

Solutions: Muni Reliability Working Group

Last year, the city established the **Muni Reliability Working Group** – a team of experts in transit service who detailed where Muni must invest to **deliver the service already promised**.

Key recommendations to stabilize existing service

- Hire and train operators more quickly to get them on the road
- Supervision to deliver the best service
- Enforcement to keep transit and traffic flowing
- Expansion of Muni Transit Assistance Program (MTAP)
- Replace Market Street Subway's 1990s-era train control system

Working Group Members

- Kathleen Kelly, AC Transit, SFMTA (formerly)
- Mike Hursh, AC Transit
- James Gallagher, LA Metro
- Beverly Scott, Massachusetts Bay Transportation Authority (formerly)
- Queena Chen, Chinatown Transportation Research and Improvement Project
- Alicia John-Baptiste, SPUR
- Cat Carter, San Francisco Transit Riders
- Gwyneth Borden, SFMTA Commission
- Roger Marengo, TWU Local 250A
- Terrence Hall, TWU Local 250A
- Ed Harrington, San Francisco Controller' Office (formerly), San Francisco Public Utilities Commission (formerly)

Agencies & departments Supporting the Working Group:

- San Francisco Municipal Transportation Agency
- San Francisco Controller' Office
- San Francisco Department of Human Resources
- San Francisco City Attorney's Office
- San Francisco County Transportation Authority



Operator Graduation Ceremony



A Parking Control Officer on Market Street



MTAB helping train youth on using Muni's bike racks