



SFMTA

Muni Update

SFMTA Board
November 15, 2022



Overview

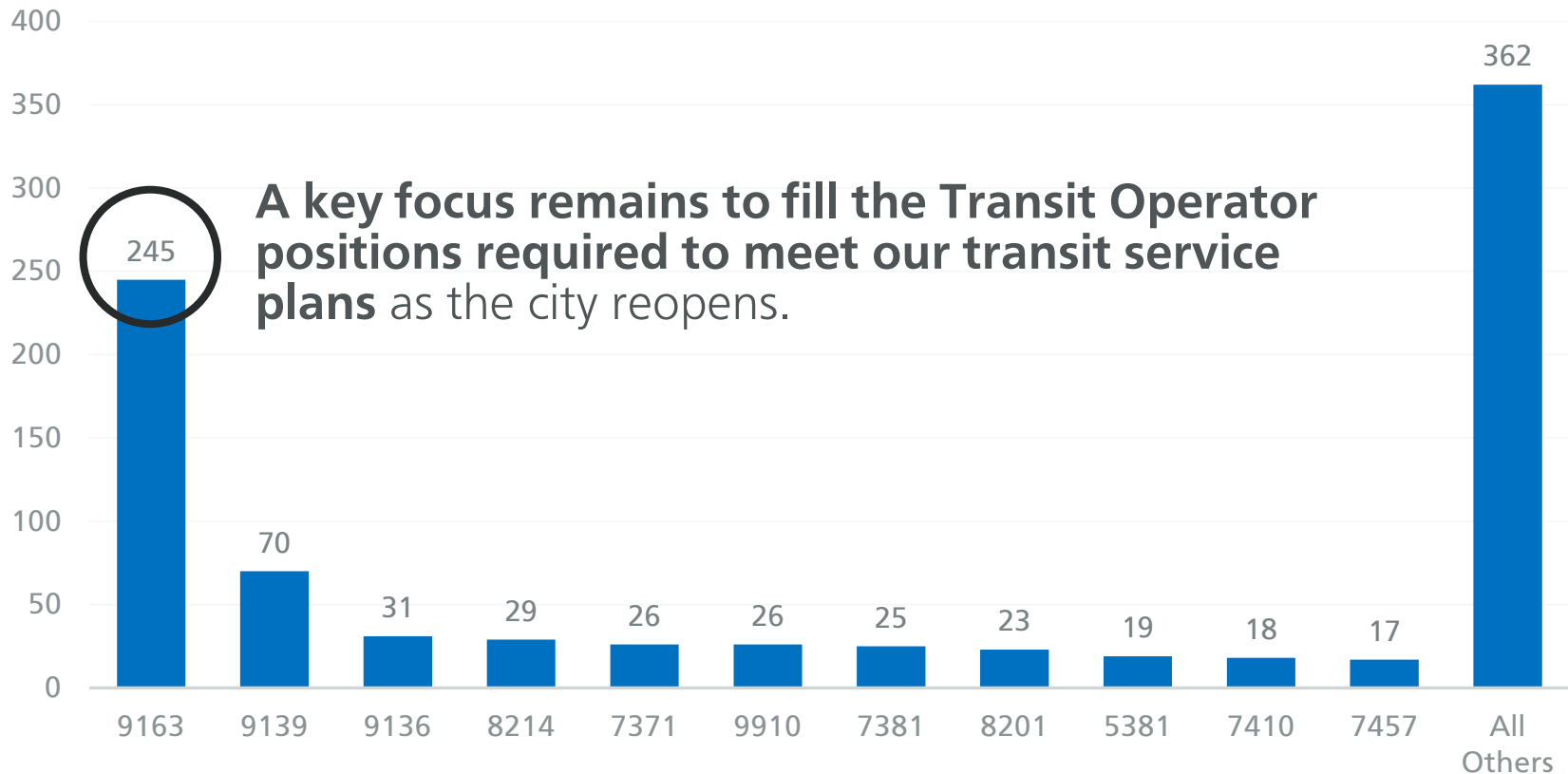
- Transit Hiring Update
- Ridership Trends
- Muni Service Improvements
 - Headway Management
 - Service Reliability
- Muni Service Increases
 - Central Subway Launch
 - January Service Increases
 - Future Visioning
- Transit-led Strategic Objectives



Transit Hiring Update

Hiring Summary FY 22

Focusing on key positions in the Hiring Pipeline



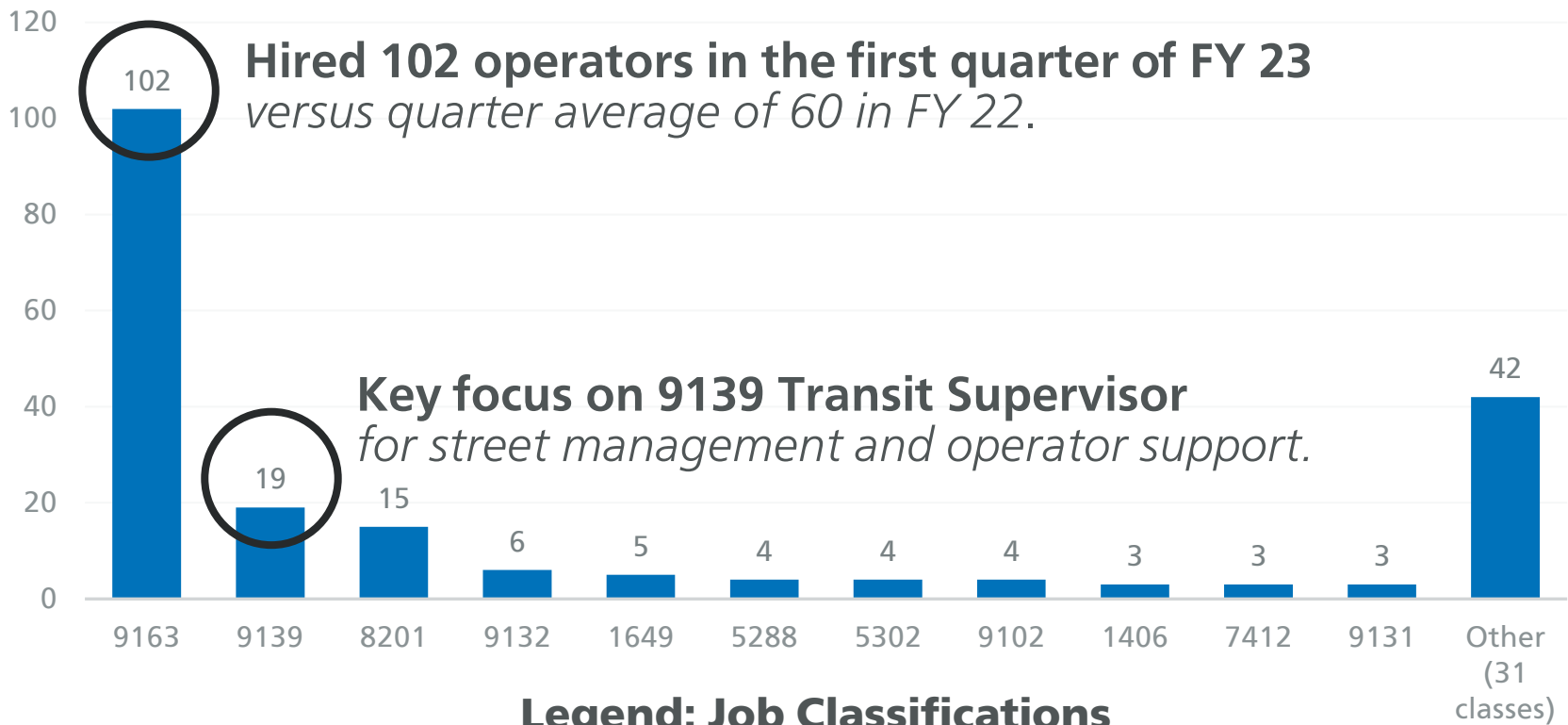
Legend: Job Classifications

9163 Transit Operator
9139 Transit Supervisor
9136 Transit Training Specialist
8214 Parking Control Officer
7371 Electrical Transit System Mechanic
9910 Public Service Trainee

7381 Automotive Mechanic
8201 School Crossing Guard
5381 Student Design Trainee II
7410 Automotive Service Worker
7457 Sign Worker

