



West  
M N SFMTA

# Transit Division Update

Citizens' Advisory Council

April 7, 2022

# Agenda

1. Muni Metro modernization
2. Capital Budget priorities
3. Muni Service Equity Strategy
4. Operating Budget priorities





Eastbound to ↑  
Embarcadero, 🚇

**M** OCEAN VIEW  
EMBARCADERO  
● 16   M 0, 11   N 9, 20  
● 8   T 3, 17

**M** OCEAN VIEW  
EMBARCADERO  
● 16   M 0, 11   N 9, 20  
● 8   T 3, 17

2061A

EMBARCADERO

35

SIEMENS

# Vision for Modernizing Muni Metro





# We envision a Muni Metro System that ...



## is the best option for citywide trips

- Supports city's climate, environmental and health goals
- Improves access and meets transportation-related quality of life needs
- Supports city's Vision Zero goals

## is free from delays

- Street traffic
- Subway congestion

## is frequent and reliable

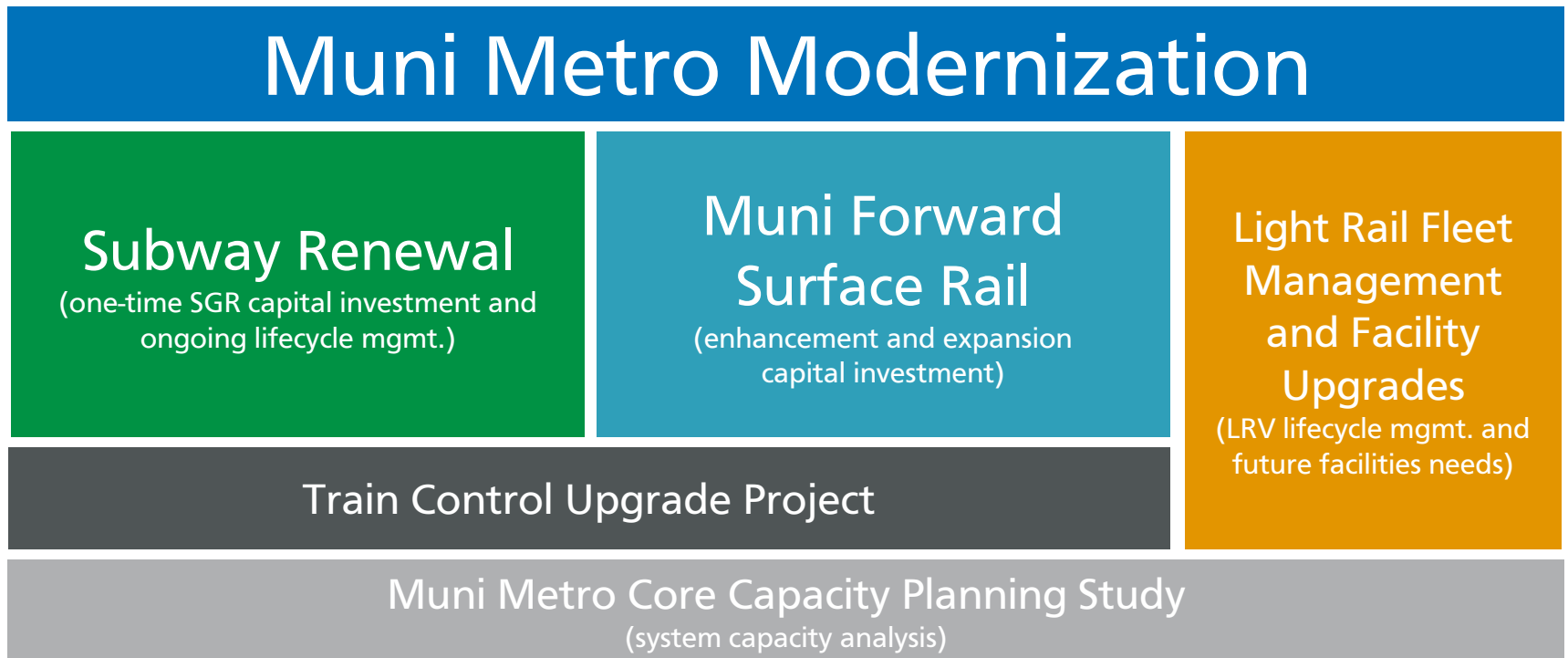
- High frequency of service
- Minimal wait times
- Predictable and smooth transfers

## is safe and accessible for all

- Personal and transportation safety
- Accessible for people with mobility disabilities



# Muni Metro Modernization



Together, these improvements will enable us achieve SFMTA’s vision for Muni Metro and ensure we deliver first-class rail service for our customers.



