



- New Route
- Discontinued Route
- Alternative Service
- Transfer Point

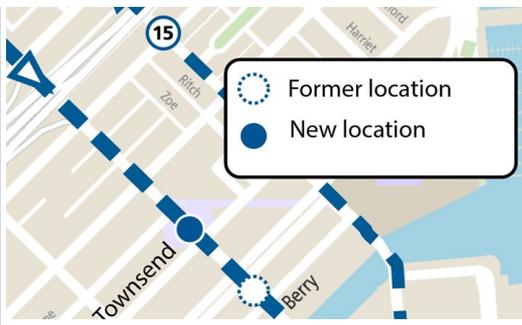
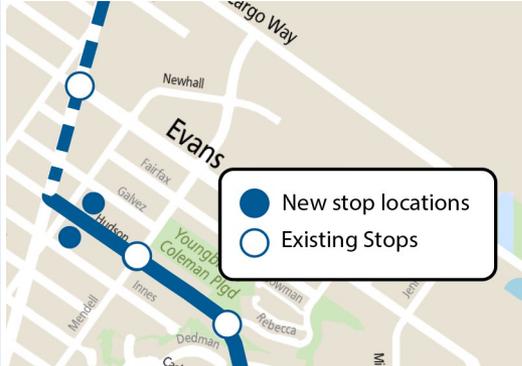
**Hayes & Masonic**  
6 ↔ 5 5R  
Fulton & Masonic

**Hyde & Grove**  
6 ↔ 7 9R F  
Market & 8th  
Civic Center Station  
J K L M N

**Masonic & Haight**  
6 ↔ 7

# Service Changes

## Response to Operator & Customer Feedback

Route	Change	Map
15 Bayview Hunters Point Express	4 <sup>th</sup> and Berry OB stop relocated to 4 <sup>th</sup> and Townsend near side for safety improvement.	 <p>Map showing the relocation of the 4<sup>th</sup> and Berry OB stop to 4<sup>th</sup> and Townsend near side. The former location is marked with a dashed circle, and the new location is marked with a solid blue circle.</p>
15 Bayview Hunters Point Express	New stops on Hudson at Newhall for access improvement.	 <p>Map showing new stop locations on Hudson at Newhall. The new stop locations are marked with solid blue circles, and existing stops are marked with white circles.</p>

# Service Changes

## Response to Operator & Customer Feedback

Route	Change	Map
48 Quintara-24 <sup>th</sup> 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-24<sup>th</sup> 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

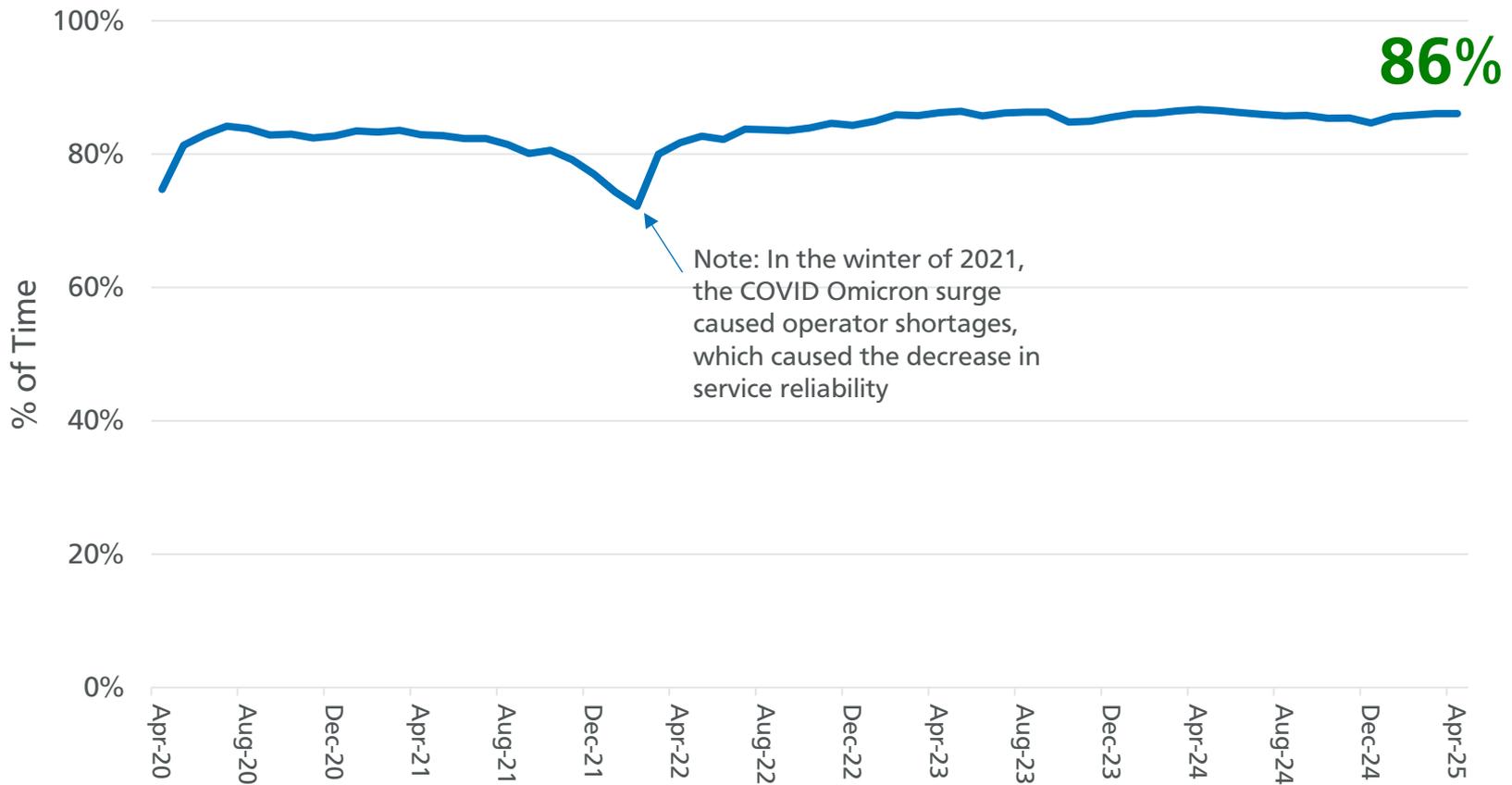
- Collect feedback on draft service plans
- Update service plans based on feedback and budget projections

