

# Next Stop: A Thriving San Francisco

FY 2023-2024 Annual Report

## Letter from the Director

Every time we publish our annual report, I am awed by the breadth

of top-quality work we have accomplished together at the SFMTA, with our city partners and the community, to make our streets and transit system work better every day.

Our city may not be fully recovered from the economic impact of the COVID-19 pandemic, but the SFMTA is proud to contribute to its recovery in every way we can.

We are improving Muni, making it more attractive and accessible. We are improving our streets to keep everyone who travels around San Francisco moving. We are supporting school commutes and a record number of world-class events and community-building celebrations. We are working collaboratively to lay the groundwork for the transportation network

San Francisco will need in the future.

On the following pages, you'll read about the SFMTA's accomplishments between July 1, 2023 and June 30, 2024, our fiscal year. Here are some of the highlights:

### Muni is better than ever.

In our annual rider survey, we received the highest satisfaction score ever! We've made Muni fast, frequent, clean, safe and reliable, and our riders have noticed. Importantly, we have seen a 48% decrease in crime on Muni and remain focused on preventing crime in our transit system.

We delivered 153 million passenger trips and ended the fiscal year with a monthly ridership of more than 12.6 million people. That's more riders than all the other Bay Area transit agencies, including BART, combined.

We're thrilled the improvements we have invested in as a city are bringing back pre-pandemic riders and attracting new ones. We hope more San Franciscans and visitors who have yet to ride Muni decide to come on board as they move around our beautiful city.

## Firm in our commitment for streets that work.

This year marked the 10th anniversary of San Francisco's adoption of Vision Zero, our commitment to eliminate traffic deaths and reduce severe injuries. Over the last decade, we've developed many tools to engineer our streets for safety, and these changes have made San Francisco one of the safest large cities in the country for people who walk and bike to get around.

Yet, we know that it is not enough and that we have much more work to do to prevent fatalities and injuries for those traveling on our streets.

Thanks to our Quick-Build program, we've improved traffic flow and visibility at 598 intersections along more than 80 miles of city streets, making them safer for people who walk, bike and drive.

As we implement projects across our city, we continue to learn a great deal about improving safety and increasing transportation options while balancing the needs of individual communities so that our streets work for the people who depend on them, including our small businesses. For example, in the Mission, the Valencia Center-Running Bikeway Pilot Project is being redesigned after it became clear that the pilot wasn't working for the community.

Community involvement and engagement have strengthened our projects and are vital for our agency. We know this takes work, and we appreciate everyone who has contacted and collaborated with us this year.

## Fiscally responsible and responsive

While carefully considering the needs of our transit system and streets, we're spending \$95 million less per year, adjusted for inflation, than in 2019. This is how we stay fiscally responsible and manage the reality that our revenue still hasn't returned to pre-pandemic levels.

This report covers these highlights and many more topics in detail, including the growth of the bikeshare program, our essential paratransit service and how we've worked with scooter-share companies to keep people safe on the sidewalk.

We hope you'll reach out to our agency and connect with the teams working on the projects that matter to you.

And when you see the dedicated and hardworking staff at the SFMTA working – on the bus, in the subway or on the street – please thank them or just smile and say hello. It will mean more than you know.

## Muni by the Numbers

- 278 Trolleys
- 575 Hybrid buses
- 44 Historic street cars
- 207 Light rail vehicles
- 394,263 Average daily ridership
- 72 Muni lines/routes
- 42 Cable cars
- 76.5 Miles of transit lanes
- 10 Battery electric buses
- 153,000,000 Total number of passenger boardings for the fiscal year

## Making Muni Fast, Frequent, Reliable, Clean and Safe

Muni today is faster and more reliable than it's been in years, and more people are riding Muni because of it. We ended the fiscal year with 40,000 more passenger trips on the average weekday than the same time last year, and a 74% overall ridership recovery rate, demonstrating continued year-over-year growth since the COVID-19 pandemic. Every transit agency in the nation is facing unprecedented challenges, from inflation to increasing infrastructure costs to a shift to remote work, and few cities have been more impacted by work-from-home than San Francisco. Yet in many ways, Muni is back and better than ever.

We've done this by adapting our service to meet changing needs in a changing city, focusing relentlessly on improving the customer experience on Muni and doing more with less. SFMTA mechanics have embraced preventative maintenance, using data to repair parts and vehicles before they ever break. Combined with our Fix It! Weeks and the new Muni Metro fleet, these reforms have dramatically improved reliability:

- We cut moderate subway delays to a quarter of 2019 levels this year, and long delays are down over 65%.
- On buses, the average distance between service interruptions is up 175% since 2014.

