



Muni Service Update

SFMTA Board
October 17, 2023



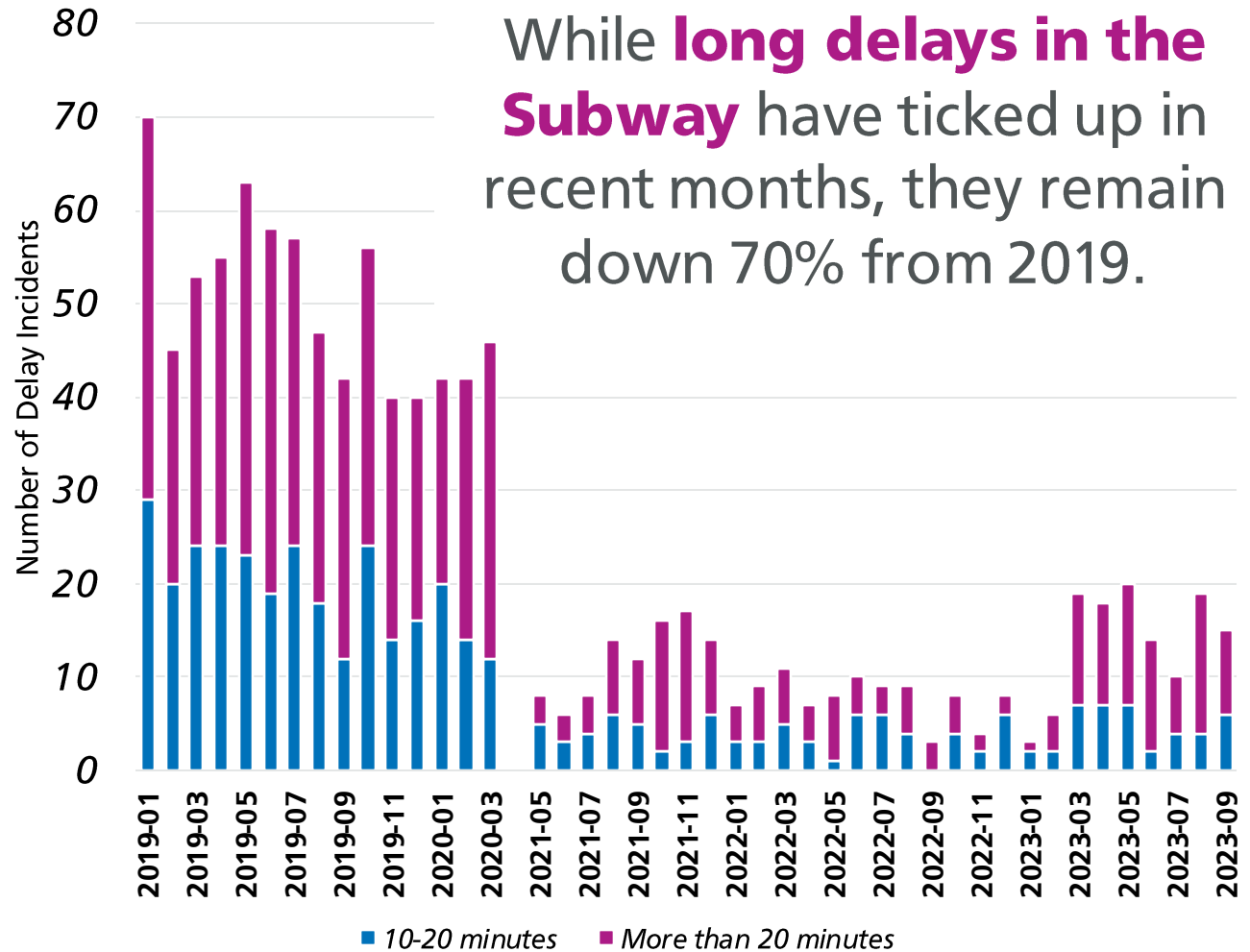
Focusing on Quality

for management of the system and deployment of resources leading to gains in performance and customer feedback

Focusing on Quality

5 Factors of Quality:

- Fast
- Frequent
- Reliable
- Safe
- Clean





jjinsf
@jjinsf

Public transit was BY FAR the most efficient way to get to/from the Moscone neighborhood during Dreamforce. Not even close. Lyft/Uber we're nearly impossible.

