



# Muni Service Update

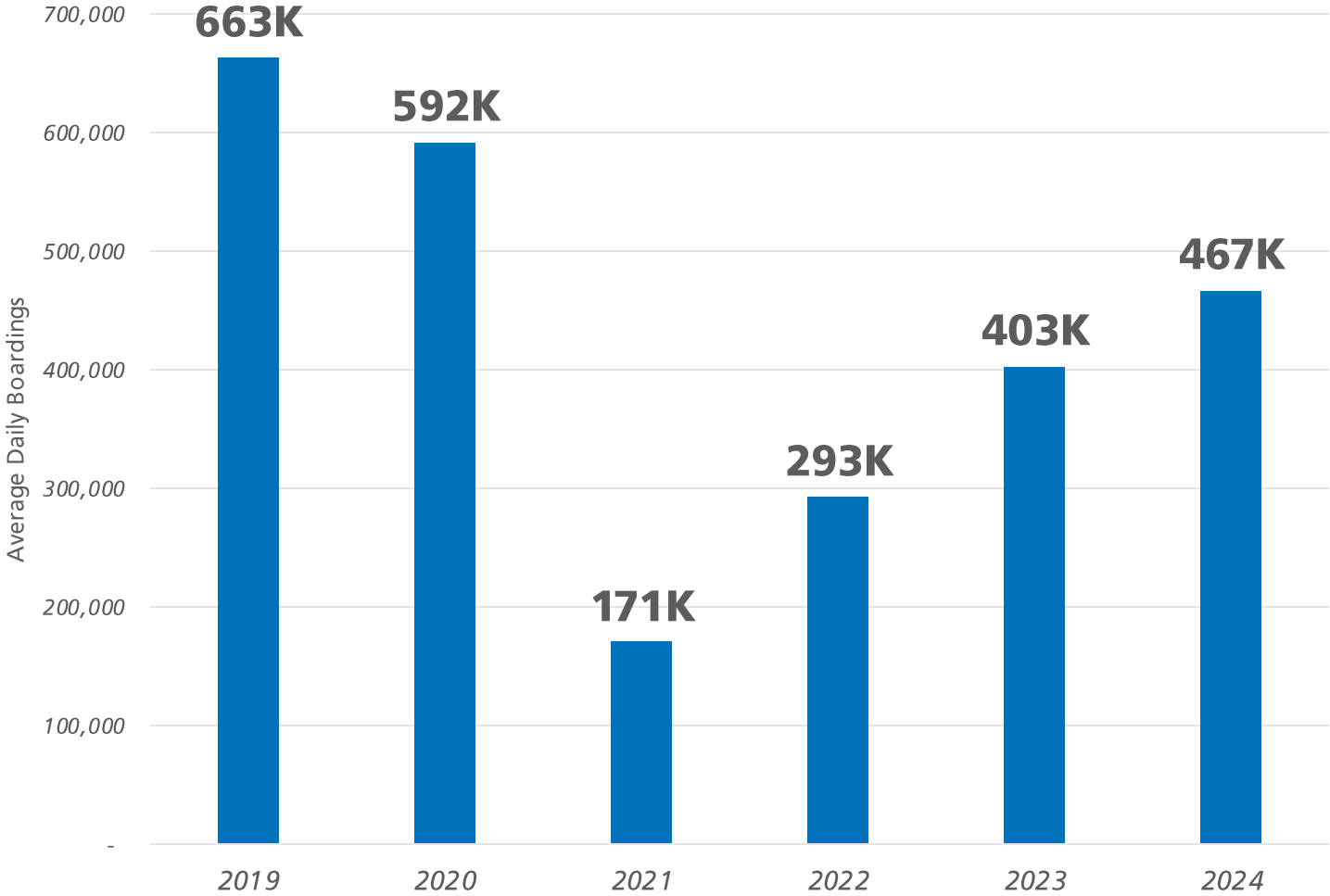
Citizens' Advisory Council  
June 6, 2024

# Muni Service Update

- More people are riding Muni
- Driving the increase—  
Fast, Frequent, Reliable,  
Clean and Safe
  - In service quality
  - Precision service adjustments
  - Operator hiring



