



SFMTA



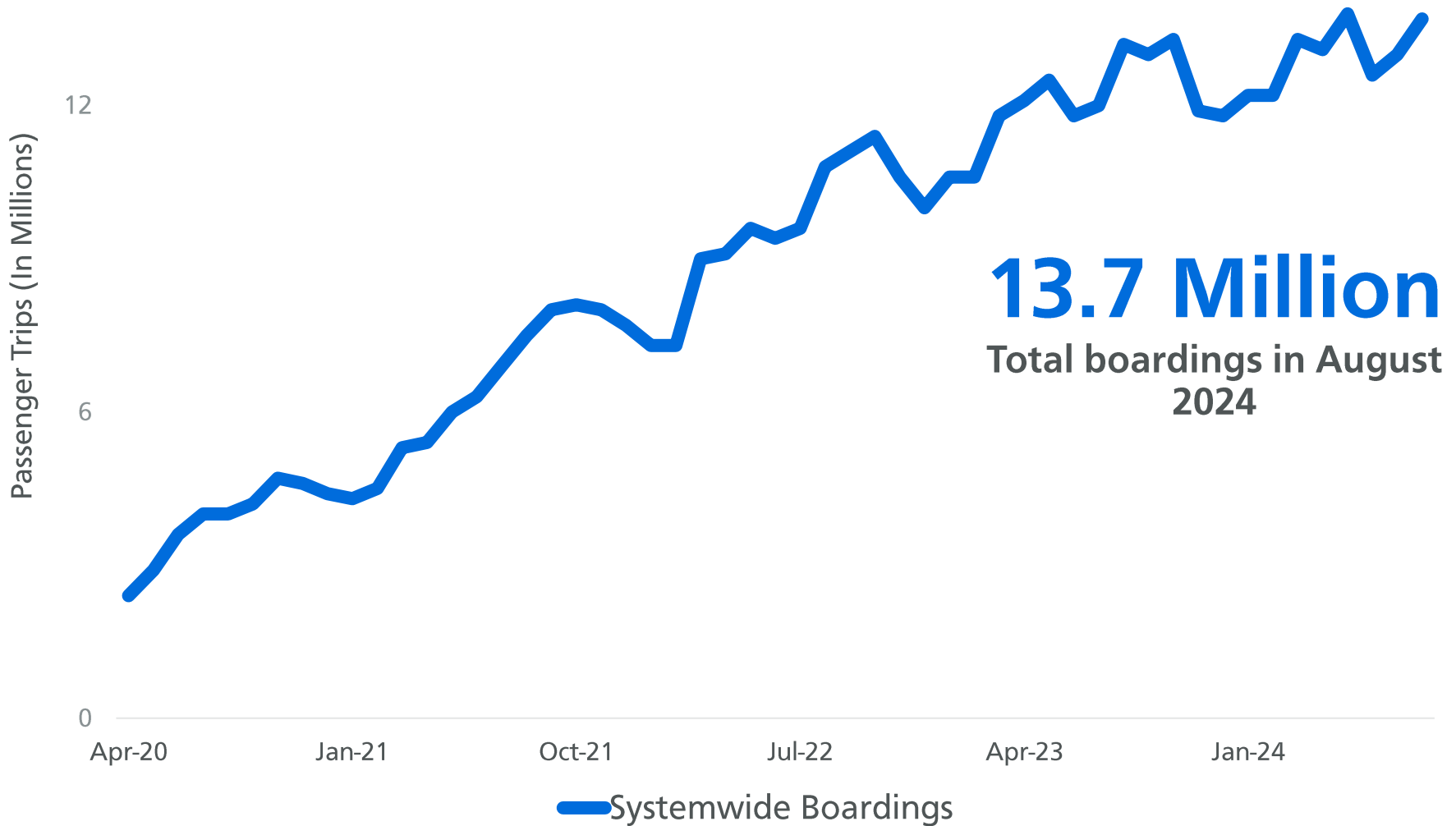
# Quarterly Transit Update

SFMTA Citizens' Advisory Council

October 3<sup>rd</sup> 2024

# August Total Passenger Trips

500,000 more passenger trips than August 2023.



**13.7 Million**  
Total boardings in August  
2024

Note: Excludes cable car and streetcar.

