



SFMTA

Upcoming Muni Service Improvements

SFMTA Board of Directors
September 17, 2019



Service Change Overview

SFMTA is working on a new schedule for January 2020 that emphasizes improving reliability and the customer experience

Highlights include:

- Enhancing reliability
- Improving customer connections
- Reducing missed service

Enhancing Reliability

Subway reliability and bus crowding are two paramount issues we hear from customers. In response, we are implementing:

- Turning the J Church past Embarcadero Station outside of the subway to reduce AM Peak congestion in the Muni Metro tunnel
- Upgrading the 7 Haight to a 60 ft bus line
- Small running time adjustments throughout the system

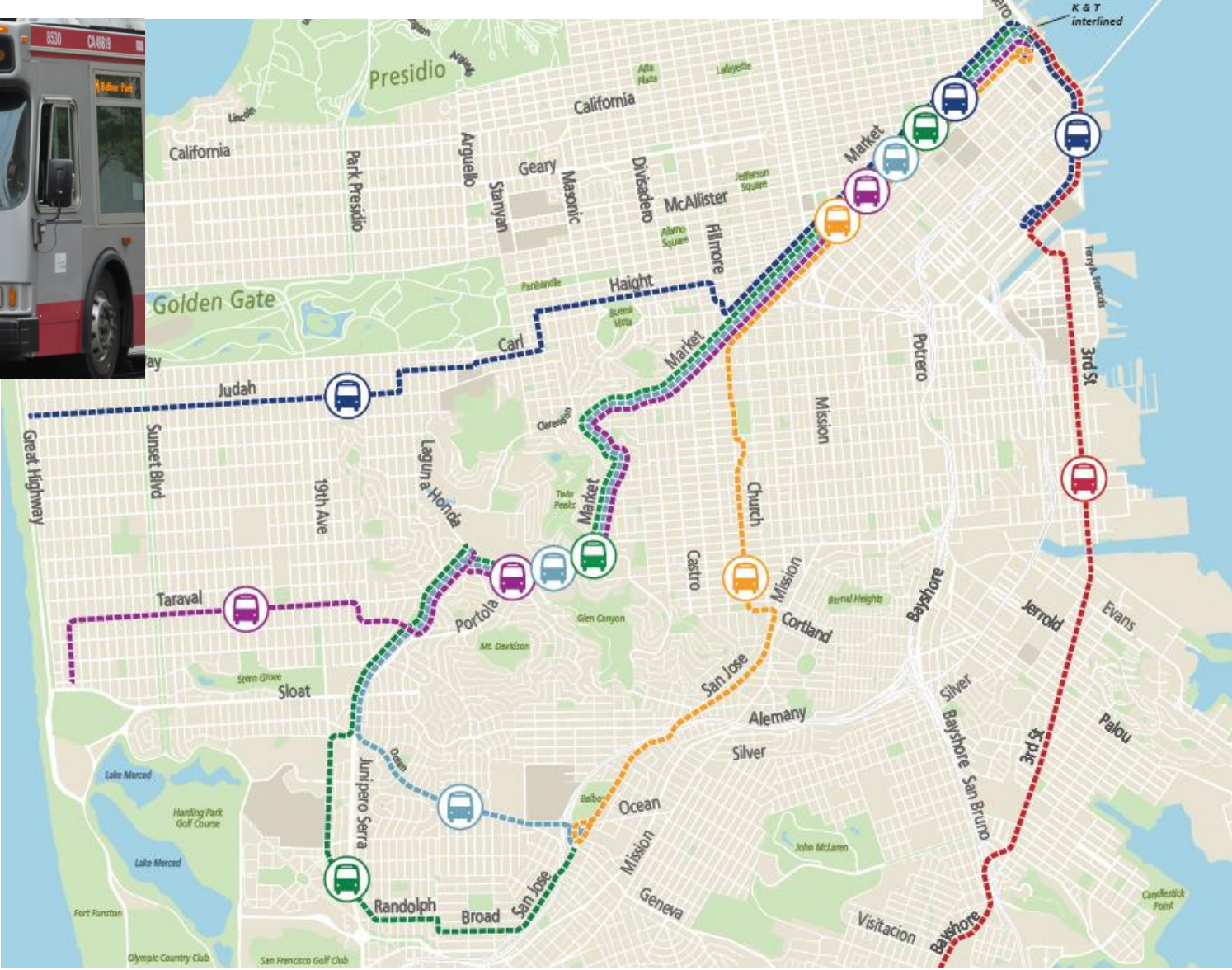


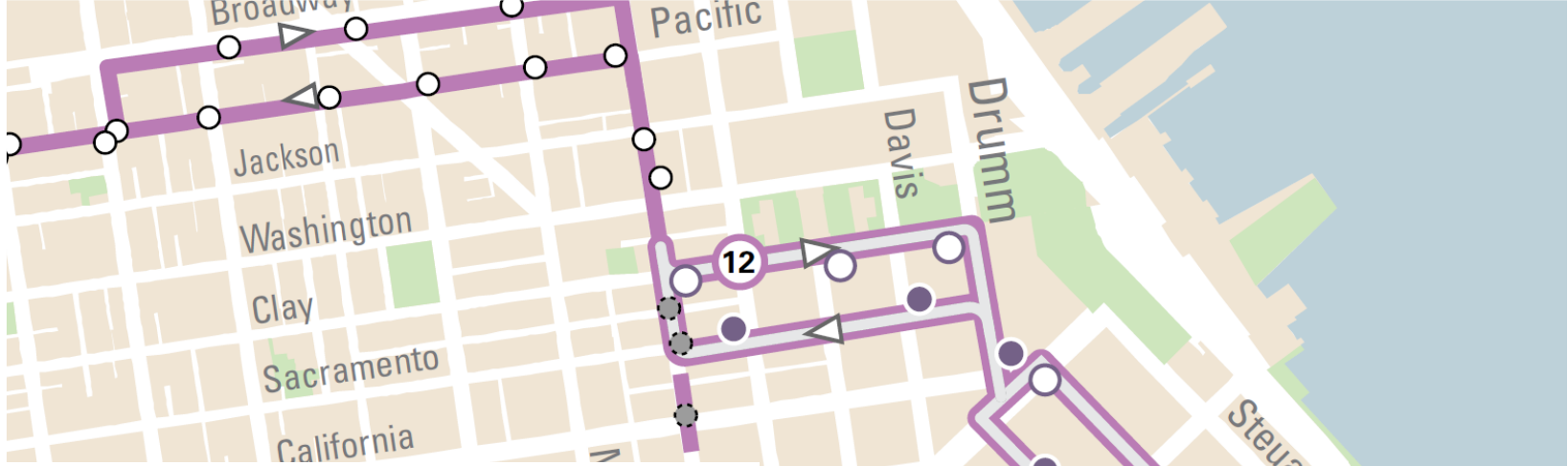
Improving Customer Connections

We are implementing several changes to make connections more direct and/or serve new and emerging neighborhoods including:

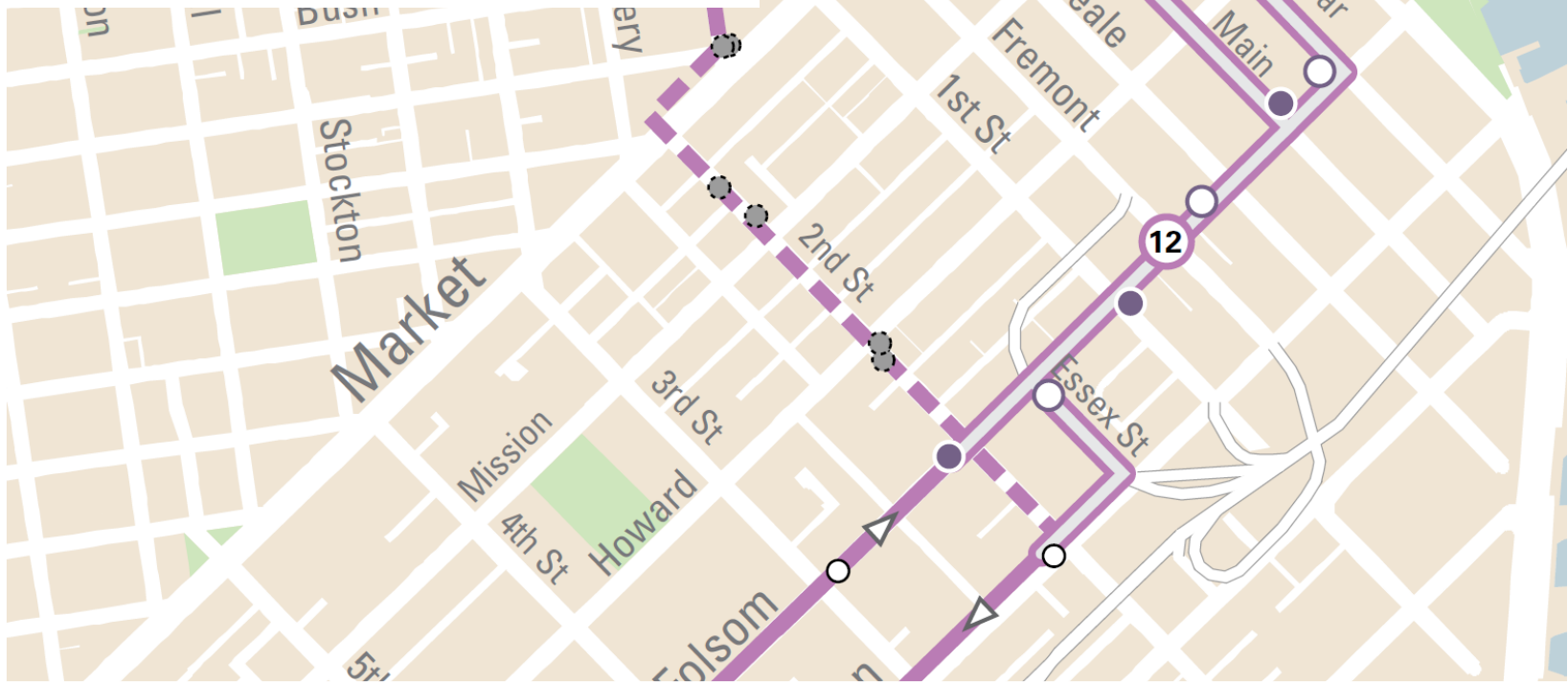
- Restructuring the Saturday and Sunday early morning rail service so customers have a one seat ride
- Returning the 30 Stockton to 4th St - Harrison to Townsend
- Extending the early morning trips of the 9R to McLaren Park
- Implementing the extension of the 12 Folsom into Rincon Hill
- Improving customer experience at southern end of 29 Sunset

Weekend Early Morning Service





12 Folsom Extension



Reducing Missed Service

In addition to hiring more Operators, we are also implementing service efficiencies to reduced missed trips

- Adjusting the number of part time positions in the schedule to reflect current part time staffing levels
- Reducing vehicles on the F line to match staffing
- Modifying the LRV schedule to increase two-car trains
- Removing the last trip for all the Richmond Expresses



Next Steps

These changes will go through the operator sign up process in the November timeframe

- The sign up will be system-wide and provide an opportunity for operators to change lines and divisions
- The October new Operator class will be temporarily reduced to 30 new students to train existing Operators on new equipment

Anticipated implementation timeline early 2020