



SFMTA

Muni Service Equity Working Group

May 16, 2024

Welcome!

**Grab some food and drink.
The meeting will start at
5:30 p.m.**

Agenda

Time	Item
5:30 p.m.	Welcome
5:35 p.m.	Budget Update and Service Change Lookahead
6:00 p.m.	Break
6:10 p.m.	Muni Service Overview
6:55 p.m.	Closing and planning next meeting
7:00 p.m.	Meeting adjourns



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Budget Update and Service Change Lookahead

The SFMTA budget pays for ...



72 MUNI LINES



BUSES AND LRVS



CABLE CARS



2,500 MUNI DRIVERS



PARATRANSIT



CROSSING GUARDS



STREET DESIGN



TAXIS



BIKESHARE



TRAFFIC SIGNALS



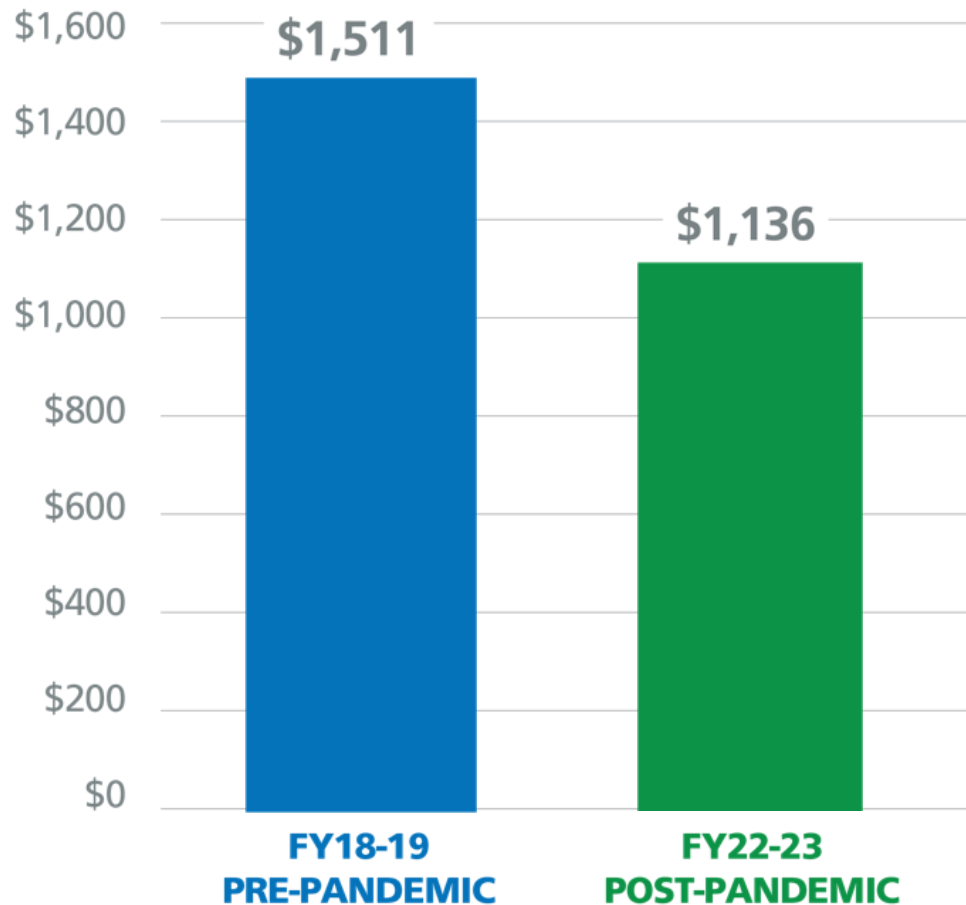
STREET SAFETY



TRANSIT INFRASTRUCTURE

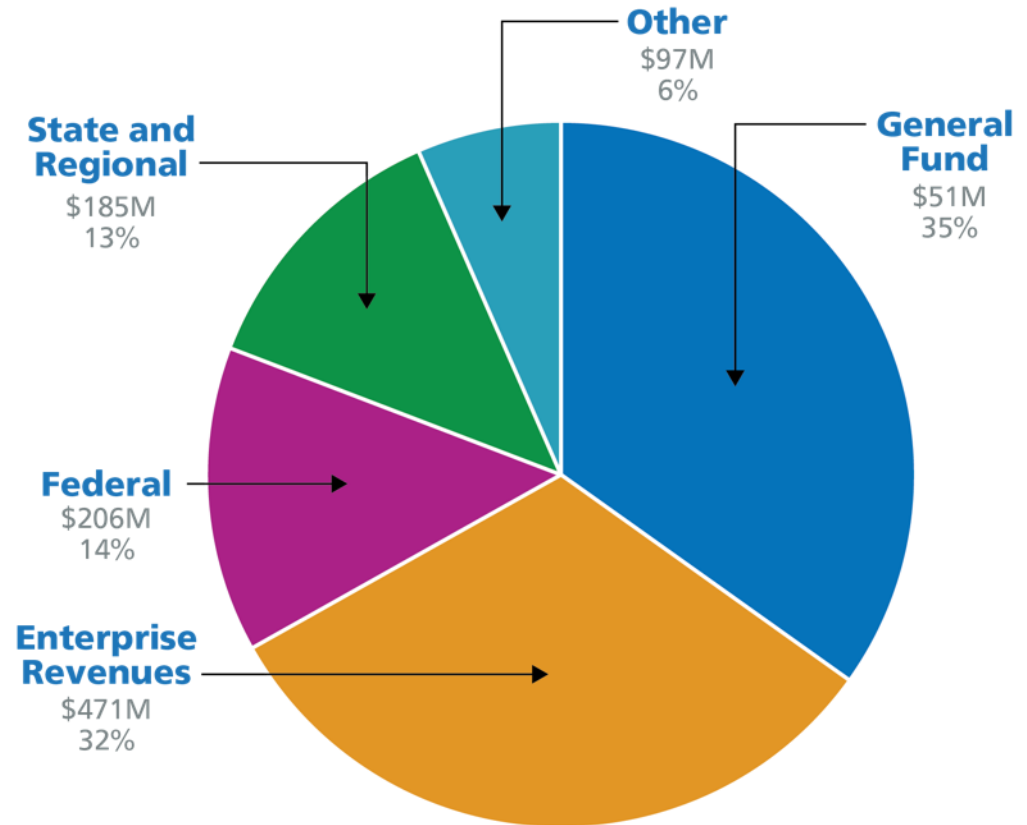
We're still recovering from the pandemic

FY22-23 revenue was **\$375M**—or **25% less**—than FY18-19, adjusted for inflation.