Ridership is growing because we're laser focused on making transit fast, frequent, reliable, clean and safe. We're seeing the best on-time performance we've ever had across our most frequent lines, and those lines have more riders today than they did before the pandemic. Much of our progress is the result of the Muni Forward program, which marks its 10th

anniversary this fall. More than 75 miles of transit lanes and over 100 miles of overall transit priority improvements delivered through Muni Forward have made Muni faster than ever.

## L Taraval Improvement Project

We ended the fiscal year just weeks away from completing the final phase of the L Taraval Improvement Project. This comprehensive project has completely modernized the infrastructure on and under Taraval, including water and sewer lines, rail track and overhead lines, boarding islands, traffic signals, curb ramps, and street repaving. Years in the making, it's being delivered on time and on budget, renewing water and sewer infrastructure for another generation, and delivering dramatic improvements in passenger, pedestrian, and driver safety, a smoother Muni ride, and a street with new trees, mosaics and amenities for all to enjoy.

We are proud our work will result in a safer, more accessible, resilient and beautiful Taraval Street.

## Twin Peaks tunnel repair and maintenance

This year we completed a comprehensive structural inspection of Twin Peaks tunnel, which found two areas within the tunnel that required some immediate rehabilitation and repair work. Thanks to the creativity and collaboration of the project team, this was completed in August 2024. We will continue conducting regular inspections and structural evaluations of the tunnel and expect to make additional improvements over the next 5-10 years to keep it safe and reliable for years to come.

## Muni rider survey

Muni riders have noticed the work we've done to make Muni fast, frequent, reliable, clean and safe. In our 2024 Muni Rider Survey, they gave us their highest satisfaction rating in 20 years. 72% of riders surveyed this year rate Muni as excellent or good.

We conducted the survey between February and April, and 553 riders shared their feedback. Their overall satisfaction rating of 72% is 6% higher than the last time we surveyed Muni riders in 2022. Rider satisfaction has improved throughout the city, but it's been most dramatic in the downtown and Chinatown areas.

More riders are happier, and more people are using Muni because we've made strides in areas that matter to riders most. Here's what the survey shows:

- Satisfaction with on-time performance has jumped from 47% in 2022 to 60%.
- Satisfaction with accurate arrival times has improved from 49% to 64%.
- Satisfaction with frequent service is up from 51% to 63%.
- Trip time satisfaction is up from 65% to 69%.
- Satisfaction with access for people with disabilities is 81%.

## Progress toward a zero-emissions fleet

Muni runs the greenest fleet of any major city in North America, with our fleet generating just 0.001% of San Francisco's greenhouse gas emissions. We're already green and getting greener. This year, we completed our pilot study of battery electric buses, which will join our existing fossil fuel-free street cars, cable cars, trolley buses and LRVs for a zero-emission future for Muni.

## J Church Muni Forward Project

We're moving forward with some big improvements on and around Church Street. Last October, the SFMTA Board approved the J Church Safety and Accessibility Project, and implementation is underway to make this critical line safer, faster and more accessible and reliable. Quick-Build elements, including a transit-only lane to speed up service and flashing beacons for safer street crossings, are already on the way. And soon a new permanent transit plaza will be built on Church south of Market to serve both the J Church and 22 Fillmore. The design was finalized this summer, with full construction coming in 2026.

## Expanded fleet maintenance training

Like our work itself, our internal training programs are never finished, and we strive to continuously improve them. Our Fleet Maintenance Division is a perfect example of the progress we've made. Today, the Fleet Maintenance training program is a cornerstone of the SFMTA's maintenance culture, with consistent and comprehensive training that covers ongoing professional development and effective communication for Supervisors. Thanks to these improvements, training modules are in high demand and fill up very quickly.

## M Ocean View Transit and Safety Project

We're working faster and smarter to deliver improvements on the M Ocean View. This project represents another step forward for our Quick-Build program, pioneering a new

method for constructing boarding islands without interrupting Muni service. Quick-Build implementation is already underway following project approval last February, and this work will improve transit reliability and accessibility and enhance safety for people walking on San Jose Avenue. Quick-Build progress will continue over the next year, with full construction following in 2026.