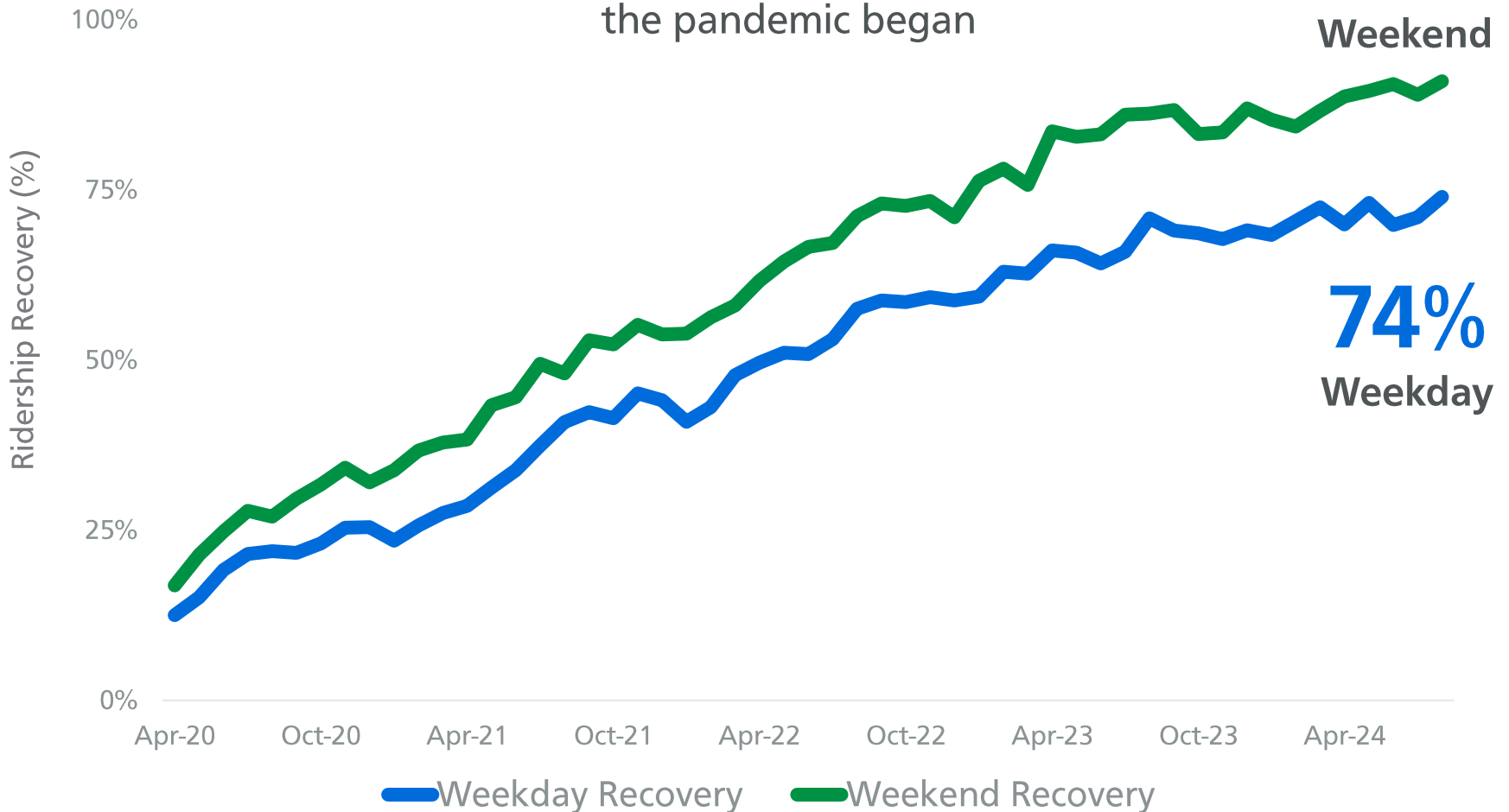
# August Ridership Recovery

**77% total recovery in August 2024**

The highest weekday and overall recovery rate since the pandemic began

**91%**  
Weekend

