

A Year of Movement

San Francisco Municipal
Transportation Agency

FISCAL YEAR 2017–2018 ANNUAL REPORT



Vision

Excellent transportation choices
for San Francisco.

Mission

We connect San Francisco through
a safe, equitable and sustainable
transportation system.

Table of Contents

2	Letter from the DOT
4	About the SFMTA
6	SFMTA Strategic Plan
8	Moving Muni Forward
21	Improving Access to Transportation
23	Making Streets Safer with Vision Zero
30	Building out the Bike Network
34	Driving Innovation
37	Protecting the Environment
44	Our Workplace Connects to the Transportation System
47	Working with Communities
50	Projects Completed Fiscal Year 2017-2018
52	Projects on the Horizon
54	Financial Information
58	Key Performance Indicators
64	Acknowledgments

This annual report shares milestones and data covering the fiscal year that began July 1, 2017 and closed June 30, 2018. This period comprises the final year of our Fiscal Year 2013-2018 SFMTA Strategic Plan.

A Year of Movement

San Francisco is the epicenter of transportation innovation.

This was true a century ago, when our city introduced Muni as the first publicly owned transit system in the nation. San Francisco continues to be the home of transportation innovations, from the great strides we've made to embrace environmentally friendly transportation options and being the home of the greenest public transit system in North America, to proactively designing streets that prioritize your safety and well-being no matter how you move around the city.

Our annual report describes the many ways that we work to manage, operate and regulate the city's transportation system to ensure that it is safe, reliable and equitable.

Thanks to historic investments to replace and expand the entire Muni fleet with state-of-the-art light rail vehicles and new coaches, trolleys and hybrid buses, Muni now generates less than 2 percent of the city's greenhouse gas emissions. Muni is why we are one of only five transportation agencies to be recognized with the American Public Transportation Association's Platinum Sustainability Certification.

We are also working hard to explore ways to carry more people in fewer vehicles. The city is meeting its Transit-First goal of more than 50 percent of trips being made by sustainable modes, including Muni, walking, bicycling, taxis and carshare. But San Francisco likes to think big. In 2017, the city adopted the Transportation Sector Climate Action Strategy, which set an aggressive goal of 80 percent of travel done by sustainable modes by 2030. Our changing climate needs our attention, and we plan to reach this goal.

Through the implementation of the Fiscal Year 2013-2018 SFMTA Strategic Plan, our agency documented many achievements, many of which are highlighted in this annual report. Yet the city is not the same as it was when the previous plan was developed. Not only has there been a tech industry boom and an influx of new residents and workers, but there have also been significant changes in how people get around the city, as well as shifts in public needs and expectations. That's why we adopted a new Strategic Plan in 2018.

The SFMTA Strategic Plan that took effect July 2018 builds on recent achievements and outlines how the agency will align staff and financial resources to respond to new opportunities and challenges. Our Strategic Plan establishes a consistent approach for how state, regional and local policies are implemented in the city's transportation system. It identifies goals and objectives that guide the agency's planning efforts, the prioritization of capital programs and projects, and the development of operating capital budgets.

Our Strategic Plan also reaffirms the agency's Vision and Mission, establishes metrics to measure our progress and guides how agency staff work with one another and the public through our workplace values of *Respect, Inclusivity* and *Integrity*.

As public servants, we always strive to improve. This summer, transit riders across the city experienced longer wait times and over-crowded vehicles. When service doesn't live up to expectations, it means that we need to work harder to ensure that we are delivering on our promise to the people of San Francisco. We responded to these challenges with our Agency Plan to Improve Muni, laying out near- and long-term measures to sustain progress toward the world-class service that San Francisco deserves.

As a new generation of travel options is introduced to our city streets, we are committed to ensuring that whatever new transportation technologies, whatever new ways people choose to move around the city, that these are consistent with "San Francisco values" — prioritizing transit service, safe streets, our economy and quality of life. These are values that we, as San Franciscans can all stand behind.

I am grateful to the 6,000 SFMTA employees and our many partners who help us make our Vision and Mission come to life.

I offer a special thanks to the residents and businesses of San Francisco. Your dedication to supporting public transportation has helped us put people's safety first and keep our great city moving. We couldn't do this work without you.



A stylized, handwritten signature in black ink, appearing to read 'E. Reiskin'.

Edward D. Reiskin
Director of Transportation

About the SFMTA

The San Francisco Municipal Transportation Agency (SFMTA) manages the city's transportation network and is one of the most unique public agencies in the world.

We connect San Franciscans with their communities to enhance the economy, environment and quality of life in the city. However you choose to get around—whether you ride Muni, drive a car, walk, ride a bike, take a taxi or ride paratransit—the SFMTA helps you get where you need to go easily and safely.

The agency is governed by a seven-member Board of Directors. Appointed by the Mayor and confirmed by the Board of Supervisors, the SFMTA Board of Directors provides policy oversight in accordance with the San Francisco Charter, its Transit-First Policy and the public interest.



$$\begin{array}{cccccc}
 77 & + & 140 & + & 212 & + & 19 & = & 448 \\
 \text{Miles of} & & \text{Miles of} & & \text{Miles of} & & \text{Class IV} & & \text{Miles of} \\
 \text{class I bike} & & \text{class II bike} & & \text{class III bike} & & \text{separated} & & \text{bikeway} \\
 \text{paths} & & \text{lanes} & & \text{routes} & & \text{bikeways} & & \\
 \end{array}$$

6,000 
SFMTA employees

2,550 
Muni Operators

900+ 
Muni buses

4,421 
Bike racks
on sidewalks

366 
Bike racks in
on-street corrals

1,234 
Signalized
intersections

186 
Muni light rail trains: (149
Bredas; 37 Siemens LRV4s)

51 
Historic streetcars

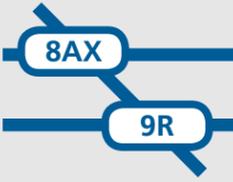
40 
Cable cars

1,084 
Pedestrian
countdown signals

253 
Accessible
pedestrian signals

190 
Crossing guards

3,500+ 
Muni stops

82 
Muni routes/lines

9 
Muni
Metro stations

441,950 
Public parking spaces

26,750 
Metered
parking spaces

38 
Off-street parking
garages and lots

31 
Miles of transit-only lanes

482.5 
Miles of
overhead line

99 
Miles of rail tracks

314 
Parking Control Officers

18 
Labor unions that
represent our workforce

142 
Paratransit vehicles

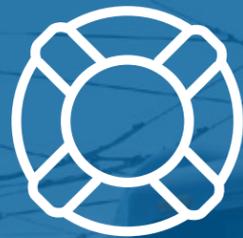
SFMTA Strategic Plan

Through the coordinated efforts of our agency, we work to strengthen San Francisco's transportation system and set in motion solutions that make our city better.

Using our Fiscal Year 2013-2018 SFMTA Strategic Plan as a framework for action, we helped San Francisco achieve the lowest number of traffic deaths in recorded history in 2017. We surpassed the city's goal to reduce solo car trips with more than 50 percent of San Francisco trips carried out by sustainable modes. Over the last several years, we have also increased Muni service by more than 10 percent and updated the Muni fleet so we can run more trains and buses than ever before.

Collectively, we deliver on priorities defined by the SFMTA Strategic Plan:

GOAL 1 Safety



Create a safer transportation experience for everyone.

GOAL 2 Travel Choices



Make transit and other sustainable modes of transportation the most attractive and preferred means of travel.

GOAL 3 Livability



Improve the quality of life and environment in San Francisco and the region.

GOAL 4 Service



Create a workplace that delivers outstanding service.



Moving Muni Forward

 Founded in 1912, the San Francisco Municipal Railway, better known as Muni, is the first publicly owned and operated transit system in the nation. Muni continues to be a pioneer: It now has the newest and greenest transit fleet of any major city in North America. Its network of fuel-efficient Muni buses, light-rail trains, historic streetcars and iconic cable cars covers all corners of the city to serve San Francisco.

Brand New Trains

Our first new light-rail vehicle went into service November 2017, and we continue to launch new trains into service each week. This new light-rail vehicle model, known as an LRV4, is produced by Siemens at their Sacramento plant and features wider aisles, better customer signage and an improved lightweight design that reduces delays and limits noise.

By the end of this year, we will have expanded the fleet by 68 additional vehicles. Over the next decade, we will replace our entire existing fleet of light-rail vehicles. Meanwhile, we continue to maintain our aging Breda trains and push them to perform better.

Brand New Buses

More than 140 new Muni buses were introduced this year, including standard and articulated electric trolleys and hybrids. (The first 40-foot trolleys are now in service and 60-footers have been in service for some time.)

The majority of our Muni bus fleet has been replaced, with full replacement projected by 2019 (except for our 30-foot bus fleet). Converting from the oldest transit fleet in the country to the newest fleet has increased Muni's reliability and provided a better experience for our riders and operators.

Driving Muni Forward

Since 2015, we have been working to make Muni more reliable and safer through a series of improvements to Muni service and capital investments. Informed by the Transit Effectiveness Project, Muni Forward ushered in the Muni Rapid Network, where we focus significant investment to improve the most heavily utilized lines that serve 70 percent of all Muni customers.



Muni Forward accomplishments this year include:

- Helping Muni riders bypass street traffic with transit-signal priority projects that give Muni the green light at traffic lights.
- Deploying new, larger Muni vehicles that carry more people—such as two-car light-rail trains on the K Ingleside/T Third Street line and 60-foot buses on the 9R San Bruno Rapid.
- Installing new transit-only lanes—such as those found along Geary Boulevard, Muni's most heavily traveled route, for the Geary Rapid Project. This has boosted service reliability for 54,000 daily Muni riders.
- Implementing significant capital improvements—such as sidewalk extensions to reduce roadway crossing distance (known as bulbouts) and traffic-signal work along the 5 Fulton and 5R Fulton Rapid routes, improving service for 18,000 daily Muni riders. These mid-route treatments are part of the continuing 5 Fulton Rapid Project.

Agency Plan to Improve Muni

Over the past several years, Muni has consistently delivered more than 98.5 percent of its scheduled service hours, as mandated by the City Charter.

Unfortunately, this summer as a result of challenges that included bus substitution to support construction on the Twin Peaks Tunnel and a shortage of Muni operators, service delivery fell to a four-year low of 91.4 percent. Transit riders across the city experienced longer than normal wait times and overcrowded vehicles.

In response, we developed our Agency Plan to Improve Muni, which laid out targets and near-term actions to deliver scheduled service and improve reliability quickly. It also established longer-term actions to sustain progress toward meeting the Key Performance Indicators tracked in our Strategic Plan.

Within 90 days, Muni service delivery was increased to 95 percent, as we:

- Completed familiarization for 275 operators on new light rail vehicles.
- Reduced the number of operators on long-term leave.
- Converted part-time operators to full time.

In that same timeframe, we also increased service reliability by reducing gaps on Muni Metro rail and Rapid bus lines, and we reduced the number of preventable collisions by launching a campaign to reduce sideswipes, one of the most common causes of avoidable collisions.

One area where we continue to struggle is on-time performance. Despite our extensive efforts, a variety of factors including traffic congestion make progress difficult. The City Charter mandates 85 percent on-time performance, and while no American city comes close to meeting this standard, we remain dedicated to delivering the reliable service that San Francisco deserves.

Our goal will always be to deliver 100 percent of scheduled service and an outstanding experience for Muni riders.

Transportation Control Center

When our Transportation Management Center opened in 2016, it immediately became a focal point for coordinating Muni service and field operations on the street. In 2018, we continued to operationalize this control center and make the management of our transportation network more seamless by introducing the latest transportation technology systems, more staffing and new service management tools.



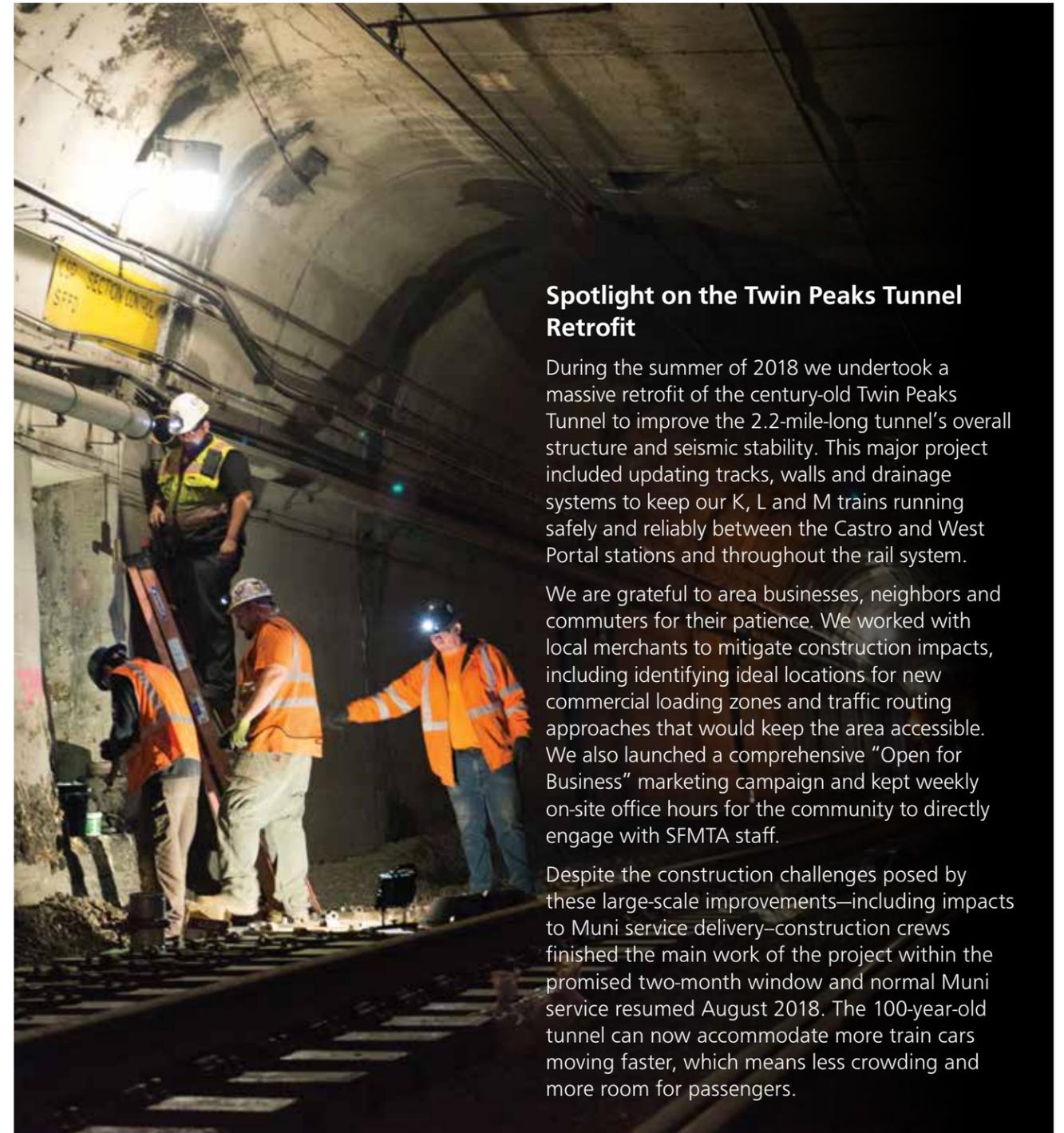


Muni Projects Support Vision Zero

As the agency that oversees Muni and manages streets, we coordinate our efforts to improve entire corridors. Muni’s capital projects often include design treatments that enhance the comfort and safety of people walking, as guided by the city’s Vision Zero goal of eliminating traffic deaths.

An example of this coordinated work currently underway: the L Taraval Rapid Project. This project includes transit-only lanes and streetscape improvements on the century-old L Taraval line, and will decrease travel time and increase safety for Muni riders making 30,000 trips daily. We’ve already completed near-term safety treatments, including clear zones at stops that create safer places to board, temporary pedestrian bulbouts and increased signage to help everyone navigate the corridor. Once the project is completed, each L Taraval stop will be upgraded with a safety boarding island—many will offer much-needed accessible ramps. In addition, this L Taraval Rapid Project will add permanent pedestrian bulbouts, enhanced crosswalks, transit shelters with seating, and drought-resistant landscaping with new trees.

Our historic streetcars and world-famous cable cars require special attention. This year, we completed rehabilitating the Mason Cable Car’s gearbox—an important component in braking and stopping safely—and the California Cable Car gearbox was overhauled in 2017. The Powell and Hyde lines are set for gearbox rehabilitation next. We also performed other cable-life improvements on all of our cable cars, which were declared the first moving National Historic Landmarks in 1964.



Spotlight on the Twin Peaks Tunnel Retrofit

During the summer of 2018 we undertook a massive retrofit of the century-old Twin Peaks Tunnel to improve the 2.2-mile-long tunnel’s overall structure and seismic stability. This major project included updating tracks, walls and drainage systems to keep our K, L and M trains running safely and reliably between the Castro and West Portal stations and throughout the rail system.

We are grateful to area businesses, neighbors and commuters for their patience. We worked with local merchants to mitigate construction impacts, including identifying ideal locations for new commercial loading zones and traffic routing approaches that would keep the area accessible. We also launched a comprehensive “Open for Business” marketing campaign and kept weekly on-site office hours for the community to directly engage with SFMTA staff.

Despite the construction challenges posed by these large-scale improvements—including impacts to Muni service delivery—construction crews finished the main work of the project within the promised two-month window and normal Muni service resumed August 2018. The 100-year-old tunnel can now accommodate more train cars moving faster, which means less crowding and more room for passengers.

New Muni Facility

In 2018, we inaugurated the Islais Creek Motor Coach Facility—the first new Muni bus facility in 30 years. Islais Creek accommodates Muni’s environmentally friendly fleet of 60-foot hybrid buses, as well as 130 operators, dispatchers and other administrative personnel. Located where the Bayview, Dogpatch and Potrero Hill neighborhoods converge, Islais Creek also provides amenities for residents, including a community meeting space and the brand new Shoreline Park.

Modernizing SFMTA Facilities

The buildings supporting our transit fleet are outdated and overcapacity, putting at risk the essential operations that keep trains and buses running. To keep up with San Francisco’s transit needs we launched our Building Progress facility modernization program. Plans are already in the works to rebuild the century-old Potrero Yard to accommodate modern transit technologies and prepare for future electric Muni buses.

FY 2018 Muni Capital Projects: Investing in Infrastructure

✓ 1 CALIFORNIA TRANSIT PRIORITY IMPROVEMENTS: DONE

As part of the California Laurel Village Improvement Project, we improved the reliability of the 1 California for its almost 24,000 daily Muni passengers. By keeping the light green for Muni through transit-priority improvements, and moving bus stops to the far side of the intersection, the bus needs to stop only once, saving time and making the line more reliable.

✓ 30 STOCKTON TRANSIT PRIORITY PROJECT: DONE

As part of this Muni Forward project, transit priority and pedestrian safety improvements were installed along the route (including Van Ness Avenue, Columbus, Stockton, North Point and Chestnut streets). It will make it safer to walk, increase the frequency and reliability of service for 28,000 Muni customers on the 30 Stockton every day, and enhance the customer experience—on and off the bus.

