



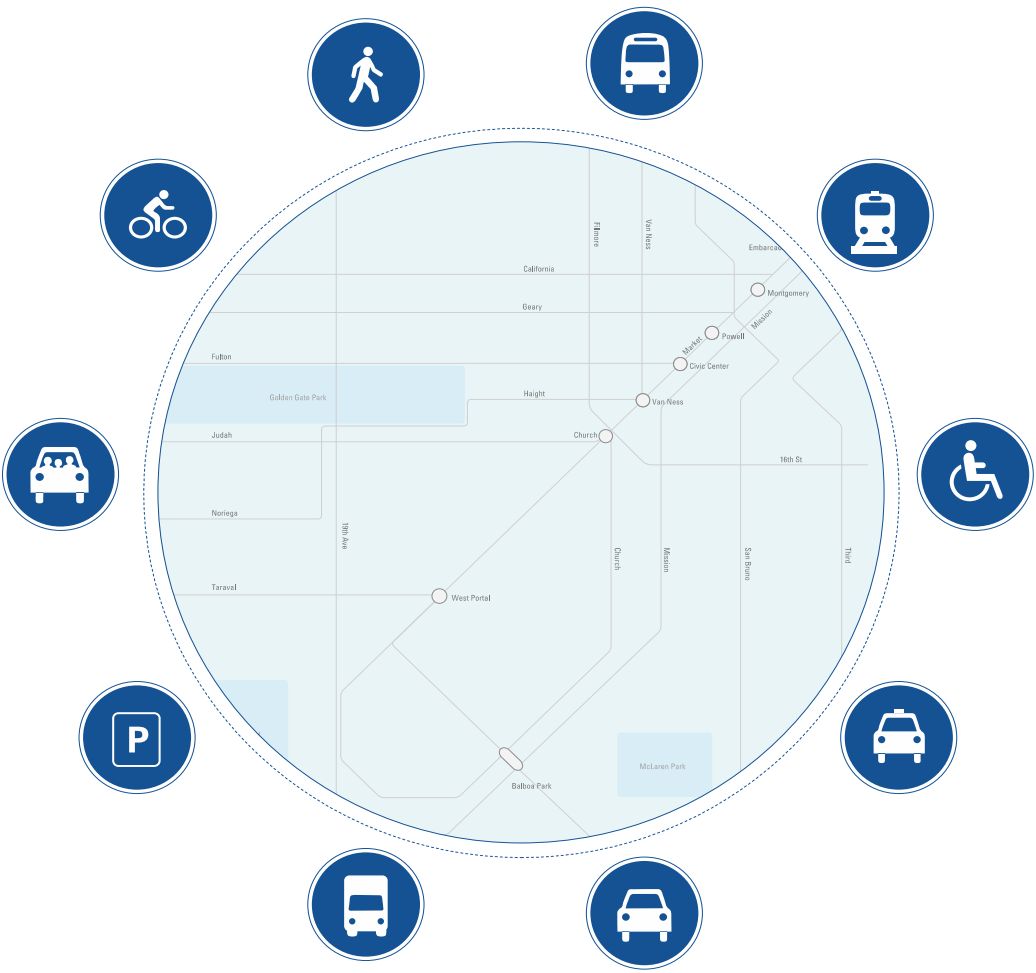
streets for all

SFMTA CAC Presentation January 4, 2018



SFMTA
Municipal
Transportation
Agency





About the SFMTA

VISION San Francisco: great city, excellent transportation choices.

Our Strategic Plan:

Goal 1: Create a safer transportation experience for everyone.

Goal 2: Make transit, walking, bicycling, taxi, ridesharing and carsharing the most attractive and preferred means of travel.

Goal 3: Improve the environment and quality of life in San Francisco.

Goal 4: Create a workplace that delivers outstanding service.

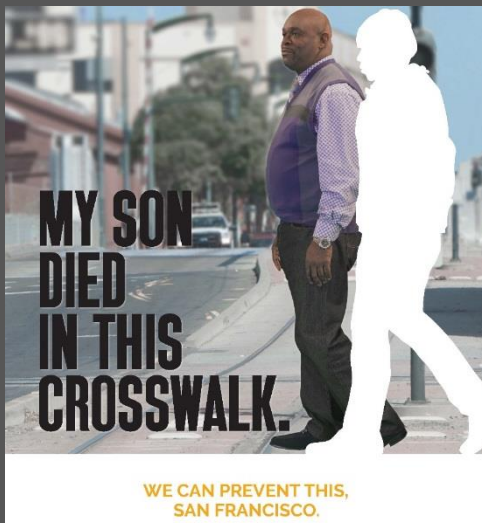
GOAL ONE:
Create a safer
transportation
experience for
everyone.



Vision Zero

The SFMTA addressed traffic safety on SF streets and the bike network. Projects included the installation of:

- 10 JFK Drive Speed Humps in Golden Gate Park; reducing speeds by 19 percent
- SF's First Parking-Protected, Raised Bike Lane
- Three New Parking-Protected Bike Lanes: 13th and Division, 7th Street and 8th Street



The agency also promoted safe road behavior through efforts such as:

- 5 education and street safety campaigns including the Heartbreak Ad campaign
- Bike safety education in 10 public middle schools

Making Muni Safer

The SFMTA has made substantial efforts to make traveling on Muni safer, such as:



- Blue Light Emergency Phone Project
- Collision Reduction and Safety Implementation Team
- The L Taraval Rapid Project, with new accessible islands to make passenger boarding safer

The agency also strengthened efforts to keep employees safe at work:

- Launched #KeepThemSafe Campaign and Assault Task Force to reduce attacks on our front line staff
- 1,700 rail employees and contractors had Roadway Worker Protection Training

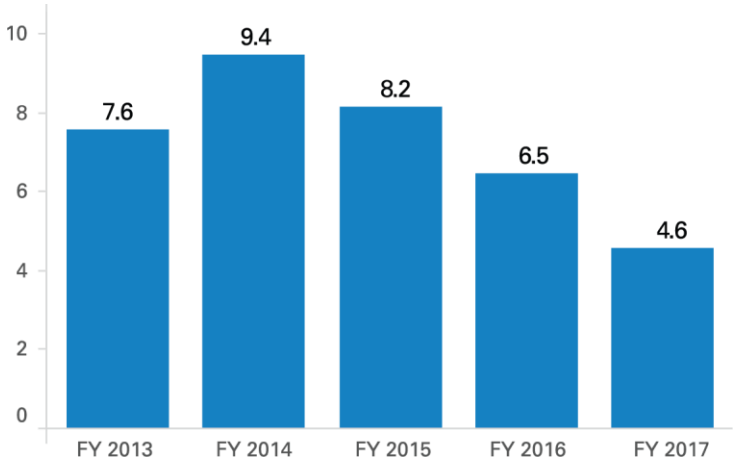
I get you across town safely.
I want to get home safely, too.

#KeepThemSafe
Every 11 days a Muni operator is assaulted.