SFMTA FY23-24 Revenue

The operating budget is funded by the SF General Fund and “enterprise revenues” (fares and parking fees). Since the pandemic, the federal government has provided significant relief funding.



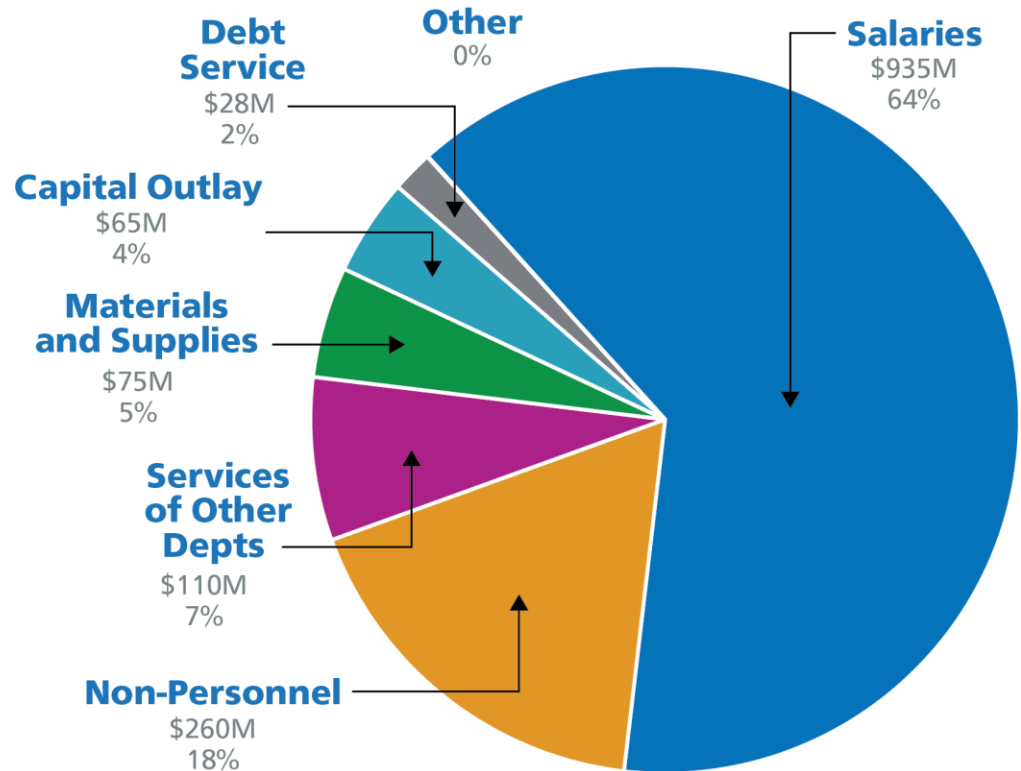
TOTAL: \$1,473 M

SFMTA FY23-24 Expenses

Staff are the SFMTA's most important resource.

64% of expenses fund our 5,900+ person workforce. 2,500 of them are Muni operators.

97.25% of positions are non-management.



