

A Year of Movement

San Francisco Municipal
Transportation Agency

FISCAL YEAR 2017–2018 ANNUAL REPORT



SFMTA

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 are 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 handwritten signature in black ink, which appears to read "Edward D. Reiskin". The signature is fluid and stylized.

Edward D. Reiskin
Director of Transportation

Vision

Excellent transportation choices for San Francisco.

Mission

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

Read our full Annual Report at
[SFMTA.com/AnnualReport](https://www.sfmta.com/AnnualReport)

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.

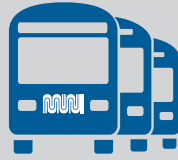
The agency is governed by a seven-member Board of Directors. Appointed by the Mayor and confirmed by the Board of Supervisors, the SFMTA Board of Directors provides policy oversight in accordance with the San Francisco Charter, its Transit-First Policy and the public interest.





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


6,000 
SFMTA employees

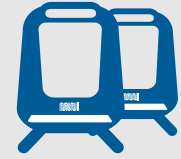
2,550 
Operators

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 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.



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.

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.

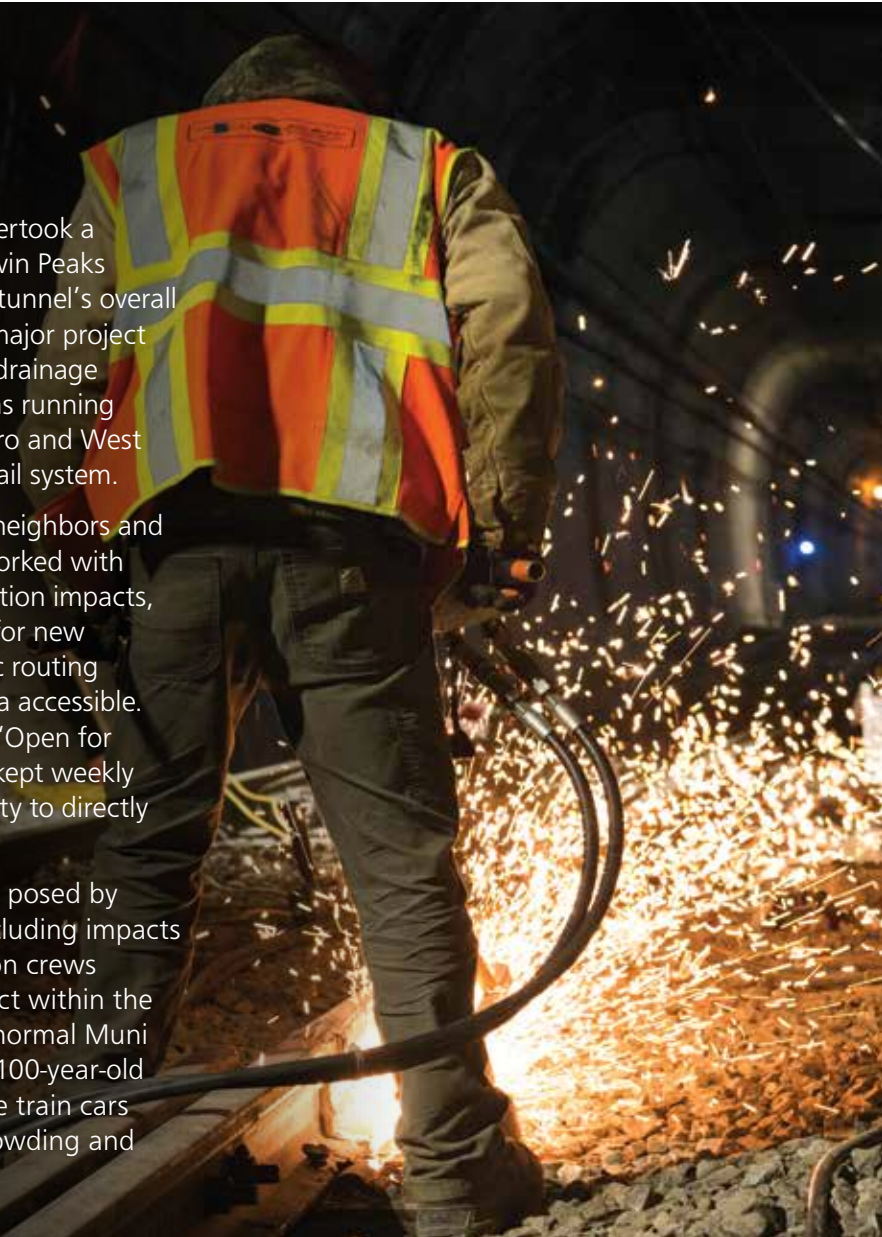


Spotlight on the Twin Peaks Tunnel Retrofit

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.



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.

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.

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.



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 had 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.

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).

✓ 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: 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.



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.

✓ MASONIC AVENUE STREETScape PROJECT: DONE

We installed 70 miles of street safety improvements in calendar year 2018. We led the effort to revitalize Masonic Avenue, a corridor on Vision Zero's high-injury network—streets that are a top priority for engineering changes and safety upgrades. 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 improvements: wider sidewalks, new landscaped medians, bus islands, bulbouts, better lighting, crosswalk 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, SFPUC 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, the project 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.



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



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.

Demand-Responsive Parking Pricing

In December 2017, we became the first 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 in fiscal 2018: Portsmouth Square, Civic Center, Lombard, Pierce Street, North Beach, St. Mary's Square, Vallejo Street and Ellis-O'Farrell.

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 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.

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.

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.

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.



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.



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.