# Subway Performance



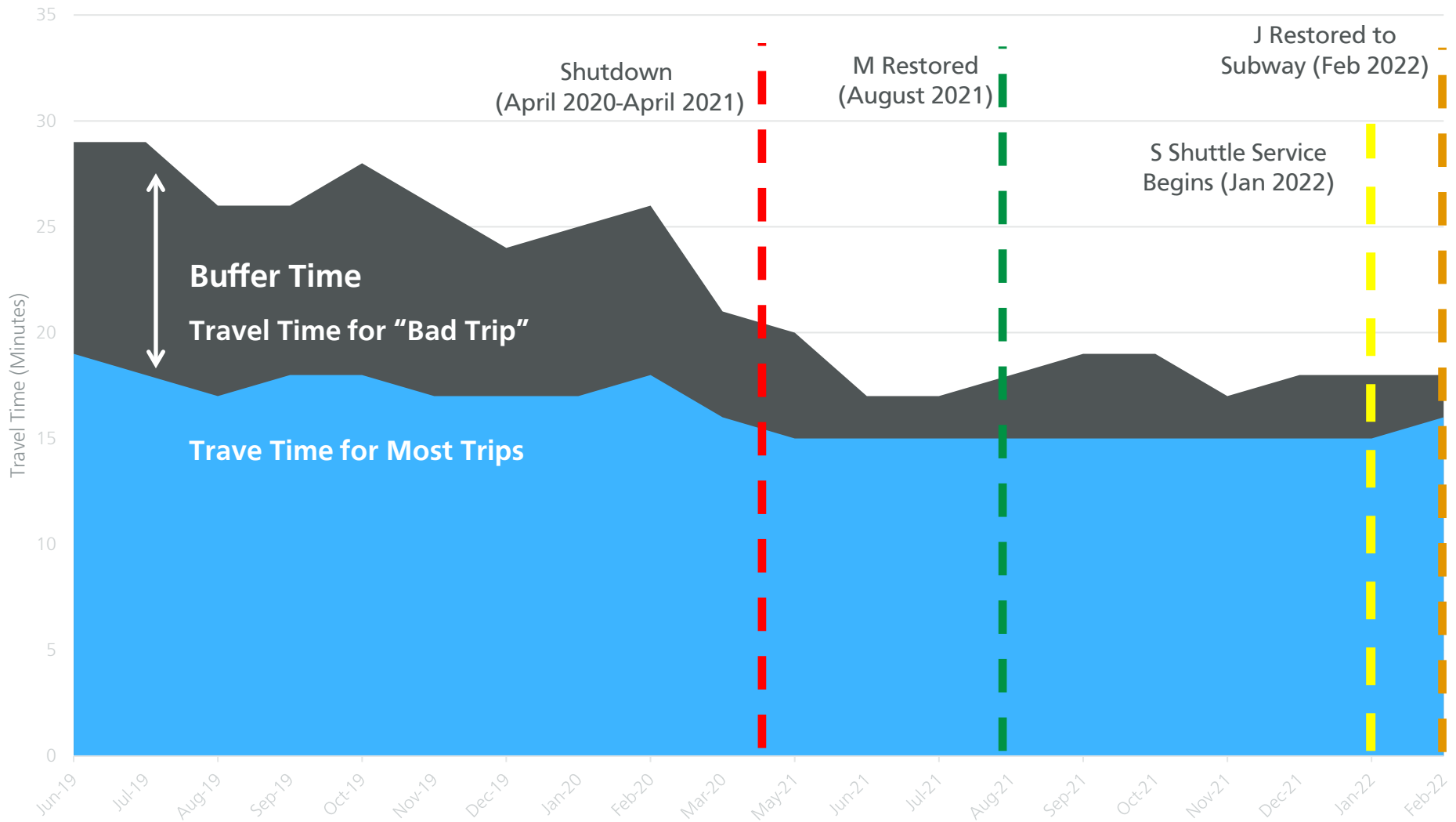
# Subway Performance Data

Coming soon to SFMTA.com



# Subway End to End Travel Times

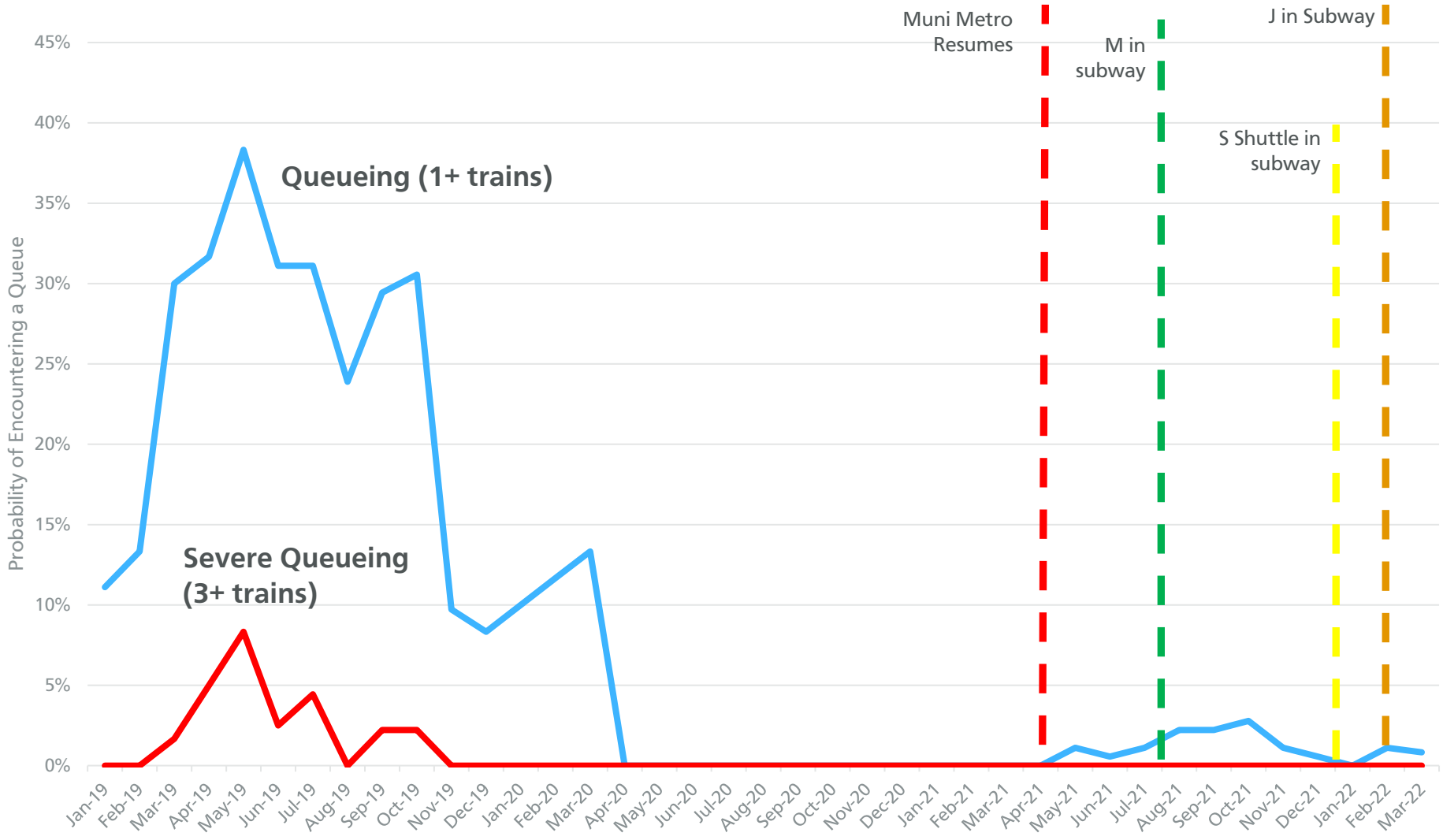
## West Portal → Embarcadero, morning peak