## K Ingleside Muni Forward Project

Everyone who uses Ocean Avenue will soon enjoy safety and reliability improvements. The K Ingleside Rapid Project was approved last March and will double the line's capacity by accommodating two-car trains with longer and wider boarding islands, improve traffic safety and make Muni service for the K Ingleside's 13,000 daily riders faster and more reliable. This project aims to improve travel time by 10-20% and furthers both our Vision Zero and Muni Service Equity Strategy goals.

## New light-rail vehicles

Last September, we introduced the addition of side-by-side seats facing the front or rear of our Muni trains, also known as "transverse" seats. Car #2120 was the first of a hundred LRV4 cars to feature a revamped interior. This seating arrangement lets passengers choose whether they want to face forward or backwards, depending on the direction the train is headed. The LRV4s with the double-transverse seats will be the final phase of LRV4 vehicles joining the Muni fleet before a preventative brake rebuild. This \$20 million overhaul and upgrade will improve reliability and extend the manufacturer's warranty on our new vehicles. Our new LRV4 cars have already significantly improved Muni's reliability, and as they keep rolling out throughout the city, Muni passengers can look forward to a more reliable and comfortable ride.

## Safety on Muni

Over the past year, we've been working to build on our progress making Muni safer, demonstrated by a 48% reduction in crime on Muni. Our transit ambassadors de-escalate and address safety concerns on board our vehicles. We continue to invest in our video camera system. And we've improved safety for Muni operators.

To make our system safer for everyone, we launched MuniSafe and the Safety Equity Initiative in 2022. These programs strengthen our work to prevent and address harassment across Muni vehicles, stops and stations. They also encourage people to report any issues.

Our annual community and rider survey now asks about experiences with harassment on Muni to give us a much clearer picture of safety concerns and how we can address them.

Last year, we partnered with UCLA's Institute of Transportation Studies for an in-depth survey about harassment experiences, and we're moving forward with data-driven solutions.

## Fix It! Week

In July 2023 and March 2024, we did significant maintenance work in the Muni Metro as part of our Fix It! Week program. For one week in each of those months, we closed the subway early to give our crews extra time to complete critical tasks that maintain our infrastructure and ensure safety and reliability. We performed nearly a month of work over the seven nights of each closure and provided supplemental bus service so our customers could get where they needed to go. This proactive effort has reduced major subway delays by 76% since 2019 and short subway delays by 89% since 2019.

## Fine tuning service changes

Since the pandemic, we're nimbler in how we plan and provide Muni service. After decades of focusing on downtown commutes, today we focus on connecting neighborhoods. We can't add service without more funding. But we can still make improvements – and we are. We're pinpointing the exact times lines are crowded and refining our service schedules to address it. Before the pandemic, we looked at crowding data in two-hour windows. Today, our transit planners do it in 15-minute increments. The outcome is a better experience for our customers, whether they're riding Muni to school, work, parks or any of the destinations that make our city so vibrant.

## Better managing extreme weather

Wet weather presents significant challenges for transit operations and safety, and we've improved and expanded our preventative maintenance work to minimize impacts. Maintenance of Way (MoW) teams work with city partners to clear drains, stage sandbags to divert water, stockpile parts and inspect all MoW equipment in advance of winter weather. Fleet Maintenance ensures vehicles are clean, safe and reliable by inspecting and repairing electrical and defroster systems, windshield wipers, lighting, leaks, heating and air conditioning, and windows. This preventative work, in addition to the diligence of Mobile Response Units, makes us more resilient to wet weather.

## Our Streets by the Numbers

- 1,291 Traffic signals
- 524 Accessible/audible pedestrian signals
- 1,196 Pedestrian countdown signals
- 21 Off-street parking garages
- 25,445 Metered parking spaces
- 183 Permitted Shared Spaces
- 32 Slow Street miles
- 35 Vision Zero Quick Builds
- 50 Miles of protected bike lanes
- 87 Miles of bike path
- 327 Bikeshare stations
- 74 Corridors with 20 mph restriction for reduced speed
- 133 Miles of bike lanes
- 202 Miles of bike routes
- ~2,500 E-bikes
- 5,500 Scooters

## Making Our Streets Safe and Joyful

We aim to make San Francisco's streets safe, healthy and joyful for everyone, regardless of age, ability, income or neighborhood. We achieve this by redesigning streets to put people first, prioritizing the safety of the most vulnerable — those who bike, walk or roll — to make active transportation a natural and inviting choice. We also upgrade Muni infrastructure to ensure that buses and trains move quickly and reliably. This reduces congestion and creates more space for people who need to drive. More people using Muni, walking or biking means we are not only cutting pollution and greenhouse gas emissions but also creating a healthier environment for all — now and in the future. Safe, healthy and joyful streets aren't just our mission; they are the foundation of economic vitality, improved equity and more robust, connected communities across San Francisco.