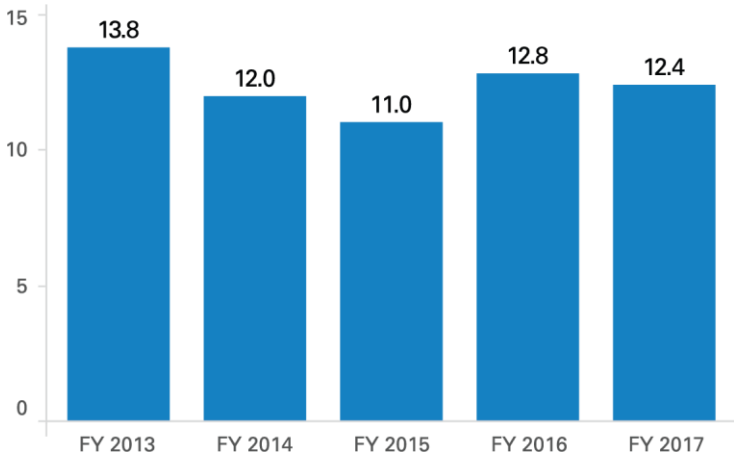


Goal One: 2017 Safety KPIs

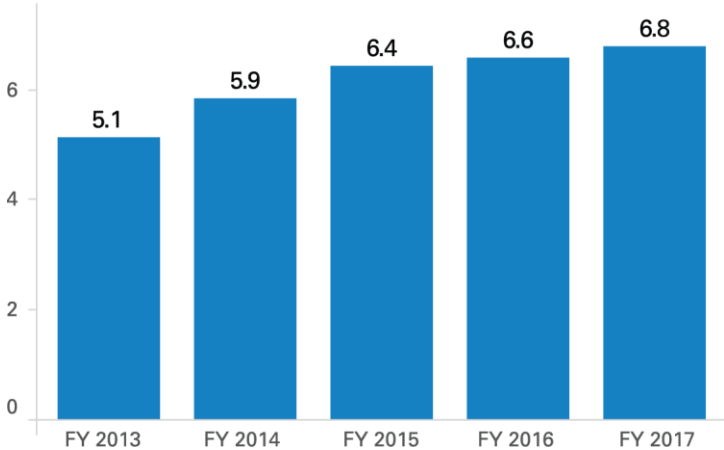
Objective 1.1.1 Muni Security Incidents per 100k Miles



Objective 1.2.1 Workplace Injuries per 200k Hours



Objective 1.3.1 Muni Collisions per 100k Miles





GOAL TWO: Make transit, walking, bicycling, taxi, ridesharing and carsharing the most attractive and preferred means of travel.

Updating Our Fleet



The first of our new and better Muni trains began service in 2017.

Compared to the old trains, these new vehicles are:

- Quieter, Lightweight
- Use Less Energy
- Will Go 10x Longer and Breakdown Less

The agency also added 138 New Muni Buses this fiscal year.

It's through efforts like these that we've turned one of the U.S.'s oldest fleets to the newest and cleanest in the nation.



Improving Commutes



The SFMTA's efforts to improve Muni service during busy commute times included:

- A New Shuttle Service to Help Ease Crowding on the N Judah
- Bigger Buses on the 5 Fulton and 5R Fulton Rapid
- Sansome Street Redesigned as Two-Way for Transit and Commercial Vehicles
- Added Transit-Only Lanes on Geneva Avenue

Striving for a Great Customer Experience

People board Muni 720,000 times every weekday. Ways the agency improved and tracked Muni customer experience included:



- Surveyed Muni riders: Achieved 70% customer satisfaction in 2017; matching last year's all-time high.
- Unveiled a new SFMTA.com
- Initiated Next-Generation Customer Information System

Making Transit Investments with Equity in Mind



The Muni Service Equity Strategy aims to create a more inclusive transportation system. This strategy helped the agency:

- Improve lines serving Communities of Concern, such as the 9 San Bruno and 8 Bayshore
- Expand late-night Owl Service

The SFMTA also partnered with SFUSD's Step Up Muni Training to teach incoming 6th graders how to use public transit.

For a Bike-Friendly City



Our agency's last bike count showed a 10% increase in bike trips.

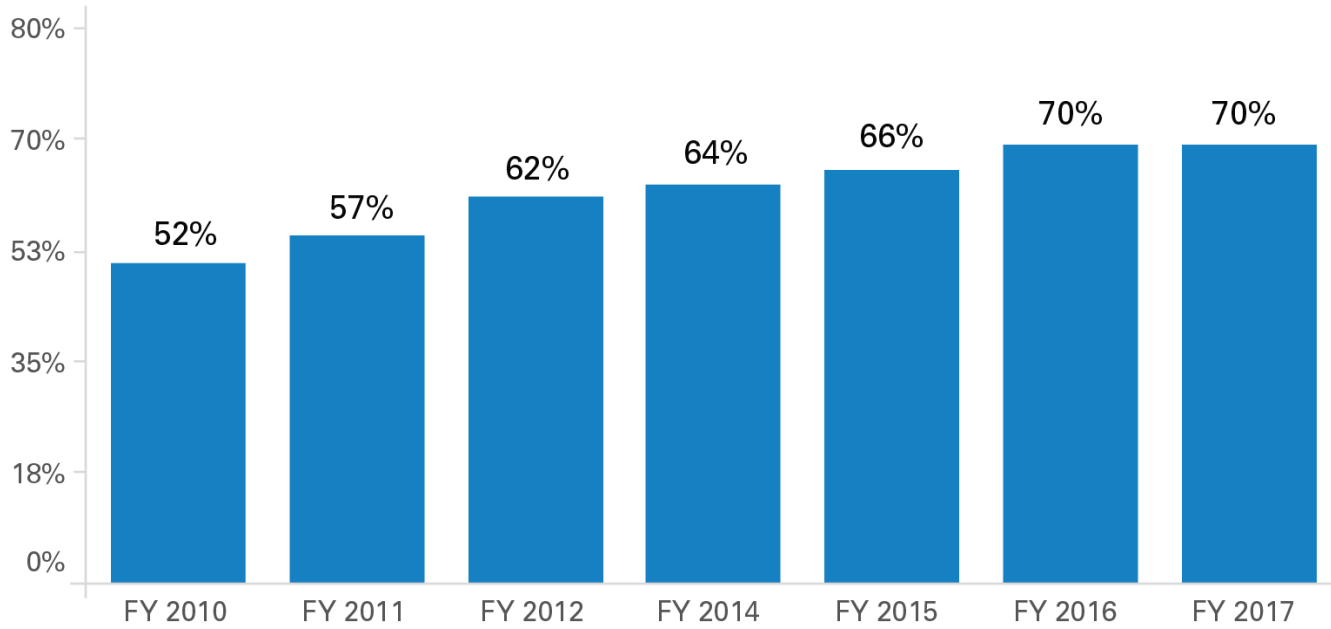


Our efforts to make it safer and easier for people to bike in San Francisco included:

- Installing New Bike Facilities and Improving Older Ones
- Installing Miles of Protected Bikeways in Heavily Trafficked Areas
- Fostering the Expansion of Bike Sharing with the New Ford GoBike Program