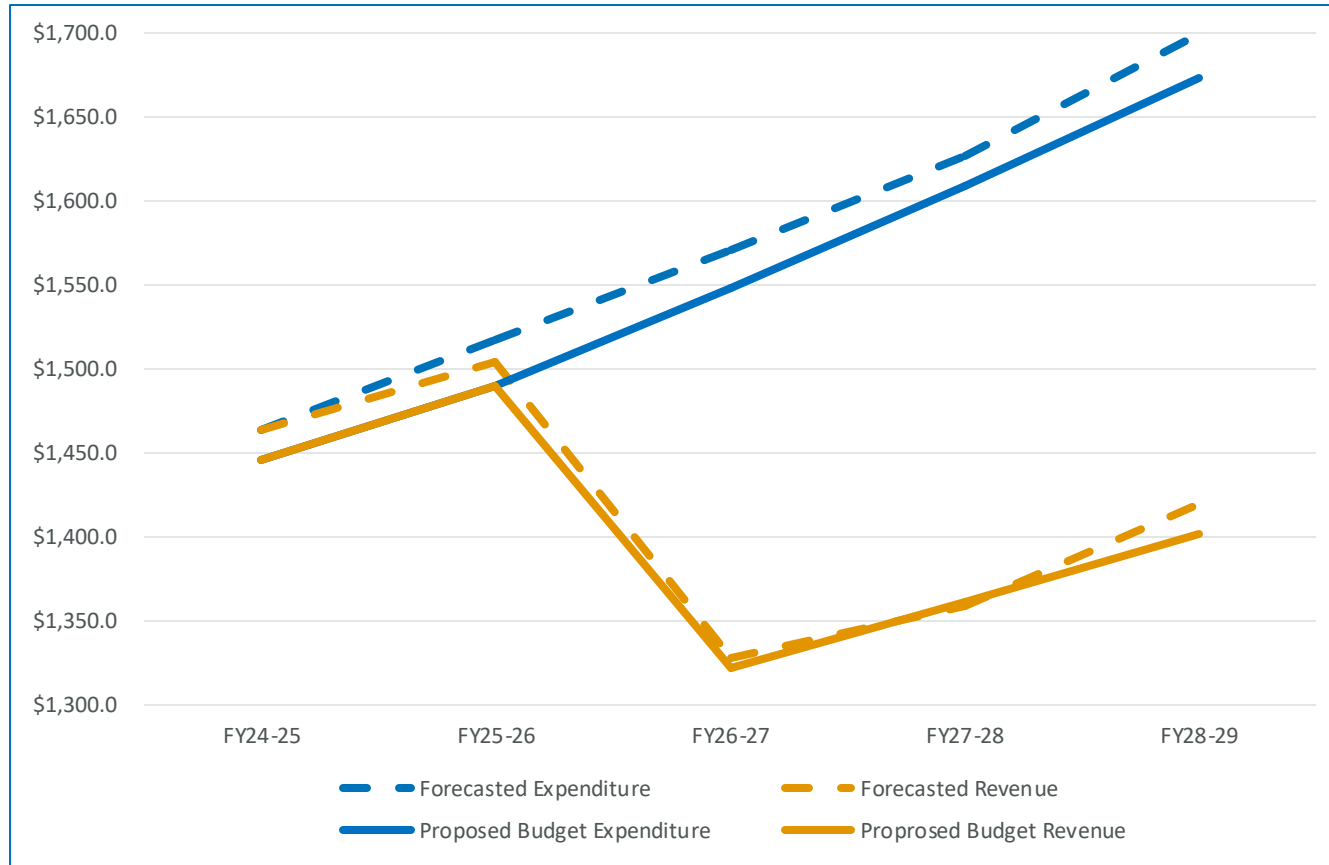
TOTAL: \$1,473 M



To close the budget gap in FY25-26, the SFMTA must identify at least \$12.7M in new revenue.

Future Financial Health

The proposed budget is balanced, but deficits exceed \$220M starting in FY26-27 when federal and state relief is no longer available.



New budget, new service plan

We're only implementing **cost-neutral service changes** for Muni.

- Cost-neutral service changes will use crowding data and feedback from this working group
- Will review service needs analysis through the Biannual Service Evaluation process
- Continue to apply Equity Strategy principles to respond and prioritize service changes
- Focus service management and operational improvements on Equity routes





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Service Change Lookahead

Supplemental Summer Service

Effective: Memorial Day to Labor Day

Service increases on lines with historic vehicles

- F Market & Wharves streetcar and bus
- Similar to 2023 summer, adding supplemental bus service on Embarcadero on weekends and Streetcar Service on Mondays and Sundays
- Powell-Hyde Cable Car – Additional service from Hyde terminal to Cable Car Museum



Fall Service Change Summary

Anticipated Effective Date: August 17, 2024

Addressing School Demand

- Adding trips on the 28 19th Avenue and 48 Quintara-24th Street during school periods to prepare for school demand
 - *Note: We are identifying efficiencies to offset these increases to remain cost-neutral is underway. At our next Working Group meeting, we will focus on these changes to discuss the metrics we currently use to determine these changes.*

Project Integration

- Implementing stop changes as part of the 29 Sunset Improvement Project and Safer Taylor Project

Rail service changes coming in late fall, will be timed with launch of L Taraval Rail service



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Muni Service Planning Overview

Outline

- Muni Service Today
- Muni Service Changes
- Developing Service Plans

Muni Service Today

- **72 Routes**
 - Daytime and Nighttime routes
 - ~2,500 operators
- **~1,100 Vehicles**
 - 850 buses, 300 rail
- **24/7 service**
 - Daytime routes run 5 a.m. - 12 a.m.
 - Owl service on 12 routes from 12 a.m. – 5 a.m.
- **Over 3,000 stops**
 - All residents within SF are ¼ mile of a stop
- **13 Subway Stations**
 - Two tunnels – Market Street and Central Subway



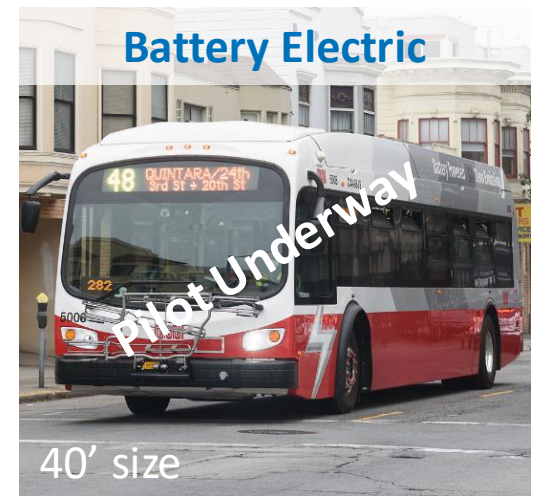
Muni Route Service Categories

Service Category	Definition	Typical Weekday Frequency
Metro/Rapid	Heavily used lines form the backbone of the Muni system. Vehicles arriving frequently, delivering speed and reliability.	10 mins or less & skip stop service
Frequent	May overlap with rapid routes but with more stops along the route. Provide premium, frequent service.	10 mins or less
Grid	Combine with Rapid network to form an expansive core system that lets customers get close to their destinations. Typically operates less frequently than the Rapid Network routes.	12-30 mins
Connector	Predominantly circulate through hillside residential neighborhoods, filling in gaps in coverage and connecting customers to major transit hubs.	30 mins