11:42 PM · Sep 27, 2023 · 50 Views



potatobeef_dumpling 9w
Yess 28R is back



abigaelbostrom 4w
can we get an appreciation post for the 48 🤔



Vladimir Vlad @VladSF · Oct 4
It's spooky szn but yay to no more 'ghost buses'!
[@SFMTA_Muni](#)



@cyrusphall · 2h

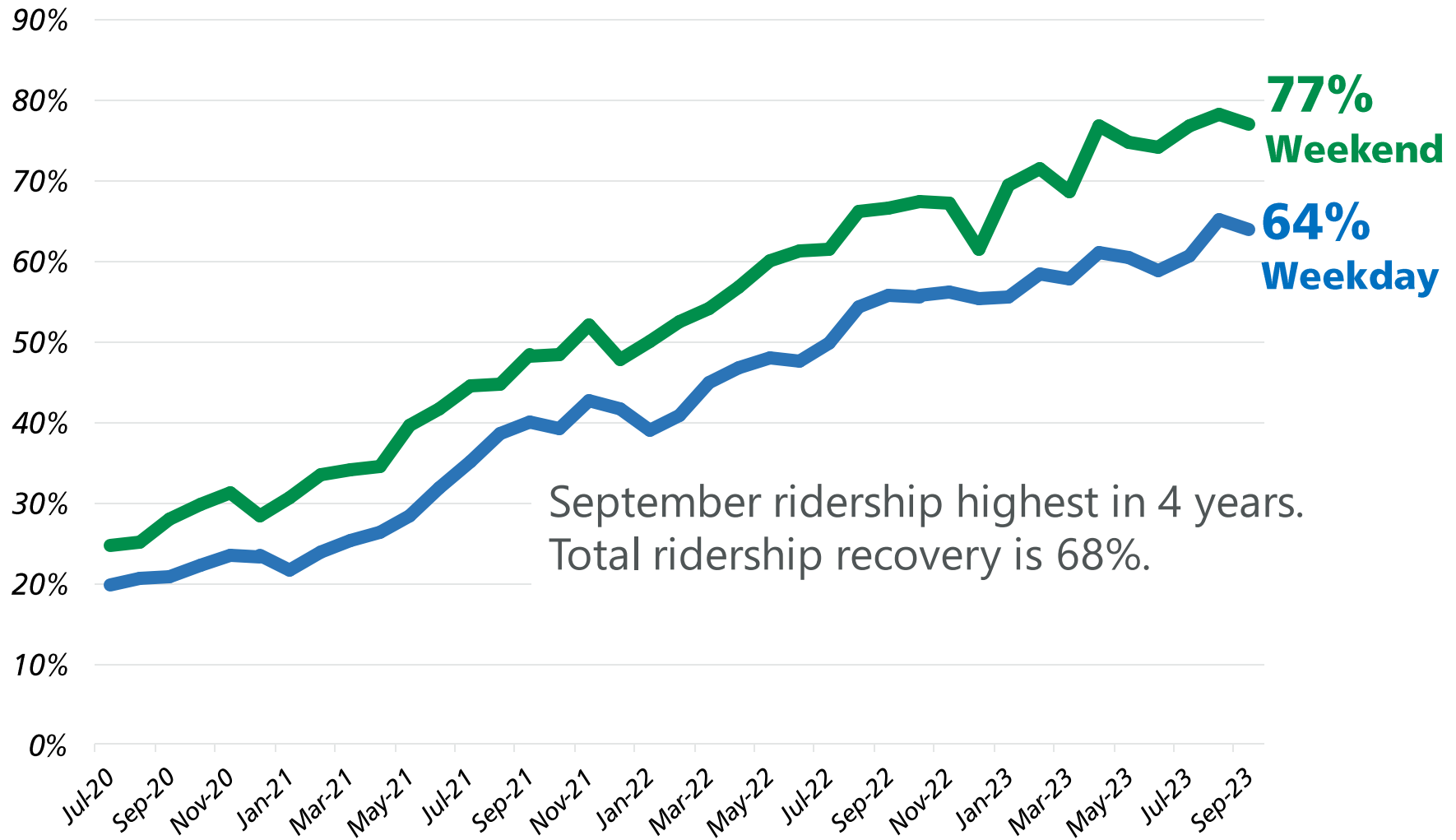


The 15 is one of the best lines in the city. I wish it had a bit more frequency, but it's by far the fastest, most efficient way to get from Dogpatch and north Bayview to downtown and back. It's an express without the X.



neetse 7w
WOW! 31 Balboa going all the way to the South of Market!