Hiring Summary Q1 FY 23

Focusing on key positions in the Hiring Pipeline



9163 Transit Operator

9139 Transit Supervisor

8201 School Crossing Guard

9132 Transit Fare Inspector

1649 Accountant Intern

5288 Transportation Planner II

5302 Assistant Engineer

9102 Transit Car Cleaner

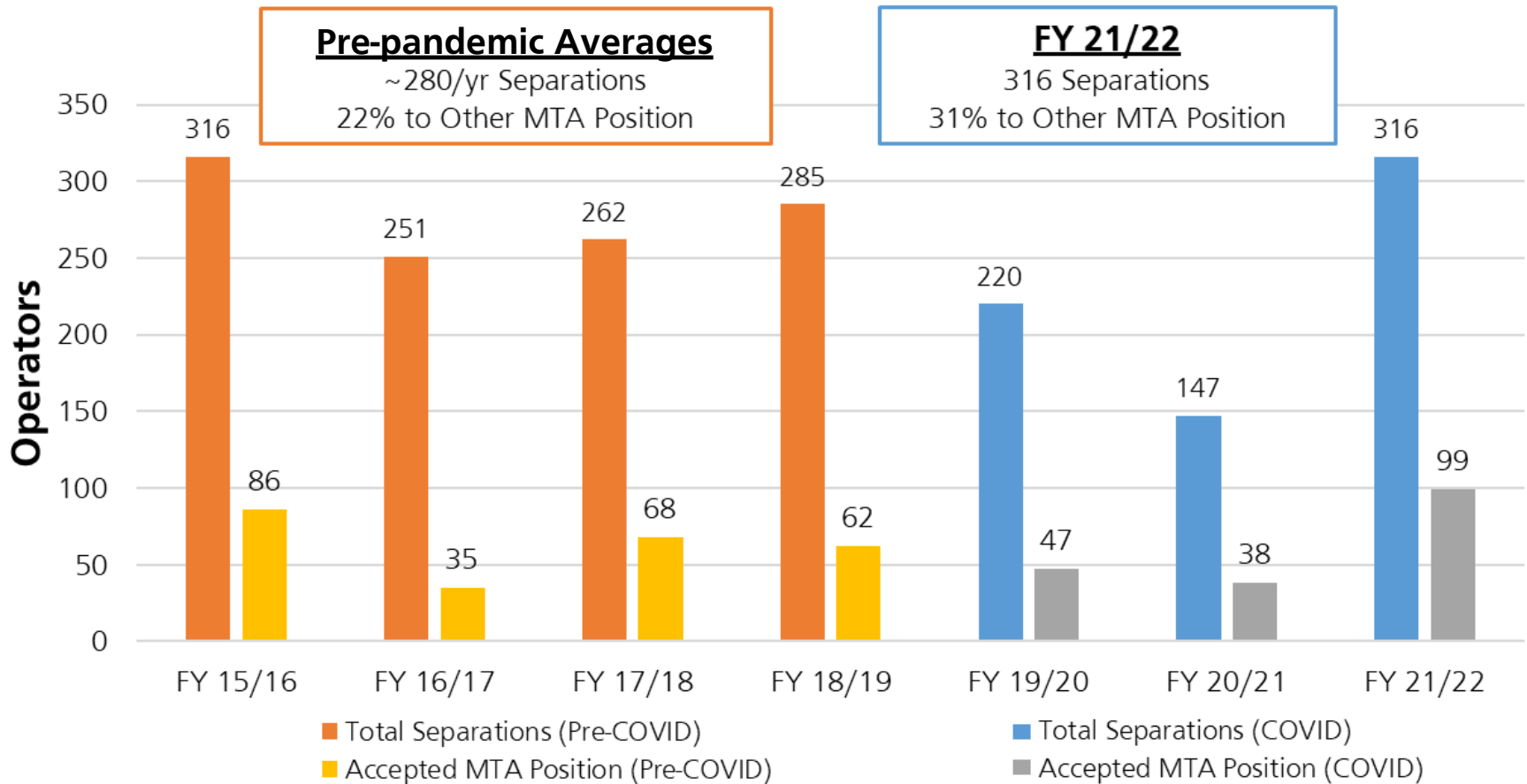
1406 Senior Clerk

7412 Automotive Service Worker

Assistant Supervisor

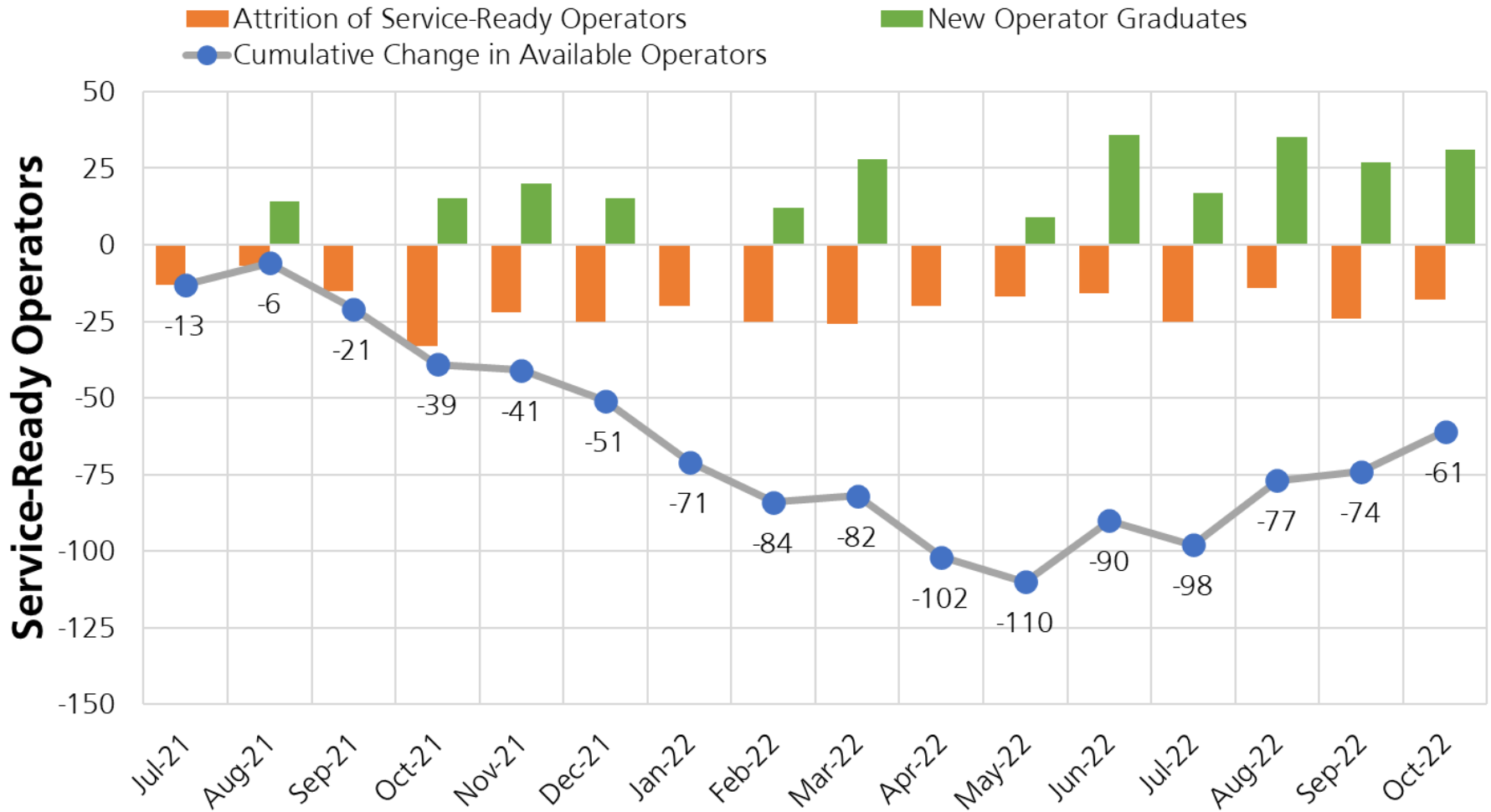
9131 Station Agent

Operator Attrition Trends



- Most Operator separations are due to retirement or promotions, some Operators do not complete initial training program
- FY22 Operator attrition was significantly higher than previous 2 years

Monthly New Operators vs Attrition



- High attrition and a few small operator classes led to decline in operators in FY22
- Larger class sizes helping to increase operator availability in FY23
- Operator availability impacted by many factors - hiring rate, attrition and attendance