✓ BALBOA PARK EASTSIDE CONNECTION: DONE

In partnership with BART, the Balboa Park Station Eastside Connection Project makes it more convenient to make travel connections at one of the region's most heavily used transit hubs. We upgraded the pathway on the east side of Balboa Park station including a new accessible boarding platform, better lighting, wayfinding signage, real-time displays and the addition of a mid-station entrance.

✓ GREEN LIGHT RAIL CENTER TRACK REPLACEMENT: DONE

We replaced worn storage track and rail switches, upgraded the overhead contact and electrical systems, and improved lighting at the Curtis E. Green Light Rail Center, our light-rail facility next to Balboa Park Station. This was also an opportunity to enhance landscaping near the yard and create an accessible path of travel to the San Jose Avenue light-rail stop with curb ramps and accessible boarding platforms.

✓ M OCEAN VIEW IMPROVEMENT PROJECT: DONE

This project keeps M Ocean View trains moving through busy 19th Avenue traffic. Upgrades included track replacement, pedestrian safety enhancements and added train sensors to improve how our light-rail vehicles move through intersections between the Stonestown platform and Rossmoor Drive.

✓ MUNI METRO EAST STORAGE TRACK EXTENSION PHASE II: DONE

To support light-rail service and the storage of more trains, we constructed five additional tracks at the Muni Metro East Facility located in the Dogpatch.

✓ SUNSET TUNNEL TRACKWAY IMPROVEMENT PROJECT: DONE

The 48,000 daily travelers on the busy N Judah line may have noticed the improvement to Muni travel times and reliability since we upgraded the Sunset Tunnel between Cole Valley and Duboce Triangle. We replaced rails, rebuilt the overhead contact system, seismically retrofitted retaining walls, created accessible platforms and added both pedestrian and transit bulbouts, as well as transit-signal priority. This project was a collaboration between our agency, San Francisco Public Works and the San Francisco Public Utilities Commission (SFPUC).

✓ TRACK IMPROVEMENTS FOR SAFETY & RELIABILITY: DONE

Rail switches allow trains to be guided from one track to another. Staff installed three track switch machines in the Muni subway to improve the reliability of rail switches. Track ties, ballasts and fasteners were replaced at 10th & Judah, 11th & Judah and 23rd & Church to address noise and vibration concerns from residents.

✓ WEST PORTAL/ST. FRANCIS CIRCLE IMPROVEMENTS: DONE

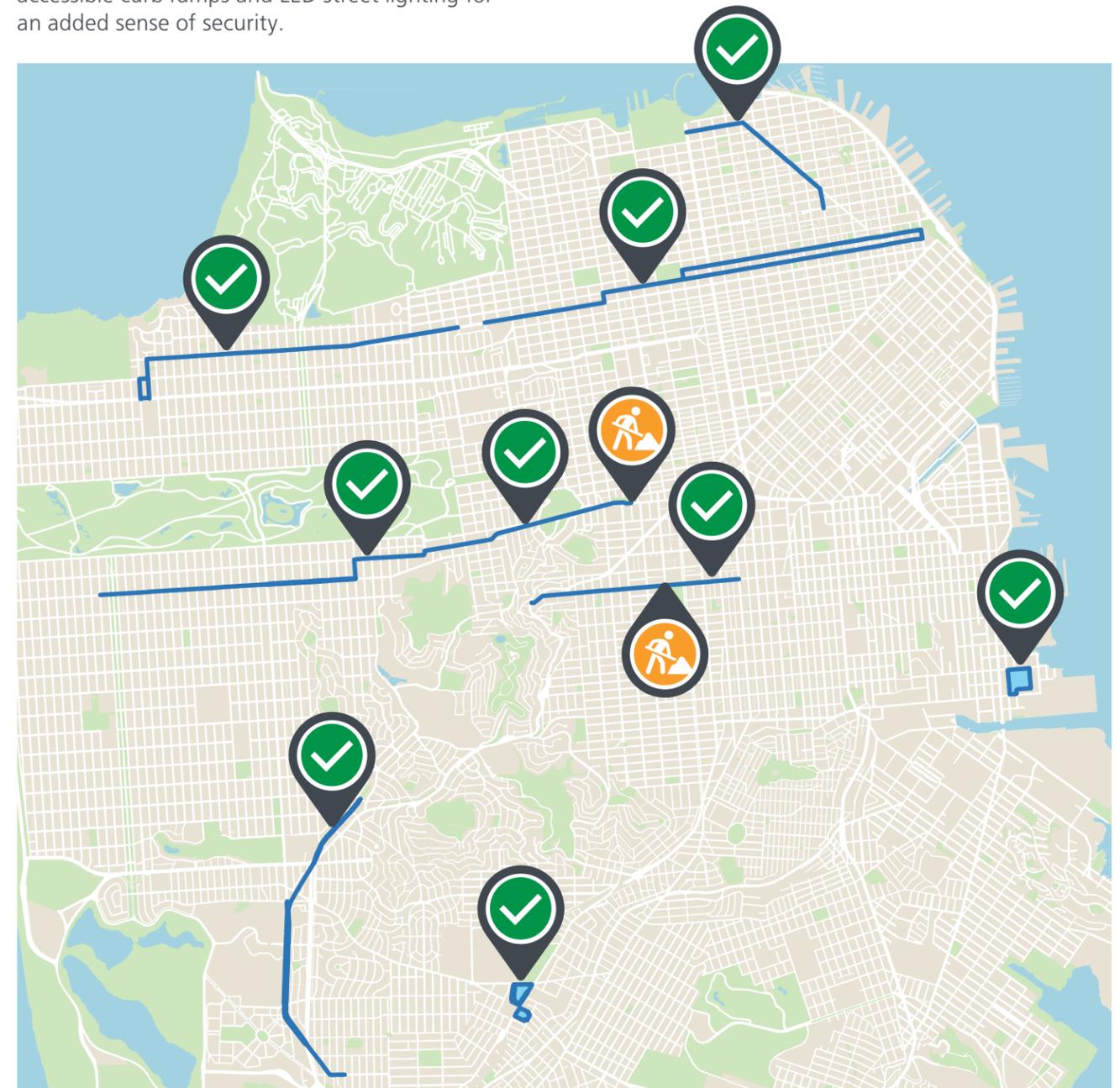
We finished installing a vehicle tagging identification system for automatic rail track switching, and upgraded transit-signal systems to allow transit-signal priority on the West Portal corridor.

33 ASHBURY/18TH STREET PROJECT: IN PROGRESS

We are replacing 40-year-old overhead support poles and the overhead contact system for the 33 Ashbury/18th Street route on 18th Street between Castro and Market streets. We also installed new, accessible curb ramps and LED street lighting for an added sense of security.

○ RADIO SYSTEM REPLACEMENT PROJECT: IN PROGRESS

We are welcoming a state-of-the-art radio system to improve how we manage Muni service, replacing a system in use since the 1970s. The new system helps track vehicles to improve on-time performance, and ensures above- and below-ground coverage to better address real-time incidents and Muni service adjustments.



Still to Come: Bus Rapid Transit

Van Ness Avenue is one of San Francisco's busiest streets, and thanks to the Van Ness Improvement Project this vital north-south connector will have the city's first Bus Rapid Transit corridor (also known as BRT). Serving customers of Muni's 47 Van Ness, 49 Van Ness-Mission and 90 San Bruno Owl routes, as well as nine Golden Gate Transit routes, the Van Ness BRT will provide rail-like service at nine stations along Van Ness Avenue from Mission Street to Lombard Street. Transit travel times are expected to be reduced by more than 30 percent. In addition to transportation upgrades, the Van Ness Improvement Project includes street repaving, refurbished lighting, replacing an 1800's-era water main, and improved pedestrian access and safety features. Despite a number of unforeseen construction delays due to incomplete disclosure of historic infrastructure underground, the Van Ness Improvement Project made considerable progress in 2018. Upgrades to the emergency firefighting water system

continue, and water and sewer lines are being carefully installed to make sure future repairs will have minimal impact on transit. The Bus Rapid Transit construction will begin as the utility work wraps up, with Van Ness BRT service expected to come online in 2021.

Geary Boulevard is also one of the most vital transportation corridors in San Francisco. To swiftly move the greatest number of people on Muni lines including the 38 Geary, 38AX Geary A Express, 38BX Geary B Express and 38R Geary Rapid, the Geary Rapid Project will bring Bus Rapid Transit to the boulevard, linking Union Square on the city's eastern edge to the Pacific Ocean. The project, which will create dedicated transit-only lanes and bring a range of safety improvements for all road users, covers Geary and O'Farrell streets between Market and Gough streets, and Geary Boulevard between Gough and Stanyan streets. After receiving federal approvals in mid-2018, we began implementing near-term safety improvements on the ground 40 days later in pursuit of the city's Vision Zero goals.

Both the Van Ness and Geary BRTs will function as part of Muni's Rapid Network.

Still to Come: San Francisco's New Subway

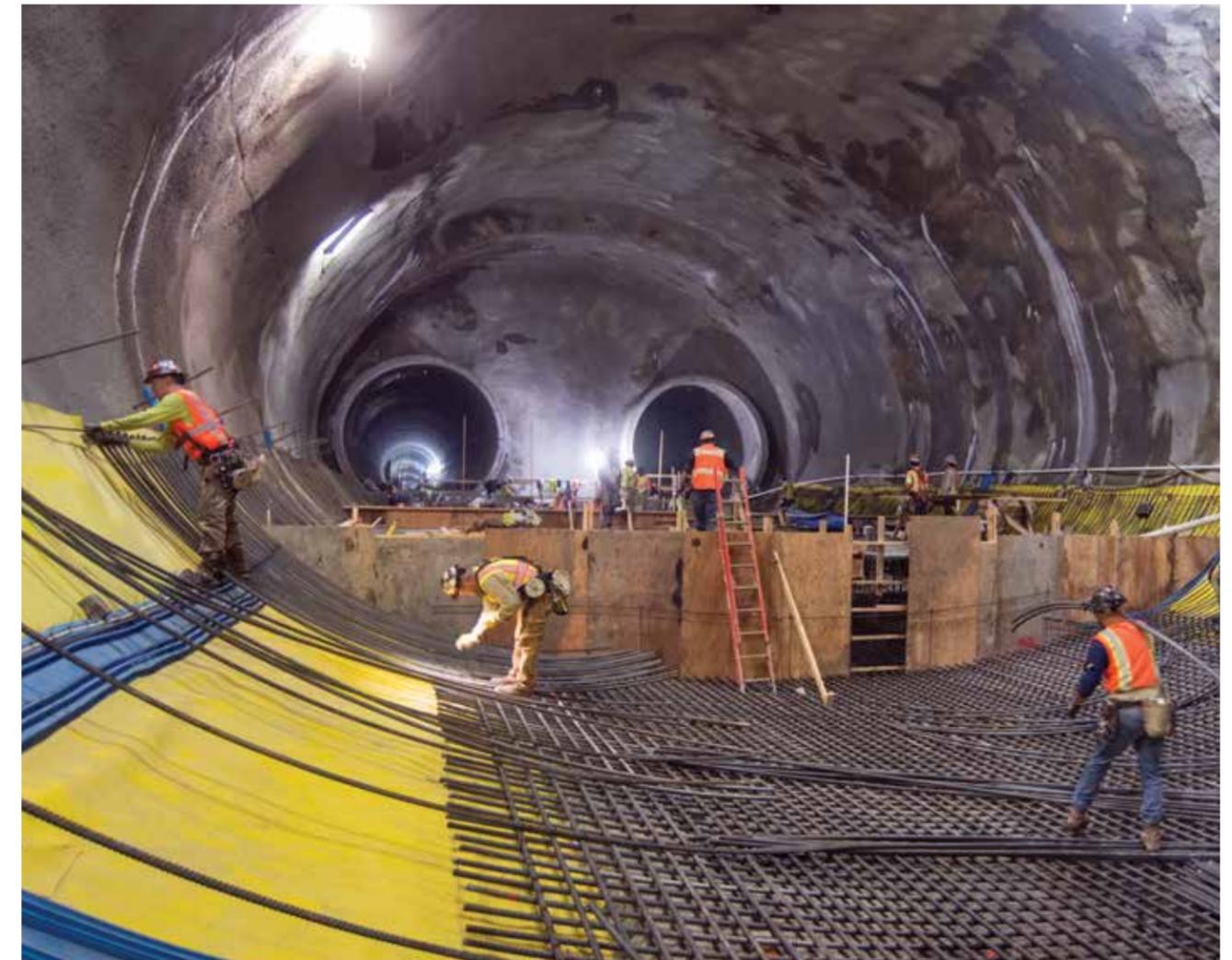
We're in the home stretch for the Central Subway, our agency's largest capital project and the first subway built in San Francisco since BART and the Market Street Subway. When complete, Central Subway will extend the T Third Street line, allowing trains to travel mostly underground through SoMa and Union Square to Chinatown. This vital connection is projected to be our system's most heavily used line in the years to come. Four new Muni Metro stations comprise the Central Subway's 1.7-mile alignment:

- 4th and Brannan Station at 4th and Brannan streets (street level)
- Yerba Buena/Moscone Station at 4th and Folsom streets (subway)
- Union Square/Market Street Station on Stockton Street at Union Square (subway)
- Chinatown Station at Stockton and Washington streets (subway)

During Central Subway construction and the subsequent closure of Stockton Street from Geary Boulevard to Ellis Street, we partnered with the Union Square Business Improvement District to provide Winter Walk, an enjoyable pedestrian-only space on Stockton Street, offering entertainment and recreation during the height of the shopping season.

Still to Come: Transportation Support for the Chase Center

Mission Bay will soon welcome the new Chase Center, and we're hard at work in anticipation of Golden State Warriors' sports fans, plus concertgoers and other event attendees. Our UCSF Mission Bay Platform Upgrade Project involves constructing a new center platform for the T Third Street line along 3rd Street between South and 16th streets. This new, larger platform will service both the inbound and outbound trains and greatly expand transit capacity in preparation for large crowds. Changes to our existing transit infrastructure are also being implemented to keep pace with the needs of this growing area of the city.



Lou Grosso, Geary Community Advisory Committee for the Geary Rapid Project and the Geary Boulevard Improvement Project

I read an email about the changes coming to Geary Boulevard, including a new pedestrian crossing right in front of our new home at Geary and Buchanan. That's when I decided to get involved with the Geary Community Advisory Committee. As a blind senior citizen who just completed orientation and mobility training in my neighborhood, I want to make sure that this and all crosswalks will be safe and accessible to everyone, young and old, of every ability level.

More Equitable Muni Service:

The Muni Service Equity Policy adopted by the SFMTA Board of Directors in 2014 charged us with proactively identifying and correcting transit-service disparities. Today we employ a Muni Service Equity Strategy. Updated in conjunction with our two-year budget cycle, this strategy uses a neighborhood-based approach to improve transit routes used heavily by households with low-incomes, people of color, seniors and people with disabilities.

As part of our efforts to provide more equitable Muni service this year, we:

- Added our bigger 60-foot buses to the 9R San Bruno Rapid and 30 Stockton routes.

- Increased service to the 8 Bayshore, 8AX Bayshore A Express, 8BX Bayshore B Express, 9R San Bruno Rapid and 14R Mission Rapid routes.
- Added two-car trains to the T Third Street line.
- Extended service on the 48 Quintara/24th Street route to Ocean Beach mid-day.

Our Board of Directors adopted the 2019-2020 Equity Strategy this spring after extensive community outreach with Equity Neighborhood groups and Muni riders. This new strategy adds the Oceanview-Ingleside neighborhood to the original group of seven Equity Neighborhoods, based on stakeholder feedback and demographic diversity. We continue to monitor these strategies to determine their effectiveness and make service adjustments as needed.



Better Fare Benefits:

Adjustments to Muni fares were made this year, offering customers safer and more efficient cash-free payment methods that reduce boarding time, offer discounts in some cases, and add extensions to everyone's trip times.

- We reduced fares with MuniMobile® and Clipper cards, providing savings for unlimited One, Three, and Seven-Day Passports for their trips.
- We added a new \$5 One-Day Pass (excludes cable car fares) available through MuniMobile.

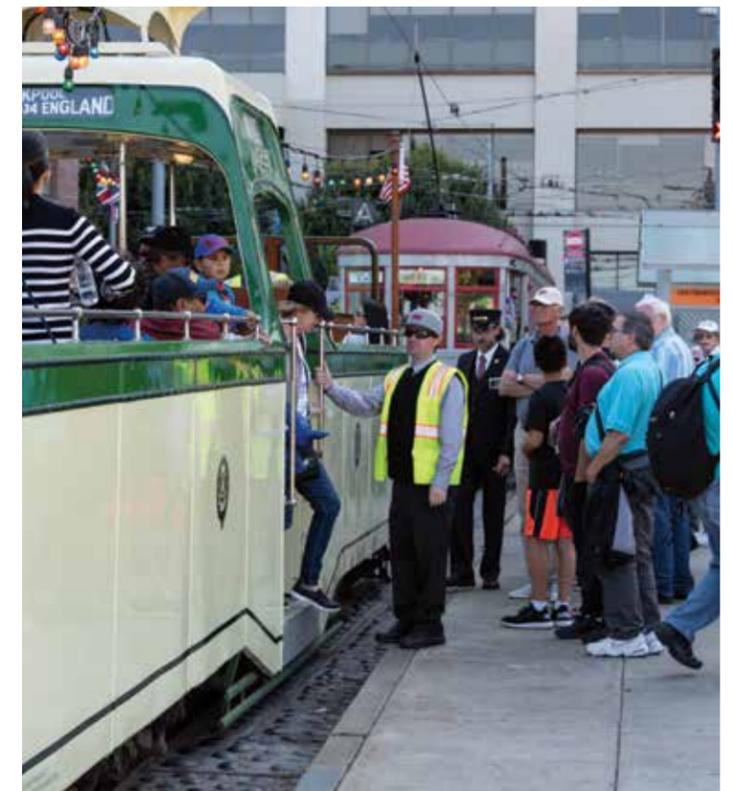
- We conducted extensive outreach to promote our free and discounted Muni fare programs and ensure Clipper cards are accessible to youth ages 6 to 18, seniors, people with disabilities and low-income households.
- We extended the transfer time limit for single-ride fares from a 90-minute window to two hours—a better value for customers.
- We introduced new fareboxes to the entire Muni fleet, with new tickets serving as transfers automatically stamped with the duration of validity.

Ridership on the Rise

While transit systems nationwide have lost riders, Muni ridership has held steady: This year, the Muni system saw 716,000 average boardings on a given weekday. Ridership has increased rapidly where we've made Muni Forward improvements—notably, with Muni's Rapid Network.

Launched in 2015 to make travel on Muni's most heavily-used routes quicker and more efficient, our Rapid Network carries 70 percent of Muni's customers. We regularly make improvements to the Rapid Network—from adjusting service in response to ridership trends to optimizing the performance of our Rapid buses—and our investments are paying off. Over the last two years...

- Rapid ridership grew on the 5R Fulton Rapid, 14R Mission Rapid and 38R Geary Rapid by 13 percent.
- Rapid bus ridership overall grew 8 percent.
- Express bus ridership went up 5 percent.





