

# Moving San Francisco Forward

## FY 2022-2023 Annual Report

### Letter from the Director

Mobility is central to San Francisco's transformation as the city continues to adjust to the changes that were set in motion by the COVID-19 pandemic. We know our city will reinvent itself as it has done many times in the past. And, to support its reinvention, the SFMTA is undertaking important work to advance equity, economic vitality and joy in our city.

Much of our work has been transformative in and of itself, as you will read in this annual report. It covers our agency's major accomplishments during the 2023 fiscal year, from July 1, 2022, to June 30, 2023.

The Central Subway opened for full service on January 7, 2023, and it is a once-in-a-generation project. The Central Subway gives riders a direct connection between Chinatown and Visitacion Valley, and between the Bayview and Union Square. All the neighborhoods served by the T Third have a faster and more direct connection to the regional rail network at the Powell Street BART and 4th Street Caltrain stations, and the T Third service in the Central Subway expands job access to some of San Francisco's lowest income residents.

We are extremely proud of the work we did to make Muni service faster and more reliable. Riders are coming back, and nearly two-thirds of respondents to a rider survey we conducted in the fall of 2022 rated Muni service as "good" or "excellent." This is a 9% increase from 2021 and the strongest increase since 2018. Three in five people who responded to a community survey we conducted in February 2023 approve of the SFMTA and Muni's performance, and 71% of people who ride Muni on a regular basis approve of the job we're doing.

We are also transforming our streets. We are implementing safety improvements more quickly and efficiently than we ever thought possible and are centering safety in all our street projects. As of the end of the 2023 fiscal year, we had lowered speed limits to 20 miles per hour on 25.5 miles of San Francisco streets. Slowing down vehicle speeds is one of the most effective tools to prevent traffic deaths, a goal we urgently need to achieve.

We still have much work left to do. We must achieve our goal of eliminating traffic deaths. We must reduce pollution and greenhouse gas emissions by increasing the use of transit,

walking and rolling. We must increase trust between our agency and the diverse communities we serve. And we must achieve these goals with fewer financial resources. But this agency is getting better all the time, thanks to the collaboration, problem solving and hard work of the SFMTA staff. I am so grateful for their tireless efforts to make this city's transportation system safer, more accessible and more robust than it already is.

Jeff Tumlin

Director of Transportation

## By The Numbers

5,985 SFMTA employees

2,482 Muni operators

339 Parking Control Officers

165 Crossing guards

1,050 Hires

18 Labor unions that represent SFMTA workers

307 SFMTA staff trained in racial equity

16,000+ Customer inquiries, complaints and commendations processed

20.6M Website visits

847 Muni buses and trolleys

196 Light rail vehicles

10 Battery electric buses

47 Historic street cars

42 Cable cars

72 Muni lines

294,263 Average weekday ridership

75 Miles of transit lanes

1,286 Traffic signals

25,292 Metered parking spaces  
21 Off-street parking garages  
467 Miles of bike lanes  
11,000+ Bike racks  
32.2 Miles of Slow Streets  
25.5 Miles of streets with 20 mph restriction or reduced speed  
43 Miles of Protected Bike Lanes  
305 Bikeshare stations  
536 Special events supported with street closures  
928 Taxi medallions  
2.3M Taxi trips  
797 Disabled parking zones  
144 SFMTA-owned paratransit vehicles  
154K Paratransit trips  
250 Flag stop conversions  
82,9999 Essential trip card trips  
500 Accessible/audible pedestrian signals  
4,688 Bikeshare program e-bikes  
11,405 Scootershare program scooters

## Central Subway

After more than two decades and thousands of hours of work involving hundreds of SFMTA staffers, the Central Subway opened on January 7, 2023. The T Third Line runs from Chinatown through the subway's four stations and then above ground to Visitacion Valley, Bayview, SoMa and other neighborhoods in the southeastern portion of San Francisco. It offers direct light rail service between areas of the city that had previously been underserved by public transit.

The Central Subway's origins go back to the aftermath of the 1989 Loma Prieta earthquake, when then-Mayor Art Agnos and community activist Rose Pak made a deal to replace the damaged Embarcadero Freeway with public transit. The 1.7-mile Central Subway has four new stations that welcome riders at 4th & Brannan, Yerba Buena/Moscone Station, Union Square/Market Street Station and Chinatown-Rose Pak Station. Each station features public art that depicts the residents, histories and character of the station neighborhoods.

During the Central Subway's first six months in operation, the new stations saw an average of 2,700 boardings per day on weekdays and 2,600 per day on weekends.

## Rider and community satisfaction

How our customers and community feel about our performance is the most important measure of our success. By being transparent, accountable and innovative in our project and service delivery, we are improving the Muni system and San Franciscans are noticing. Two-thirds of respondents (66%) rated Muni service as "good" or "excellent" in our most recent rider survey, a 9-point increase from 2021. 71% of Muni riders and 61% of all respondents approve of the job the SFMTA is doing, according to our 2023 community survey. Residents gave Muni a B- in the bi-annual city survey -- our highest score in six years -- and we were the only city service to improve on our 2019 rating. Increasing rider and community satisfaction reflects the work we do every day. We are proud of our progress and committed to keep innovating, delivering and improving the services San Franciscans need and deserve.