# Q1 Average Weekday Boardings



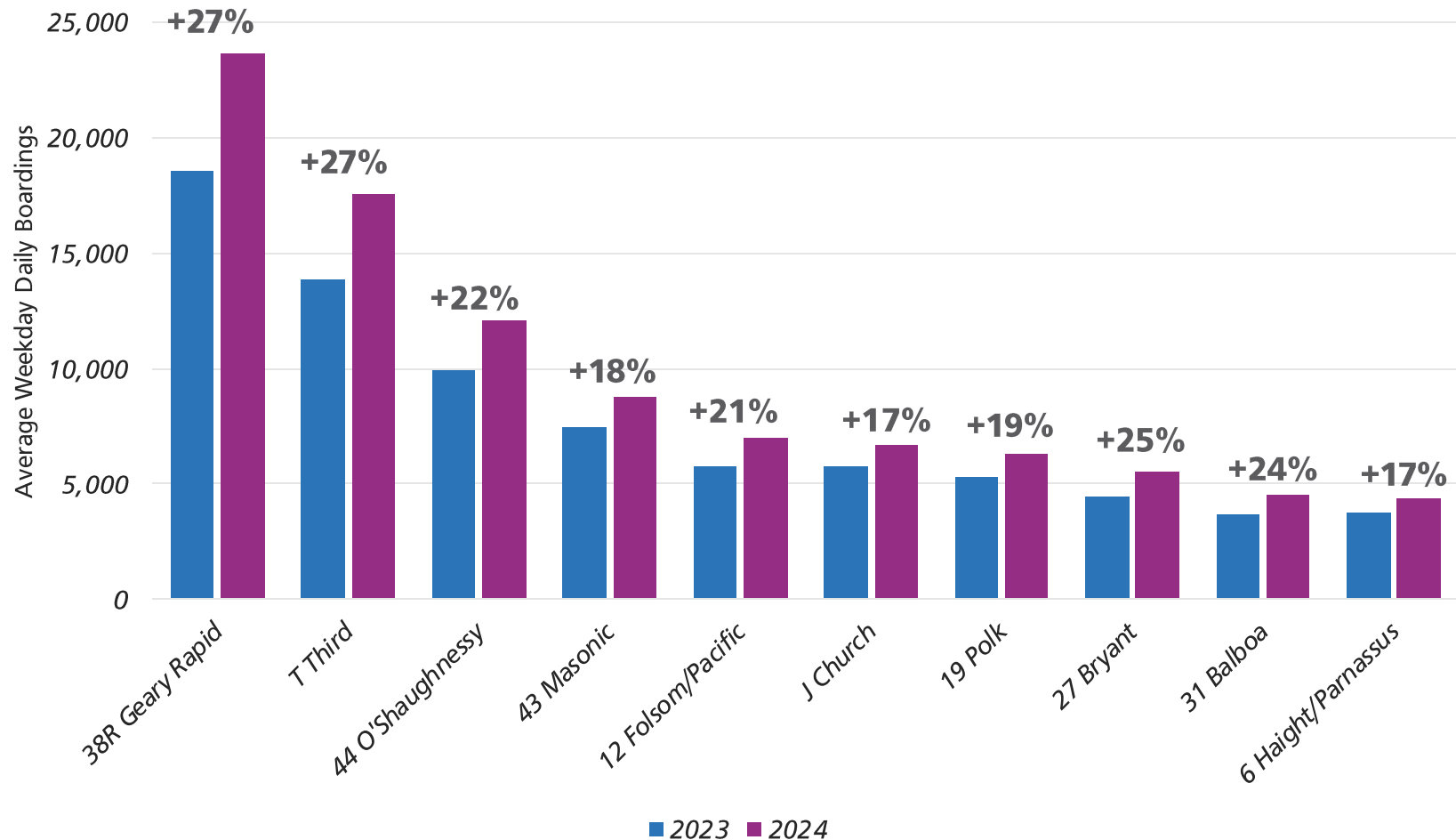
Weekday daily ridership is up 16% from Q1 last year, and up 3% from last quarter.

*\*Excludes historic and cable car service*



# Winter Ridership Changes

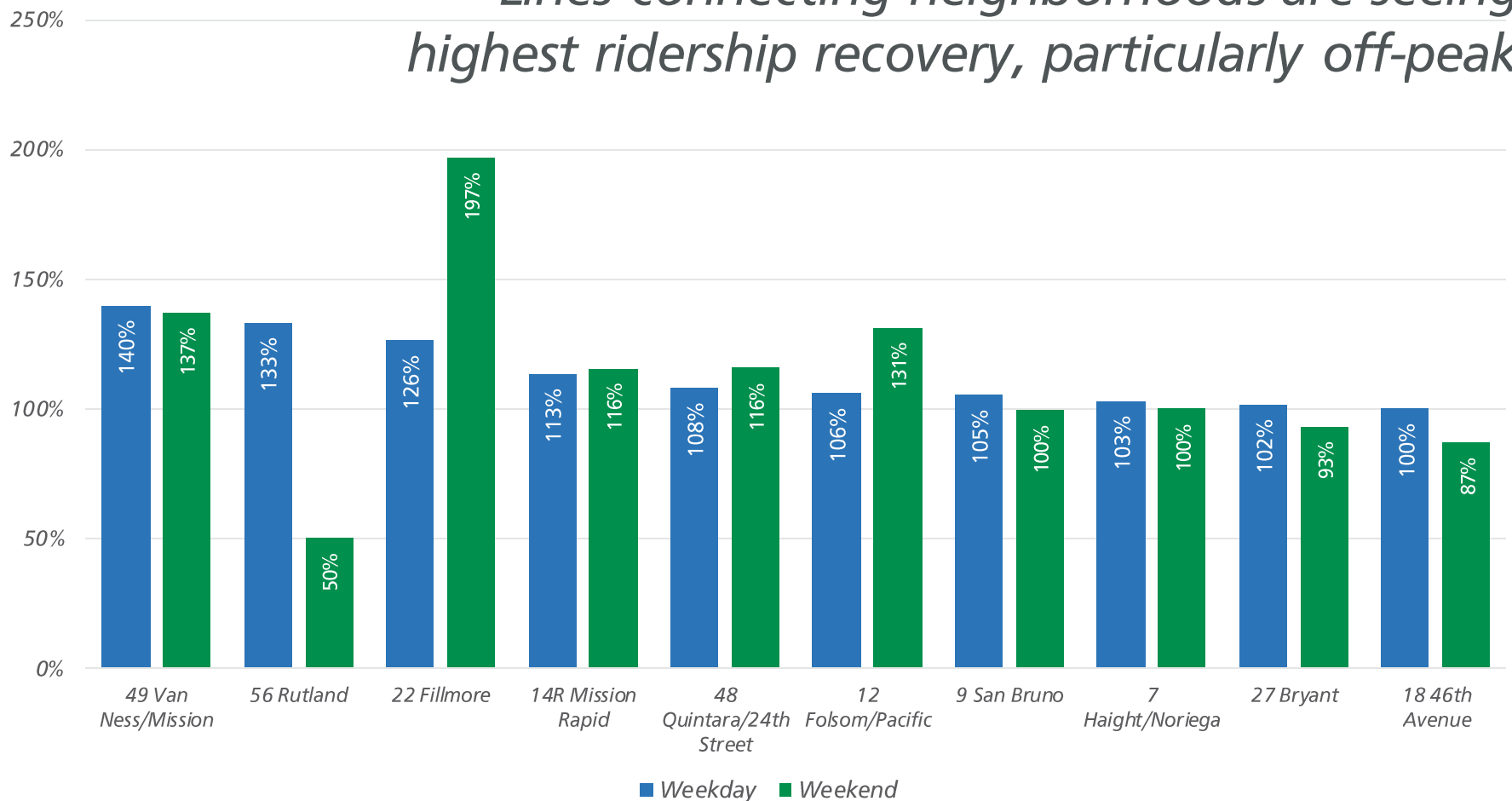
Routes with the highest Q1 ridership growth compared to Q1 last year