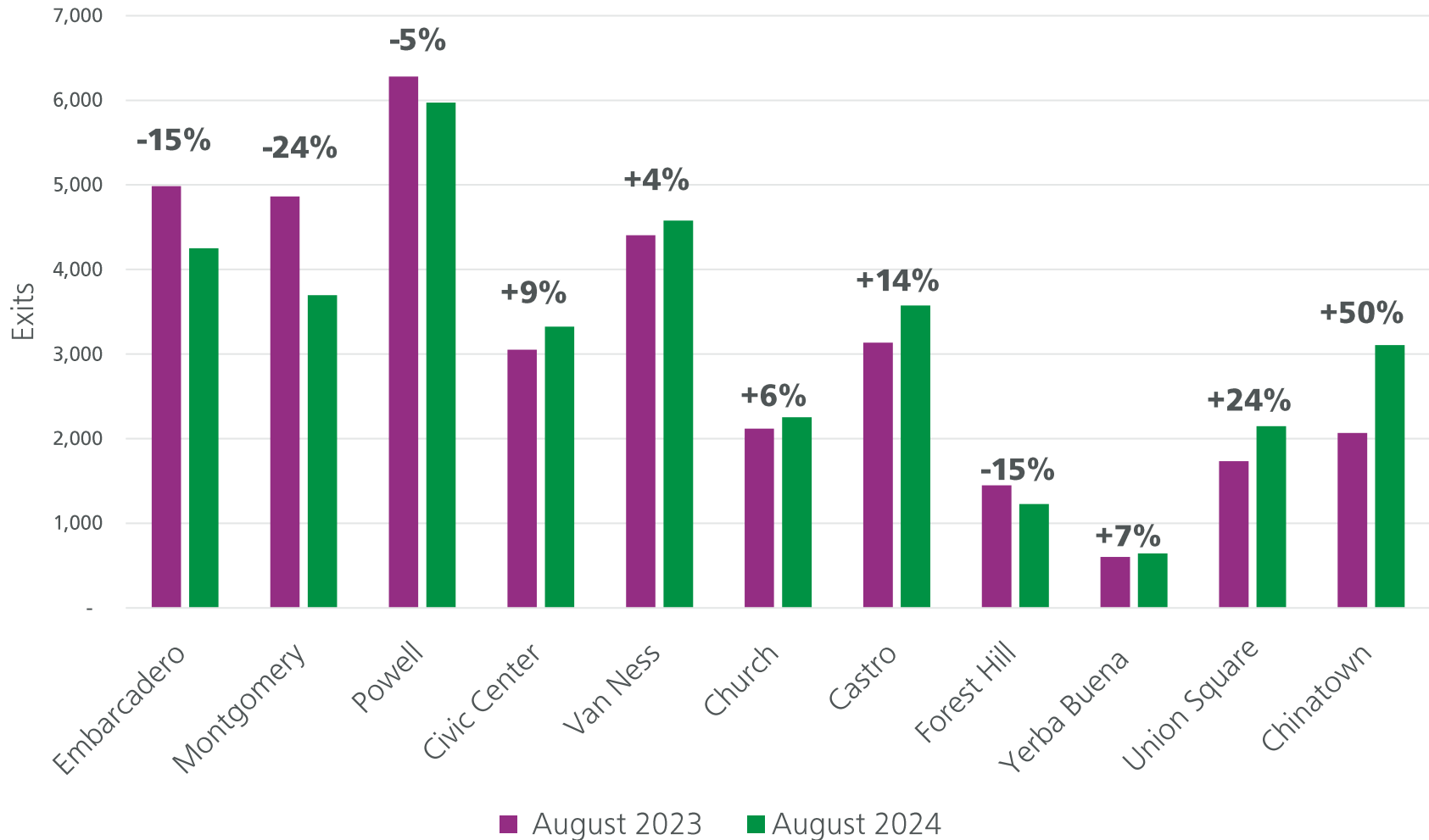
**74%**  
Weekday



Note: Excludes cable car and streetcar.

Recovery baselined against average daily boardings from the same month in calendar year 2019.