# Presence of Queuing

## Embarcadero Station Eastbound - AM Peak





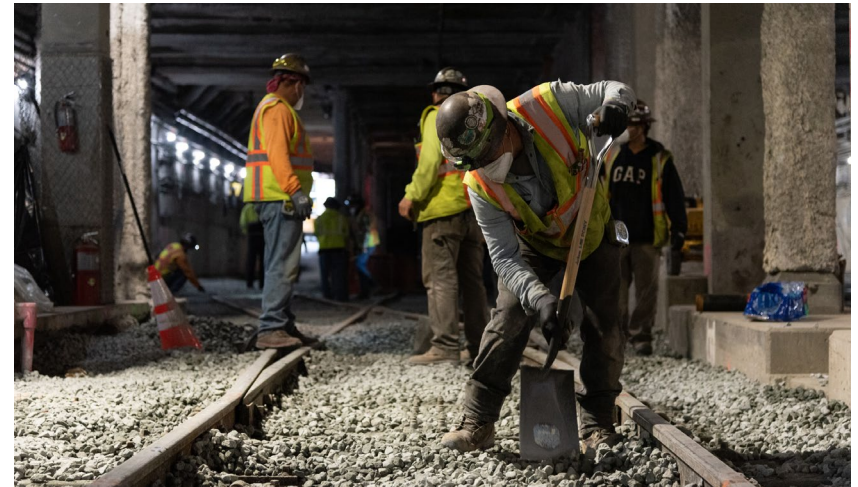
# Subway Renewal

10-year capital investment strategy for the Subway



# Our outstanding Maintenance of Way staff is essential to quality Muni Metro service

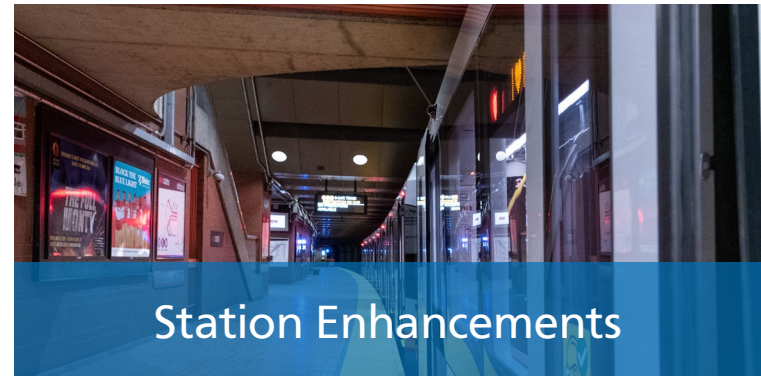
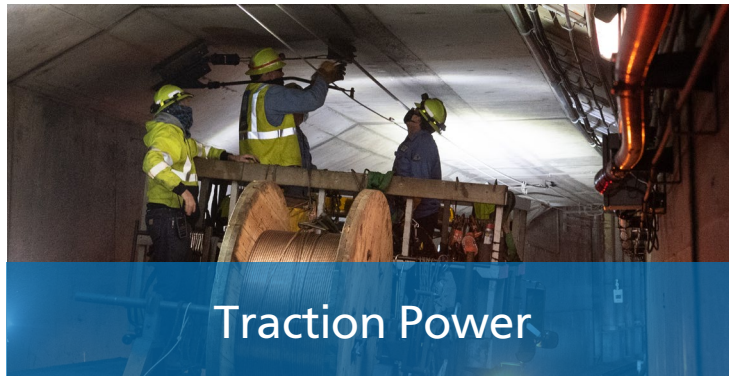
- Keeping Muni Metro running requires both
  - regular day-to-day maintenance of transit critical infrastructure and
  - strategic capital replacement and upgrade campaigns
- Maintenance costs and complexity increases overtime when capital assets are not replaced
- SFMTA committed to quarterly extended maintenance program in the subway to address projects that require longer maintenance window



# Subway Renewal Implementation Principles

- 1. Lifecycle Management:** Commit to a lifecycle management approach that results in timely assessment, repair and replacement of service critical assets and keeps the subway in a continual state of good repair.