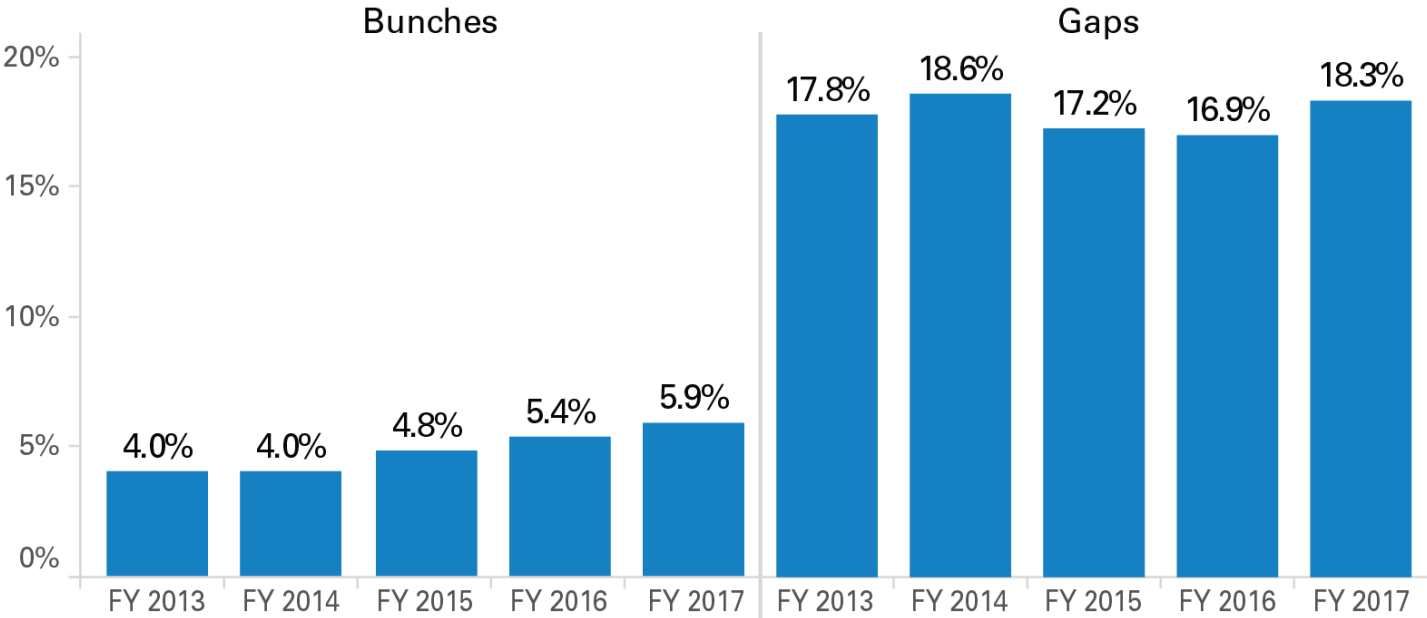
Goal Two: 2017 Travel Choices KPIs

Objective 2.1.1 Customer Rating: Muni Customer Rider Survey



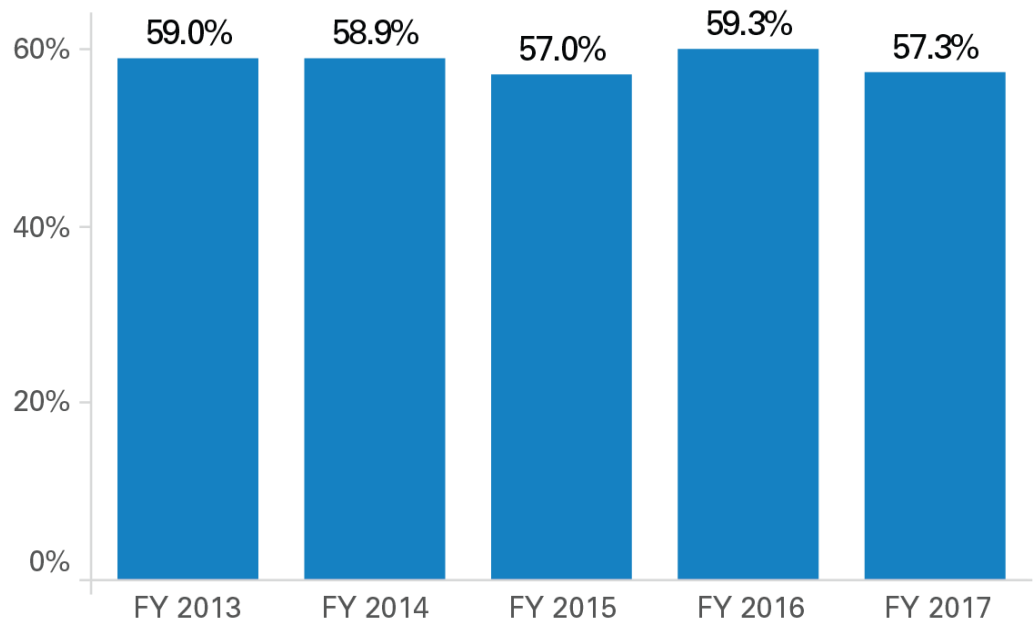
Goal Two: 2017 Travel Choices KPIs

Objective 2.2.1 Percent of Transit Trips with Bunches and Gaps on Rapid Network



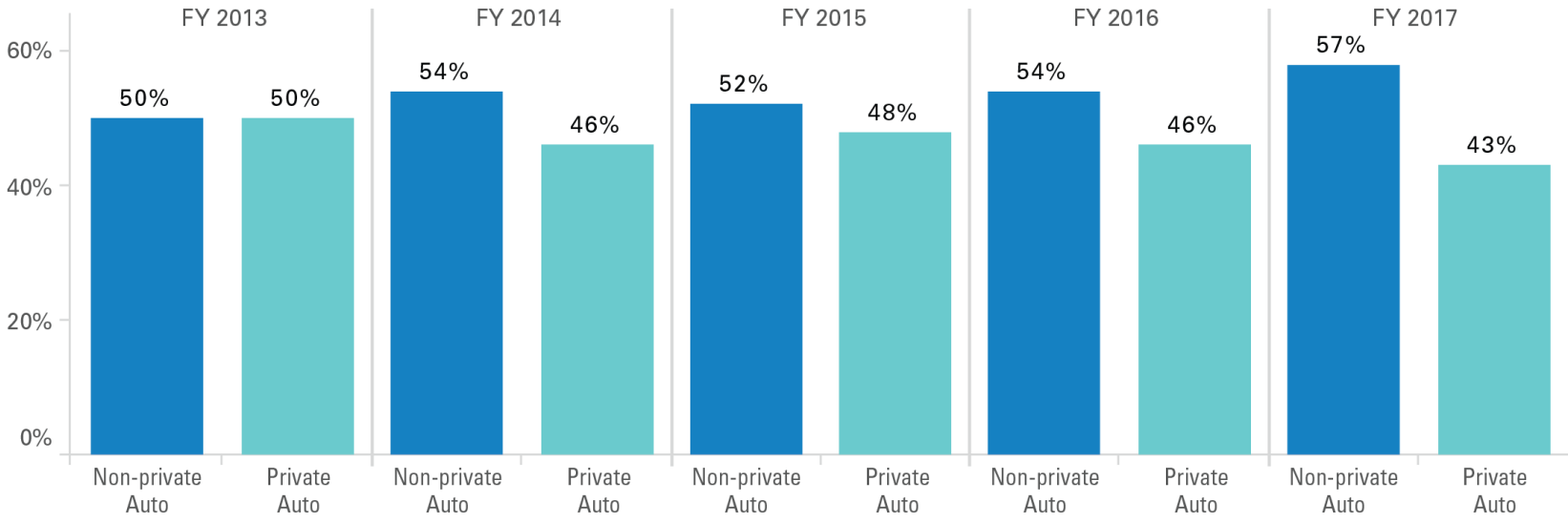
Goal Two: 2017 Travel Choices KPIs

Objective 2.2.2 On-Time Performance



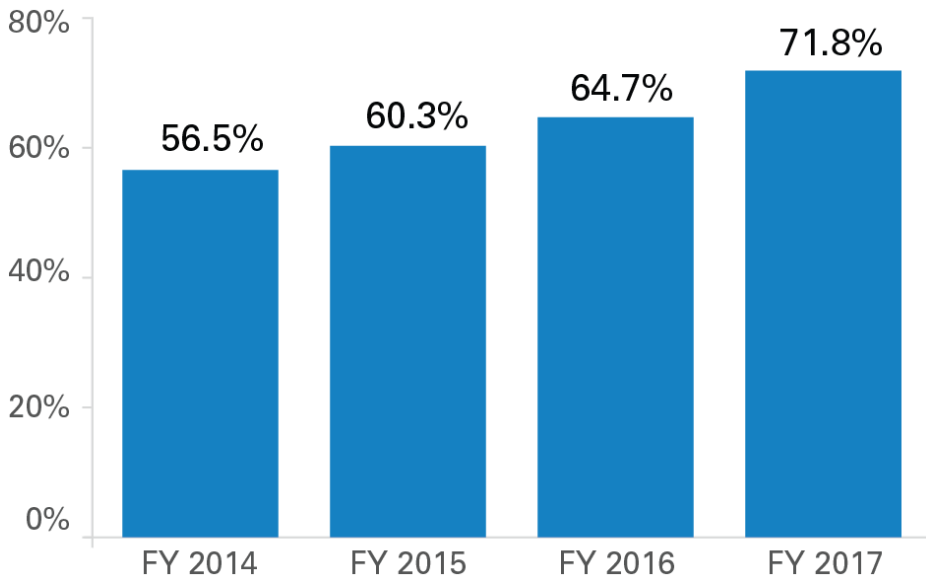
Goal Two: 2017 Travel Choices KPIs

Objective 2.3.1 Non-Private Auto Mode Share



Goal Two: 2017 Travel Choices KPIs

Objective 2.4 Percent of SFpark Spaces with No Rate Change



GOAL THREE: Improve the environment and quality of life in San Francisco.