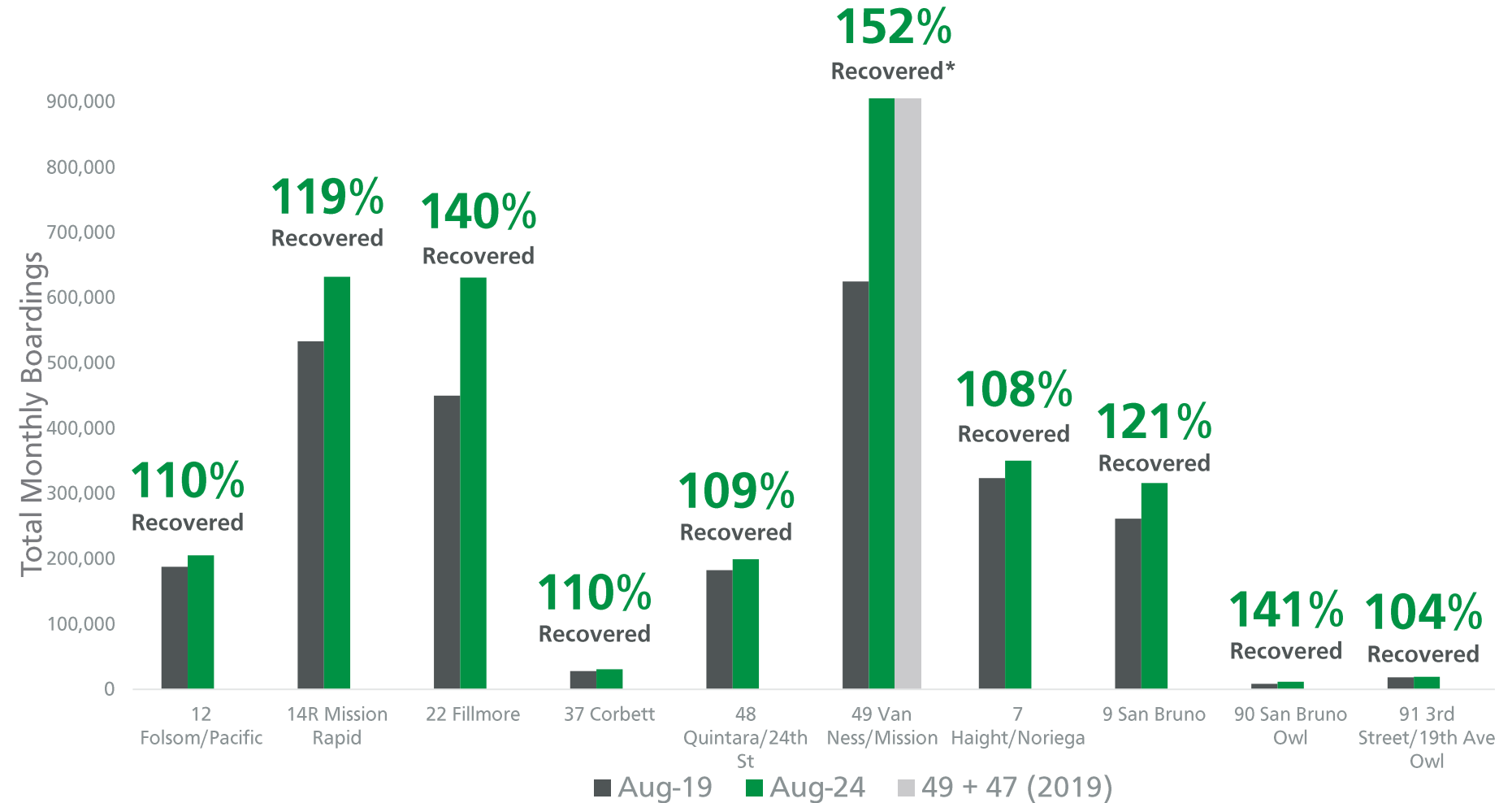
# Average Weekday Faregate Exits



Note: Excludes West Portal, which was impacted by L Bus transfers in 2024

# August 2024 – Top 10 Recovered Routes

## All have more riders today than before the pandemic



Recovery baselined against total monthly boardings from the same month in calendar year 2019.

\*The 49's ridership in 2024 is 99% of the combined 47 + 49 ridership in 2019

# Centering Customer Experience

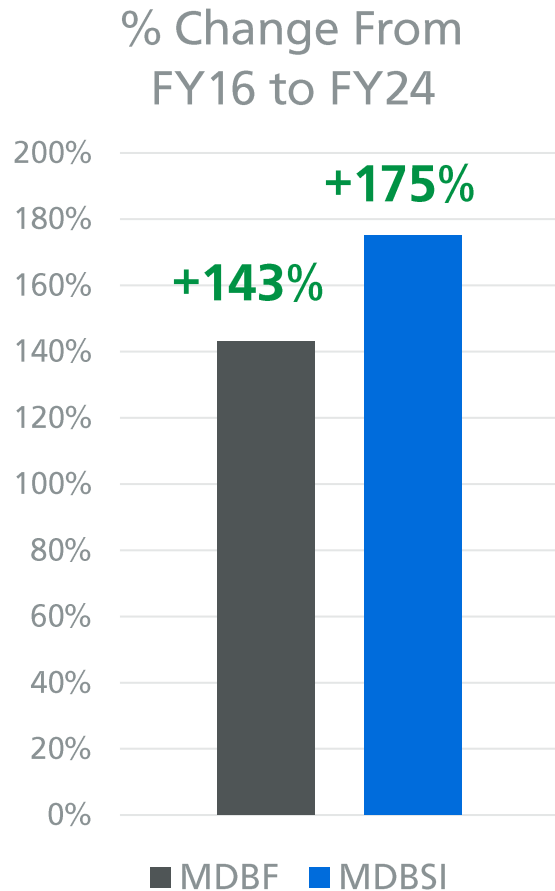


Every quarter we are getting better at using data to inform decision making, and we are doing that now with our bus reliability metrics