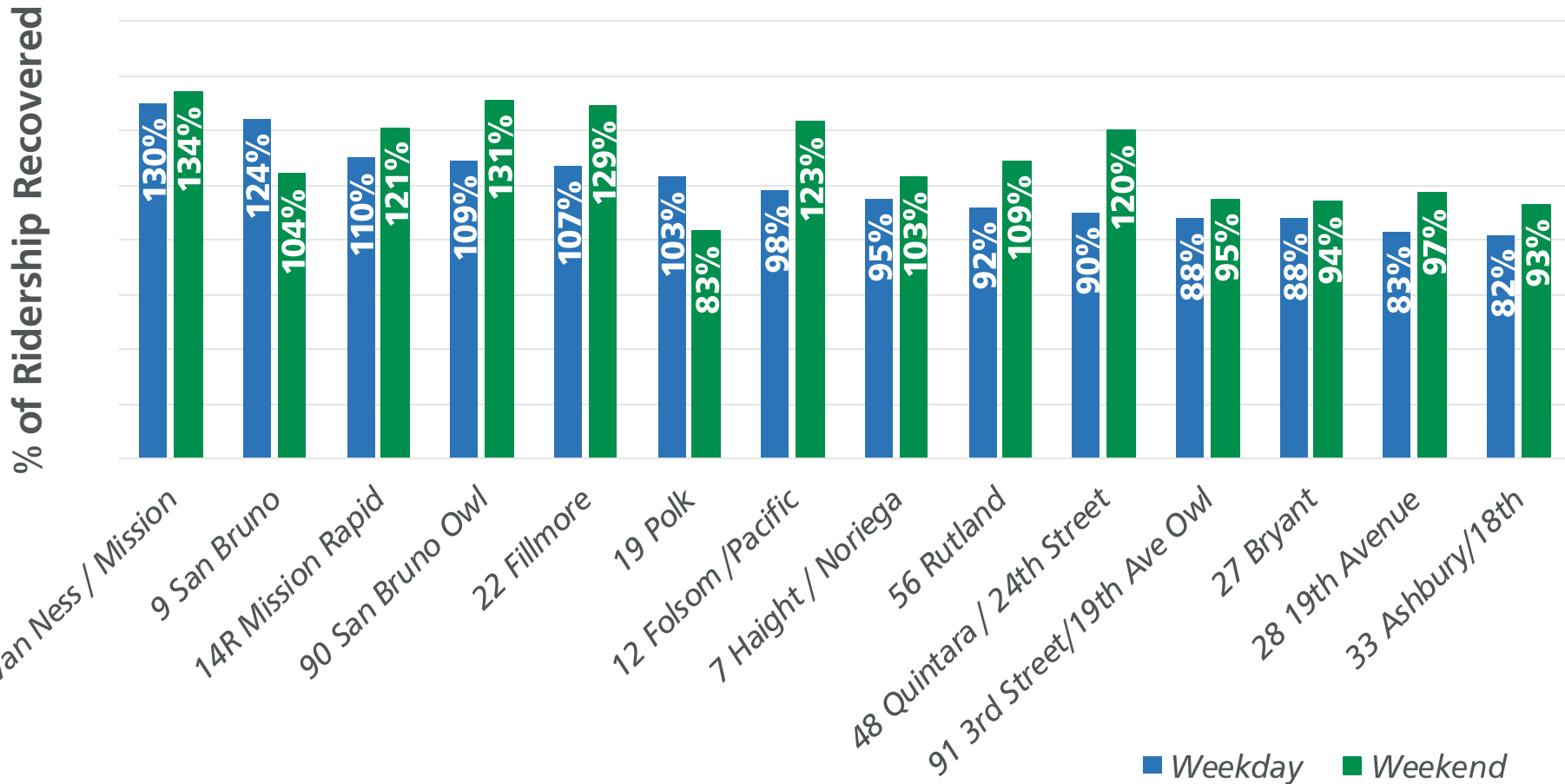
Weekday and Weekend Ridership Trends



Highest Ridership Recovery Routes

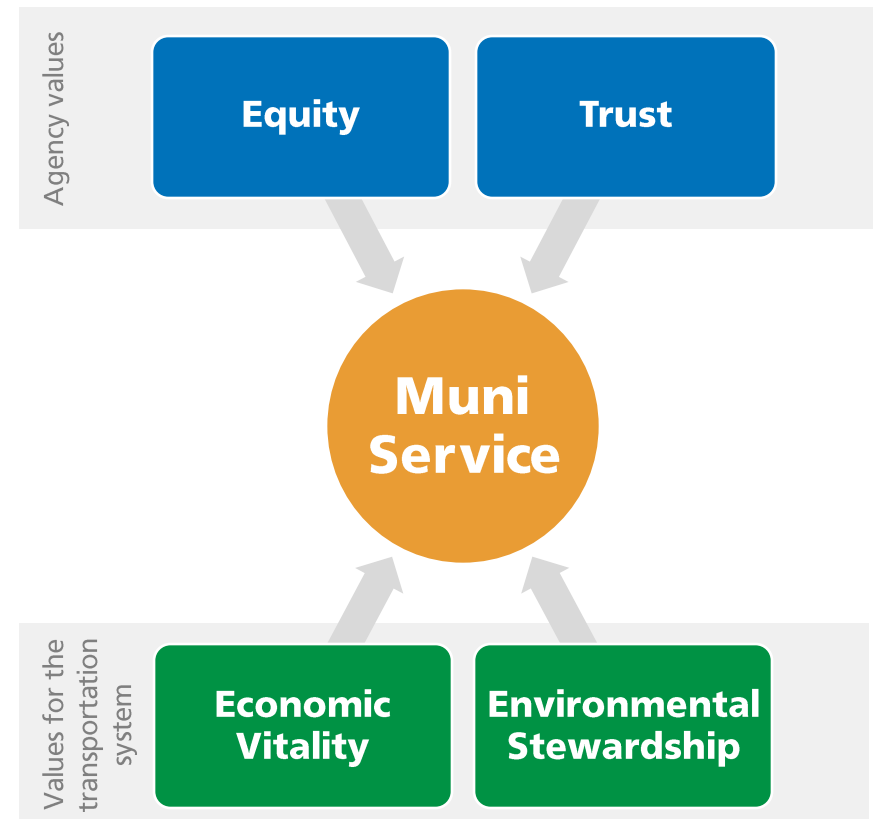
September 2019 vs September 2023

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



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***

Bi-annual Service Evaluation

- As service changes are implemented, staff reviews data and community feedback
- System performance will be identified and documented based on existing service delivery metrics (on-time performance, crowding, etc.)
- Adjustments prioritized by Muni Service Equity Strategy with involvement from Equity Working Group and other stakeholders.
- Changes implemented 2-3 times per year informed by staffing and budget considerations



August 19 Service Changes

New Service

- 28R 19th Ave Rapid – Restored weekdays 7 a.m.-7 p.m., every 12 minutes, new terminal at Daly City BART
- 31 Balboa – Extension to Caltrain weekdays
- School Trippers restored

Additional service

- At school times: 14R Mission Rapid short, 29 Sunset, 48 Quintara-24th Street
- Increased frequency during weekend midday: 22 Fillmore