Protecting the Environment



The SFMTA has achieved APTA's Platinum Sustainability level. Some of our recent green highlights include:

- An 8x Reduction in Greenhouse Gas Emissions
- Development of Transportation Sector Climate Action Strategy
- Carrying Out the City's Transportation Sustainability Program
- 57% of SF trips used non-private auto modes



Keeping Fares Affordable



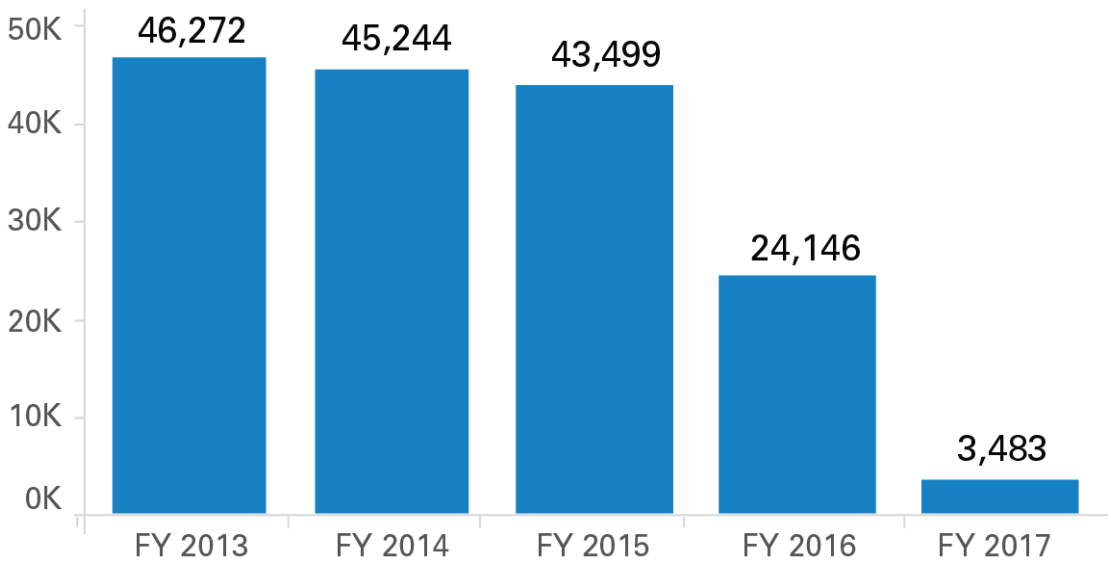
Affordable public transit is important. Our agency advances Muni affordability through such efforts as:

- Free Muni Programs for Youth, Seniors and People with Disabilities
- 2017 Fare Changes Included a 25-cent Discount For Fares Paid with a Clipper® Card or the MuniMobile® App
- SF State's New Gator Pass