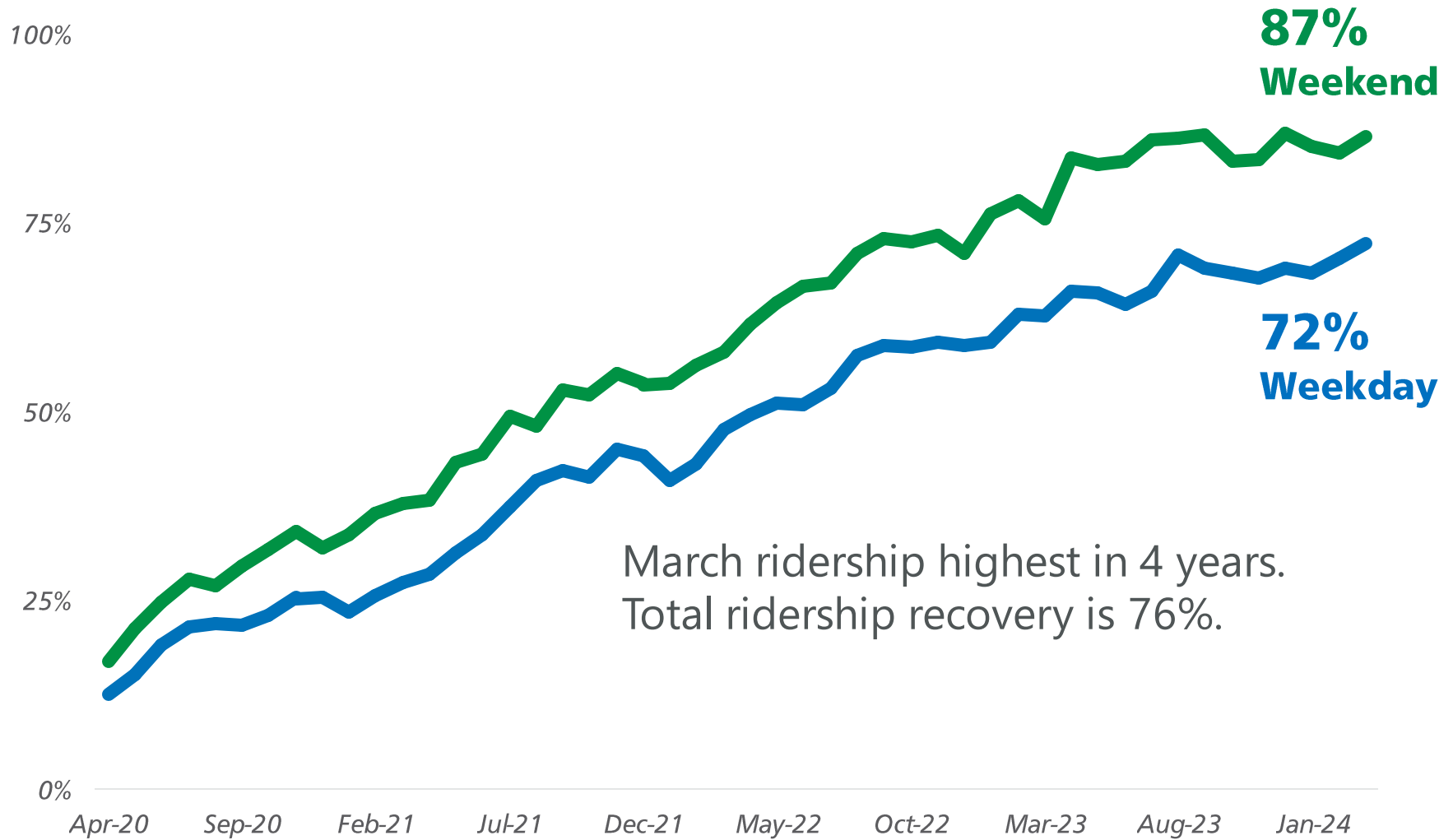
# Top 10 Ridership Recovery Routes

## March 2019 vs March 2024

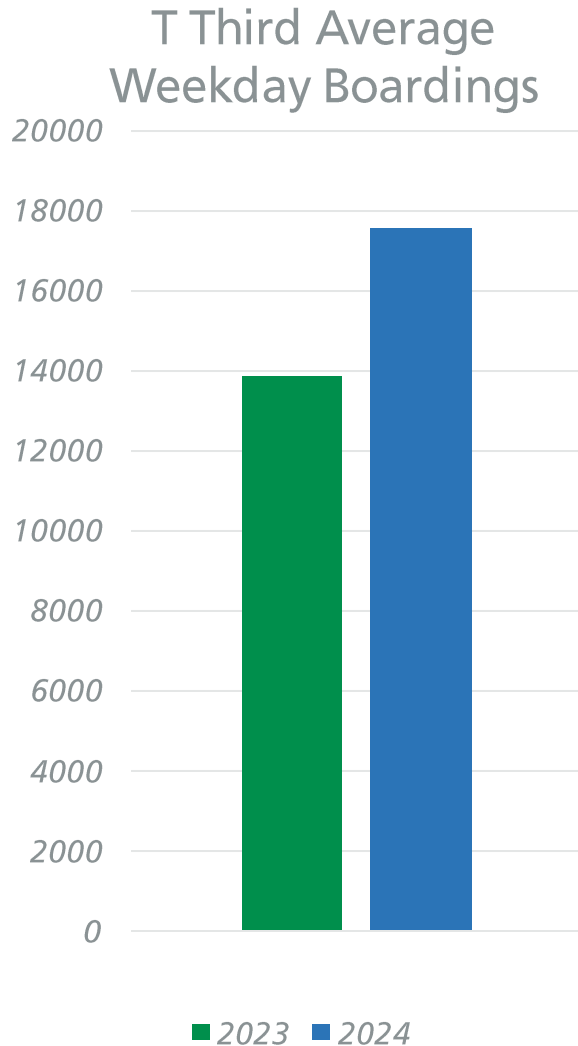
*Lines connecting neighborhoods are seeing highest ridership recovery, particularly off-peak*



# Weekday and Weekend Ridership Trends



# T Third Spotlight



Central Subway stations are helping drive ridership growth on the T Third:

- Yerba Buena / Moscone Center boardings **up 26%**
- Chinatown - Rose Pak boardings **up 25%**
- Union Square / Market Street boardings **up 9%**

In Q1 2024, T Third ridership is up 27% from Q1 2023



# Muni is Reliable

Historic bests for Muni service reliability achieved by:

- Minimizing customer waits with headway management that spaces buses and trains evenly