Reduced Service

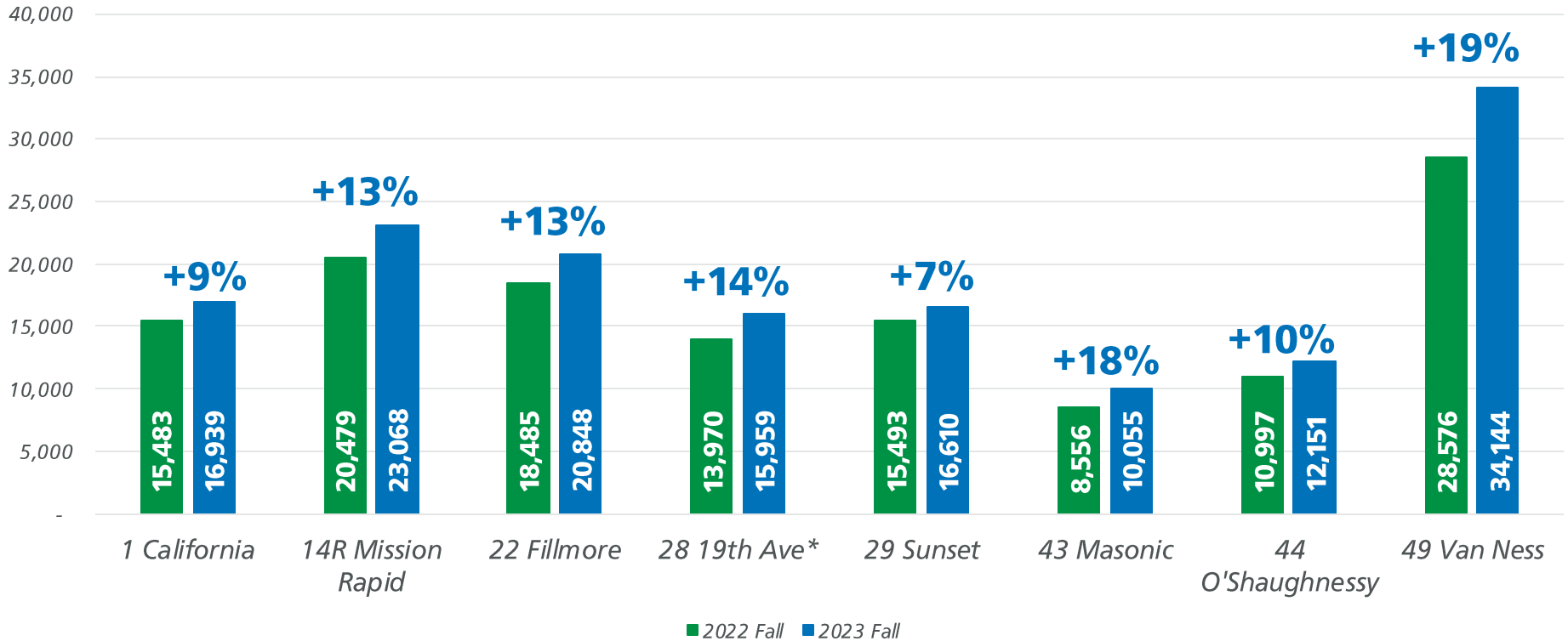
- 5 Fulton during weekend midday
- 28 19th Avenue, now every 12 minutes



Fall Ridership Changes

Most crowded routes with the highest ridership showing growth compared to last year

Fall 2022 v. Fall 2023
Total Daily Ons



*"28 19th Ave" ridership includes both local (12,351) and 28R 19th Avenue Rapid (3,608) ons

Weekday – Most Crowded Routes

% of trips with crowding

Top lines with over 10% of trips crowded in a single hour.

“Crowded Trip” means at least 5% of stops had load that was at or over the crowding capacity