- 2. Customer Experience:** Integrate delivery of improvements to customer-facing amenities with improvements to service critical assets to build public support and foster trust.
- 3. Resilient and Redundant:** Build a more resilient subway that addresses known vulnerabilities, builds in redundancy and responds to security and environmental threats.
- 4. Project Delivery:** Pair ongoing incremental delivery with strategically planned shutdowns that maximize progress per construction window.
- 5. Adaptive System:** Create a more flexible and adaptive system to support existing riders and prepare for potential growth

# Subway Renewal Investment Areas





# Subway Renewal identifies ten years of critical improvements needed in the Subway.



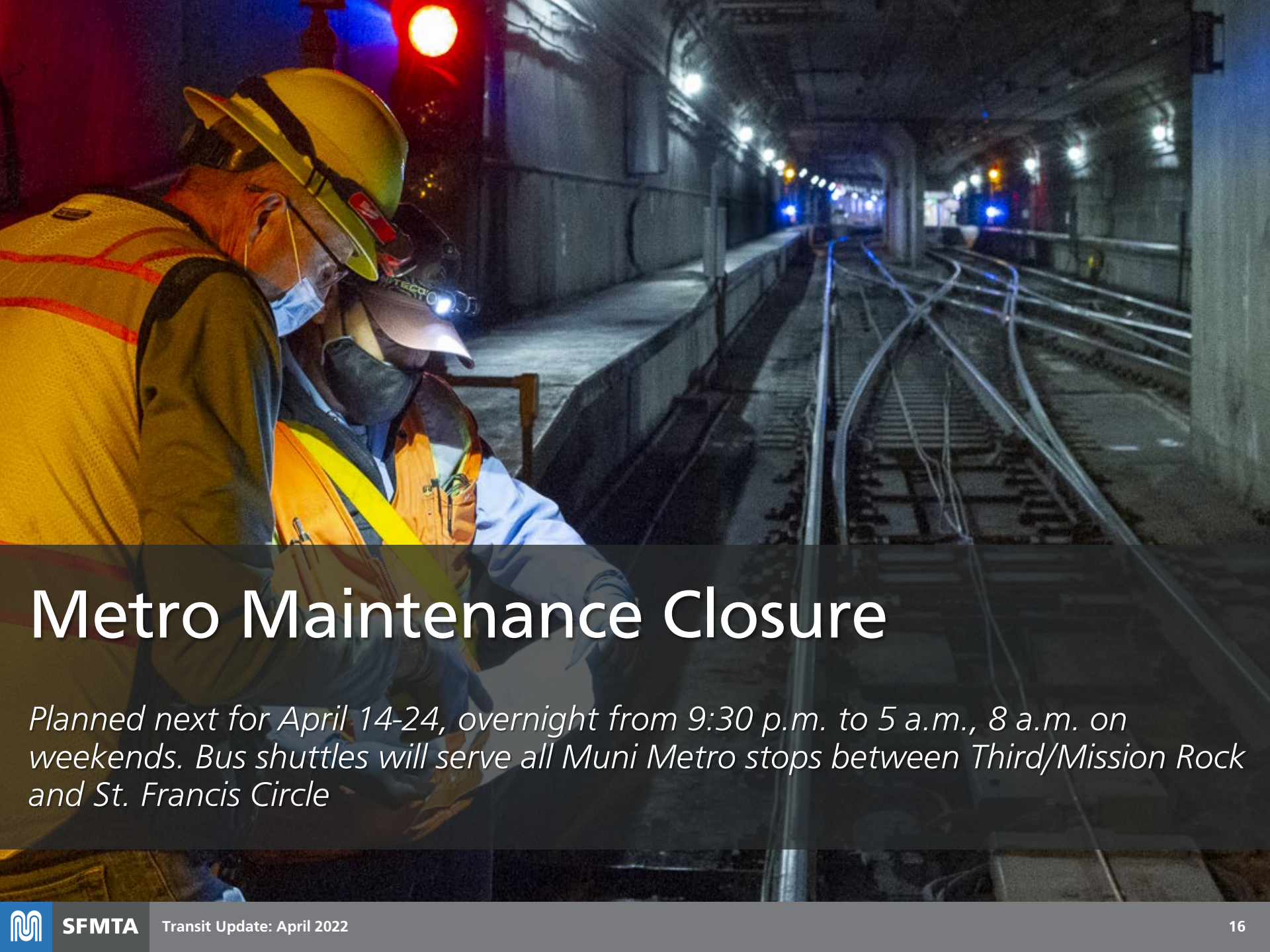
Total Need	\$ 1,715M
Program and Project Planning	\$ 23M
Train Control Upgrades	\$ 609M
Track Replacement & Wayside Equipment	\$ 235M
Traction Power Upgrades	\$ 499M
Tunnel Safety, Security & Resiliency	\$ 46M
Stations & Passenger Comfort	\$ 303M