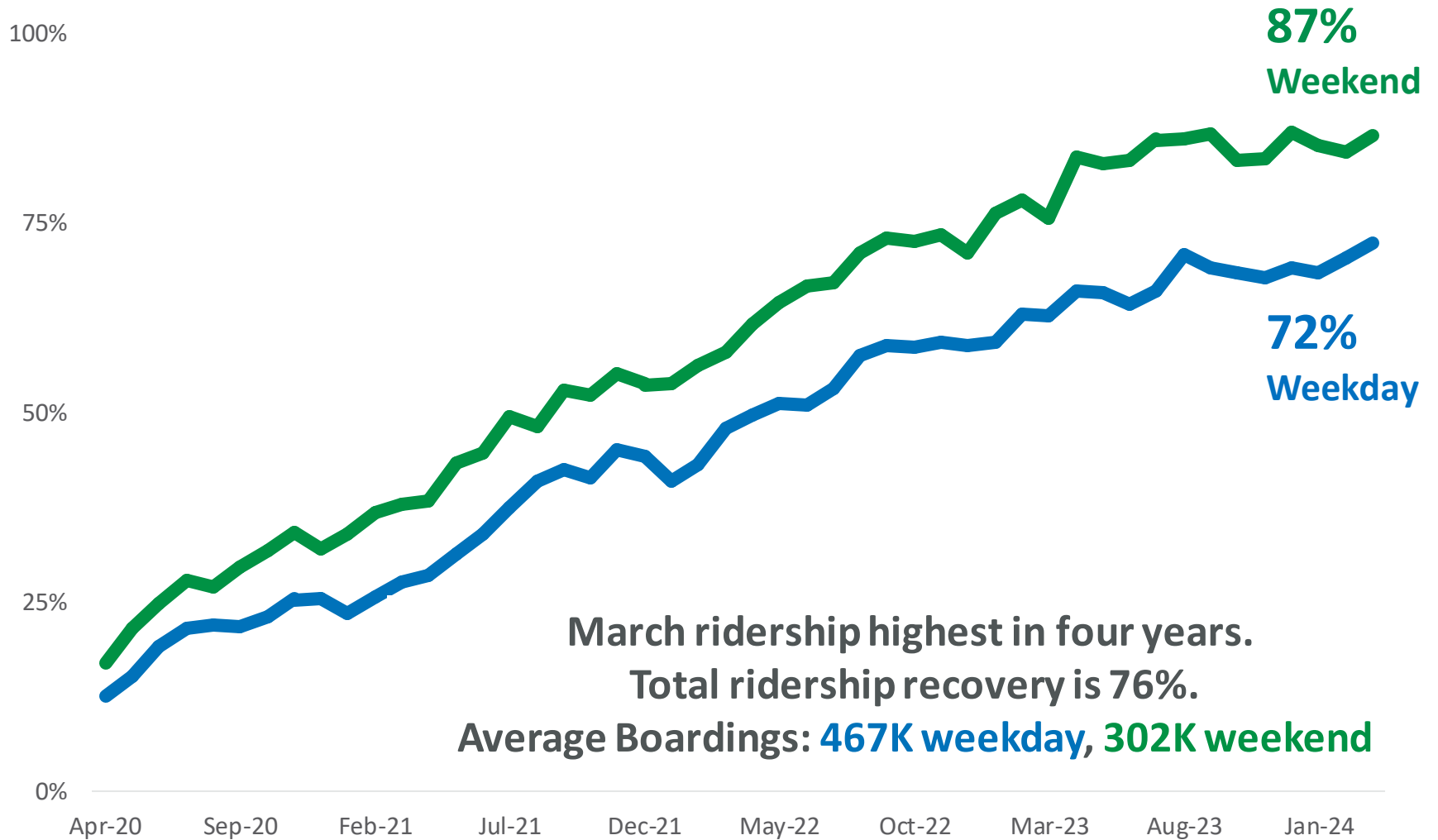
Note: Specialized (express) and Historic are additional service categories which were not included in the performance analysis on subsequent slides to focus instead on core services.