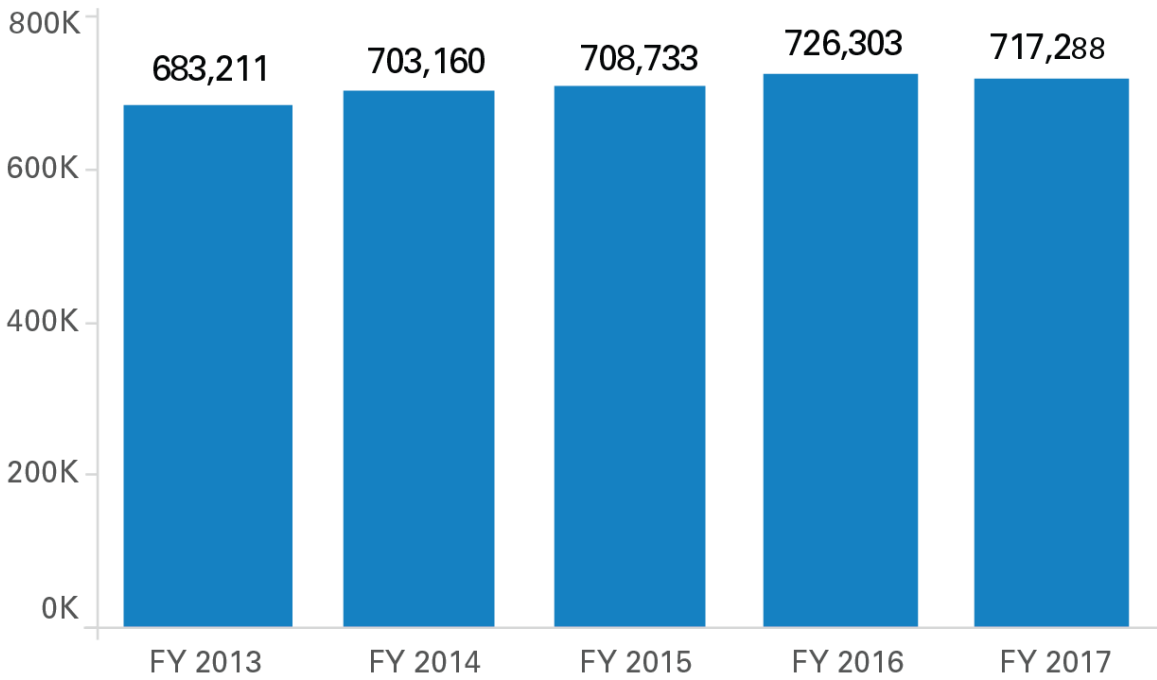
Goal Three: 2017 Quality of Life KPIs

Objective 3.1.1 SFMTA CO2 Emissions (mt)



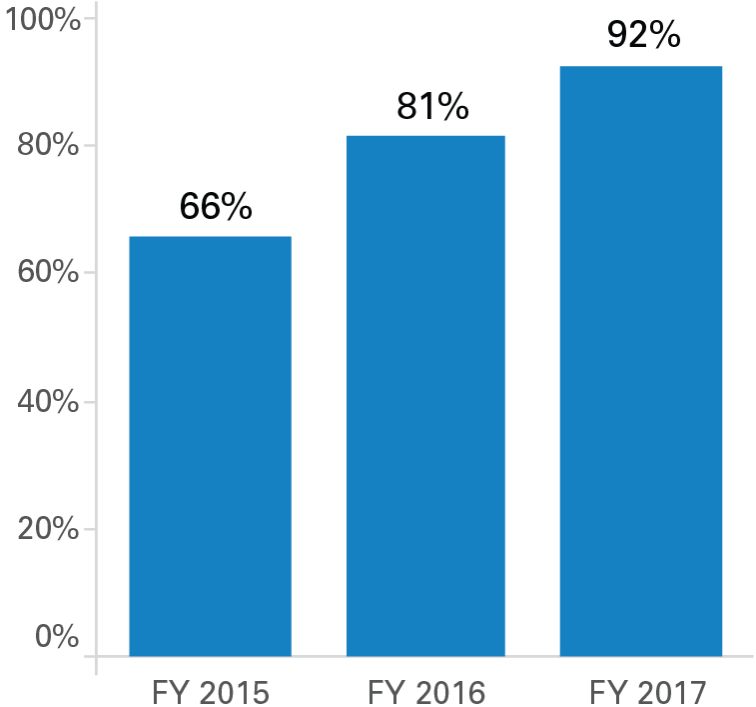
Goal Three: 2017 Quality of Life KPIs

Objective 3.2.1 Muni Average Weekday Boardings



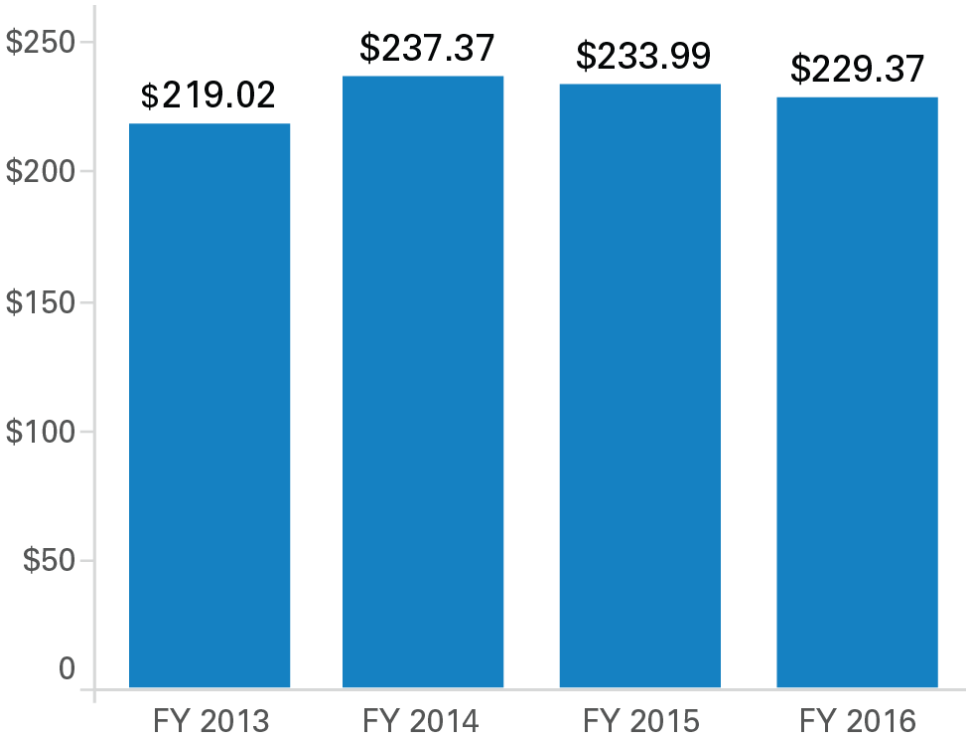
Goal Three: 2017 Quality of Life Highlights

Objective 3.3.1 Percentage of All Capital Projects Delivered On-Budget by Phase



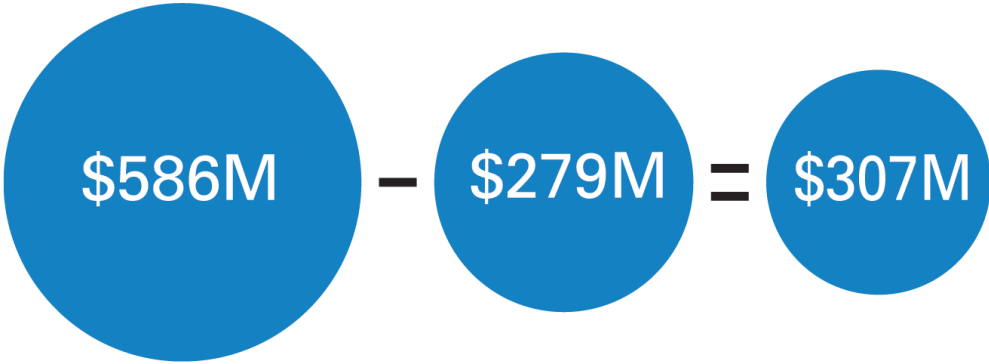
Goal Three: 2017 Quality of Life KPIs

Objective 3.4.1 Transit Cost per Revenue Hour



Goal Three: 2017 Quality of Life KPIs

Objective 3.5.1 State of Good Repair Capital Budget Deficit



(Full Scheduled Asset replacement) - (Funds Booked) = (SOGR Deficit)



GOAL FOUR:
Create a
workplace
that delivers
outstanding
service.