# Improving Bus Reliability

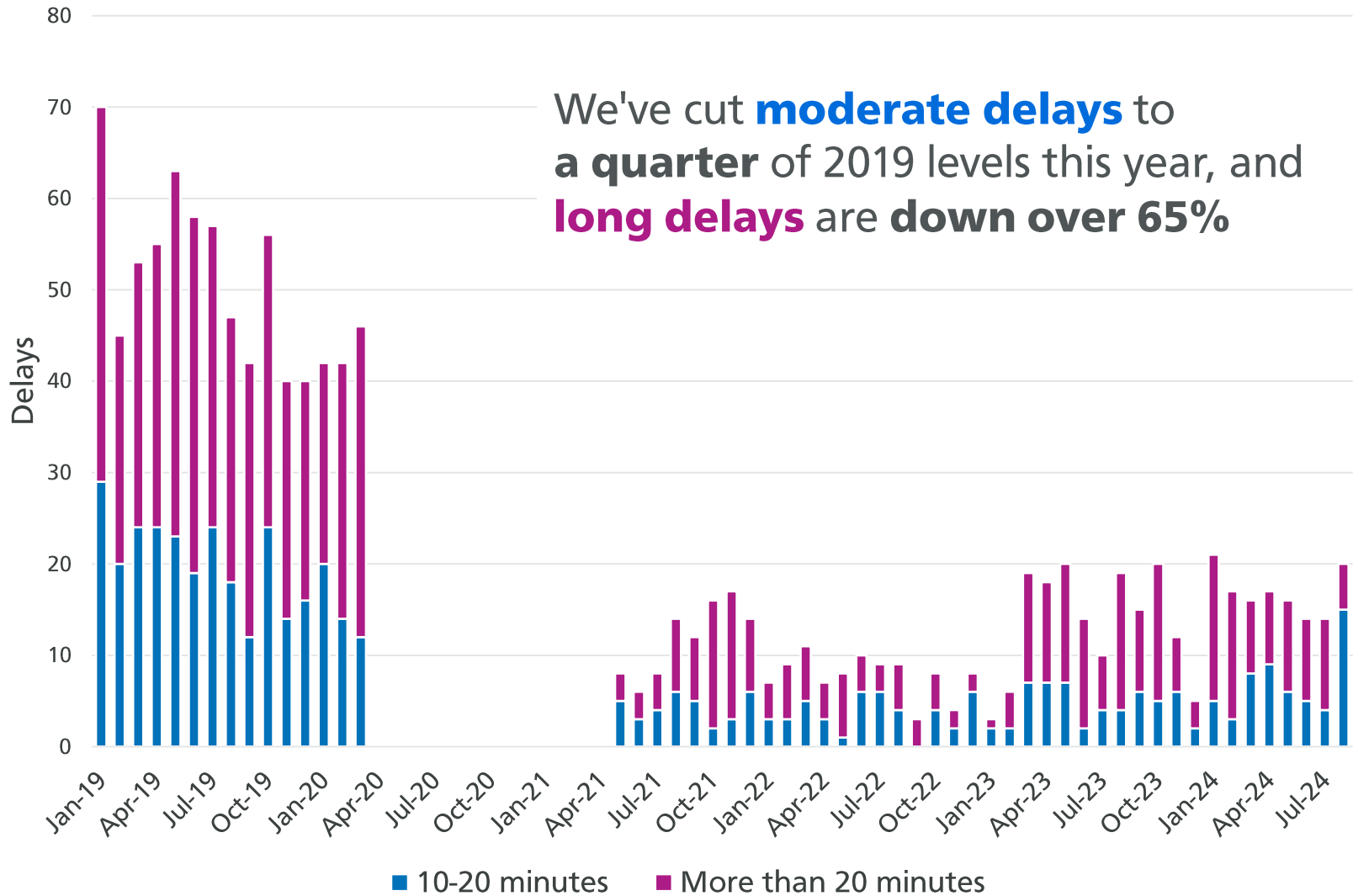
## Breakdown Data Trends



	FY14	FY16	FY20	FY22	FY24
MDBSI	1,248	1,517	3,430	3,826	3,442
MDBF	4,355	5,418	12,160	11,737	10,597

- We recently adopted a new metric for bus reliability: mean distance between service interruptions
- Both MDBF and MDBSI show benefits of transformative fleet program
- Fortunately, our data records are robust enough that we can back-cast MDBSI to understand historic trends

# Market Street Subway Delay Events





# August Headway Adherence

- Headway adherence systemwide reached **87%** for August 2024, consistent with prior months.
- Headway adherence for Metro/Rapid routes reached **89%** in August 2024 while other routes reached **87%**
- Top 5 routes by headway performance for August include:
  - 38R Geary Rapid (92%)
  - 45 Union-Stockton (91%)
  - 14R Mission Rapid (91%)
  - 22 Fillmore (91%)
  - N Judah (91%)

# Reducing crowding

## 48 Quintara-24th Street & 28R 19th Avenue Rapid

An additional trip was added to serve riders on both routes during the morning school commute time

## 9 San Bruno

On weekends, increased the size of buses that serve the 9 San Bruno Route; now vehicles are 60-feet long

## 1 California

Adjusted weekday service on busiest portion of route:

- Clay to Drumm streets
- Presidio Avenue to California Street



# Making trips safer and more reliable

## **31 Balboa: Safer Taylor Street Project**

Consolidated stops to improve reliability

## **43 Masonic: Frida Kahlo Quick-Build Project**

Consolidated stops to improve reliability and traffic safety

## **38/38R: Geary Blvd Improvement Project**

Moved stops to improve travel times

## **18 46<sup>th</sup> Ave/29 Sunset/58 Lake Merced:**

Moved stops to improve travel times as part of 29 Sunset Improvement Project



# Operator Requests and Construction

**30 Stockton: stop changed on the Presidio end of the route,** new Presidio Terminal at Crissy Field

**1X California Express: stop change as the bus heads downtown,** the [Bush St & Sansome St](#) stop moved to west end of Bush Street

**5R Fulton Rapid: additional stop added to increase access and reduce crowding on 5 Fulton,** at [McAllister St & Laguna St](#), both directions

**25 Treasure Island: stops changed due to construction,** four stops removed

**67 Bernal Heights: bus takes new route, but makes all stops,** uses 26th instead of 25th St for easier turn



# Back to School Coordination

## SFUSD students went back to school August 19

- Worked with SFUSD, universities and private schools to message service changes & Twin Peaks Tunnel construction
- Webpage at [SFMTA.com/Muni2School](https://www.sfmta.com/Muni2School)
- Returning “school trippers” service

## SF State University stopped shuttle operations between the Daly City BART Station and campus

- Muni routes connecting the Daly City BART Station and campus: 28/28R 19th Avenue and 57 Parkmerced
- With SFSU Gator Pass, Muni is free and BART trips beginning and ending at Daly City BART Station are 50% off
- Learn options at [SFMTA.com/Muni2SFSU](https://www.sfmta.com/Muni2SFSU)



# L Taraval Project Completed





# Doubling K Ingleside Capacity





# San Jose Avenue Transit Lane



# Service Next Steps

## Service Change Process

- Strong leadership by SFMTA Board to support staff focus on quality of service over quantity of service
- Tough decisions coming in 2025
- Will continue to focus on values and quality as guiding principles
- Will develop a road map on next steps informed by the Muni Funding Working Group and the Muni Service Equity Work Group

## Service Change Timelines

- Bus and rail changes anticipated in early 2025

# Looking Forward



Improvements in Muni reliability are driving our **growing ridership and customer satisfaction**



Reliability improvements supported by **transformed fleet management program**, proactive maintenance, and newer vehicles