## Ridership Growth

As we continue to rebound from the COVID-19 pandemic, Muni is moving San Francisco forward. Our ridership growth is strong and steady, with Muni recovering 63% of pre-pandemic ridership systemwide as of the fiscal year 2023. We aren't just restoring service, we're building it back better than before — faster, more reliable and better adapted for trips between neighborhoods. Where we've invested in improvements, we've seen the biggest ridership gains, with five Muni lines now carrying more riders than they did before the pandemic. Neighborhood bus lines are leading our ridership growth, and some like the 22 Fillmore — with 114% of pre-pandemic ridership — are national outliers for ridership growth. While downtown recovery remains challenging, our path forward is clear: with judicious use of limited resources, we will continue to grow our ridership and reliability, and lead San Francisco's recovery.

## Refurbished transit platforms and shelters

Riding Muni doesn't start on the bus or train. It starts at a transit stop. That's why we made major improvements to Muni stops this year by increasing cleaning, repairing and upgrading transit shelters and providing customers with better real-time transit arrival predictions. We increased Muni stop cleaning by 50% compared to previous years. We also repaired and upgraded many transit shelters by removing graffiti, replacing glass, benches and map cases and doing other repairs where they were needed most. At the same time, we replaced text-based digital signs with new LCD displays that feature accessible text-to-speech capability, larger and clearer text and letters and characters in multiple languages. We're also using a more sophisticated and accurate arrival prediction algorithm so riders can better plan their trips on Muni.

## Muni Safety and Security

Everyone deserves to feel safe and be free from violence on Muni vehicles, at Muni stops and in Muni stations.

This fiscal year, we launched MuniSafe, a campaign to make Muni safer for riders, bystanders and staff. We increased our staff presence on Muni to discourage misconduct or criminal activity and to defuse conflicts if they do occur. We also launched a public awareness campaign to educate the public about the SFMTA staff who are out in the system to support them — from our station agents to our transit inspectors to our Muni transit ambassadors. Our Safety Equity Initiative made it possible for Muni riders to report incidents of gender-based harassment directly to the SFMTA, which allowed us to identify a person who had repeatedly harassed women on Muni. Through our close collaboration with the police department, that person was arrested. With numerous high-resolution video cameras on each of our vehicles, anyone who engages in criminal activity on Muni will be caught. MuniSafe is about responding to the activity we're seeing on the system and developing projects and programs that directly address the safety issues.

## Muni data transparency

Muni Data Dashboards, introduced in 2023, allow the public to access data the SFMTA uses to make decisions about changes to Muni service. The agency uses data to analyze where riders are boarding and where and when there is crowding on Muni vehicles. This helps us better align ridership with how often the buses and trains run on specific routes, and service adjustments are made using this information along with the principles of our Muni Service Equity Strategy and the agency's values.

The dashboards feature data on systemwide ridership recovery, ridership recovery by route, average daily boardings by route, percent of daily trip crowding by route, scheduled service and ridership recovery by route, subway performance and service quality. They are available at [SFMTA.com/MuniData](https://www.sfmta.com/MuniData).

## New Transportation Resource Center in the Bayview

We opened the Transportation Resource Center in San Francisco's Bayview-Hunter's Point District in the summer of 2023. The Center, located at 5009 Third Street, makes information and services for transportation easily available for neighborhood residents, with staff on site to help navigate forms and requirements. The Center, which is run by the SFMTA in partnership with the Community Youth Center of San Francisco, is a one-stop shop where people can sign up for Clipper Cards and Muni Transit Passes, access Paratransit services, learn how to use the Muni system and the MuniMobile app and find out how to access Scootershare and Bikeshare services. It is part of the SFMTA's larger Bayview Community Shuttle Program, which is expected to begin operating in 2024 and will help Bayview-Hunter's Point residents connect with public transit.

## Autonomous vehicles

San Francisco has been ground zero for testing autonomous vehicles (AVs). In FY 22-23, two companies — Cruise and Waymo — tested driverless AVs throughout San Francisco. A third company, Zoox, tested AVs with safety drivers behind the wheel. The SFMTA does not regulate AVs, but, as the government agency that manages San Francisco's limited street space, our goal is to ensure that the technology is safe, meets the needs of the city and protects the public interest. Throughout the year, we collected data about AV performance and stayed in regular contact with the AV companies as well as with state and federal regulators. In our comments to regulators, we explained our concerns about incidents on San Francisco streets such as driverless AVs stopping in the middle of the street and blocking Muni buses and emergency vehicles. We urged regulators to authorize an incremental expansion of AV services — rather than an unlimited expansion — until those issues are resolved. We truly hope that automated driving can significantly improve safety and provide other benefits to those who travel in San Francisco.