Working Toward Solutions

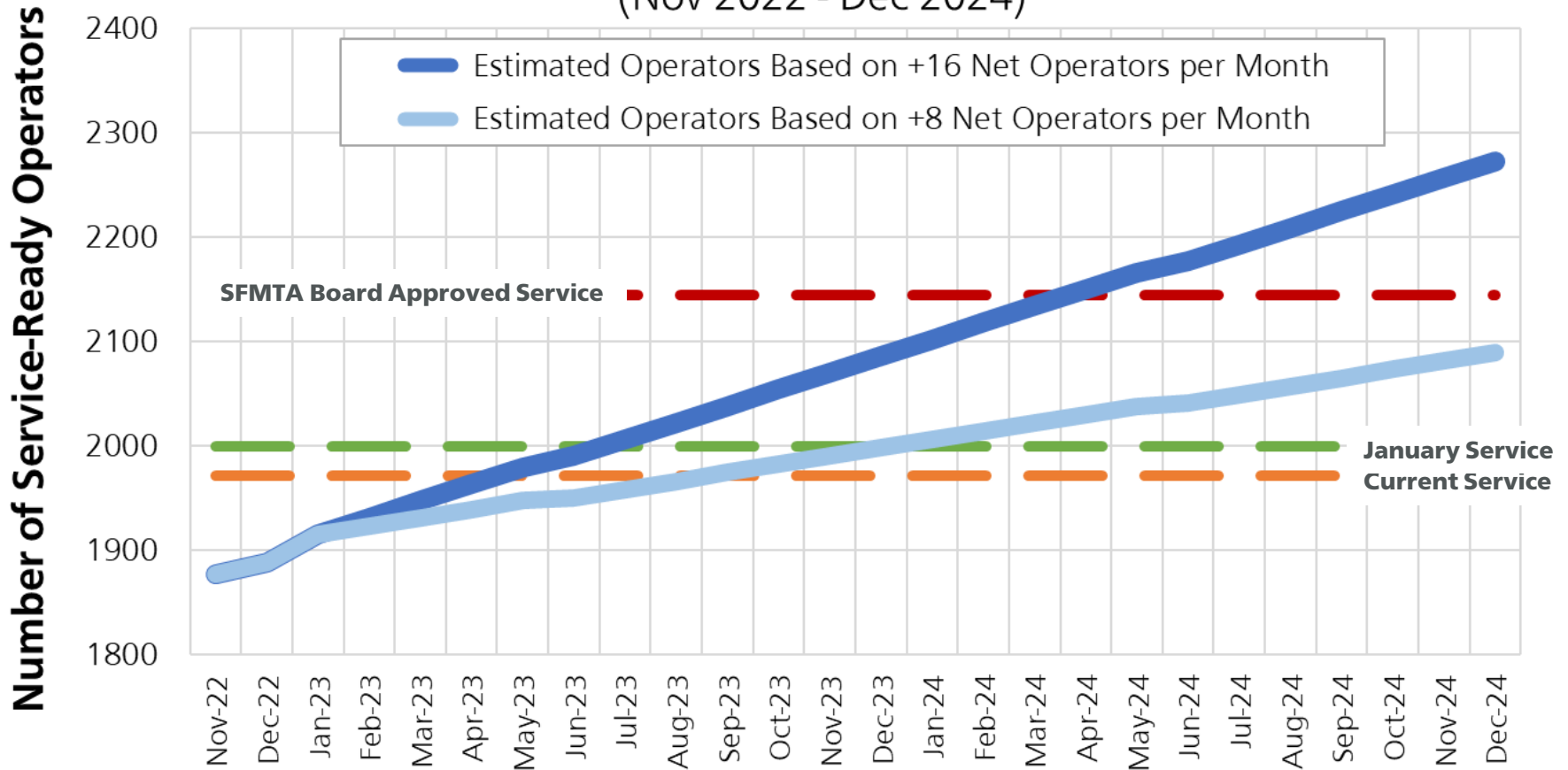
HR implementing innovative process improvements to increase operator hiring

- **Expedited transit operator exam process** resulting in 88% of candidates who were qualified being placed on the eligible list
- **More exposure of CityDrive program for operators;** to date 124 people who have completed CityDrive have been hired as transit operators
- **Focus on hiring transit training specialists** to enable larger Operator class sizes
- **Review of minimum qualifications** for management and supervisory roles removing barriers to access these positions in partnership with OREB



Operator Availability Projections

(Nov 2022 - Dec 2024)

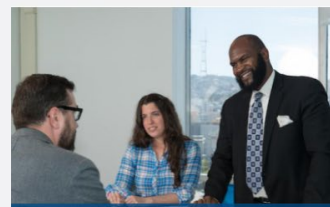


- Pace of service improvements dependent on number of net new Operators each month
- Slower increases in service-ready Operators could extend improvements past December 24
- Cautiously optimistic we can accelerate and deliver approved changes by spring 2024
- Overtime used in short term to bridge gap between Operator availability and service levels

Additional Hiring Needs

- 2019 Muni Working Group identified hiring as biggest service hurdle
- Pre-pandemic vacancies exacerbated by pandemic-related hiring freeze
- Increasing service-ready Operators only one piece of overall hiring needs
- Mechanics, train controllers, machinists, stationary engineers, overhead line workers all critical to service expansion
- Accelerated hiring underway, but often have fewer eligible candidates than vacancies
- Working on multi-pronged solutions, like increased recruiting, apprentice programs, process changes

Join the SFMTA



How to Join Our Team



Become a Muni Operator



Current Opportunities



SFMTA Apprenticeships



SFMTA Internship Program



Racial Equity & Belonging

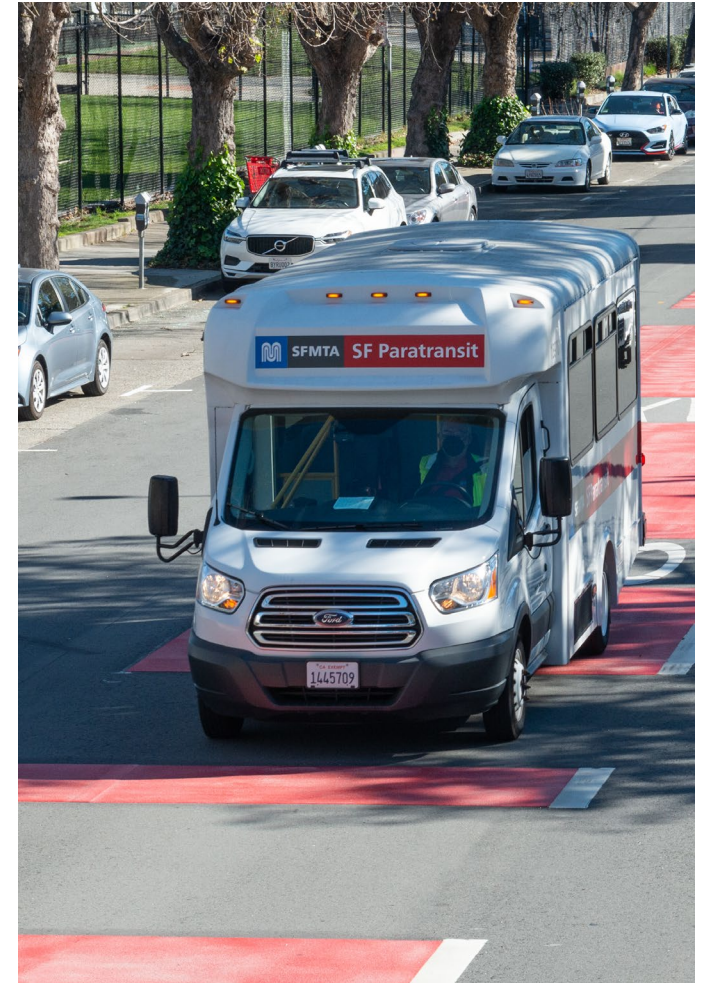
Post-election financial outlook

Short term:

- Prop L passage = no impacts to transit operations

Long-term:

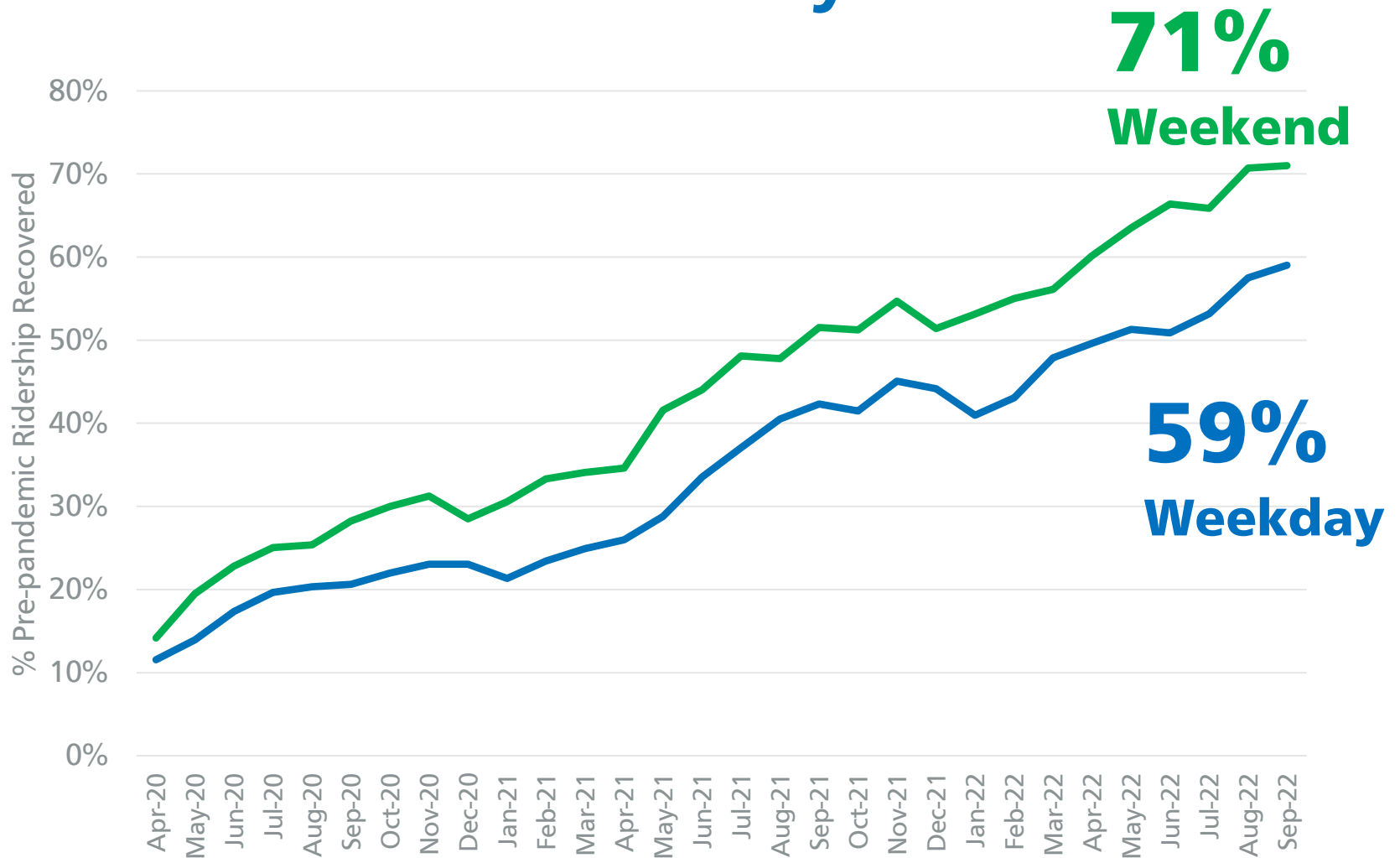
- Ongoing structural deficit
- Fiscal cliff expected FY 2025
- Need to identify new source of operating funds
- General obligation bond still needed for infrastructure projects