- Proactive maintenance
  - Using data to keep our system running and fix things before they break
  - Giving time for efficient subway maintenance with Fix It! Weeks quarterly that close service early for work
- New vehicles that have fewer maintenance issues and breakdowns
- Focusing resources on lines serving Muni Service Equity Strategy neighborhoods



# Service Planning Transformation



## Plan for 100% Service Delivery

- Wholly rebuilt service plan throughout pandemic
- Right-sized to schedule only what we can deliver 100%



## Prioritize equity when making tradeoffs

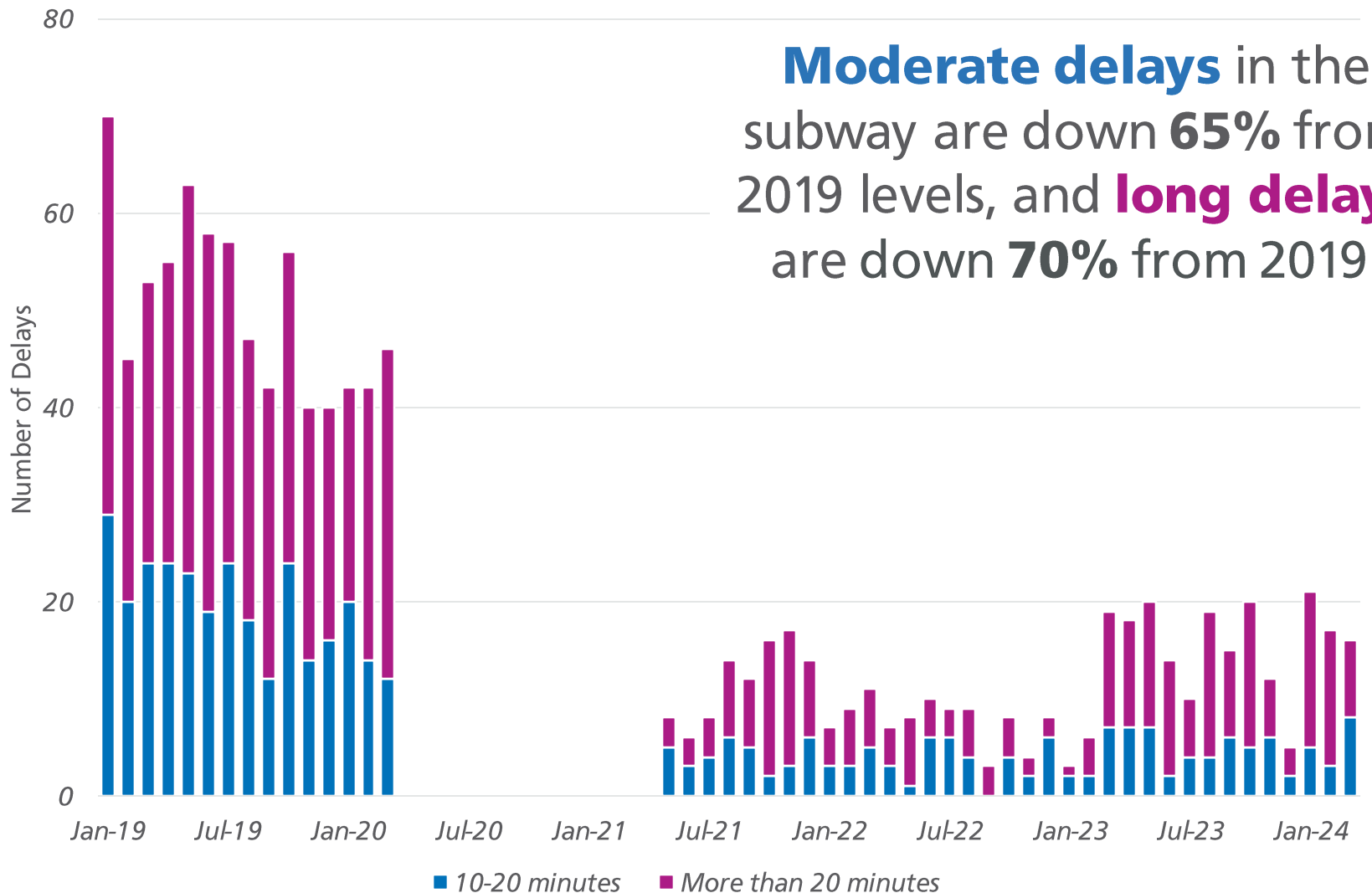
- Adopted data-driven Service Equity Strategy
- Equity communities receive proportional or more service