## Quick-Build Projects

Quick-Build projects are reversible, adjustable traffic safety improvements that can be installed quickly and affordably. We have installed them throughout the city to make high-injury streets safer for people walking, biking and rolling. This year, we completed Quick Builds on Hyde Street in the Tenderloin, Lincoln Way in Golden Gate Park, 3rd Street near Oracle Park, Bayshore Blvd in the Bayview and Valencia Street in the Mission. Crashes involving pedestrians are down 32% and crashes involving bikes are down 33% on streets where we've installed Quick Builds. Through August 2024, we made improvements to a total of 598 intersections on more than 80 miles of streets to prevent injuries and fatalities for all modes of transportation.

## Folsom Streetscape Project

In May, we broke ground on the Folsom Streetscape Project. The project will make the South of Market Neighborhood a safer and more inviting place to walk, bike, shop and take transit. We partnered closely with the community to find the right solutions for this cultural, residential and transit-rich hub. The work, which is being done jointly with Public Works, will include a transit-only lane, two-way separated bikeway, lighting improvements, tree-lined medians, sewer and water upgrades and more.

## Bikeshare and bike parking

The city's bikeshare program, Bay Wheels, installed 25 new stations during the fiscal year, including expansions into Golden Gate Park and the Daly City BART station, bringing the total number of bikeshare stations to 327. Bikeshare trips rose 25% during the fiscal year compared with the year prior, reaching almost 2.9 million trips.

## 10 Years of Vision Zero

This year, San Francisco marked the 10th anniversary of our adoption of Vision Zero, a policy declaring that no one should die traveling on the streets of our city. San Francisco is a national leader in advancing Vision Zero and was one of the first U.S. cities to adopt the policy. Over the course of the last decade, we have developed and iterated on many tools to engineer our streets for safety.

These include reducing speed limits, daylighting corners for better visibility, painting high-visibility crosswalks, adjusting traffic signals to give pedestrians a head start and more time to cross the street and building separated bike lanes. We also developed a Quick-Build

program of reversible and adjustable improvements that allow us to make streets safer quicker and at a fraction of a cost than a longer-term capital project.

Changes like these have made San Francisco one of the safest larger cities in the country for people walking and biking. While many other large U.S. cities have struggled with increasing fatality rates, ours have generally been trending down. But it's still the case that San Francisco averages at least two traffic fatalities a month.

Right now, we are planning for the next phase of Vision Zero. We will take the lessons we've learned and double down on what we've found to be most effective. We will also use new tools like automated speed safety cameras, which we'll be installing at 33 locations citywide. We have much more work to do to meet our Vision Zero goals, but safe streets for all people are possible, and we are committed to figuring out how to get there.

## Safe Routes to School

If getting the kids to school feels overwhelming, our San Francisco Safe Routes to School program can help. We offer activities that build skill and confidence in walking, biking, rolling and taking Muni to school. Our Bike and Roll to School Week, Walk and Roll to School Week and Transit Month events, group walks and rides, bicycle classes and ongoing outreach help students and their families make educated choices when planning the trip to and from class. This year, more than 6,700 students, 2,800 parents and 81 San Francisco public schools were involved in the program. We also support student transportation by providing crossing guards, afternoon "school tripper" buses and dedicated school site traffic engineering and traffic calming.

## Automated speed enforcement pilot

In October 2023, Governor Newsom signed Assembly Bill 645 into law, allowing six cities, including San Francisco, to pilot a speed safety camera program. Unsafe speed is the number one factor in fatal traffic crashes in San Francisco. Since then, we have been analyzing data on speeding in the city, selecting camera locations and meeting with community-based organizations. We expect to launch automated speed enforcement cameras at 33 locations throughout the city in early 2025.