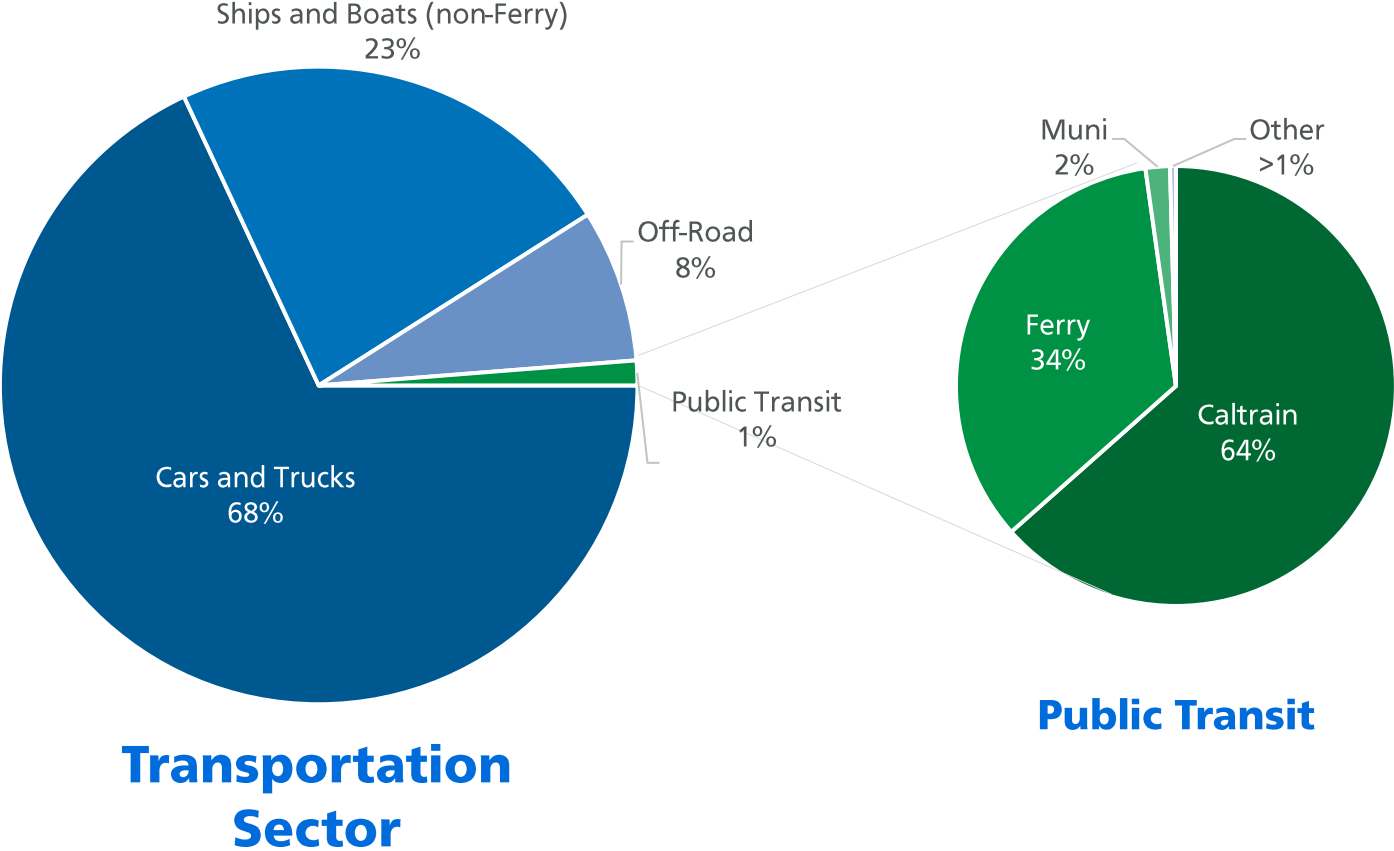


Procuring more hybrid vehicles is necessary to support this, and our **mode shift and emissions reduction goals**



# Most transportation emissions come from cars and trucks; very little from Muni

San Francisco Greenhouse Gas Emissions, 2020



# Battery Electric Bus Pilot Program

- Goal: Evaluate state of battery electric bus technology.
- Launched in 2019, procured three 40-ft battery electric buses each from four suppliers
- Participants: New Flyer, BYD, Proterra, and Nova Bus