## Measure outcomes and adjust

- Increased service change frequency, analytics
- Measure crowding in more precise increments

# Subway Delay Reductions



# Post-January 20 Changes - Weekdays

## Routes with increased frequency

Percent of Trips with Crowding for Both Directions at 15 min Increments

Route	Frequency Change	Month	0600 AM Peak (6am-9am)												1400 School (2pm-4pm)											
			6				7				8				14			15			16					
			0-15 Min	15-30 Min	30-45 Min	45-60 Min	0-15 Min	15-30 Min	30-45 Min	45-60 Min	0-15 Min	15-30 Min	30-45 Min	45-60 Min	15-30 Min	30-45 Min	45-60 Min	0-15 Min	15-30 Min	30-45 Min	45-60 Min					
<b>24 Divisadero</b>	Added trips in the AM and PM in peak direction only (+1 veh AM only)	Aug 2023	0%	0%	0%	7%	9%	9%	12%	11%	5%	4%	2%	2%	0%	3%	2%	0%	6%	25%	16%	9%	1%	7%	0%	
		Sep 2023	0%	0%	0%	7%	21%	24%	25%	5%	6%	2%	0%	10%	0%	3%	8%	10%	16%	38%	16%	28%	2%	2%	7%	
		Jan 2024	0%	0%	0%	0%	4%	7%	8%	6%	3%	2%	0%	2%	0%	4%	12%	11%	16%	17%	9%	11%	0%	3%	3%	
		Feb 2024	0%	0%	0%	0%	0%	10%	6%	7%	2%	8%	3%	2%	0%	5%	10%	6%	32%	8%	14%	7%	2%	4%	2%	
		Mar 2024	0%	0%	0%	0%	0%	19%	8%	11%	4%	5%	2%	10%	0%	7%	2%	7%	33%	11%	8%	15%	0%	5%	10%	
<b>29 Sunset</b>	Added vehicles to increase service in the AM and PM peaks (+2 veh)	Aug 2023	0%	0%	0%	3%	20%	27%	22%	21%	15%	9%	3%	2%	16%	19%	19%	14%	18%	28%	28%	18%	8%	9%	4%	
		Sep 2023	0%	0%	0%	0%	11%	47%	28%	33%	34%	10%	2%	0%	23%	33%	30%	37%	28%	49%	42%	24%	22%	5%	10%	
		Jan 2024	0%	0%	0%	0%	5%	18%	30%	13%	8%	11%	1%	4%	12%	11%	20%	12%	14%	30%	18%	17%	9%	2%	3%	
		Feb 2024	0%	0%	0%	0%	7%	18%	27%	20%	12%	10%	6%	5%	19%	17%	18%	10%	20%	43%	23%	13%	6%	5%	10%	
		Mar 2024	0%	0%	0%	0%	5%	15%	23%	18%	8%	8%	5%	2%	20%	21%	11%	15%	24%	41%	20%	16%	7%	9%	12%	
<b>38R Geary Rapid</b>	Added trips in the AM and PM in peak direction only	Aug 2023	0%	0%	0%	0%	0%	3%	3%	13%	12%	16%	1%	0%	1%	1%	4%	1%	3%	8%	9%	6%	2%	8%	14%	
		Sep 2023	0%	0%	0%	1%	2%	6%	9%	27%	13%	15%	4%	1%	1%	1%	5%	5%	2%	17%	11%	7%	4%	11%	18%	
		Jan 2024	0%	0%	0%	0%	1%	8%	5%	18%	15%	16%	5%	0%	0%	1%	8%	2%	1%	11%	10%	4%	5%	13%	11%	
		Feb 2024	0%	0%	0%	0%	3%	1%	5%	19%	17%	17%	6%	2%	1%	1%	9%	5%	5%	15%	9%	6%	6%	16%	10%	
		Mar 2024	0%	0%	0%	0%	4%	2%	4%	22%	22%	16%	7%	7%	2%	2%	5%	4%	5%	17%	15%	11%	10%	20%	14%	
<b>44 O'Shaughnessy</b>	Added vehicles to increase service in the AM and PM peaks (+1 veh)	Aug 2023	0%	0%	4%	18%	23%	20%	30%	20%	14%	2%	1%	2%	9%	3%	0%	16%	21%	28%	32%	13%	15%	4%	14%	
		Sep 2023	0%	0%	5%	24%	21%	28%	49%	41%	21%	5%	5%	8%	12%	10%	8%	27%	7%	38%	56%	32%	23%	14%	7%	
		Jan 2024	0%	0%	2%	4%	10%	30%	16%	23%	18%	7%	8%	9%	4%	4%	3%	12%	7%	23%	35%	24%	17%	11%	11%	
		Feb 2024	0%	0%	0%	2%	5%	26%	27%	10%	29%	12%	14%	5%	5%	2%	5%	6%	22%	19%	31%	40%	9%	7%	5%	
		Mar 2024	0%	0%	0%	2%	3%	30%	23%	19%	27%	35%	4%	2%	15%	13%	15%	16%	23%	21%	23%	42%	10%	5%	17%	
<b>48 Quintara-24th St</b>	Added vehicles to increase peak service in the AM and PM peaks (+1 veh)	Aug 2023	0%	0%	0%	0%	3%	0%	23%	33%	27%	18%	2%	0%	2%	0%	17%	13%	17%	13%	15%	16%	11%	4%	9%	
		Sep 2023	0%	0%	0%	0%	2%	13%	21%	61%	44%	27%	7%	2%	5%	8%	23%	15%	14%	34%	26%	20%	25%	5%	10%	
		Jan 2024	0%	0%	0%	0%	2%	5%	18%	23%	15%	26%	9%	2%	2%	9%	11%	9%	13%	16%	19%	18%	4%	0%	2%	
		Feb 2024	0%	0%	0%	0%	10%	5%	24%	32%	26%	28%	5%	5%	2%	10%	25%	20%	16%	34%	22%	8%	8%	0%	0%	
		Mar 2024	0%	0%	0%	0%	10%	8%	10%	52%	34%	32%	14%	0%	10%	13%	24%	10%	18%	22%	17%	10%	8%	5%	5%	
<b>49 Van Ness-Mission</b>	Added trips in the AM and PM in peak direction only	Aug 2023	0%	0%	2%	7%	3%	22%	25%	8%	6%	8%	5%	1%	11%	13%	6%	3%	6%	4%	20%	24%	12%	16%	7%	
		Sep 2023	0%	0%	5%	5%	13%	30%	40%	21%	28%	8%	6%	1%	15%	17%	16%	5%	11%	9%	41%	31%	13%	22%	14%	
		Jan 2024	0%	0%	1%	2%	8%	12%	29%	20%	23%	6%	5%	0%	8%	15%	10%	5%	9%	6%	31%	21%	14%	15%	7%	
		Feb 2024	0%	0%	0%	0%	4%	10%	28%	29%	23%	9%	7%	2%	8%	18%	10%	7%	4%	5%	36%	24%	8%	8%	4%	
		Mar 2024	0%	0%	0%	1%	7%	11%	27%	28%	32%	7%	7%	0%	13%	16%	5%	15%	3%	11%	43%	20%	16%	8%	6%	