Enhancing the Muni Customer Experience

Some of the ways we sought to improve the Muni customer experience this year included upgrading transit-vehicle technology to communicate timely information with riders, such as:

- Upgrading Muni Metro stations with new digital signs. These provide customers with accurate and highly visible real-time train information and feature arrival times, direction of travel and service updates.
- Broadcasting next-stop announcements on all new LRV4 trains, thanks to a new Passenger Information System. We recently updated the configuration of this system to include announcements and visual information about stop accessibility—information vital to people with disabilities who depend on our rail system.
- Continuing our social media presence with real-time Twitter updates. Over 160,000 followers turn to @SFMTA_Muni for news about service interruptions and Muni rerouting due to special events.

WE'RE LISTENING

Our Muni Customer Service team reviews and investigates more than 20,000 comments and questions about rider experience each year.

We continue to look for ways to improve and be more responsive to customers, working closely with staff at the city's 24/7 Customer Service Center, 311. We encourage customers to share their feedback, positive or negative. The best way to place comments? Call 311 within the city (or 415.701.2311 outside of San Francisco) or complete the 311 feedback form at sf311.org, as 311 helps us track individual concerns and identify trends. Details on all contact channels are found at SFMTA.com/Contact.

MUNI SATISFACTION

Customer satisfaction matters to us. Muni customer satisfaction rating shows 63 percent of customers rated Muni "excellent" or "good," down from the record satisfaction rates of customers in 2017 and 2016. We know we must do better. As part of our daily mission, we are keeping our ongoing focus on our performance and we've begun to address concerns revealed in the survey data as part of our Agency Plan to Improve Muni.



Making Gains on Safety

Our ongoing effort to improve Muni safety and security resulted in a drop in Muni security incidents per 100,000 miles traveled. Actions we took this year to make Muni a safer experience included:

- Making upgrades to our video monitoring systems, adding enhanced lighting at stations, and coordinating with the San Francisco Police Department to highlight top-priority enforcement locations.
- Installing new LRV4 vehicle simulators at our Muni Metro East training center, to increase the number of operators capable of using our latest rail vehicles. Training simulators for our new buses are planned for 2019 to accommodate more staffing.

- Bringing Muni into compliance with federal 164-E rail safety regulations for reducing hazards and collisions.
- Cross-training our Incident Response Unit inspectors, so they're more agile at addressing rail and bus concerns on streets, in subways and through and around construction sites.
- Installing our new Smart Drive Camera System on several light-rail vehicles to prototype the collection of baseline data and validate the use of geofencing to reduce Muni delays.



Muni's Role in San Francisco Culture

What's the best way to get to the Chinese New Year Parade, the Fourth of July fireworks, Fleet Week and Pride? Take Muni. Muni provides special service to hundreds of city events—including free rides on New Year's Eve.

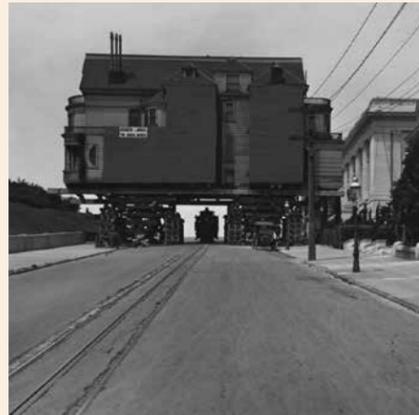
Through Muni Art, a collaboration with San Francisco Beautiful and the Poetry Society of America, we turn

100 buses into moving art galleries and support local artists. Naturally, we're always excited to participate in events celebrating transit history: For example, see our annual partnership with Market Street Railway to bring out historic transit vehicles for Muni Heritage Weekend.

In these ways and more, Muni is a part of the culture and fabric of San Francisco.

OUR ONLINE PHOTO LIBRARY

How did transportation shape San Francisco? Explore historic images at SFMTA.com/Photos, our online archive. Newly added this year: 20,000 images capturing Muni and transit history between 1903 and 1978.



STARTING EARLY

San Francisco is one of California's first cities to offer free transit for young transit riders. Our Free Muni for Youth Program provides low- to moderate-income city youth between the ages of 5 and 18 (students enrolled in Special Education Services are eligible until the age of 22) with a special Clipper card to help them meet their transportation needs. Eligibility information can be found at SFMTA.com/Fares/Free-Muni-Youth.

Every middle and high school in the San Francisco Unified School District (SFUSD) is served by at least one Muni route or special "school trippers," the supplemental Muni service after school hours. Through our Muni Transit Assistance Program, we also provide staff chaperones on routes used by students. This year, we supported a presentation by SFUSD's Step-Up program at Hoover Middle School offering information on Clipper cards, bus etiquette and traffic safety.

Improving Access to Transportation

With guidance from stakeholders and the public, we continue to develop a transportation system that performs beyond standards set by the Americans with Disabilities Act (ADA). We're here to make transportation more accessible and reliable for seniors and people with disabilities, and to support everyone's ability to easily and equitably move around San Francisco.



Greater Access to Public Transit

This year, we increased accessibility for those who ride our Muni buses, Metro light-rail trains and historic streetcars by:

- Adding ADA-accessible high-level boarding platforms for wheelchair users to access Muni platforms and boarding islands.
- Refitting five Muni Metro station escalators with modern technology (Phase 1).
- Continuing to rehabilitate 17 more Metro escalators (Phase II) as part of system-wide, ADA-accessibility improvements. Elevator upgrades are underway and additional elevators will be added for redundancy.
- Launching a real-time display of the status of elevators at all Muni Metro stations. This feed, found online at SFMTA.com/Elevator, lists every elevator by station, indicates each elevator currently in service and shows whether the station is accessible. Muni Metro elevator updates are still available via NextMuni by subscribing to email and text alerts.
- Continuing to administer the Free Muni for Seniors and People with Disabilities program we launched in 2015 (serving 115,000 San Francisco residents).
- Processing approximately 800 applications per month for the Regional Transit Connection Discount Clipper card, allowing discounted travel beyond San Francisco for qualified individuals with disabilities and seniors 65 years or older.
- Continuing Muni transit operator trainings in ADA regulations and disability sensitivity.

- Providing ADA-technical assistance with Muni vehicle procurements and transit projects, including LRV4 trains, the Central Subway Project and the Van Ness Improvement Project.
- Expanding the agency's services to help older adults and people with disabilities better understand their transportation options in San Francisco through assistance in person, online and over the phone.

Providing Paratransit

For people who can't use Muni's fixed-route system independently due to a disability or health-related condition, we provide paratransit transportation, in accordance with ADA requirements and our commitment to serving all San Franciscans. In April 2018, we conducted a survey that showed an 84 percent overall customer satisfaction with our SF Paratransit program—a percent higher than in 2017.

In addition to helping SF paratransit customers with their applications and eligibility requirements, we delivered a range of paratransit services this year including:

- 775,000 SF Paratransit trips for 13,000 riders: Customers used SF Access—a traditional door-to-door shared van service; group van shuttles—group transportation to and from a single location; community-based programs such as Shop-A-Round and the Van Gogh Shuttle; and paratransit taxi services that all SF taxi companies must provide.
- 27 new vans for the SF Paratransit program in FY 2018, bringing the paratransit vehicle total to 142.

- Creating a web platform where paratransit customers will soon be able to schedule and cancel SF Access trips.
- Adding a feature to the MuniMobile ticketing app to allow SF Access paratransit trip payments via smartphone.
- Supporting Senate Bill 1376, signed by Governor Jerry Brown in September 2018, which requires transportation network companies (TNCs) such as Uber and Lyft to provide on-demand wheelchair-accessible service or pay a per-trip fee to fund wheelchair-accessible services from other providers.
- Adding new e-hail technology so SF Paratransit customers can hail wheelchair-accessible taxis with their smartphones.
- Implementing a Ramp Taxi Incentive Program to increase the number of wheelchair-accessible taxis, also known as ramp taxis.



Accessibility in Our Projects

We design streets and sidewalks with the safety of our most vulnerable travelers in mind. To serve the city equitably, we actively work with the public and fold accessibility considerations into all of our projects.

We turn to the Multimodal Accessibility Advisory Committee (MAAC), a citizen group that works to ensure accessibility in Muni capital projects and street engineering projects on behalf of seniors and people with disabilities. This year, MAAC was actively involved in evaluating the accessibility of Muni’s recently procured New Flyer trolley buses and the LRV4 light-rail trains. They provided valuable feedback on vehicle accessibility features such as wheelchair user stop request buttons, digital signage, stanchions and straps.

We also regularly consult with the Paratransit Coordinating Council (PCC), which celebrated its 40th anniversary December 2018. This year, the PCC has been active in the Ramp Taxi Incentive Program. PCC members participated in the selection process, and we expect to have over 10 additional ramp taxis in service soon because of this program.

This year we also participated in an Accessible Bike Lane Charrette, sponsored by the Vision Zero Senior & Disability Workgroup, to better incorporate the needs of the disabled community in our bike safety improvements.

Supporting the Taxi Sector

San Francisco’s taxi industry faces competitive challenges from a growing ride-hail industry. The SFMTA is working to ease fees and regulations to make it easier for hardworking taxi drivers to compete. Working closely with the advisory Taxi Task Force, we pursued progressive policies this year by:

- Overseeing the Taxi Driver Fund Disbursement to support 4,500 taxi drivers.
- Designing a new online application process for new taxi drivers, shortening the onboarding process from two weeks to just three days.
- Amending the Transportation Code to enable taxi drivers outside San Francisco to purchase medallions; opening the buying market; bringing more taxis back into the city (rather than queuing at San Francisco Airport); waiving a 5 percent retransfer fee for three years with all proceeds from medallion sales going to the seller.
- Ensuring the city’s taxi fleet continues to meet aggressive emission standards set by 2008’s Green Taxi Ordinance, living up to San Francisco’s moniker of the “Greenest Taxi City in America.”

Making Streets Safer with Vision Zero

The calendar year 2017 marked the lowest number of traffic fatalities on record in San Francisco, defying a national trend of increased fatalities on our country’s roadways. This achievement was supported by Vision Zero, a citywide effort to eliminate traffic fatalities and severe injuries. Vision Zero works by building safety into city streets and supporting policies that save lives—and demonstrates our commitment to keeping San Francisco one of the most walkable and bikeable cities in the world.



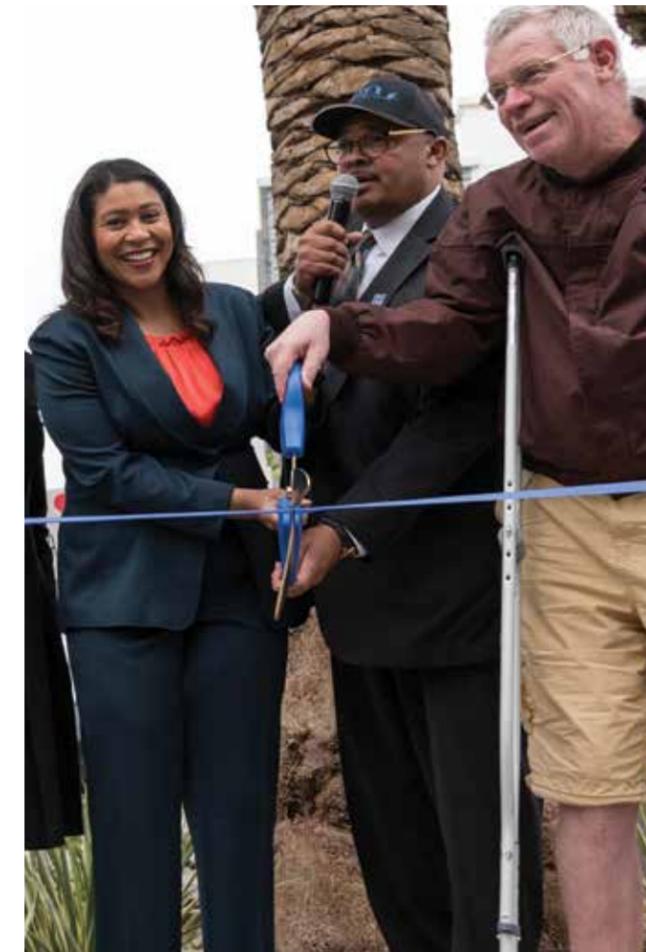
Priority Projects on the High-Injury Network

Vision Zero integrates pioneering research, education, enforcement and street engineering changes in order to change behavior and save lives. Using data, we can identify trends and determine where Vision Zero safety

projects are needed most. We know that more than 70 percent of traffic fatalities and severe injuries occur on just 13 percent of city streets. Deemed the city’s Vision Zero “high-injury network,” these streets are a top priority for engineering changes and safety upgrades. We installed 70 miles of street safety improvements in calendar year 2018, and made advances thanks to a range of Vision Zero priority projects seeking to protect our most vulnerable road users—people biking and walking, especially seniors.

✓ MASONIC AVENUE STREETScape PROJECT: DONE

We led the effort to revitalize Masonic Avenue, a corridor on Vision Zero’s high-injury network. The completed Masonic Avenue Streetscape Project increased safety for people walking, biking, taking Muni’s 43 Masonic bus and driving along Masonic Avenue. In addition to creating new bikeways, this Masonic Avenue project featured numerous pedestrian-focused and accessibility improvements: wider sidewalks, new landscaped medians, bus islands, bulbouts, better lighting, cross-walk enhancements, street repaving and new trees between Geary Boulevard and Fell Street. This Complete Streets project was initiated, designed and selected by the community, and is the result of a multi-year planning process. Undertaken in partnership with Public Works, SFPUUC and the San Francisco Arts Commission, Masonic Avenue’s redesign brought public art together with infrastructure upgrades for a more beautiful street.



✓ POWELL STREET SAFETY & SIDEWALK IMPROVEMENT PILOT: DONE

More than 28,000 people visit Powell Street each day, often to ride the historic Powell-Hyde and Powell-Mason cable car lines found here. This pilot project evaluated the effectiveness of vehicle restrictions on two blocks of busy Powell Street to prioritize the movement of cable cars and improve safety for people crossing the street.

✓ FOLSOM-HOWARD STREETScape PROJECT: NEAR-TERM DONE

Folsom and Howard streets form a major corridor for people biking, walking, taking transit and driving in SoMa—and both streets are part of the high-injury network. We are working with the community to make streets safer in this bustling neighborhood. We have already installed near-term measures that put us on a path to reaching the city’s Vision Zero goal of zero traffic fatalities. Howard Street bike lanes recently received a safety upgrade—a parking-protected bikeway between 6th and 11th streets. Additional improvements for pedestrian and bike safety targeted for this Howard Street area, and on Folsom from 2nd to 11th streets, are already in place, including greater visibility for people walking, transit boarding islands and more loading spaces for merchants. In 2018, we installed an innovation in traffic technology: Now, at 8th and Folsom there are traffic signals providing bikes and turning vehicles their own separate phases to proceed. Due to be completed in 2023, the Folsom-Howard Streetscape Project includes improving bike lanes, upgrading pedestrian and transit facilities, modifying traffic signals, adding mid-block crossings and increasing the number of loading zones.

✓ EMBARCADERO ENHANCEMENT PROJECT: NEAR-TERM DONE

The Embarcadero is one of San Francisco’s most iconic destinations and landmarks. However, much of the roadway appears on the city’s high-injury network. As part of the near-term safety improvement work for the Embarcadero Enhancement Project done in partnership with the Port of San Francisco, we changed the southbound side of the street to allow for all-day parking, and re-striped the Embarcadero with a full-time, green bike lane. We also included new right turn-only lanes in order to support the movement of people and goods. We continued our public participation process for review and comment on conceptual designs for the Embarcadero, including designs for a two-way, physically separated bikeway on the waterside of this key transportation artery and city attraction.

✓ TURK STREET SAFETY PROJECT: NEAR-TERM DONE

Turk Street is a vibrant corridor traveled by students, residents, workers and people of all ages. Found on the high-injury network and a popular part of San Francisco’s bike network, safer travel paths are critical here. In 2018, we completed near-term streetscape safety upgrades to improve wayfinding and travel through this area, with high-visibility crosswalks, painted safety zones and signal improvements. With community input on Turk’s redesign, we were able to install the first protected bikeway in the Tenderloin while also making the street work better for all modes of travel.

🚶 6TH STREET PEDESTRIAN SAFETY PROJECT: IN PROGRESS

The 6th Street corridor has one of the highest concentrations of pedestrian collisions, injuries and fatalities in San Francisco. In support of San Francisco’s Vision Zero initiative, the 6th Street Pedestrian Safety Project aims to make 6th Street a safe, walkable and inviting place through wider sidewalks, new crosswalks, pedestrian-scale lighting fixtures and streetscape improvements. In 2018, our final plan was approved by the SFMTA Board and urged forward by Mayor London Breed. Construction will begin in 2019.



🚶 SAFER TAYLOR STREET: IN PROGRESS

In collaboration with the Tenderloin community, our agency is working to deliver transportation safety and livability improvements for Taylor Street between Market and Sutter streets, including shorter crosswalks that provide people more time to navigate the street, and wider sidewalks with landscaping and neighborhood amenities. During a Safer Taylor pop-up event in 2017, we gave a preview of proposed safety treatments by simulating wider sidewalks, a protected bike lane and wider loading areas that add protection to pedestrians and bicyclists — all while keeping travel lanes open and offering family-friendly activities. In 2018, we continued to host events to gather design input and technical analysis from community groups.



Street Safety Education

Our agency takes the lead in Vision Zero outreach and awareness campaigns. We host community meetings and produce print and broadcast public-safety advertisements. These messages share a single idea: Together, we can end traffic deaths in San Francisco.

Our Vision Zero education efforts this year included:

- Distracted Driving SF: A new education and enforcement campaign asking the public to crowdsource locations where they have witnessed distracted driving and would like to see increased enforcement. Learn more at SFMTA.com/DistractedDriving.
- Safe Speeds SF: Anti-speeding messages broadcast during morning traffic reports and advertised on bus shelters throughout the city.

- Safer Intersections Campaign: A campaign in the planning stages that will highlight unsafe driving behavior in order to reduce left-turn collisions at intersections.
- SF Motorcycle Safety Ambassador Trainings: Launched in 2017 by the SFMTA and San Francisco Department of Public Health to promote safe urban riding behaviors among motorcyclists. Educational motorcycle videos created as part of this effort, including the award-winning “Safe Riding in the City,” are now featured in training sessions on motorcycle safety around the Bay Area.
- Moto SF: Motorcycle Safety Ambassador educational trainings, where motorcycle riders learned how to be safety spokespeople in their communities.



We were guided this year by the *2017-2018 Vision Zero SF Two-Year Action Strategy*, which outlines projects and city policy changes to build safety and livability into city streets. The strategy focused on three main outcomes San Francisco needs to achieve to eliminate traffic fatalities: safe streets, safe people and safe vehicles. We will continue to work with partners to initiate two-year strategies that save lives and reduce serious injuries.

Advocating for Safety

San Francisco residents have asked for pedestrian and bike safety infrastructure improvements that are currently limited by state laws and regulations. That's why we lobby California legislators for change.

Studies show that speed is a significant factor in deadly crashes. In 2018, we continued to support efforts to secure more flexibility in setting speed limits. Under state law, speed limits can be increased after official engineering and traffic surveys measure average traffic

speeds on a segment of the roadway. The rule does not allow for reducing speeds. The SFMTA supported Assembly Bill 2363, passed in 2018, which sets up a Zero Traffic Fatalities Task Force in 2019 to study the best speed management tools cities can use to save lives, including flexibility in setting speed limits and using automated speed enforcement.

