



SFMTA

San Francisco Municipal Transportation Agency

2022 Board of Directors Workshop

2021 Highlights

Increased Muni service nine times



- Number of pre-pandemic lines restored: **62**
- % San Franciscans within 1/4 mile of a stop: **98%**
- % pre-pandemic service restored: **75%**
- % pre-pandemic ridership: **50%**

Brought back the Muni Metro



May 15, 2021

Brought back the cable car



September 4, 2021

Improved safety



- Implemented the city's first neighborhood-wide 20-mph zone
- Introduced the city's first neighborhood-wide "Turn on Red Restriction"
- Completed Quick Build projects to improve safety on key corridors using lane reductions, crosswalk upgrades and daylighting to slow down vehicle speeds and increase visibility, safety and comfort for pedestrians.

Set records for traffic calming



Installed over 233 traffic calming devices across the city, the most San Francisco ever completed in a year.

Expanded SF's bike network



Added more than 12 miles of new bike facilities,
including 7 miles of new protected bike lanes.

Evolved Slow Streets



Installed approximately 43 miles of Slow Streets.

They have evolved from an emergency response to COVID-19 to one of the SFMTA's most efficient ways to transform city streets to promote walking, biking and rolling.

Historic expansion of transit lanes



Installed 10 miles of new or upgraded transit lanes in FY 2020-21.

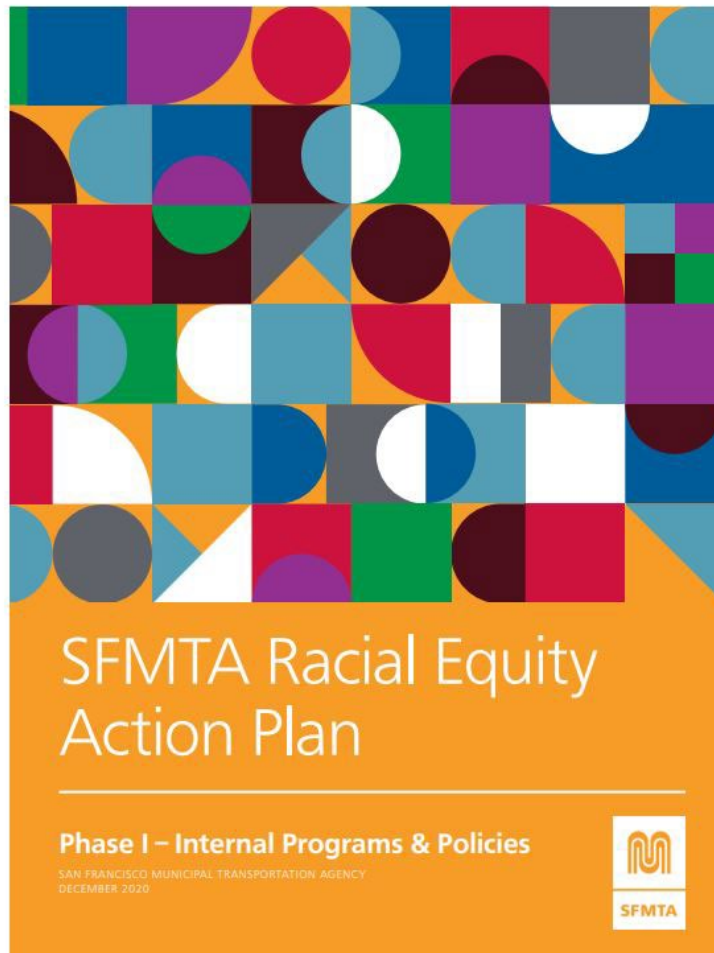
- Each approved project underwent a technical evaluation and a further public outreach process to determine if it should be made permanent.
- Ten miles have been permanently legislated due to their success in protecting transit time savings

Supported Shared Spaces



Issued more than 1,500 Shared Spaces permits
to help businesses operate outdoors

Launched the Office of Racial Equity & Belonging



Working to implement the Racial Equity Action Plan:

- Hosted cross-division workshops about disciplinary actions to help eliminate disproportionate outcomes.
- Led listening sessions across the agency about challenges related to workplace equity, inclusion and staff support.
- Building data dashboards to enable employees and the public to track our progress.