Supporting Muni Employees



The agency supported the well-being of our Muni operators through efforts such as:

- New Muni Uniforms, with New Colors and More Comfortable Fabrics
- Transit Operator Convenience Facility Project
- Hired and Trained 250 New Muni Operators



And customers rate Muni Operator helpfulness as one of our best attributes!

The agency also improved our communication with all 6,000 SFMTA employees through the new SFMTA TV and agency-wide town halls.

Putting People First

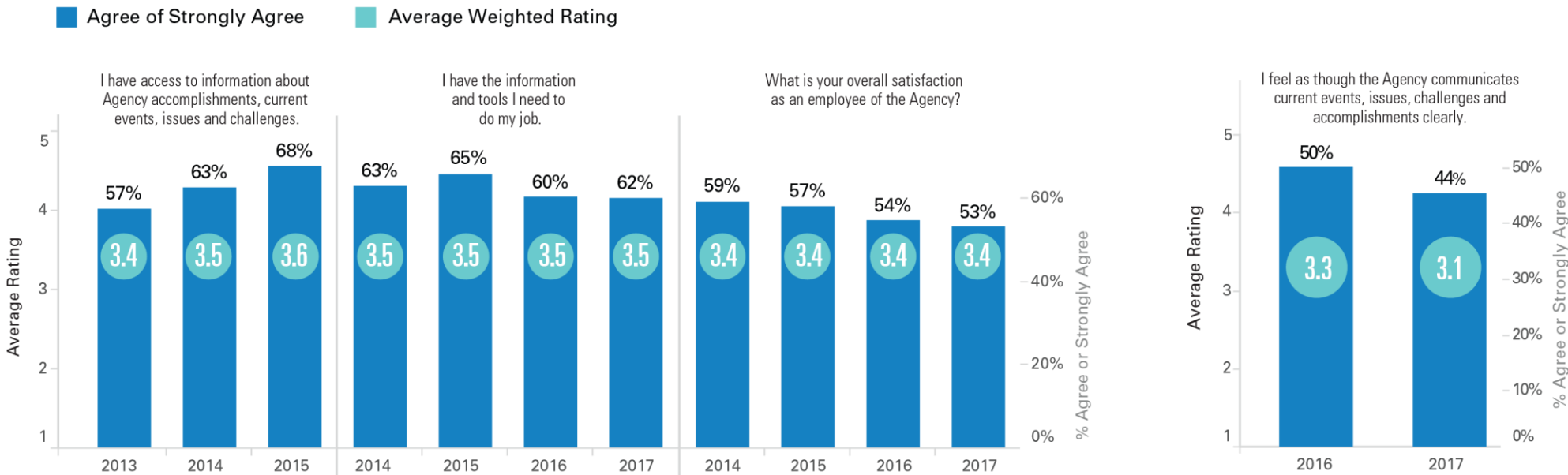


The SFMTA builds programs that promote our staff's fitness and ensure a diverse workforce by:

- Promoting Wellness Through Road to Fitness; a Program Used by 50% of Employees
- Diverse Hiring and Recruitment at Job Fairs for Veterans, Students, LGBTQ, Youth and People of Color