## Racial Equity and Belonging

The Office of Racial Equity & Belonging (OREB) develops, implements and monitors the SFMTA's Racial Equity Action Plans; manages SFMTA equity training and accountability

systems; and works to create a culture of respect and inclusiveness within the workforce. This year OREB offered racial equity training to more than 300 SFMTA staff and leadership and created a program called Community Connections to increase skills and promotional and hiring opportunities for current staff and members of the community. In collaboration with the agency's Cable Car Division, OREB organized five cultural heritage cable cars to recognize Black History Month, Native American Heritage Month and others. OREB also coordinated the Youth Transportation Advisory Board, which enables youth to share input and information on behalf of young members of the community. OREB listens to the concerns of SFMTA workers, amplifies those concerns and offers recommendations to create a more just SFMTA.

## Street safety

We are committed to prioritizing street safety for everyone — particularly for people walking, biking, on scooters and skateboards and in wheelchairs, as they make up the majority of traffic deaths in San Francisco. Through the city's Vision Zero program, we work with the Mayor's Office, the Department of Public Health, other city agencies and community groups to reduce unsafe speeds and redesign streets. As of the end of FY 2023, we had lowered speed limits to 20 miles per hour on 25.5 miles of San Francisco streets. Slowing down vehicle speeds is one of the most effective tools to reduce traffic deaths. During the year, we installed Quick-Build pedestrian and bicyclist safety improvements along Evans Ave. between Cesar Chavez and 3rd St.; Franklin St. between Broadway and Lombard; and Battery and Sansome Streets from Market and Vallejo. We know zero is the right goal and we're centering safety in all our street projects.

## Scooter safety initiatives

We want sidewalks and intersections across the city to be safe and accessible for everyone. This year, our teams took major steps to address scooter safety. We launched a multi-channel campaign to educate people who ride electric scooters. The material covered three key rules: no sidewalk riding, speeding or double riding. To spread the word, we placed posters on Muni vehicles and digital shelters. We also ran display and social media ads. Beyond the campaign, the SFMTA also issued geofencing specifications to permitted scooter companies. The idea: use technology to prohibit scooter parking along parts of the waterfront and The Embarcadero, areas where we receive the most complaints about scooter parking and improper riding. The goal: Safer and more accessible sidewalks.

We are proud to see these initiatives strengthen other agency efforts related to scooter safety — from our Active Communities Plan to infrastructure. See the data section of this report to learn about our scooter infrastructure achievements.

## Climate resilience

Scientists predict San Francisco could see up to seven feet of sea level rise by the end of this century. Already, the Bay Area has experienced torrential downpours and hurricane-level winds linked to climate change. The SFMTA is planning long-term for climate and seismic risks. We're working with partners across the city, region and state.

Our focus: make San Francisco's transportation networks and facilities more resilient.

This year, we made a significant contribution to the Port-led Waterfront Resilience Program. The program proposed a range of strategies to help our waterfront adapt to a changing climate. These included raising the seawall or moving the shoreline. The SFMTA conducted an analysis of these tactics to determine how they could impact our transportation network. The result: our Waterfront Resiliency Transportation Assessment, which influenced the next chapter of the program.

We also submitted a grant proposal to Caltrans for the Embarcadero Mobility Resilience Plan, which will identify critical projects that could protect transportation infrastructure along the waterfront. Soon after the fiscal year ended, we were awarded the largest planning grant the SFMTA has received from Caltrans: over \$1.3 million.

## Taxi upfront fare pilot program

In Nov. 2022 we launched the Taxi Upfront Fare Pilot Program to give taxi customers the ability to book a taxi trip through a taxi e-hail app and pay a flat-rate, upfront fare. It also allows taxis to be dispatched to customers using approved third-party apps. (Currently, Uber is the only third-party app participating in the pilot.) Allowing the taxi industry to provide customers with an upfront fare eliminates the price uncertainty and “meter anxiety” that some riders may experience, while allowing the taxi industry to evolve and offer services that align with current trends within the for-hire transportation industry. As of the end of FY 22-23, more than 52,000 trips had been provided through the pilot program. An analysis of the geographic distribution of Third-Party Pilot Trips indicates that these trips are helping to extend the density of taxi pick-ups to outer neighborhoods in San Francisco that have historically been underserved by the taxi industry. The pilot will continue until June 30, 2025.



## Outreach and engagement

This year we were recognized by the International Association for Public Participation (IAP2) for our public engagement efforts on the Central Subway and the Potrero Yard Modernization Project. The Central Subway was awarded the Diversity, Inclusion and Culture Core Values Award and the Project of the Year Award for engaging with the diverse communities and neighborhoods impacted by the project. We worked closely with community partners, including the Chinatown Community Development Center, Community Youth Center, Chinatown merchant groups, Union Square Alliance, Yerba Buena Alliance, the Bayview community and many others. The Potrero Yard Modernization Project was awarded the General Project Award. A key part of the project's engagement has been the Potrero Yard Neighborhood Working Group, which serves as a conduit to the greater community. Bilingual English-Spanish communications have also been part of public engagement from the start. Both projects worked closely with community partners to ensure our outreach and engagement was culturally appropriate.