



**SFMTA**  
Municipal  
Transportation  
Agency

# **Future in Focus**

## **FY2015 Annual Report**

**SFMTA CAC**  
**December 3, 2015**

## The SFMTA's job is to keep San Francisco moving.

- Manage Muni, parking and traffic
- Make it safer and easier to get around on foot or by bicycle
- Ensure transportation in the city is accessible and affordable for everyone
- Regulate taxis and enforce traffic rules
- Plan and implement strategic, community-based projects to improve the transportation system for the future

# Serving San Francisco

- Operate nation's largest **zero-emission bus fleet**
- **Increased Muni service** by 10%, improving reliability for customers
- Offer **free Muni** to low- and moderate-income San Franciscans
- Leading **Vision Zero**, SF's policy to eliminate traffic deaths
- Installing **new, modern traffic signals**, with signals at 400 intersections now prioritizing Muni
- Adding **safe, separated bikeways**, more secure bicycle parking and better signage citywide
- Pursuing **stable, long-term funding** to invest in better roads, improved transit and safer streets

# Strategic Plan

1. **Safety:** Create a safer transportation experience for everyone
2. **Travel Choices:** Make transit, walking, bicycling, taxi, ridesharing and carsharing the most attractive and preferred means of travel
3. **Livability:** Improve the environment and quality of life in San Francisco
4. **Service:** Create a workplace that delivers outstanding service

## Our Values

- Transit First
- Complete and Green Streets
- Green, Clean & Quiet Mobility
- Social Equity and Access



# A Transportation Future in Focus

- With **Vision Zero**, traffic fatalities will be a thing of the past
- **Building rapid, 21<sup>st</sup> century transit** on busy corridors like 4<sup>th</sup>, Stockton, Van Ness, Geary, Geneva, 19<sup>th</sup> Ave
- An entire fleet of **new, modern buses and trains** for Muni
- **Smoother traffic flow** with better street designs and smarter signals
- **More comfort bicycling** thanks to safer bikeways, secure bike parking and better signage
- Funding to keep **investing in improvements citywide**

*Rendering of Geary Bus Rapid Transit*



# Goal 1: Safety

*Create a safer transportation experience for everyone*

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19 Vision Zero safety projects complete



200 safer crosswalks



Muni Metro blue light phone upgrades underway



Crime rate on Muni and workplace injury rate continued to decline



Began data-driven police deployment on Muni



Safe Streets SF campaign

# Vision Zero

## *Road safety policy to eliminate traffic deaths in SF*

- On track to complete 24 projects in 24 months
- **Safer Market Street:** Safer crosswalks, traffic restrictions and red transit-only lanes on a section of Market where there were recently 160 traffic injuries in two years



# Key Performance Indicators

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**Crime rate on Muni decreased to 8.2 per 100,000 miles**



**Muni collisions increased to 6.5 per 100,000 miles**



**Workplace injuries decreased to 11 per 200,000 miles**



# Goal 2: Travel Choices

*Make transit, walking, bicycling, taxi, ridesharing and carsharing the most attractive and preferred means of travel*

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New Muni map



90% of taxi drivers now use Flywheel



2 new Muni routes (55 and E)



147 new buses in service; 215 trains on their way



Van Ness BRT construction contract awarded



New or improved bike lanes Howard, Oak, Fell, 13<sup>th</sup> Street



Upgraded meters at 29,000 parking spaces



227 new car sharing locations citywide

# Muni Forward

*A citywide program making a difference for 700,000 riders daily*



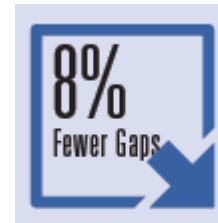
- Rapid network launched
- Operator shortage ended with hiring of 700+ operators
- More frequent service on 27 routes
- 7 miles of red transit-only lanes
- 99% of scheduled service hitting streets
- Transit priority signals at 400 intersections
- Numerous capital projects to improve Muni reliability

# Key Performance Indicators

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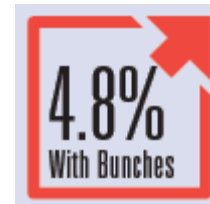
Nearly two-thirds **rated Muni service** as excellent or good, continuing an upward trend since 2010.



**Gaps** on the Rapid network decreased by 8%



San Franciscans continued to **choose sustainable modes** for just over 50% of trips



**Bunches** on the Rapid network increased, possibly as a result of increasing service

# Goal 3: Livability

*Improve affordability, the environment and quality of life in San Francisco*

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- Reduced our greenhouse gas emissions by 19%, water use by 24% and fuel use by 7% since 2010
- Muni's new hybrid buses run on cleaner fuel
- Committed to converting to all-renewable fuel by end of 2015
- Became Platinum-level member of APTA Sustainability Commitment, one of only four agencies in the U.S.

# Key Performance Indicators

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The SFMTA's **carbon footprint** continued to decrease



Of the 51 projects reported, we completed **74% on or under budget**



The **economic impact of Muni delays** decreased



The **cost per hour to deliver Muni service** increased from FY13 to FY14.