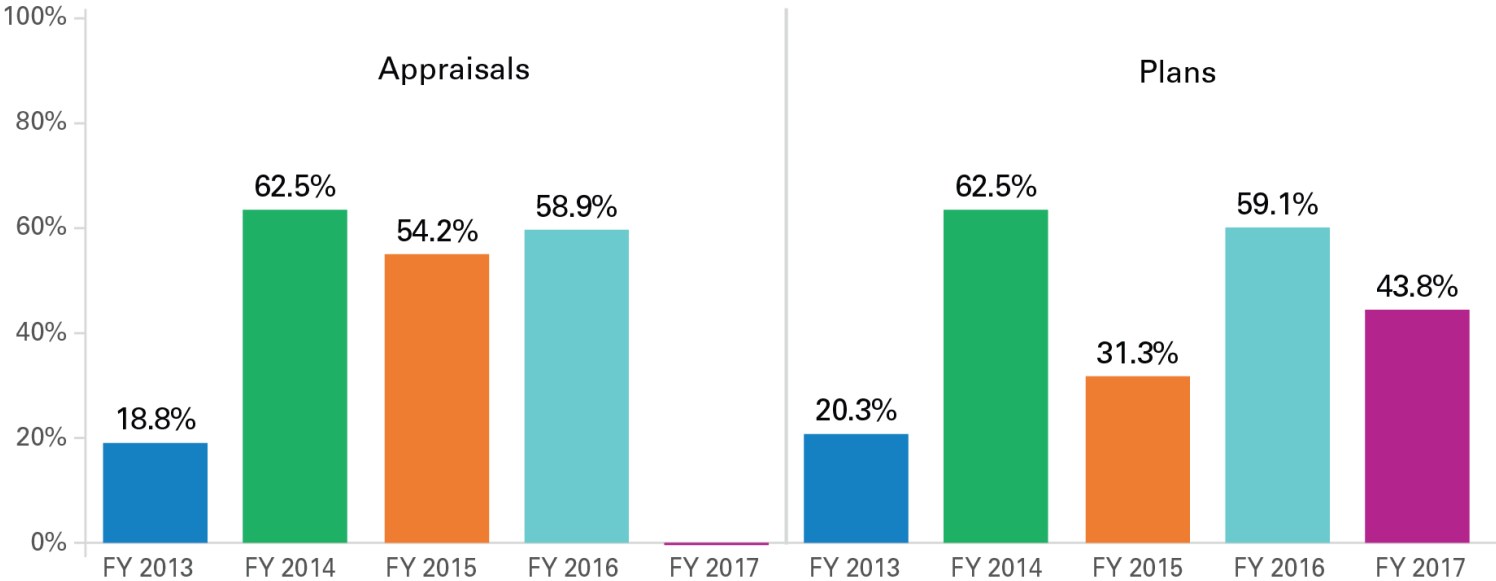
Goal Four: 2017 Service KPIs

Objective 4.1.1 & 4.2.1 Employee Rating; Scale of 1 to 5



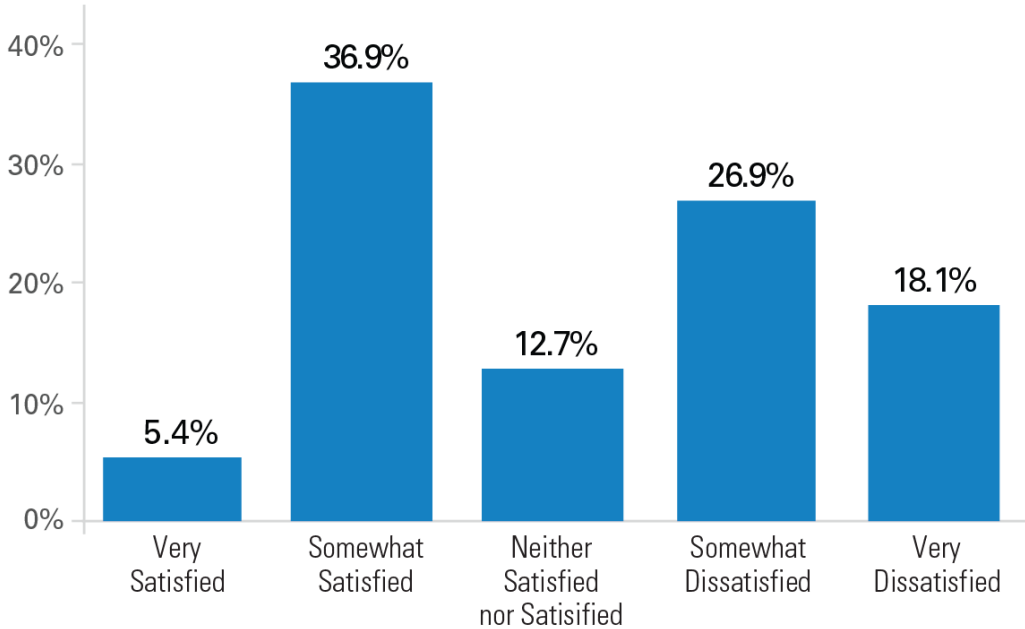
Goal Four: 2017 Service KPIs

Objective 4.3.1 Performance Plan, Appraisal Completion



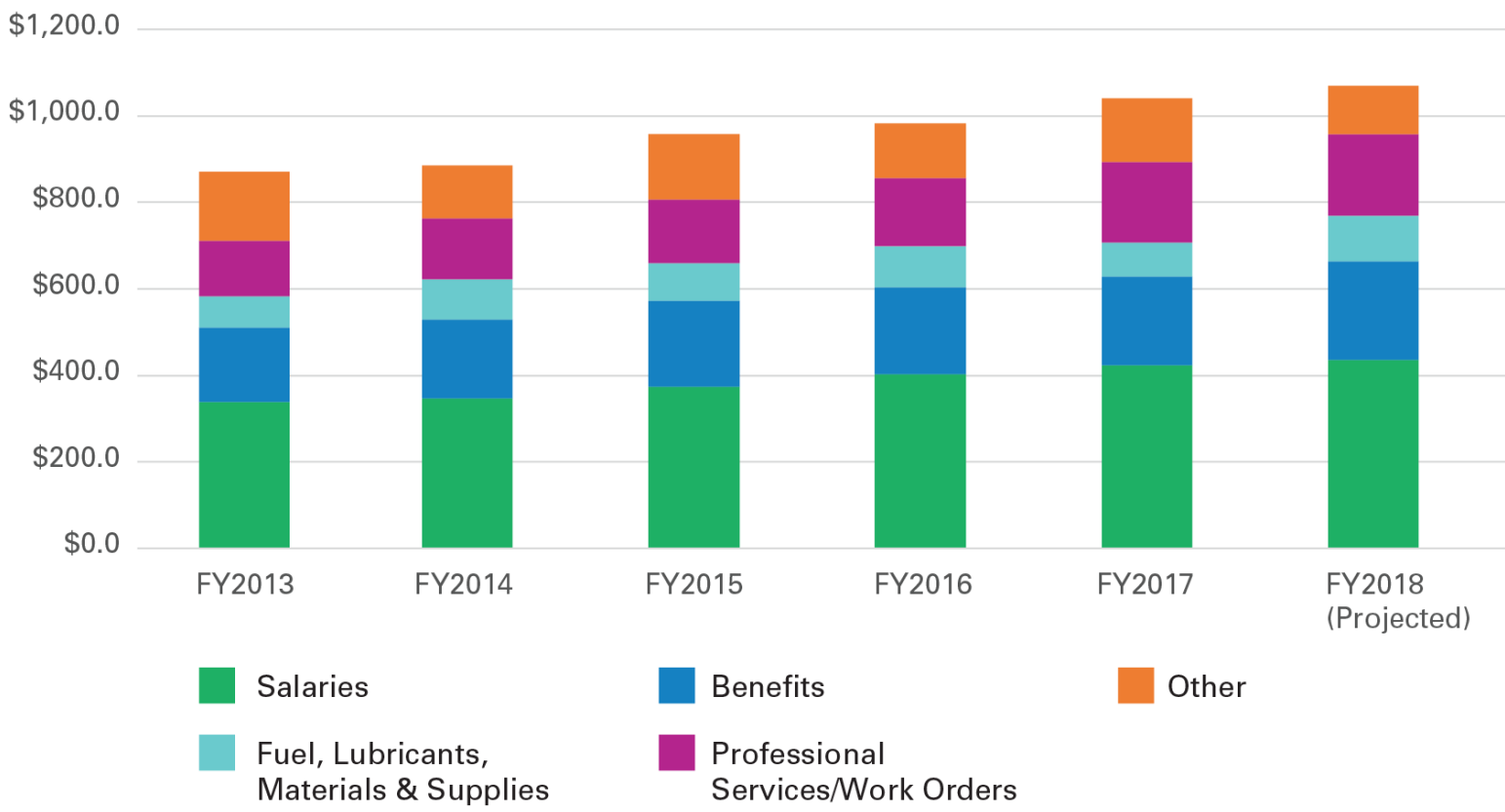
Goal Four: 2017 Service KPIs

Objective 4.4.1 Stakeholder Rating: Satisfaction with SFMTA Management of Transportation in San Francisco