# Next Steps

- Detail a comprehensive implementation strategy
  - Program Management Approach
  - Community Engagement Strategy
  - Contracting and Construction Delivery
  - Funding Strategy
- Implement incremental improvements that can be delivered with internal staff and existing contracts
- Complete a series of studies to guide key investment categories
  - Facilities Condition Assessment
  - Rigid Traction Power Feasibility
  - Signal Interlocking Standardization
- Issue RFP for Train Control Project







# Metro Maintenance Closure

*Planned next for April 14-24, overnight from 9:30 p.m. to 5 a.m., 8 a.m. on weekends. Bus shuttles will serve all Muni Metro stops between Third/Mission Rock and St. Francis Circle*

# Intensive Subway Maintenance Planned for April 14-24

## Track & Wayside Equipment

- Track Switches: Maintenance and inspection (Church/Duboce)
- Track Pits: Clearing debris and deep cleaning (Duboce)
- Crossover: inspection/data Feeder cable and utility vault: inspection (Embarcadero)

## Traction Power

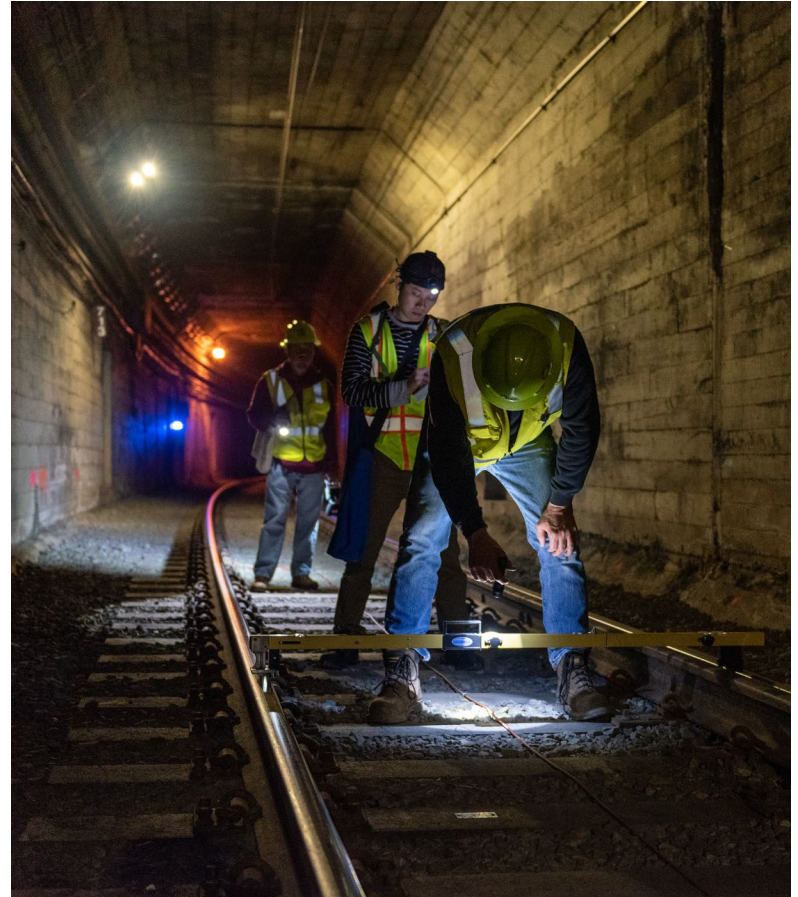
- Church Substation: battery replacement
- Overhead wire: renewal