## Valencia bike lane pilot

In August 2023, we installed a center-running bike lane on Valencia Street between 15th and 23rd streets. Our goal was to improve safety for people who ride their bikes on Valencia, which was one of San Francisco's most dangerous streets, with an average of two collisions per month. A center-running lane was implemented as a pilot project, as the design preserved more parking on the corridor and allowed businesses on Valencia to keep their parklets. While this design was shown to be effective in making the street safer for people on bikes, it proved to be confusing for people driving and made it harder for businesses to load their goods in and out. After several months of intense outreach with businesses, stakeholders and community members, the agency decided to pursue a different design. In June 2024, the SFMTA Board endorsed a side-running, separated bikeway design that will be implemented in early 2025.

## Biking and rolling education and infrastructure

We added 7 miles of protected bikeways in the fiscal year, bringing San Francisco's total to more than 50 miles of separated bikeways. The bicycle network continues to expand through both the Quick-Build Program and large infrastructure projects, like the Folsom Streetscape Project, which began this year.

These types of projects and improvements will contribute to increasing bicycle ridership by providing safe and comfortable riding environments for users of all ages and abilities.

We're also providing bicycle education classes to people of all ages who want to see if biking might be a good option for them to get around the city. This year, 690 people participated in those classes.

We continued outreach for the Biking and Rolling Plan, a long-term plan for bicycling and rolling infrastructure, programs and policies for the next 15 years. The plan will ensure that all residents and visitors have safe and comfortable choices for getting around as the city adds more housing in the coming years. We held more than 100 community and educational events in the last fiscal year and heard what people need to get rolling. Our research shows that 29 percent of residents ride a bike every week, but 80 percent want to ride more frequently. Only 23%, however, feel comfortable and safe enough to do so.

## Supporting San Francisco's economic recovery

Transit is the backbone of the Bay Area economy. San Francisco businesses cannot thrive without a strong regional public transit system. Every day, millions of people rely on buses and trains to get to work, the grocery store, the pharmacy and business corridors throughout the region. Transit gives people living in neighborhoods without many job opportunities access to high-quality jobs in other parts of the Bay Area. And it gives San Francisco businesses a larger group of employees to choose from. This means everything we've done to make Muni fast, frequent, reliable, clean and safe supports San Francisco's economic recovery. Additionally, we are making it possible for organizations, businesses and individuals to host events that revitalize neighborhoods and support the local economy.

## Supporting events throughout the city

We received 564 street closure applications in the fiscal year and approved 483, representing 616 events that we supported with everything from thoughtful street closures and "no parking" signage to bus reroutes and traffic management services. The events ranged from neighborhood block parties and small film shoots to community events like Sunday Streets and the Autumn Moon Festival and public parties like Bhangra & Beats and the Fillmore Jazz Festival.

We also support large street fairs and parades with 200,000 and more attendees, like the Pride Parade and Folsom Street Fair, and athletic events with international participation, like Bay to Breakers and the San Francisco marathon.

In November, the city hosted the Asia-Pacific Economic Cooperation meeting, with heads of state leading delegations from 21 member countries. APEC required street closures and transit reroutes – often at the last minute at the behest of the federal government – to accommodate events and the movement of dignitaries through the city. APEC was San Francisco's largest international conference since 1945, when the United Nations charter was signed here, and it required the efforts of the entire SFMTA, including the deployment of hundreds of Parking Control Officers.

## Cable car activation at Union Square

This winter, we launched a new cable car activation at Powell Plaza, stationing a motorized cable car every Tuesday and Saturday from 7 a.m.-7 p.m., weather permitting. Visitors and residents can climb aboard history, take photos and explore this mobile museum up close, with cable car ambassadors on hand to answer questions and share information.

We supported 616 events that helped revitalize neighborhoods and stimulate the local economy.

## Advancing Equity and Accessibility

- 881 Disabled [parking zones]
- 167 Paratransit vehicles
- 98.7% Paratransit percent on time performance
- 550,047 Paratransit trips
- 139 Flag stop conversions
- 1,457 Essential Trip Card enrollments
- 91,374 Essential Trip Card trips
- 945 Taxi medallions
- 2,166,900 Taxi trips
- 1,734 SFMTA staff trained in racial equity

## Creation of Office of Civil Rights

This April, we created an Office of Civil Rights that brings together all the SFMTA teams that work to implement civil rights and equity programs for our agency. We believe that bringing these teams together to support and collaborate with each other will help us to better deliver on our vision of equity and justice in San Francisco's transportation system.

The following teams comprise the SFMTA Office of Civil Rights: The Equal Employment Opportunity (EEO) Office, the Contract Compliance Office, Office of Racial Equity and Belonging (OREB), the Title VI Program, the Ombuds Office and the newly created Internal Investigations Unit, which works to resolve workplace complaints.