# Post-January 20 Changes – Weekdays

## Routes with decreased frequency

- 5 Fulton: Over 10% change in percent of crowded trips on 5 Fulton during morning peak since making January 20 service change
- No significant change in crowding on other routes between fall and January 20 changes

<i>Percent of Trips with Crowding for Both Directions</i>																		
Route	Frequency Change	Month	0600 AM Peak (6am-9am)			0900 Mid-Day (9am-2pm)					1400 School (2pm-4pm)		1600 PM Peak (4pm-7pm)			1900 Evening (7pm-10pm)		
			6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21
5 Fulton	10 min to 12 min – combined 5 to 6 mins	Aug 2023	0%	1%	11%	0%	0%	0%	3%	1%	1%	2%	5%	5%	3%	0%	0%	2%
		Sep 2023	0%	0%	9%	2%	0%	0%	0%	0%	1%	4%	5%	6%	3%	0%	0%	0%
		Jan 2024	0%	1%	14%	2%	0%	0%	0%	0%	0%	2%	2%	4%	0%	0%	0%	0%
		Feb 2024	0%	3%	23%	1%	0%	0%	0%	1%	0%	2%	3%	8%	1%	0%	0%	0%
		Mar 2024	0%	1%	19%	3%	1%	0%	1%	0%	0%	3%	2%	9%	1%	0%	0%	0%
5 Fulton Rapid	10 min to 12 min – combined 5 to 6 mins	Aug 2023		0%	2%	0%	0%	1%	2%	2%	2%	2%	0%	2%	0%	0%		
		Sep 2023		1%	3%	0%	0%	0%	0%	0%	0%	0%	0%	2%	2%	3%		
		Jan 2024		1%	3%	0%	0%	0%	0%	0%	0%	0%	1%	3%	0%	0%		
		Feb 2024		3%	3%	0%	0%	1%	0%	0%	0%	1%	2%	5%	0%	0%		
		Mar 2024		3%	2%	0%	0%	0%	0%	0%	0%	0%	1%	3%	0%	0%		
9 San Bruno	10 min to 12 min – combined 5 to 6 mins	Aug 2023	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
		Sep 2023	1%	2%	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%
		Jan 2024	1%	1%	0%	0%	0%	0%	0%	1%	0%	1%	2%	0%	1%	0%	0%	0%
		Feb 2024	0%	3%	2%	0%	0%	1%	1%	2%	1%	1%	2%	0%	0%	0%	0%	0%
		Mar 2024	1%	1%	1%	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%
9R San Bruno Rapid	No change – combined 5 to 6 mins	Aug 2023	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%			
		Sep 2023	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%			
		Jan 2024	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%			
		Feb 2024	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%			
		Mar 2024	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%			
33 Ashbury-18 <sup>th</sup> Street	15 min to 20 min	Aug 2023	0%	1%	6%	0%	0%	0%	0%	0%	3%	4%	1%	3%	1%	0%	0%	1%
		Sep 2023	0%	0%	4%	0%	1%	1%	0%	0%	1%	9%	1%	1%	0%	0%	0%	0%
		Jan 2024	0%	0%	3%	1%	0%	0%	0%	0%	2%	6%	2%	0%	0%	0%	0%	0%
		Feb 2024	0%	0%	4%	2%	0%	1%	1%	1%	4%	10%	4%	1%	0%	0%	0%	0%
		Mar 2024	0%	0%	3%	1%	0%	0%	0%	1%	7%	9%	2%	2%	0%	0%	0%	0%