Muni Modes

Operators are trained on their assigned mode

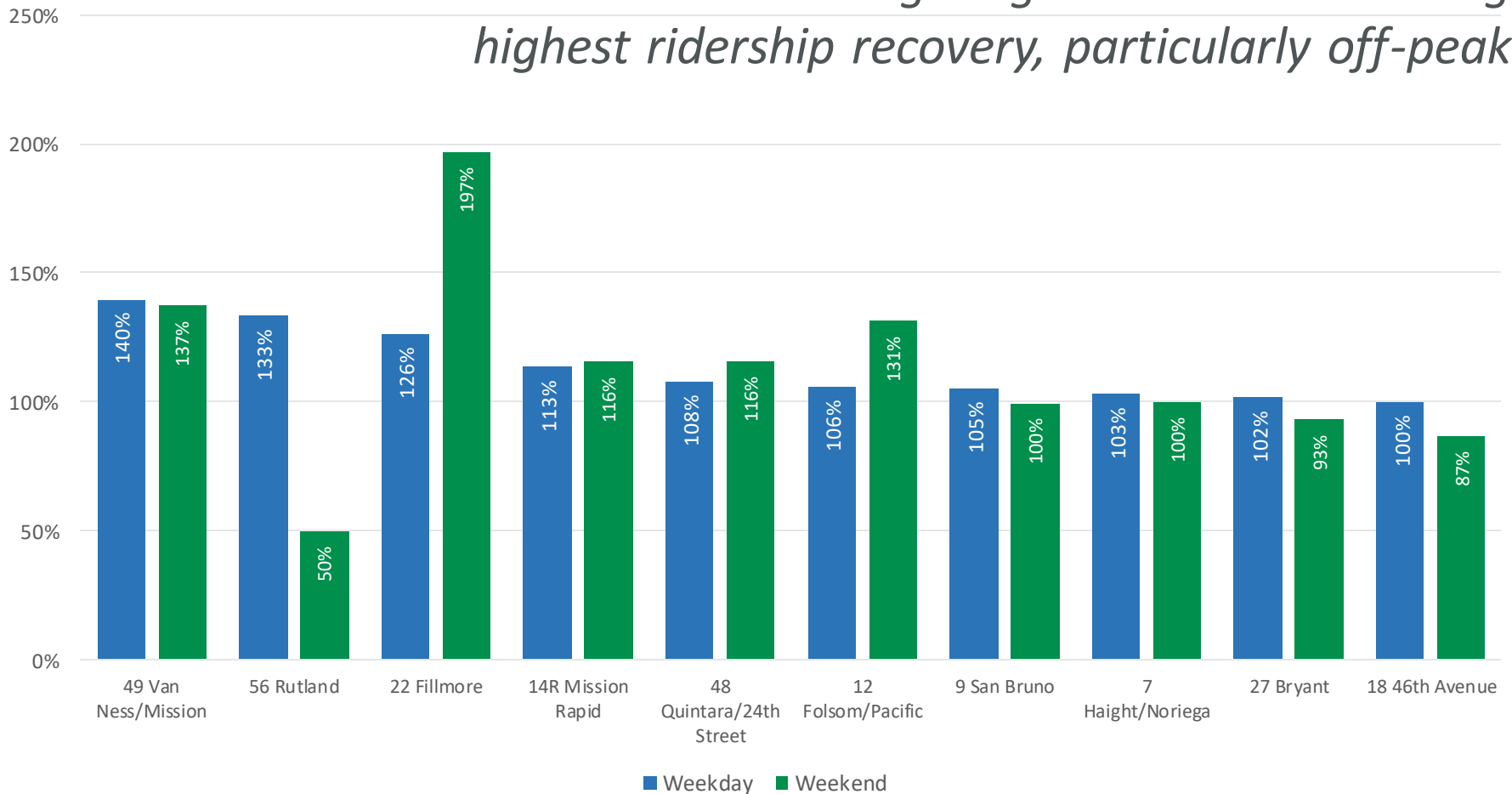


Weekday & Weekend Ridership Trends



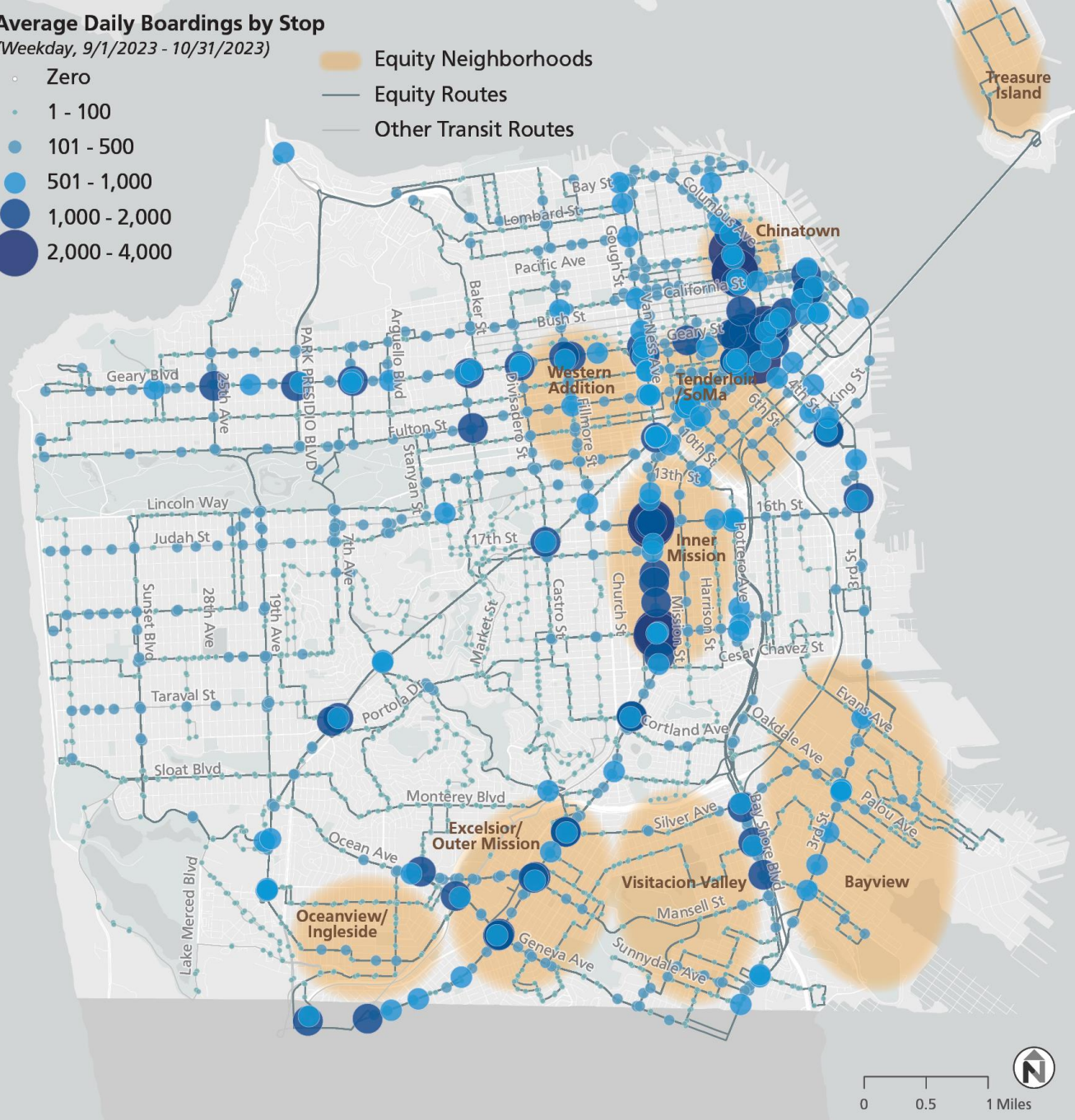
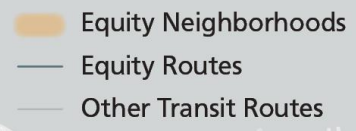
Top 10 Ridership Recovery Routes *March 2019* vs *March 2024*

Lines connecting neighborhoods are seeing highest ridership recovery, particularly off-peak



Average Daily Boardings by Stop

(Weekday, 9/1/2023 - 10/31/2023)



Ridership Demographics

- Based on 2022 Census data:
 - 62% of residents are people of color
 - 21% of residents live in low-income households
- Based on 2017 On-Board survey*:
 - 57% of residents are people of color
 - 38% of residents live in low-income households

*Muni Customer On-Board Survey underway that is collecting more current demographic data of ridership.