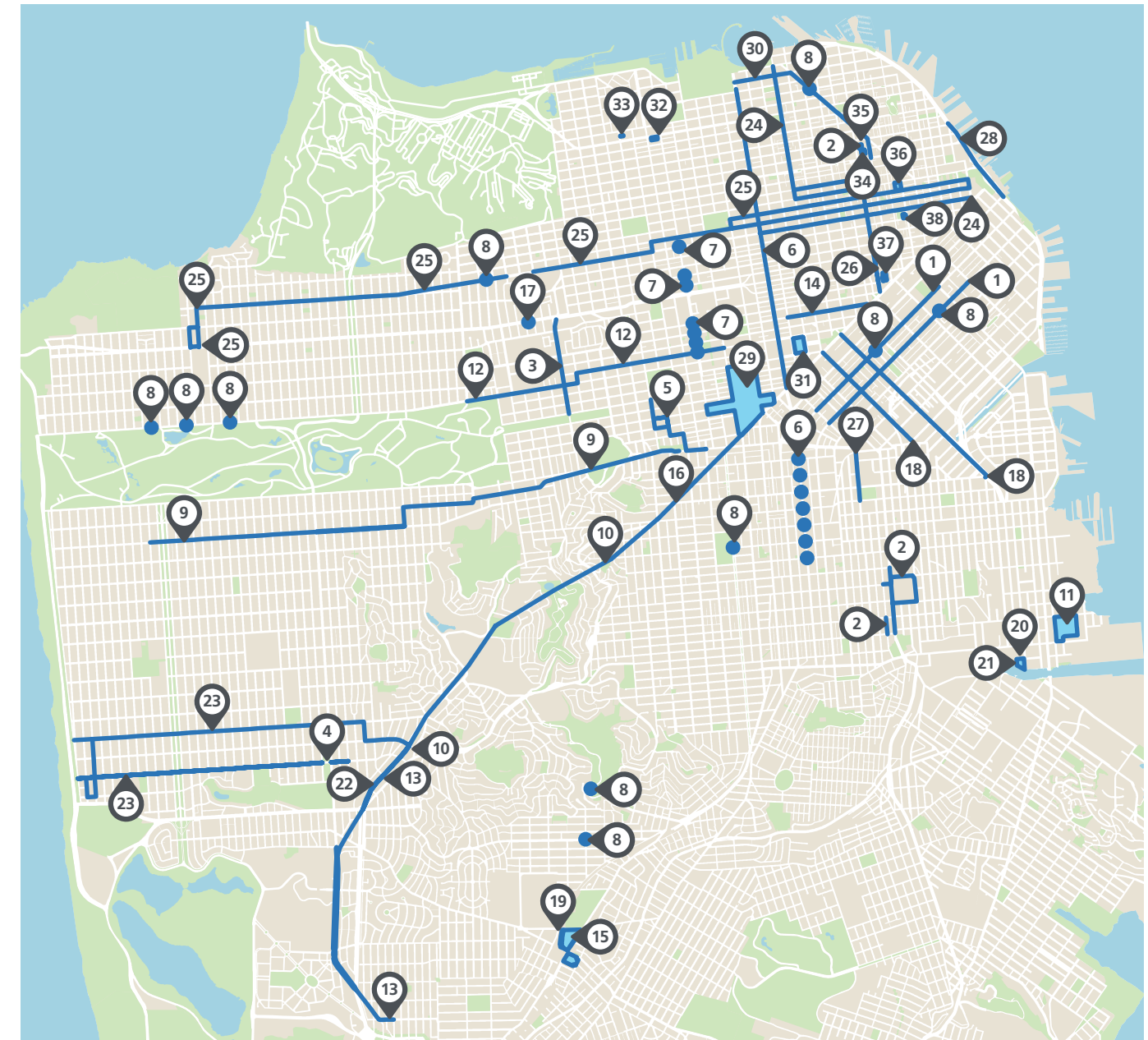
Ariel Ward, *Transportation Engineer & Planner*






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.







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.

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.

Acknowledgments

Mayor London Breed

SF Board of Supervisors

Sandra Lee Fewer, *District 1*

Catherine Stefani, *District 2*

Aaron Peskin, *District 3*

Gordon Mar, *District 4*

Vallie Brown, *District 5*

Matt Haney, *District 6*

Norman Yee, *District 7*

Rafael Mandelman, *District 8*

Hillary Ronen, *District 9*

Shamann Walton, *District 10*

Ahsha Safai, *District 11*

State & Federal Delegation

Dianne Feinstein, *U.S. Senator*

Kamala Harris, *U.S. Senator*

Nancy Pelosi, *U.S. Representative*

Jackie Speier, *U.S. Representative*

Scott Wiener, *State Senator*

David Chiu, *State Assemblymember*

Phil Ting, *State Assemblymember*

SFMTA Board of Directors

Cheryl Brinkman, *Chair*

Malcolm Heinicke, *Vice Chair*

Gwyneth Borden

Amanda Eaken

Lee Hsu

Cristina Rubke

Art Torres

Roberta Boomer, *Board Secretary*

SFMTA Executive Team

Ed Reiskin, *Director of Transportation*

Kate Breen, *Government Affairs*

Donald Ellison, *Human Resources*

Melvyn Henry, *System Safety*

Julie Kirschbaum, *Transit*

Leo Levenson, *Finance & Information Technology*

Tom Maguire, *Sustainable Streets*

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” 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 additional 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

Stay in touch with the SFMTA and learn more about us.

SFMTA.com




@SFMTA_Muni



Facebook.com/SFMTA.Muni



Instagram.com/SFMTAPhoto

 **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