## Station and Tunnel Enhancements

- Trackway re-lamping (Civic Center, MMT and Twin Peaks Tunnel)
- Platform lighting: repairs (Embarcadero)
- Station wayfinding: improvements (Powell)

## Safety

- Platform end gates: replacement (Church, Civic, Emb)







# Muni Forward 2.0



# Temporary Emergency Transit Lanes

- Fastest expansion of transit lanes in SFMTA history
- Installed on corridors that normally experience congestion to keep buses moving and reduce crowding
- 13 temporary miles installed; 10 miles made permanent to date
- Installed on lines serving 40% of current riders
- All on lines that serve Equity Strategy Neighborhoods
- Travel time savings of up to 30%





# Muni Forward 2.0 Planning

Our 24-month work program will advance planning and “quick build” where possible

Planning

Design

Construction

Corridor	2022	2023	2024	2025	2026
J Church	Planning	Design	Construction	Construction	Construction
K Ingleside	Planning	Design	Design	Design	Construction
M Ocean View (19 <sup>th</sup> – Balboa Park)*	Planning	Design	Construction	Construction	Construction
N Judah	Planning	Design	Design	Design	Construction
T Third	Planning	Design	Design	Design	Design
29 Sunset	Planning	Design	Design	Construction	Construction
28/28R 19 <sup>th</sup> Ave HOV lanes	Planning	Design	Design	Design	Design
5/5R Fulton quick build	Planning	Design	Construction		
38/38R Geary Rapid	Planning	Design	Design	Construction	Construction
Spot Improvements (ongoing)	Planning	Design	Design	Design	Design

Note: Timelines are for construction of full capital projects. In many cases, quick build phases are delivered much earlier.

\*-A separate project focusing on the M line segment from West Portal to SFSU would advance with the Core Capacity study

# Muni Forward Design/Construction Underway

Planning
Design
Construction

Corridor	2022	2023	2024	2025	2026
L – Taraval Street	Construction	Construction	Construction		
5/5R – Arguello to Park Presidio	Design	Construction	Construction		
14/14R – Downtown Mission	Design	Design	Design	Construction	Construction
22 – 16 <sup>th</sup> Street	Construction	Construction			
27 – Tenderloin and Nob Hill	Design	Construction	Construction		
28/28R – 19 <sup>th</sup> Avenue	Construction	Construction			
30 – 3 <sup>rd</sup> Street (SoMa)	Design	Design	Construction	Construction	

Note: Timelines are for construction of full capital projects. In many cases, quick build phases are delivered much earlier.



# Muni Forward 2.0

## Transit Priority Projects

**Transit Priority Projects**

- Approved or built corridor
- Future transit priority corridor
- - - Temporary Emergency Transit Lanes
- A Transit Priority Quick Build corridor (authorized by SFMTA Board)



**Start Outreach (Tentative)**

A	2022	B	2023	C	2024
D	2025	E	2026		

As of February 14, 2022





# Capital Budget Priorities



# Capital Budget Priorities

## *state of good repair and service enhancements*

- Subway Renewal – train control, planning/design work, near-term replacement projects
- Muni Forward – bus/rail planning, quick-build and construction
- Building Progress – electrification and yard modernization
- Lifecycle Management for Fleet Program – midlife, replacement