*Data from FY15 coming soon.*

# Goal 4: Service

*Create a collaborative environment to support delivery of outstanding service*

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Enrolled 39,000 low and moderate income seniors and people with disabilities in Free Muni programs in first two weeks



Launched MuniMobile app



Sent 3,184,526 email and text updates to customers



5.37 million page views on sfmta.com



Installed 1,262 bike parking spaces upon public request



50 traffic calming projects thru applications to Traffic Calming Program

# Safe Driver Awards

*Honoring 280+ Muni operators with 15 or more years without a preventable collision.*



Henry Cheung



L'Tanya Demby



Julian Perry

**Thank you for your service!**

# Key Performance Indicators

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**Employee satisfaction** remained steady with employees reporting being somewhat satisfied



Employees reported having more **access to SFMTA news and info** than last year



A survey of SF residents found 42% satisfied and 45% unsatisfied with **SFMTA's job managing transportation**



We saw a significant decline in completion of **performance plans**

*In response we're working to implement a more user-friendly platform*



More employees submitted **appraisals** than last year



# Financial Summary

## Operating

- *FY15 actuals: \$977 million*
- *FY16 budgeted: \$960 million*
- Muni service increase
- Free Muni for low- and moderate-income groups

## Capital

- *FY15 budgeted: \$563 million*
- *FY16 budgeted: \$683 million*
- Muni Forward Rapid Network investments
- WalkFirst/Vision Zero
- Capital Improvement Program
- Central Subway
- Bicycle Strategy



# FY15 Financial Highlights

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72% voted yes to pass  
The city's first general  
obligation bond for  
transportation,  
investing \$500 million  
in local transportation



\$41 million in state  
cap & trade funds for  
new Muni trains



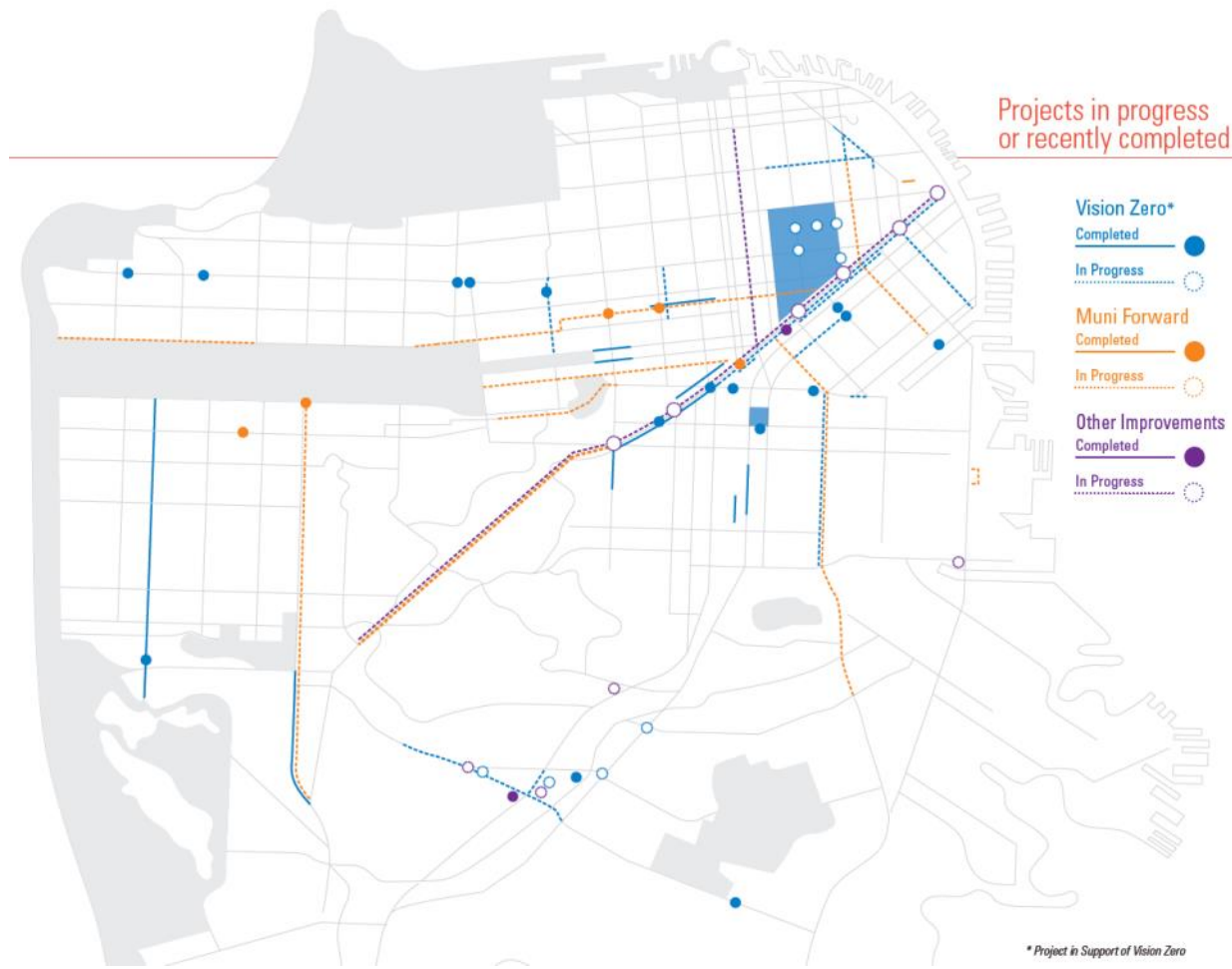
61% of the voters  
approved an  
additional general  
fund baseline tied to  
population growth in  
the city