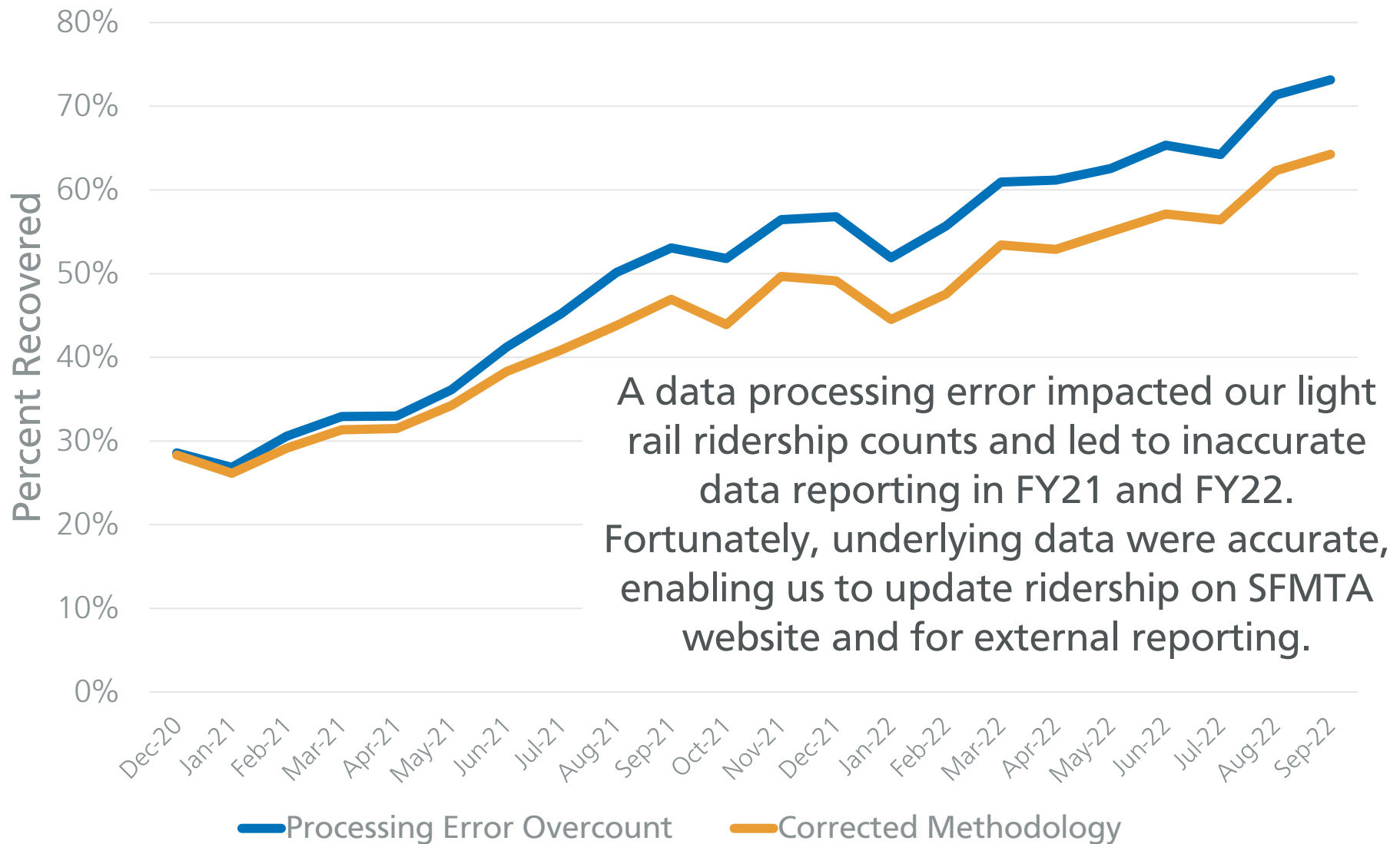


Ridership Trends

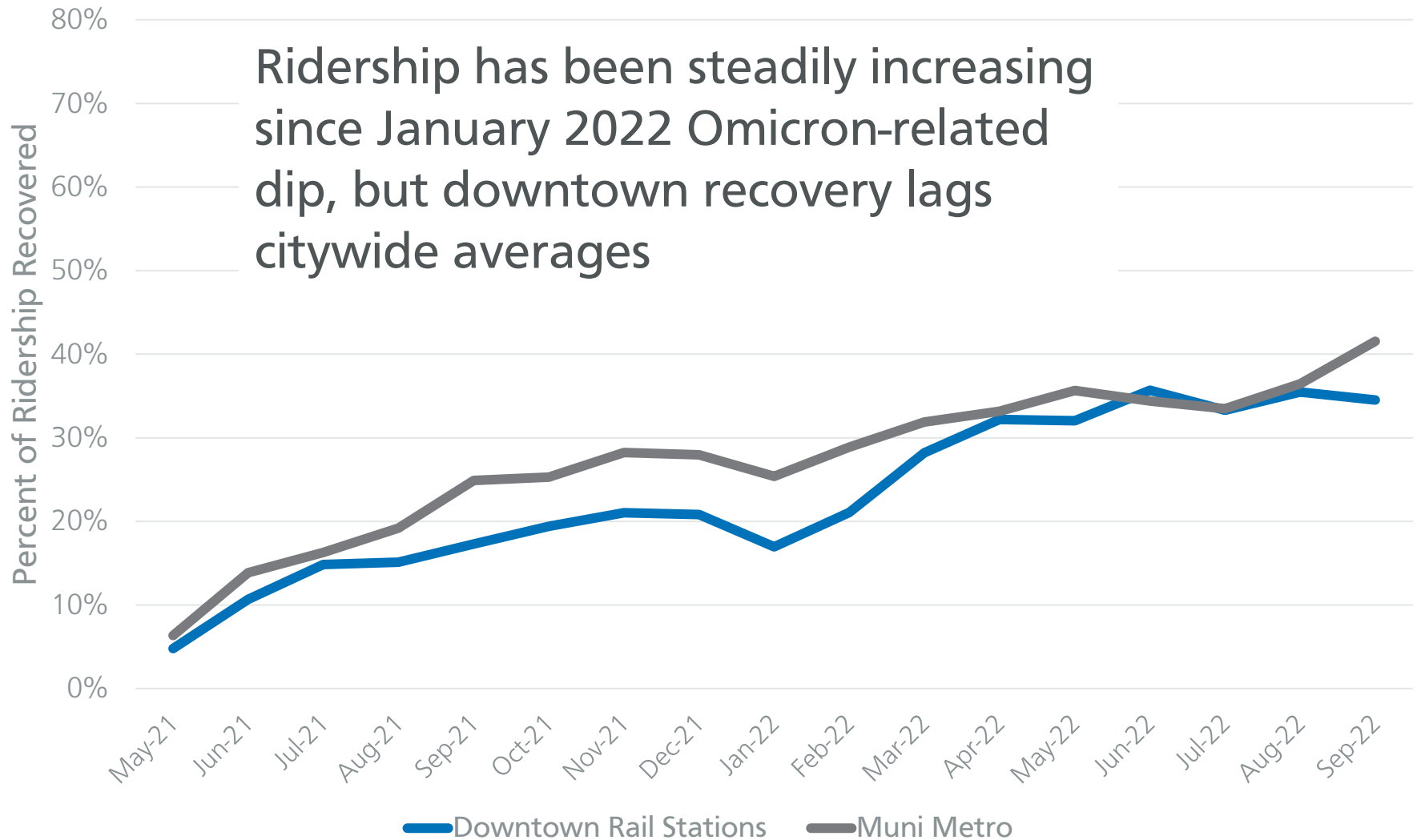
Bus and LRV Ridership Trends: Weekend and Weekday



Data Quality Improvements



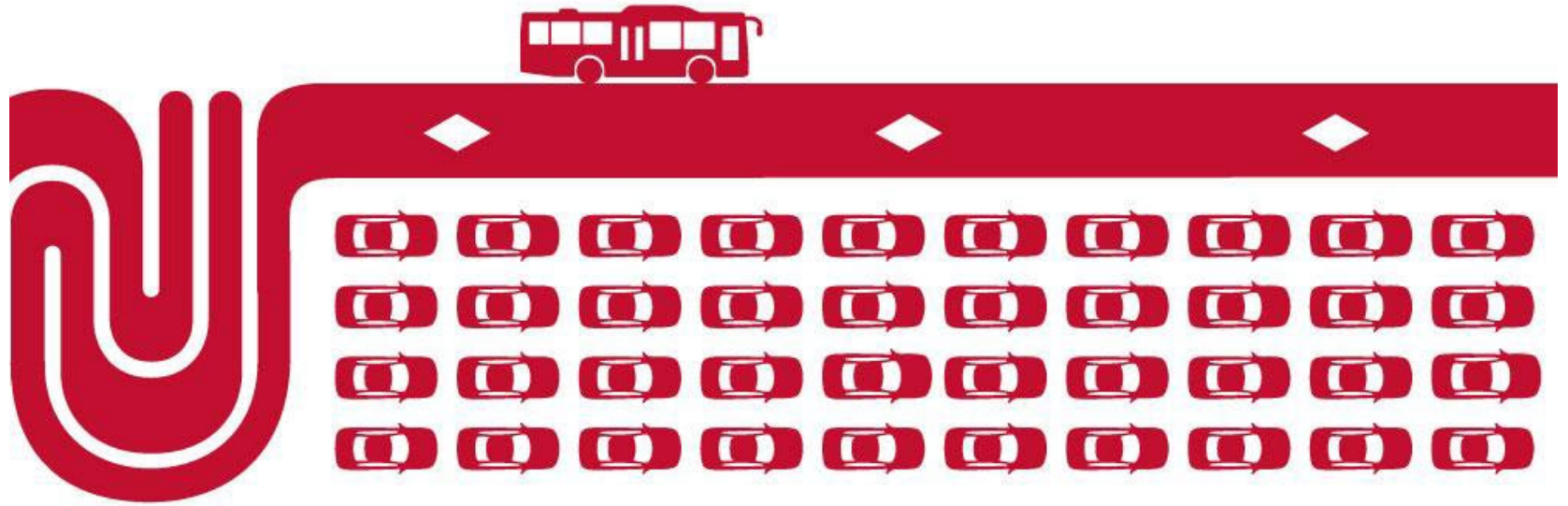
Downtown Muni Metro Recovery



Route Trends

- **Weekday:** In October 9/9R San Bruno (80%), 14/14R Mission (87%) 22 Fillmore (98%) and 49 Van Ness-Mission (109%) all met or exceeded pre-pandemic service
- **Saturday:** In October 9/9R San Bruno (99%), 14/14R Mission (94%) 22 Fillmore (118%) and 49 Van Ness-Mission (114%) all met or exceeded pre-pandemic service
- Best ridership recovery coming from routes with Muni Forward investments and frequency increases
- Owl service recovering approximately 10% faster than commute trips





Red lanes, not red lights.

Our transit-only lanes and priority signals mean you sail through traffic.

Over 14 miles of transit lanes to get you there faster than ever.

Learn more. [SFMTA.com/MuniMovesYou](https://www.sfmta.com/MuniMovesYou)





Service Improvements



Headway Management

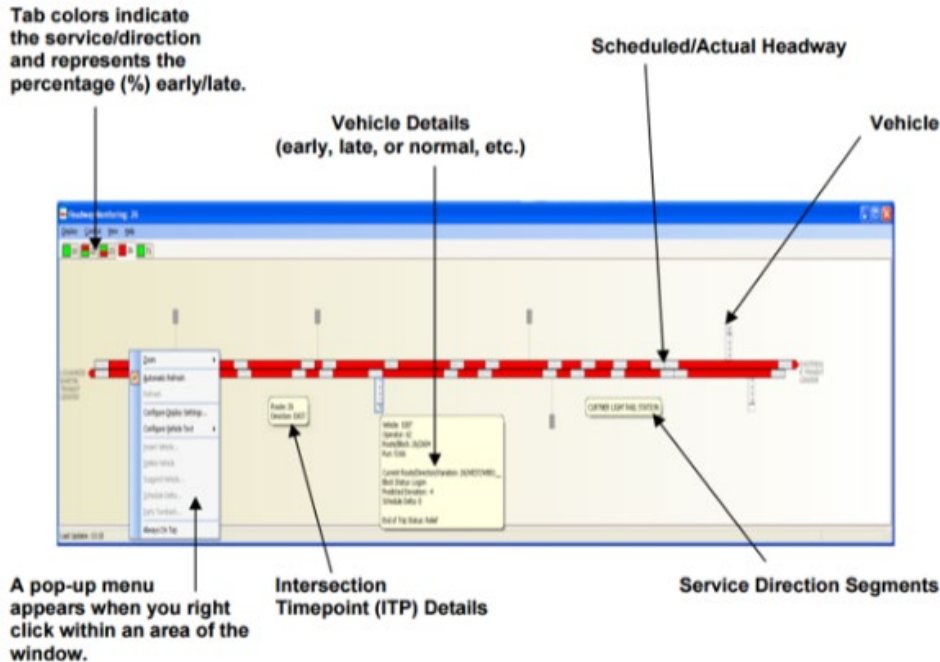
Headway Service Performance

Headway based operations improves service consistency for customers

- Improves resilience while providing operators recovery time
- Improves the efficiency of in-service reliefs
- Increases service management oversight and operational flexibility
- Allows Transportation Management Center (TMC) Controllers to manage service and make real-time customer information changes
- Provides more dedicated Incident and Service Management resources



Headway Service Performance



Controllers can monitor specific routes within each service category to make real-time headway adjustments to balance spacing on a specific corridor

Current performance tools allow more precise service management opportunities at the TMC