**NEW FLYER**



**BYD AUTO**



**PROTERRA**

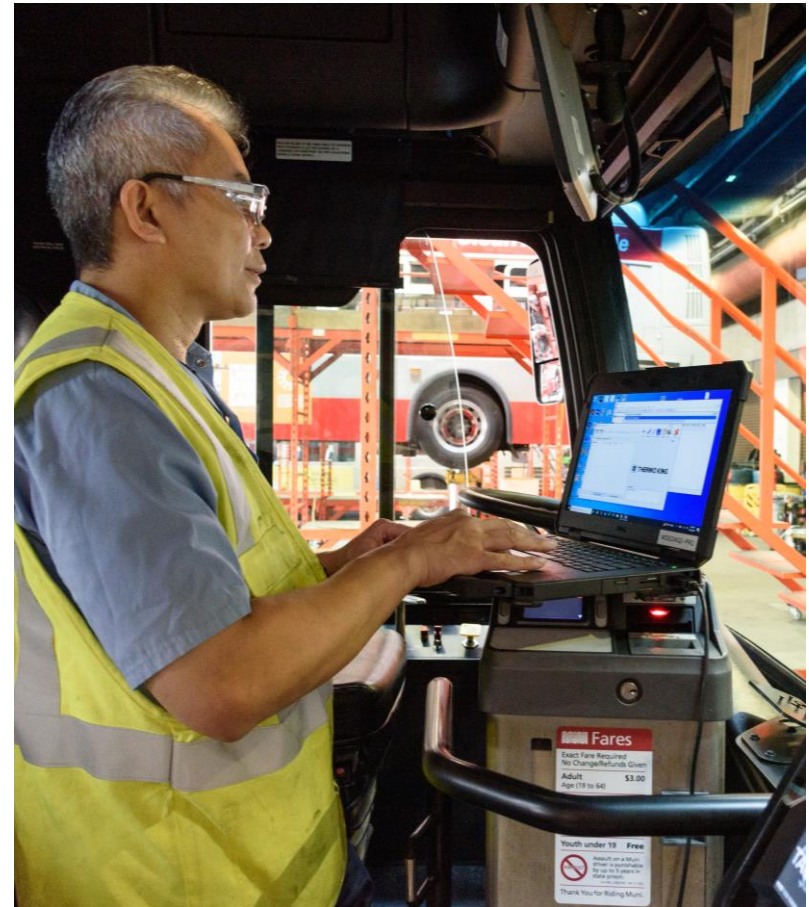
**NOVA BUS**



# Lessons Learned

## Challenges with New Technology

- BEB technology is rapidly evolving
- BEBs can navigate San Francisco's operating environment
- Reliability is not comparable to existing buses but will improve over time



# Lessons Learned

## Facility Upgrades

- Facility upgrades more complex than vehicle procurements due to cost, regulatory complexity, and coordination with utilities
- Alignment between Building Progress and Fleet Plan critical and captured in updated Facility Framework
- Large costs (over \$2B) associated with electrification represent greatest risk to the program





# Next Steps – Battery Electric Buses



- Facility Grant enables purchasing of 18 new battery electric buses:
  - 12 40ft buses
  - 6 60ft buses (first test of articulated buses in SF)
- Additional battery electric bus expansions will be linked to future facility upgrades

# Next Steps - Trolleybuses



- Trolleys are an important part of SFMTA's zero-emissions program
- In Motion Charging trolleys are promising because they can operate off wire for long distances –pilot underway
- The SFMTA working to maintain trolleybuses in North America
  - Formed consortium of North American trolley bus operators
  - Chair of UITP Trolley Committee