We will continue to advocate for these anti-speeding measures and the safety of everyone traveling our city streets.

BY THE NUMBERS: SAN FRANCISCO IS MADE FOR WALKING

We use engineering treatments to increase the visibility of people walking in support of the city's Vision Zero goal to end traffic deaths.

IN FISCAL 2018...

983 red curb segments were installed at intersections. Called "daylighting," these keep parked cars from blocking visibility of people on foot in the crosswalk.

15 safety zones were painted—providing temporary areas for transit passengers to board and disembark.

47 intersections received push buttons—these alert pedestrians non-visually when to cross streets at traffic signals, using audible or tactile means.

350 crosswalks were upgraded to high-visibility crosswalks, increasing pedestrian visibility at roadway crossings.

BY CLOSE OF 2018...

60 intersections had pedestrian headstart signals—providing people walking with the opportunity to begin crossing the street before vehicles get a green light.

Over **1,000** countdown signals—showing how much time pedestrians have to cross an intersection safely—were installed citywide.

Over **250** accessible pedestrian signals communicate when it is safe to cross the street by audible and tactile means. By installing these push-button signals we're ensuring that people with disabilities have safe and equal access at intersections.

Pedestrian Safety in Every Project

Safety enhancements are a part of every capital project we undertake on streets located on the Vision Zero high-injury network—and streets beyond. Examples of SFMTA projects that demonstrate our commitment to a safe, walkable urban environment include:

✔ POTRERO AVENUE STREETScape IMPROVEMENT PROJECT: DONE

Working with neighbors, the SFPUC and our agency, Public Works finished construction of a streetscape upgrade on Potrero Avenue between 17th and 25th streets. The upgrade included landscaping and creating bus lanes to improve safety for people walking, biking and riding transit or passenger vehicle

✔ GEARY BOULEVARD IMPROVEMENT PROJECT: IN PROGRESS

To increase safety along busy Geary Boulevard from 34th Avenue to Stanyan Street, this project includes high-visibility crosswalks, red curbs and sidewalk exten-

sions at intersections and median refuges to help people walk across Geary Boulevard in stages. There will also be new lighting, landscaping and trees along this corridor to create a more inviting look and feel for those on foot.

✔ GEARY-BAKER SAFETY IMPROVEMENTS: DONE

While nearly the entire length of Geary Boulevard is undergoing long-term transit and safety work with the Geary Rapid Project and Geary Boulevard Improvement Project, the intersection between Baker Street and St. Joseph's Avenue needed immediate attention. Many pedestrians had trouble crossing the busy boulevard to get to health facilities, local businesses and residential complexes. In 2018, we reconfigured the traffic signal and improved pedestrian countdown signals. We also installed a pedestrian bulbout—a sidewalk extension on the intersection's northeast corner. We built median refuge islands for people walking and, to slow down vehicles, we decreased the radius for right-turning vehicles from St. Joseph's Avenue.

✔ OCTAVIA BOULEVARD ENHANCEMENT PROJECT: IN PROGRESS

In 2018, the SFMTA held the fourth annual Octavia Boulevard Open Street Event, timed to coincide with the SFJAZZ Neighborhood Block Party and the Hayes Valley Neighborhood Association's Design Week. By temporarily closing Octavia Street from Linden to Hayes streets to vehicles, we tested safety improvements being considered for the Octavia Boulevard Enhancement Project. Guided by the Market-Octavia Area Plan, this is an ongoing series of capital projects to make the boulevard and surrounding streets safer, more pedestrian-friendly, and more comfortable for all road users. This year, we completed Oak/Octavia Safety Improvements, including extended center medians, area landscaping and a sidewalk extension.

Progress on Pedestrian Signals

✔ EXTRA TIME TO CROSS THE STREET: IN PROGRESS

This year we announced we will be increasing pedestrian countdown signal time. By increasing crossing time at traffic signals (by reducing the estimated rate of speed of someone walking down from 3.5 feet per second to 3 feet per second), we are creating a new

standard that better accommodates people who need extra time to walk across a street. This change will be applied over the next decade to most of our 1,200 signalized intersections.

✔ CONTRACT 63 NEW TRAFFIC SIGNALS PROJECT: DONE

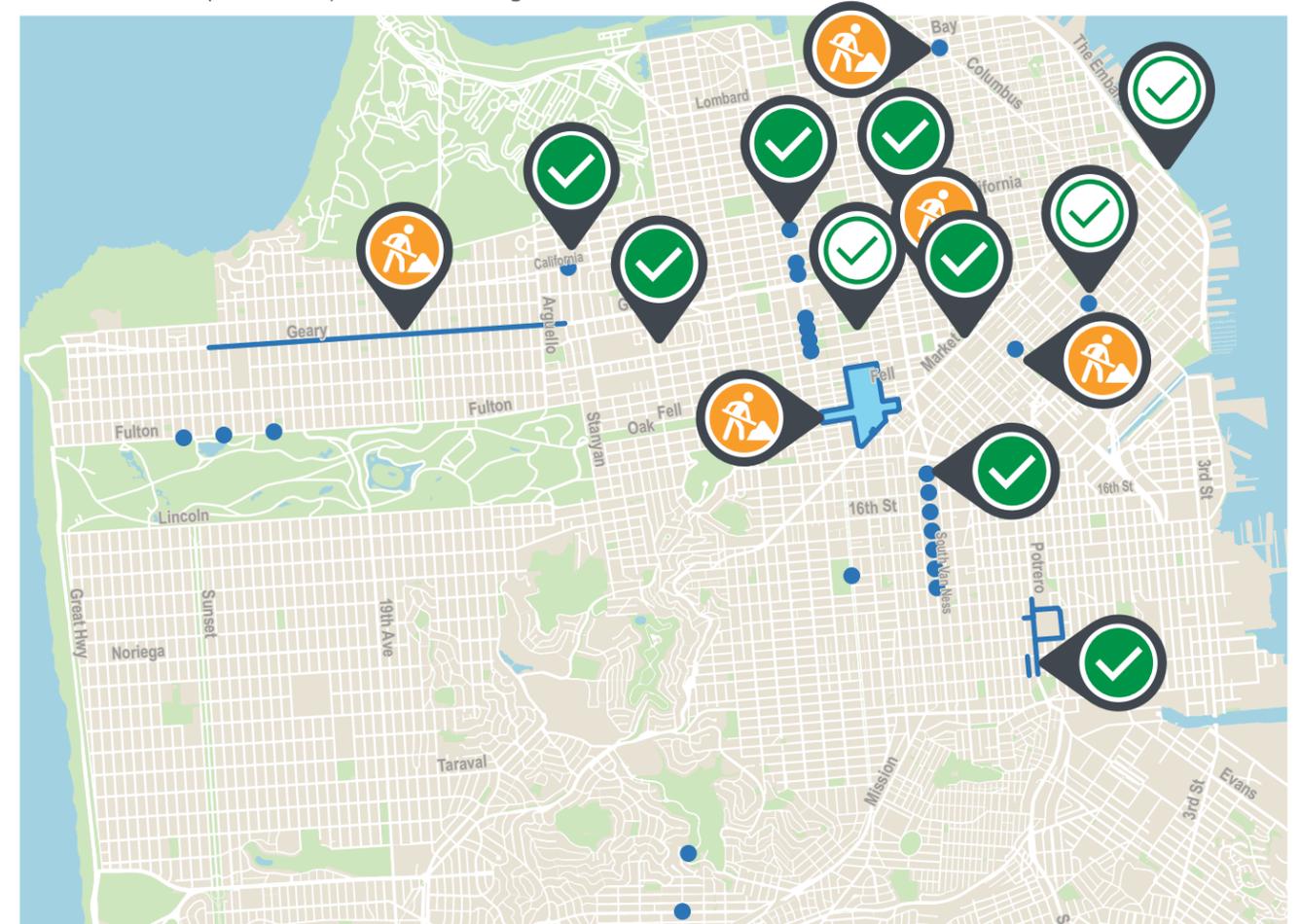
Seven new signalized intersections and three new flashing beacons were installed in the Richmond, SoMa, North Beach, Mission Dolores, Mira Loma and Sunnyside areas. The new signal locations include new pedestrian countdown signals, accessible pedestrian signals and curb ramps. The flashing beacon locations have new poles, wiring and curb ramps.

✔ SOUTH VAN NESS AVENUE TRAFFIC SIGNAL UPGRADE PROJECT: DONE

Pedestrian countdown signals were added at seven intersections along South Van Ness Avenue, from 14th to 20th streets, and we improved the visibility of traffic signals.

✔ WEBSTER STREET PEDESTRIAN COUNT-DOWN SIGNAL UPGRADE PROJECT: DONE

Pedestrian countdown signals were installed at seven intersections along Webster Street from California to McAllister streets.



Traffic Calming

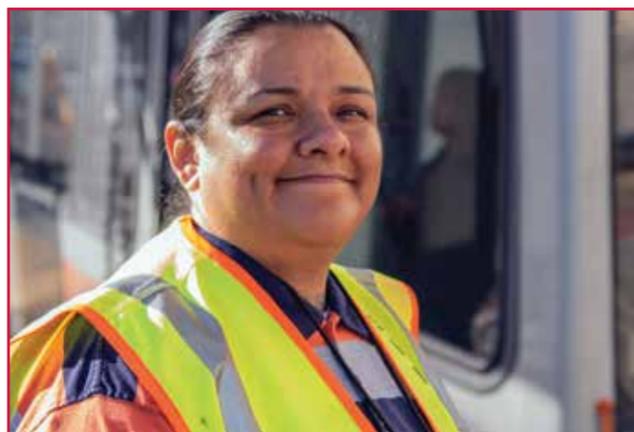
We continue to fulfill requests for street improvements that make residential streets safer and more comfortable for everyone through our Residential Traffic Calming Program. In fiscal 2018, for example, we installed 65 speed humps based on requests through this program.

Accessing Schools Safely

Our agency plays a role in making sure students and their families feel safe going to and from school. We coordinate the city's School Crossing Guard Program. Today, approximately 190 school crossing guards serve 107 public and private elementary and middle schools throughout San Francisco, assisting children in arriving and departing safely each day.

We engineer street safety around schools. Vision Zero directs us to improve safety for students on high-injury and transit corridors, such as 19th Avenue, Taraval Street, Folsom Street and Geary Boulevard. Each year we respond to approximately 100 community requests for safety treatments around schools, such as stop signs, crosswalks and loading zones.

By request of the San Francisco County Transportation Authority Commission, we are taking over the leadership of the Safe Routes to School program. The program's mission is to make commutes safer and more accessible for schoolchildren. Our Safe Routes to School efforts this year included promoting public awareness of students getting to and from school. SFUSD students also received traffic safety flyers in their back-to-school packets along with encouragement to use sustainable transportation (walk, bike, Muni, parent carpool).



Daisy Avalos, Muni Transit Assistance Program Manager

I'm very proud of working with various patrons from different communities throughout San Francisco. I also take pride in knowing we are helping provide a sense of safety and security to Muni passengers.

Making Streets a Space for All to Enjoy

We continued our support of Play Streets, which temporarily transforms an ordinary street into a car-free, community space. This year marks the second year of the Play Streets pilot, led by the SFMTA and Livable City with help from the San Francisco Planning Department, San Francisco Department of Public Health and Department of Children, Youth and Their Families. To help even more kids play outside, we're expanding the program to new applicants citywide.

BY THE NUMBERS: EVENTS THE SFMTA SUPPORTED IN FY 2018

367 street closures for special events such as Bay to Breakers and the SF Marathon

14 demonstrations

11 weekly farmers markets

120 block parties in neighborhood areas



Our agency helps make these events possible year-round by providing all manner of transportation support, including:

- Permitting street closures for events big and small, from the Chinese New Year Parade and Carnaval San Francisco to your neighborhood block party. We coordinate the Interdepartmental Staff Committee on Traffic and Transportation (ISCOTT), the city body that oversees special-event street closures, including street fairs, athletic events, neighborhood block parties and large-scale events.

- Providing additional Muni service to carry attendees to and from events such as Giants games.
- Deploying our Parking Control Officers to street fairs, parades and other special events to help redirect traffic away from closed streets.
- Sponsoring events, such as our support of the Sunday Streets series put on by the nonprofit Livable City, as well as Bike to Work Day, Walk to Work Day and Mission Lowrider events.

Building out the Bike Network

 Promoting bike travel as a convenient, safe and environmentally friendly form of daily transportation is part of our work. As more and more people turn to two wheels to get around San Francisco, we continue to invest in bicycle-friendly infrastructure that makes the city a safer and easier place for people of all ages to bike. Whether you're 8 or 80 years old, we are building a bike network that welcomes you.

Guiding Our Bike Program

Pedaling Forward: A Glance at the SFMTA's Bike Program for 2019-2023 covers our plan for investing more than \$112 million in 92 miles of bike infrastructure projects, in keeping with our Fiscal Year 2017-2021 Capital Improvement Plan. We've come a long way since San Francisco's first bike lane was painted on Lake Street in 1971. To create a connected network of safe, bikeable streets, we are keeping our city moving sustainably and toward Vision Zero—San Francisco's goal to eliminate all traffic fatalities.

Pedaling Toward Number One

Bicycling magazine named San Francisco America's second most bike-friendly city in 2018, hailing the fact that we are working swiftly to build even more physically-protected bikeways. *National Geographic* put us in the Top 10 most bike-friendly cities in the world (the only U.S. city on this list), citing our bike lanes, bike-friendly values, iconic views and famously difficult hills.



SF Bike Metrics

To assess trends over time, we measure bike ridership in the city. Here are key findings pulled from our San Francisco Mobility Trends Report, manual bike counts, U.S. Census information, bikeshare data and the SFMTA's network of automated bike counters:

- Since 2010, citywide bike trips have increased by 6 percent.
- In 2017, more than 14 miles of bikeways were added or upgraded, and in 2018 more than 9 miles of bikeways were added or upgraded.
- More than 44,000 bikes are counted on an average weekday.
- The installation of new Ford GoBike bikeshare stations led to a 10 percent increase in bike ridership on nearby routes.
- The Panhandle bike counter logged the greatest number of bikes in 2017 with 794,124 bikes!
- Muni buses can now carry three bikes instead of two—we helped change state law to make this possible.
- Getting just one person to commute by bike instead of a private auto can reduce up to 1.9 tons of carbon emissions annually.
- August 2017 saw the highest bike ridership of that year, with 1,368,437 bikes counted at 66 locations.

See updated bicycle data at SFMTA.com/BikeCounts



BY THE NUMBERS: PLACES TO PARK YOUR BIKE

IN FISCAL 2018...

584 new bike racks were installed on sidewalks

20 new bike racks were added in four on-street corrals



GETTING BIKE-SAFETY IMPROVEMENTS IN THE GROUND

✓ BRYANT STREET BIKE NETWORK IMPROVEMENT PROJECT: DONE

This Bryant Street project increased bicycle network connectivity by providing a direct north-south connection between the Mission District and SoMa. We installed bike lanes along Bryant Street between Division and 17th streets, in coordination with Public Works' street repaving, along with Muni stop optimizations for the 27 Bryant route.

✓ VICENTE STREET BICYCLE & PEDESTRIAN SAFETY PROJECT: DONE

Vicente Street is a corridor for people traveling in the Sunset District between the Lower Great Highway and West Portal. To make it safer for people on bikes, we installed bike lanes in both directions, added "daylighting" red curb segments to street intersections, and redesigned parking spaces to make it easier for people driving to merge into traffic.

✓ WIGGLE NEIGHBORHOOD GREEN CORRIDOR PROJECT: DONE

With Public Works and the SFPUC, we were able to bring stormwater management and traffic calming to the Lower Haight and Alamo Square neighborhoods. The "Wiggle" has always been a great place to ride your bike. Through the public outreach process we learned from the community of the many opportunities to make this route more comfortable and safe for all who walk, bike and live along the Wiggle.

🚧 7TH STREET AND 8TH STREET SAFETY PROJECT – IN PROGRESS

As part of the late Mayor Ed Lee's Executive Directive on Bicycle and Pedestrian Safety issued August 2016, we completed near-term improvements to 7th and 8th streets, including parking-protected bike lanes, new bus boarding islands and redesigned left-and-right turning lanes to ensure safety for all road users on these two high-volume traffic streets.

🚧 POLK STREETScape PROJECT – IN PROGRESS

We've added safety improvements for people walking and biking along Polk Street's commercial corridor, improving travel safety for everyone using this high-traffic artery. Future work will include bulbouts, protected bike lanes, signal changes, landscaping upgrades, new street lighting and curb ramps.

🚧 TOWNSEND CORRIDOR IMPROVEMENT PROJECT – IN PROGRESS

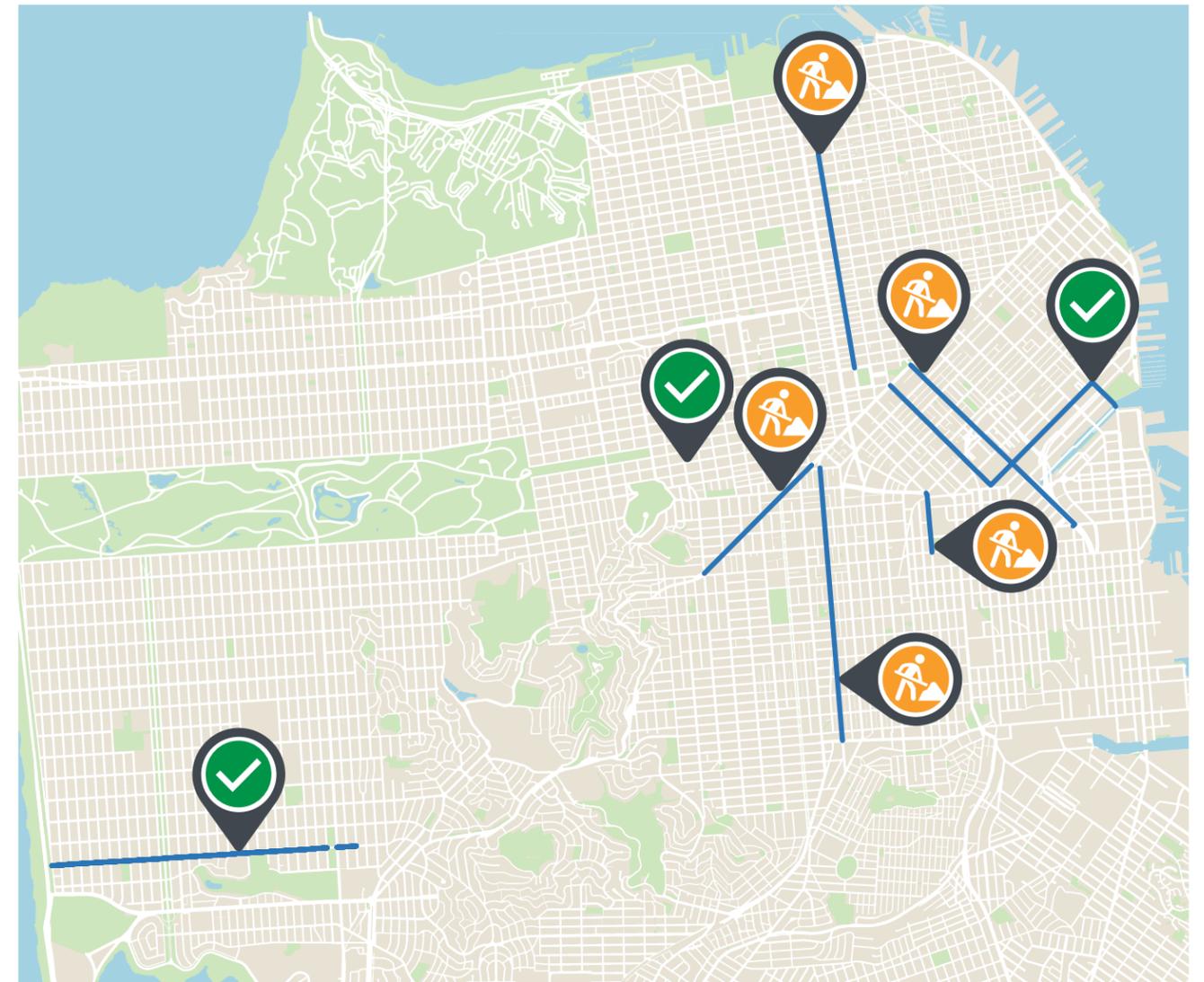
Townsend Street accommodates a rich mix of travel modes, and this project will reduce potential conflicts between people commuting by Caltrain, Muni transit, regional buses, bike, car and on foot. Implementation of safety treatments have already begun on Townsend Street between 5th and 7th to provide better walkways and bikeways.