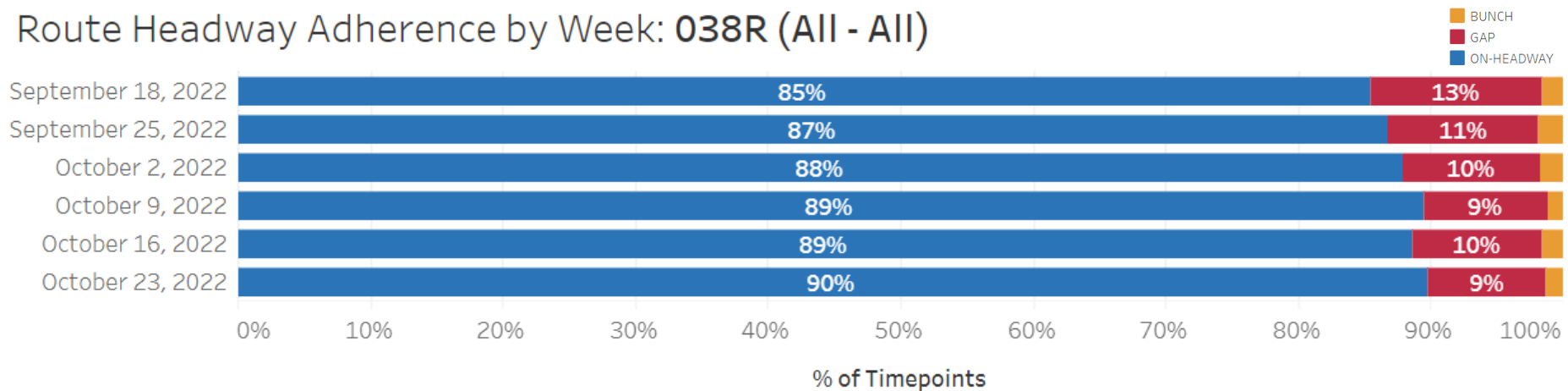
Service Categories (e.g., Rapid, Frequent, Metro) are broken down into areas of focus for Controllers

Type	Time	VID	Cufft	Block	Badge	Status	Message	Cufft	Block	Status	Dev	VID	Badge	Last TP	Time	Dir
PRIT	12:59:40							01	MISSEDRL	0	0	0	0		00:00	0
PRIT	13:07:00							30	MISSEDRL	0	0	0	0		00:00	0
PRIT	15:10:00							32	MISSEDRL	0	0	0	0		00:00	0
MRV	13:47:56							34	MISSEDRL	0	0	0	0		00:00	0
MRV	13:58:32							30	MISSEDRL	0	0	0	0		00:00	0
PRIT	12:59:40							03	MISSEDRL	0	0	0	0		00:00	0
EGST	14:25:11							05	MISSEDRL	0	0	0	0		00:00	0
EGST	8:39:59							00	MISSEDRL	0	0	0	0		00:00	0
RD	9:27:29							02	MISSEDRL	0	0	0	0		00:00	0
								01	MISSEDRL	0	0	0	0		00:00	0
								00	MISSEDRL	0	0	0	0		00:00	0
								02	MISSEDRL	0	0	0	0		00:00	0
								01	MISSEDRL	0	0	0	0		00:00	0
								08	LTLOGON	-364	0	0	0		11:52	0
								78	LTLOGON	411	0	0	0		11:52	0
								78	LTLOGON	-303	0	0	0		11:52	0
								13	LTLOGON	-92	0	0	0		11:52	0
								78	LTLOGON	-390	0	0	0		11:52	0
								02	LTLOGON	-390	0	0	0		11:52	0
								02	LTLOGON	445	0	0	0		11:52	0
								01	LTLOGON	410	0	0	0		11:52	0
								02	LTLOGON	-302	0	0	0		11:52	0
								04	LTLOGON	-377	0	0	0		11:52	0
								02	LTLOGON	-394	0	0	0		11:52	0
								00	LTLOGON	411	0	0	0		11:52	0
								08	LTLOGON	-395	0	0	0		11:52	0
								02	LTLOGON	-303	0	0	0		11:52	0

Headway Service Performance

- Transportation Controllers coordinate service management with Division Dispatchers to facilitate shifts being evenly filled and start the day on-time
- This coordination continues with Transit Supervisors at the route terminals to manage evenly-spaced terminal departures and balance headways
- TMC Controllers manage any headway adjustments needed mid-route in real-time to create a more evenly spaced and balanced service experience
- More focused communication, coordination and management leads to higher performance numbers and a more consistent and reliable customer experience

Route Headway Adherence by Week: 038R (All - All)



38R Geary Rapid is an example of headway management within Rapid Service Category

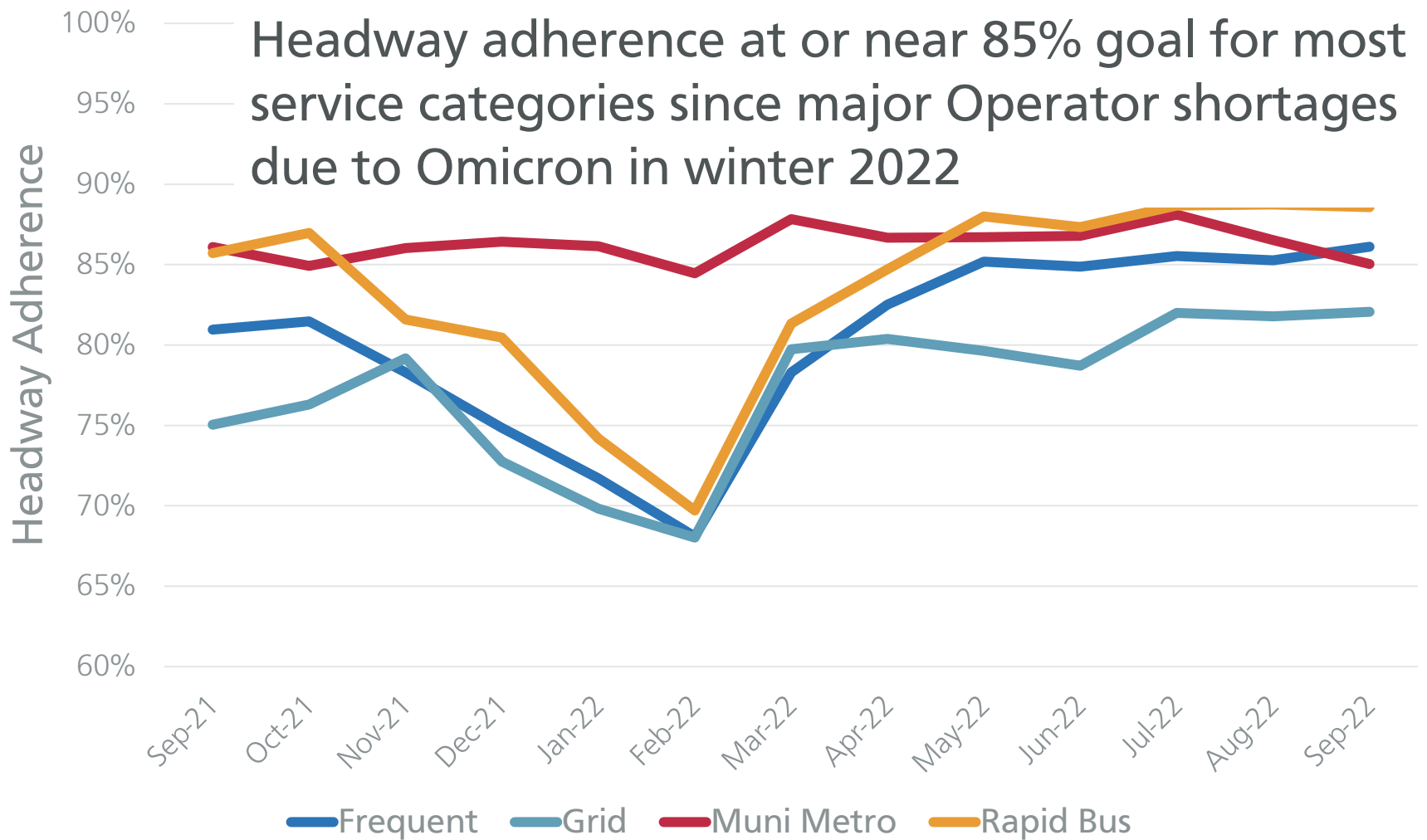
Headway Service Performance

To achieve the full benefits of headway-based operations, must work through potential challenges:

- All teams must adopt and implement headway-based methodology in a consistent manner
- Headway-based adjustments require an increased use of real-time active service management tools and onboard Operator self-regulation
- Improvements in technological tools (OrbCAD/AVL/CIS) that provide a fuller picture of real-time adjustments are still in the planning or implementation phases
- Staffing levels limit ability to provide full oversight of terminals and service groups, which is critical to the success of consistent headway operations



Headway Adherence by Service Category



Note: only routes managed on a headway included. Muni Metro excludes KT, which currently uses a schedule and will switch to headway in January