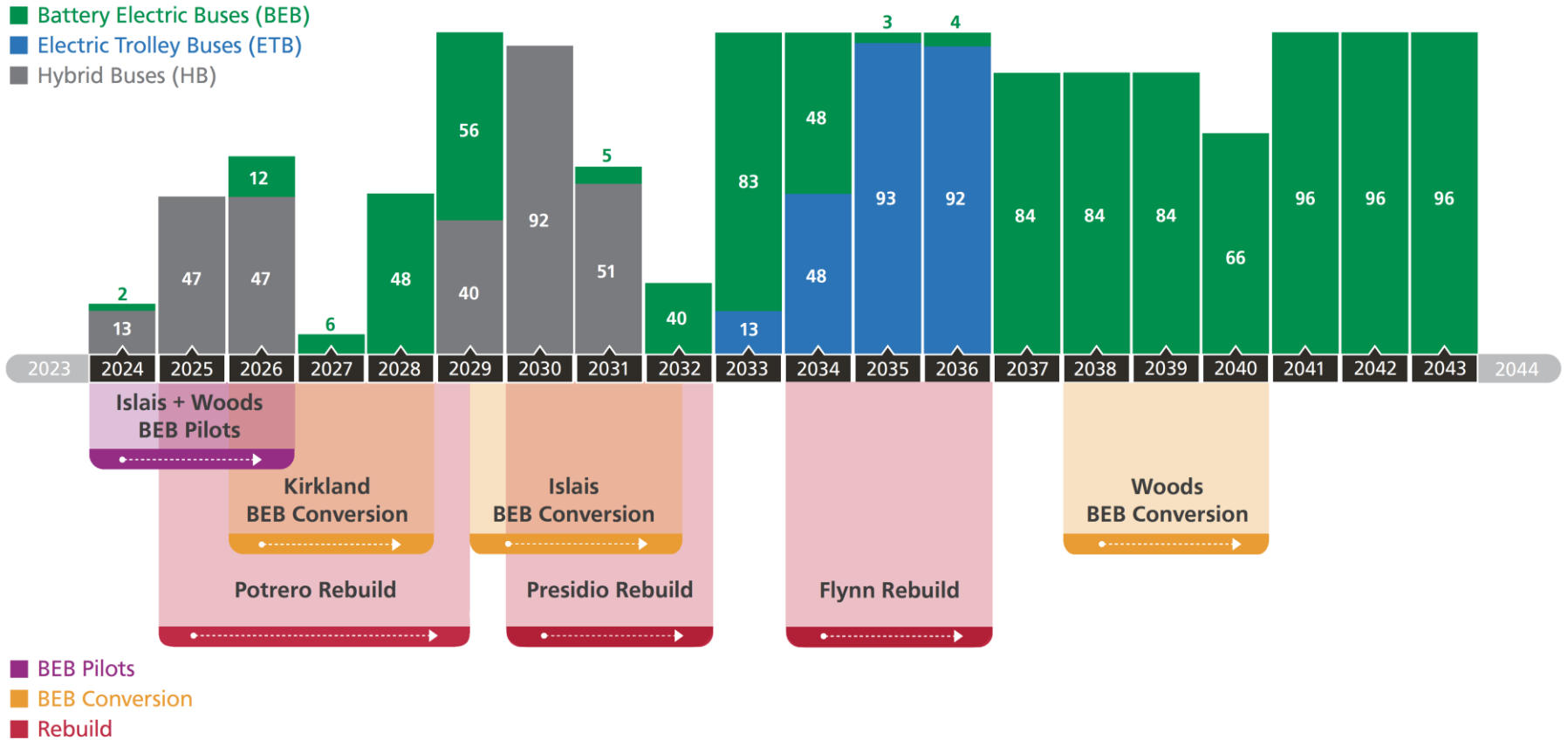
# Next Steps - Hybrids



- SFMTA Board approved contract with New Flyer to build 94 hybrid electric buses
- Facilities Framework identifies need to purchase mix of low and zero emission buses through 2031

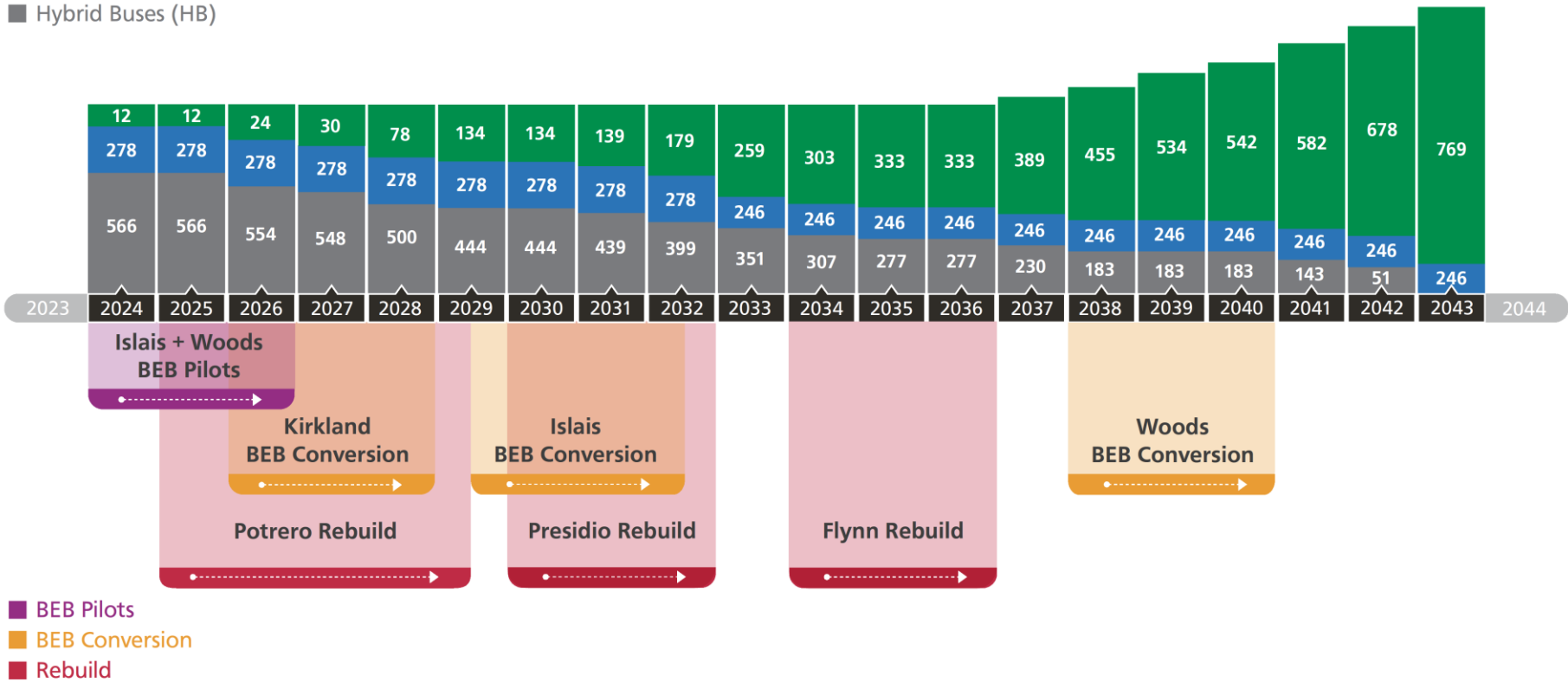


# Hybrid and ZEV Procurements



# Future Fleet Composition

- Battery Electric Buses (BEB)
- Electric Trolley Buses (ETB)
- Hybrid Buses (HB)





A blue-tinted photograph of a San Bruno Rapid bus at a station. The bus is white with a blue stripe and has "9R SAN BRUNO RAPID Downtown" on its destination sign. The number "8801" is visible on the front. Passengers are boarding the bus. The background shows trees and a clear sky.

# Thank you