# Post-January 20 Changes - Weekends

## Route with decreased frequency

- No significant change in crowding

Percent of Trips with Crowding for Both Directions																		
Route	Frequency Change	Month	0600 AM Peak (6am-9am)			0900 Mid-Day (9am-2pm)					1400 School (2pm-4pm)		1600 PM Peak (4pm-7pm)			1900 Evening (7pm-10pm)		
			6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21
5 Fulton	9 min to 10 min	Aug 2023	0%	0%	0%	0%	2%	4%	9%	12%	11%	5%	2%	0%	0%	1%	4%	10%
		Sep 2023	0%	0%	0%	0%	0%	1%	2%	3%	3%	3%	2%	5%	5%	2%	0%	2%
		Jan 2024	0%	0%	0%	0%	0%	0%	0%	1%	1%	1%	0%	0%	0%	0%	0%	0%
		Feb 2024	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%	3%	1%	0%	1%	0%	0%
		Mar 2024	0%	0%	0%	0%	0%	0%	0%	2%	1%	4%	2%	0%	0%	2%	0%	0%

## Route with increased frequency

- Decrease in crowding in the afternoon

Percent of Trips with Crowding for Both Directions																		
Route	Frequency Change	Month	0600 AM Peak (6am-9am)			0900 Mid-Day (9am-2pm)					1400 School (2pm-4pm)		1600 PM Peak (4pm-7pm)			1900 Evening (7pm-10pm)		
			6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21
28 19 <sup>th</sup> Avenue	13 min to 12 min	Aug 2023	0%	0%	0%	1%	8%	14%	36%	42%	39%	44%	52%	22%	12%	3%	0%	7%
		Sep 2023	0%	0%	0%	0%	4%	4%	14%	18%	32%	34%	28%	14%	7%	1%	1%	0%
		Jan 2024	0%	0%	0%	0%	1%	0%	1%	4%	2%	6%	1%	3%	0%	0%	0%	0%
		Feb 2024	0%	0%	0%	1%	0%	3%	6%	9%	1%	14%	6%	1%	0%	0%	2%	0%
		Mar 2024	0%	0%	2%	0%	1%	3%	3%	9%	8%	11%	14%	3%	2%	1%	0%	0%

# Post January 20<sup>th</sup> Crowding Changes

## Highlight of Effective Change

### Example: 24 Divisadero

*Inbound, AM Peak 7-8am*

Time Period	Fall 2023 <i>(September - October)</i>		Winter 2024 <i>(January 20 - February 17)</i>	
	Headway	% of Trips Over Capacity	Headway	% of Trips Over Capacity
7:00-7:15 am	15	53%	9	0%
7:15-7:30 am	10.5	35%	9	15%
7:30-7:45 am	10	49%	9	30%
7:45-8:00 am	10	16%	9	18%

### January 20 Schedule Changes

- Increased peak frequencies from 10 to 9 mins
- Started peak frequencies 30 mins earlier at 6:45am

# Most Crowded Routes

with over 10% of trips crowded in both directions

## Weekdays

Route	Month	Time Period / Hour					
		0600 AM Peak (6am-..)		1400 School (2pm-4pm)		1600 PM Peak (4pm-..)	
		7	8	14	15	16	17
1 CALIFOR..	Mar 2024	16%	17%			22%	28%
2 SUTTER	Mar 2024		14%				
5 FULTON	Mar 2024		19%				
8 BAYSHO..	Mar 2024			12%			
8AX BAYSH..	Mar 2024	12%					
12 FOLSO..	Mar 2024		16%				
14R MISSI..	Mar 2024	10%					
18 46TH AV..	Mar 2024				12%		
22 FILLMO..	Mar 2024	13%			15%	20%	11%
24 DIVISAD..	Mar 2024				14%		
28 19TH AV..	Mar 2024		13%	12%	27%		
28R 19TH A..	Mar 2024				14%		
29 SUNSET	Mar 2024	15%		16%	26%	11%	
30 STOCKT..	Mar 2024				10%		
38R GEAR..	Mar 2024		14%		10%	14%	11%
44 O'SHAU..	Mar 2024	19%	16%	13%	21%	19%	
45 UNION-..	Mar 2024		16%			12%	
48 QUINTA..	Mar 2024	19%	21%	15%	17%		
49 VAN NE..	Mar 2024	19%	12%	10%	19%	13%	12%