		Time Period / Trip Start Hour																		
		AM Peak		Mid-Day					School		PM Peak			Evening			Night			
		7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	0	
1 California	August 2023	15%	10%									22%	27%	11%						
	September 2023										10%									
8AX Bayshore A Express	August 2023	18%																		
	September 2023		13%	0%	0%	0%	0%	0%	0%	0%	0%	4%	3%	0%	0%	0%	0%	0%	0%	
8BX Bayshore B Express	August 2023											11%								
14R Mission Rapid	August 2023	15%																		
18 46th Avenue	August 2023	15%	0%	0%	0%	0%	0%	0%												
	September 2023											17%	0%	0%	0%	0%	0%	0%	0%	
19 Polk	August 2023	13%									14%									
	September 2023	13%	7%	0%	0%	0%	0%	0%	6%	13%	4%	1%	0%	0%	0%	0%	0%	0%	0%	
22 Fillmore	August 2023	21%	11%								18%	17%								
	September 2023										15%	11%	11%	3%	0%	0%	1%	1%	1%	0%
23 Monterey	August 2023	13%	0%	0%	0%	0%	0%	0%												
	September 2023	17%	0%	0%	0%	0%	0%	0%	2%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
24 Divisadero	August 2023	25%									20%									
	September 2023	25%	2%	1%	0%	0%	0%	0%		25%										
27 Bryant	September 2023										13%	0%	0%	0%	0%	0%	0%	0%	0%	
28 19th Avenue	August 2023	15%	15%							18%	31%		11%	0%	0%	0%	0%	0%	0%	
	September 2023	20%	15%	3%	2%	1%	1%	7%		33%	20%	11%	0%	0%	0%	14%	0%	0%	0%	
28R 19th Avenue Rapid	September 2023										10%	1%	0%	0%	0%	0%	0%	0%	0%	
29 Sunset	August 2023	38%	15%							28%	36%	14%								
	September 2023	29%	15%	2%	1%	1%	2%	7%	28%	25%	21%	10%	0%	0%	0%	0%	0%	0%	0%	
30 Stockton	August 2023		11%	0%							12%									
	September 2023		10%	0%	2%	0%	0%	0%	4%	10%										
33 Ashbury/18th	September 2023										13%	3%	1%	0%	0%	0%	0%	0%	0%	
43 Masonic	August 2023										11%									
	September 2023										22%	3%	0%	0%	0%	0%	0%	0%	0%	
44 O'Shaughnessy	August 2023	41%									39%	16%								
	September 2023	25%	7%	0%	0%	0%	0%	3%	6%	29%										
45 Union/Stockton	August 2023		11%									13%								
	September 2023											18%	7%	3%	0%	0%	3%	0%	0%	
48 Quintara/24th Street	August 2023	24%	20%	0%	0%	0%				12%	27%	17%								
	September 2023	25%	11%	0%	0%	0%	4%	0%		13%	27%	38%	1%	0%	0%	0%	0%	0%	0%	
49 Van Ness/Mission	August 2023	28%								11%	11%	24%								
	September 2023	28%								17%	11%	32%								

Weekday – Most Crowded Routes

% of trips with crowding

Top lines with over 10% of trips crowded in a single hour.

“Crowded Trip” means at least 5% of stops had load that was at or over the crowding capacity

Route	Month of Service ..	0600 AM Peak (6am-9am)			0900 Mid-Day (9am-2pm)					1400 School (2pm-4pm)		1600 PM Peak (4pm-7pm)		
		6	7	8	9	10	11	12	13	14	15	16	17	18
24 Divisadero	August 2023	2%	24%	4%	1%	0%	0%	0%	1%	5%	19%	6%	2%	0%
	September 2023	1%	21%	2%	1%	0%	0%	0%	0%	5%	23%	5%	5%	0%
28 19th Avenue	August 2023	0%	17%	17%	3%	2%	1%	1%	8%	18%	31%	3%	10%	1%
	September 2023	0%	8%	12%	1%	1%	1%	1%	4%	13%	26%	13%	4%	1%
29 Sunset	August 2023	1%	37%	20%	1%	2%	1%	1%	6%	26%	34%	16%	9%	0%
	September 2023	0%	24%	10%	1%	1%	4%	1%	5%	26%	33%	14%	5%	1%
38R Geary Rapid	August 2023	0%	6%	7%	0%	0%	0%	1%	0%	2%	8%	4%	6%	1%
	September 2023	0%	11%	7%	0%	0%	0%	0%	0%	2%	11%	9%	8%	1%
44 O'Shaughnessy	August 2023	6%	45%	5%	1%	0%	0%	0%	3%	6%	43%	17%	1%	0%
	September 2023	6%	29%	7%	1%	0%	0%	0%	2%	6%	27%	17%	3%	0%
48 Quintara/24th ..	August 2023	2%	25%	20%	0%	0%	0%	1%	1%	12%	29%	16%	0%	0%
	September 2023	1%	23%	17%	2%	0%	2%	6%	2%	11%	17%	13%	0%	0%
49 Van Ness/Mission	August 2023	2%	29%	7%	1%	0%	0%	0%	1%	11%	11%	22%	2%	0%
	September 2023	4%	26%	6%	0%	0%	1%	0%	1%	10%	13%	19%	8%	1%