Completed the Geary Rapid project



Revitalizing one of the city's busiest corridors with more reliable bus service, safer streets, upgraded utilities and new trees.

Improvements included painting the transit lanes red, installing transit bulb-outs and upgrading the Transit Signal Priority system.

Completed first two sections of the L Taraval Improvement Project



Making pedestrian crossings safer, increasing accessibility and improving transit reliability for our customers.

Improvements included rail track and overhead line replacement, water and sewer line replacement, curb ramp upgrades and new trees and landscaping.

Completed first section of the 16th Street Improvement Project



Allowed us to reroute the 22 Fillmore to utilize the full transit lane and serve Mission Bay medical centers, retail and residences.

SFMTA worked with the community to create the 55 Dogpatch to retain the connection between Potrero Hill/Dogpatch and the 16th Street corridor.

Increased job access for Bayview residents



New transit service increased Bayview and Hunters Point residents' access to essential jobs within 30 minutes from 100% pre-pandemic to 229% in May 2021.

Took climate action



Supported development San Francisco's 2021 Climate Action Plan, committing to the goal of at least 80% of San Francisco trips being low carbon by 2030. By 2040, the goal is for San Francisco to achieve zero net emissions.

Engaged community members



Using new and innovative outreach tools in as well as tried-and-true methods:

- Offered virtual meetings with as-needed translation services
- Recorded presentations on YouTube with translations into multiple languages as-needed
- Staffed hotlines to collect feedback and survey responses
- Delivered paper fliers and surveys delivered to community-based organizations
- Posted multilingual posters at bus stops and intersections.

Improved subway speed, reliability



- Improvement in median subway travel times since we restored Muni Metro service: **7 minutes**
- Improvement in travel time variability: **55%**
- Reduction in minutes of delay in the subway: **75%**

First urban HOV lane in California



Partnered with Caltrans to increase person-carrying capacity and improve transit reliability with urban high-occupancy vehicle (HOV) lanes.

Adopted new Vision Zero Action Strategy



New Vision Zero Action Strategy adopted Nov. 2021:

- Bold and ambitious strategies
- Focuses on slowing speeds and making crossings safer
- Doubles down on redesigns to make streets safer for people
- Expands programs like our Vision Zero Quick-Build across the city's High Injury Network

Provided accessible services



Improving accessibility across the city and addressing the mobility needs of older adults and people with disabilities during the pandemic through taxi services, the Essential Trip Card (ETC) program and the Paratransit program.

Piloted advanced signal-timing technology



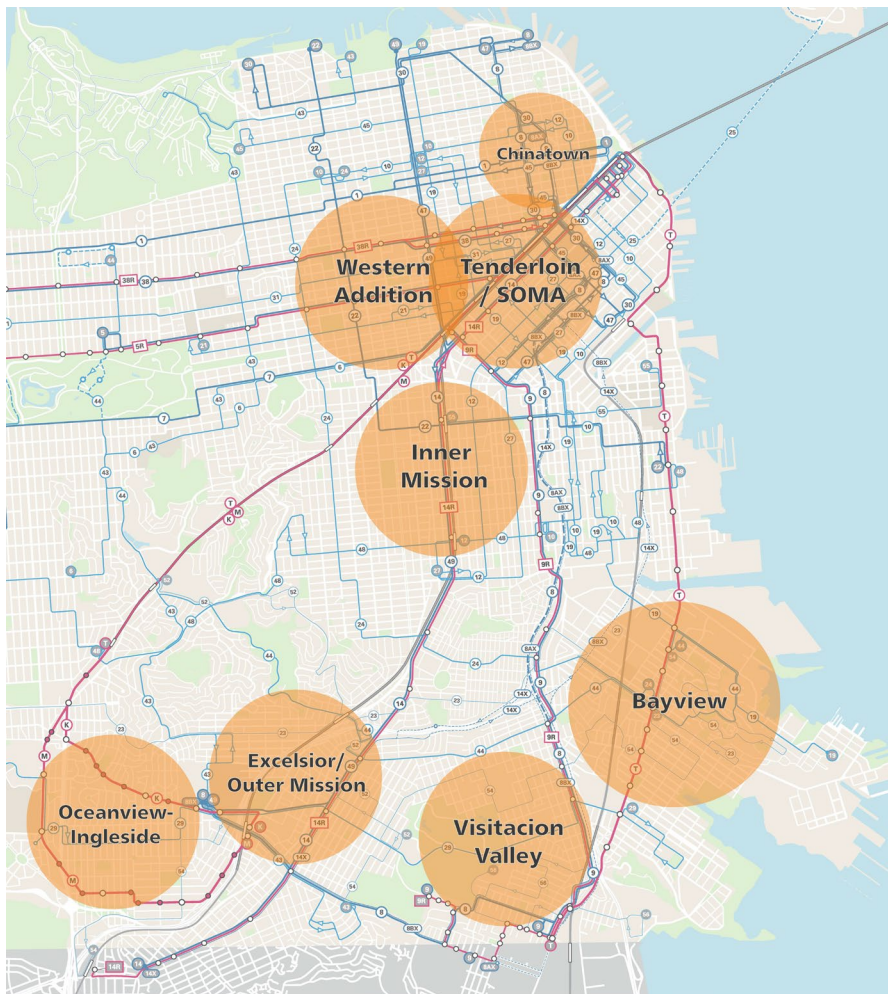
Testing an advanced technology for signal timing to respond to traffic conditions in real time and provide more opportunities for transit vehicles to make it through intersections on a green light.