🚧 UPPER MARKET STREET SAFETY PROJECT – IN PROGRESS

The Upper Market Street Safety Project is a substantial, multi-phased effort to improve the safety and comfort of Market Street between Octavia Boulevard and Castro Street for all roadway users. Today, Market Street has a safer connection between the Castro and Civic Center thanks to its parking-protected bikeway.

🚧 VALENCIA BIKEWAY IMPROVEMENTS – IN PROGRESS

After gathering design input from dozens of community organizations, 200 local merchants and over 300 individuals, our installation of parking-protected bike lanes will be piloted on Valencia from Market to 15th streets in early 2019. This high-priority project also involves reconfiguring parking and loading, in line with the project's safety goals.



Driving Innovation

 Part of our responsibility in creating a safer transportation experience for everyone means designing safe streets that are easier to navigate. We also provide parking services that support the needs of residents, businesses and visitors. From managing on-street parking and city garages to adopting new technologies and policies that improve traffic flow, our work at the SFMTA connects you to where you want to go in San Francisco.

Helping Low-Income Households Pay Citations

This year, we reduced parking and transit citation enrollment fees for people in low-income households and allowed more time for them to complete community service and payment plans. We also reduced towing and boot fees for low-income households at or below 200 percent of the Federal Poverty Level. Late penalties can also be waived when enrolling in a payment plan.

Meter Innovations

As the agency that installs and maintains on-street parking meters, we've worked to expand payment methods and help people find available parking spots quickly, including with multi-space meter pay stations.

These new pay stations allow us to move away from pay-by-space to pay-by-plate, linking meter-fee payment to a vehicle rather than to the parking space itself. Now customers can remotely add time from any pay station or via the PayByPhone mobile app, eliminating the need to return to the meter.

Demand-Responsive Parking Pricing

In December 2017, we became the first city in the nation to implement a citywide Demand-Responsive Pricing Program, a new parking management system that periodically adjusts meter and garage pricing up and down to match demand. Demand-responsive pricing encourages drivers to park in underused areas and garages, reducing demand in overused areas.



We brought this new technology to the city's 28,000 on-street parking meters and to all SFMTA metered surface parking lots. This technology is helpful for anyone who wants to park at a meter: An evaluation of our demand-responsive model showed that parking search times decreased by 43 percent; that average meter rates were reduced by 4 percent in on-street pilot areas (down \$0.11/hour); and that city-owned garage rates went down by 12 percent (down \$0.42/hour).

Improving the City Garage Experience

Ongoing technology upgrades to 22 city-owned parking garages are still underway. Already our new Parking Access and Revenue Control Systems, known as PARCS, are bringing faster exiting, improved customer service and enhanced credit-card payment security to

parking locations. Garages and lots that received PARCS technology FY 2018 include Portsmouth Square, Civic Center, Lombard, Pierce Street, North Beach, St. Mary's Square, Vallejo Street and Ellis-O'Farrell.

Garage Ambassadors

To enhance security in city-owned parking garages and ensure that patrons feel safe, we launched a new Garage Ambassador program. Now patrons can be escorted to their vehicles by uniformed ambassadors upon request in all city-owned garages. Patrons returning for their vehicles can request accompaniment by visiting the garage offices or by calling ahead to the parking facility to make their request. Visit SFMTA.com/Garages-Lots for a full list of city-owned garages.

Our dedicated group of Parking Control Officers (PCOs) have a hand in the city's overall traffic flow. By redirecting traffic away from closed streets and enforcing parking rules, they help support Muni travel, general traffic flow, special events, neighborhood block parties, demonstrations and farmers markets throughout San Francisco.



Protecting the Environment

We are working toward a sustainable future for San Francisco and building a transportation system that stands the test of time. From investing in innovative infrastructure and technology that strengthen sustainable transportation, to curbing greenhouse gas emissions and halting the pace of climate change, we remain focused on our goal of a healthy, equitable and resilient city.



Residential Parking Permit Reform

The Residential Parking Permit (RPP) program has changed very little since it was created more than 40 years ago. To better address the parking needs of today's San Francisco, we are evaluating and revising the RPP system. Driven by a need to reform outdated RPP regulations, we have worked closely with neighbors to expand modern RPP services to new areas of the city this year, including:

NORTHWEST BERNAL HEIGHTS RPP AREA AA: January 2018, after more than two years of signature-gathering by interested neighbors, our Board of Directors approved a new RPP area in Northwest Bernal Heights to help make more on-street parking available to residents. Initiated by neighbors as well as community conversations that have been ongoing since spring 2015, this RPP area includes a limit of two permits per Area AA household.

DOGPATCH RPP AREA EE: To address parking and access challenges in one of the fastest-growing neighborhoods in the city, in April 2018 our Board of Directors approved a new RPP area for the Dogpatch. This was the result of a two-year collaborative process that involved three city agencies, members of the Dogpatch Neighborhood Association, the Dogpatch Business Association and other interested stakeholders. This new RPP Area EE took effect August 2018 and is part of a neighborhood-specific Dogpatch Parking Management plan to improve the availability of on-street parking to meet this area's growing demand.

Dolores Street Median Parking Project

We made permanent a program authorizing weekend parking alongside Dolores Street medians between 14th and 18th streets for certain windows of time. Now "median parking" (the term commonly used to refer to the practice of parking vehicles in the travel lane) is permitted on Fridays, Saturdays and Sundays adjacent to the Dolores Street center medians. This change increases safety for all Dolores Street users by limiting where and when this parking may occur.

Park Smart

Park Smart is a public awareness campaign launched in spring 2018 that includes informational pamphlets and coordinated messaging with travel and tourism industries. Park Smart alerts motorists and visitors that "If You Love It, Don't Leave It," a reminder to not leave valuables in unattended vehicles. This campaign is a public-private partnership involving our agency, the SFPD, Office of Short Term Rentals, the Department of Emergency Management, the Office of Economic and Workforce Development, 311, SF Travel and community benefit districts.

We are happy to report that since full rollout of the program, vehicle break-ins are down over 50 percent at city-owned garages.



Bryant Woo, *Transportation Engineer*

I lead a team of engineers. We evaluate requests for stop signs, traffic signals, crosswalks and other traffic management tools. I got into this work because of my father, who continues to work for the city even after his retirement. A respected transportation engineer in his own right, I can only hope to meet—and maybe someday exceed—the standard that he has set.

Leading on Climate Action

Addressing climate change is a top priority for our agency. While our transit system generates just 1 percent of San Francisco's transportation-related emissions, we know we're a key part of driving down greenhouse gas (GHG) emissions in the city. By investing in green public transit, as well as infrastructure that supports walking and biking, we're helping the city meet important climate targets, including 80 percent of trips taken through sustainable modes by 2030, and reaching net zero GHG emissions by 2050.

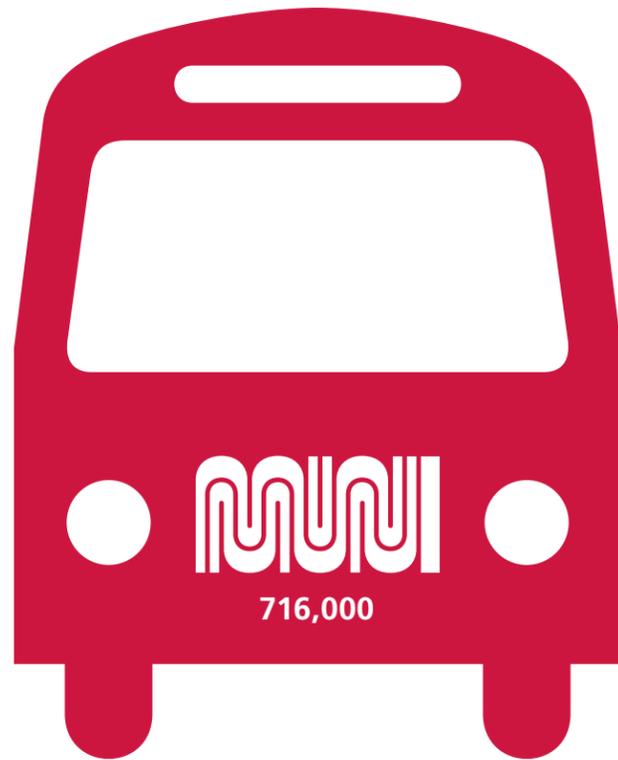
We factor climate concerns and actions into our capital planning and strategic goals. This fiscal year, we adopted a Transportation Sector Climate Action Strategy—a framework for reducing greenhouse gas emis-

sions from San Francisco's transportation sector and increasing the resilience of our transportation system to future climate impacts. The strategy contains key actions in two program areas (Climate Mitigation and Climate Adaptation) that will be implemented over the next two years. Learn more about our climate objectives and efforts at SFMTA.com/Climate.

Advocating for Zero-Emission Transit

We're an active participant in statewide policy governed by the California Air Resources Board. We are actively engaged in the board's Innovative Clean Transit initiative, which calls for the entire statewide transit fleet to be zero-emissions by 2040. Muni buses are on track for full electrification by 2035, and we look forward to sharing our learnings with our transit peers.





New Forms of Mobility 21,000



TNC
170,000



Bike
95,000



Taxi
9,000

BART trips within SF
45,000



Mobility Trends Report

For an understanding of key demographics and mobility trends taking place on San Francisco streets, see our new San Francisco Mobility Trends Report. This citywide snapshot shares the data informing our transportation decisions today, and signals where we must respond to rising population and employment demands in the future. Explore the San Francisco Mobility Trends Report at SFMTA.com/MobilityTrends.

Advancing Electric Vehicle Use

Charging infrastructure is a critical part of the zero carbon vehicle ecosystem. To support the electrification of the transportation sector, including private cars, we're working with city agencies to develop and implement a suite of actions as part of an Electric Vehicle Roadmap. This includes our work this year to install new electric charging stations on municipal properties and also to install charging infrastructure to electrify the SFMTA's non-revenue fleet. As part of our climate action plans, we continue to develop and implement policies for creating a more reliable charging network in San Francisco.

Ongoing Conservation Efforts

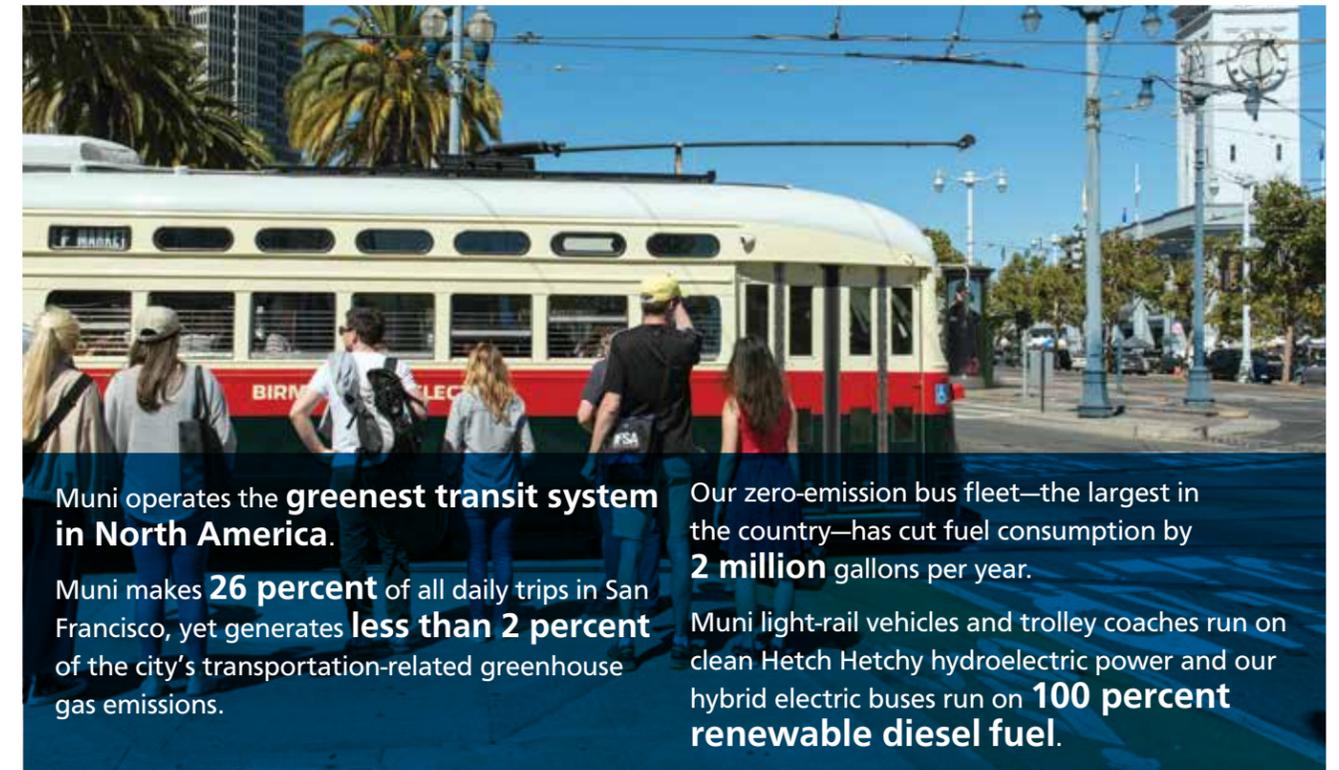
Our Zero Waste efforts seek to bring the agency into compliance with San Francisco's Mandatory Recycling and Composting Ordinance, which requires all city agencies to achieve "zero waste" by 2020. Starting with only a 32 percent compliance for diverting recyclables from landfill in 2016, we are making progress toward full compliance (which could save the agency as much as \$200,000 annually in waste management fees).

We also look for ways to conserve resources through the daily operations of our buildings and vehicles. As we upgrade older infrastructure and construct new facilities, we are meeting and exceeding LEED standards, following San Francisco's Green Building Code. Our efforts include reducing water usage and increasing energy efficiency by developing methods for washing vehicles without drawing from the drinking water supply.

Sustainable Transportation and Land Use

We're working to better integrate sustainable transportation into development. In 2014, San Francisco voters passed Proposition B to establish a Transportation Sustainability Fee specifically for transit expansion. Paid by developers, this fee is projected to raise close to \$1.2 billion for transportation improvements over 30 years, or roughly \$430 million in net new revenue. Among the uses for these funds are increasing the number of Muni buses and trains, improving reliability on the busiest transit routes, developing faster regional transit and ensuring better, safer streets for people walking and on bikes.

One Way to Counteract Climate Change? Ride Muni.



Muni operates the **greenest transit system in North America.**

Muni makes **26 percent** of all daily trips in San Francisco, yet generates **less than 2 percent** of the city's transportation-related greenhouse gas emissions.

Our zero-emission bus fleet—the largest in the country—has cut fuel consumption by **2 million** gallons per year.

Muni light-rail vehicles and trolley coaches run on clean Hetch Hetchy hydroelectric power and our hybrid electric buses run on **100 percent renewable diesel fuel.**

Keeping Muni the Greenest

Already the greenest major transit agency in North America, we're working to boost Muni's environmental benefits even more.

- Starting in 2025, we will only purchase all-electric buses in an effort to meet the goal for an all-electric bus fleet by 2035. All-electric buses do not burn fossil fuels, relying solely on their on-board battery systems.
- Getting electric buses onto city streets requires testing. Taking advantage of higher-energy capacity batteries, we are trying out first-of-their-kind

"Green Zones." These allow Muni hybrid buses to transform into part-time electric buses and operate along several routes run only by battery for up to a third of the route. This year, we received the first of 68 hybrid-electric vehicles with a new anti-idle feature on their engines necessary for the Green Zone program. In addition to supporting our environmental goal for a 100-percent-electric-vehicle Muni bus fleet by 2035, Green Zones give customers a more comfortable and quieter ride.

- We are also making upgrades to our existing facilities to accommodate electric-charging needs and maintenance for our clean-energy future.



Tim Doherty, *Climate and Sustainability Program Manager*

Investing in our transit system is one of the best ways to reduce harmful pollution and greenhouse gas emissions that come from cars and trucks. In the years ahead, shifting more goods and people to sustainable modes such as transit, biking and walking is essential to addressing climate change and can also help to build a healthy and more equitable San Francisco.



Identifying Opportunities for Affordable Housing on SFMTA Property

As Mayor London Breed and the city look for innovative housing solutions, we are proud to do our part to create more affordable places to live. We have worked with the Mayor’s Office of Housing and Community Development (MOHCD), SF Planning and the Office of Economic and Workforce Development to identify opportunities to use publicly owned land under our jurisdiction for potential housing sites. Several affordable housing developments on SFMTA property—and located along transit corridors—are already in the works:

Upper Yard: Consistent with the Balboa Park Station Area Plan, this development makes good use of an SFMTA property that for many years has been used solely for parking. This 30,000-square-foot property located at the southwest corner of Geneva and San Jose avenues is projected to bring 130 new units of 100 percent affordable housing to San Francisco, with ground-floor commercial space and community-serving resources. The Upper Yard project is currently in the design and community outreach stage. Jurisdiction of the property was transferred from the SFMTA to the Mayor’s Office of Housing and Community Development in the fall of 2018. The project is expected to be completed in 2022.

4th & Folsom: This affordable housing development will be located above the Yerba Buena/Moscone Central Subway Station, which was designed to support future development above. The development will include approximately 70 to 80 units of 100-percent-affordable housing with ground-floor commercial space and community amenities. In partnership with the MOHCD, the SFMTA will lease the site to an affordable-housing developer. The project is currently in the preliminary design phase and is expected to be completed in 2023.

Moscone Garage: The plan is to convert this SFMTA garage in the heart of downtown into a convention hotel with a minimum 100 units of affordable housing, ground-floor commercial space and possibly a smaller replacement parking garage. Developer proposals are currently under review.

Housing that prioritizes sustainable transportation supports our Transportation Demand Management strategies and is consistent with our Climate Action Plan to encourage walking, biking and transit use. In addition to these projects, we continue to evaluate SFMTA properties for housing and other transit-oriented development opportunities.