These teams work together to ensure access to our transit system and the broader transportation network, including by providing access to agency economic opportunities in both hiring and contracting. They have contributed to improving the workplace culture at the SFMTA in a myriad of ways. For example, in the last year OREB provided racial equity

training to more than 1,700 staff members. In addition, the EEO, Ombuds and Human Resources teams have collaborated to reduce the number of SFMTA EEO complaints by nearly 50% between 2020 and 2024.

## Mobile Sales Van

Our Mobile Sales Van brings Muni and SFMTA services directly to the community, and we deploy it to such locations as the Alemany Farmers Market, the Bayview's Mendell Plaza and at all Sunday Streets events. Customers can pay parking citations and apply for discounted fares and parking applications, and they can buy pre-loaded Clipper Cards and Muni Day Passes, among other services.

## Muni Service Equity Strategy

The Muni Service Equity Strategy guides our decisions about Muni service changes to ensure we provide excellent service to San Francisco's most transit-reliant neighborhoods. It focuses on improving Muni service in the Bayview, Chinatown, the Mission, Oceanview/Ingleside, Outer Mission/Excelsior, Tenderloin/SOMA, Treasure Island, Visitacion Valley and the Western Addition. It also includes Muni routes that are heavily used by seniors and people with disabilities. Using the Equity Strategy as our guide, we've begun correcting past inequities in San Francisco's transit network investments.

## Scooter safety and accessibility

We awarded two-year permits to Lime and Spin to operate our fiscal year 2025-26 Powered Scooter Share Program. As part of the contracts, all shared scooters will have sidewalk-detection technology to help reduce illegal and unsafe sidewalk riding. We also require operators to offer adaptive devices, including seated scooters, to improve the program's safety and accessibility. We continued to emphasize scooter safety for all riders with the launch of the second phase of our safety campaign.

## Paratransit services

This year, the SFMTA's paratransit programs safely provided more than half a million trips to older adults and people with disabilities. We updated the Paratransit Rider's Guide to include guidance on new technologies, like the online booking system and information about non-ADA services, like the Essential Trip Card. Results from the Paratransit Customer Satisfaction Survey showed 92% of respondents reported overall satisfaction with the program, and 93% reported satisfaction with the trip surveyed, both an increase from 2022.

## Racial Equity Action Plan progress

The SFMTA's Racial Equity Action Plan documents our agency's commitment to advancing racial equity in internal and external operations. Phase One of the plan focuses on racial equity within the workplace to ensure our worksites are supportive for all employees. This year, we took actions to improve our policies and practices related to hiring and recruitment; employee retention and promotions; and corrective action and discipline. We provided racial equity training to 1,700 SFMTA staff, including mandatory training for agency directors, managers and supervisors. We also offered cultural heritage educational events and celebrations where all staff could bring their diverse perspectives and whole selves.

## Bayview Shuttle progress

We continue to make progress on the "Our Community, Our Shuttle" Bayview Shuttle Program. This grant-funded program will bring shuttle service, workforce development and transportation resources to the Bayview-Hunters Point neighborhood. This is part of our ongoing commitment to equity in this area and to correct decades of underinvestment resulting from structural and institutional racism. This year, we selected a partner to operate the shuttle and have held community events to build the shuttle's service plan. We are hoping to launch shuttle service in November 2024.

## Responding to New Technology

### Autonomous vehicle leadership

In August 2023, two companies – Cruise and Waymo – received authorization from state regulators to offer paid rides in driverless vehicles in San Francisco. Throughout early deployment and the testing period that preceded it, we tracked an increase in incidents involving AVs that impacted city services, including transit and emergency responders. We coordinated citywide responses by working directly with the industry and state and federal regulators. State regulators later suspended Cruise driverless operations. Meanwhile, we continue to solve problems that arise from driverless operations while advocating for laws and regulations that will ensure AV deployment is safe, transparent and responsive to public and city needs.