Service Reliability

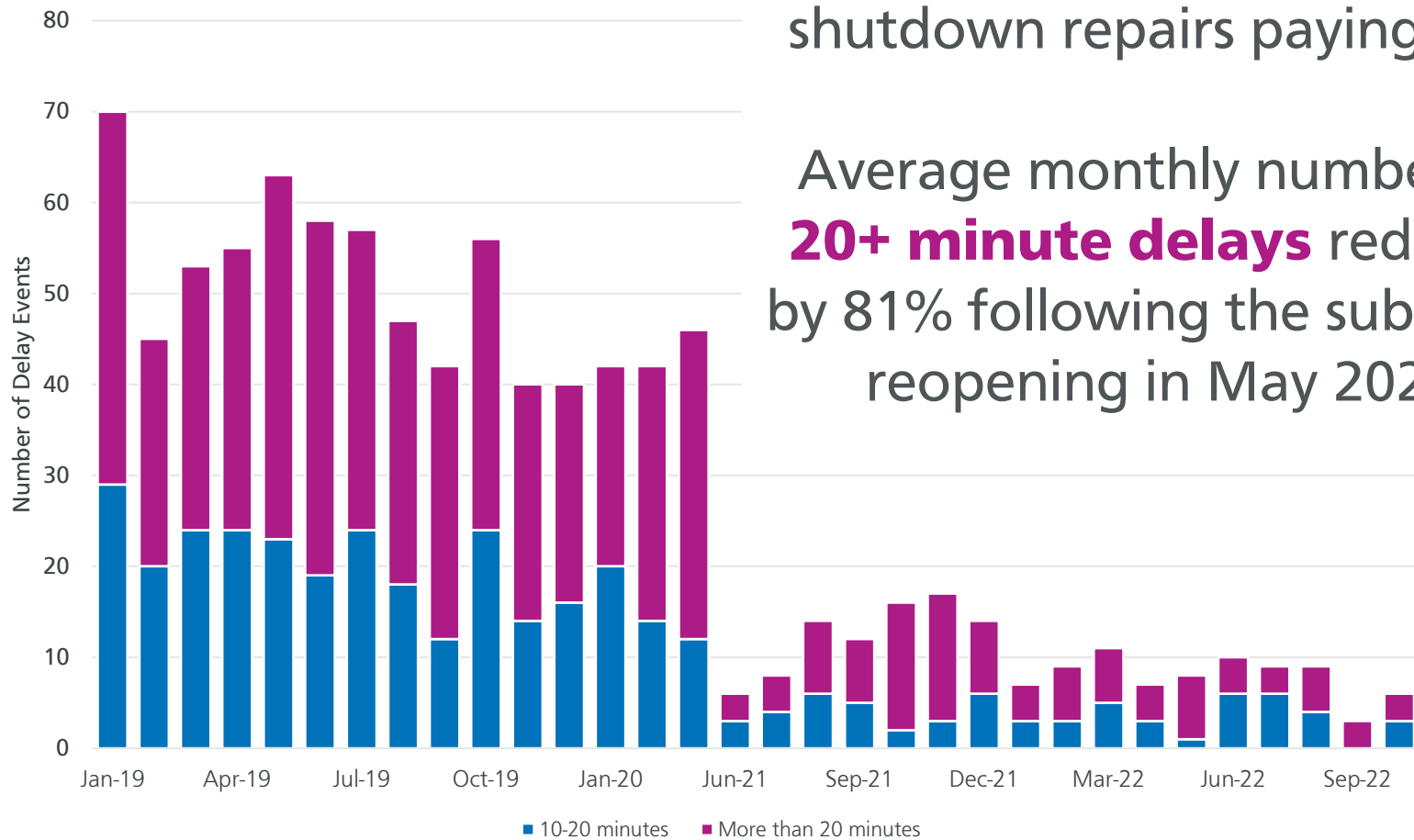


Service Reliability

- Current service is quicker and more reliable than pre-pandemic *For example, T Third bottleneck removed on 4th Street Bridge and downtown Mission routes up to 30% faster*
- Pilots/experimentation allowed for the largest expansion in transit lanes in the agency's history
- Transit lanes on Mission, Van Ness and Geary providing express-like service



Subway Delay Events



Fix-it Weeks and pandemic shutdown repairs paying off!

Average monthly number of **20+ minute delays** reduced by 81% following the subway's reopening in May 2021



Service Increases



Central Subway: Special Weekend Service Begins Saturday



Central Subway Weekend Rail Shuttle



Special Weekend Service

Starts Saturday, Nov 19

Saturdays and Sundays, 8 am to 12 am

Trains every 12 mins between Chinatown-Rose Pak Station and 4th & Brannan

Transfer underground at Powell Station to Union Square/Market Street Station

Explore new stations and Muni Metro connections



Overview of Muni Service Changes *effective January 7, 2023*

New! T Third serving Central Subway

Connects Chinatown-Rose Pak to Sunnydale

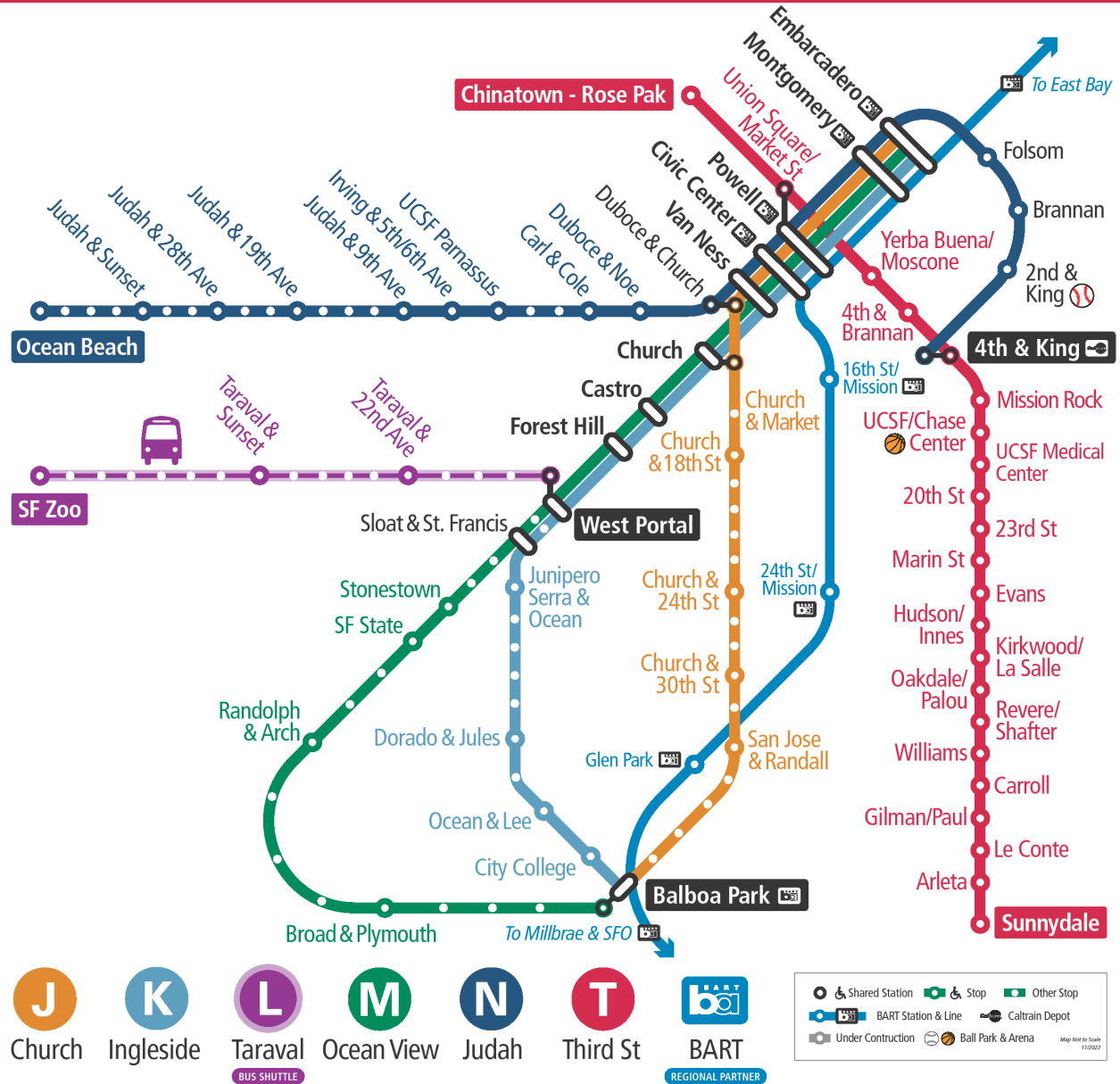
Starts January 7, 2023

Mondays to Fridays,
6 am -12 am,
every 10 minutes

Saturdays, Sundays,
8 am -12 am,
every 12 minutes

Use N Judah for
Embarcadero stops
Folsom, Brannan, 2nd

K Ingleside terminates
at Embarcadero



J Church
 K Ingleside
 L Taraval BUS SHUTTLE
 M Ocean View
 N Judah
 T Third St
 BART REGIONAL PARTNER