Muni Service Changes

- Service Changes are planned typically 3 times/year
- Operators can pick a new shift during a “Sign-up”
- Every 2 years operators can switch modes



Timeline for Service Changes

3+ Months Before Implementation

Develop service proposal and vet proposal internally (e.g. scheduling, divisions, dispatch)

2 Months Before Implementation

Finalize “Weekday” and “Weekend” Service Plan (two service day types)

1 Month Before Implementation

Review proposal with unions and schedule into software

6-8 Weeks Before Implementation

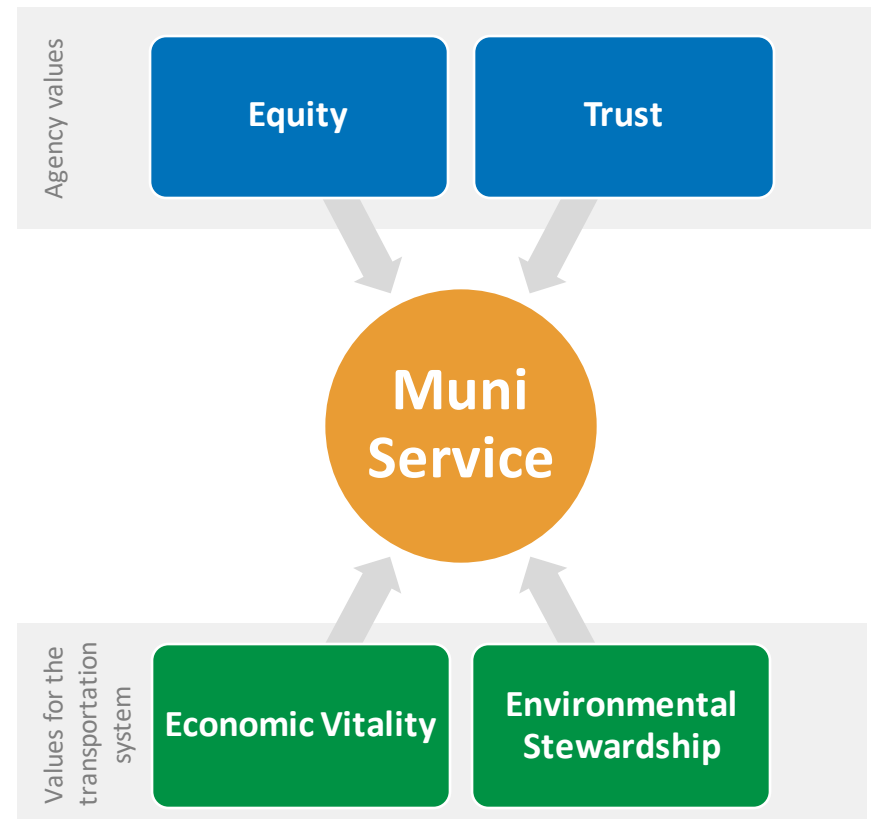
Communicate upcoming changes to community members and riders

Implementation

Deliver implementation communications (e.g. ambassadors, signage) and monitor performance and feedback

Muni Service Decision-Making Criteria

- Resource neutral changes
- Neighborhoods identified by the Muni Service Equity Strategy
- Ridership demand (crowding) and frequency
- Minimum policy frequencies
- Access for people with disabilities and seniors
- Support economic recovery



Muni service criteria based on agency values

Question

How do you all think we come up with service plans?

Developing Service Plans

Service Needs Analysis

- Service Standards & Equity
 - Is there service that is not meeting our standards?
- Ridership & Performance Analysis
 - Where is the most crowding and what routes are not meeting their schedule?
- Feedback
 - What are we hearing from customers, operators and other front-line staff?
- Operator & Fleet Availability
 - How many operators and vehicles do we have available for service?

Decision Making Criteria

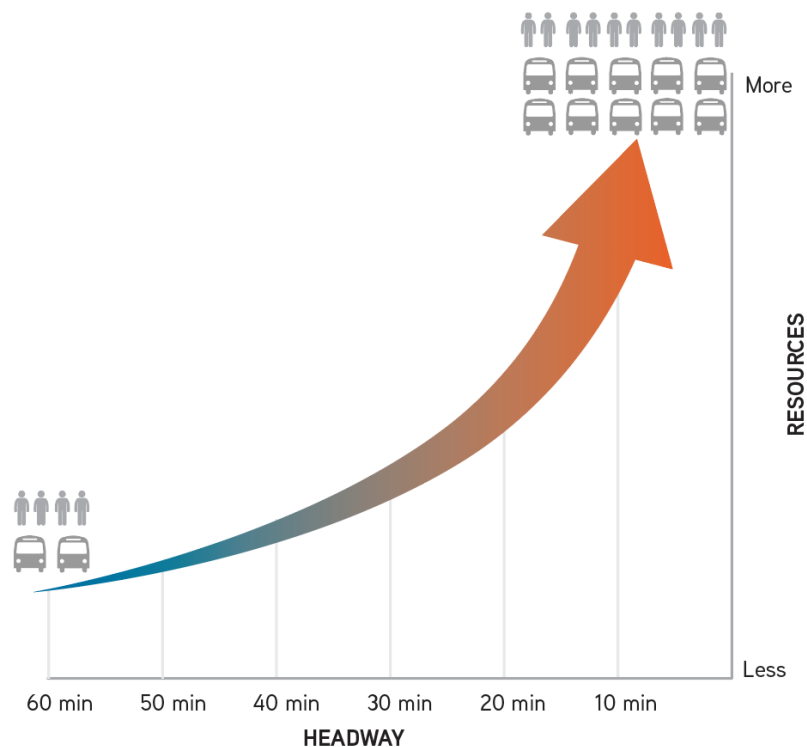
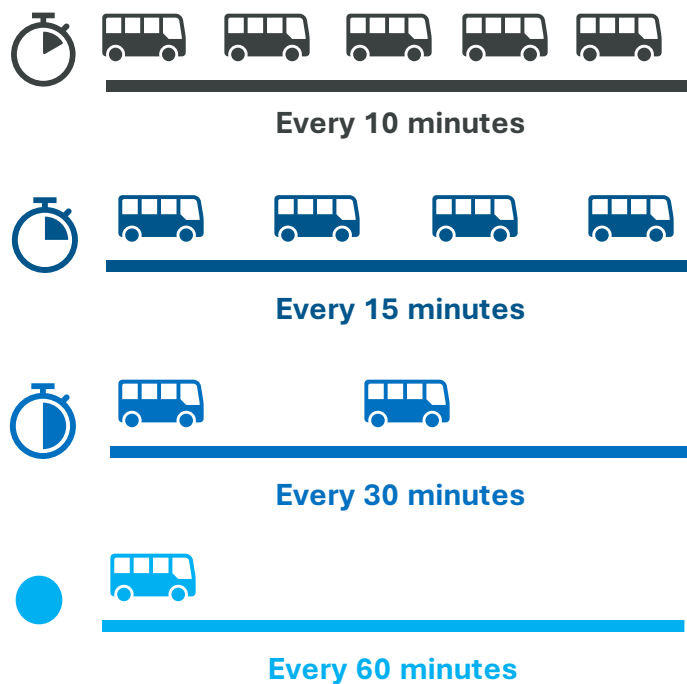
Service Plan Details