### EV charging station pilot

In partnership with the Mayor’s Office and several city agencies, including the Department of Public Works, the Public Utilities Commission and the Environment Department, we launched a Curbside Electric Vehicle Charging pilot. The pilot will test how to provide viable charging infrastructure to people who do not have access to a garage or off-street parking. Improved access to public charging can help the city achieve its climate action targets while we continue to prioritize low-carbon modes of transportation, such as Muni, bicycling and walking. It will also support equity-priority communities in their transition to electric vehicle ownership

### Upgrading parking meters

We continued our citywide parking meter upgrade this year by replacing more than 5,600 meters. New single-space parking meters were installed in the Marina, Potrero Hill, Presidio Heights, Cole Valley, the Western Addition and other neighborhoods. We installed multi-space pay stations in Chinatown, North Beach, Dogpatch and the Tenderloin. The pay station installation is complete, and our meter replacement project is 80% complete.

## Building a Thriving Organization

- 6,081 SFMTA employees
- 2,483 Muni operators
- 311 Parking control officers
- 167 Crossing guards
- 918 Hires in FY 2024
- 26 Transit ambassadors (MTAP)
- 7.1% Commendations as a percent of Customer Feedback
- 18 Labor unions that represent our workforce
- 20,951,366 Website page views

## Two-year budget approved

On May 1, we delivered a balanced budget for FY 24-25 and FY 25-26 to the Mayor's Office, as is required by the San Francisco City Charter. The budget covers our operations as well as our capital projects. Despite having less revenue than before the COVID-19 pandemic, we balanced the budget by reducing expenses, becoming more efficient and implementing modest increases to fares, fees and fines. Transit fare increases go into effect on January 1.

Federal, state and regional relief continue to be a critical to funding transit service. We're constantly managing the budget to account for changes to the revenue we receive due the pace of San Francisco's economic recovery.

## Efficiency improvements and fiscal stewardship

Adjusted for inflation, SFMTA revenues are \$275 million (16%) less per year than before the pandemic. More people are working from home instead of commuting to work, so Muni and parking revenue are down. San Francisco's economy hasn't fully recovered from the pandemic, so the city's General Fund is growing more slowly than it has in the past decade. As a result, the SFMTA can no longer depend on General Fund growth to keep up with rising costs due to inflation. Pandemic relief funds have helped us survive, but these funds run out in FY26-27.

We've also taken matters into our own hands by becoming more efficient. Adjusted for inflation, we are spending \$95 million less per year than we did in 2019. Here's how we've done it:

The many miles of transit-only lanes we installed over the last few years allow our buses to arrive at their destinations more quickly. This means those buses and their drivers are

available to make more trips. So, we're able to provide more Muni service for no additional cost.

The same is true for the subway. Because of our preventive maintenance investments, subway delays are way down. Again, that means those light rail vehicles and their operators can make more trips for no additional cost.

Finally, we've made our operations in other parts of the agency more efficient.

## Labor agreements with all SFMTA unions

This year we successfully negotiated new three-year agreements with all the labor unions that represent SFMTA employees. The labor agreements provide for higher wages and improved working conditions for our employees, who work tirelessly to keep San Francisco moving. Our workforce includes transit operators, parking control officers, crossing guards, traffic engineers, transit fare inspectors and many others.

## Outreach and engagement highlights

Every effort we put into connecting with San Francisco communities brings us closer to understanding their needs and building trust. Public engagement is at the heart of everything we do, and it's more than just informing the public—it's about fostering meaningful dialogue and creating opportunities for collaboration.

This year, our Public Outreach and Engagement Team (POETS) facilitated dozens of informational meetings and listening sessions for projects as diverse as the 29 Sunset Improvement Project, the Potrero Yard Modernization Project, the Valencia Bike Lane pilot project, the Twin Peaks Tunnel upgrades and many others. They provided multilingual, culturally relevant outreach at events such as night markets and Sunday Streets. And they helped relaunch the Muni Equity Working Group, whose members advise the SFMTA about how to improve Muni service to San Francisco's nine most transit-dependent neighborhoods.

## Brand merchandise

We opened the virtual doors into the world of retail merchandise for the first time with a Muni "ugly" holiday sweater. The limited-edition Icons of San Francisco sweater was designed by staff and features city landmarks, including our cable cars, Coit Tower and the Transamerica Pyramid.

## Soccer team sponsorship

We teamed up with the San Francisco City Football Club (SFCFC) this year to boost Muni ridership and bring new fans to the country's first supporter-owned soccer club. For the 2024 season, SFCFC played its home matches at Kezar and Boxer Stadiums, both of which are accessible via several Muni lines. The Muni worm logo was featured prominently on San Francisco City Football Club jerseys and merchandise this season.

We are proud to continue our partnership in the 2025 season.