Guiding Emerging Mobility Services & Technologies

Innovations in transportation are changing how people get around the city. Making sure those changes support a safe, sustainable and equitable transportation system is an important part of our role. In 2017, we joined the San Francisco County Transportation Authority in adopting principles to better evaluate emerging mobility services and technologies, and also to develop strategies, partnerships and policy options that support citywide goals. The resulting Guiding Principles for Emerging Mobility reflect San Francisco's values and address issues of safety, transit, congestion, sustainability, equitable access, accountability, labor, disabled access, financial impact and collaboration. We continue to work with city partners and the private sector to live up to these principles.

This year, we also co-produced an Emerging Mobility Evaluation Report with the Transportation Authority. This document, informed by a series of workshops we jointly held with the Transportation Authority, proposes transportation research into issues of sustainability, equity of access, disabled access, safety factors and congestion management.



Michelle Lee, Project Manager, Capital Programs & Construction Division

Launching electric vehicle charging stations was one of my first projects since joining SFMTA in May 2018. With teamwork and dedication, it was completed on time, under budget and with good quality—and is a notable first accomplishment as a new member of the agency.

Update on Shared Mobility Programs

Our regulatory role continues to evolve with San Francisco's changing transportation landscape. Recent transportation mobility innovations have brought us powered scooter share, bikeshare, on-street shared vehicles, private transit vehicles and more. How to bring these new services successfully into the existing transportation system is what we are working with partners from the public and private sector to solve. Here's a look at some solutions for shared services we delivered this year:

POWERED SCOOTER SHARE

After thousands of electric scooters were dropped on city streets without warning, the San Francisco Board of Supervisors unanimously passed a city law in April of 2018 requiring a permit for any company wishing to operate shared, powered scooter service necessitating parking on city sidewalks and other public spaces. In response we launched the Powered Scooter Share Permit and Pilot Program and selected companies that demonstrated a commitment to public safety, user education, equitable access, sustainable transportation goals, and a desire to collaborate with the city and its diverse communities. Initial operations of this permitted powered scooter service began October 2018.

BIKESHARE

When stationless bikeshare emerged as a big new trend, we were among the first U.S. cities to create a regulatory and permitting framework. In 2018, we completed a midpoint evaluation of an 18-month electric, stationless-bikeshare pilot. Findings show that public demand for these shared electric bikes is high. Our agency has engaged bikeshare operators in issues of geographic distribution and equity, and we continue to promote other opportunities for improvement based on technology and community feedback.

ON-STREET SHARED VEHICLES

Our agency administers permits for curbside parking spaces for dedicated shared-vehicle use, allowing carshare services to reach more areas within the city. The On-Street Shared Vehicle Permit Program was approved July 2017 after it was first tested as a pilot project starting in 2013.

PRIVATE TRANSIT VEHICLES

In 2017, the SFMTA Board approved the Private Transit Vehicle Permit Program to regulate shared, privately-operated transportation services that are open to the public and charge individual fares. The program outlines permit conditions, as well as fines and fees which apply to companies offering service exclusively within city limits.

The Future of Transportation: Automated Vehicles

San Francisco is one of several cities around the globe where companies are testing fully automated vehicles that could at some point operate without human drivers. Driver assistance technologies and driverless vehicles have the potential to reduce driver error and provide mobility options to those who cannot drive. These vehicles also present new challenges that could have adverse effects on the city's transportation system and quality of life.

We're making efforts to ensure the city has a seat at the table in developing roles for these technologies and how they operate on city streets. Our staff is working to identify city policy options that may influence testing and ensure deployment consistent with the city's Transit First, Vision Zero and climate action policies, as well as the Guiding Principles for Emerging Mobility.

Outside Lands: Coordinating with Emerging Mobility

Each year, the Outside Lands festival brings three days of music to Golden Gate Park—and each night tens of thousands of attendees pour out of the park right after the final show, creating a unique transportation challenge. We worked to get ahead of anticipated impacts to the surrounding Richmond and Sunset neighborhoods this year. Our Office of Innovation hosted a collaborative forum with San Francisco Recreation and Park and Another Planet Entertainment. We connected our Muni and special events teams and Parking Control Officers with Supervisor Sandra Lee Fewer's staff, Uber and Lyft to focus on congestion and safety challenges.

Together we were able to develop new solutions:

- An "Active Transportation Hub" hosting bike-share services and bike parking and valet.

- Engaged with taxi drivers to support temporary taxi stands directly adjacent to exits.
- Uber and Lyft created digital blackout zones to prevent passenger loading along Muni shuttle routes in order to reduce Muni service delays and promote street safety.
- Temporary passenger loading zones along the north and south sides of the park to reduce congestion at the event exits; used new wayfinding and improved signage that clarified "passenger loading only" to ensure proper use of zones.
- Attendees and neighbors in on the game plan using city and event sponsor websites and social media platforms that provided consistent information, including a map.

The result: We dispersed 80,000 people within 45 minutes on Saturday, the busiest day of this event.



Our Workplace Connects to the Transportation System

Promoting a healthy and empowered workforce is the best way to keep San Francisco moving. Whether behind the wheel, on the streets, operating machinery or working behind the scenes, 6,000 hardworking SFMTA employees bring our transportation system to life seven days a week, 365 days a year. By supporting these remarkable people, we're strengthening our transportation system and serving our wonderful city.



Wellness in the Workplace

Our wellness programming has continued to be recognized by staff as one of the most important cultural values at work. This year we've increased health and wellness in the workplace by:

- Boosting Road to Fitness programming for field employees.
- Offering Wellness Rooms at various agency locations with regularly scheduled educational events and activities.
- Hosted a Health and Education Fair and coordinating two blood drives through our Wellness Council.
- Offering agency-wide flu clinics, coordinated with the San Francisco Health Service System, to provide on-site, annual flu shots for over 800 SFMTA and City & County of San Francisco employees.

Employees Going the Extra Mile

In 2018, we launched a new annual employee recognition program—the Going the Extra Mile or GEM Awards—to highlight exceptional contributions that support our core values of *Respect*, *Inclusivity* and *Integrity*. Based on nearly 300 nominations by fellow employees, and evaluated by a 16-member selection committee comprised of peers from across all divisions, 148 GEMs were selected and honored in a public celebration spring 2018.



For an Outstanding Workplace

Creating an outstanding workplace, as outlined in our Strategic Plan Goal 4, is an ongoing effort demonstrated by many SFMTA initiatives:

- Our Outstanding Workplace Committee, now in its second year, is a volunteer staff committee that works to promote a culture of respect, accountability and collaboration.
- Our Organizational Development Team supports leadership development and workplace culture improvement efforts throughout the agency and have helped us provide Implicit Bias training for frontline staff.
- To identify areas of improvement, we also capture a snapshot of current perceptions within the agency through our annual Employee Survey. Our SFMTA leadership team reviews the annual survey results carefully, and works diligently to address issues that affect staff.

Workplace Values: The new SFMTA Strategic Plan that took effect summer 2018 defines our workplace as one that values *Respect*, *Inclusivity* and *Integrity*. We are also committed to the diverse, fair and inclusive hiring practices outlined in the Mayor's Executive Directive 18-02, issued September 2018.

Welcoming Interns: We had 33 students participating in the Auto Shop Summer Intern Program; 45 interns for the Sustainable Streets Division through a city program; nine interns as part of the Genesys Works nine-month partnership; and eight interns working in the divisions of Capital Programs & Construction, Communications & Marketing, Finance & Technology and Human Resources as part of Project Pull.



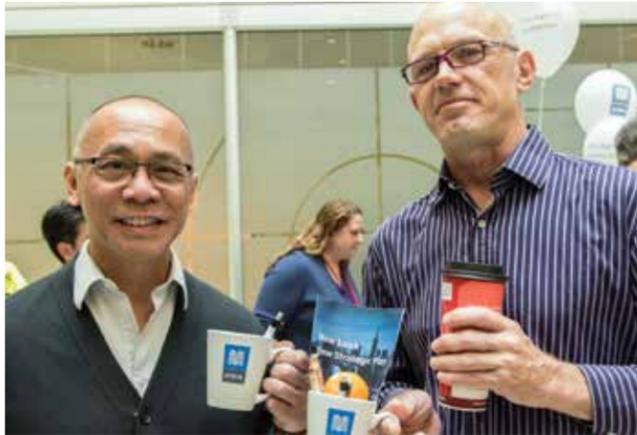
Tori Winters, Transportation Planner

I am most proud of work that directly simplifies road interactions, improving safety and increasing travel efficiency for vulnerable populations. Additionally, I find great joy in field work where I'm able to have meaningful conversations to educate and empower stakeholders with the information needed to make important transportation decisions in their communities.



A New SFMTA Look

This past summer we launched a new look for our agency. Our new SFMTA logo pays tribute the historic Muni “worm” logo continuing to be used on transit vehicles, shelters, stations and operator uniforms. In this way the new SFMTA brand makes us more easily identifiable to the public we serve and honors our heritage as the oldest publicly owned transit agency in the country.



Becoming a Muni Operator

Transportation is emblematic of San Francisco—from the Golden Gate Bridge and Lombard Street to our world-famous cable cars—and our Muni Operators have a meaningful impact on this unique city. Whether they’re driving Muni buses, trains, historic streetcars or cable cars, Muni Operators play a vital role in connecting our neighborhoods. In 2018, we kept our focus on recruiting and retaining capable people to drive our transit fleet. Details on how to apply to be a Muni Operator can be found at SFMTA.com/MuniOperator.

Workplace Safety

Our quarterly “Race to Zero” program celebrates the many Muni operators carefully navigating busy streets while avoiding collisions. Among those celebrated in 2018 includes the Woods Division and over 600 transit operators who demonstrated the most significant decrease in their collision rate over the previous quarter.

To eliminate future hazards and improve the overall safety of passengers and employees, we thoroughly document and investigate incidents, injuries and property damage. Implementation of the Intelx reporting system in 2018 helps capture this data, reducing paperwork and speeding up the flow of information.

Employee Shuttle

Getting transit operators, maintenance workers and others to work for their early morning and late night shifts was the focus of an employee shuttle pilot begun in summer 2018. Starting at the 24th Street BART Station, the shuttle stops at key agency locations in the Potrero and Dogpatch neighborhoods, including our new Islais Creek facility.

Vehicle Pool

In 2018, we launched our shared vehicle on-demand pool using a fleet of eight hybrid, keyless-entry sedans to help colleagues serve every corner of San Francisco.

Working with Communities

Our agency has hundreds of active projects underway, including Muni Forward projects, street reconfigurations, maintenance work, beautification projects and so much more. We believe that it’s by working with San Francisco’s communities that we can deliver the most effective and equitable projects possible. Members of the public play an important role, helping shape these transportation projects and holding us accountable to the city we serve.



Ensuring Public Input

To better involve the public in SFMTA projects and decision-making processes, we created and continue to develop our Public Outreach & Engagement Team Strategy (POETS). In 2018, the agency launched new requirements and resources for every project that impacts the public. The requirements outline how to plan and budget for outreach and engagement, and how to coordinate among multiple projects and city partners. The POETS goal is to make community engagement a vital part of our work, so we can deliver projects that take into account the needs of all San Francisco residents, businesses and stakeholders.

District Liaisons

Our POETS team serves as District Liaisons for the 11 San Francisco Supervisorial Districts. In this role, they engage with community groups to strengthen relationships, understand stakeholders’ issues and concerns related to transportation, and relay this information back to internal staff and partnering city agencies.

Community Response Team

Created in 2018, the Community Response Team provides a single point of contact for Supervisors as well as coordination for transportation issues. The team works with the public and the city’s elected officials to deliver timely answers and results when near-term concerns arise.





Ariel Ward, *Transportation Engineer & Planner*

I'm very proud of my contributions to the Bayview Community-Based Transportation Plan. I believe an important part of my responsibility, especially as an engineer and planner of color, is to provide the tools and platforms communities need to advocate for greater and more equitable mobility.

Planning with the Bayview Community

In 2018, we began a community-driven planning effort to ensure that residents of the Bayview District have a robust and diverse transportation network that allows them to access economic and social opportunities. Through the Bayview Community-Based Transportation Plan, we partner with residents, businesses and community groups to create a clearer picture of how transportation projects fit together and to establish transportation priorities that reflect community values and needs.

Funded through a Caltrans Sustainable Planning Grant, the Bayview Community-Based Transportation Plan will include conceptual designs, prioritization of projects and a funding plan to ensure on-the-ground results that meet community expectations. The planning effort also includes a Participatory Budgeting process, where the Bayview community will develop proposals for transportation improvements in collaboration with city staff and the Supervisor's office.

These proposals will then be voted on by community members and the projects receiving the most votes from the public will be funded through a \$600,000 Lifeline transportation grant.



Construction Mitigation

Our large-scale capital construction projects are designed to create benefits for the city for decades to come. However, we know that short-term inconveniences related to construction can cause real pain. That's why we seek to achieve timely completion of our work with the least disruption. Whenever possible, we proactively engage with those who are impacted by construction in order to develop solutions and mitigate problems.

For example, as a part of our Central Subway Project we were able to shrink the footprint of the Chinatown area work zone by using a smaller crane than originally called for, as well as create additional parking options for those trying to access local businesses. SFMTA staff continue to meet monthly with Chinatown advocacy groups to address issues.

Based on past success, our construction mitigation program is now formalized and will be integrated into all major capital construction projects going forward.

City Partnerships

In February 2018 we co-hosted the annual marketing conference of the American Public Transportation Association in San Francisco with BART. Public transportation agencies from around the nation came together to share best practices for engaging the public.

We continue to work collaboratively with other city departments to plan, design and implement street

projects. To ensure the efficient and effective delivery of public services we proudly team up with sister agencies such as San Francisco Public Works, San Francisco Public Utilities Commission, San Francisco County Transportation Authority, Port of San Francisco, San Francisco Planning Department, San Francisco Department of Public Health, San Francisco Police Department, San Francisco Fire Department, San Francisco Arts Commission, San Francisco Department of the Environment, San Francisco Recreation and Park, the Mayor's Office of Housing and Community Development, Office of Economic and Workforce Development, Caltrans, Caltrain, BART and other partners.

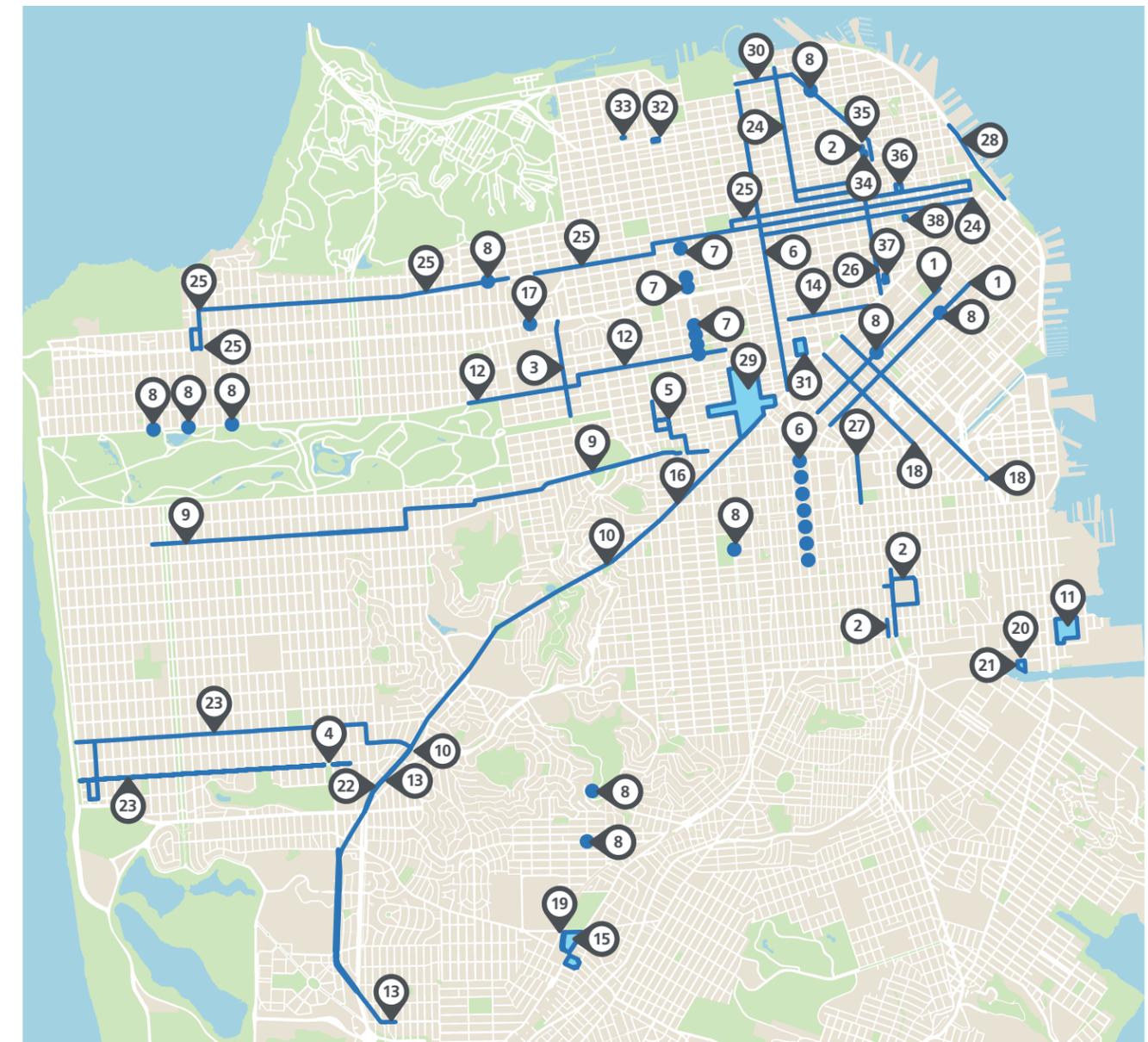
SFMTA Interactive Projects Map

Our No. 1 customer information tool is our agency website: SFMTA.com gets more than a million visitors per month. We redesigned our agency website the fall of 2017 to make it easier for customers to navigate, and we continue to improve this tool, including through our new Interactive Projects Map.

Launched this year, the Interactive Projects Map provides a visual representation of SFMTA projects that affect the streets of San Francisco. Website visitors can easily search SFMTA projects by name, mode, neighborhood, Supervisor District or by clicking on the map. Found online at SFMTA.com/ProjectsMap, this tool offers a new way to explore transportation projects in San Francisco.