Winter Service Change Summary

Anticipate Effective Date: January 20, 2024

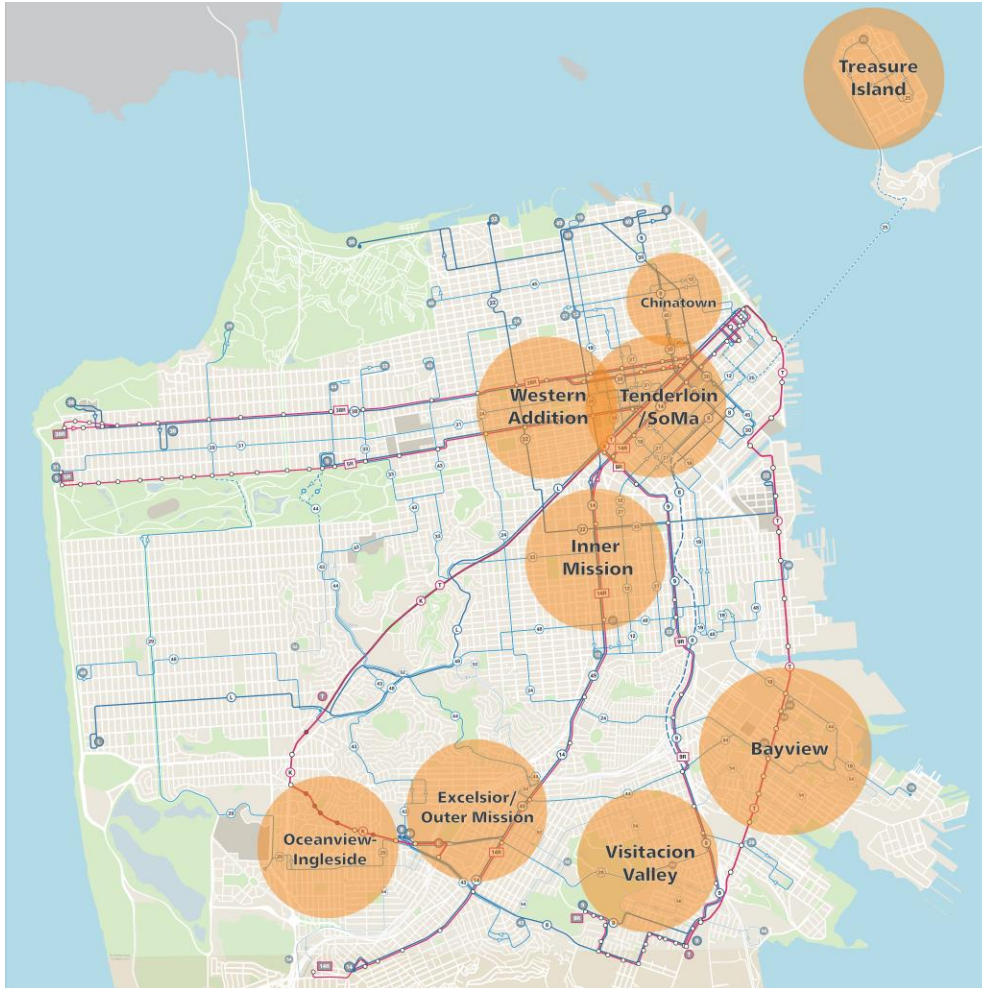
Addressing Crowding and Reliability

- Increase weekday frequency on 24 Divisadero, 29 Sunset, 38R Geary Rapid, 44 O'Shaughnessy, 48 Quinatara-24th Street, 49 Van Ness-Mission
- Increase weekend frequency on 28 19th Avenue
- Decrease frequency on several lines to maintain cost-neutral implementation including 5 Fulton, 5R Fulton Rapid, 9 San Bruno, 15 Bayview Hunter's Point Express, 33 Ashbury-18th Street

Rider/Operator requested changes

- 15 Bayview Hunter's Point Express – add 2 stops in response to feedback
 - 4th & Berry/Caltrain (OB), 3rd & Brannan Ballpark (IB)
 - Hudson & Cashmere (IB & OB)

Equity Strategy Background



Rooted in Muni Service Equity Policy

Builds on Title VI requirements

Neighborhood based approach with disability access addressed city-wide

Policy developed in collaboration with transportation equity and affordable housing advocates

Ensures that investment in Muni system benefits people who rely on transit and need it most

Updated every two years and timed to inform the SFMTA's biennial budget

Recommended Next Steps

- Develop FY25/26 Muni Equity Strategy recommendations and convene working group
- Identify service needs through the Bi-annual Service Evaluation process and prioritize resources through the Equity Strategy Principles
- Continue to invest in reliability and travel time improvements throughout the network
- Continue to make cost-neutral service changes





Thank You!