## Weekends

Route	Month	Time Period / Hour			
		0900 Mid-..	1400 School (2pm-4pm)	1600 PM P..	16
		10	14	15	16
1 CALIFOR..	Mar 2024	11%	12%		
22 FILLMO..	Mar 2024			11%	11%
28 19TH AV..	Mar 2024			11%	14%
49 VAN NE..	Mar 2024			12%	

# Summer Service Change Summary

Effective Date: May 30, 2024



## Addressing Summer Demand

- Service increases on lines with historic vehicles
  - F Market & Wharves  
*Like summer 2023*, adding supplemental bus service on Embarcadero on weekends
  - Historic promotional programming  
Additional vintage streetcar service (including Boat Tram)  
Mondays and Sundays  
Ferry Plaza to Pier 39  
Additional vintage cable car service  
Hyde, Chinatown, Cable Car museum loop  
Thursdays through Saturdays



# Summer Service Change Summary

Anticipated Effective Date: August 17, 2024

## Addressing School Demand

- Adding trips on the 28 19<sup>th</sup> Avenue and 48 Quintara-24<sup>th</sup> Street during school periods to prepare for school demand
  - *Note: Identifying efficiencies to offset these increases to remain cost-neutral is underway*

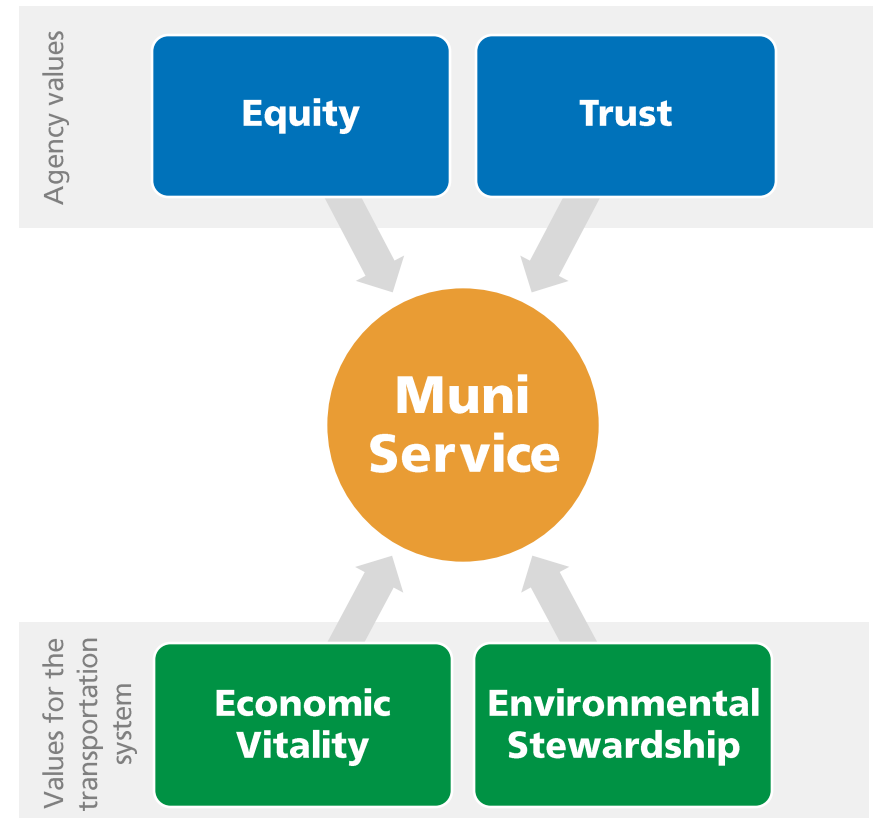
## Project Integration

- Implementing remaining stop changes as part of the 29 Sunset Improvement Project and Safer Taylor Project



# Muni Service Decision-Making Criteria

- Cost-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***

# New Budget, new service evaluation process

- Use decision-making criteria including crowding data, customer input and feedback from Equity working group
- Identify service needs through the Biannual Service Evaluation process and Focus Line Workshops
- Apply Equity Strategy principles to respond and prioritize service changes
- Changes in FY25 and FY26 implemented 2-3 times per year





# Service Improvements

## *Focus Line Workshops*

- Operations teams identify priority routes every two weeks
- Conduct a review using a combination of data and in-service observations to identify performance issues
- Collaborate on effective solutions and strategize implementation across transit teams





# Q1 Focus Lines

- 2 Sutter
- 5 Fulton
- 5R Fulton Rapid
- 12 Folsom/Pacific
- 14 Mission
- 14R Mission Rapid
- 22 Fillmore
- 43 Masonic

## Up Next:

1 California, 7 Haight/Noriega, 9 San Bruno, 9R San Bruno Rapid, 38 Geary, 38R Geary Rapid



# Engaging the Industry

- Sharing lessons learned, research needs, and engaging on best practices
- Recent examples include UITP site visit and UC Davis transit research symposium
- Currently helping LA with car-free Olympic planning with lessons learned from APEC





# Upcoming Muni briefings



- Long term infrastructure needs
- E-bus pilot results
- Upcoming procurements
- Train Control Upgrade Project contracts
- Muni Forward updates





Thank You!



# Muni Service Equity Strategy



Rooted in Muni Service Equity Policy

Builds on Title VI requirements

Neighborhood based approach with disability access addressed citywide

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