



## Transit-Only Lane Enforcement

Known as TOLE, this program is part of a comprehensive initiative that aims to improve safety and Muni reliability.

### MOVING MUNI FORWARD

Muni Forward brings together in one place the long list of projects and planning efforts underway to achieve our vision of creating a safer, more reliable, and more frequent transit system. A big part of this effort includes transit priority projects designed to address transit delay, improve reliability, and increase the safety and comfort of customers along our most heavily used routes, such as transit-only lanes. Transit-only lanes allow Muni to bypass traffic jams, saving time and improving reliability. When private and commercial vehicles drive or park in these lanes, they contribute to longer transit travel times and reduce transit service reliability. Transit-only lane enforcement (TOLE) is part of a comprehensive approach to keeping transit-only lanes clear for buses and helping customers get to their destinations on time.

*The TOLE program is critical component of Muni Forward, protecting our current and future transit-only lanes.*

### TOLE

In 2008, the SFMTA started a pilot Transit-Only Lane Enforcement (TOLE) program that uses cameras on board buses to enforce transit-only parking violations. The program's goal is to improve transit service by discouraging vehicles from obstructing transit-only lanes. With this program, vehicles illegally parked or stopped within a dedicated transit lane have their license plate captured by a video camera on a passing bus and the registered owner receives a citation in the mail. In 2011, approximately 23% of the TOLE citations were issued to commercial vehicles.

San Francisco has 26 miles of transit-only lanes, and another 22 miles planned over the next decade. The TOLE program is part of a multi-tiered approach to keep these lanes moving for buses. In addition, the SFMTA is painting the lanes red to provide a strong visual reminder to road users to avoid using the transit-only lanes, and has invested in transit signal priority to reduce the amount of time buses spend waiting at traffic lights.

The 38L bypassing traffic on a red transit-only lane



TOLE bumper sticker on a Muni vehicle



## QUICK FACTS

<i>% of Muni buses equipped with TOLE cameras</i>	<b>100%</b>
<i>Privacy complaints received about TOLE program to date</i>	<b>Zero</b>
<i>Total length of dedicated transit lanes in San Francisco (2014)</i>	<b>26 miles</b>
<i>Total length of dedicated transit lanes planned in San Francisco</i>	<b>22 miles</b>
<i># of people carried daily by transit along TOLE protected corridors</i>	<b>160,000</b>
<i>Parking prohibited TOLE citations as % of all parking prohibited citations issued (FY14)</i>	<b>5%</b>

## RESULTS

### **The program is showing promising results reducing major delays to transit vehicles along TOLE corridors.**

- The 38L Geary achieved a 3% daily and 7% afternoon reduction in delays on westbound Geary Street.
- The 2 Clement and 3 Jackson achieved a 15% daily and 20% late afternoon reduction in delays on westbound Sutter Street.

### **With the TOLE program in place, the City has been able to change motorist behavior and reduce the frequency of repeat offenders obstructing transit-only lanes.**

- In 2012, nearly 4,000 TOLE citations were issued in the City. Between March and August that year, 1,800 TOLE citations were issued to over 1,700 different vehicles. Of those, only 2% received another TOLE citation during the same three-month period in 2013, and only 1% received a TOLE citation in the same 2014 period.
- Parking Control Officers viewing collected TOLE videos report that occupied illegally parked vehicles are now more likely to leave bus stops and lanes ahead of buses.

*With increasing congestion and ridership, TOLE is helping keep our buses and customers moving safely!*

## NEXT STEPS

### **The TOLE program has proved itself an integral part of the SFMTA's effort to improve transportation in San Francisco. Going forward:**

- The TOLE program is authorized under state law and efforts are now underway to reauthorize the program to ensure that it will continue to support Muni Forward and the City and County of San Francisco's investment in transit-priority streets.
- Proposed revisions to the program will enable the system to enforce driving in transit-only lanes, "blocking the box" intersection violations, and illegally parking in bus zone violations not located within a transit-only lane. These citations would continue to be administered as parking tickets, not moving violations, thus imposing no additional penalties on drivers but ensuring these dedicated lanes are as clear as possible during the most congested times for transit vehicle access.