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



Note: In the winter of 2021, the COVID Omicron surge caused operator shortages, which caused the decrease in service reliability

86%

# 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:

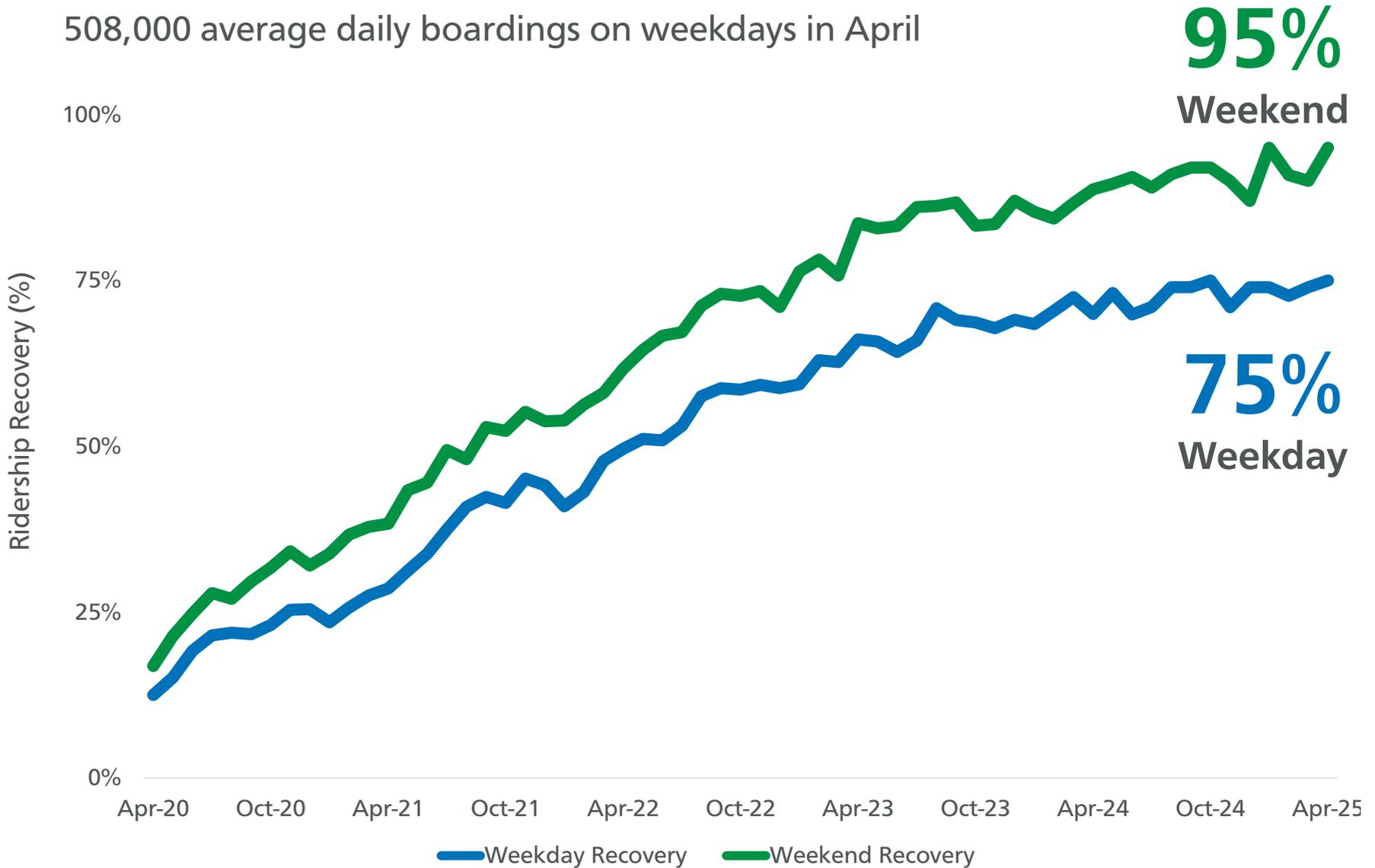
Muni Metro had 107,000 trips Feb. 15,  
*+34,000 trips than a typical Saturday in 2025*  
*Its busiest weekend day since 2020!*

- **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)

# Customer Experience Roadmap



## Our Vision

Transform how Muni delivers service by putting the customer at the center of every decision and design

## Why a Customer Experience Program?

- 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!