AA and Aa2: Our  
credit ratings for  
revenue bonds are  
the highest in the  
nation for a transit  
agency

# Capital Projects Completed & Underway

This map shows 33 recently completed projects and 46 projects being implemented to improve transportation in SF



# Capital Projects Completed & Underway\*

## Completed

- 19th Ave. Signal Timing Updates
- 4th St. and King St. Pedestrian Signal Timing
- Bartlett Plaza Living Alley
- Bicycle and Pedestrian Intersection Improvements at 10<sup>th</sup>/13<sup>th</sup>/Bryant streets
- Bicycle Intersection Crossing Improvements at Market St./Duboce Ave./Buchanan St.
- Castro Streetscape Improvements
- Clay Street Red Transit-Only Lanes Phase 1
- Columbus Ave. Transit Bulbs
- Commuter Shuttle Pilot
- Fulton St. Green Wave Signal Timing
- Green-Backed Sharrows on 5th St. from Market St. to Bluxome St.
- Green Center Rail Replacement Phase 1
- Lincoln Way Crossover
- Market & Haight Streets Transit and Pedestrian Improvement Project
- Minna-Natoma Home Zone Project
- Mission St. Pedestrian Intersection Treatments
- N Judah - 28th Ave & Judah Accessible Platforms
- Oak Street and Fell Street Pedestrian and Bike Safety Project
- Painted Safety Zones at 16th St. and Market St.
- Pedestrian Intersection Improvement at 6th St. and Howard St.
- Pedestrian Intersection Improvements on Geary Blvd. at Arguello, 30th and 42nd streets
- Pedestrian Intersection Improvements at Geneva Ave. & Brookdale Ave.
- Sunset Blvd. Traffic Speed Limit Reduction
- Tenderloin Intersection Daylighting
- Traffic Signal at 16th St. and Capp St.
- Traffic Signal at 6th St. and Minna St.
- Traffic Signal at Geary Blvd. and Palm Ave.
- Traffic Signal at Masonic Ave. and Ewing Terrace
- Traffic Signal at Sunset Blvd. and Yorba St.
- Transit Bulb at Mission St. and Silver Ave.
- Transit Bulbs on McAllister at Fillmore St. and Divisadero St.
- Upper Market Street Safety Project Phase 1
- Valencia St./Duboce Ave. Multimodal Safety Improvements

## Underway

- 28 19th Avenue Rapid Project
- 5 Fulton - 25th Ave to 46th Ave (Outer)
- 5 Fulton East of 6th Ave Transit Priority Project
- 7 Haight-Noriega Haight Street Transit Priority Project
- 9 San Bruno Rapid Project
- ATCS SMC Software Platform Upgrade
- Balboa Park East Side Connection
- Balboa Park Station Area and Plaza Improvements
- Broadway-Chinatown Streetscape Project
- Central Subway
- Columbus Avenue Safety Project
- Division St. Bicycle Intersection Improvements
- Enterprise Asset Management System
- Glen Park Transportation Improvements
- Green Center Rail Replacement Phase 2
- Howard Street Pilot Buffered Bikeway and Pedestrian Improvements
- Islais Creek Bus Facility Phase 2
- Kearny St. Pedestrian Safety Improvements
- Kearny St. Roadway Improvements
- Market Street Raised Bikeway Demonstration Project
- Masonic Avenue Streetscape Project
- Mission Bay Transit Loop
- Mobile Ticketing App Pilot
- Ocean Ave./Geneva Ave. Pedestrian Safety Treatments
- Parking Meter Replacement
- Pedestrian Intersection Improvements at Geary St. and Leavenworth St., and at Eddy St. and Mason St.
- Persia Triangle Improvements
- Potrero Ave. Streetscape Project
- Radio Replacement Project
- Safer Market Street
- Second Street Multimodal Improvements
- SoMa Intersection Gridlock Enforcement Pilot
- Subway Blue Light Emergency Phone Replacement
- Subway CCTV Camera Installation
- Subway Escalator Rehabilitation
- Subway Integrated Systems Replacement
- Sunset Tunnel Improvements & Rail Replacement
- Sutter St. Pedestrian Bulbs
- Transit Operator Convenience Stations
- Transportation Management Center
- Twin Peaks Tunnel Improvements and Rail Replacement
- Unity Plaza
- Van Ness Bus Rapid Transit
- Webster St. Buffered Bike Lane
- Webster St. Pedestrian Bulbs
- Webster St. Pedestrian Improvements



**Thank You!**

Thanks to everyone who kept us moving and moved us even further ahead.