Moved taxi medallion program forward



In October, a jury found that the SFMTA did not breach its taxi medallion program Lender Agreements with the SF Federal Credit Union. The Credit Union has agreed to mediate with the SFMTA and we're hopeful that a positive collaboration will help bring needed medallion reform.

Reduced transit inequities



Map showing 8 neighborhoods identified by SFMTA's Muni Service Equity Strategy.

As Muni service was restored, we focused on providing service to customers with the fewest options available to them.

- Increased Muni service in busy corridors such as Mission and 16th streets.
- New bus service to provide better cross-town connections and increased job access for Bayview-Hunters Point residents.
- Suspended fare increases through July 2022 to make transportation more accessible to low-income San Franciscans during the pandemic.
- The Essential Trip Card program subsidizes taxi trips for seniors and people with disabilities.
- Piloted a free Muni for All Youth fare program in August 2021.

Launched a full-time Ombud's Office



OMBUD'S OFFICE SERVICES

- Mediation
- Resources
- Training
- Coaching & Counseling
- Referrals
- Assessment
- Inquiries
- And much more!

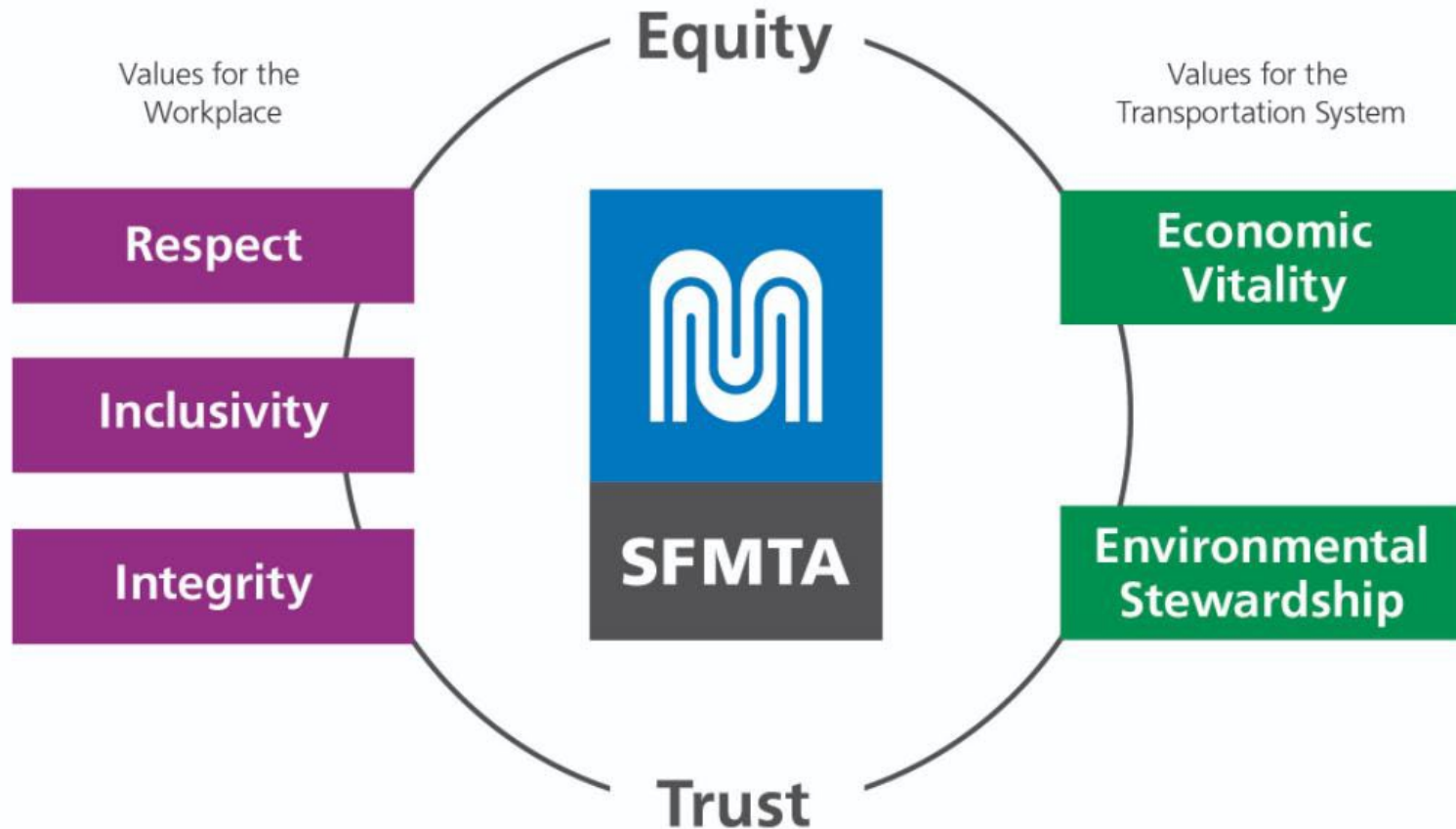
New LRV4s and battery-electric buses



98% of staff vaccinated against COVID-19



Adopted new strategic plan



2021 Challenges

- The ongoing COVID-19 pandemic
- Staffing shortages and hiring constraints
- Severe drop in revenue and insufficient long-term funding.
- Transit riders haven't fully returned:
 - People still telecommuting
 - People still fear COVID transmission on public transit
- Difficulty restoring service in a way that satisfies the public
- Still haven't reduced traffic-related fatalities to zero.
- Employee stress and fatigue



Board workshop agenda – Day 1

Topic/Activity

Welcome & introduction

Presentation and discussion of financial projections and context

- City Financial Projections & Context
- SFMTA Financial Projections & Context