- Frequency
 - How often does the bus run?
- Time Span
 - From when to when does the service run?
- Route
 - On what streets does the bus run?
- Bus Stops
 - Where are the stops and what type?
- Vehicle Type
 - What mode should the routes run on - rail, electric trolley, motor coach, streetcar, etc.?

Frequency

Higher Frequency = More \$\$\$

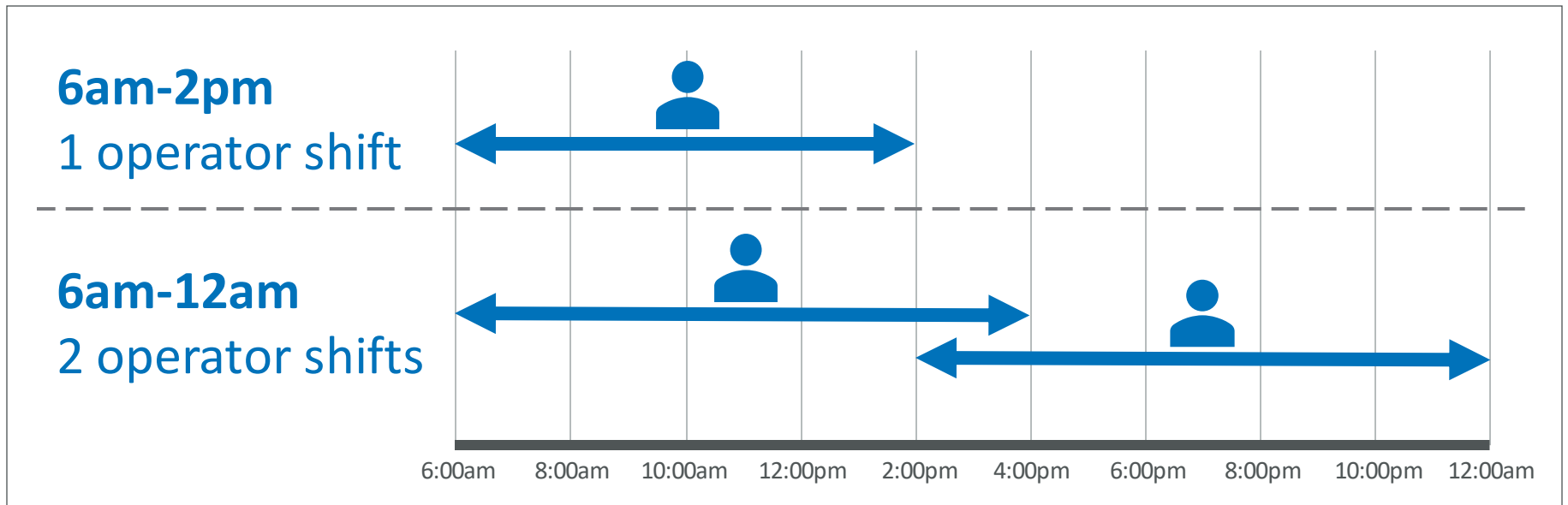
- **Headways** describe how frequently a bus arrives at a stop, *i.e.* *headways of 10 mins = bus arrives every 10 mins*
- Set based on **service standards and ridership demand**
- Can vary by time of day, day of week, and route segment



Time Span

Longer Time Spans = More \$\$\$

- Time Span describes the time the **service starts and ends** on a given service day
- Spans are **consistent** across service day types
- Typically a service day is **18 hours** and is covered by **two shifts of operators**
- Service can be **covered with one shift** if the **span is less than 8 hours**