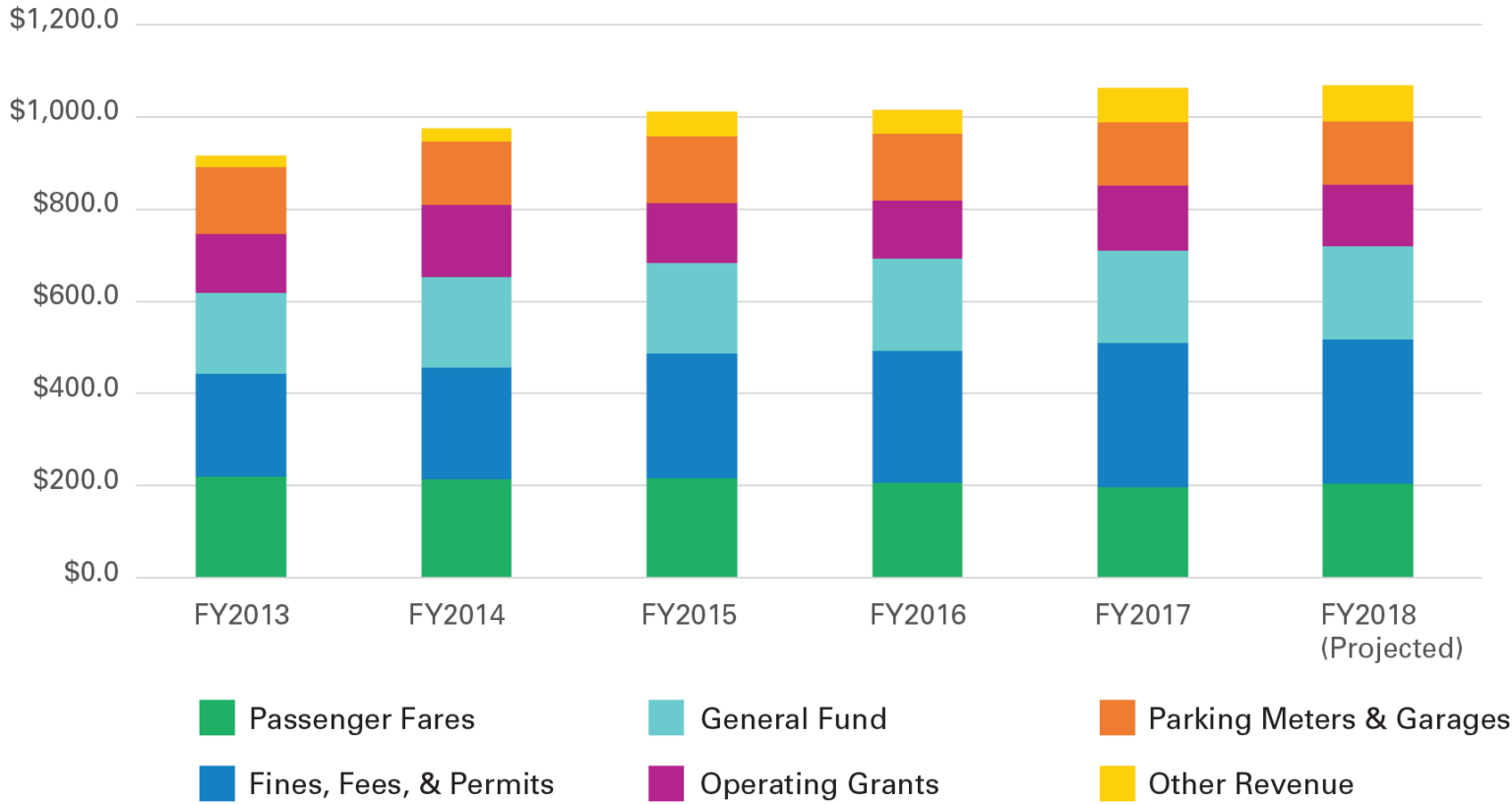
Operating Budget

Operating Expenses (in millions)

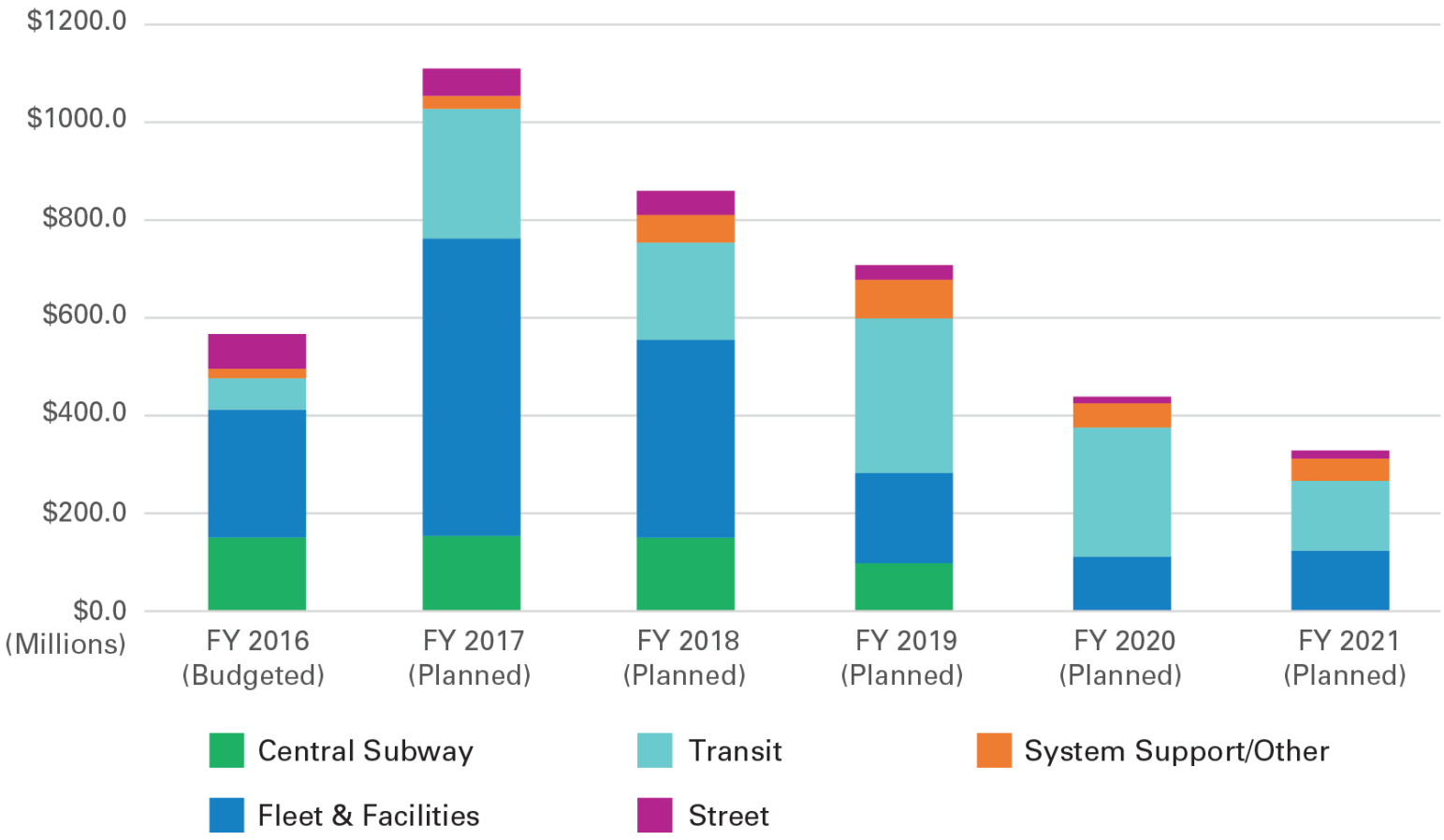


Operating Budget

Operating Revenues (in millions)



Capital Budget



Completed Projects 2016-2017



The Path Forward

The SFMTA is building momentum to deliver a better, more reliable transportation system for a growing city, including major projects initiated on critical corridors such as:

- Van Ness Improvement Project
- Central Subway
- Mission Bay Loop
- Projects on Masonic Ave., Second St. and Polk St.



THANK YOU