Projects Completed Fiscal Year 2017-2018

- 1. Folsom-Howard Streetscape Project – Near-Term Completed
- 2. Potrero Avenue Streetscape Improvement Project
- 3. Masonic Avenue Streetscape Project
- 4. Vicente Street Bicycle & Pedestrian Safety Project
- 5. Wiggle Neighborhood Green Corridor Project
- 6. South Van Ness Traffic Signal Upgrade
- 7. Webster Street Pedestrian Countdown Signal Upgrade
- 8. Contract 63 New Traffic Signals Project
- 9. Sunset Tunnel Trackway Improvements
- 10. Twin Peaks Tunnel Track Replacement & Seismic Upgrade
- 11. Muni Metro East Storage Track Extension Phase II
- 12. 5 Fulton Rapid – Mid-route Completed
- 13. M Ocean View Improvements (Rossmoor Drive & Junipero Serra)
- 14. Turk Street Safety Project – Near-Term Completed
- 15. Green Light Rail Center Track Replacement
- 16. Upper Market Street Safety Project - Near-Term Completed
- 17. Geary/Baker Safety Improvements
- 18. 7th Street & 8th Street Safety Project – Near-Term Completed
- 19. Balboa Park Eastside Connection
- 20. Islais Creek Security Enhancements
- 21. Islais Creek, Maintenance & Operations Facility Phase II
- 22. West Portal/St. Francis Circle Improvements
- 23. L Taraval Rapid Project, Safety Improvements - Near-Term Completed
- 24. Cable Car Gearbox Rehabilitation Project – California and Mason lines
- 25. 1 California Transit Priority Improvements
- 26. Powell Street Safety & Sidewalk Improvement Pilot
- 27. Bryant Street Bike Network Improvement Project
- 28. Embarcadero Enhancement Project – Near-Term Completed
- 29. Octavia Boulevard Enhancement Project, Oak/Octavia Safety Improvements
- 30. 30 Stockton Transit Priority Project
- 31. Civic Center Garage PARCS Upgrades
- 32. Lombard Garage PARCS Upgrades
- 33. Pierce St. Lot PARCS Upgrades



- 34. North Beach Garage PARCS Upgrades
- 35. Vallejo Street Garage PARCS Upgrades
- 36. Portsmouth Square Garage PARCS Upgrades
- 37. Ellis-O'Farrell PARCS Upgrades
- 38. St. Mary's Square Garage PARCS Upgrades

-  Transit
-  Parking/Driving
-  Pedestrian
-  Bike
-  Accessibility
-  Streetscape

This list reflects projects in their final phase or completely closed out by time of publication. We deliver projects at many stages. In our commitment to refine projects, we continue to solicit user feedback and projects continue to evolve. Follow projects in design, construction and completion stages at SFMTA.com/Projects.

Projects on the Horizon

Projects to maintain our core infrastructure, expand transportation choices, shore up safety and equity gaps and prepare San Francisco for growth are already underway. With transportation enhancements taking place throughout the city and major SFMTA projects located on critical corridors, we are building momentum to deliver a better, more reliable transportation system for a growing city.



Examples of SFMTA projects we're hard at work to deliver:

- 6th Street Pedestrian Safety Project
- 7th Street & 8th Street Safety Project
- 16th Street Improvement Project
- Better Market Street Project
- Central Subway Project
- Embarcadero Enhancement Project
- Folsom-Howard Streetscape Project
- Geary Boulevard Improvement Project
- Geary Rapid Project
- L Taraval Rapid Project
- Polk Streetscape Project
- Octavia Boulevard Enhancement Project
- Safer Taylor Street
- Townsend Corridor Improvement Project
- UCSF Mission Bay Platform Upgrade
- Upper Market Street Safety Project
- Van Ness Improvement Project

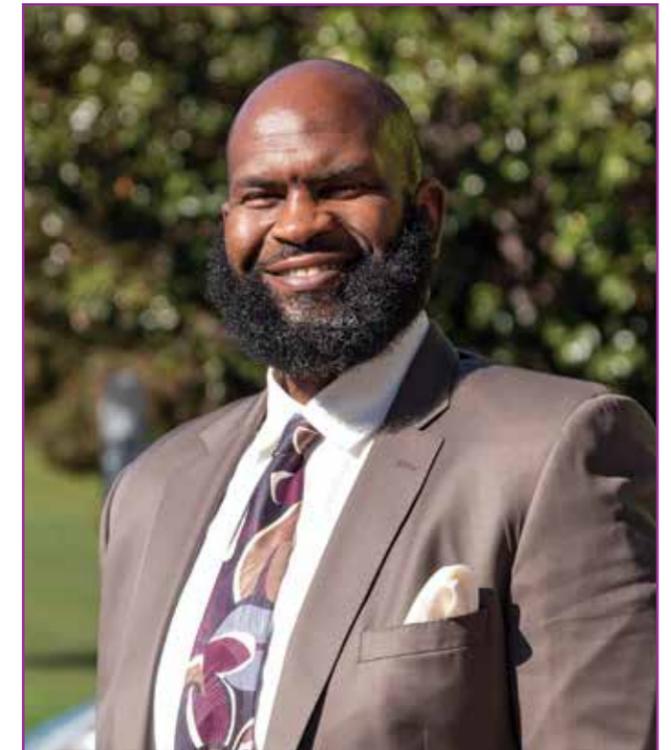
See SFMTA projects in your neighborhood at [SFMTA.com/ProjectsMap](https://www.sfmta.com/ProjectsMap)



Planning Next-Generation Neighborhoods

We're also working to understand and meet transportation needs in the future. We work with city planning departments and coordinate with external stakeholders to locate new housing and employment centers near existing transit. Recent long-range land use and transportation integration efforts include the following projects in the city:

- Balboa Park Station Area Plan
- Bayview Community-Based Transportation Plan
- Candlestick Point-Hunter's Point Shipyard Transportation Plan
- Central Corridor (SoMa) Plan
- Central Subway Extension (T Third Phase 3)
- Eastern Neighborhoods Transportation Implementation Planning Study (EN TRIPS)
- Glen Park Station Area Plan
- Market-Octavia Area Plan
- Mission Bay Plan
- Moscone Convention Center Redevelopment
- Parkmerced
- Treasure Island
- Waterfront Transportation Assessment



André Wright, Schools Transportation Safety Engineer

As a high schooler I went to a Caltrans Engineering summer camp that introduced me to transportation and civil engineering. Today, I design and update school signage and roadway markings for all schools in the City and County of San Francisco, including layouts for passenger, school bus and loading zones. I'm also working on traffic calming near school loading zones. It's very rewarding work.

Financial Information

We have an obligation to manage public funds in a way that prioritizes the environment, equitable access to city transportation and other principles that show a concern for our neighbors and quality of life. We put this funding to use to achieve our vision of excellent transportation choices in San Francisco, investing in safer streets and a better Muni. You see these investments in everything from accessible pedestrian signals to articulated buses, signals to street cars, bike lanes to new light-rail trains, crosswalks to cable cars, and numerous local programs intended to make transportation work for everyone. In this way, our budget is a reflection of what we value as a city and who we are as San Franciscans.

The FY 2017-2018 Budget

The fiscal year runs from July 1 through June 30. Fiscal Year 2017-2018 marks the close of a two-year budget designed to meet long-term priorities laid out in our 20-Year Capital Plan, five-year Capital Improvement Program and Fiscal Year 2013-2018 Strategic Plan.

There are two parts of the SFMTA budget: our operating budget and our capital budget. The agency is required to submit a balanced budget, which means expenditures may not exceed revenue.

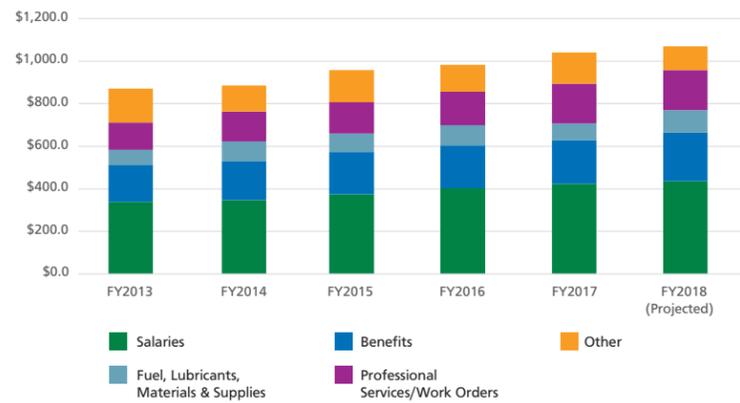


OPERATING EXPENDITURES

The Fiscal Year 2017-2018 Operating Budget totals \$1.2 billion and includes 6,000 positions. The focus of the operating budget is to address top-priority safety, state of good repair and capital needs, and to continue to address affordability concerns for Muni riders.

Major expenditure categories include the following: labor costs, contracts and services, materials and supplies, equipment and maintenance, rent, insurance and claims, and services from city departments. Included is funding for capital needs from local sources including General Fund Population Based Baseline, Transportation Sustainability Fee and Development Impact fees.

Operating Expenses (in millions)

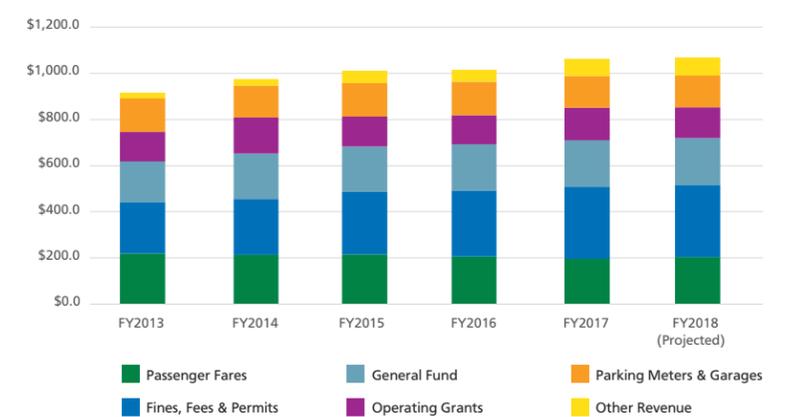


OPERATING REVENUE

Funding for operations comes from the following revenue sources: transit fares, operating grants, parking and traffic fees and fines, and other revenues such as advertising, interest income, taxi fees and miscellaneous service fees. The operating budget also includes voter-approved General Fund baseline allocations.

The SFMTA's Operating Revenue for Fiscal Year 2017-2018 was \$1.2 billion.

Operating Revenue (in millions)





CAPITAL BUDGET

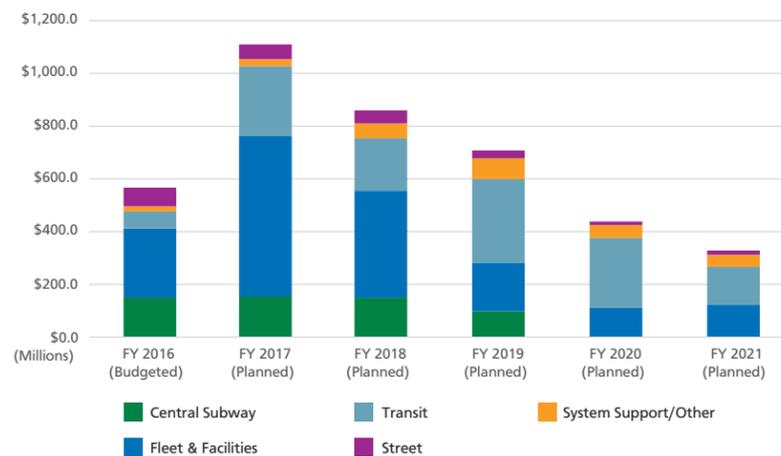
The SFMTA’s Capital Budget for Fiscal Year 2017-2018 was \$947 million.

The capital budget includes major infrastructure projects like the Central Subway, upgrading our bus and light rail fleets, and 266 projects included in the Fiscal Year 2019-2023 Capital Improvement Program (CIP), a fiscally constrained program of projects that the SFMTA plans to implement over the next five years.

Through the CIP, we ensure that our investments are consistent with the agency’s goals such as Vision Zero, Transit First and Maintaining a State of Good Repair.

Our capital budget is supported by local funds, including the 2003 voter-approved Proposition K sales tax. We also receive regional, state and federal funding from grants awarded for specific projects. Funding for SFMTA’s capital projects comes from more than 40 local, state, regional and federal sources.

Capital Budget (in millions)



Fiscal Health

We have retained the highest revenue bond rating of any transportation agency in the nation – the credit-rating firm Standard & Poor’s (S&P) renewed our “AA” rating, citing our strong fiscal management.

This AA rating says we’re a sound investment, and helps us borrow at low rates to continue improving the transportation system.

FY 2019 and 2020 Two-Year Budget Picture

To develop our agency’s two-year capital and operating budget, which determines the amount of money spent across San Francisco’s transportation system, our staff works with the public to prepare a balanced budget proposal for the SFMTA Board of Directors’ approval. The SFMTA budget goes to the Mayor for final approval and inclusion in the two-year budget for the City and County of San Francisco.

The budget is developed to align with the agency’s Strategic Plan Goals and Muni Service Equity Strategy and the city’s Transit-First and Vision Zero policies. Public input is gathered during a series of budget town halls, the SFMTA Citizens’ Advisory Council and other outreach.

In April 2018, the SFMTA Board of Directors approved the agency’s \$1.2 billion and \$1.3 billion annual operating budgets for fiscal years 2019 and 2020, respectively. This budget makes significant investments to expand Muni service by adding more light-rail trains, opening a new bus maintenance facility, and launching Central Subway service in 2019. This budget also continues the agency’s commitment to meeting affordability goals by extending the Free Muni for Low- and Moderate-Income Youth, Seniors and Disabled program, makes strategic investments in transit programs to support new light-rail vehicle services and bus maintenance needs, and provides additional financial and operational support for the taxi industry.

The Fiscal Year 2019- 2020 Capital Budget consists of newly appropriated funding totaling \$391 million for Fiscal Year 2019 and \$612 million Fiscal Year 2020. It continues to advance Vision Zero, the city’s effort to end traffic fatalities, and Muni Forward, which was designed to address transit delays, improve reliability and increase the safety and comfort of customers along Muni’s most popular routes.

Funding for the Future

Local funding is only part of how transportation is funded: State and federal resources are vital to delivering a safe, reliable and equitable transportation system. The public has shown it remains committed to funding transportation. In November 2018, California voters defeated Proposition 6, re-affirming the gas tax that supports \$60 million in transportation funding for the City and County of San Francisco. Bay Area voters also approved Regional Measure 3, which will provide \$140 million to expand Muni’s fleet and maintain facilities.

This fiscal year, the agency also secured \$512 million in funding from 66 different state and federal grants. Grant funding is vital for major initiatives such as the purchase of new light-rail vehicles and the construction of projects such as the Central Subway, the Geary Rapid Project and Better Market Street.

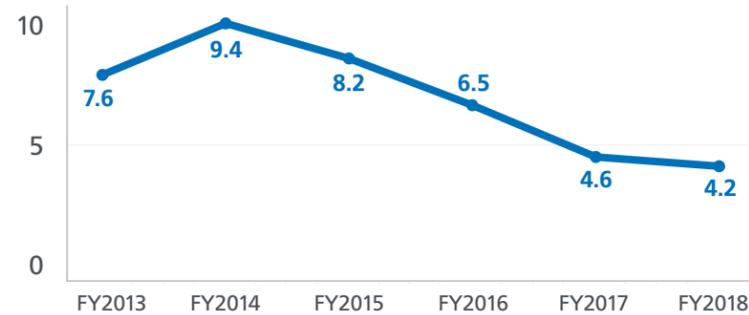
In 2014, the voters of San Francisco passed the \$500 million San Francisco Transportation and Road Improvement General Obligation Bond. This year, bond revenues were used to support Muni Forward improvements to the Rapid Network, Muni facility upgrades, major transit corridor improvements.

Key Performance Indicators

To track the agency's progress in meeting the objectives outlined in the FY 2013-2018 SFMTA Strategic Plan, we establish Key Performance Indicators linked to each strategic goal. In the following pages, you can see how we're doing and track the progress we made in FY 2017-2018.

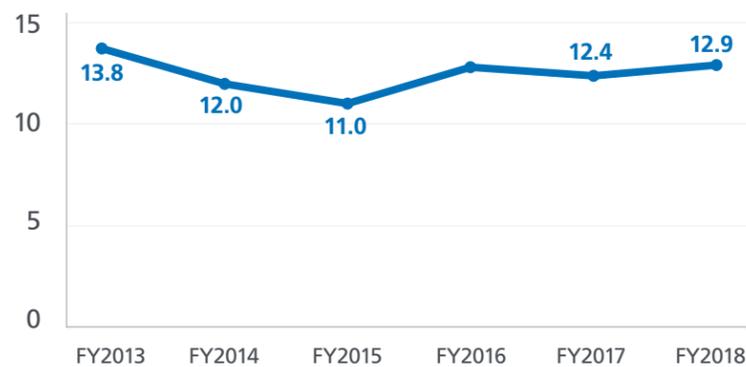
OBJECTIVE 1.1.1 Muni Security Incidents per 100k Miles

We strive to improve security throughout the Muni system by identifying and reducing criminal activity. To show our progress, we report data on crimes that occur on Muni vehicles or at Muni stops and stations for every 100,000 miles of Muni service, with a goal of reducing the crime rate by 10% every two years.



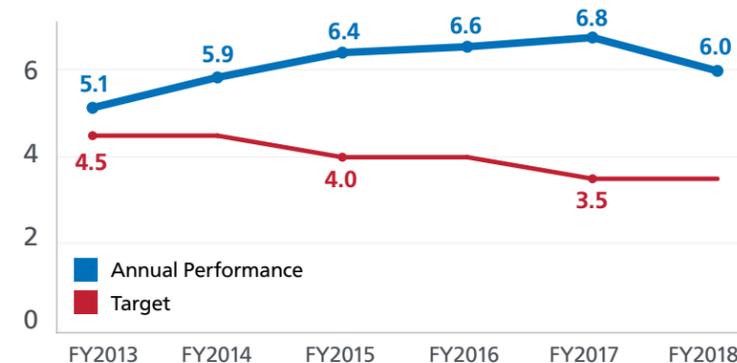
OBJECTIVE 1.2.1 Workplace Injuries per 200k Hours

To improve workplace safety, we track the number of workplace injuries for every 200,000 work hours. Our goal is to reduce the injury rate by 10% every two years.



OBJECTIVE 1.3.1 Muni Collisions per 100k Miles

To reduce collisions, we track the number of Muni vehicle collisions for every 100,000 vehicle miles traveled, with a goal of reducing the collision rate by 10% every two years.

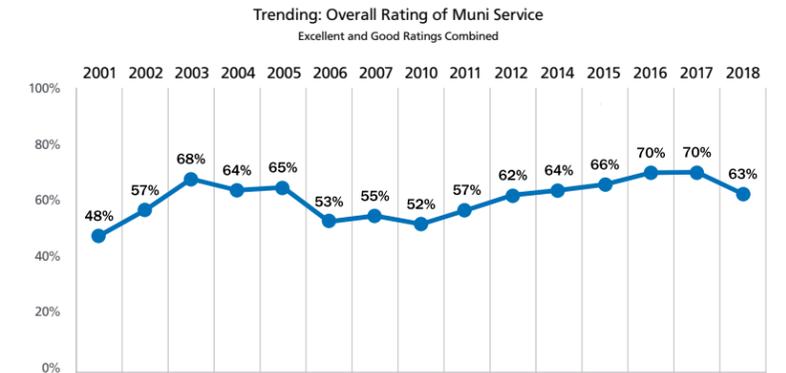


OBJECTIVE 2.1.1 Customer Rating: Muni Customer Rider Survey

To improve customer satisfaction and increase ridership, we track customer satisfaction annually.

Important Note: Between 2001-2004, a 5 point scale was used: excellent, good, fair, poor and very poor. Since 2005, a four point scale has been used: excellent, good, fair, and poor.