Travel Time

More Time = More \$\$\$

EXAMPLE: Cost to Provide 10-Minute Bus Frequency, 6 AM – 12 AM, daily

Travel time and cost increase together

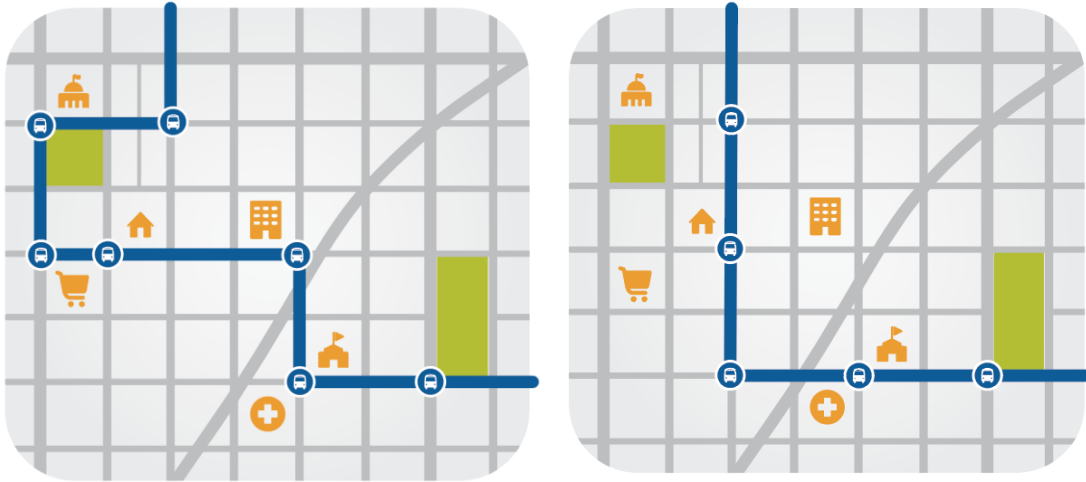
Travel Time	Buses Required	Annual Cost
30 minutes		\$4 million
45		\$6 million
60		\$8 million
75		\$10 million

*Assumes operating cost of \$200/hour per vehicle for example purposes only.
Actual costs vary by mode.*

Factors that influence travel time include
route design and congestion

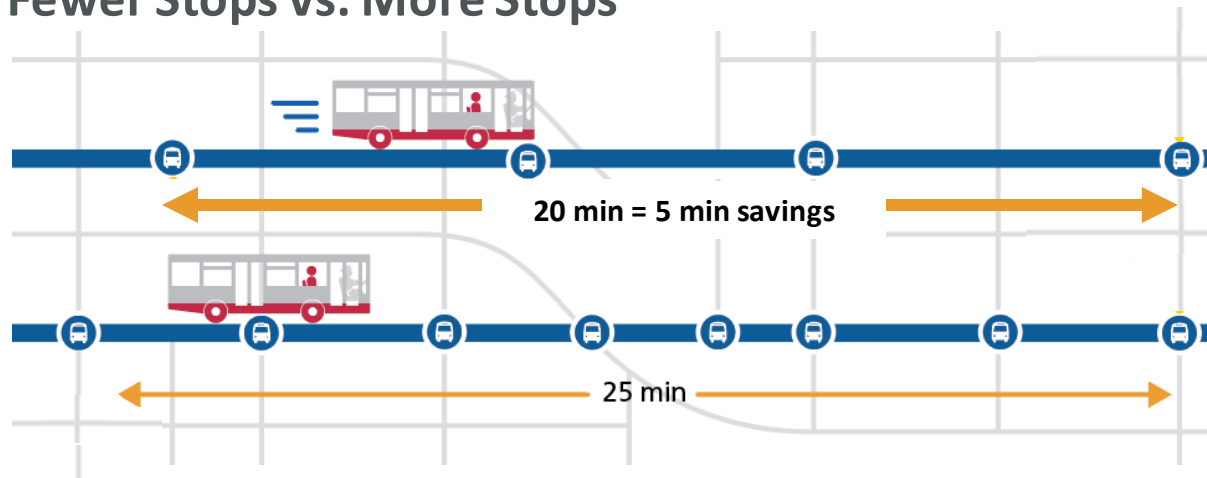
Route Design – Impacts to Time

Access to Destinations vs. Direct Routes



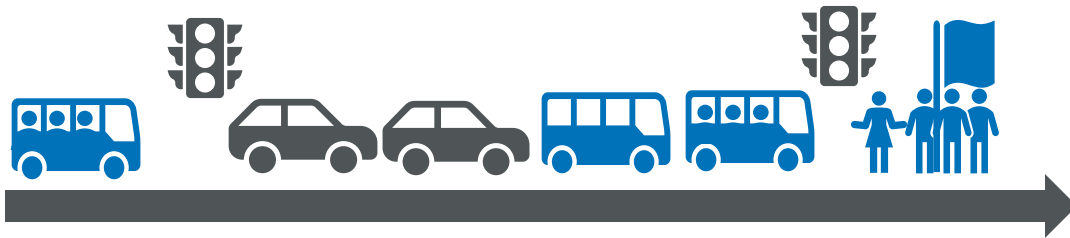
- Shorter routes take fewer vehicles to run at higher frequencies
- Direct routes mean fewer opportunities for it to get delayed

Fewer Stops vs. More Stops



- Fewer stops means faster service and fewer opportunities for the bus to be delayed at stops

Congestion – Impacts to Time



Roundtrip Travel Time: 60 mins
6 Coaches for 10 mins service

Unreliable service (bunching and gapping), lack of traffic signal priority or transit only lanes, slow speeds



Time Savings of 10 mins
Roundtrip Travel Time: 50 mins
5 Coaches for 10 mins service
(~1 million/year)

Traffic signal priority and transit only lanes, more reliable service, faster speeds

Next Meeting: Deep Dive into Evaluation Metrics

- Policy Headways
- Service Coverage
- Transit Amenities
- Equity Neighborhoods – Demographic Metrics
- Performance Metrics



Service delivery

How well scheduled trips are started and completed.



Crowding

Passenger loads on high-ridership segments and times.



Headway Adherence

Frequent routes, how well buses are spaced apart.



On-Time Performance

Actual departure times relative to the published schedule.



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Next Meeting Discussion Items

Next Meeting

Date: Thursday, July 18 5:30 – 7 p.m.

Topics

- Deep Dive Into Evaluation Metrics
 - Overview of Metrics
 - Begin to discuss Biannual Service Evaluation of framework
- Presentation on Transit-Related Topics
 - Fare Compliance