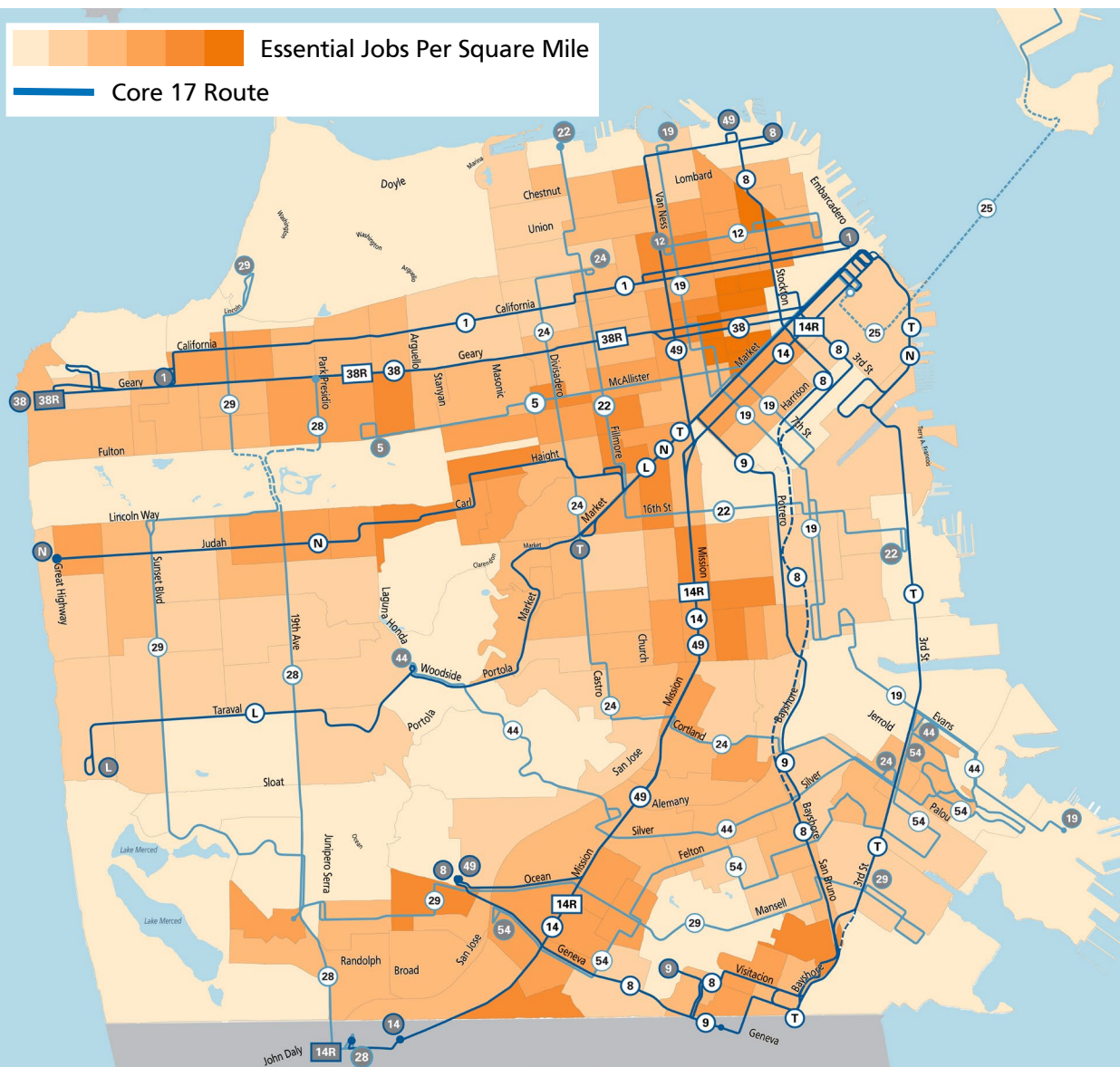
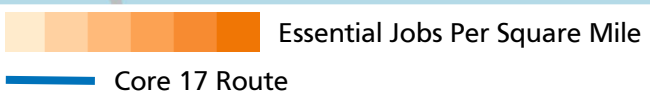
*Communications-based train control implementation phasing*



# Muni Service Equity Strategy

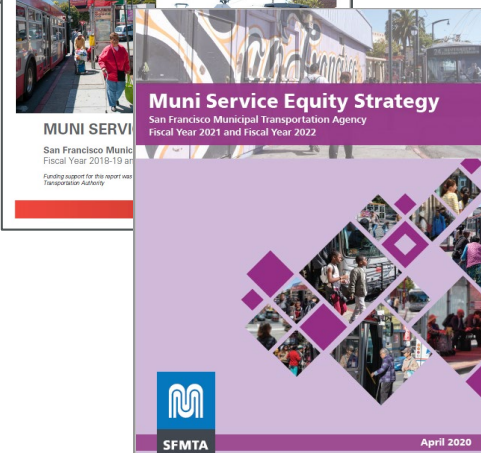


# Core Service Network



- Service Restoration focused on essential trip patterns/destinations (*hospitals, grocery stores, neighborhood commercial corridors*) and supporting social distancing
- **Prioritized Muni Equity Strategy neighborhoods**, 89% of 17 Core Network were equity routes and 100% of neighborhoods had coverage
- Restored service citywide as resources allowed

# Our Muni Service Equity Strategy builds on our past success



**FY 17-18**

Focus on operationalizing equity policy

**FY 19-20**

Focus on outreach and program awareness

**FY 21-22**

Focus on all aspects of transit planning being informed by equity policy principles

**FY22-23**

Focus on applying equity strategy principles in Covid-19 service recovery and expansion



# Of service hours currently scheduled, the % of hours allocated to equity routes is higher than or similar to before the pandemic.