Shared Station
 Stop
 Other Stop
 BART Station & Line
 Caltrain Depot
 Under Construction
 Ball Park & Arena
 Map Not to Scale 1/1/2022

School Trippers/Crowding Adjustments

Added more morning school trips to 48 24th Street on Monday, Nov 14
Additional trips to reduce crowding planned in Jan for 28 19th Avenue and 29 Sunset



LRV Service Plan - Weekday

Line	Inbound Terminal	Outbound Terminal	Times	Frequency (minutes)
J Church LRV	Embarcadero	Balboa Park	6 am to midnight	15
K Ingleside LRV	Embarcadero	Balboa Park	6 am to midnight	10
M Ocean View LRV	Embarcadero	Balboa Park	6am to midnight	10
N Judah LRV	4 th & King	Ocean Beach	6 am to midnight	10
T Third LRV	Sunnydale	Chinatown	6 am to midnight	10

In January, S shuttle service will continue to only be provided if all surface lines are filled

LRV Service Plan - Weekend

Line	Inbound Terminal	Outbound Terminal	Times	Frequency (minutes)
J Church LRV	Embarcadero	Balboa Park	8am to midnight	15
K Ingleside LRV	Embarcadero	Balboa Park	8am to midnight	12
M Ocean View LRV	Embarcadero	Balboa Park	8am to midnight	12
N Judah LRV	4 th & King	Ocean Beach	8am to midnight	12
T Third LRV	Sunnydale	Chinatown	8am to midnight	12

Additional January 2023 Bus Changes

Service Extensions

- Extending 6 Haight-Parnassus to midnight to cover gap on Haight Street
- Extending service on 21 Hayes to 8th/Fulton (Golden Gate Park) after 7pm and on weekends

Operational Changes

- Swapping 12 Folsom/36 Teresita terminals
- 25% of 49 Van Ness-Mission buses will be trolleys



Supporting Downtown recovery



- Although downtown ridership recovery lagging systemwide trends, ample transit service being allocated to support downtown recovery
- Recent business/rider requests to restore express services being evaluated:
 - 14R Mission Rapid and 38R Geary Rapid providing comparable travel times to express due to Muni Forward
 - Partnering continues with Golden Gate Transit for 30X Marina Express and 41 Union connections
 - Planning 1AX California pilot in winter 2023 to help 1 California crowding and test demand

Upcoming Service Changes

Approach

- Continue to add service aligned with Operator, Mechanic resources
- Use crowding and the SFMTA Board approved service changes (details [SFMTA.com/2022Network](https://www.sfmta.com/2022Network)) as blueprint for near-term service increases
- Make incremental adjustments to minimize crowding and respond to growth and emerging ridership trends

Timeline

- Quarterly service increases adjustments planned in FY23 and FY24
- Pace of implementation dependent on hiring/attrition
- Anticipating full implementation of Board approved changes in 2024
- Will include 10 Townsend, 12 Folsom extension, 28R 19th Ave Rapid

Developing a Muni Service Vision

Implement Near-term Service Improvements

Service plan approved by the SMFTA Board on December 7, 2021

Anticipate resources to complete implementation in 2024

Review data and stakeholder feedback

Travel patterns and trip choices changed significantly since 2020

Begin new public process to review data and collect feedback on possible future service changes

Develop future service options

Using data and public feedback, provide service options by summer 2024 to inform any potential ballot initiatives for additional operating funds

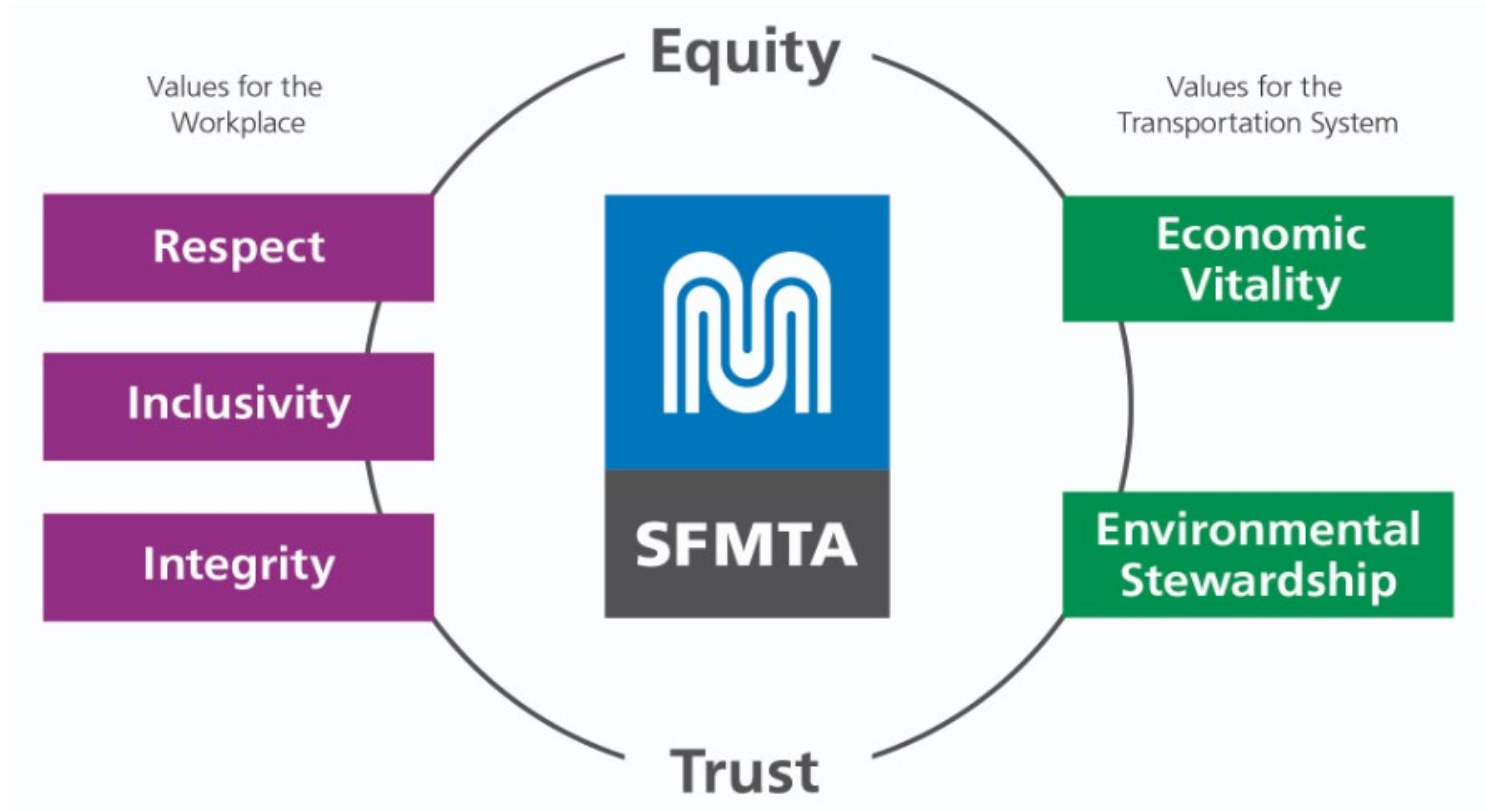


Strategic Objectives

SFMTA Vision

A city of diverse and vibrant neighborhoods seamlessly connected by safe, reliable, affordable transportation for all.

Agency Values



Transit-led Strategic Objectives



Define SFMTA's service equity vision and implement over the next five years; with priority for expanding equitable benefits



Continue to optimize service reliability to meet rider demands and changing travel patterns



Implement a Merit Accountability Program in Transit Operations that is integrated with the agencywide performance planning process



Improve the Muni customer experience to provide consistent, cohesive and quality information to our customers across their journey



Continue to implement Muni Forward to improve reliability, travel time, safety and access on 5+ corridors and at transit delay hot spots



Begin to Implement the Subway Renewal Program to address deferred capital and bring the subway to a state of good repair



Implement Connect SF recommendations by refining next generation Muni Metro capacity expansion improvements



Build out a safety exercise program that allows staff to train and prepare for real-world safety and other service incidents

Thank you!



12/36 Terminals