Public comment

Break

Presentation of services and programs where the agency will focus resources.

The breakouts are information and discussion sessions on the following topics:

- Workplace Culture and Operations
- Streets Management and Project and Capital Project Delivery
- Transit Operations

Recess for the day

Board Workshop Agenda – Day 2

Topic/Activity

Welcome back & review of yesterday's activities

Interactive discussion of services and programs where the agency will focus resources

Public comment

Presentation and discussion on use of agency funding to address opportunities and challenges.

Public comment

Break

Presentation and discussion of next steps in the budget process and upcoming hearings.

Public comment

Legal training

Public comment

Workshop evaluation. Adjourn

Daisy Avalos

MTAP (Municipal Transit Assistance Program) Manager

The biggest thing I love about my job is helping people—especially people the world has thrown away. I'm here to help them see their worth. I started out as a transit assistant, then I made my way up to a supervisor. Now I'm the manager of the program. I try to show the people I train that even if you grew up on the streets, you can help other people and do something better with your life. MTAP offers people that opportunity to push themselves and excel.



Rigoberto Hernandez

Cable car track maintenance superintendent

"It's an honor to work for the cable car system in San Francisco. You go anywhere in the world, and most people know about the famous San Francisco cable cars. My team makes sure the cable cars are safe to run. We have over 2,400 components under the tracks that no one sees. It's a 24/7 operation, but we do most of the work at night and early in the morning. It's a good feeling the next day when we see the cable cars are running, people are happy, tourists are taking pictures, and the gripman is ringing the bell. They don't know what it takes and what work we did the night before, but we do."

— People of SFMTA —