Neighborhood	% of All Scheduled Service Hours Allocated in Equity Neighborhoods		
	Pre-Core Service Network Feb 2020	Post-Core Service Network Current – Fall 2021	Difference
<b>Bayview</b>	15%	20%	<b>5%</b>
<b>Chinatown</b>	15%	16%	<b>1%</b>
<b>Excelsior-Outer Mission</b>	22%	27%	<b>5%</b>
<b>Inner Mission</b>	24%	30%	<b>6%</b>
<b>Oceanview-Ingleside</b>	9%	10%	<b>1%</b>
<b>Treasure Island</b>	1%	1%	<b>0%</b>
<b>Tenderloin-SoMa</b>	23%	23%	<b>0%</b>
<b>Visitation Valley</b>	15%	18%	<b>3%</b>
<b>Western Addition</b>	16%	17%	<b>1%*</b>
<b>Accessibility Routes</b>	26%	31%	<b>5%</b>

\* Includes estimates for 21 Hayes and 6 Parnassus restoration planned for 2022

# FY23 & FY24 Recommendations

Include 2022 Muni Service Network Improvements as recommendations for FY23 & FY24 Equity Strategy

- **21 equity routes** have planned service improvements by end of 2022
- **FY 23-24 service increases** to be informed by
  - 3-5 year prioritization exercise that considers equity principles and recovery patterns
  - New service will be paced by hiring process







# Operating Budget Priorities



# Muni Customer Experience

Transit trips are multifaceted and present many opportunities to improve the customer experience. The Muni Customer Experience Program offers an integrated approach to providing consistent, cohesive and quality information to our customers across all stages of their journey. The new team will complement the internal service quality initiative and include improved customer amenities (e.g., better signage and shelter conditions), dedicated ambassadors, and a more transparent customer feedback loop.





# Service Quality Program

**Our riders deserve quality, reliable and predictable transit service.**

The Service Quality Program is an internal facing initiative that supports the customer experience team and aims to provide strong oversight and support within Transit Operations. This new group will focus on quality assurance and consistent application of standard operating procedures, training and support programs to promote excellent service, and will conduct analysis of day-to-day operations and special events to define process improvement or policy changes.



# Safety Training and System Improvements

Building upon lessons learned from the SFMTA's COVID-19 Department Operations Center (DOC), a permanent cross-discipline team will partner with the Safety Division to implement the Agency's Public Transit Safety Plan (PTASP). Priority tasks include collision reduction initiatives, in service Operator observations/mentoring, and safety drills.





# Apprentice Program

Transit vehicle and infrastructure maintenance jobs are vital to delivering transit service, but increasingly hard to recruit and fill.

Expanding our apprenticeship program for service-critical maintenance craft worker positions will help us cost-effectively expand our pipeline of skilled candidates and create promotive pathways into specialized job functions for existing staff.

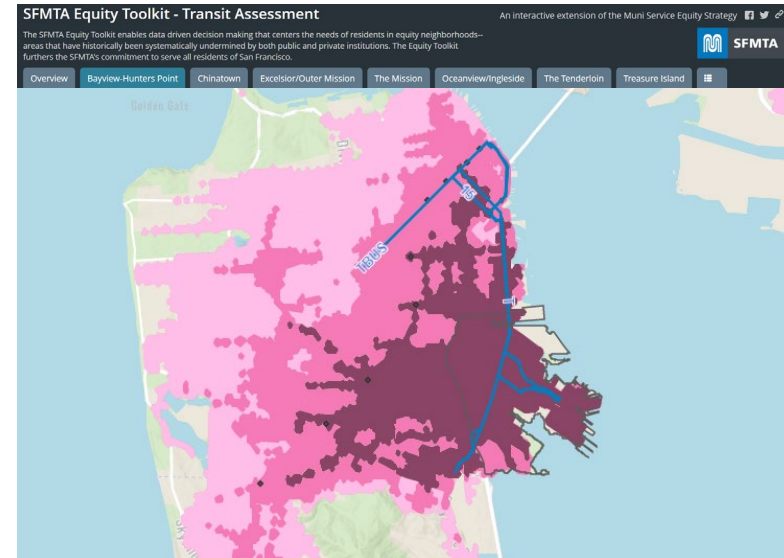


**Connecting SFMTA's trade careers with working San Franciscans is an opportunity to directly implement and the agency's equity goals while filling key operations and service delivery functions.**

# Service Equity Expansion

**Increasing ridership while improving access and connections for residents and visitors is paramount for the future of our transit network**

Service Equity Expansion would allow the SFMTA to continue keeping pace with returning ridership - placing a strong emphasis on maintenance and supervision as outlined in the Muni Reliability Working Group. The next service priorities will be outlined in a 3-5 year vision for service expansion and will continue to prioritize the Muni Service Equity Strategy Neighborhoods and emerging post-COVID travel patterns.







**Thank you.**