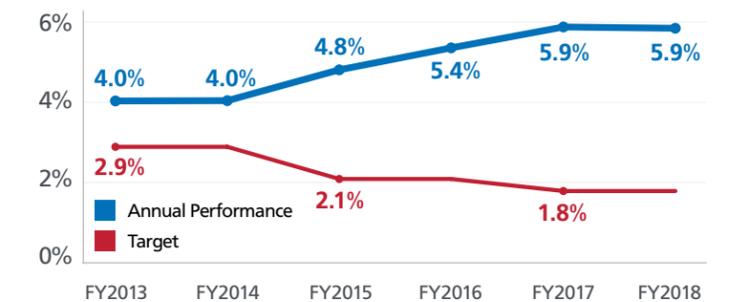
Base: 2018 Total (n=609)



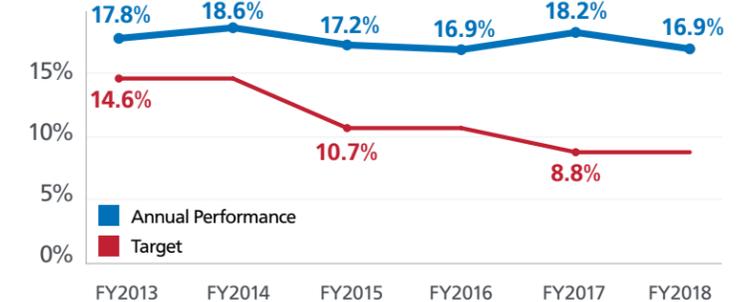
OBJECTIVE 2.2.1 % of Transit Trips with Bunches and Gaps on Rapid Network

To improve transit service reliability, we track the percentage of transit trips with bunching or gaps on the Rapid Network, with a goal of reducing bunching and gaps by 65% over the FY 2012 baseline by the end of FY 2018.

Percentage of transit trips with <2 min bunching on Rapid Network

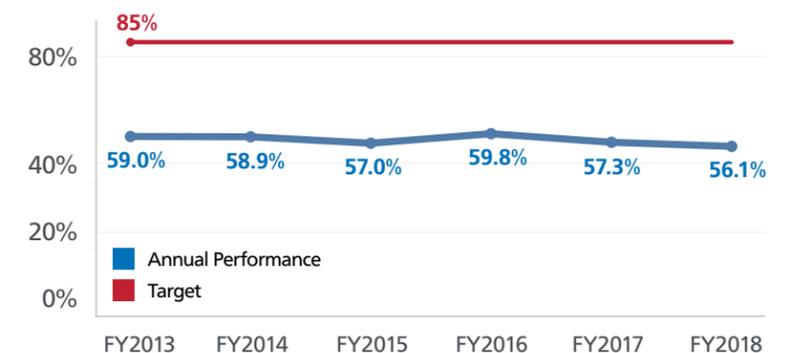


Percentage of transit trips with +5 min gaps on Rapid Network



OBJECTIVE 2.2.2 Transit On-Time Performance

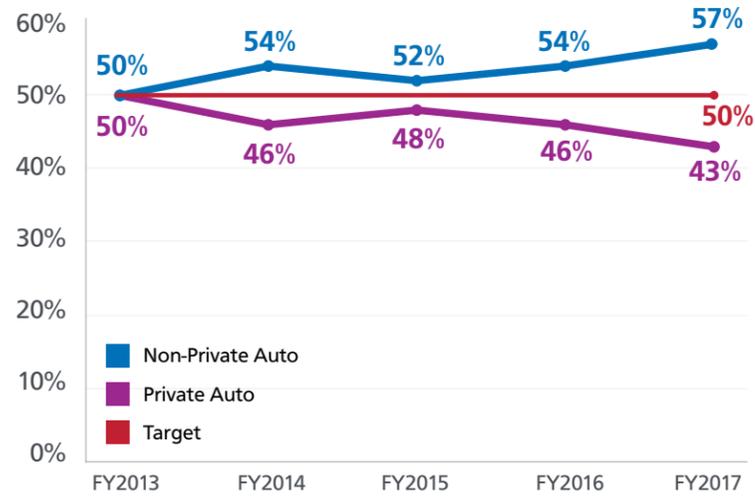
On-time performance is a City Charter-mandated measure of the timeliness of Muni arrivals, with a voter-approved standard of 85% or more.



OBJECTIVE 2.3.1 Non-private Auto Mode Share

San Francisco's long-standing Transit-First policy focuses our transportation planning efforts to encourage travel in the city by walking, bicycling and public transit. We track our progress in promoting these modes of travel by surveying transportation users to estimate the percentage of trips by mode on an annual basis. This allows us to monitor the impact of our planning and initiatives, and can help align agency personnel and resources towards improving San Francisco's transportation network.

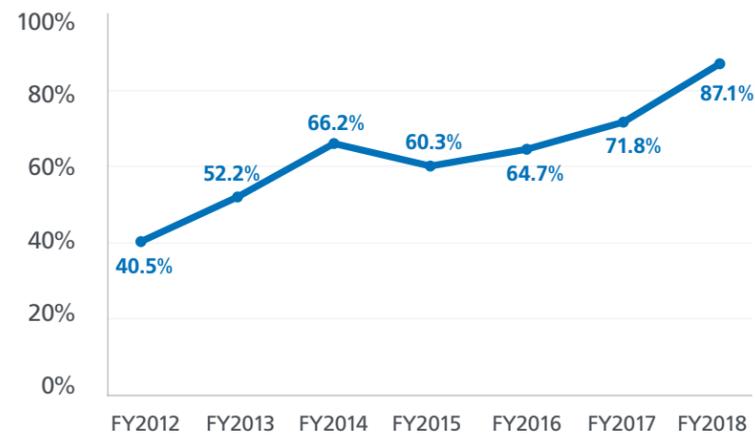
Our goal is to increase the share of trips taken using non-private auto modes, including transit, walking, biking, taxis and on-demand ride services to more than 50% of all trips, including driving alone or carpooling in a private auto.



The figure for FY 2018 was not available by print time.

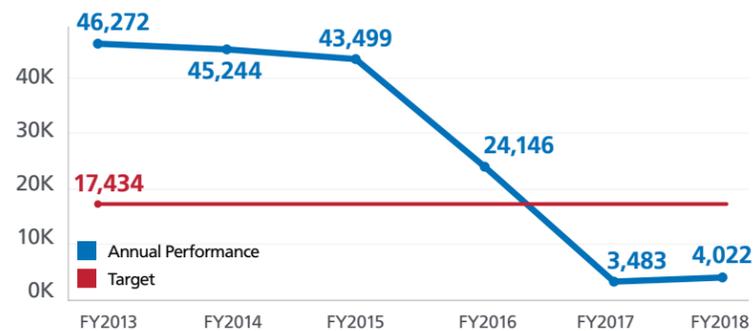
OBJECTIVE 2.4 % of SFpark Spaces with No Rate Change

SFpark uses demand-responsive pricing to open up parking spaces on each block and reduce circling and double-parking. To gauge progress in improving parking availability, we track the percentage of metered hours without needing to change the price of parking rates. Increasing the percent of metered hours with no rate change indicates achievement of price point and parking availability goals.



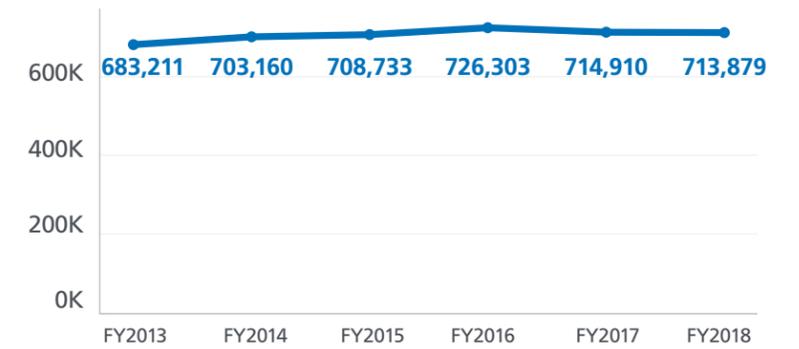
OBJECTIVE 3.1.1 SFMTA CO2 Emissions (mt)

To honor our APTA Platinum Sustainability commitment, we track production of greenhouse gas emissions from the SFMTA's operations. Through new programs and initiatives, the SFMTA has reduced greenhouse gas emissions by over 90% since FY 2015.



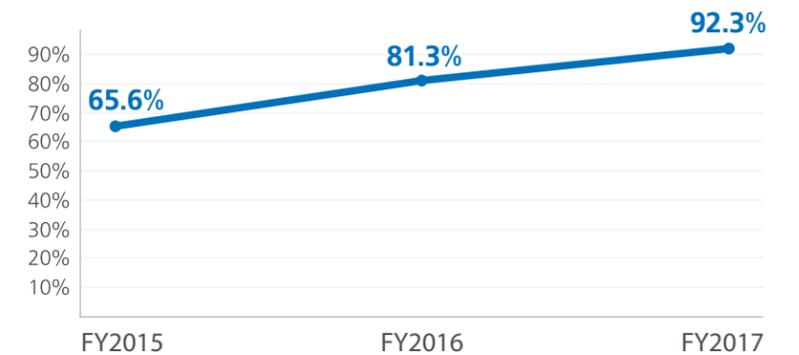
OBJECTIVE 3.2.1 Muni Average Weekday Boardings

Ridership is the key indicator of the SFMTA's positive economic benefit to the city. Growing ridership is both a significant correlate and contributor to urban growth. This Metric assesses the value of the transportation system to the city and replaces the economic impact of Muni delays as a measure.



OBJECTIVE 3.3.1 Percentage of all capital projects delivered on-budget by phase

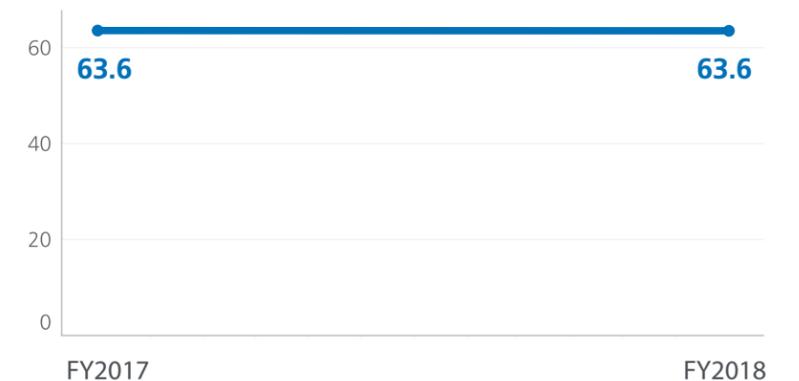
To ensure that capital projects are delivered on-budget, we track the percentage of capital projects that are completed at or below their budget. Our goal is to improve the percentage of projects completed on or under budget by 10% every two years.



The figure for FY 2018 was not available by print time.

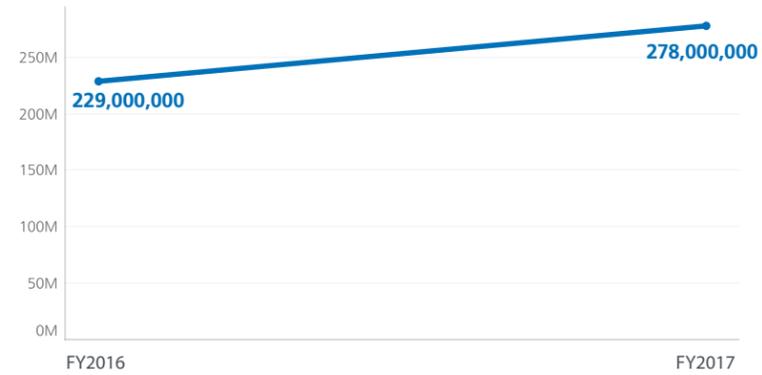
OBJECTIVE 3.4.1 passengers per revenue hour

To support our objective of delivering services efficiently, we track the average number of passengers per hour of revenue service as a key indicator of efficient delivery of services.



OBJECTIVE 3.5.1 State of Good Repair Capital Budget Deficit

To make progress towards closing the structural capital deficit, we track the difference between the annual cost of full asset replacement in order to achieve a State of Good Repair and the funds we've secured to address those needs.

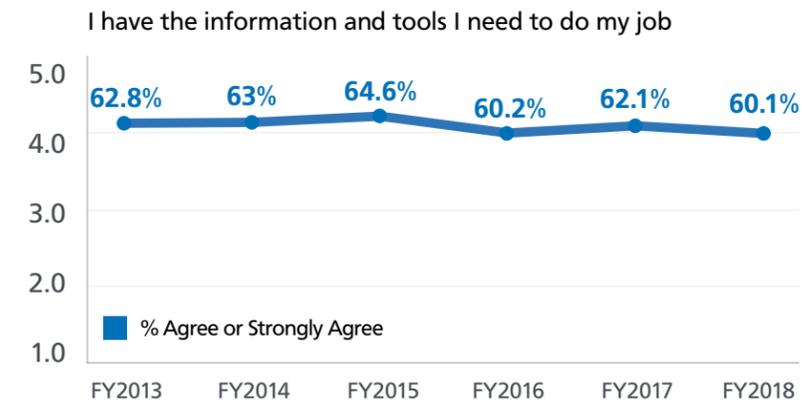
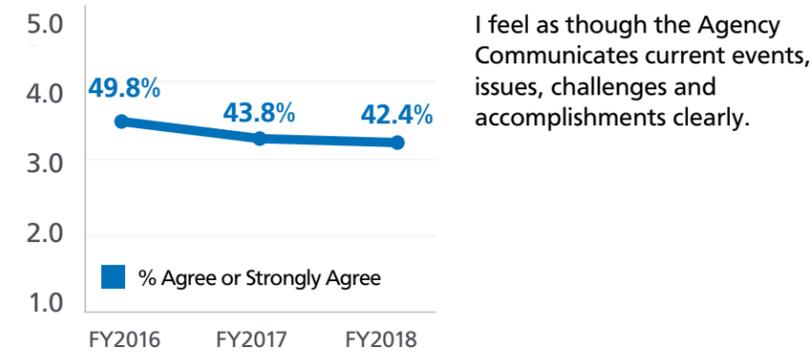


The figure for FY 2018 was not available by print time.

OBJECTIVE 4.1.1 & 4.2.1 Employee Rating; Scale of 1 to 5

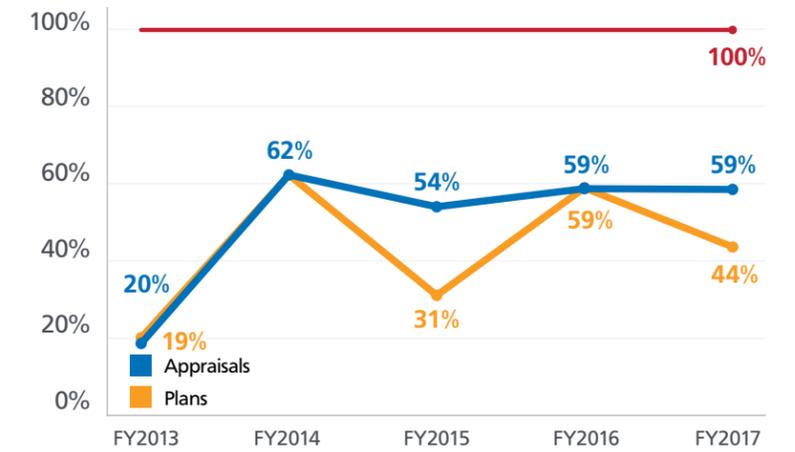
To ensure good internal communication and workplace satisfaction, we track employee responses to the annual Employee Survey questions: "I feel I have the information needed to do my job." and "I feel informed about agency issues, challenges and current events." A higher rating on a scale of 1 to 5 means that we are improving internal communication. To help create a better workplace, we also track employees' overall satisfaction level on the annual Employee Survey. Our goal is to increase the satisfaction rating by 0.2 points every two years.

Note that in FY 2015-2016, the question "I have access to information about Agency accomplishments, current events, issues and challenges." was updated to "I feel as though the Agency communicates current events, issues, challenges and accomplishments clearly."



OBJECTIVE 4.3.1 Performance Plan, Appraisal Completion

To improve employee accountability, we track the percentage of employees with performance plans established at the beginning of the year and the percentage of employees with performance appraisals completed by the end of the year. Our goal is to ensure that 100% of employees have plans and receive feedback on their performance each year.



The figure for FY 2018 was not available by print time.

OBJECTIVE 4.4.1 Stakeholder Rating: Satisfaction with SFMTA Management of Transportation in San Francisco

Due to changes in fielding this survey, this data is not available.

Acknowledgments

Mayor London Breed

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Aaron Peskin, *District 3*

Gordon Mar, *District 4*

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Shamann Walton, *District 10*

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Candace Sue, *Communications & Marketing*

Kate Toran, *Taxis & Accessible Services*

Siew-Chin Yeong, *Capital Programs & Construction*

SFMTA Awards & Recognition

Here are some of the awards and recognition we received this year:

- **APTA Sustainability Platinum Level** from the American Public Transportation Association, recognizing the SFMTA's leadership in the area of sustainability
- **2018 SPUR Good Government Award** for SFMTA Chief Financial Officer Sonali Bose (retired)
- **Well-being@Work Award - Soaring Level**, from the San Francisco Health Service System, recognizing the SFMTA's commitment to a healthy workplace
- **2018 Silver Award** from the San Francisco Healthy Mothers Workplace Coalition, citing the SFMTA for excellence in health equity for working families and for family-supportive policies
- **Silver Telly Award** for Vision Zero's motorcycle safety campaign and educational video series "Every Ride's a Safe Ride"
- **2018 Communicator Award of Distinction** from the Academy of Interactive and Visual Arts for Vision Zero's "Safe Riding in the City" educational motorcycle safety video in the Integrated Campaigns category
- **2018 Silver Anvil Award** from the Public Relations Society of America for Vision Zero's "Safe Speeds SF" educational campaign in the Public Service Associations/Government/Nonprofit Organizations category
- **First Place, 43rd Annual American Public Transportation Association International Bus Roadeo** went to Muni Operator Kevin Grady in the 40-plus foot bus operator competition
- **Transportation Sustainability Award** from the American Planning Association California Chapter, Northern Section, for excellence in the category of best practices
- **2018 Rider-First Award** from SF Transit Riders and Seamless Bay Area, citing SFMTA Transit Planners Jessica Garcia and Lucas Smith for the new LRV4 Passenger Information System
- **2018 Rider-First Award** from SF Transit Riders and Seamless Bay Area, citing SFMTA Revenue Collection & Sales Senior Manager Diana Hammons for Muni's extended two-hour transfer time
- **2018 San Francisco Collaborative Partnering Awards:**
 - 5 Fulton Mid-Route Muni Forward project team
 - Muni Metro East Phase II – Five Storage Track Extension Project
 - South Van Ness Traffic Signal Upgrade Project–with Public Works
 - *Islais Creek Phase 2 Maintenance and Operations Building received an Honorable Mention*

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 **311 Free language assistance** / 免費語言協助 / Ayuda gratis con el idioma / Бесплатная помощь переводчиков / Trợ giúp Thông dịch Miễn phí / Assistance linguistique gratuite / 無料の言語支援 / Libreng tulong para sa wikang Filipino / 무료 언어 지원 / การช่วยเหลือทางด้านภาษา โดยไม่เสียค่าใช้จ่าย / خط المساعدة المجاني على الرقم

